Sustainability Report 2013

Enel

ENERGY TO LIFE

Sustainability Report 2013


CDP
DRIVING SUSTAINABLE ECONOMIES


MEMBER OF
Dow Jones
Sustainability Indices
In Collaboration with RobecoSAM


Global Compact
LEAD
PARTICIPANT


WE SUPPORT


Global
Reporting
Initiative
Organizational
Stakeholder
2014


NYSE
EURONEXT
vigeo
Europe 120


NYSE
EURONEXT
vigeo
Eurozone 120


ROBECOSAM
Sustainability Award
Bronze Class 2013


FTSE4Good

Index

Letter to stakeholders

For over ten years, sustainability in Enel has been based on a solid ethical system, a set of citizenship rules which everyone who works at Enel and for Enel must respect and apply in their everyday business, a distinctive feature of belonging to the Company.
Businesses, especially the leading multinationals, are increasingly a crucial intersection where the economic world and society can meet and discuss issues. For this reason Corporate Social Responsibility (CSR) is an absolute priority for company leaders in building an effective and virtuous business model.

Enel has adopted a careful strategy of CSR planning, monitoring and reporting, in other words covering all the policies on transparency, combating corruption, protecting the environment, and relations with the communities and with the people who work in and with the Company, including suppliers. We have chosen to act always as "good citizens", respecting the rules and laws of the countries where we work, following a set of shared values: ethics, respect, paying attention to people, social responsibility and results-orientation.

These values are the basis of the tools which the Group has adopted over the years: the Code of Ethics, Zero Tolerance of Corruption, the 231 Compliance Program and, most recently, the Policy on Human Rights, approved by the Board of Directors in 2013, which includes the United Nations Guidelines on Business and Human Rights.
In 2013, as part of the due diligence on human rights, we started the risk assessment process to identify the main human rights risks which the Company may run in carrying out its activities.

Multinationals which invest in sustainability nowadays set themselves the ambitious goal of achieving responsible profit, directing their business towards the so-called "creation of shared value". Corporate policies and practices therefore seek to increase the Company's competitiveness by improving the economic and social conditions of the communities where it operates.
The need for this new business model has also been recognized by the United Nations in negotiating the new "Sustainable Development Goals" for the post-2015 agenda, and by the European Union in its 2020 Strategy.

Enel has taken on board all these indications, acting in particular on two key processes: the supply chain and risk management. Likewise, our subsidiary Enel Green Power has established an action plan for the short, medium and long term to guarantee the integration of sustainability into its own processes and to create shared value by making rational use of the available resources.

In addition, Enel will continue to share its own sustainability know-how at regional, national and international level, by taking part in prestigious networks such as the United Nations Global Compact and Global Compact LEAD.
Last year Enel was one of the first companies to confirm its participation in the LEAD Board Programme which is designed for companies that are involved in the Global Compact LEAD and which aims to provide Boards of Directors with analyses on sustainability and on the need to integrate sustainability into corporate strategies.

The innovative policies which we have adopted in terms of CSR have enabled us to become acknowledged leaders in the processes for planning, monitoring, and reporting sustainability, gaining approval worldwide.
In order to improve the monitoring of sustainability performance and guarantee the traceability of CSR information, we are also creating a new data collection system. In addition, as

regards reporting standards, Enel will join other global business leaders in the reporting field by taking part in the pioneering GRI G4 program.
The tools that we have adopted, such as for example the materiality matrix, have allowed us, starting from last year, to map the strategic objectives of the business and to match them to the expectations and needs of our stakeholders. In this way we can identify the CSR projects and initiatives which are considered priorities.
An example of this is our CSR "ENabling ELectricity" program, through which Enel contributes to the United Nations ten-year program "Sustainable Energy for All" (2014-2024). In 2013 under this program we took part in over 30 projects in 20 countries, achieving the target of 2 million beneficiaries a year ahead of time.

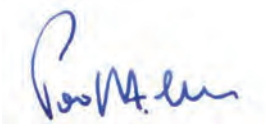
The next CSR activities will be developed in three areas which are considered priorities: enabling access to electricity for lower-income consumers, implementing support programs for the education and training of professional figures in emerging countries, and realizing social inclusion projects and projects to support economic growth in the areas where Enel operates.

Over the years, Enel has strengthened the relationship between sustainability and the financial world, creating value from the integrated communication of the Company's financial and non-financial results. The drive towards the highest sustainability standards, which Enel started eleven years ago, has been rewarded by the interest of socially responsible investment funds which, despite the difficult international economic situation, are continuing to increase in number. At December 31, 2013 our shareholders included 117 Socially Responsible Investors (up from 108 in 2012), representing around 15.6% of the identified institutional shareholdings (compared to 14.6% in 2012). In 2013, for the tenth year running, Enel was included in the Dow Jones Sustainability Index, a key index for the markets, which includes the best companies in the world in terms of economic, social and environmental sustainability. Enel was also reconfirmed in the FTSE4Good index and is involved in the CDP.

Enel's commitment to sustainability is also reflected in its medium/long-term strategy to combat climate change, with the aim of its power generation plant achieving carbon neutrality by 2050. An integral part of this commitment is the Climate Strategy, which envisages action plans covering the whole sector: from production to distribution, from sales to end users, to emission rights trading. This has enabled Enel to reduce its specific CO_2 emissions by 37% compared to 1990 (the base year for the Kyoto Protocol), and to confirm the target to cut CO_2 emissions by 15% by 2020 compared to 2007 levels. In 2013, the percentage of "zero emission" power generation out of total Group production exceeded 46%, and the installed renewable production capacity reached 36.9 GW. For future years Enel has planned a further 6-billion euro investment in renewables, to promote all the best technologies, mainly in the markets with the highest growth potential and which have more available natural resources.
Technological innovation will allow us to make electricity production increasingly efficient and environmentally sustainable, by putting forward innovative solutions for all customers, from energy efficiency to electric transport, from smart grids to smart cities: all technologies in which Enel is a world leader.

In order to maintain our leadership in the global energy market and to achieve the best possible business results, we must continue in our drive to integrate sustainability into the business model and into corporate strategy.
The growth and economic development of a multinational such as Enel cannot be tied solely to its ability to produce value for shareholders. Rather, we want and we must contribute to making the world a better place, drawing on our culture, our values, our way of doing business, to the benefit of the Company, our colleagues, and the institutions and citizens with whom we interact.

The Chairman
Paolo Andrea Colombo



The Chief Executive Officer
and General Manager
Fulvio Conti

Our ID

Mission

Our mission is to **create and distribute value**
in the international energy market,
to the benefit of our customers' needs,
our shareholders' investment, the competitiveness
of the countries in which we operate
and the expectations of all those who work with us.

We **serve the community**, respecting the environment
and the safety of individuals, with a commitment
to creating a better world for future generations.

Fast facts on Enel

Total net production 286,146 GWh	Net renewable production 93,089 GWh	Electricity volumes sold 295,530 GWh	Gas volumes sold 8.6 billion m^3
Electricity transported 404 TWh	Number of customers 60,777,768	Number of employees 71,394	Workforce of contractors 95,683 FTE
Zero emission power generation 46.7%	SRI funds in institutional shareholdings 15.6%	EBITDA 17,011 m. euro	Revenues 80,535 m. euro

Upstream gas

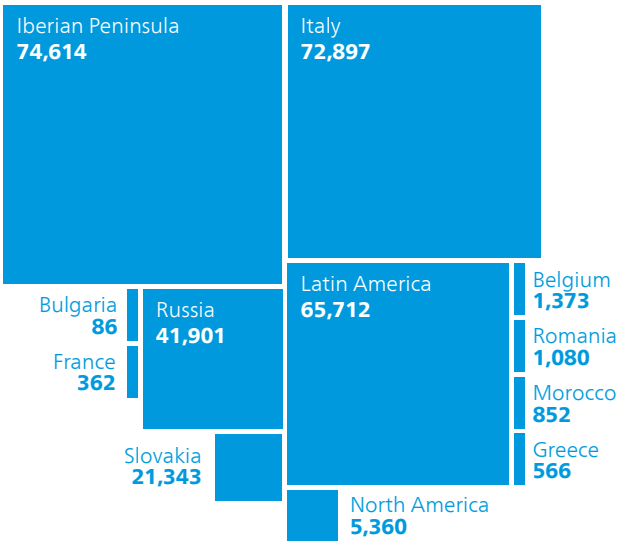
The exploration of and production from gas fields will guarantee part of the gas needed to fuel **Enel** power plants, thus allowing greater flexibility, modularity and partial independence from its existing supply contracts which expire around 2017-2018.

In 2013 **Enel** sold its stake in **SeverEnergia**, the company which manages one of the most important gas fields in **Russia**. Business continues in **Algeria**, where the Isarene project is being developed and the **South East Illizi** project goes on. Significant results were also achieved in Italy, where a seismic survey was completed and four exploration prospects were identified which will be drilled over the next two years.

Generation

Enel produces energy through a **balanced mix of sources**, in which a leading role is played by renewable sources (hydroelectric, wind, geo-thermoelectric, biomass, photovoltaic, etc.) and where fossil sources are diversified across natural gas, coal and oil.

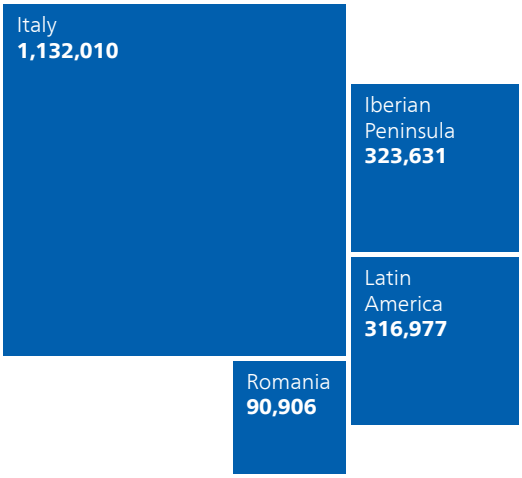
Net production
by geographic area (GWh) - 2013



Distribution

Thanks to 1,863,524 km of power lines across two continents, Group distribution companies transport electricity in Italy, Romania, the Iberian Peninsula and Latin America.

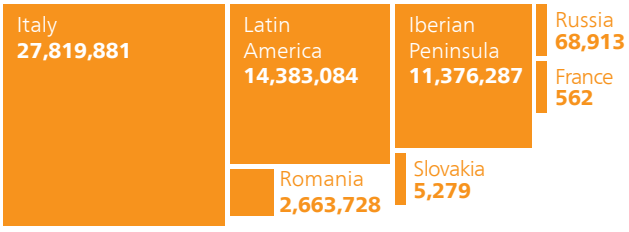
Length of distribution lines
by geographic area (km) - 2013



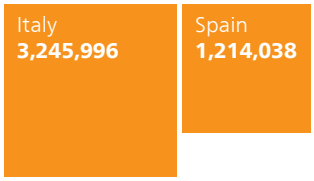
Sales

Enel sells electricity in 12 countries. The Group sales companies operate both on the protected categories market, with controlled prices, and on the free market, satisfying all the needs of the Group's 60,777,768 customers (56,317,734 of whom are on the electricity market and 4,460,034 on the gas market).

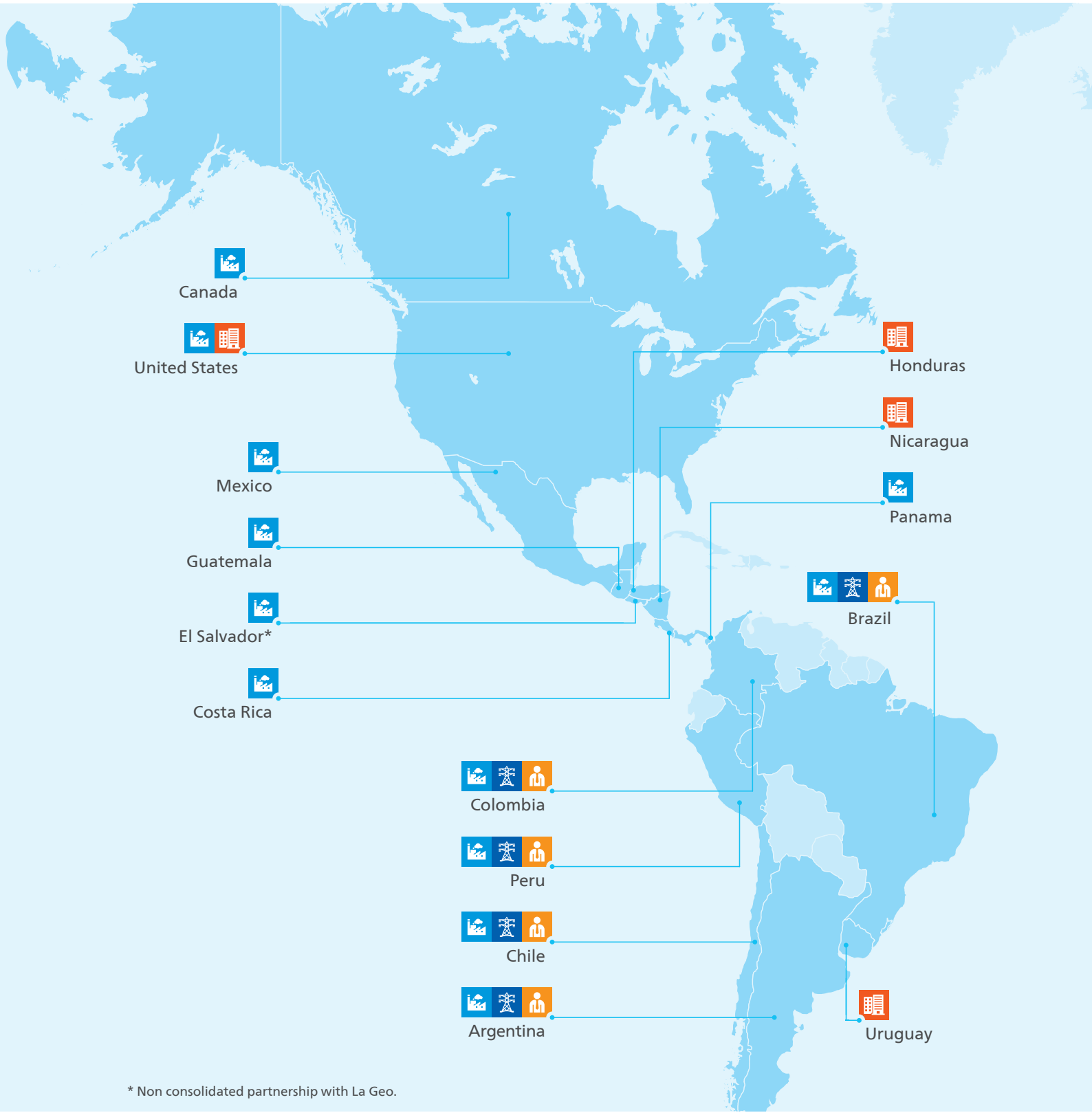
Number of electricity customers
by geographic area (no.) - 2013



Number of gas customers
by geographic area (no.) - 2013



Enel worldwide



* Non consolidated partnership with La Geo.

Upstream gas

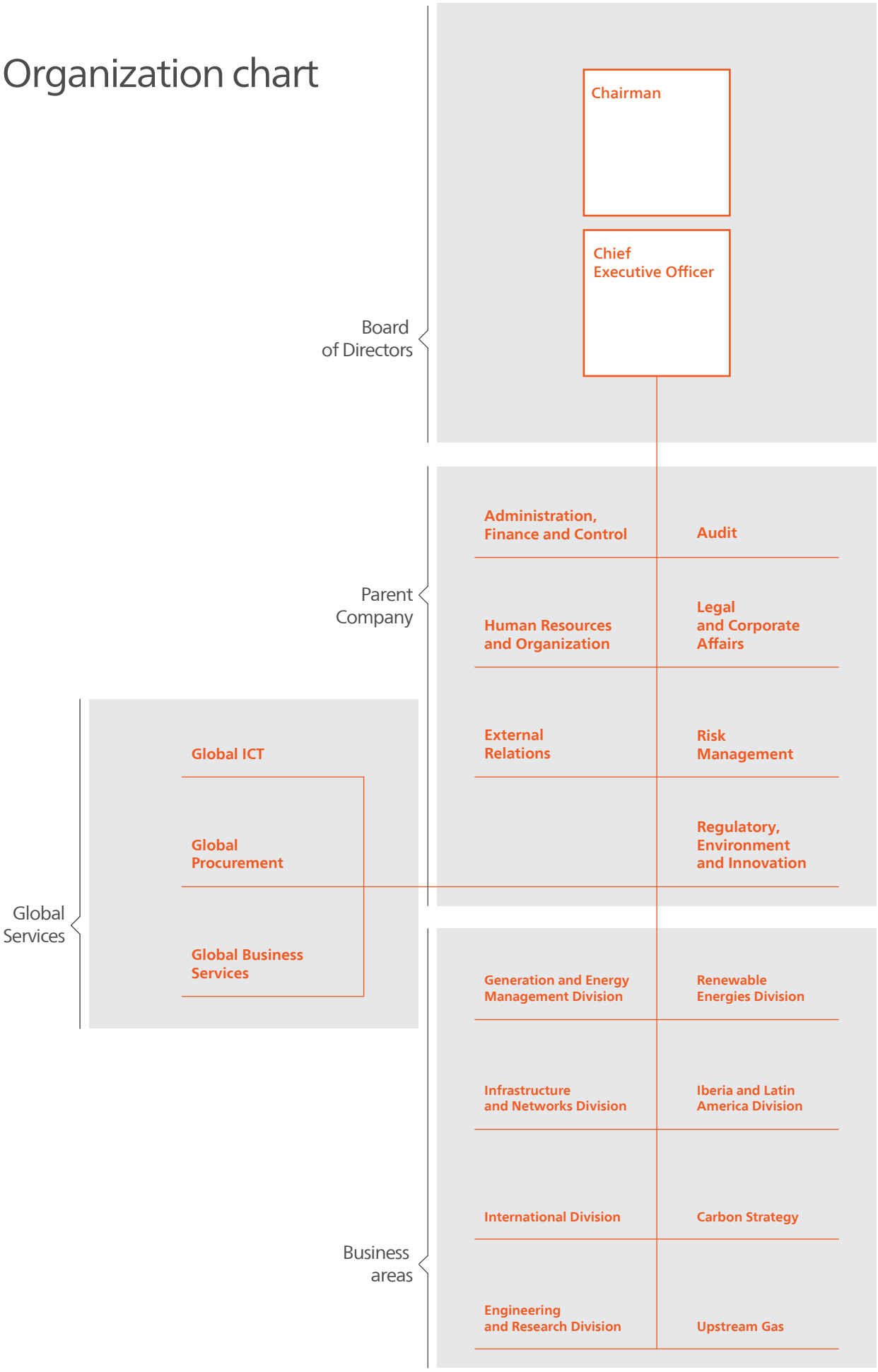
Generation

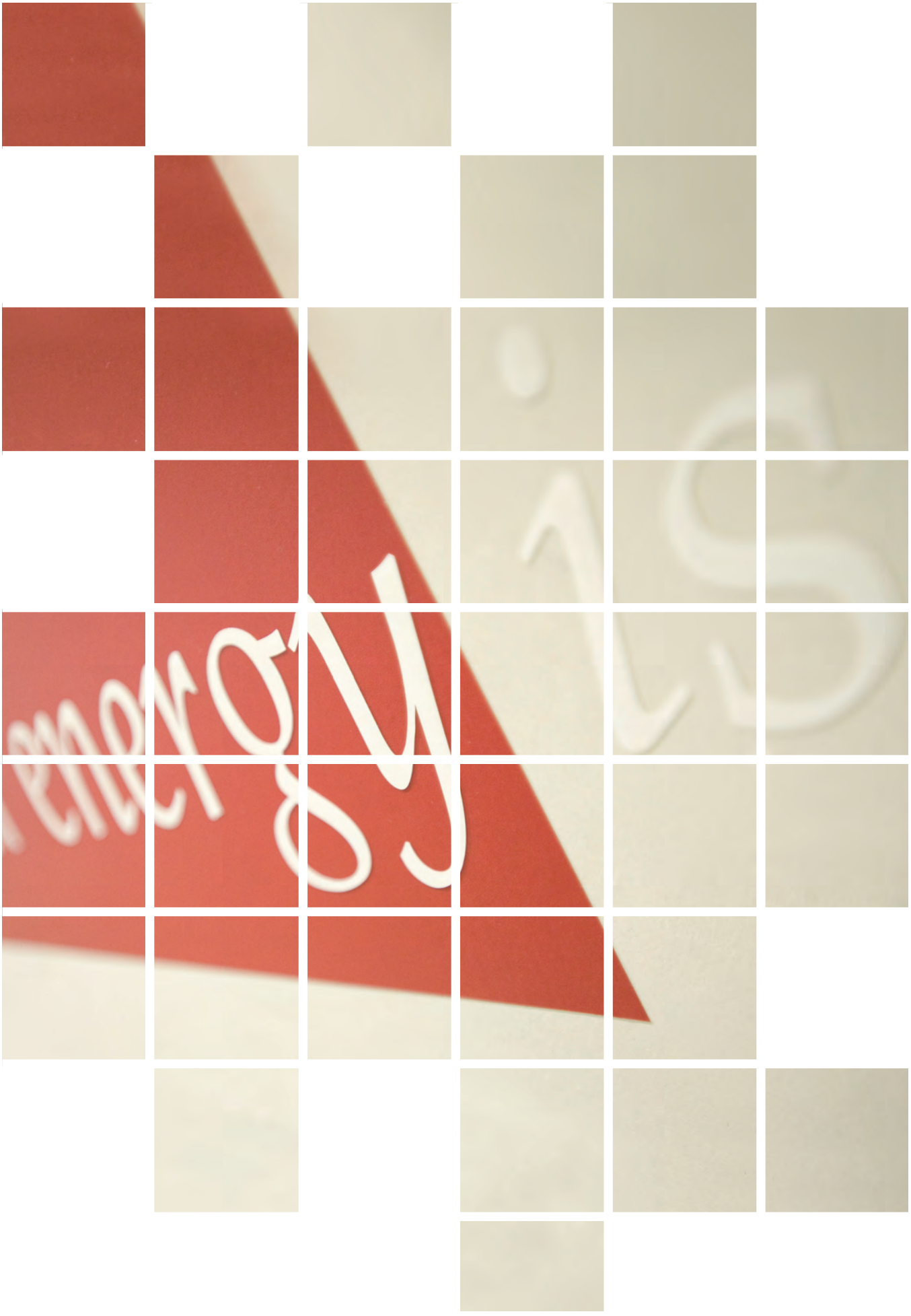
Distribution

Sales

Representative offices, operating branches and other projects

Organization chart





Our stakeholders

- Shareholders and Investors
- Employees
- Customers
- Suppliers
- Institutions
- Associations
- Communities
- Future generations


FTSE4Good
CDP
Analyst Presentation
Roadshow
SHAREHOLDERS AND INVESTORS
GRI G4
Customer empowerment
Open Data
Eurelectric
CSR KPIs in Consolidated Report
ESG risk management
We are Energy
Sustainability Report
Protocols and agreements
INSTITUTIONS
Smart Grid
Climate Strategy
Smart City
Talent Management
Health&Safety Community Meeting
231 Compliance Program
Eidos market
Brand Equity Italy
Leadership Curriculum
Health and Safety Week
Materiality analysis
Green offers
Global Professional System
5+1 Program
Best Practice Sharing
Biodiversity
Top Employer
Global Procurement
Energy Efficiency
Endesa Educa
Inclusion and Diversity
International industrial relations
GRI
One Safety
International Job Postings
Electric mobility
E-mobility
TZC
Leadership model
BetterCoal
CSR Europe
Transparent Communication
PlayEnergy
Plan Senda
Management model
Ombudsman
Oxygen
Zero accidents
Hourly tariffs
International Day for the Elimination of Violence against Women
Transparency International
Enel retail outlets
Family Audit
Virtual Check Point Contractors
Open plants
Web chat
Family care
ASSOCIATIONS
Parental Program
Art, Music, Sport
Social bonus
5 golden rules to work safely
Safety Academy
Endesa foundations
Artistic lighting
Efficient Home
FUTURE GENERATIONS
Disability management
Enel Contemporanea
SUPPLIERS
EMPLOYEES
CUSTOMERS
COMMUNITIES

A sustainable year

2013

01 January

ENEL ON THE STEERING COMMITTEE OF GC LEAD

Enel becomes a member of the Steering Committee for the strategic planning of Global Compact LEAD.

05 February

BUSINESS AND HUMAN RIGHTS

The Enel Board approves the Human Rights Policy which applies to all the countries and companies in the Enel Group.

18 February

AGREEMENT SIGNED BETWEEN ENEL AND RENAULT

The agreement sees the launch of fast recharging for the French carmaker's electric car, Zoe.
The expansion of the recharging network worldwide continues.

28 March

ENERSIS SHARE CAPITAL INCREASE

The Chilean subsidiary, in which Endesa has a 60.6% stake, will become the Enel Group's sole investment vehicle in South America (except for Enel Green Power for the renewables sector).

14 March

ENEL ONE OF THE FOUNDERS OF WAME (WORLD ACCESS TO MODERN ENERGY & EXPO 2015)

Non-profit association comes into being to promote global awareness-raising on the issues of access to energy.

13 March

AGREEMENT BETWEEN ENEL GREEN POWER AND THE SAN JUAN COTZAL COMMUNITY

Agreement signed to institutionalize the social responsibility activities of Enel Green Power in the Palo Viejo area (Guatemala).

03 June

AGREEMENT FOR SMART GRIDS IN SAUDI ARABIA

Memorandum of Understanding signed between Enel, ICT Europe and Advanced Electronic Company (AEC).

09 May

ENEL LAB PROJECT WINNERS

6 young, hi-tech start-ups from Italy and one from Spain were selected to join the business laboratory set up by Enel.

7 May – 18 July

PRIZE-GIVINGS FOR "PLAYENERGY" AND "WE ARE ENERGY"

Enel organizes competitions dedicated to schools and to the children of Enel employees around the world.

22 May

ENEL AT THE GRI G4 GLOBAL CONFERENCE

Enel participates in the drafting of the new reporting standard and addresses the GRI Global Conference in Amsterdam.
The Group is one of the pioneers of G4.

18 June

GRI AND UN GC ASSESS THE SUSTAINABILITY REPORT 2012

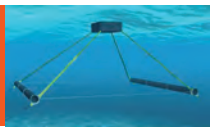
Enel's Sustainability Report 2012 is reconfirmed at the level of A+ by the GRI, and is confirmed as "Advanced" under the "Communication on Progress" standard.

25 September

CERES AQUA GAUGE

Enel is the first utility in the world to undergo water risk assessment by Ceres and organizes its presentation at the European Parliament.

19 June



AGREEMENT TO DEVELOP THE GENERATION OF MARINE ENERGY

In Livorno Enel Green Power inaugurates the Group's first device which can capture marine wave energy and will be capable of producing 220 MWh per year.

12 September

10 YEARS IN THE DJSI

Enel is confirmed in the Dow Jones Sustainability Index for the tenth year running.

01 October

10 YEARS OF THE ENEL SUSTAINABILITY REPORT

Enel celebrates the 10th anniversary of the Sustainability Report as part of the CSR and Social Innovation event organized at "Bocconi" University in Milan.

28 August – 30 August

LATIN AMERICAN AND THE CARIBBEAN REGIONAL FORUM ON BUSINESS & HUMAN RIGHTS

Enel takes part in the first regional forum organized by the United Nations and the Colombian Government on human rights.

19 September

ENEL AT THE UNITED NATIONS GC LEADERS SUMMIT

Enel is present as a speaker in the plenary session and in the seminars dedicated to "Sustainable energy for all" and anti-corruption.

26 September

ENEL UN/PRME COURSE ON CSR

The online course on CSR is launched at the UN PRME Summit 2013 in Bled.

18 June

ENEL AT THE IIRC CONFERENCE IN FRANKFURT

Enel is Italy's first participant on the International Integrated Reporting Council at the global conference on the integrated reporting framework.

25 September

ENEL ALONGSIDE TRANSPARENCY INTERNATIONAL

Together with Transparency International Italy, Enel promotes a training course for managers and officials of the Public Administration, in cooperation with MBA LUISS.

05 November

NEW RECORD FOR ENEL GREEN POWER

Enel Green Power's generation plant in the 16 countries where the Company operates achieved a new daily production record, reaching 108.4 GWh.

08 October

FTSE4GOOD

Enel is reconfirmed in the semi-annual review of the FTSE4Good.

25 November

INTERNATIONAL DAY FOR THE ELIMINATION OF VIOLENCE AGAINST WOMEN

In Italy Enel supports the Government's campaign on violence against women. The permanent in-house communication campaign starts.

27 February

ETHINOMICS – WORKSHOP ON TRANSPARENCY

Enel organizes for its top managers a training day on the value of ethics and anti-corruption, with the participation of Italian and international experts.

2014

08 October

10 YEARS OF ENEL CUORE

The Group's non-profit association celebrates 10 years of activity. Since 2003 it has launched over 570 projects and provided almost 52 million euro in grants to 400,000 beneficiaries.

03 December

05 December

ENEL AT 2013 UN FORUM ON BUSINESS & HUMAN RIGHTS

Enel takes part in the global conference organized by the United Nations between governments, companies, NGOs and the academic world.

15 January

ENEL AT THE INVESTOR SUMMIT ON CLIMATE RISK

Enel takes part as sponsor at the "2014 Investor Summit on Climate Risk" promoted by Ceres and the United Nations Foundation, at the headquarters of the United Nations in New York.

07 November

III BUSINESS GLOBAL COMPACT FORUM IN LATIN AMERICA AND THE CARIBBEAN

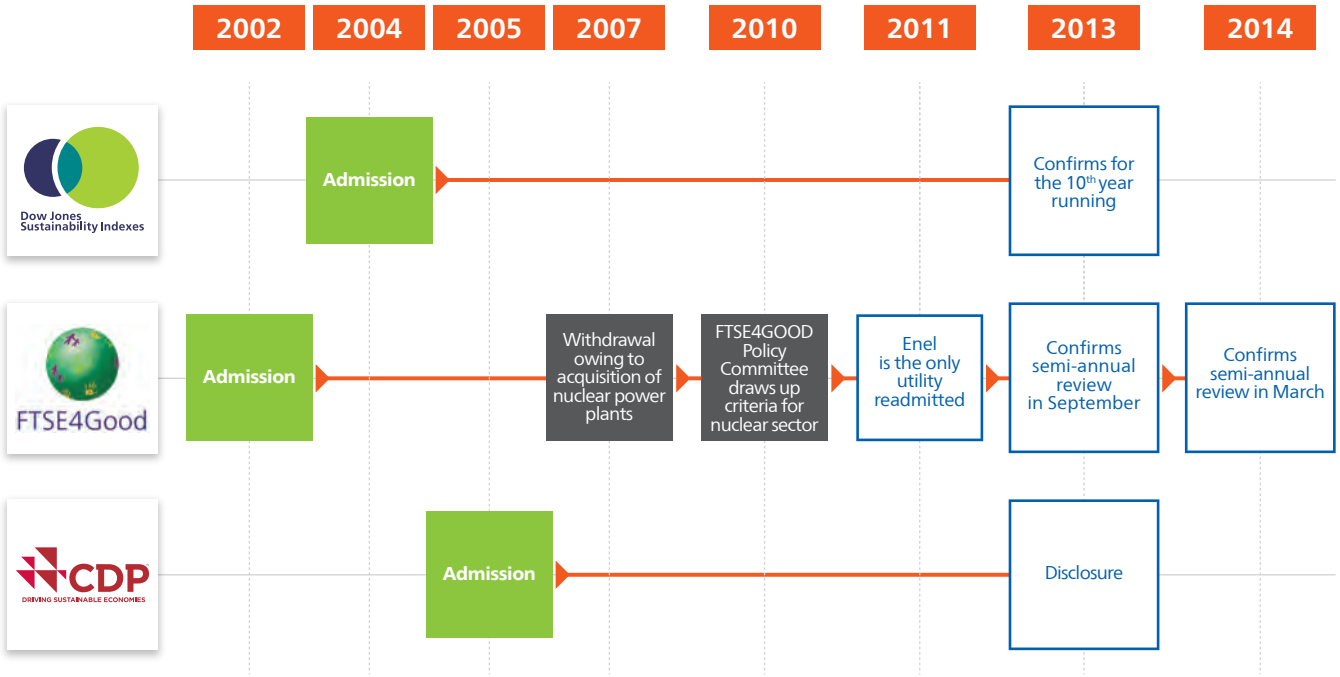
Enel takes part in the III Regional Forum of the Global Compact, sharing its experience in regard to principles 1 and 2 (human rights) and 3 to 6 (labor standards) of the Global Compact.

What they say about us

Presence in the main sustainability indexes

In 2013, for the tenth year running, Enel was in the Dow Jones Sustainability Index, a key index for the markets, which includes the best companies in the world according to stringent criteria of economic, social and environmental sustainability. In the same year Enel was reconfirmed in the FTSE4Good index, which measures the behavior of companies on the basis of environmental sustainability, relations with stakeholders, respect for human rights, the quality of working conditions and the tools with which companies themselves combat corruption, and Enel is one of the global utilities to take part in the CDP.

Enel's Presence in the Main Sustainability Indexes



Enel in the media

Enel's Media Relations Unit constantly monitors the perception of the Group in the press, radio, TV and online, locally, nationally and internationally, in both the general and specialist media. Its attitude in dealings with national and international press has always been open and positive; a fact widely acknowledged by journalists. In Italy, for example, this commitment is reflected in the results of the study "City Journalists 2013" undertaken by Demoskopea. According to the study undertaken by Eikon, which analyzes Enel's presence in the media, in Italy among the most positive aspects in 2013 as judged by the Italian and international media were: the storytelling campaign "*Guerrieri*" (Warriors), the activities of Enel Green Power, the agreements for the development of electric transport, smart grids and smart cities, and the placement of hybrid bonds. Also Enel's website was judged very positively.

2013, in terms of the Italian media, was heavily influenced by the opening up to and involvement of external contributions to the "*Guerrieri*" storytelling campaign, as a continuation of the initiatives realized to celebrate Enel's 50th anniversary. As for Corporate Social Responsibility, note should be taken of the tenth edition of the Sustainability Report and the recognition received in terms of transparency and accuracy from the Global Reporting Initiative (GRI) and

the Global Compact of the United Nations. There was also coverage of the events connected to the 10th anniversary of the Enel Cuore Onlus, with special reports dedicated to the projects undertaken and to the book published in collaboration with La Feltrinelli. To this may be added the news coverage of the placement of hybrid bonds and the activities of Enel Green Power, including the developments in Latin America, such as the award of the public tender in Brazil for two 11 MW photovoltaic projects, to which may be added 503 MW of wind and hydroelectric generation and, in Chile, the coming into operation of the wind farm at Valle de los Vientos with installed capacity of 90 MW, taken together with other projects, including the construction of the 99 MW Taltal plant; in addition, the developments in terms of electric transport, smart grids, LED-based public lighting systems and the opening of new Enel retail outlets were positively covered. Also the initiatives linked to Corporate Social Responsibility were the focus of positive articles and services, both in Italy and in the foreign press. Among the activities which drew attention in traditional media and on the web was Enel's participation for the second year as the main partner in Italy of the "X Factor" talent show on Sky.

As in the previous year, international media focused largely on the Group's activities in the field of "smart" technologies (smart meters, smart grids, smart cities), the international growth of Enel Green Power (tenders in South Africa, new wind farms in Mexico and Chile), innovation in renewables (the launch of the pilot version of the R115 wave energy converter), and CSR activities such as the launch, with the NGO Ceres, of *Aqua Gauge* (a method to assess companies' management of water resources). There was significant press coverage of cultural activities, such as Enel's participation as main sponsor and donor at the 55th Venice Biennale. The international financial press were very interested in the issue of the disposal of non-core assets as part of the debt-reduction strategy and in the issues of hybrid financial instruments. In addition, both the general and financial press followed the various high profile institutional events involving CEO Fulvio Conti in the autumn, such as the G20 in St Petersburg, the Investment Forum in Sochi, Russia, and the event "10 CEOs push for EU energy policy to change direction" in Brussels.

In the Italian press the main problems focused on the financial aspects and in particular on the performance of Enel and Enel Green Power's shares on the stock market, the assessments of ratings and analysis agencies, and the income results penalized by the fall in consumption in Italy and Spain. In addition to these, in Italy there were also the arguments and demonstrations connected to the plant conversions at La Spezia and Porto Tolle, the emissions from power plants and the authorization procedures for the Mercure power plant. The campaign and protests by Greenpeace against Enel's coal-fuelled power plants were covered in various papers. As for customer relations, in Italy there was some fallout from letters to papers about service-quality complaints, scams by phony operators, excessive billing and blackouts.

The main issues highlighted by the foreign press for the Group regarded, in Spain, the question of the reform of the electric sector and the tariff deficit. All the regulatory and fiscal measures adopted by the Spanish Government since the start of 2012 had a total negative impact of over 1.3 billion euro on EBITDA in 2013 of the subsidiary Endesa. In Slovakia, rumors about Enel possibly leaving Slovenské elektrárne accompanied stories on the discussions between the Company and the Slovak Government regarding the budget increase for the construction of the 3 and 4 reactors at the nuclear plant of Mochovce. Moving on to operations in Latin America, in Chile the press paid careful attention to judicial matters affecting the thermoelectric power plant at Bocamina and the thermoelectric project at Punta Alcalde. The Group wishes to demonstrate the environmental compatibility of such activities and to settle, where necessary, unresolved authorization issues. In El Salvador, the differences between the local Government and Enel Green Power continue to grow over the management of the geothermal plant in the country. The Group claims its right, which has also been confirmed by international arbitration settlements, to capitalize its investments into a majority stake in the joint venture, LaGeo. In Brazil, the main problems are connected to the quality of the service provided by the distributor Ampla. At the end of the year, a heat wave in Argentina led to a series of blackouts which increased the tension between the Government and private distribution companies managed by foreign groups, including the subsidiary Edesur. Also in response to the needs connected to distribution networks, it should be noted that investments in distribution in the countries where the Enel Group operates are one of the strategic priorities of the 2014-2018 Industrial Plan.

Prizes and awards

Enersis – EFR prize – June 2013

EFR - *Empresa Familiarmente Responsable* – prize at the 3rd edition in Chile, which rewards companies for developing family-friendly best practices and promotes them as a management model.

Enersis was classified 3rd in the ranking for EFR certification throughout the country.

Enersis and Chilectra – PROhumana – September 2013

The PROhumana Foundation offered a prize for Chilean companies which are most engaged in social responsibility.

In 2013, Chilectra and Endesa Chile finished, respectively, 2nd and 10th in the RSE (*Empresa Socialmente Responsable*) ranking.

***Chilectra Sello de Eficiencia Energética* – October 2013**

It is an initiative of the Chilean Ministry of Energy which seeks to promote efficient and responsible energy use throughout the country. Every year 40 stamps ("*sello*") are made and awarded to the best energy efficiency policies of companies in the various sectors.

The parameters are similar to those for ISO 50001 certification.

Chilectra, the only energy company to be ranked in the 2013 edition, received this award for reducing the company's energy consumption and technical energy losses.

Brand Equity Italy

According to the study of Enel's Brand Equity index undertaken by GFK Eurisko through an advertising tracking survey in 2013, Enel's overall image in Italy maintained the positive results achieved in previous years.
The index in question summarizes all the image parameters recorded week by week. The trend in the annual Brand Equity index is the result of an analysis which considers the trend in spontaneous recognition (visibility) and the brand image (average contribution of the individual factors which make up the brand) in relation to its own communication activities and those of its competitors. The index is an annual average of the observations made continuously over 44 weeks of the year.
The 2013 survey was positive, with a +1.3 percentage increase in the Brand Equity index, thanks to a communication strategy which brought the brand closer to consumers by aiming at innovation and sustainability.
There was a significant repositioning towards households which brings the language and codes of commercial campaigns closer to those used institutionally and capitalizes on the image of the brand and on its classic assets (institutional size and commercial relationships), thus conveying new relational values such as: "empathy", "sustainability" and "innovation".

Strategy

2013 results and future objectives

Despite the continuing economic crisis in Italy and Spain and the penalizing regulatory provisions adopted by the Spanish Government in 2012 and 2013, the Enel Group managed to achieve the economic and financial objectives it had indicated to the market, in particular reaching and going beyond its debt-reduction targets. This confirms the effectiveness of the geographic and technological diversification strategy which has been in place for almost a decade, and operational initiatives to raise efficiency, optimize investments and maximize the value of existing assets. The strategic priorities set for the Group in the 2014-2018 plan take account of the structural change which is expected in the key scenarios relating to both global economic macro-systems and the energy sector. In particular, the following main developments are expected for these scenarios: (i) emerging markets will continue to guide global growth processes; (ii) technological innovation will be one of the key elements in the development of trends in the energy sector; (iii) the end user will be increasingly "aware", both from the technological and environmental viewpoint; and (iv) regulatory systems will increasingly focus on environmental issues and system costs. The Group is ready to face these new challenges in the energy sector through the following strategic priorities:

> continuation of the virtuous path of cash generation thanks to operational initiatives to maximize margins, optimize investments and reduce costs, in a macroeconomic framework which, in particular on the Italian and Spanish markets, continues to present signs of weakness;
> debt reduction, optimization of the portfolio assets and reorganization of the Group, also through minority buyouts, in order to strengthen the Group's equity structure;
> continuation of organic growth in generation from renewables, in conventional generation solely on emerging markets, and in the distribution and sale of electricity and gas. This strategic priority will require specific actions for each business area:
  - in generation from renewables, the Group is positioned as one of the global leaders and aims to increase the about 8,900 MW of Enel Green Power's installed capacity by over 50% by 2018, also by using growth in renewables to enter new countries and emerging areas;
  - in conventional generation, on the mature markets of Italy and Spain, the Group will cut by around 8,000 MW the installed net capacity available and will renegotiate gas contracts; in emerging markets it will increase the installed capacity to serve economies which, it is expected, will continue to have a growing need for energy;

- in distribution, Enel will continue to generate significant, stable and diversified cash flows in the 8 countries where it operates, also taking the opportunities for growth offered by the trends of increasing population and urbanization, as well as the general increase in access to electricity in emerging countries, in particular in Latin America. The Group intends to confirm its position as a world leader in the development of smart distribution networks and will consolidate its key operations at global level. The objective is to increase both the number of customers served by around 6% by 2018, and the number of smart meters installed by around 30% up to approximately 50 million devices;
- in sales, the Group will focus on increasing value for customers, focusing on the offer of high value added products/services, especially those linked to energy efficiency, with the aim of almost doubling its active customer base on the free energy market.

Enel's history is the history of its customers, of the local communities to which it provides its services and with which it shares its sustainable development objectives, and of the workers who have enabled it to become a global leader. The sustainability strategy continues to underpin the future development plan: producing and distributing energy responsibly, contributing with its own customers to achieving the objectives of efficient energy use, sharing with the community an inclusive growth model, and continuing to attract skilled staff.

The combination of technological excellence, focus on results, ethics and social responsibility are the elements which will enable the Group to compete as a leader in its changing sector.

The materiality matrix of the Enel Group

Since 2012, Enel has launched and has applied, also incorporating the most recent developments in sustainability reporting at international level, such as the new GRI-G4 standard, the new COP principles of the UN Global Compact and the framework of the IIRC (International Integrated Reporting Council), an "analysis of materiality" program aimed at mapping and calibrating the issues and expectations of stakeholders, matching them against the industrial strategy, with the means and processes with which the Company responds to such expectations (refer to the Methodological Note for detailed information on the process used).

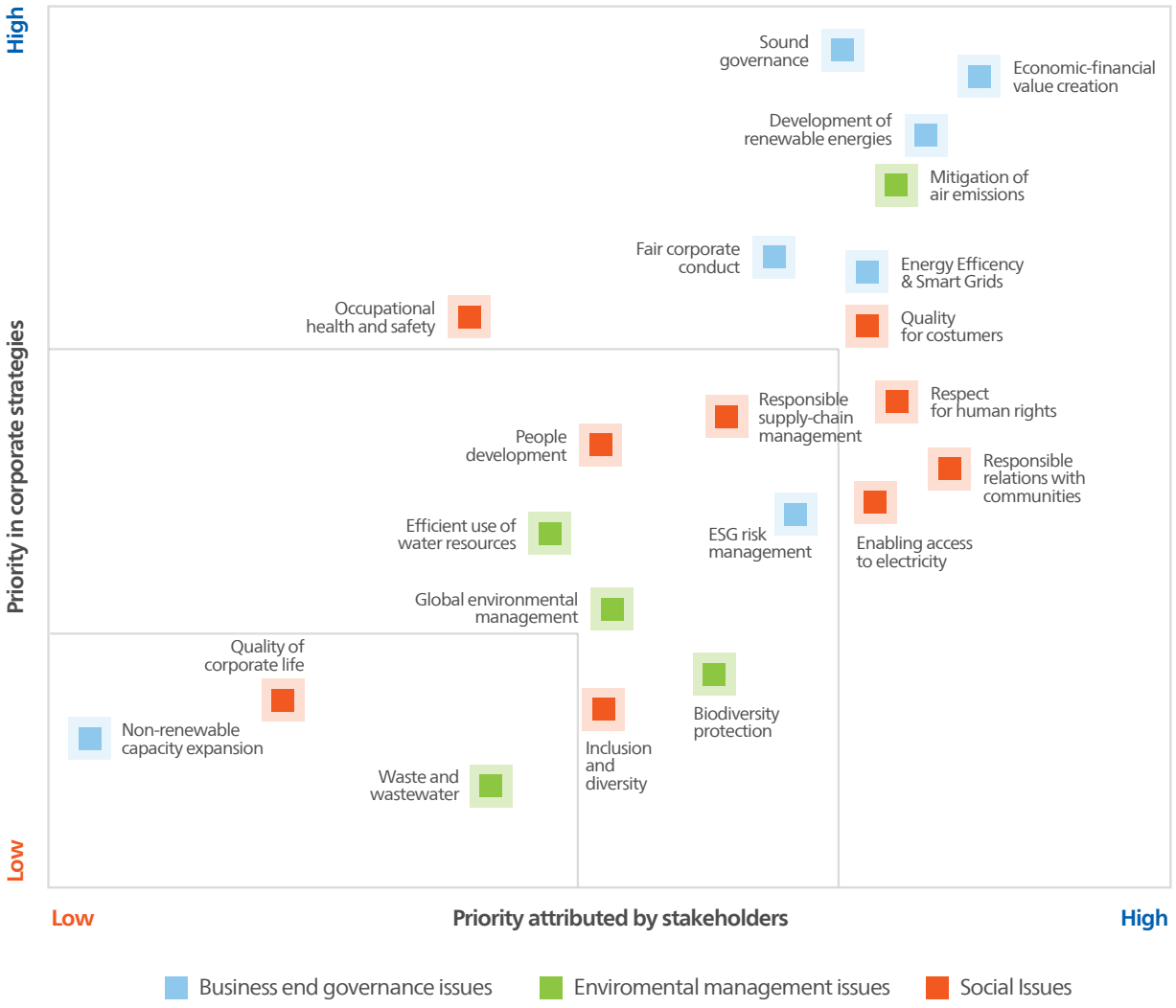
This methodology based on so-called "analysis of materiality" is the basis for identifying the issues around which to structure sustainability reporting.

Analysis of each axis of the materiality matrix helps consideration of:

> on the horizontal axis, the priority which stakeholders, duly calibrated on the basis of their relevance, attribute to the various issues. In the right-hand part of the matrix are, therefore, the issues on which stakeholders request more commitment from the Group in terms of investments, enhancement of existing management practices and systems, formalization of clear commitments and policies;

> on the vertical axis, the issues on which Enel plans to focus its efforts and the "level" at which this commitment will be addressed. In the upper part of the matrix are, therefore, the issues on which, as part of the Group's strategic objectives, a high level of investment is planned for coming years.

The materiality matrix 2013



The issues have been classified into business and governance issues (blue), social issues, i.e. those relating to relations with stakeholders (red), and environmental management issues (green).

The combination of the two perspectives enables the most important issues both for the Company and for stakeholders to be identified (so-called material issues), and consequently the level of "alignment" or "misalignment" between external expectations and internal relevance to be verified.

Compared to last year's materiality matrix, by cross-referencing the priorities of the Company's strategic plan and the most important issues for stakeholders, the following developments can be highlighted for 2013:

> there is a strengthening of the convergence between the most important expectations for stakeholders and the sustainable business strategy/model used by the Company and presented to the financial community in March. The priorities for both (top right quadrant) are transparent governance, the creation of economic and financial value, the development of renewables – which has grown as a key factor in competitiveness also in the opinion of all the stakeholders – the mitigation of emissions and combating climate change. Unchanged on 2012 are the issues of energy efficiency and the development of "smart" grid and that of quality for customers. The importance of expanding power generation capacity from non-renewables sources has fallen;

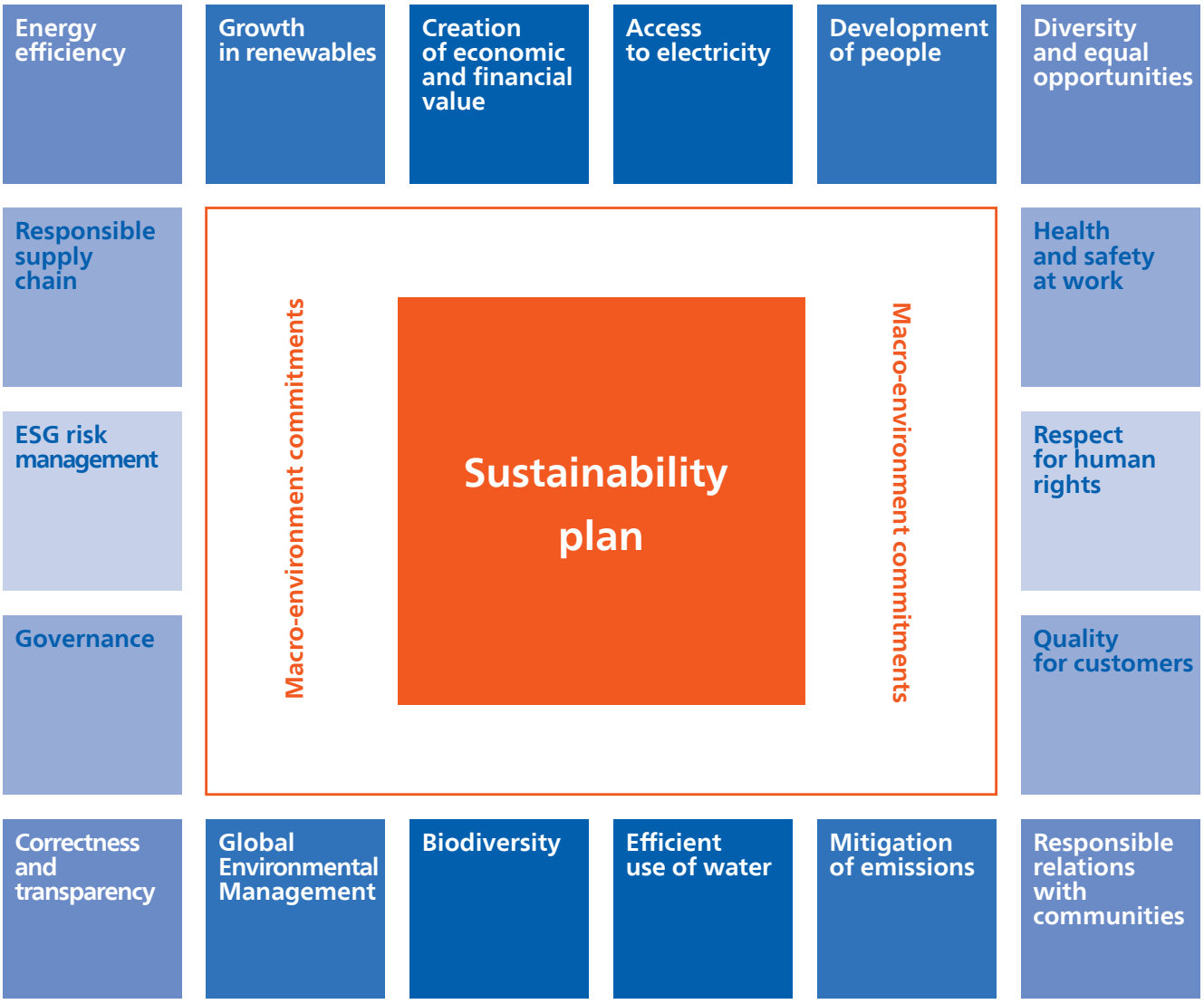
> there is an increasing focus on so-called creation of shared value and there is growing importance for the issues which represent the main drivers of "social inclusion" and which are therefore integrating factors in the economic and social development of the countries and areas where the Company operates in the model and business processes: as for human rights, responsible relations with the community and access to electricity, they are all positioned slightly up on 2012, on the right side of the matrix. The growing importance of these drivers in order to compete on both mature and growing markets highlights how the planning and handling of these issues by the Company marks a further development in the CSR model. In other words, the in-

tegration of social issues into business processes (Business Development, O&M, Procurement, etc.) shifts the focus of the relationship between Enel and its stakeholders from the short-term perspective linked to the social acceptability of doing business to a medium/long-term perspective for the development of a common competitive advantage, based on social inclusion. The planning and management of sustainability policies in Enel therefore aims to create growing efficiency in the allocation of economic resources, by linking them to the needs of the community and the development of a socially fairer growth model;

> responsible management of the supply chain, ESG risk management, the development of human resources, inclusion and diversity, global environmental management, i.e. the issues which presuppose a constant improvement in processes and of the organization which oversees them, are positioned almost entirely in the central part of the matrix and have growing importance both in the business strategy and in the expectations of stakeholders, not only as important key factors to lower the vulnerability to risk, but as drivers of the creation of value in the medium/long-term.

Guidelines of the sustainability plan

The snapshot provided by the materiality analysis is the basis on which to develop and define the sustainability priorities which the Group intends to adopt in future years. The 2014-2018 Sustainability Plan guidelines focus on the issues which have emerged as the most important from the materiality analysis, identifying for each commitment the specific objectives and/or targets which Enel takes on for future years at Group level.



Macro-environment commitment	Objectives/Targets
Creation of economic and financial value	> Protection of margins and cash flows on mature markets > Development in growing markets and renewables > Reduction in costs and increase in efficiencies > Simplification in corporate structure > Debt reduction > Maintenance of current rating category
Growth in renewables	> Investments: around 6 billion euro by 2018 > Growth in installed power mainly in emerging countries > Balanced growth in all the main technologies > Commitment to research and development for innovative renewable technologies
Energy efficiency	> Investments in smart grids, smart cities, electric transport, distributed generation > Development of devices and projects for demand side management: installation of 13 million smart meters in Spain by 2018 and launch of pilot projects in Chile and Brazil > Improvement in efficiency of primary uses and reduction of pollutants
Access to electricity	> Expansion of ENabling ELectricity program: objective of 2 million beneficiaries by 2014 achieved at the end of 2013, involvement of all Group companies
Governance	> Constant alignment with the international recommendations and best practice on governance > At least one fifth female members on the Board by 2014 > Increase in the presence of women on the Boards of subsidiaries
ESG risk management	> Development of methodology and processes for the assessment of ESG risks at Group level > Extension within the whole Group of the climate change Adaptation Project already developed in Spain and Latin America

Macro-environment commitment	Objectives/Targets
Correctness and transparency	> Enhancement of the transparency and anti-corruption policies at Group level > Development of a dedicated software system to collect and monitor qualitative and quantitative data on sustainability at Group level, from a One Report viewpoint > Implementation of the partnership between Enel and the most important global sustainability networks > Further extension at Group level of e-learning on the Code of Ethics, 231 Compliance Program, Zero Tolerance of Corruption and Corporate Social Responsibility
Mitigation of emissions	> Reduction in total CO_2 specific emissions by 15% compared to 2007 - by 2020 > Reduction in total SO_2 specific emissions by 10% compared to 2010 - by 2020 > Reduction in total NO_x specific emissions by 10% compared to 2010 - by 2020 > Reduction in total particulates specific emissions by 50% compared to 2010 - by 2020 > Become carbon neutral by 2050
Efficient use of water	> Reduction in specific consumption of water: by 10% compared to 2010 - by 2020 > Commitment to assessing water risk
Biodiversity	> Preparation of a Group Plan for Biodiversity > Continued protection of the species on the "Red List" of the International Union for Conservation of Nature and Natural Resources (IUCN) in protected areas near power plants
Global Environmental Management	> Progressive extension of ISO 14001 certification to all Group business areas
Responsible relations with communities	> Implementation of materiality analyses at Group level and for individual geographic areas > Monitoring qualitative data on relations with communities throughout the Group > Development of social inclusion projects > Integration of ESG factors into the Business Development assessment > Management of nuclear assets on the basis of the Group's nuclear policy > Development of philanthropic projects > Initiatives for the dissemination of an energy culture

Macro-environment commitment	Objectives/Targets
Respect for human rights	> Implementation of Group Policy: start of permanent due diligence and implementation of processes
Quality for customers	> Global integration of the methodologies used to record customer satisfaction and commercial quality > Initiatives for the promotion of responsible consumption > Focus on vulnerable customer groups
Development of people	> Updating Leadership Model from One Company viewpoint > Standard Performance Management processes in the various parts of the Group: standardization of criteria, schedules, instruments and information system > Managerial programs dedicated to the development of talented (Talent Pool) > Further definition of the Global Professional System > Coordinated management of incentive systems and the process of assigning objectives > Sharing results of Climate Survey 2012 and preparation of *ad hoc* action plans (for example WhY Generation) > Industrial relations: under the Global Framework Agreement, consolidation of the three levels of social dialogue in the Group: national/divisional, European and global
Diversity and equal opportunities	> Development of policies to create value from diversity on the basis of gender, age, culture and disability > Dissemination of initiatives on work-life balance
Health and safety at work	> Approach to global safety which is integrated into the business > Zero Accidents objective > Disseminate and consolidate the culture of health and safety > Implementation of the "Health&Safety Strategic Plan 2014-2018" > Implementation of the "One Safety" project; > Roll-out of the "One Safety – Contractors" project
Responsible supply chain	> Consolidation of policies of correctness and transparency along the supply chain > Implementation of the Global Procurement process to optimize the standardization of contractual clauses on issues such as the environment, health, safety, and human rights > Support for the integration of CSR principles in the coal supply chain (also through BetterCoal) > Enhancement of CSR requirements in the Vendor Rating system > Extension of the One Safety – Conduct Area Program to contractors with a reward mechanism in the performance assessment system for suppliers (Vendor Rating)

Sustainability reporting

Since 2002, with the Sustainability Report Enel has been constantly committed to measuring and reporting its corporate social responsibility, guaranteeing the utmost transparency to all its stakeholders and the continuous development of its sustainability strategy. The reporting process occurs through the collection and processing of specific key performance indicators on economic, environmental and social sustainability.

Enel's Sustainability Report is prepared in accordance with the guidelines of the GRI (Global Reporting Initiative) international standards and their updates and additions (EUSS - Electric Utility Sector Supplement), as well as the principles of accountability and of the Global Compact of the United Nations.

Enel has also started to review the structure of its Sustainability Report, as well as the process of the analysis of materiality, on the basis of the new GRI G4 guidelines which were published in May 2013, and has started the integration of the new G4 indicators in the CSR data collection system.

The Data Collection System "Primo CSR"

In order to monitor the trends in sustainability performance and guarantee traceability of the holders of data and information, the Data Collection System project "Primo CSR" has been launched, in collaboration between the External Relations and Administration, Finance and Control Departments. Starting in 2014, by establishing a dedicated information system which is integrated with the current system for collection of economic and financial data, it will be possible to undertake integrated collection and monitoring of financial and other data and the related communication in a standard way throughout the Group, also in line with the requirements of international standards.

The system is coherent with the guiding principles of the One Company project and guarantees data collection at the level of the individual company, also through a process of precise identification of the data owner.

Sustainable
energy for all

In 2011, the United Nations Secretary-General Ban Ki-moon launched the Sustainable Energy for All initiative and in 2012 the United Nations Assembly declared the period 2014-2024 the "Decade of sustainable energy for all".

The issue of access to energy as a condition for the sustainable development of the planet is included in the United Nations' post-2015 objectives, as reiterated by Ban Ki-moon at the "First Meeting of Sustainable Energy for All Advisory Board" in 2013, "Energy is relevant to nearly every major challenge we face", and is the prominent theme in discussions about the post-2015 development framework. "We need to ensure that the benefits of modern energy are available to all, and that energy is provided as cleanly and efficiently as possible. To do that, Governments, business and civil society need to work together".

There are three objectives for this joint effort:

> guaranteeing universal access to services for sustainable energy by 2030;
> doubling efforts to improve energy efficiency;
> doubling the contribution from renewable energy in the global generation mix.

In Europe, the European Commission supported this initiative with its "Energising Development" project, which was announced in 2012 by President Barroso who stated, "The link between energy and development is fundamental. The objective set in the 'Energising Development' initiative is that of providing energy access for 500 million people in developing countries by 2030 through the cooperation of partners from the private sector and civil society, so that energy access is no longer a privilege but the right of all".

The Commission then adopted the "EU SE4A" program which will be developed as part of the new cooperation policies of the European Union.

Access to energy - ENabling ELectricity

Even today 1.3 billion people worldwide do not have access to electricity and more than 2 billion people are served by infrastructure which is substandard in terms of energy efficiency or they cannot pay for energy because of income levels which are too low.

Enel is strongly committed to supporting the United Nations "Sustainable Energy for All" initiative through its own CSR program, ENabling ELectricity.

The program, which the Company launched at the end of 2011 as a member of the United Nations Global Compact LEAD, envisaged doubling the number of its beneficiaries worldwide by the end of 2014. The objective was instead reached in 2013 with over 2.3 million beneficiaries who, worldwide, have access to electricity thanks to Enel.

"ENabling ELectricity" is realizing over 30 projects in 20 countries based on innovative business models aimed both at people who live in isolated rural areas and those who live on the outskirts of major cities. The program concerns various aspects of access to electricity: from projects which guarantee basic access to energy to projects which improve access to technology and infrastructures, from projects which remove economic barriers in low income areas, to initiatives to develop and share knowledge and professional skills to support the training of qualified local operators who can assist the growth of the electricity market in emerging countries.

Here below is the list of the main projects which Enel is working on for the following three types of initiative: access to technology and infrastructures, capacity building and reduction in economic barriers.

Over 2 million beneficiaries at the end of 2013

Enabling electricity

Haiti

- Efficient Cook Stoves Program

Chile

- Ollagüe project
- Illuminación de canchas deportivas
- Ecochilectra
- Partnership with the Barefoot College
- Pasantía docente
- Cátedra Chilectra

Peru

- Illuminación de losas multideportivas
- Huallín hydroelectric plant
- Installation of solar panels
- Electrificación asentamientos humanos de desplazados
- Luces para aprender
- Electrification projects for Reserva Fria y Curibamba
- Partnership with the Barefoot College
- Instituto Superior Tecnológico Nuevo Pachacútec
- Customer reintegration program

Brazil

- Partnership with the Barefoot College
- Endesa Brasil Oportunidade
- Ecoelce
- Ecoampla
- Troca eficiente
- Luz solidaria
- Consciência Ampla Saber
- Consciência Ampla Ciudadanía
- Luz para todos
- Consciência Ampla Eficiente
- Energy efficiency in public offices
- Initiatives to protect disadvantaged consumers
- Coelce in local neighborhoods

Colombia

- Luces para aprender
- Convenio de electrificación
- Programa a tu lado
- Partnership with the Barefoot College
- Technical training program for distribution and sales

Argentina

- Convenio Marco

Guatemala

- Partnership with the Barefoot College

El Salvador

- Partnership with the Barefoot College

Spain

- Technical training program for young people at risk of social exclusion

Mexico

- Partnership with the Barefoot College

Panama

- Partnership with the Barefoot College

Kenya

- Powering Education

Cross-cutting

- TOB (Triangle-based Omni-purpose Building)

Accessibility of technology and infrastructure

Overcoming economic obstacles

Capacity building

Focus on some ENabling ELectricity projects

Reduction in economic barriers Brazil – "Ecoelce", "Ecoampla" and Chile – "Ecochilectra"

The poorest urban areas in South America are often characterized by the presence of open dumping grounds, which harm the environment and the health of the local populations. In the same areas there are frequently thefts of electricity from the grid by the people who live there, which cause huge losses and represent a serious accident risk for the people who connect to the grid illegally.

The Ecoelce and Ecoampla programs in Brazil and the Ecochilectra program in Chile aim to stimulate, through economic incentives, waste collection and recycling and, at the same time, make "legal" use of electricity more accessible: customers who bring their waste to specific collection points receive discounts on their electricity bills in proportion to the quantity and type of waste they bring.

The mechanism brings various types of benefits:

- social, as cheaper access to electricity is guaranteed, accident risks are reduced as is the rate of illnesses due to poor waste management, the quality of life improves for families, energy efficiency projects are promoted, development of the waste recycling industry is favored and awareness of "legality" in energy use is generated in customers together with knowledge of the efficient energy use;
- environmental, in terms of lower consumption of raw materials, lower visual and environmental impact from waste, greater environmental awareness on the part of customers and greater responsibility in the use of electricity;
- economic, thanks to the lower number of unpaid accounts and the reduction in the phenomenon of thefts from the grid and the increase in the number of customers.

In 2013 alone the new beneficiaries of the projects numbered over 63,000.

In Peru there are also flexible financing schemes or schemes for new connections, with the aim of facilitating access to energy for poor communities in cities and in new settlements.

Luces para aprender

The "*Luces para aprender*" (Lights to learn) project aims to improve the quality of life of the school-age population in communities which are very socially vulnerable, by promoting the social and digital inclusion of students and the communities in general and is undertaken in collaboration with "*Organización de los Estados Iberoamericanos*". In Peru this program envisages the installation of photovoltaic panels for the direct benefit of schools in the community of Unión Cordorbamba, which thanks to the electricity can enjoy internet access and via satellite can access the national platform of the Ministry of Education. The project also envisages the supply of solar panel kits for various homes in the community, in order to enable children to be able to study at home when it is dark. The program is also being developed in Brazil through the involvement of schools as from next September.

Energy efficiency programs for low income customers

Energy saving is still an important issue for low income segments of the population. In Latin America various programs have been developed for these customers in order to raise awareness and educate them about energy efficiency and safe electricity use. Through home visits, meetings and contact points, children, young people and adults of the various communities learn the concepts of efficient energy use and, at no cost, can exchange their lamps or fridges for highly efficient alternatives. For example in Brazil the "*Cambio Eficiente y Luz Solidaria*" program operates and in Colombia the "*A tu lado*" program, which started in 2013 and which has seen the involvement of over 110,000 people.

Partnership with Barefoot College

The commitment to the development of host communities is another key element in Enel Green Power's approach in the territories where it operates: for example the partnership with the Indian NGO, Barefoot College – as part of the broader "ENabling ELectricity" program of the Enel Group – promotes rural electrification and female empowerment in 8 countries in South America (Chile, Peru, Guatemala, El Salvador, Panama, Colombia, Brazil, Mexico).

This collaboration has so far seen 33 semi-illiterate women ("solar grandmothers"), in particular from small isolated rural villages which are poor and have no access to electricity, move to north India for 6 months in order to learn how to install and maintain small photovoltaic systems.

Currently the project has enabled the installation of over 1,000 solar kits (725 in Peru and Chile and 305 in Guatemala and El Salvador) in about 36 communities in Central America. Part of its success is due to the involvement of the "grandmothers" of the villages. Giving tools and a profession to those who are considered the most reliable figures in the community means actively contributing to the independent development of the local area, bringing a quality of life to the community which goes beyond the project, and thus removing reasons for migrating to the city.

In addition, the communities which take part in the project agree to make available a communal area to set up a laboratory/workshop for the women. The individual heads of household must pay something for the service provided by the women in installing, maintaining and repairing domestic photovoltaic plants. The amount to be paid is very low and, in any case, less than the families would pay to procure lighting systems (candles, kerosene, oil, etc.), but guarantees the sustainability of the service over time and at the same time income for the women.

The history of the project with Barefoot College, including its organization and management, is set out, using video footage and the direct testimony of the "grandmothers", from the journey to India to the electrification of their respective villages, in the documentary "Bring the Sun Home", made by two young students from the Palermo School of Cinematography. The documentary, which was presented in Rome in June 2013 on World Environment Day, has been screened at prestigious film festivals, creating a lot of interest and winning prizes.

Instituto Nuevo Pachacútec

In Latin America there are various projects targeted at young people with limited economic resources and who risk social exclusion, with the aim of giving them access to professional education and helping them find work. One of the most important is that of the *Instituto Superior Tecnológico Nuevo Pachacútec* in Peru, which is located in one of the biggest bidonville towns around Lima, in the district of Ventanilla-Callao. This professional training project has so far enabled 152 young people to study as electrical engineering technicians for a three-year course and to join the job market with particular reference to the electric sector, with an employment rate of over 90% due to the lack of suitably qualified figures on the Peruvian market. Besides the employment prospects, the main benefits of the project have regarded the involvement of women and above all the development of an area which was extremely poor. The project is also supported by the active volunteer participation of staff from Edelnor, one of the Group companies in Peru.

Other similar projects are: in Chile the "*Cátedra Chilectra*" project which aims to prepare over 500 students from technical colleges for recruitment to the electric distribution sector, in accordance with standards of operating excellence and safety. In Brazil there is the "*Endesa Brasil Oportunidade*" project which envisages advanced professional training courses in electrical engineering for poor youngsters. In Colombia the technical training program on the distribution and sale of electricity in the area of Bogotá trains young people at risk of social exclusion who are employed not only in Group companies, but also in companies which are part of the Company's supply chain. In Spain too there are professional training projects for young people from low-income families, developed in collaboration with Caritas.

TOB (Triangle-based Omni-purpose Building)

The TOB, for which Enel has an international patent, is an independent habitable structure which is easily assembled and which integrates photovoltaic modules and accumulation systems and is designed to be able to house various technologies to exploit renewable sources on the basis of the specific resources of the various sites.

TOB produces electricity and accumulates it to make it available when necessary. It is flexible thanks to modular components which enable easy assembly in various forms, depending on the requirements and needs of the populations which use it. In addition, it is possible to include within it all the necessary facilities for the services that communities need (schools, sick bays, recharging systems, etc.).

Following the experience acquired in the second half of 2012, the second prototype was built, the TOB 2.0 system, in which the reduction in bulk and the consequent drop in weight have made both transport and setting up simpler, thus favoring the manual assembly of all the parts. During 2013 feasibility studies were started relating to the installation of the TOB 2.0 system in remote areas which are isolated from the grid in Latin America and a pilot project was launched for its use at the Smart City of Búzios in Brazil.

Towards sustainable energy: innovation, smart grids and energy efficiency

Innovation is a key element in responding effectively to the challenges of the energy market and means anticipating technological trends. The multinational size and cultural diversity in the Group are an important resource which Enel creates value from, also by the exchange of experience and know-how acquired in the various social and economic contexts in which the Company is present. In this way not only are successful innovative activities built upon, but an effective mechanism is implemented which stimulates continuous improvement, creativity and innovation. In 2013 Enel continued its commitment to the strategy, definition and management of the portfolio of innovative projects and the dissemination of a culture of innovation across the whole Group, thanks also to the inclusion in the Holding of a specific unit dedicated to innovation.

In 2013 Enel realized 234 projects with an investment of around 76 million euro in research and innovation, of which:

- 44% for growth in renewables (with a focus on solar, photovoltaic and thermodynamic, geothermal, wind, hydroelectric, biomass and energy from the sea);
- 27% in the field of traditional generation (increase in the generation plant efficiency, emissions reduction, carbon capture and storage, advanced diagnostics and automation);
- 21% to innovate the grid (development of smart grids);
- 8% for the development of final uses (energy efficiency, distributed generation, electric transport, smart cities).

To address the future and growing demand for energy and the need to mitigate climate change, energy efficiency is a key element, from production to distribution up to final uses, promoting greater awareness in consumption.

Enel Lab

Enel believes innovation is a critical factor in facing a market where the rules can change very quickly. Taking into account the fact that nowadays innovation develops in new ways, in new places and in response to new needs, the Group has decided to equip itself with a new instrument, Enel Lab, to enable technological scouting and at the same time to support entrepreneurship in the countries where Enel is present.

The Enel Lab project has funding of 15 million euro, which has been set aside to support technological start-ups operating in the clean-tech sector.

The initiative certainly has a strong industrial value and intends to approach start-ups with a win-win proposition. Enel considers that there are very significant synergies between a large and a small business that can generate positive externalities in the markets where the Group operates.

In 2013 Enel Lab received 215 applications which were analyzed by a duly formed Advisory Board, with technological and business know-how. 6 start-ups were then identified with a high technological potential and each of these was given an initial tranche for investment of 250,000 euro.

All the start-ups were assigned a tutor, with whom an incubation program within the Group was defined which includes: business support; technological support; administrative and tax services; managerial training.

The start-ups have launched numerous collaborations with the various business divisions at Enel in order to implement pilot projects and to verify their practical applicability.

The close partnership with these 6 start-ups, besides developing technology, has also enabled the creation of dozens of jobs and therefore profits at a difficult moment for the economy.

The innovative aspect of Enel Lab involves allowing the start-ups, through incubation inside a multinational company which is a leader in the sector, to have immediate market feedback on their technological solutions, and so to transform innovation into a concrete advantage.

Enel Lab will also continue in 2014 with the incubation process for the first six start-ups and will finance the start-ups which are considered most promising with 400,000 euro each.

In addition, in 2014 Enel Lab will renew its commitment to business and other start-ups will be selected to join Enel.

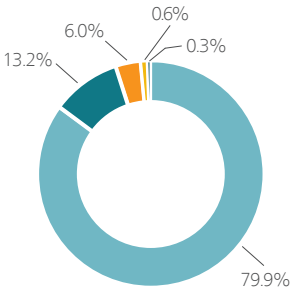
Renewable energy

Renewable energy is for Enel one of the main strategic levers to reduce CO_2 emissions and at the same time to make its generation mix more competitive.

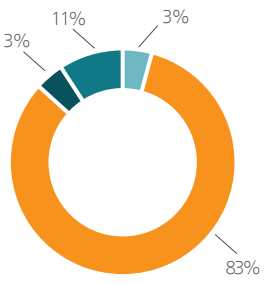
Enel is engaged with all the main renewable generation technologies currently in use and seeks to identify technologies that can help exploit resources which are not yet part of the mix, such as energy from the sea.

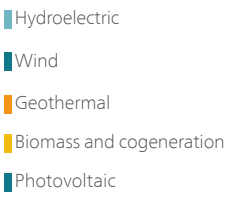
During 2013 net electricity production from renewables was 93,089 GWh, with new installed capacity of 967.3 MW.

Production from renewables (GWh) - 2013



New renewable power (MW) - 2013





Thermodynamic solar - CSP (Concentrated Solar Power)

The design review and test stages of the innovative "Archimede" (5 MWe) thermodynamic solar facility at the Enel site at Priolo Gargallo in Sicily (Italy) were completed. During 2013 the facility was optimized, enabling the solar field to be run for around 4,000 hours, during which the procedures to operate the facility were further refined. In addition, an experimental circuit was built and launched in order to test, besides the innovative components, a new mix of melted salts. This mix, which was used for the first time in the world in a plant that uses Parabolic Trough technology, has a lower solidification point than the standard mix (~150°C vs. 250°C).

Photovoltaic

In 2013, as part of the activities relating to photovoltaic solar undertaken in collaboration with the Enel laboratories in Catania, technologies and innovative plants components were identified to be developed above all in the short to medium term. In addition, work was undertaken at the laboratories in Catania to define forecasting models for the degradation of photovoltaic modules and work continued in regard to life cycle assessment and management of plant at its life end.
The new model of the "Diamante", a system which integrates photovoltaic panels and accumulation systems, was installed and officially opened near the premises of the Architecture Faculty of "La Sapienza" University in Rome.

Wind

In 2013 the project continued to refine forecasting models for short to medium term electricity production from wind plants (up to 72 hours), models which are used in all the main wind farms in Italy and Romania.
Testing is also underway with providers of meteorological data, in order to obtain increasingly precise forecasts to enable more integration of renewables into the electric system, and the benefits from the use of innovative instruments to measure wind speed and direction are being assessed.
During the year work was completed on testing a two-bladed turbine which, thanks to its aerodynamic form and reduced weight, can be used even at very low wind speeds, thus increasing the annual energy yield. The first turbine, with nominal power of 55 kW, was connected to the grid during the third quarter and is being tested at the Enel site at Molinetto in Tuscany (Italy).

Geothermal

The detailed design was completed for the first thermodynamic solar (CSP) plant coupled with a binary geothermal power plant (Stillwater, Nevada, USA), where the heat which is concentrated by the linear parabolic mirrors is used to heat the geothermal fluid before entering the primary exchangers, thus generating additional thermal power of 17 MW. The solar plant will be fully completed in 2014.

Biomass

As for generation from biomass, Enel's activities during 2013 focused on developing small-scale technologies (100 kWe-1 MWe) which can guarantee high levels of efficiency and flexibility.

As part of the BioPower in Tuscany project, which is financed by the Region of Tuscany and involves numerous small businesses, universities and research centers, an optimal grid of small size plant was identified in the Region, taking into account the availability of biomass, economic aspects connected to its collection, transport and pre-treatment, and the characteristics of the existing production facilities.

Finally, during the year the monitoring ended of the co-combustion of Refuse-Derived Fuel (RDF) and coal (5% RDF, 95% coal) at unit 4 of the electric power plant at Fusina in Veneto (Italy), which enabled the study of the performance of a traditional electric power plant when it is fuelled by biomass to produce renewable energy.

The issue of biomass is also being studied in Brazil with the *Capim Elefante* project to improve and optimize the life cycle of this species of grass, in order to increase the supply of biomass in the Brazilian market and in other countries in South America.

Hydroelectric

During 2013 design solutions were developed that can optimize energy production from hydroelectric plants by using water releases due to minimum flow rates.

Energy from the sea

During 2013, the marine device "R115" was put into operation off Punta Righini (Livorno, Italy), following its development thanks to technological collaboration with 40South Energy. The annual production forecast is 210 MWh by converting wave energy, thus guaranteeing high safety levels and absolute environmental compatibility. Following the positive test result, the partnership with 40South Energy was enhanced and the aim is to expand supply of the devices and to develop a new and larger 2 MW machine.

Efficiency in traditional generation

In terms of energy production, the medium/long-term objective is gradually to transform Enel's generation portfolio towards a more balanced mix of sources (thermoelectric, nuclear and renewables) which uses increasingly efficient technologies. The increase in efficiency in primary uses is one of the fundamental activities to improve productive and environmental performance of Group plants.

Carbon capture and storage

Enel has been in the front line for a number of years in testing carbon capture and storage (CCS) technologies and, in 2013, reinforced its own technological know-how in the field of post-combustion capture developed at the pilot plant in Brindisi (Puglia, Italy). In Spain, as part of the "OXY-CFB-300" project aimed at defining a flexible and competitive CCS technology, a geological site was identified and assessed which is suitable for the storage of CO_2 and is a valuable asset for future developments. Enel is also engaged in studying issues relating to reducing CO_2 emissions at traditional plant. In 2013 the test stage continued for the plant at Fusina in Veneto (Italy), the first example in the world of a plant fed with pure hydrogen or a mix of hydrogen and methane, and the experimental center in Livorno is home to pilot scale tests as part of the research into oxygen combustion.

Efficiency of generation plant and reduction in pollutants

Enel undertakes various activities relating to the development of technologies to control emissions and assess their impact on the environment. Research in the environmental field aims not only to follow scientific progress but also to lead it by playing a proactive role, thus managing to identify possible improvements. The know-how developed by Enel in this field enables the assessment of impacts on the environment in terms of air, water and soil, going beyond the simple monitoring prescribed by the current legislative framework.

During 2013 a new activity was started in relation to water management at thermoelectric power plants, focused on identifying integrated solutions and/or new processes to reduce the use of water. Of particular interest is the *Laguna de Enfriamiento* project in Chile, which aims to assess a more efficient cooling system for thermal power plants.

In the same period, Enel focused on the following issues: finalization of low-cost techniques to reduce NO_x emissions at the key turbo gas power plants which guarantee grid stability; development of a tool to monitor and control thermal gas- and coal-fuelled power plants that can optimize operations in a flexible system and so reduce supply problems, consumption and emissions; study of processes that can increase the efficiency of plant by recovering energy from thermal waste and process optimization; study of new technological solutions (for example new materials) in order to increase the reliability of plant operating in a flexible system.

As part of the scope of the International Division, projects were started to increase performance and to control emissions of pollutants for plant in Russia (Reftinskaya) and Slovakia (Nováky).

Diagnostics and advanced automation

Enel continues to work on the development of advanced applications for sensors, diagnostics and automation to increase the reliability, safety and efficiency of Group production plant and to reduce accidents during construction, maintenance and normal operations of Group plant.

Grid innovation

At Italian, European and international level, Enel is behind numerous initiatives which aim to innovate energy distribution mechanisms in order to bring continuous improvements to the operation of grids, thus minimizing losses and interruptions, also through sharing information and experiences.

Smart grids

The most important initiatives and the main current projects concern smart grids which combine the use of traditional technologies with innovative digital solutions, making the management of electric grid more flexible, thanks to more effective information exchange. The realization of innovative digital technologies also enables the monitoring of the whole grid in order to intervene promptly when there are breakdowns and to guarantee an optimal supply of electricity.

The electricity grid is no longer just a channel to transmit and distribute electricity from large power plants to end users, but is becoming a smart grid which can handle two-way flows of energy, can help producers and consumers interact, can establish consumption needs in advance and is flexible enough to adapt the production and consumption of electricity. It is a grid that can communicate by exchanging information on energy flows, managing demand peaks with greater efficiency, and so avoiding interruptions to electricity supply and reducing loads where necessary.

One of the most immediate applications of smart grids is the grid integration of renewable energy, thus contributing to achieving the environmental objectives set by the European Union.

Here below are some of the main projects started and underway in 2013.

Place	Project	Characteristics
Italy	Isernia-Carpinone project	Aimed at applying innovative solutions to improve the efficiency of the grid and the quality of the service offered to customers. The on-going tests regard the management of distributed generators connected to the medium voltage grid, the trial of an accumulation device, an optimized recharging station for electric vehicles, and an extended field test of the Enel smart info device (a terminal for users to receive consumption/production data from their own smart meter) in order to set up demand/response applications.
Europe	Address project	Aimed at defining innovative solutions that give the customer the possibility of playing an active part in the energy market. The project, which saw the field test of active demand programs and the validation of models proposed in the previous stages, ended in the first half of 2013 with an international event held in Rome and dedicated to the presentation of the results.
Europe	Advanced project	Advanced (Active Demand Value ANd Consumer Experience Discovery), of which Enel is the coordinator, with the involvement of important DSOs in Europe, is a project which uses data and results from on-going demonstration projects, including the Enel Info+ project in Isernia, together with further active demand initiatives in Europe.
Europe	Grid4EU project	Enel is responsible for the technical management of the project launched in November 2011 and lasting four years. The project, with a total of six demonstration plants in six European countries, aims to test, on a large scale and under real operating conditions, advanced smart grid solutions aimed at supporting distributed generation, facilitating energy efficiency, setting up and integrating active demand and new uses of electricity. In particular, the demonstration plant in Forlì-Cesena, in Emilia Romagna, focuses on integrating renewables connected at medium voltage through the realization of an advanced control system.
Europe	iGreenGrid project	In January 2013 the iGreenGrid project started, which aims to share experiences gained in six different demonstration projects managed by the most important DSOs in Europe, on the integration of distributed generation from renewable sources. The aim of the project is to identify the best solutions to increase the possibility of connecting distributed renewable resources.
Europe	evolvDSO project	Launched in September 2013, the evolvDSO project seeks to define, develop and validate instruments and methodologies aimed at establishing the new role of DSOs. By analyzing future scenarios characterized by differing conditions in terms of penetration of distributed generation, energy mix, status and costs of technology, forecasting increases/reductions in the demand for energy, evolvDSO will define the new role that the DSO must play, specifying, developing and validating new instruments and methodologies within the various business areas of the DSO (Planning, Operations and Maintenance), some of which will be subject to testing.
Europe	EEGI (European Electricity Grid Initiative)	Enel takes active part in the European research and development program for smart grids which envisages investment of 2 billion euro in demonstration projects.
Spain and Latin America	ICONO project	It aims to develop functions for the monitoring of distributed generation, grid automation, and improvement in quality, efficiency, reliability and operational security.
Spain and Latin America	ECCOFLOW project	It aims to develop new fault current limiters made with superconducting materials which guarantee greater safety, reliability, efficiency and quality of the network and facilitate the integration of renewables.

Storage systems

The ability to store the energy produced from renewable sources is proving one of the most important issues in the management of such plants, in smart development of the distribution grid and in the way of managing energy at both residential and industrial level. Thanks to increasingly efficient storage systems, it will be possible to store electricity produced when it is more cost effective or when there is an abundance of renewable sources, to then use it when it is needed. The broad scope of application of this technology, which can be used at multiple levels of the electric system value chain, confirms its major strategic importance.

Enel has undertaken various activities in this field which have enabled it to acquire strategic know-how about accumulation systems which in turn enables it to identify technologies and optimal algorithms to meet differing electricity generation and management needs, thus optimizing the investments necessary and minimizing the risks connected to the use of innovative technologies. In particular a storage system has been installed in Italy as part of the Isernia project and a similar but more powerful system (1 MVA-1 MWh) will be installed in Forlì-Cesena, as part of the European Grid4EU project. In 2014 storage facilities will be opened in Puglia, Calabria and Sicily, which will enable an improvement in forecasting exchanges between national distribution and transmission grids. In Spain technologies for accumulating energy are used by Endesa as part of the Smartcity Málaga project and the STORE project on the Canary Islands, in order to improve grid reliability of islands.

Storage systems in Enel Green Power

In terms of renewable plant, in Italy the Active RES into the grid project was launched, which envisages the installation of three electrochemical accumulation systems in 2014 to be integrated into two wind plants and a photovoltaic plant connected to the medium voltage grid. The aim of the project is to test advanced energy management functions that can minimize intermittence (a typical feature of this type of power generation plant using a renewable source), maximize the use of this type of existing connections, and supply ancillary grid services from these systems. In addition, during the year an electrochemical accumulation system will be installed in the Chilean village of Ollagüe, integrated with a hybrid off-grid combined photovoltaic and wind plant with a diesel-fuelled backup generator. In this case the system will be able to provide electricity to the village 24 hours a day, managing at the same time to cover around 85% of the inhabitants' requirement through production from renewable resources. The project envisages research work in collaboration with the University of Chile and Tor Vergata University in Rome, which will be aimed at testing the performance of photovoltaic modules, electronic devices and electrochemical accumulation systems at a location characterized by extreme environmental conditions due to the high altitude (3,700 meters above sea level), with significant differences in temperature and a high level of solar radiation.

Development of efficiency in final uses

Infrastructure for electric transport

Enel is heavily engaged in realizing an innovative and technologically advanced network of intelligent infrastructure for the recharging of electric vehicles so as to encourage their spread and thus promote sustainable transport.

At the end of 2013 there were over 1,300 recharging stations installed in Italy and over 300 in Spain, managed remotely by the **EMM (Electric Mobility Management)** system which allows supervision of all the recharging processes, software updating and diagnostics.

In March 2013 Enel and Eni signed an agreement for the development of Fast Recharge (43 kW AC and 50 kW DC) solutions at service stations, with the aim of studying the possibility of extending the maximum range of electric vehicles and identifying smart grid solutions (and in particular storage solutions for electric vehicles) at service stations.

In December 2013, Enel and IKEA signed a Memorandum of Understanding on environmental sustainability issues in the transport of people and goods. The first pilot project concerned car parks at IKEA stores throughout Italy, where 72 recharge points have been installed.

Here below are the main initiatives undertaken by the Group for electric transport.

Type	Place	Description
Memorandum of Understanding	Italy: Emilia Romagna, Umbria, Lazio, Basilicata	Agreement on **electric transport**: first European electric transport project on regional scale (11 regional capitals). A network of over 100 recharge points with smart and interoperable technologies which enable users to recharge using a single card at all recharge points, even if installed on the grids of different distributors. In 2013 the model was also introduced to Umbria, Lazio and Basilicata.
Memorandum of Understanding	Italy: Rome	Agreement for the **development of electric transport** between Enel, Roma Capitale and Acea to promote not only interoperability between the Enel and Acea grids, but above all to meet the demand for "sustainable commuting".
Project	Italy: Matera	Project of **electric car sharing** which supports the environmental safeguarding of *Sassi* (UNESCO heritage site).
Commercial offer	Italy	**Enel Drive**: possibility for customers to recharge at both public recharging points and in their own homes, using a specifically installed recharging point. Since 2013 it has been possible to choose between a consumption-based or flat-rate monthly tariff.
Project	Spain: Barcelona, Málaga and Seville	**Movele project**: introduction of recharging infrastructure and the dissemination of electric vehicles in Barcelona, Málaga and Seville.
Project	Spain: Zaragoza	**Circe project**: realization of a smart box to facilitate the integration of fast charging stations into the EMM system (Electric Mobility Management).
Project	Spain: Málaga	**ZEM2All project** (Zero Emissions Mobility to All): introduction of 200 electric vehicles over four years, collection of marketing information and analysis on their use.
Project	Europe	**Green eMotion project**, financed by the European Union to define the framework for electric transport in Europe.
Project	International	**Internet of Energy project**: development of a charging station that can effectively integrate everything needed to support communication with the electric vehicle in compliance with the new standard defined in ISO 15118.
Project	International	**Mobincity project**: definition of advanced algorithms in order to manage the smart recharging needed to minimize impacts on the grid and maximize the integration of renewables.
Project	International	**Unplugged project**: assessment of the development prospects for inductive charging.

Smart city

The know-how and innovative technologies developed by the Enel Group have enabled the realization in various parts of the globe of the "smart city" concept, bringing together in a single urban model environmental protection, energy efficiency and economic sustainability.

The rationalization of energy consumption, the production of energy from renewable energy sources, the realization of new products and services, as well as the activation of new scientific and technological know-how at local level, help create an efficient and integrated urban ecosystem. Smart grids represent the basic infrastructure for numerous energy efficiency measures: transport systems are sustainable, public lighting is efficient, buildings are equipped with sensors and devices aimed at rationalizing energy consumption and creating greater awareness on the part of citizens, energy grids are managed "smartly". The electric grid is enhanced to guarantee greater capacity to integrate renewable production plant and to set up new added value services for citizens, such as "Active Demand" and widespread electric transport.

Here below are the main projects which are on-going or which have been completed.

Country	City	Project
Italy	Genoa, Bari, Cosenza and L'Aquila	**Smart City pilot project** putting in place measures to make the electricity grid a smart grid, and so be a factor in opening up fresh innovation and services. In December 2013 the project was launched in L'Aquila, with the aim of promoting a virtuous circle of know-how and investments, with a local impact, thus supporting the city in its recovery after the terrible earthquake it suffered in 2009.
Italy	Bologna, Pisa, Turin	Memoranda of understanding with cities and foundations to provide support in the development of smart city design.
Italy	Bari and Cosenza	***RES NOVAE* project**: creation of a sustainable, people-friendly urban environment, by analyzing and implementing infrastructure for energy distribution in smart grids; practical application in the field for optimal monitoring, checking and management of energy flows in buildings. Development of technological solutions to facilitate the active participation of citizens in the electric market and an "Urban Control Center" to define appropriate energy planning based on real data.
Europe	Amsterdam, Hamburg, Copenhagen, Lyon, Vienna, Genoa	**FP7 TRANSFORM project**, financed at European level with industrial partners, in order to identify an optimized methodology for energy planning at local level, which can support the Public Administration in identifying the action areas in order to improve energy efficiency in the urban environment.
Spain	Málaga and Barcelona	**Smart City project:** in 2013 the installation was completed of the systems envisaged for more efficient and sustainable management of the cities and greater energy savings.
Brazil	Búzios	**Smart City project**, the first smart city of Latin America. Enel is transforming the municipality of Armação dos Búzios, a tourist town in the State of Rio de Janeiro, into a model of sustainable energy management. At the end of 2013 over 3,000 smart meters using Enel technology were installed in the homes of the customers of Ampla. Lake Usina and one of the main streets in the city are already efficiently illuminated using 130 Archilede LEDs equipped with remote control, and 2 recharging points for electric cars are available for citizens, as well as a water taxi, the first in Latin America. *Cidade Inteligente Búzios* has already received some prestigious international prizes.
Chile	Santiago	**Smart City** – launch of project in 2013. In December Santiago was awarded the prize "Smartest City in Latin America" by the specialist magazine Metering International.

Distributed generation

Enel is dedicated to the retail market and the dissemination of electricity production in small-size self-generating electric units which are spread or located in various places in the local area (therefore decentralized) and attached directly to the electricity distribution grid.

In particular in Italy, Enel developed turnkey solutions designed for residential and business customers, for photovoltaic plant (*Raggio senza pensieri*), thermal solar (*Scalda senza pensieri)*, mini-wind, geothermal, as well as integrated solutions (*Casa Efficiente* and *Azienda Efficiente*).

During 2013 Enel took part in the realization of the prototype called "Smart User", a control system which can communicate and control generators and loads, and "actively" interface with the external electric grid and the energy market as part of active demand management. Through smart management of their own energy resources, a Smart User can obtain economic advantages by reducing energy costs and increasing efficiency.

Also of great interest is the on-going project in Spain Novare Energrid, an open and modular Energy Management platform, based on distributed infrastructure to manage grid flows. The system allows management of energy production and consumption through nodal points (residential centers, business areas), thus creating a decentralized system. In addition, the project aims to promote improved energy management in buildings, through dialogue between consumers, producers and end users.

Energy efficiency and customer empowerment

The technological development of the electric grid enables energy distribution to be managed more efficiently and flexibly, thus providing an adequate response to the varying needs of customers and helping them adopt more informed consumption behavior. For this reason Enel has launched various projects both to analyze customer behavior and to give customers themselves the possibility of monitoring their own consumption, thus facilitating acquisition of greater awareness of their own consumption habits and the adoption of more efficient behavior. The main projects underway in Italy in 2013 were:

- **Enel Info+**, which envisages the testing, for the first time on a broad scale, of Enel smart info, a device to allow customers to have at their fingertips the data recorded by their meters in terms of consumption/production and their own energy situation. This project envisages the distribution to around 8,000 families of a kit consisting of the Enel smart info device, Smart info Display, a computer application (Smart info Manager) and a smartphone app (Smart info Mobile). The impact of the kit on consumption behavior will be objectively assessed by comparing the load curves during the test period with those from the previous periods and through sociological surveys which will also cover qualitative and subjective aspects.
- **Energy@home**, which has allowed the development of a communication platform between indoor smart devices realized in collaboration with Electrolux, Indesit Company and Telecom Italia. Thanks to this platform it is possible to develop services which allow the regulation of residential consumption, thanks to closer control over the use and efficiency of household electrical appliances, so as to avoid peaks, grid overloads, and to maximize energy consumption in low-cost periods of the day.
- *ComeConsumo*, which envisages the installation of a system for real-time viewing of consumption, both locally and online, and which also enables access to past consumption data.

In Spain and South America too there are various energy efficiency projects underway, including the **European "EnergyTic" project** which aims to develop various innovative solutions to enable customers to save water and energy.

Enel is also active in energy cost-efficiency for tertiary sector buildings and has launched various projects, both in Italy and abroad, in order to verify in the field the savings that can be made from the deployment of different automation technologies.

Commercial offers and products and services for energy saving

In order to optimize and rationalize energy consumption, Enel has also arranged various commercial offers for families and business customers, and has undertaken awareness-raising and information-giving initiatives.

In Italy, Romania, Spain, Peru and Chile the commercial offers envisage a price differentiated on the basis of when the energy is consumed, that seeks to direct consumption towards the evening and nighttime, thus encouraging an overall improvement in efficiency in the electric sector (more efficiency in production and distribution) and important environmental benefits. In order to help customers correctly manage the hourly tariff, and make them better informed, it is clearly explained how to read the bill in order

to verify the tariff periods, so as to correct any anomalies and to guarantee the maximum saving possible.

Other offers, which are defined as "green", are addressed to those customers who are most sensitive to environmental issues, because they provide a guarantee that the energy source is renewable or because they include an amount for financing renewable energy sources. In Romania Enel has launched the *Energia Verde* product, while in Italy there is *Semplice Luce* which besides being "green" encourages residential customers to modify their consumption behavior by rewarding them with lower prices for consumption below a particular monthly threshold.

As for residential customers, 2013 saw the launch, in Italy, of the pilot project "Energy Services Mass Market", which proposes a range of efficient "turnkey" solutions which can be paid by installment and which make Enel Energia the sole interlocutor with the end user for all sales activities: installation, assistance for authorization procedures and incentives, extending the guarantee and maintenance. The products launched in the pilot program concern photovoltaic and thermal solar systems, condensation boilers, heat pump water heaters and air-conditioning units.

In Italy Enel Energia's loyalty program *Enel Premia* continued in 2013 too and offers "green" prizes (such as the possibility of converting Energy Points into trees planted under reforestation projects) and envisages, among the various methods of collecting points, a bonus should the customer have consumed less than in the same period in the previous year. In addition, stage two of *Enelmia* was launched which envisages the development of a prepaid card offering discounts to Enel Energia customers in national and local shops which join the scheme and which are chosen from among the spending categories which have the biggest impact on household budgets: food, supermarkets, petrol, electronics, health and travel.

In Romania two guides were prepared for residential customers:

- **"Green ideas for your home"** is a guide for residential customers aimed at promoting the use of energy efficiency, stressing the role of education as a means of changing behavior, and highlighting how a simple gesture, in reality, can have an important impact, in environmental terms and on energy bills;
- **"Customers guide"** is a guide for residential customers, which offers practical information on Enel services and numerous ways of paying bills.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Governance

Solid governance

The corporate governance system of the Enel Group conforms to the principles contained in the Self-Regulation Code for listed companies (the "Self-Regulation Code") and is based around the relevant recommendations made by CONSOB and, more generally, best international practice.

The corporate governance system is essentially oriented at creating value for shareholders in the medium to long term, while being aware of the social importance of the business that the Group is engaged in and the consequent need to give adequate consideration, in carrying out this business, to all the interests involved.

Governance structure

SHAREHOLDERS' MEETING

It has the duty of taking the most important decisions for the life of the Company, such as the appointment and withdrawal of members of the Board of Directors and the Board of Statutory Auditors, approval of the financial statements and the allocation of profits, the acquisition and disposal of treasury shares, shareholding structure plans, changes to the bylaws, and the issue of convertible bonds.

BOARD OF DIRECTORS

The main duty of the Board is to define the corporate long-term strategies which are established and updated year by year in the Industrial Plan. Besides its functions in terms of strategic direction, the Board is also responsible for verifying the existence of the controls necessary to monitor the performance of Enel and the Group as a whole. To this end, the Board has set up four committees internally with functions of investigation, consultation and making proposals on subjects which are particularly delicate, also because they are the source of possible conflicts of interest. All the committees consist solely or mainly of independent directors.

APPOINTMENTS AND CORPORATE GOVERNANCE COMMITTEE

It has the duty of supporting the Board, in an investigative role and also by providing advice and proposals, in its assessments and decisions relating to the size and composition of the Board itself, as well as to the corporate governance of the Company and of the Group and to Corporate Social Responsibility.

CONTROL AND RISK COMMITTEE

It has the duty of supporting, in an investigative role, the assessments and decisions of the Board relating to the internal control and risk management system, as well as those relating to the approval of the periodic financial reports.

During **2013**, the **Board of Directors** met **14 times** and dealt in particular with:

- in **6 meetings** various issues relating to corporate governance
- in **3 meetings** issues regarding Corporate Social Responsibility (with particular reference to approval of the Sustainability Report for 2012 and the policy on human rights, as well as the payment to Enel Cuore Onlus of a one-off contribution to cover the projects relating to 2013)
- in **2 meetings** issues relating to the Organizational and Management Model adopted pursuant to Legislative Decree 231/2001

INDEPENDENT AUDITORS

The external audit of the accounts is entrusted, for the years 2011 to 2019, to the independent auditors Reconta Ernst & Young SpA.

BOARD OF STATUTORY AUDITORS

It has the duty of overseeing compliance with the law and Enel's bylaws, as well as compliance with the principles of correct administration in undertaking corporate activities; the process of financial disclosure, as well as the adequacy of the organizational structure, the internal control system and the Company's administrative and accounting system; the audit of the annual accounts and the consolidated accounts, as well as the independence of the independent auditors; and, finally, the concrete implementation of the corporate governance rules envisaged by the Self-Regulation Code.

COMPENSATION COMMITTEE

It draws up and puts for the approval of the Board the compensation policy for directors and managers with strategic responsibilities and the pay of the Chairman and Chief Executive Officer.

RELATED PARTIES COMMITTEE

It expresses views on transactions with related parties in order to guarantee their transparency and correctness, in accordance with the provisions of the relevant CONSOB regulation and the specific Enel procedure.

Composition of the Board of Directors and the related committees

Role	Name	Non-Executive/ Independent	Committees			
			Control and Risk	Compensation	Related Parties	Appointments and Governance
Chairman	Paolo Andrea Colombo					x
Chief Executive Officer/General Manager	Fulvio Conti					
Director	Alessandro Bianchi	NE/I		x	x	
Director	Lorenzo Codogno	NE	x			x
Director	Mauro Miccio	NE/I	x			x
Director	Fernando Napolitano	NE/I		x		x
Director	Pedro Solbes Mira	NE/I		x	x	
Director	Angelo Taraborrelli	NE/I	x			x
Director	Gianfranco Tosi	NE/I	x		x	

Governance bodies

> **Shareholders' meeting**: it has the duty of taking the most important decisions for the life of the Company, such as the appointment and withdrawal of members of the Board of Directors and the Board of Statutory Auditors, approval of the financial statements and the allocation of profits, the acquisition and disposal of treasury shares, shareholding structure plans, changes to the bylaws, and the issue of convertible bonds.

> **Board of Directors**: the main duty of the Board is to define the corporate long-term strategies which are established and updated year by year in the Industrial Plan. Besides its functions in terms of strategic direction, the Board is also responsible for verifying the existence of the controls necessary to monitor the performance of Enel and the Group as a whole. To this end, the Board has set up four committees internally with functions of investigation, consultation and making proposals on subjects which are particularly delicate, also because they are the source of possible conflicts of interest. All the committees consist solely or mainly of independent directors.

- **Appointments and Corporate Governance Committee**: it has the duty of supporting the Board, in an investigative role and also by providing advice and proposals, in its assessments and decisions relating to the size and composition of the Board itself, as well as to the corporate governance of the Company and of the Group and to Corporate Social Responsibility.
- **Control and Risk Committee**: it has the duty of supporting, in an investigative role, the assessments and decisions of the Board relating to the internal control and risk management system, as well as those relating to the approval of the periodic financial reports.
- **Compensation Committee**: it draws up and puts for the approval of the Board the compensation policy for directors and managers with strategic responsibilities and the pay of the Chairman and Chief Executive Officer.
- **Related Parties Committee**: it expresses views on transactions with related parties in order to guarantee their transparency and correctness, in accordance with the provisions of the relevant CONSOB regulation and the specific Enel procedure.

> **Board of Statutory Auditors**: it has the duty of overseeing compliance with the law and Enel's bylaws, as well as compliance with the principles of correct administration in undertaking corporate activities; the process of financial disclosure, as well as the adequacy of the organizational structure, the internal control system and the Company's administrative and accounting system; the audit of the annual accounts and the consolidated accounts, as well as the independence of the independent auditors; and, finally, the concrete implementation of the corporate governance rules envisaged by the Self-Regulation Code.

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The Enel Group in the Global Compact and the commitment to the LEAD Board Program

Since 2004 Enel has been an active member of the United Nations Global Compact and since 2011 has been one of the members of the Steering Committee of the Global Compact LEAD, which consists of those companies which are most committed to promoting new global sustainability initiatives.

The Global Compact is a program promoted by the UN Secretary-General, with the aim of involving the private sector in a new type of public/private partnership, by adhering to the ten universal principles regarding human rights, labor, the environment and anti-corruption.

For 2013, in particular, Enel focused on participating in the global consultation to define the sustainable development objectives which will take the place of the millennium development goals which expire in 2015.

The post-2015 agenda was at the heart of the Leaders Summit 2013, which was held in New York in September 2013 and which brought together over 3,000 representatives of companies, institutions and civil society, from around the globe, in order to define the new global architecture of business sustainability. At the Leaders Summit, Enel was chosen by the United Nations to present the LEAD Board Programme, which intends to provide companies' boards of directors with studies prepared by leading international experts on the integration of sustainability into business strategies. Enel is one of the first companies to have confirmed its participation in this program in its pilot stage.

Internal control and risk management system

The internal control and risk management system consists of a collection of rules, procedures, and organizational structures aimed at enabling the identification, measurement, management and monitoring of the main corporate risks in the Group.

The system, which is integrated into the organizational and corporate governance arrangements and inspired by Italian and international best practice, helps ensure the safeguarding of the Company's assets, the efficiency and effectiveness of corporate processes, the reliability of financial information, compliance with the laws and regulations, as well as the bylaws and internal procedures.

The system covers three types of activity:

> "line control" (or "first level control"), consisting of the set of control activities the single operating units or Group companies perform on their own processes in

order to guarantee the correct undertaking of operations;

- "second level" controls, which are entrusted to specific corporate departments and which aim to manage and monitor typical categories of risks, including, by way of example, operational, industrial and environmental risks, market risks (such as commodity risks and financial risks), credit, insurance and strategic risks, country risk and (non) conformity risk;
- internal audit ("third level" controls) aims at verifying the structure and function of the system overall, also through monitoring the controls, as well as the second level control work.

For a detailed description of the duties and responsibilities of the main subjects involved in the system, as well as the means of coordination among them, please refer to Guidelines of the Internal control and risk management system which were adopted by the Board of Directors in November 2013 and which are available on the Company's website (www.enel.com).

ESG risk management

In line with the provisions of the United Nations Guidelines on Business and Human rights and best practices suggested by analysts, in 2013 the process of integrating Environmental, Social and Governance factors (ESG) in the risk management of the Group was started.

In particular, it was arranged to include ESG issues in processes to manage country risk, in order to consider non-financial risks which may have a potential impact on operations or on the image of the Group. The "ESG risk" index considers exposure to any environmental factors, violations of human rights, as well as illegal associations at the level of individual countries.

In particular, through 16 risk indicators, the following are analyzed and monitored:

- the level of risk that companies must take into consideration in order to do business in a country, in relation to the level of development of environmental regulatory standards (for example, climate change, level of CO_2 emissions) and their impact on local communities, considering also the presence of mechanisms to safeguard and protect natural resources on the part of Governments (5 environmental indicators);
- the level of (any) connivance by the business sector in a country in violating human rights, in a broad sense, providing a concrete and immediate measurement of the level of caution to adopt in approaching the country without incurring damage to the company image and/or entering into disputes with local communities and the authorities responsible for protecting such rights (6 social indicators);
- the presence and frequency of endogenous and/or exogenous practices and factors that are widespread in a country's business environment and which can promote/hinder ethical conduct by the companies which operate there, providing a measure of the level of (any) complicity of the business world in violating human rights or in accessing remedies and, so, of the need to put in place mitigating and precautionary measures aimed at protecting the company from involvement in these mechanisms (5 governance indicators).

Our shareholders

Enel's shareholding structure sees 31.2% held by the Ministry of Economy and Finance, 41.9% by institutional investors and 26.9% by retail investors.
Enel establishes continuous dialogue with all shareholders through dedicated corporate structures and, in particular, through the Investor Relations unit in the Administration, Finance and Control Department, which handles relations with institutional investors, and a unit dedicated to relations with retail shareholders in the Legal and Corporate Affairs Department.
In 2013 there were 362 meetings with institutional investors. In addition, as part of the continuous interaction with shareholders and investors, answers were given to numerous information requests, in particular 636 from retail shareholders and 55 from ethical funds which specifically requested information on Enel's CSR.

Enel and Socially Responsible Investors

The path to the highest sustainability standards, which Enel started down eleven years ago, has been rewarded with the interest of socially responsible investment funds which, despite the difficult international situation, continue to grow: at December 31, 2013 there were 117 Socially Responsible Investors (SRI) in Enel's share capital (108 in 2012), which represent around 15.6% of the identified institutional shareholders (14.6% in 2012).
The figure refers to SRIs which include Environmental, Social and Governance (ESG) principles in the criteria which determine their investment decisions. The same investors held at the end of December 2013 around 5.5% of the total Enel shares in circulation (5.0% in 2012), equal to around 8% of the free float (7.3% in 2012).
These funds represent a stable shareholding base over time, with a diversified geographic presence covering continental Europe, Great Britain and North America. In addition, the CSR unit has set up, with the Investor Relations unit, a working group and specific investigations to monitor the information needs and requests of SRIs. This activity has entailed the joint participation in one-to-one meetings with analysts and international meetings dedicated to the SRI world.

The principles underpinning our work

Code of Ethics

"Zero Tolerance of Corruption" Plan

Policy on Human Rights

231 Compliance Program

Code of Ethics

The Code of Ethics, which Enel adopted in 2002, expresses the Group's commitments and responsibilities in the conduct of its affairs and aligns the conduct of all its employees to standards based on the utmost transparency and fairness towards the market and internal and external stakeholders. The Code of Ethics applies throughout the Group in light of the cultural, social and economic diversity of the various countries where Enel operates.

The principles of the Code of Ethics range from market correctness to protecting the environment and workers. These general principles are then set out in the form of conduct criteria to be adopted in dealings with the various interlocutors. The Code of Ethics applies to the companies in which Enel has a majority interest, following the Code's transposition through specific resolutions of the companies' Boards as soon as they are included in the Group consolidation; in addition, the Group's main suppliers are required to act in keeping with the general principles expressed in the Code. During 2013, the Code of Ethics was updated, in order to include the changes in the organizational structure and in the procedures adopted in the Company, the new name and duties assigned to the Committees set up under the Board of Directors of Enel SpA and the revision of the duties attributed to the Head of the Audit Department regarding the implementation of the Code itself.

Internal and external stakeholders can report violations or suspected violations through:

- audit.enel.codice.etico@enel.com
- post:

Enel SpA – Audit Department – Code of Ethics

Via Arno, 64 – 00198 Rome (Italy)

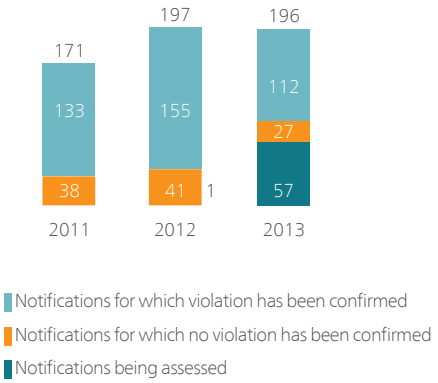
The 16 general principles of the Code of Ethics

1. Impartiality
2. Honesty
3. Correctness in case of potential conflicts of interest
4. Confidentiality
5. Correctness in relations with shareholders
6. Appreciation of equity investment
7. Value of human resources
8. Fair exercise of authority
9. Integrity of people
10. Transparency and correctness of information
11. Diligence and thoroughness inexecuting tasks and contracts
12. Correctness and fairness in managing and renegotiating contracts
13. Service and product quality
14. Fair competition
15. Responsibility to society
16. Protection of the environment

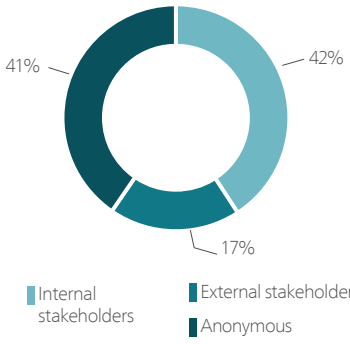
The Audit Department, with the support of the other departments involved, has the task of verifying the application and respect of the Code of Ethics. Through dedicated channels in the various countries, it receives and analyzes the notifications of alleged violations of the Code and for each of them undertakes a detailed analysis involving, in the most important cases, the Control and Risk Committee (which, in any case, receives a summary report every six months), the Chairman of the Board of Directors, and the Chief Executive Officer of Enel SpA. In handling the notifications, and without prejudice to any legal obligations, the identity of those making such reports is always kept confidential and they are protected from any kind of retaliation.

In 2013, 196 notifications were received and 27 violations recorded, including 6 involving episodes of corruption and following which specific corrective measures were established.

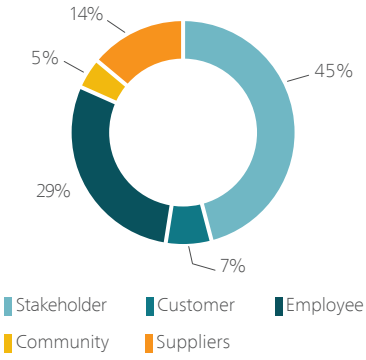
Notifications received by status* (no.)



Notifications received by of stakeholder - 2013



Notification received by type of harmed or potentially harmed stakeholder - 2013



*1 notification received in 2012 and 57 received in 2013 are currently being analyzed.

Organizational and Management Model 231

Legislative Decree 231/01 ("231 Decree") introduced into Italian law the regime of administrative (but *de facto* criminal) responsibility of companies, for some types of crimes committed by the related directors, executives or employees in the interest of or to the advantage of the companies themselves.
In 2002 Enel was the first company in Italy to adopt an Organizational and Management Model that met the requirements of the Decree (231 Compliance Program). The Model consists of a "general part" and "special parts" describing the different kinds of crimes which the Model aims to prevent. In particular in 2013 the Board of Directors of Enel SpA approved the new special part dedicated to preventing bribery between private individuals. All the Italian subsidiaries have adopted the 231 Compliance Program.
In 2010 Enel defined specific "231 Guidelines" which extended the principles set out in the 231 Compliance Program to the Group's non-Italian subsidiaries, in order to make them aware of and knowledgeable about the importance of guaranteeing correctness and transparency in conducting company business and activities.
In Spain and Latin America the *Modelo de Prevención de Riesgos Penales* has been adopted which takes account of the 231 Guidelines, the reform of the Spanish penal code and Chilean Law 20.393 on the responsibility of legal persons.
In implementation of the provisions of the 231 Decree, a collegial body ("Supervisory Board") has been set up in Enel SpA with autonomous powers of action and control, with the duty of overseeing the functioning and observance of the Model and arranging its revision. The other Group companies, on the other hand, normally adopt a "single-person" supervisory board.

"Zero Tolerance of Corruption" Plan

The Zero Tolerance of Corruption Plan was adopted in 2006 and has strengthened the commitment to combat corruption which was entered into with the Code of Ethics and the 231 Compliance Program, assigning precise responsibilities for monitoring corruption risks and for correctly handling any suspect cases. The Plan gives substance to Enel's participation in the United Nations Global Compact and the Partnering Against Corruption Initiative (PACI).
All parts of the organization are responsible, as appropriate, for managing corruption risks by putting adequate control and monitoring systems into place. The analysis and oversight of corruption risk is also part of the more general process of Group risk assessment, which is carried out periodically by the Audit Department.

Policy on Human Rights

Respect for human rights has always been a key value for Enel.
In order to enact the United Nations guidelines on Business and Human Rights and after undertaking six months of multi-stakeholder consultations, on February 5, 2013 the Board of Directors of Enel SpA approved the Policy on Human Rights and subsequently extended it to the main subsidiaries of the Group.
In line with the Code of Ethics, the policy sets out the commitments and responsibilities in regard to human rights entered into by employees of Enel SpA and of its subsidiaries, whether they are directors or employees in whatever form of such companies. In addition, with this formal commitment, Enel openly becomes the promoter of the respect of such rights by contractors, suppliers and commercial partners.
As required by the guidelines and on the basis of policy prin-

ciples, in 2013 the process was started to integrate environmental, social and governance (ESG) factors into the Group's risk management procedures. In particular an ESG country risk index has been defined. In addition, the Human Rights Compliance Assessment (HRCA) project started in the various Group countries in order to identify any management gaps and to define an action plan to support implementation of the human rights policy.
A dedicated channel has been created which internal and external stakeholders can use to notify alleged violations, together with a process for handling notifications which is aligned to the provisions of the Code of Ethics (email: audit.enel.codice.etico@enel.com; post: Enel SpA – Audit Department – Code of Ethics, Via Arno 64 – 00198 Rome, Italy).

The principles of the Policy on Human Rights

Labor practices

1. Rejection of forced or compulsory labor and child labor
2. Respect for diversity and non-discrimination
3. Freedom of association and collective bargaining
4. Health and safety
5. Just and favorable working conditions

Relations with communities

6. Respecting the rights of communities
7. Integrity: Zero Tolerance of Corruption
8. Privacy and communications

Lessons on ethics and anti-corruption

Enel places great importance on sustainability issues and on the fact that the Group's employees are fully aware of them. For this reason it organizes specific courses aimed at ensuring the dissemination, due understanding and development of effective conduct linked to the essential contents of sustainability, such as courses relating to the Code of Ethics, to the 231 Compliance Program and to corporate responsibility. These courses address the aforementioned areas with a focus on anti-corruption policies and procedures and on the principles of the protection of human rights.
Between 2010 and 2011 the online course on the Code of Ethics was completely restructured and translated into 5 languages. In 2011, a new training campaign was launched on Legislative Decree 231/01 regarding companies' responsibility and on Corporate Social Responsibility. In addition, in 2012 the course on the "231 Guidelines" was established to extend the principles of the 231 Compliance Program to the Group's non-Italian subsidiaries.
Since 2010 around 33,000 people have received training on the Code of Ethics, Corporate Social Responsibility and the 231 Compliance Program, partly for the first time and partly for an update on training they had done previously. The courses on the Code of Ethics and on the 231 Guidelines are currently being supplied in the main countries outside of Italy; in particular in Slovakia, to where the online platform in operation in Italy has been extended, over 3,000 people were trained during 2013.
The issues linked to sustainability are also an integral part of the institutional training courses for new recruits (for example Junior Enel Training) and for new supervisors and the related online courses precede access to such training.
At the UN-PRiME Summit 2013 the online course on Corporate Social Responsibility developed by the Enel Group was presented, in collaboration with the Enel Foundation. The course, which focuses on issues of responsibility and sustainability and is designed for an audience of undergraduates, will be freely accessible through the UN-PRiME website.

Transparency in institutional relations

During 2013 Enel handled its relations with institutions by confirming an approach based on complete and transparent disclosure aimed at providing institutional interlocutors with the necessary technical knowledge so that they were best placed to take the decisions for which they are responsible. Relations with representatives of institutions were developed by integrating the various levels: local, national, European and international.
Interaction with institutional contacts enables Enel not only to represent the Company's positions on the various issues of interest, but also to make available to interlocutors its own know-how on energy and environmental issues.
In Italy, the Company's institutional work is dedicated to a broad range of issues: from policies on energy and the envi-

ronment to policies to support innovation, from commercial, tax and labor laws to laws protecting health and ensuring accident prevention. In particular the main issues addressed during the year were the definition of the Company's position on the consultation document on the Government's National Energy Strategy, the contribution to approve the National Infrastructure Plan for electrical recharging, the confirmation and extension of tax deductions at 65% for energy restructuring work on buildings, the elimination of the progressive structure of electricity tariffs, and the law which envisages the possibility for the companies to start a test program to involve students from the last two years of high school by means of an apprenticeship. In addition, as part of the definition of regulatory proposals at EU level, specific work was undertaken on the law governing tenders and in particular on the directives for tenders for special sectors and concessions, which were recently definitively adopted by the European Council.

As part of relations with European institutional interlocutors, Enel contributed actively in every stage of the decision-making process for political and legislative dossiers of interest to the Company as a result of careful monitoring and analysis. Among the issues deserving particular attention were the regulatory reforms on completion of the internal energy market, European climate and energy policies, including the revision of the Emissions Trading Directive, and the environmental law on authorization processes for major industrial plant; among the other subjects addressed were the new laws on electric transport, on support policies for research and development, on the disclosure of non-financial information by large companies, and on public tenders and concessions. Enel's European institutional relations also involved the organization of various events at Brussels, focusing on: the sustainable use of water in industrial processes, sustainability and the integrated report, remuneration mechanisms for electricity production capacity and the activities of the Enel Foundation.

Internationally, advocacy activities are of fundamental importance both at a bilateral level (direct contact with the Governments of the countries where the Group operates) and at multilateral level (direct or indirect Government-led contact with international organizations, above all on the issues of environmental sustainability, energy efficiency and access to energy) (see table on page 65 and "A sustainable year")

Slovenské elektrárne increased its involvement in the drawing up of policies and legislative processes by taking part in public consultations and informing stakeholders about a series of fundamental initiatives, including energy policy, the nuclear strategy, the transposition of the directive on energy efficiency and other laws and regulations. In order to promote transparency in decision-making processes, the economic context and the rule of law, Slovenské elektrárne was among the main drivers behind the Fund for Transparency Initiatives in Slovakia, an alliance of companies the objective of which is to support the initiatives of various civic associations and non-governmental organizations with the aim of increasing transparency in public life. Slovenské elektrárne also contributed to the organization of the "Rule of law" initiative of the American Chamber of Commerce which seeks to draw up a charter addressed to the Government setting out problems and recommendations on transparency, combating corruption, the functioning of the magistracy and legislative processes.

As part of the implementation of the 2013 Advocacy Plan, Enel's Institutional Affairs Unit in Russia strengthened relations with the governmental and parliamentary authorities at international, national and regional level after changes at the federal Ministries of Energy and Economic Development and in regional Governments. 176 high and mid-level institutional and business meetings were organized, as well as 56 committee meetings of professional associations, 44 speeches, and participation in business fora.

Internationally, Enel's recommendations on energy and innovation were included in the Business 20 Green Book and White Book and presented by the Enel CEO to the G20 leaders at the B20 Summit in St Petersburg and at the G20 Summit in Strelna during the Russian G20 presidency. In 2013 Enel's Institutional Affairs Unit in Russia was actively involved in the EU-Russia dialogue on energy taking part in the 31st edition of the Summit in Yekaterinburg as well as EU-Russia working groups on the energy market, energy efficiency and innovation. Following the work undertaken business agreements were signed.

At national level in Russia the most important issues were: Enel's position on and analysis of the negative impact of the freeze on gas and energy tariffs, the importance of constant conditions in capacity supply agreements, incentives for the revamping of obsolete generation plant, reduction of the tax on water use, improvement in the regulation of payments on the energy market, etc.

Involvement in associations

Enel is involved in the main national and international industry associations and plays a proactive role in the main networks which promote a way of doing business that is consistent with a sustainability-based perspective and develop Corporate Social Responsibility projects.

The Enel Group's international role is also shown by its active participation in the international associations and organizations that establish long-term goals and commitments to cope with the challenges of climate change and the social and economic pressures concerning the energy industry and the macroeconomic situation in general.

Association	Role covered
Eurelectric	Association which represents the interests of the European electric sector, consisting of 30 national industry associations.
Global Sustainable Electric Partnership (formerly E8)	The Chairman of Enel personally attends the annual Summit of the organization's Board of Directors.
World Energy Council, WEC	Enel takes part in periodic meetings through a representative. Since March 2010, Enel's Institutional Affairs Manager has been the Deputy Chairman of WEC Italia. In 2013 Enel's Chief Executive Officer took part in the association's General Assembly, which was held in Daegu (South Korea).
International Emissions Trading Association, IETA	Enel takes part in working groups and events promoted by the IETA, as well as developing position papers on the most important issues. Since 2011 Enel has been represented on the Board of Directors through its Carbon Regulation Manager.
Alliance for Rural Electrification	Enel Green Power has been on the Board of Directors since 2010.
European Photovoltaic Industry Association, EPIA	Enel takes part in the association's activities as a member through Enel Green Power.
European Wind Energy Association, EWEA	Enel Green Power has been on the Board of Directors since 2010.
European Distribution System Operators for Smart Grid, EDSO	Enel holds the chairmanship of the association.
Meters&More	Enel Distribuzione, through the head of the Remote Management and Metering System team, holds the presidency of the association.
BetterCoal	Enel is a founding member and holds the deputy chairmanship of the Board of Directors.
Observatoire Méditerranéen de l'Energie, OME	The Chairman of Enel takes part in the annual meetings of the General Assembly as a member.
Corporate Social Responsibility Europe, CSR Europe	Enel is a member of the Board and takes active part in the work and meetings of the network.
Renewable Energy Certificate System, RECS	Enel takes part in the association's periodic activities through its own representative.
Global Reporting Initiative, GRI	Since 2006, in preparing its own Sustainability Report, Enel has applied the reporting guidelines issued by the GRI, and is a pioneer in the work to transpose the new G4 guidelines.
Global Compact and Global Compact LEAD	Enel has been a member of the global network and of the Italian network of the Global Compact since 2004 and is one of the 56 organizations worldwide which are part of the Global Compact LEAD, which represents CSR excellence in the private sector, and Enel has been a member of its steering committee since January 2013.
BusinessEurope	Enel chairs the Environment Working Group and is a member of the CSR committee.
International Integrated Reporting Council	Enel has adhered to the IIRC since its creation and is involved in the pilot program for application of the framework's guidelines.
Transparency International	The CEO was invited to join the Business Advisory Board of Transparency International in 2012.
B20/G20	In 2013 Enel co-chaired the Task Force on Innovation & Development as a Global Priority, and the CEO Conti spoke on behalf of the business sector at the meeting of Heads of State and Government.

Environment

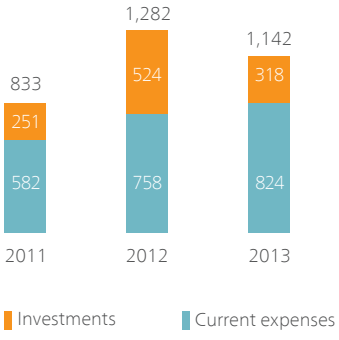
Enel's commitment

As part of the Corporate Social Responsibility policies, managing environmental issues, combating climate change and sustainable environmental development are strategic factors in carrying out and developing its activities and decisive in consolidating its leadership in energy markets.

The Enel Group's environmental policy, as part of its sustainability strategies, is based, in particular, on three fundamental principles:
1. Protecting the environment.
2. Improving and promoting the environmental features of products and services.
3. Creating value for the Company.

Environmental governance is implemented through an organization that is broken down into operational units and coordinated by a unit of the Parent Company. In the business units and service departments there are responsible structures and figures at various levels. In particular, the staff departments coordinate the management of the respective environmental issues, providing the necessary specialist assistance in accordance with the guidelines of the Parent Company, and the operating units manage specific aspects affecting industrial sites.
In the Group 454 full-time employees work on environmental issues. In addition, in 2013 basic and specialist training was provided for a total of 79,830 man-hours.
The gradual application of internationally recognized Environmental Management Systems (EMS) to all the activities undertaken by the Enel Group is a strategic objective of the Group's environmental policy. In 2012 Enel obtained ISO 14001 certification for the Group. Currently ISO 14001 certified systems cover 94% of the net maximum electrical capacity and over 95% of the grids, while there is full certification for the activities of the Global Service Function, the Engineering and Research Division and for sales activities undertaken in Italy and Romania.
In 2013 the total financial commitment for environmental protection was 1,142 million euro, of which 824 million was in current expenses and 318 million in investments. Part of the current expenses (335 million euro) was used to purchase CO_2 emission quotas, which was necessary to offset the deficit in the quotas assigned under the trading system regulated by the Emissions Trading Directive 2003/87/EC.

Environmental expense (m. euro)



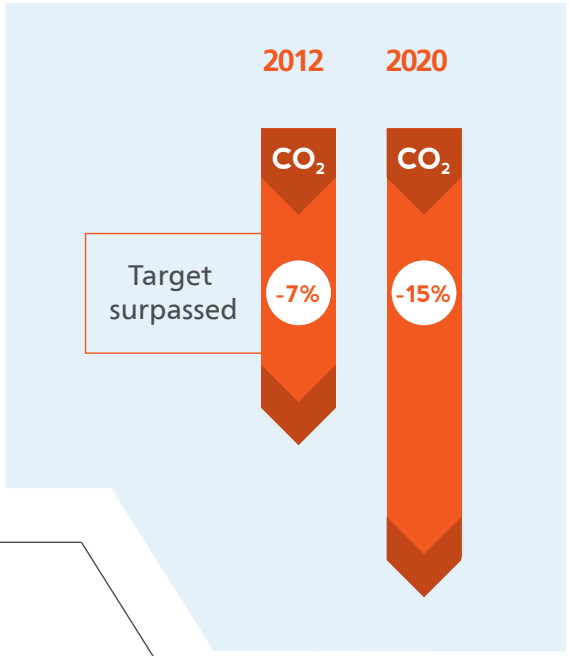
Current expenses, linked in particular to abatement systems (emissions, water treatment and waste management), decreased compared to 2012 due to the reduction recorded in fossil fuel and nuclear thermoelectric production.

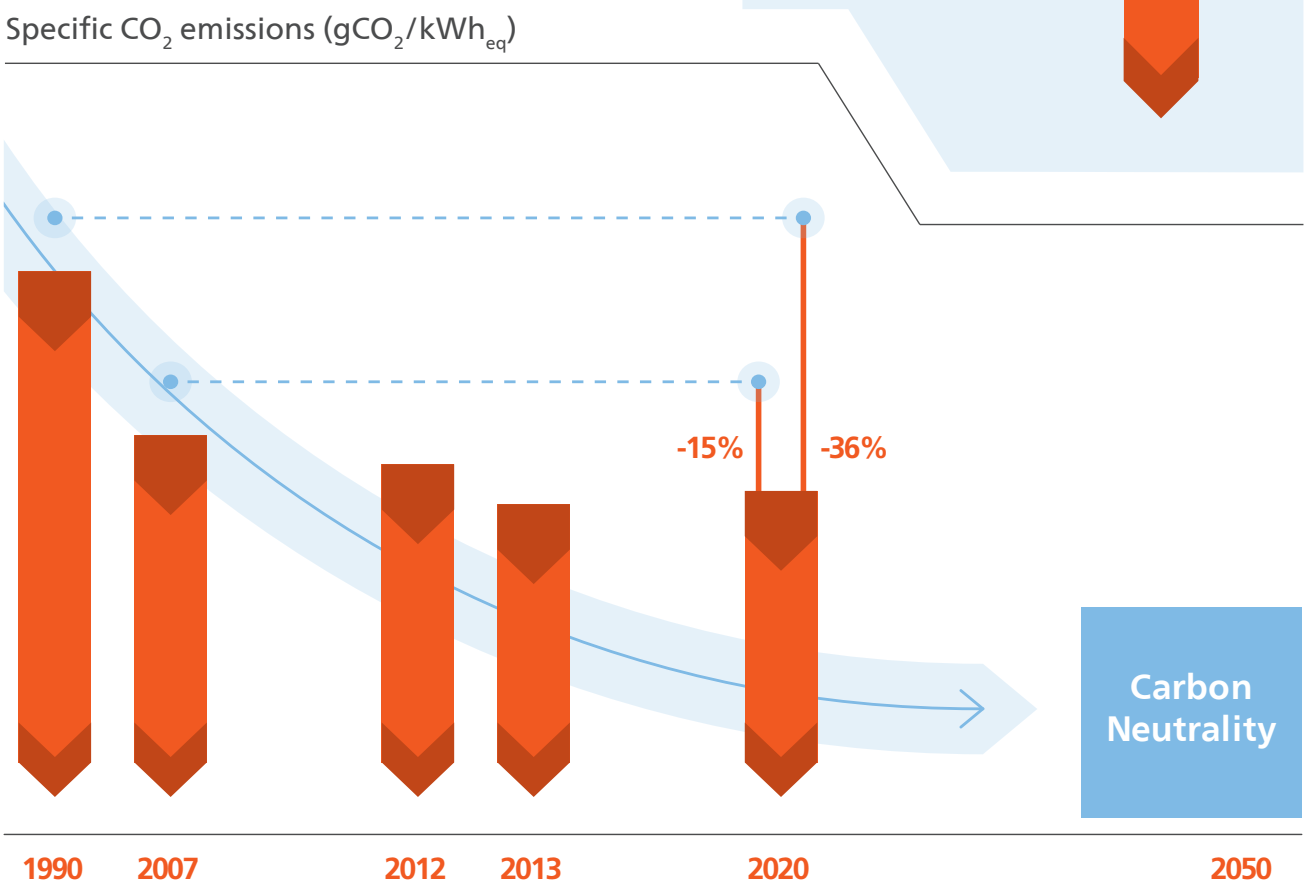
As for investments, 2013 saw the continuation of the development of significant initiatives in particular in Russia with work to modernize systems for emission abatement and ash transport at the thermoelectric plant of Reftinskaya.

Climate Strategy of the Enel Group

Enel acknowledges the priority of the fight against climate change among its responsibilities as a large global energy company and some years ago launched initiatives to reduce greenhouse gas emissions in all the countries where it operates, both through compliance with the obligations envisaged by the Emissions Trading Scheme Directive and by implementing a long-term strategy. Confirming this commitment, the Enel Chief Executive Officer signed the Eurelectric initiative which commits 60 global companies to transform the European electricity sector into a carbon 'neutral' industry by 2050.

CO_2 Environmental objectives

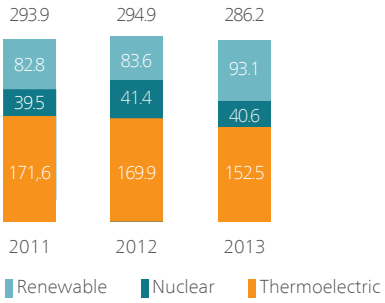




The challenges and opportunities of climate change

The phenomenon of climate change will have a significant impact on global economies. The challenge that faces us is characterized by major risks, which we will address later, but also by important opportunities in terms of greater efficiency along the whole energy chain from generation to consumption and in terms of reducing environmental impacts from electricity generation.
Currently 46.7% of Enel's electricity generation comes from zero-emission sources. The performance in 2013 was influenced not only by the continuous and structural growth of production from renewables, but by contingent conditions, such as a high water supply combined with market trends. During 2013 the Group invested further in the development of generation capacity from renewables, increasing the net maximum capacity from renewables by 940 MW, in particular in the photovoltaic and wind sector and thus confirming the commitment to the development of carbon free generation, which will continue in coming years. Total emissions saved in 2013 thanks to energy produced using renewable and nuclear generation totaled 104 million tons of CO_2 equivalent.

Net production by primary energy source (,000 GWh)



Compared to 1990, the baseline year for the Kyoto Protocol, the specific CO_2 emissions of the Enel Group have fallen by 37%. In 2013 Enel recorded a reduction of 16% compared to emissions in 2007, thus meeting, ahead of time, the reduction target set for 2020 compared to 2007, the year immediately preceding the first commitment period envisaged by the Kyoto Protocol. In the light of this positive performance, Enel will assess whether to redefine a medium-term target.

The Enel Group's long-term strategy is based on the development of zero-emission sources, the use of the best existing technologies, the promotion of energy efficiency and the development of smart grids, research and technological innovation and emission reduction with projects in developing countries and transition economies, also by making use of the flexible mechanisms introduced by the Kyoto Protocol (the Clean Development Mechanism and Joint Implementation), in which the Group has acquired experience and excellent know-how over the last decade.

As for the obligations imposed by the European Emissions Trading Scheme, in 2013 the Group's fossil fuel powered generation plants did not receive free emission quotas, in line with the ETS Directive which establishes for the electric sector, starting in 2013, the purchase of the total quotas needed to comply with the obligation to cover all emissions for which a plant is responsible.

On the other hand, the use of 'emission credits' from the so-called "flexible mechanisms" of the Kyoto Protocol (the Clean Development Mechanism and Joint Implementation) is envisaged for the whole of Stages II and III of the ETS (2008-2020), as provided for under the ETS Directive.
The use of flexible mechanisms enables not only a reduction in emissions at lower cost (on a constant environmental benefit basis), but also favors technological

transfer and the sustainable development of less advanced economies. Through the flexible mechanisms, in 2013, Enel avoided atmospheric emissions for almost 20 million tons of CO_2 equivalent.

For some years, Enel has also been active in the voluntary emission reductions sector aimed at those subjects (companies, institutions, end users, etc.) which intend to monitor or neutralize their carbon footprint, in other words the impact in terms of emissions of their activities (events, publications, products and services, both internal and external). All the initiatives are associated with the "CO_2 NEUTRAL" brand registered by Enel in 2011.

Managing risks linked to climate change

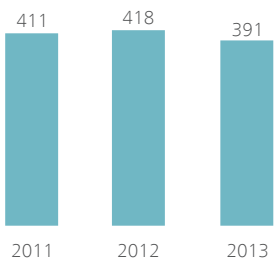
The present and future impact of climate change is a challenge for the safety and efficiency of the supply of electricity by Enel. Extreme weather puts the sound operation of plant at serious risk, changes the capacity to produce energy and impacts on infrastructure. The reduction in rainfall levels, for example, can bring a halt to production from hydroelectric plant, while a rise in temperature can interfere with the effectiveness of cooling systems for thermoelectric plant. For this reason Enel has started a project of adaptation to climate change which aims to assess possible impacts on its plant and which included an initial pilot program in the Iberian Peninsula and in Latin America. In 2014, the analysis will be extended with the aim of clarifying above all the uncertainties connected to the extent of climate change in the short and medium term, completing the mapping of the potential impacts on plant and making an increasingly effective contribution to the public debate with institutional stakeholders and civil society.
In addition, Enel constantly monitors regulations on greenhouse gas emissions in order to reduce the risk that its power generation capacity does not comply with these provisions. In particular, the EU law on the system for trading greenhouse gas emission quotas (Emissions Trading Scheme, EU ETS) imposes costs for the electricity sector, which, in the future, may be increasingly significant, and at the same time the instability of the emissions trading market worsens the problems in managing and monitoring such costs. The Group, therefore, constantly monitors the development and implementation of the law and develops strategies aimed at acquiring emission quotas at increasingly competitive prices.

Greenhouse gas emissions

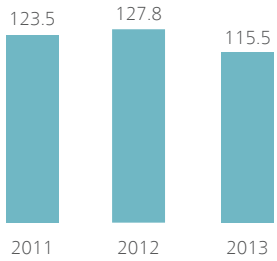
Greenhouse gas emissions are due almost exclusively to the use of fossil fuels. Of the approximate 115.5 million tons of CO_2 equivalent direct emissions (scope 1[1]) produced in 2013 by all the Group's activities, almost all of it (approximately 115.3 million tons of CO_2 equivalent) derived from fossil fuel combustion for electricity production.

1) Scope 1: direct emissions from sources owned or controlled directly by the company, for example emissions stemming directly from production (Source: World Business Council for Sustainable Development).

Specific CO_2 emission of total net production (kg/MWh)



Total emission - Scope 1
(m. t eq.)



During 2013 there was a reduction in CO_2 emissions compared to 2012 (-9.6%); this reduction occurred thanks to greater production of electricity from renewables (+11%) assisted by a high level of water availability and consequent greater hydroelectric production, and a reduction in fossil fuels in particular coal (-10%), as well as the greater efficiency of thermoelectric plant.
Indirect emissions (Scope 2 and 3 [2]) fell following initiatives to rationalize and optimize the distribution grid and the fall in business volumes.

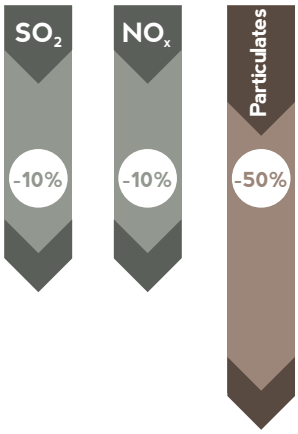
Emissions of SO_2, NO_x and particulate matter

Significant atmospheric pollutants emitted by Enel's activities, in particular by thermoelectric production, are sulfur oxides (SO_2), nitrogen oxides (NO_x), and particulate matter.

2020 objectives

Compared to the data recorded in 2010 Enel has set itself the target of achieving the following objectives by 2020:

> -10% total specific emissions of sulfur oxides (SO_2);
> -10% total specific emissions of nitrogen oxides (NO_x);
> - 50% total specific emissions of particulate matter.

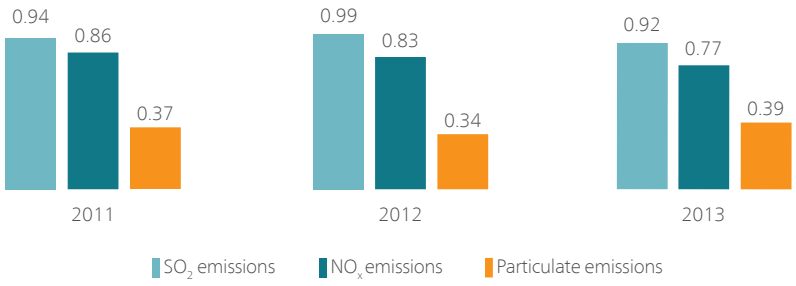


In almost all large plants these pollutants are measured continuously through analyzers installed on stacks, while in small plants it is done periodically through analysis and measurement campaigns or by using statistical parameters. During 2013, work continued to install continuous emission measurement systems in thermoelectric power plants, in particular at plants in South America.

2) Scope 2: indirect emissions from electricity generation bought and consumed by the company, typically corresponding to emissions from plant where the electricity is produced (Source: World Business Council for Sustainable Development). Use of electricity in various operating activities (distribution, movement of fuel, mineral extraction, property management). Starting in 2013 the methodology for calculating Scope 2 was made more conservative, using, as an alternative to the Group's specific emission factor, the specific individual emission factors of the whole mix of the countries where the Group operates, available at http://services.enerdata.net, and therefore the data for previous years cannot be compared with the data for 2013.
Scope 3: other indirect greenhouse gas emissions and the consequence of the activities of the company, but which derive from sources which are not controlled or owned by the company itself, such as for example emissions from extracting materials or from transport of the fuel purchased (Source: World Business Council for Sustainable Development). Starting in 2013 the methodology for calculating Scope 3 was made more conservative, using, as an alternative to the Group's specific emission factor, the specific individual emission factors of the whole mix of the countries where the Group operates, available at http://services.enerdata.net, and therefore the data for previous years cannot be compared with the data for 2013.

The Group's environmental policies generated positive results thanks to the investments to reduce pollutants at thermoelectric generation plant.
2013 saw a slight reduction in specific emissions compared to total production of NO_x and SO_2 thanks to the higher production of electricity from renewables, while the specific emissions of particulate matter increased due to the lower efficiency of the old electrostatic filters at the thermoelectric plant of Reftinskaya which is currently being revamped. On the other hand, compared to thermoelectric production, NO_x and SO_2 specific emissions remained constant at the values of the previous year, also thanks to greater use of more efficient thermoelectric plant.

Specific emission compared to total production (g/kWh)

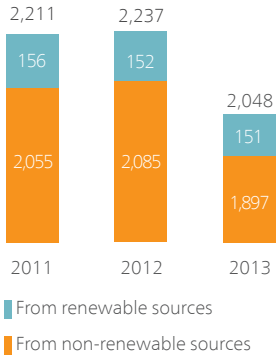


Efficiency in energy consumption

The Enel Group consumes energy to power its generation plant, through which it produces in its turn new energy which is distributed on the market.
In 2013, there was an 8.5% reduction in fuel energy consumption which went from around a total of 53.4 MTOE in 2012 (2,237,803 TJ) to around 48.9 MTOE in 2013 (2,047,220 TJ), due to lower thermoelectric and nuclear production.
On the one hand, for Enel using energy efficiently means maximizing the yield from the mix of sources (thermoelectric, nuclear and renewables) and, on the other, making the distribution grid more efficient to avoid significant quantities of energy being lost along power transmission lines.
Enel's strategy to reduce energy consumption, therefore, envisages investments to increase efficiency in all the Group's activities, from production to distribution, and also aims at disseminating greater awareness in energy use.
In 2013, the main work to increase the efficiency of power generation capacity, in keeping with the previous years, concerned:

> technical interventions: modernization of plant through the replacement of machinery and components with more efficient solutions, introduction of remote systems and remote monitoring to manage plant;
> optimization of maintenance work: identification of the best time for maintenance and revision of machinery, correct maintenance and cleaning of mechanical parts, etc.;

Fuel consumption by primary source (,000 TJ)



> process streamlining: identification of the best timing and methods to maximize plant efficiency, implementation of operational excellence programs, improvement in the distribution of the production load by using the most efficient units, optimization of cooling systems, etc.

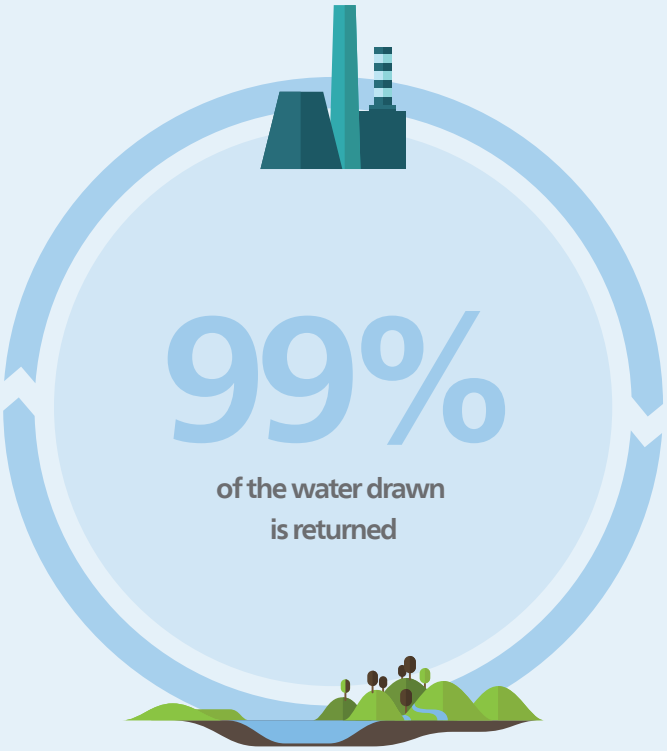
Responsible management of water resources

The Enel Group draws off water mainly for industrial purposes, such as cooling, desulfurization, reducing nitrogen oxides, etc. The production processes which require the largest quantities of water are thermoelectric production and nuclear energy production.

In 2013, the total water requirement was 189.6 million cubic meters and was lower than in 2012 following the reduction in thermoelectric production. Specific consumption in 2013 was 0.64 l/kWh compared to 0.62 l/kWh in 2012. This increase was due solely to the revision of the calculation method used

H_2O Environmental objectives

7%
of the **Group**'s total production uses **freshwater** in water-stressed areas



2020 objective

Compared to the data recorded in 2010 Enel has set itself the target of achieving the following objective by 2020:

> -10% total specific water consumption.

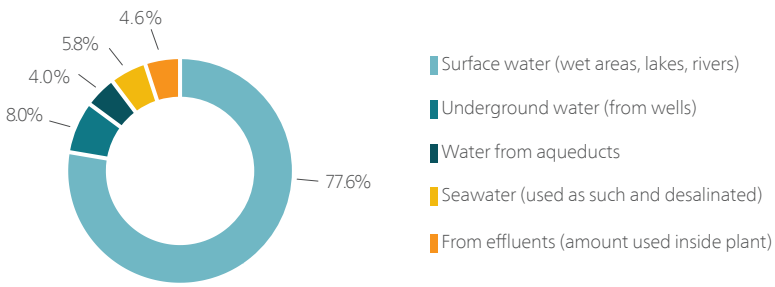
for some types of plant, which envisages estimating the losses due to evaporation in a particular semi-open cooling cycle. Comparing the figure for 2013 using the same calculation method used in 2012, the reduction recorded in specific consumption would be around 6% compared to 2012, which reflects Enel's commitment to reducing such consumption by 10% by 2020 compared to the figure recorded in 2010.

Total water requirements are covered through the use of water drawn from so-called "scarce" sources (surface and underground water and from aqueducts) or by using "non-scarce" sources, such as seawater and effluents arising from the Group's production processes. A particular case is the power plant at Fusina in Veneto (Italy), where the water used for closed-cycle cooling comes from the urban and industrial water treatment plant of the local public utility company, for a total of around 1,116,200 cubic meters.

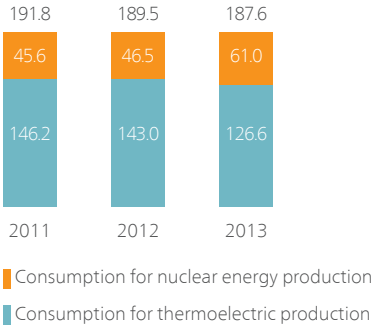
In 2013 the draw offs from scarce sources totaled 169.97 million cubic meters and were slightly higher than in 2012, essentially due to the changes in the calculation method as noted previously. The percentage of use of effluents from production processes fell to 4.6% of total draw offs in 2013.

Other requirements, such as open-cycle cooling, are covered without any real consumption, using sea or fresh water which is drawn and then returned to the original body of water in the same quantity, with its chemical properties unchanged and with minimal changes in terms of temperature (always within the limits set by the laws in the countries where Enel operates).

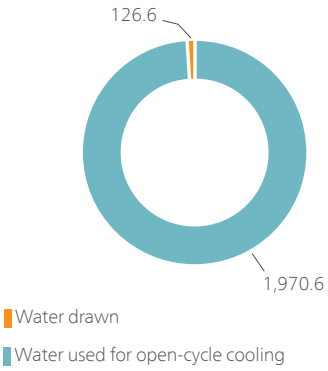
Volumes of water drawn by source (m. m^3) - 2013



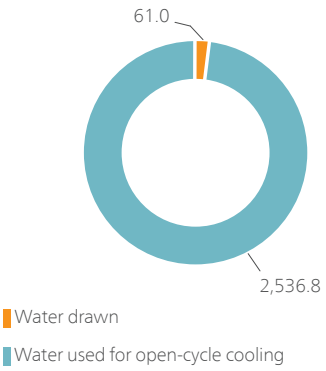
Volumes of water used per production process (m. m³)



Water used in thermoelectric production (m. m³)



Water used in nuclear energy production (m. m³)



The integrated management of water resources is based on the following guidelines:

> efficient use of water resources and protection of water quality in production processes;
> treatment of effluents and their minimization and control of losses;
> management of the flow rates of rivers with specific programs to guarantee the volumes necessary to preserve the underlying ecosystem (minimum flows);
> integrated management of water basins, through measurement of the water quality and the application, where necessary, of corrective measures to improve the physical and environmental conditions of basins, at the same time safeguarding the various local uses which meet the specific needs of the local area where the plant is located.

In addition, Enel is also investing to reduce water use in production processes, in particular by favoring as far as possible multiple use systems for water. For example, in coal-powered plants, the drainage water of closed-circuit cooling towers is reused in desulfurization systems, while the installation of crystallizers downstream from desulfurization systems enables the total recycling of effluents.

"Aqua Gauge" assessment

Enel has long been aware of the importance of water resources for local communities and for key ecosystems. In addition, also thanks to the interest of stakeholders, ethical investors and sustainability analysts, the Company is committed to managing water resources more knowledgably by communicating any impacts and the related means of mitigation.

The focal points of Enel's management of water resources are: measurement of performance (for example, specific consumption, polluting load of waste water), definition of policies and specific targets (public target for 2020 on specific water consumption at Group level), analyses and studies regarding European and international legislation in order to set out possible future scenarios.

In order to communicate these efforts transparently and in detail, Enel was the first utility in the world to combine the CDP (Carbon Disclosure Project) on Water (participating for the first time at Group level in 2013) with a further assessment through *Aqua Gauge*, an assessment developed by Ceres, which is a network of American investors.

Aqua Gauge is a methodology designed both to support investors in interpreting results and the Company's disclosure in official documents (Environmental Report, Sustainability Report, CDP Water), and to help the Company itself identify how and where to improve.

The output of this instrument was an "Advanced Progress" ranking or even "Leading Practice" in many key areas of managing water resources. Among these we may mention: reporting, having public targets on specific consumption, the instruments adopted for risk assessment and stakeholder engagement.

The areas identified as "initial steps" are basically those relating to the analysis of the supply chain and to the adoption of a common standard for discharges, aspects which in reality are problems for most companies in the sector and which have an international and diversified portfolio such as Enel's. Nonetheless, through the half yearly process of best practice sharing, the continuous improvement in the process of green procurement and environmental management through ISO 14001-certified Environmental Management Systems, Enel is aiming to improve these "initial steps" and to highlight this publicly.

In order to disseminate this methodology among operators and to publicly share its results, on September 25, 2013 Enel organized a dedicated workshop at the European Parliament in Brussels.

The assessment of water risk

The bodies of water affected by the Group's activities worldwide are recorded in the databank of Enel's environmental reporting and published on the Company website. In particular, information is collected on all the bodies affected by hydroelectric activities, regardless of the draw offs, and on all the bodies of water affected by thermoelectric and nuclear activities, from which water is drawn for cooling and/or to which the water is returned at a level that is more than 5% of the annual average flow rate and of the volume of the reservoir in which the water is collected [3].

Enel constantly monitors all the production sites in areas at risk of water shortage in order to manage this resource more efficiently. In particular the monitoring of sites involves the following levels of analysis:

- mapping of production sites in potential water scarcity areas, in which the average value of renewable water resources per head is lower than the reference value set by the FAO, and identified also through use of specific software developed by the World Business Council for Sustainable Development;
- identification of "critical" production sites, i.e. which use fresh water;
- more efficient management through changes to plant or processes aimed at maximizing the supply from effluents and sea water;
- monitoring of the climate and vegetation data for each site.

In total Enel returns around 99% of the water drawn off and only around 7% of the Group's total production in 2013 used and/or consumed fresh water in stressed water zones.

Besides compliance with the various regional Safeguarding Plans (for plant located

3) For further information see the Excel files available from: http://www.enel.com/en-GB/sustainability/environment/biodiversity/.

in Europe), which impose an obligation to release minimum flows, Enel has in parallel launched in Italy, Spain and South America tests regarding the real impact on the ecosystem of such flows and, in some specific cases, studies aimed at analyzing the changes in daily flow caused by the intermittent introduction of turbinated water downstream from power plants. The objective of these tests and these studies is to acquire a larger knowledge base, that can enable more targeted intervention in the public consultation stage regarding the application or the updating of laws regarding environmental impacts on water (in Europe, for example, the updating of the Basin and Safeguarding Plans is envisaged for 2016 in accordance with the Water Framework Directive 2000/60/EC).

Water discharges

Waste water includes the residues of water for industrial use and rainwater collected by the internal areas of thermoelectric power plants, and they are potentially polluted by oil. Enel pays close attention to the quality of its discharges into water, and constantly invests to improve the features of effluent treatment plants which have lower standards.

In all the Group's sites where polluted water is produced there are specific treatment systems depending on the type of pollution present. The waste water thus treated is partly discharged into surface water and partly reused in the plant itself, thus helping to cover total water needs.

In 2013, the recycling of waste water after treatment, across the Group, was around 8.7 million cubic meters, which enabled coverage of 4.6% of total needs, or 189.61 million cubic meters. In addition, the total discharge of waste water, which includes the residues of water for industrial use and rainwater potentially polluted by oil, collected by the internal areas of plants, in 2013, totaled 91.7 million cubic meters.

Management of waste

Waste products from the Group's activities are disposed of at locations that are most suitable depending on the type of material, or, when possible, are recycled. Recovery mainly concerns materials which can be reused, as in the case of gypsum and combustion ash which are used to make building materials, regenerated (such as oils and batteries) or recycled (such as some types of metal, ash and gypsum). The Group policies are oriented at continuously increasing over time the percentage of hazardous and non-hazardous waste sent for recycling.

In 2013, the Enel Group produced a total of 10,056,398 tons of waste, down by around 17% compared to 2012, of which 99.3% was non-hazardous. 31.9% of the total waste produced in the whole scope of Enel was sent for recycling.

In addition, Enel, as part of its activities in the nuclear field, undertakes to minimize the production of waste from its daily activities, as well as future potential waste from decommissioning. The trend in the quantities of radioactive waste produced depends on the maintenance work and operations to move fuel, and therefore can vary significantly from year to year. In 2013, the total quantity of the most important spills was 200.1 cubic meters (reference should be made to the Environmental Report for detailed information).

Waste products (,000 t)

Protecting biodiversity

Protecting biodiversity is a strategic objective of Enel's environmental policy.

Enel believes that any action affecting ecosystems must be based on a detailed knowledge of the equilibriums in the zones where it operates. For this reason, for every site and installation of the Group, the proximity of protected areas (local, national or international) is monitored, and the reasons for their protection are highlighted, as well as for valuable ecosystems, biotypes and animal or vegetal species present. The knowledge of the species present in each area enables identification of those which fall under the "Red List" of the International Union for Conservation of Nature and Natural Resources (IUCN), in order to analyze their related level of risk of extinction and to take the necessary protective measures. Detailed information on the protected areas in which the Group carries out its activities and the species included in the "Red List" can be found at http://www.enel.com/en-GB/sustainability/environment/biodiversity/.

In terms of prevention, before the construction of any new site or the realization of power distribution lines, Enel performs impact studies that include a systematic assessment of the effects on the natural environment and on biodiversity. In these studies consideration is given to safeguarding ecosystems and animal migratory flows and the best solutions are identified in terms of structure, overall dimensions, materials and components so as to minimize the impact. In addition, and if necessary, offsets or improvements to the original environment are envisaged.

In operating plants, specific precautions are adopted, such as reducing water consumption and discharge, being careful not to generate impacts on fish life and to mitigate the noise emitted by equipment. In many areas independent third parties also undertake campaigns of bio monitoring of the land, rivers and sea, in order to verify the influence of the activities undertaken on biodiversity and the adequacy of the offsets or improvements adopted. Subsequently, an Environmental Management System is adopted in accordance with the requirements of UNI EN ISO 14001 and is used periodically to assess impacts and risks. In addition, action is taken to raise staff awareness of any impact risk, the actions taken to limit such risk and the Group's commitment to biodiversity.

To date the outcome of all the monitoring campaigns undertaken has highlighted the correctness of the measures taken to avoid negative effects on atmospheric emissions, heat discharges, noise and maintenance of corridors around power distribution lines. Consequently, the ecosystems are adequately preserved and are often actively controlled by Group companies through agreements with territorial bodies and organizations (local, national and international).

In addition to these prevention and monitoring measures that are continuously implemented, the Group realizes a series of projects in Italy and abroad, with the aim of supporting the safeguarding of ecosystems and natural habitats of the various territories in which it is present both as an industrial operator and as an active player in the life of the community. The projects include various interventions: monitoring, safeguarding, research and improvement projects, offsetting or corrective measures, socio-environmental studies, complex projects with integrated actions (monitoring, safeguarding, training, research, etc.) of high scientific value.

In particular, Enel has adopted a Group Plan for Biodiversity, consisting of 133 projects, of which 34 were completed in 2011 and 2012 and 98 are currently on-going. Annually the actions to be taken in terms of specific targets and objectives for the individual projects in the Plan are established.

Protecting biodiversity

Romania

Supports for power distribution lines (Enel Distributie Dobrogea and Enel Distributie Banat).

White stork (Ciconia ciconia) — V, LC

High voltage supports, Distributie Banat on the plain of Torontalului, Province of Timis, Province of Ianova and Lovrin.

Saker falcon (Falco cherrug) — V, VU

Comana Nature Park (declared a Ramsar site), in the Province of Giurgiu (Enel Energie Muntenia, Enel Distributie Muntenia and MaiMultVerde, non-profit association)

Flora — V; Ecosystem — V

Slovakia

High Tatras national park

Golden eagle (Aquila chrysaetos) — V, LC

High Tatras national park

Alpine marmot (Marmota marmota latirostris) — V

High Tatras national park

Peregrin falcon (Falco peregrinus) — V

High Tatras national park

Grey wolf (Canis lupus), European lynx (Lynx lynx) — V, LC

High Tatras national park

Tatra chamois (Rupicapra rupicapra tatrica) — C, CR

Panama

Fortuna forest reserve — V, NT

Flora | Countryside | Fauna | Ecosystem

Peru

Chimay hydroelectric plant — V

Flora | Countryside | Fauna | Ecosystem

Italy

Valle dell'Alto Volturno

Common otter (Lutra lutra) — C, NT

La Casella thermoelectric plant

Northern pike (Esox lucius) — C, LC

Area (Monte Amiata, Monte Penna and Alta Valle dell'Albegna), in southern Tuscany (Grosseto), and Regional natural park of Gola della Rossa and of Frasassi, in Le Marche (Ancona)

Red kite (Milvus milvus) — V, NT

Various locations

Eel, trout, small trout, cyprinids (other species at risk, including salmon trout – Salmo trutta marmoratus), salmonids — LC, C

Hydroelectric plant

Fluvial ecosystem — C

Thermoelectric plant

Ecosystem — C

Sulcis

Countryside — C

Various locations

Birdlife — C

Porto Corsini (Ravenna) power plant

Marine ecosystem — C

Wet zones

Priolo Gargallo (Siracusa) power plant

Marine ecosystem — C

Wet zones

Brindisi thermoelectric power plant

Marine ecosystem — C

Wet zones

Santa Barbara (Arezzo) thermoelectric plant

Countryside — C

Pietrafitta (Perugia) thermoelectric power plant — C

Flora | Countryside | Fauna | Ecosystem

Russia

Ivankovskoe basin in Konakovskaya (KGRES), in the Barsuchkovsky canal (Nevinnomysskaya), in the basin of Isetskoe and in thebasin of Reftinsky

Fishlife — V

Sredneuralskaya (SGRES)

Lake ecosystem — V

Isetskoe (Province of Yekaterinburg)

Grass carp (White amur) and macrophytes (canna, eyhornia) — C

France

Site of Community Importance for the conservation of the birds of the "Barrois"

Montagu's harrier (Circus pygargus) — C, LC

Greece

Wind farms of Monastiri I, Monastiri II, Aspri Petra, Geraki, Soros in Thrace, Agyos Kirillios in Crete and Koutsoutis

Birdlife — C

Portugal

In all the wind plant

Bats — C

In all the wind plant

Iberian wolf (Canis lupus signatus) — C, VU

Mexico

El Gallo hydroelectric plant

Fishlife — V

El Gallo hydroelectric plant

Iguana — V

Spain

International commitment to research into Dreissena polymorpha, an exotic invasive species which is found in various waterways in Spain
- Mollusks — V

Canary Islands
- Egyptian vulture (Neophron percnopterus) — C/V, EN

Castilla y León
- Dupont's lark (Chersophilus duponti) — C, NT

Cantabria / North Spain
- Brown bear (Ursus arctos) — V, LC

Pyrenees
- Birds of prey Aegypius Monachus — V

Pyrenees, Andalusia and Estremadura
- Birdlife — V

Municipality of Villahermosa del Río – Castellón
- Birds of prey — C

Basso Ebro
- Fishlife — V
- Fluvial ecosystems — V

Barcelona, Natural park Serralada Litoral
- Birdlife — C/V
- Land ecosystems — C/V

Mongolia
- Fishlife — V
- Fluvial ecosystems — V

Pyrenees
- Fluvial ecosystems — C/V

United States

Caney River wind plant (Kansas) — V
Flora | Countryside | Fauna | Ecosystem

Lowell hydroelectric project
- American shad (Alosa sapidissima) — V

Merrimack river
- American eel (Anguilla rostrata) — V

Lawrence hydroelectric power plant, Merrimack basin and in the rest of New England
- Atlantic salmon (Salmo salar) — V

South Berwick hydroelectric power plant, New Hampshire
- Fishlife — C

Rocky Ridge wind plant
- Bats — V

Rocky Ridge wind plant
- Elk (Cervus canadensis) — C, LC

Colombia

Cartagena thermoelectric plant — V
Flora | Countryside | Fauna | Ecosystem

Betania Basin — V
Flora | Fauna | Ecosystem

Guavio hydroelectric basin — C
Flora | Fauna | Ecosystem

Codensa
- Ecosystem — V

Cava Muña
- Flora — V

Argentina

Arroyito hydroelectric plant
- Birdlife — V

El Morejon reserve
- Land ecosystem — V

Brazil

Cachoeira hydroelectric plant
- Flora — C

Sustainable rural communities: Caatinga Biosphere reserve in the State of Ceará
- Flora — V

Protection of the original fauna of Ceará
- Brown-throated parakeet (Aratinga pertinax) — C, LC

Biomonitoring
- Flora — C

Construction of wind parks at Cristal, Modelo, Dos Ventos (Caatinga) — C
Flora | Countryside | Fauna | Ecosystem

Chile

Taltal thermoelectric plant
- Flora — V

Atacama
- Flora — V
- Fauna — V

Collaboration between the Fundación San Ignacio de Huinay (created by Endesa) and Pontifical Catholic University of Valparaíso — V
Flora | Countryside | Fauna | Ecosystem

Tarapacá thermoelectric plant
- Birdlife/Mammals — C

IUCN RISK OF EXTINCTION

EX, EW — Extinct
CR, EN, VU — Threatened
NT, LC — At low risk

- C — Obligatory
- V — Voluntary
- C/V — Obligatory/Voluntary

FAUNA

Birdlife | Mammals | Fishlife | Reptiles

ECOSYSTEM

Land | Fluvial | Lake | Wet zones | Marine

COUNTRYSIDE

FLORA

People and society

Responsibility towards the community

Sharing objectives and impact assessment

Infrastructure development requires the achievement of a difficult balance. On the one hand, the construction of new plant or the extension of transmission and distribution networks create growth and development opportunities. On the other, it is necessary to take account of any negative impacts on the territories surrounding the areas involved and on the people who live there. In this context it is a duty and a commitment for Enel to identify proactive and transparent forms of dialogue and consultation, in order to ensure that growth is shared with the communities involved and that any negative impacts are addressed and minimized together. For this reason, in the authorization procedures which precede all projects, an open dialogue is maintained at all stages with central and local institutions, the public and all the stakeholders involved.

The authorization process during the construction and revamping of plant and infrastructure envisages the realization of Environmental Impact Studies and studies for the issue of the Integrated Environmental Authorization, in accordance with legal provisions. Enel and Endesa systematically undertake such environmental and social impact assessments and, in order to prevent, monitor and mitigate the environmental impacts of the works when operating, put in place precise procedures and environmental management systems certified in accordance with ISO 14001.

By implementing Environmental Impact Studies, in order to assess the environmental effectiveness of the proposed actions, possible alternatives are always compared and technical solutions to reduce probable impacts are identified. The results of assessments can be freely consulted by the stakeholders concerned on dedicated websites. At the end of the authorization process for the works, agreements are also reached with local authorities and communities to realize technical improvements to the pre-existing environment. Should the environmental damage be impossible to calculate in monetary terms, the agreements can take the form of the realization of environmental projects for the plant or the recovery and restoration of natural elements, as environmental benefits equivalent to the impacts provoked. The situation varies greatly depending on the activities considered (thermoelectric production, hydroelectric, geothermal, wind, electricity distribution, gas distribution, etc.) and on countries involved.

Throughout the life of plants and infrastructures Enel constantly monitors the key environmental data (atmospheric emissions, water quality, waste, etc.), using the data collection methods agreed with local authorities. Monitoring networks are often managed directly by responsible control bodies, and all the results are made available or transmitted to local authorities. Through this direct control, the representative action of public administrations, local committees and environmental associations, the Company makes a com-

mitment to safeguard the interests of the community.
Finally, in the final stage or on disposal of its infrastructure, Enel maintains constant proactive dialogue with the local area, in order to discuss and analyze with the parties concerned the social and economic changes arising from the dismantling or reuse of sites.
Thanks to Enel's strong commitment to correct and transparent management of authorization processes and the subsequent monitoring stages, relations with local communities are, in most cases, positive.

The correct implementation of periodic plans, the monitoring of actions put in place and the updating of on-going projects in relation to changing needs and support for the social and economic development of communities are priorities in all the countries where the Group is present.

Enel Green Power

Enel Green Power's approach to relations with local communities is based on total transparency and the desire to open and build up over time a two-way dialogue aimed at finding synergic and shared solutions.
With its international scope and increasing presence in emerging countries, a key element of the growth and development strategy for the business is the philosophy of *Mai Contro* (Never Against): by listening to and analyzing the needs of the territories where it operates, Enel aims to maximize shared value, trying to intervene proactively to respond to local needs, anticipating future needs and preempting possible conflicts. The commitment is to make a concrete contribution to social and economic development through initiatives modeled on needs and potential of the local area.
In keeping with this arrangement, Enel Green Power promotes activities to involve communities throughout the process of project development and management. Right from the initial stages of project development, the company seeks to identify local players and their short and long-term needs. Through periodic meetings with interest groups, associations, local authorities and entrepreneurs, interviews with communities, *ad hoc* working groups and meetings with residents, Enel seeks to establish an on-going dialogue with stakeholders to enable assessment of their needs and to identify concrete responses. Particular attention is paid, in addition, to respecting and safeguarding the rights of indigenous populations which live in the areas affected by the Group's projects and activities, with which consultation processes are put in place in line with the highest international standards, such as Convention 169 of the International Labour Organization.
Examples of this approach are programs such as "EGP listens to you" run by Enel Green Power in Mexico, with local committees, which the Company, local institutions and community all take part in, carrying out interviews and opinion polls to collect requests and proposals from which to select the projects to be realized in the area. Other examples are the working group involving the communities of Alto Loa, which assesses the environmental impact of the geothermal plant at Cerro Pabellón in Chile, or periodic studies, such as for example the biennial analyses undertaken in Greece to monitor the progress and results of on-going projects.
Collaboration with non-governmental organizations, companies, workers and managers who are based locally is also considered fundamental in order to optimize community relations. For example, in Chile, Peru, Colombia and countries in North America, Enel works closely with NGOs and specialist development part-

ners both as regards listening to and assessing local needs, and in the stages of planning initiatives for social and economic support and development. In Greece, France and Brazil local workers themselves act as a link to the local area by conveying the requests of their own communities and taking part, in some cases as spokespeople and testimonials, in the events organized by the company in order to increase its visibility locally and encourage communication with citizens.

International Division

Russia

In 2013, Enel OGK-5 enhanced its relations with the main Russian training and research institutes. Besides signing a memorandum of academic cooperation with the Federal University of the Urals and the Energy Technical College of Yekaterinburg, the company signed two new collaboration agreements with the Russian Academy of Justice and the Gubkin University of Oil and Gas which enhanced collaboration through educational and social projects. Over 30 training events were supported and organized by Enel OGK-5 in 2013, such as conferences for students, apprenticeships organized by the company management, support for the preparation of degree dissertations, and training courses. In September 2013 an Enel OGK-5 Family Day was organized at the head office in Moscow and at Konakovskaya GRES, which was an opportunity for the employees of Enel OGK-5 and their children to enjoy together. Many CSR activities were undertaken to support the 4 regions where OGK-5 operates, divided into the following areas:

> support for children and educational institutes: maintenance of schools and kindergarten, purchase of computers, educational and musical equipment, purchase of equipment for catering, concession of grants to teachers and the best students;
> support for public health and renovation: purchase of medical and sporting equipment, modernization of gyms and sports facilities;
> social solidarity projects, also to support veterans of the war in Afghanistan and orphaned and handicapped children.

Slovakia

Slovenské elektrárne undertakes to maintain constant dialogue with communities, above all as regards plans and changes relating to the operation of nuclear power plants and the law governing their operation. The senior manager at Slovenské elektrárne takes part in the meetings of Civic Committees, in order to respond to questions from mayors of the towns around the power plants. The active dialogue and transparent communication with the communities involved around the power plants – institutions, organizations, associations and individual citizens – is an integral part of the company's Corporate Social Responsibility and a necessary condition for further development of the business. In particular visits to information centers and production areas of the nuclear power plants are very common and can help provide information on nuclear engineering, in particular for school pupils and university students. All Slovenské elektrárne electrical plant is open to the public and in 2013 welcomed over 27,000 visitors.

In particular the project to complete MO34 is connected to the creation of a new information and training center at Mochovce which started in 2011 and will be completed in 2014.
In terms of "Energy for education" 41 projects were realized, in collaboration with universities and student science and technology associations. In addition, the 7th edition of PlayEnergy was held, involving 72 schools. Many social inclusion projects aim to help the homeless and to favor the inclusion of marginal groups. The company supports the San Vincenzo de' Paoli Refuge for the homeless in Bratislava, the magazine for the homeless Nota Bene, the "Homeless" Theatre, the pilot project for low-cost accommodation in a Rom settlement in east Slovakia, as well as a new project for a drop-in center for the homeless in Bratislava launched by the NGO Vagus. One of the objectives is that of making a systematic and long-term contribution to help the homeless return to a normal life.

Romania

Also Enel Romania organizes "PlayEnergy" dedicated to children in the ten regions in which Enel operates and "We are Energy" dedicated to all children of Enel colleagues around the world, aged 8 to 17. The children learn about electricity and Enel values by playing and working on projects with which they then take part in a global competition. In 2013, the project involved 800 schools and 28,500 pupils in Romania.
There are various projects to support culture. Such as the "City of energy" which is in its third edition in Bucharest and which in 2013 was extended to Timişoara and Constanța. This edition focused on the urban "decoration" of various substations in contemporary art forms and styles which have transformed the face of the city and helped strengthen the sense of belonging of the community, above all in the peripheral areas. The project involved 7 of the best known urban artists and saw the active participation of citizens.
Among the social inclusion projects we may mention *Natale Festival Tree* – a one-day event organized with Save the Children and aimed at collecting funds for the construction of kindergartens in rural areas, helping children in need to ensure they do not miss out on an education, and the *UNICEF Gala*, a project to collect funds to protect children from violence, abuse and abandonment. The event is part of a major information campaign on this delicate and vulnerable condition which in Romania unfortunately involves one child in ten. The funds collected will be used for activities intended to offer local communities instruments (health-care and social assistants) for the early identification and prevention of violence against children.

Iberia and Latin America Division

Understanding the viewpoint of its stakeholders and the communities in which it works is the cornerstone of the sustainability strategy of the Iberia and Latin America Division of Enel. During the last year, following the guidelines defined at the Enel Group level for the development of the Sustainability Plan and the global project on stakeholder engagement, the system of relations with interest groups was further defined as well as the methodologies to assess their impacts and improve dialogue and the proactive and transparent relationship. For further details see the Sustainability Report 2013 of Endesa on www.endesa.com.

Managing relocation

In some cases the construction of new plant may entail the relocation of part of the resident population to nearby areas. Relocation has considerable consequences on the lives of the people concerned, above all in terms of employment and the stability of family and social relations. Managing relocation, therefore, inevitably involves the populations or individuals affected and a careful assessment of the psychological and social problems that can be expected at both individual and group level.

The approach to choosing potential sites is that of minimizing, as far as possible, the need to relocate the population. When establishing the potential sites for the development of energy projects, studies are conducted which include economic, political, cultural and social and demographic aspects, in order to analyze and understand the typical elements of the community. These assessments are in addition to the environmental impact studies and are an integral part of defining the mitigation measures linked to realization of the project. Among the key elements is the analysis of the daily life of the communities who live in the area affected, the population distribution, the forms of organization, and the levels of employment and pay.

In the cases in which relocation is inevitable, compliance with the legislation in force in the country concerned is guaranteed, including any local laws which specify the conditions for the relocation and the means for calculating the related compensation.

Enel's sensitivity to this issue is so clear that the human rights policy approved in 2013 by the Board of Directors explicitly refers to the issue: "More specifically, in the designing and construction of infrastructure projects, Enel is committed to taking due account, within proper environmental and social impact assessments, of its environmental footprint and the respect of Human Rights in the areas where projects will be carried out. Where project implementation might involve relocation of local communities the objective is to minimize the impact, by engaging with them and providing fair compensation".

Currently the projects which envisage the need for relocation in the whole of the Group are those for the construction of the Bocamina II thermoelectric plant in Chile and the El Quimbo hydroelectric plant in Colombia.

Bocamina plant (Chile)

In 2008, in terms of community relations, Endesa Chile, concurrently with the construction of the second unit of the Bocamina thermoelectric power plant, started the relocation of the families affected by the project, in line with the agreements signed with various organizations and supporting the community to improve its quality of life and the surrounding environment.

Year of transfer	Population	Families
2008-2010	Stage 1: Calle Capitán Cabrejo y Mario Fuentealba	103
2009-2010	Stage 1: Population of Aroldo Figueroa	115
2011	Stage 2: Population of Aroldo Figueroa	106
2012	Stage 3: Population of Aroldo Figueroa	37
2012	Population of La Colonia Baja, in collaboration with the "*Servicio de Vivienda y Urbanización* (SERVIU)"	69
2013	Population of Aroldo Figueroa	13
2013	Population of Amengual	5
Total		**448**

During 2013, Endesa Chile took part in various working groups with social organizations, the municipality and the Government, promoting public/private solutions in order to respond to the various issues concerning the project.
In particular on November 19, 2013 an agreement was signed which establishes the details of the relocation process and the accommodation program relating to the population of El Esfuerzo. The definition of this agreement was completed following joint work between Endesa Chile, the families involved, the authorities in the residential construction sector, the municipality and the companies selected to undertake the construction and infrastructure work. The working group with the population of El Mirador, on the other hand, led to the start of a public/private project to relocate 95 families who live in the area.
Besides the purchase of the land and the development of accommodation plans, Endesa Chile arranges transfer of household goods and legal consultancy to register titles to property.

Program to promote fishing

In 2013 a collaboration agreement was signed between the company and the organizations of fishermen, in order to undertake productive, individual or cooperative development initiatives, together with support for social initiatives, aimed at facilitating grants for the children of fishermen who wish to go on to higher education.
Endesa Chile will finance the "fishing program" with a total investment of 4,890 million Chilean pesos (around 7 million euro) in 7 years, paid following achievement of the specific objectives included in the work program.
In this regard the company *Corporación de Desarrollo de Coronel* was set up by the municipality of Coronel, Endesa Chile and 14 other private companies. This organization will be charged with guaranteeing the economic resources and coordinating the program to support fishing.

In August 2013, the *Superintendencia de Medio Ambiente* (SMA) informed Endesa Chile of the opening of proceedings for a series of alleged environmental infractions. In December 2013 Endesa Chile presented its defense and is awaiting the decision of the SMA.

In addition, various opponents of the power plant presented three *Recursos de Protección* against its operation. Under the second of these appeals, in December 2013 the Supreme Court, overturning the previous decision of the Appeal Court, granted the injunction requested by the appellants, ordering the stoppage of Group II of the power plant at Bocamina, which is thus currently on hold pending the decision on the appeal.

The main on-going projects

Every infrastructure project is open for assessment by the communities involved. In some cases, the project is criticized and is not fully supported. Sometimes, given broad consensus from the communities and local institutions, there is opposition from some civil society movements or environmental associations. At the same time, there are many examples of Enel projects which put into practice the approach described in the introduction to this chapter. The involvement of the relevant parties in the planning process and in the development of infrastructure is essential to guarantee the success of this activity.

Here below are the details of the most important on-going projects, the positive and/or negative (real or 'feared') impacts on the local territory and the way in which the Group companies concerned are promoting proactive dialogue to achieve the widest possible shared solutions.

El Quimbo (Colombia)

El Quimbo is the most important project in Colombia, and aims to build a 400 MW hydroelectric power plant in the region of Huila, which will meet 5% of national demand.

Right from the start, Emgesa has shown its openness to dialogue with the regional and national stakeholders and has developed a social and environmental management plan, which saw some significant developments in 2013. Emgesa has implemented initiatives for the resident landowning population, and each family defines, with the help of the company's social team, the most advantageous option, case by case. The locations for the overall relocation have been established and agreed with the community. Emgesa has bought the land necessary to construct the accommodation, has drawn up the urban plan and a proposal to allocate the various plots of land which has been agreed and approved by the communities. In 2013 64.4% of the agreements has been signed with the families to be relocated.

At the end of the works to construct the infrastructure, Emgesa will deliver the new homes to the communities, equipped with essential services (drinking water, energy and waste water treatment) and inserted in an urban and social context which corresponds to the previous situation, as well as an efficient irrigation system for the area which is destined for agricultural use.

In 2013, Emgesa relocated 8 more families, thus bringing the total number to 18. The families each received 5 hectares of land with a house of 100 square meters, technical support for implementation of the agricultural production plan, live-

stock to start a business and psychological help to assist with entering the new context.

In addition, the company arranged to make a further 61 compensation payments to families who rejected relocation; so far compensation has been paid in 166 cases.

Another commitment by the company was to assist people who used to run a business in the areas subject to expropriation for construction of the project, to restart their business, which was mainly agricultural. In 2013, it was arranged to pay compensation for 525 cases to this end.

In addition, under the agreements reached with the communities in the *Mesas de Concertación por la construcción del Proyecto Hidroeléctrico El Quimbo*, Emgesa has invested resources for a total of 16,500 million pesos (around 6 million euro), dedicated to various projects in the six municipalities in the area directly affected.

In particular during 2013 the following activities were undertaken:

> meetings to provide information for leaders and representatives of the communities in order to disseminate information on the project and discuss problems. In these meetings, involving the communities from the area directly affected by the plant, social, economic and infrastructure aspects were addressed;
> initiatives to listen to issues and complaints, through two permanent offices in the two municipalities of Gigante and Garzón. In addition, during 2013 a mobile office was set up to exchange information and to address concerns of the communities in their places of residence, so as to eliminate any transport problems on the part of the population concerned. In 2013, 628 information requests were received at the offices in Garzón and Gigante and 1,523 at the mobile office. The most common subjects covered by the requests were employment, compensation and identification of rights holders;
> as for communication channels, the project was disseminated via radio, printed material and internet, so that the community in the area affected by the project was constantly and directly informed about social, environmental and technical progress. In 2013, the fortnightly program *La buena energía del Quimbo* was broadcast on the 14 radio stations of Huila. Six editions of the magazine *La buena energía del Quimbo* were distributed in a print-run of 1,200 copies. In addition, 11 bulletins were disseminated about the project as well as 14 press releases and 17 press releases were issued to regional and national media. During the year the website on the project was constantly updated (www.proyectoelquimboemgesa.com.co) and there was interaction with inhabitants through the twitter account @ProyectoQuimbo;
> guided visits were organized to the worksite with the objective of contributing to making the project increasingly transparent for all the people concerned and clarifying doubts on the part of the community, key players, local authorities and other interest groups. In total, 59 visits were arranged, involving around 1,170 people;
> finally, the relocation program for the affected population was further enhanced through various legal consultancy and other services, actions to support the re-establishment of the social fabric and the weaker sections of the community, such as the elderly and female heads of family. A program was also started to support the local public administration for further training of officials to deal with the various administrative and social impacts.

During 2013, despite this intense interaction with the community, various conflicts

in regard to the project emerged, which also led to the occupation of land and the closure of access routes to the worksite, preventing or delaying the undertaking of the technical and social activities planned by Emgesa. The company has constantly responded to each of these groups of protestors, reaching specific agreements and resolving all the conflicts by the end of 2013. In November, in the presence of the Human Rights Delegate of the Vice Presidency of the Republic and other Colombian authorities, the final cases of land occupation were resolved voluntarily and peacefully, and some cases were agreed individually.

Enel Green Power's Memorandum of Understanding with the municipality of San Juan Cotzal

On March 13, 2013 in Ciudad de Guatemala, in the presence of the President of the Republic Otto Pérez Molina, a Memorandum of Understanding was signed which aims to promote economic, social, environmental and cultural development to improve living conditions for the inhabitants of San Juan Cotzal.
With the financial support of Enel Green Power, projects and initiatives will be realized locally on education, health and water management, culture and the enhancement of the municipal administration itself, with the allocation of economic benefits which will favor associations or organized groups of women.
Before being signed, the contents of the agreement were agreed by the mayor and the town council with all the leaders of the local communities and were approved by them.

Neltume (Cile)

Neltume is a hydroelectric project "*de pasada*", at Neltume in the municipality of Panguipulli in the Region of Los Ríos. In 2006, Endesa Chile started a consultation process with the indigenous communities in order to incorporate their requests into the development of the project. In particular, since 2007 there have been information offices in towns close to the project area and in 2011 some contact was made with the *Casas Abiertas* communities to facilitate their participation.
The realization of the hydroelectric project will involve the so-called "ceremonial ancestral site" of the indigenous populations that live in the area and some families have opposed the realization of the project due to its impact on the traditions of the community.
Currently, in Neltume there is a company information office which manages relations with civil society organizations and the local authorities in order to reach agreements.
In 2013, Neltume was the first project of Endesa Chile to start a consultation process with indigenous populations. In particular, on April 29, 2013 the Environmental Assessment Service of the Region of Los Ríos issued *Resolución Exenta no. 002* which envisages, as part of the environmental assessment of the project, the realization of an indigenous consultation process, in accordance with the provisions of *convenio* OIT no. 169, with the communities, populations and groups present in the area affected by the plant. The Service met each of the eight communities identified in order to set out to them in detail the consultation process and invited them to appoint their own representatives. At the same time the company started a series of meetings with representatives of the Service (national and regional), making itself available to review the initiatives in favor of indigenous communities.

In 2013, Endesa Chile took part in the working groups with the communities and towns close to the plant (Puerto Fuy, Neltume, Choshuenco and the indigenous communities of Juan Quintuman and Valeriano Callicul), which led to:

> definition of 81 projects to improve the quality of life of the families in the area of the plant, 51 social organizations and 30 local business people benefited for a total amount of 130,821 euro (in particular 28 projects for social support, 23 for development and promotion of trade, crafts and tourism, 3 for education, 22 for infrastructure and services for the communities, and 5 for the construction of churches);
> development of the program *Energía para la educación* to improve the quality of education in schools close to the plant, in order to improve school infrastructure, the training of teachers and improvements to laboratories and libraries. In addition, 940 students benefited from incentives for transport.

Punta Alcalde (Cile)

The Supreme Court of Chile, in bringing to an end the dispute which started in January 2013, gave the go-ahead to the construction of the thermoelectric power plant at Punta Alcalde, in the Province of Huasco in the Region of Atacama, thus enabling the Enel Group to further expand its presence in Chile.

The construction work envisages the realization of two generation units of 370 MW each, a mechanized quay for unloading coal (which will be transported by sea), the creation of a fuel deposit and a tank to store ash and process residues. In addition, a water desalination and demineralization plant will be built as well as plant to vacuum and cool the unloading system.

The main combustible source will be coal and the production units will be equipped with specific instruments to reduce emissions.

The plant will be connected to the substation of Maitencillo through a 220 kV transmission system.

As established by the Supreme Court of Chile, the power plant must monitor the temperature of the discharge fluids, in other words the sea water needed to cool the stacks, and publish the results of these checks.

In 2013 specific activities were undertaken to involve the population, with the aim of collecting their doubts, concerns and requests in relation to the project and to identify and assess the economic, social and environmental risks.

Following this analysis, the following opportunities connected to the project were identified:

1. boost to the local economy by increasing the demand for services (hospitals, construction, transport, etc.);
2. local employment opportunities during the construction stages;
3. development of programs and specific recruitment offices;
4. works to improve access to the southern coast of the municipality of Huasco.

As part of the environmental impact assessments envisaged by the law, specific processes of "citizen participation" were set up in the town of Huasco and at Freirina, Maitencillo and Caleta Los Bronces. At the same time Endesa Chile is constantly engaged in updating the register of social, local and operational organizations of the communities of Huasco and Freirina, which are in the area where the project will be developed, with the aim of setting up and maintaining an effective channel of communication.

The *Café Curibamba* project of Edegel (Peru)

The *Café Curibamba* project is a social inclusion initiative of Edegel which was created to boost the economic development of the communities situated near the hydroelectric plant at Chimay, as well as the planned plant at Curibamba in the Region of Junín in Peru.

Due to the lack of suitable technologies, infrastructure and professional skills, the local farmers who used to produce coffee were having problems both in the cultivation of the plant and in selling the product.

Starting from this situation, Edegel saw an opportunity in the *Café Curibamba* project to revitalize the local economy. A team of specialists offered periodic training *in loco* to improve coffee production techniques, organizing visits to the plots of each farmer to check their organization and progress, and resolving any problems. In particular, the role of Edegel was to invest in improving the infrastructure for the production of coffee in order to guarantee for the future a high quality level for the bean.

The project has made possible the professional development of farmers, expanding their knowledge of cultivation techniques in order to improve the quality of the product and, at the same time, acquire the necessary organizational skills for its competitive marketing. At the end of 2013, the project involved 40 families from three rural communities (around 2,000 people) in the local area. In the first three months of 2014 another 100 people have already joined the project.

The actions taken have enabled the creation of a strong bond between the local community and the company, highlighting the latter's role in encouraging economic development and improving the quality of life of the local population, while respecting and maintaining cultural traditions.

Specific objectives achieved:

- 25 more hectares of land cultivated for coffee using hi-tech management;
- 125,000 new coffee plants of the *caturra* type;
- use of new machinery which enables the production of between 3 and 7 million plants;
- improvement in post-harvest infrastructure;
- access to fair trade thanks to the quality of the product;
- agreements with commercial agents and with the local community;
- valorization of the work of coffee growers in the region;
- improvement in the quality of life of the local growers;
- reassessment of the role of women, the main protagonists in improving family incomes.

Involving stakeholders: a global and local approach

The Enel Group's stakeholder engagement project

The distribution of information and the multitude of the interlocutors with which a company interacts imply the need for proactive dialogue, which makes all the parties concerned participants in the process of defining corporate governance.

The procedure followed envisaged a prior assessment of the various categories of subjects that are strategic for the business, a specific planning stage for the corporate vision and subsequently a stage of monitoring changes in the relationship with the brand.

From this viewpoint, the stakeholder management model adopted in 2013 by the Enel Group is set up as an exercise to monitor and assess the relationship with the main interlocutors as regards the areas where the Group operates.

It is a multichannel and multidisciplinary analysis of the various demands, in order to identify the scope of communication with the brand and the guidelines for dialogue with all the parties concerned as interlocutors.

This is a very important process which has seen various units of the company involved in 11 countries and led to an initial mapping of 4,000 key contacts, with the aim of:

1. identifying a relevant classification and level in order to map and cross-reference stakeholders in clusters and in geographic areas;
2. generating an in-house process to know and assess the expectations and requests of interlocutors;
3. identifying the Company's strategic guidelines in line with the new reputational positioning;
4. monitoring over time the development of the relationship in the various clusters and in the various geographic areas;
5. measuring the changes in the perception of the relationship and in the building of consensus.

The Company's reputation is an emotional link which is based on managing consensus with stakeholders and is an essential basis for creating business value. This process requires coherence, alignment and the ability to build solid alliances.

Basing corporate governance on the management and development of interactions with stakeholders is an approach which is becoming increasingly important, since it is consequential to the role now assigned by citizen-consumers to large companies as key players in the social and economic development of the area in which they operate and with which they interact.

Relations with stakeholders in Italy

The initiatives taken to involve representatives of Confindustria at national level and local industrial associations mainly involve weekly meetings, interdivisional issue-based meetings on a fortnightly basis, conventions, seminars and periodic roadshows in the local area. Similar means of involvement have been adopted with other business associations, through weekly meetings and monthly interdivisional meetings to define agreements and new projects. During 2013, in collaboration with some local industrial associations, it has been started a new customer service providing technical support and information, called *Sportello Qualità Energia*. In addition, the framework agreement signed the previous year with Confagricoltura came into operation. As part of relations with SMEs, Memoranda of Understanding were signed with CNA to encourage the synergic development of business initiatives. The relationship with consumer associations, which has also been cultivated over time with one-to-one or small group meetings, aims to maintain reputational balance through periodic working and negotiating groups, which are set up also when there are specific emergencies to manage. There are also frequent initiatives aimed, for training purposes, at providing updates on reconciliation procedures for mediators from consumer associations. In terms of consumers, an agreement was reached to revise the Reconciliation Regulation with all the associations which had signed the previous Regulation. There were also frequent meetings with members of environmental associations. On the environmental activism front, there was scientific support for the launch of energy efficiency projects by the Market Division with working groups involving WWF Italia and Legambiente. In addition, workshops were organized on the generation mix and on innovative solutions in the energy field.

Health and safety of communities

Enel is deeply committed to protecting the health and safety not only of its own workers and those of its contractors, but also of the people who live or work near the Group's infrastructure and plants.

Protecting the health of the community

The assessment of work risks linked to company production processes and the consequent prevention and protection measures defined to control risks are periodically updated and guarantee the health and safety of workers, in the respect of and to protect third parties and all the communities in the local area where the Company operates.

In order to guarantee the health and safety of the community and reduce the impact on the external environment of the activities typical of the Company's production process, periodic measurement campaigns are undertaken at the Company to monitor, for example:

> the level of the electric and magnetic fields generated by electric power lines and distribution plant;
> the noise level generated by electrical machinery installed at production plants, substations and transformer centers.

These periodic investigations enable risks to be kept under control, in order to always guarantee compliance with the exposure limits also for the communities in the areas where the Company operates.

In general, in order to verify compliance with the limits set to protect the community, the following environmental aspects are monitored at plants: atmospheric emissions (polluting gases, greenhouses gases, particulates, vapors, aerosol); discharges into surface water; waste production, recycling, reuse and disposal; land use and contamination; physical agents (noise, vibrations, dust, etc.); impacts following accidents and emergencies; biological impacts and impacts on nature (biodiversity, etc.).

In addition, every year, the International Health & Safety Week represents an important annual opportunity to raise awareness of third parties on health and safety issues, as during the week there are various initiatives which even see the direct involvement of sector associations and communities that live near Enel plant and infrastructure.

In addition, in 2013, an external communication campaign was organized against thefts of copper in order to reduce electricity accidents involving third parties, and through the slogan "stealing copper steals your life" aims to highlight the risks connected to improper use of Enel installations.

A specific risk associated with the production of electricity from nuclear energy is radiological, which is assessed and duly mitigated both for workers in the plants and for the communities that live nearby.

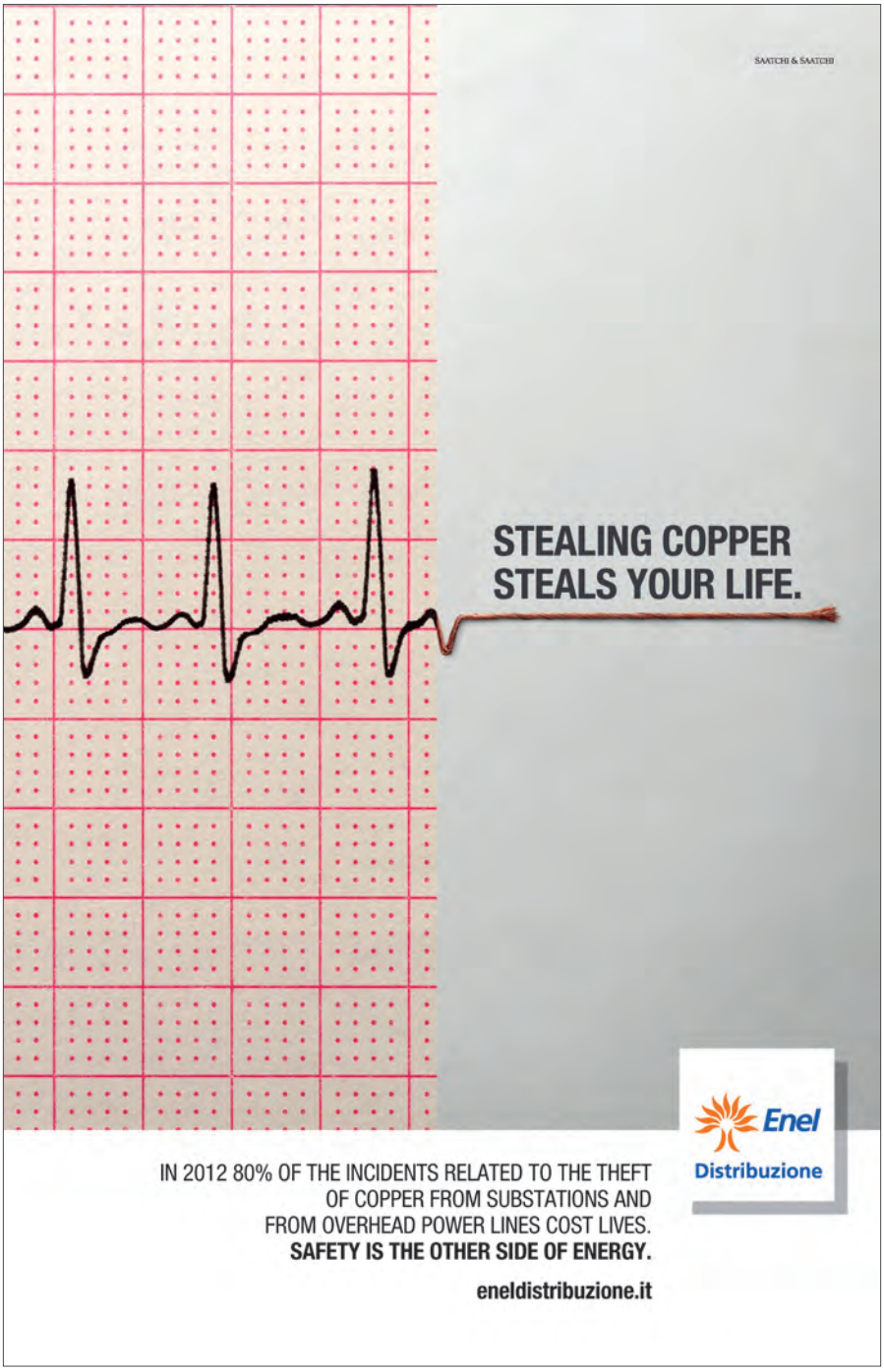
The Group's nuclear plants have set themselves objectives in terms of dosage to the population or of reducing effluents which are much more stringent than those set by nuclear safety authorities, which in their turn are generally below the legislative limits.

The level of radioactivity in the natural and artificial environment is constantly controlled through monitoring networks managed by the plant, by the nuclear safety authorities, by local authorities and by universities, guaranteeing the prompt identification of any deviations from the norm.

On the Group's website the annual results are publicly available for the potential radiological impact on communities for every nuclear plant in which Enel has a majority or minority stake.

The Divisions in the Enel Group are equipped with certified health and safety management systems that conform to the OHSAS 18001:2007 standard, and which envisage the periodic assessment and control of the risks to which not only Enel staff are exposed, but also the staff of contracting companies and the local community. These assessments are constantly monitored and updated, also on the basis of accidents, consultations with the interested parties and any reports from the community. These systems are verified on an annual basis by accredited external bodies.

All the production and distribution plants for electricity and gas are built in compliance with the legal provisions and good practice, with the aim of eliminating/minimizing the potential risks for the community from such infrastructure. There are barriers and protections designed to isolate plant in order to prevent access by unauthorized personnel. Plants have safety equipment/devices to handle any malfunction or anomaly in the systems and adequate warning devices. Plants, machineries and equipment are subject to systematic checks and periodic maintenance in order to guarantee its regular operation, in compliance with the law.



In all the countries where the Group operates plants and infrastructures, periodic campaigns are undertaken to measure the level of the electric and magnetic fields generated by electric power lines and distribution plant, and the noise level generated by electrical machinery installed at production plants, substations and transformer centers. These periodic investigations enable risks to be kept under control, in order to always guarantee compliance with the exposure limits also for the communities in the areas where the Company operates. In the countries whose laws do not set limits regarding the emission of magnetic or electric fields, Enel operates in compliance with the best practices and standards internationally. Measurements and simulations, for example of the magnetic field, are also made in advance of authorizing new power lines and substations or in response to requests from citizens and local administrations.

Managing emergencies

In all the Enel Group, in order to limit the external impact of emergencies such as fires and explosions, specific Emergency Plans have been defined for each plant or workplace which enable at-risk situations to be controlled and the workplace to be evacuated safely. Every Emergency Plan includes a classification of the probable causes of events, the rules of conduct to be observed, the names and roles of the emergency team members, useful phone numbers, etc. In all workplaces, floor plans are located in easily visible points and show the shortest routes to reach safe areas and other useful information.

In addition, periodic drills are held to test emergency systems and the adequacy of the organization put in place and to train staff on the correct procedures to follow. In the most at-risk areas specific training and updating courses are held for staff responsible for firefighting, on the basis of the risk, and focused on the procedures to follow and on the use of breathing apparatus, etc.

During 2013, in line with the One Company model, the procedure has been defined and formalized which describes and regulates the Crisis Management system and process at Group level. The objectives are to guarantee the adoption of a common management model for accidents and an escalation mechanism based on the assessment of the related impact, on a scale of one to three. For the most serious level, it is envisaged that the accident must be managed by the Group crisis committee chaired by the CEO of Enel SpA. In keeping with this model, local procedures are being defined at the level of individual company and/or country.

Nuclear Policy

Enel's long-term perspective and commitment for safe management of its nuclear activities are clearly expressed in the Group's Nuclear Policy approved by the Board of Directors in 2010 and published on the website.

The policy sanctions Enel's commitment to proceed in such a way that all the nuclear investment projects in which the Group participates as either majority or minority shareholder are developed with nuclear safety and the protection of workers, the public, and the environment as the foremost priorities, as well as encouraging excellence in all activities and going beyond mere compliance with the law. In addition, Enel undertakes to support the policy of cooperating on nuclear safety of all the operators in the sector worldwide.

Enel performs this governance activity in its role as a shareholder of the companies which operate nuclear power plants in Slovakia and Spain and monitors it through the Nuclear Safety Oversight Unit. The monitoring of environmental performance and the radio-protection of workers is carried out by the Radio-protection, Nuclear Operation & Maintenance Unit and Best Practices Sharing through the monitoring network called the Radioprotection Survey Network.

Stress tests on the safety of nuclear power plants, which were arranged in Europe immediately following the Fukushima incident, seek to measure the size of safety margins of nuclear power plants given extreme scenarios (both external such as earthquakes and flooding and incidental such as the lack of electricity or the lack of water for cooling), thus investigating the response of the plant should it be subject to unplanned operating conditions.

The Group's nuclear power plants have been carefully studied and the improvements identified are being implemented. These measures include, for example, the installation of new safety systems, the availability of mobile equipment powered by diesel generators that can be easily connected to the plant, and technologies to guarantee the continuity and availability of electric power in the case of a total black-out.

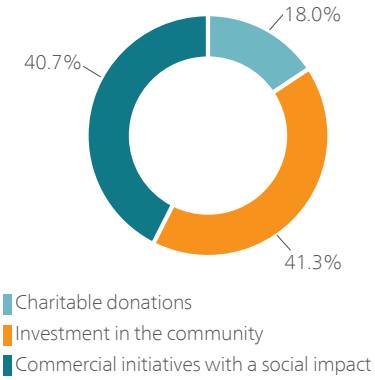
Value for countries and local areas

Worldwide, Enel Group companies play an important role in the communities in which they operate. Enel can make a concrete contribution to the social and economic development and growth of the local areas with various types of initiatives, from expanding infrastructure to education and training programs, from initiatives aimed at social inclusion to projects to support the cultural life of the locality.
The LBG (London Benchmarking Group) method, devised by a work group in which more than 100 international companies participate, is a measurement model that enables a company's contributions to the development of the communities in which it is present to be clearly determined and classified.
In particular, under the LBG standard, expenditure on contributions to communities can be classified in:

1. **Charitable donations**: these are *pro bono* contributions that create no obligations for the recipients except to use the donation for beneficial ends and for non-profit associations. For Enel this item includes all cash and in-kind donations, including philanthropic and charitable activities through Enel Cuore Onlus and Endesa's Foundations.
2. **Investments in the community**: medium to long term involvement in projects to support communities, also in partnership with local organizations, aimed at addressing significant issues both for the local area and for the Company. This category includes, for example, projects that are closely linked to the core business such as ENabling ELectricity which benefit the community or specific initiatives dedicated to communities close to power plants.
3. **Commercial initiatives with a social impact**: contributions to initiatives undertaken in local areas, also in collaboration with charitable institutes or local organizations, in which the Company promotes its own brand and corporate identity. Examples of these initiatives are cultural and sports events financed with visibility for the Enel brand, or projects linked closely to business which benefit low-income customers.

In 2013, Enel's total contribution to the communities where it operates stood at 83,886,229 euro.

Initiatives in favor of communities by type (%) - 2013



Main projects in 2013

United States

We are Energy
Competition on energy for children of employees

Tufts Energy Conference
The only conference on energy wholly organized by students (Tufts University in Massachusetts)

Guatemala

PlayEnergy

Social management Committee
Local committee which manages social projects, funds and infrastructure programs

Costa Rica

PlayEnergy

Programs for an adequate diet for the student population

Energy for sports
Program to increase sports activity among young people

Panama

Conservation of the natural reserve of Fortuna and support for local agricultural development

Program of rural electrification for the Fortuna community

PlayEnergy

We are Energy
Competition on energy for children of employees

Peru

Program to support and train local fishermen

Spain

Plan for collaboration in the environmental field with the Fundación Patrimonio Natural de Castilla y León

Twenergy
Online community which encourages responsible energy consumption

Workshop for children on climate change in Andalusia in collaboration with the Fundación Doñana 21

Brazil

Consciência Ampla en el Deporte
Program for the social inclusion of children through sport

PlayEnergy

Chile

Copa Chilectra
Sports program with the participation of Real Madrid for children at risk of social exclusion

Energía para la Educación
Targeted program to improve the quality of education in schools in poor areas

PlayEnergy

Sembra
Agricultural development of the indigenous communities of the north of the country

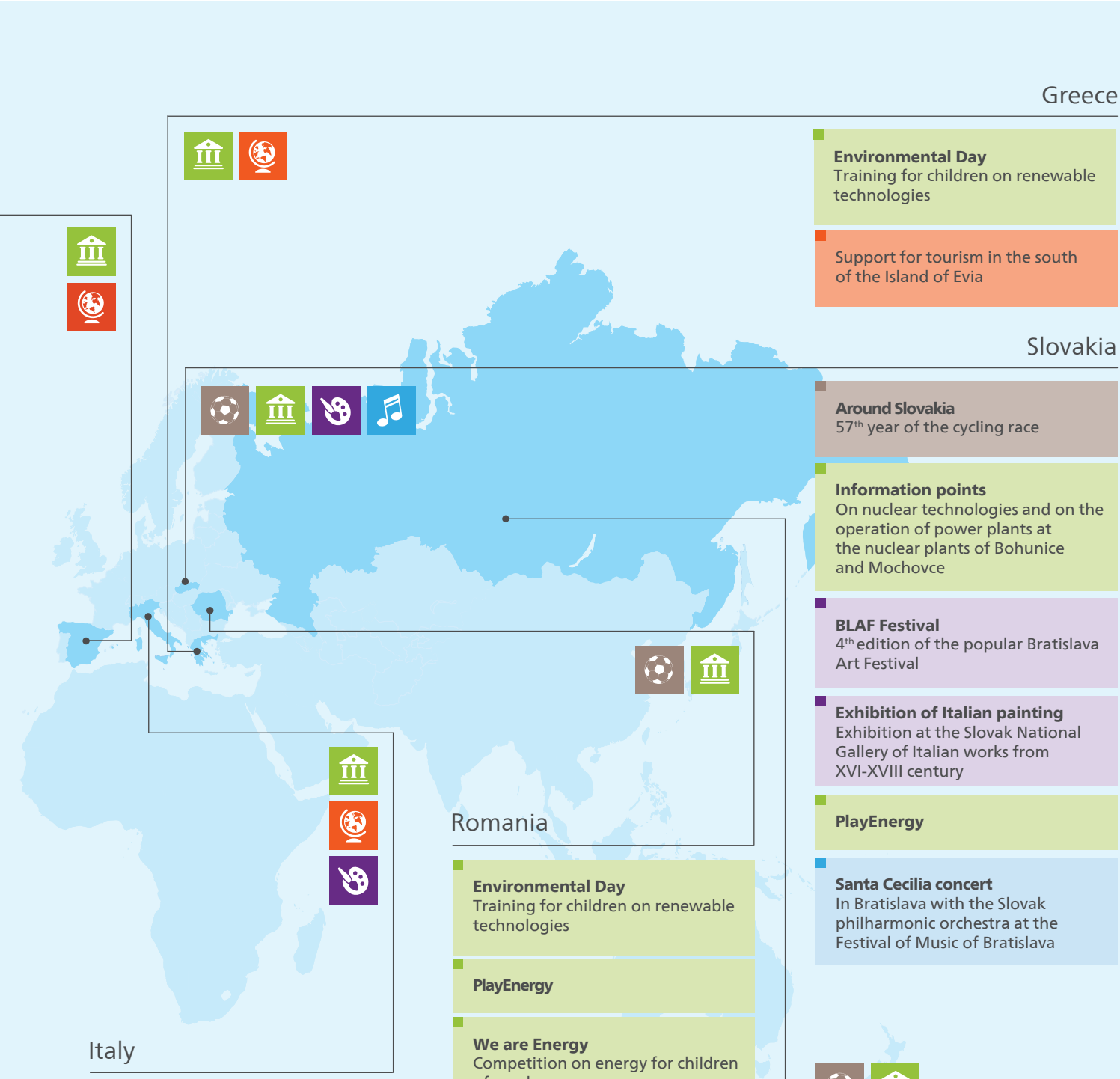
Culture of energy

Social and economic development

Sport

Art

Music



Greece

Environmental Day
Training for children on renewable technologies

Support for tourism in the south of the Island of Evia

Slovakia

Around Slovakia
57th year of the cycling race

Information points
On nuclear technologies and on the operation of power plants at the nuclear plants of Bohunice and Mochovce

BLAF Festival
4th edition of the popular Bratislava Art Festival

Exhibition of Italian painting
Exhibition at the Slovak National Gallery of Italian works from XVI-XVIII century

PlayEnergy

Santa Cecilia concert
In Bratislava with the Slovak philharmonic orchestra at the Festival of Music of Bratislava

Romania

Environmental Day
Training for children on renewable technologies

PlayEnergy

We are Energy
Competition on energy for children of employees

BRD Nastase Tiriac Trophy
Annual tennis tournament

Russia

Energy of the Streets
Municipal event organized in Reftinsky on National Day on June 12

We are Energy
Competition on energy for children of employees

PlayEnergy

Opening of the Reft-ARENA hockey stadium in Reftinsky

Italy

Centrali aperte
Opening of power plants to the public

PlayEnergy

TrenoVerde
Travelling exhibition on innovation and sustainability

Collaboration with Legacoop to develop an innovative business model on biomass

Enel Contemporanea
Public art project which supports international artists who promote energy through their works

PlayEnergy (playenergy.enel.com)

Awareness of energy issues on the part of the youngest generations is the objective of PlayEnergy, an education-through-play project now in its ninth edition and present in 10 countries. PlayEnergy is dedicated to students and teachers and aims to disseminate an 'energetically responsible' culture among young people, to make them more aware of the resources they have available.

The program accompanies teachers and students through 3 stages (consumption, distribution/transmission and production of electricity), which traces backwards the path of energy from final use to production: the first stage involves the smart consumer who uses energy efficiently; in the second, on the other hand, smart grids and their potential are illustrated; the last stage, finally, illustrates the means of producing electricity. The program culminates with a competition which classes from all the 10 countries involved take part in and 'compete' against each other by presenting innovative projects for the construction of the cities of the future, for the development of new forms of sustainable energy, and to improve energy consumption processes.

Enel illuminates art

Enel Contemporanea is the public art program launched in 2007 to promote a reflection on energy through the universal language of art. Enel's intention is to stimulate public opinion on an important subject: energy in its various forms, as a sustainable and renewable source. The project, which is now in its seventh edition, each year promotes unpublished works by international artists who, thanks to their acknowledged ability in research and innovation, contribute to underlining and disseminating the progress already made by the Company in this direction. *Enel Contemporanea*, year after year, has taken forward a research project on the motivations which drive art.

In 2013 *Enel Contemporanea* offered a large installation, Harmonic Motion – Network of dragons, by the Japanese artist Toshiko Horiuchi MacAdam.

Enel's **artistic lighting** is based on a design philosophy aimed at energy saving and versatility, using the most advanced technological standards.

Among the most important interventions are the internal lighting of the dome and radial chapels of the Pantheon in Rome and the *Diamante* in Rome, the lighting of the Alcázar in Seville, the Roman Temple in Córdoba, the churches of Vejer de la Frontera in Cádiz, San Miguel de Bajo in Granada, Our Lady of Candelaria in Seville, San Pablo in Baeza and the Botanical Garden in Málaga (Spain), the temporary lighting of the Arch of Constantine for World Autism Day and the temporary lighting of *Palazzo Senatorio* in Piazza del Campidoglio in Rome on International Day for the Elimination of Violence against Women.

The heart of solidarity

Enel contributes to the social development of the local areas where it operates also through its Foundations. Enel Cuore Onlus, in particular, was created in 2003 reflecting Enel's wish to transparently express its commitment to social solidarity. During 2013, Enel Cuore Onlus supported a total of 64 social solidarity projects in Italy and 3 abroad for children, the sick, the elderly and the disabled. In 2013, the total commitment of Enel Group companies to support Enel Cuore Onlus was 5,490,000 euro, of which 320,000 euro was for subscriptions and 5,170,000 euro for charitable donations. During 2013, Enel Cuore identified specific moments dedicated to some priority issues in regard to social emergencies, inviting the associations to present their own proposals:

> assistance and the promotion of healthy lifestyles for the elderly;
> the health of children and assisting families experiencing illness;
> sport for the disabled involving schools.

In addition, in order to celebrate the first 10 years of Enel Cuore, local and global initiatives were launched:

> "Words are important", an online campaign with the objective of stimulating the tertiary sector, and public opinion in general, on the case for rethinking the way of communicating philanthropy; the contributions were included as part of the publishing project "The words which are important – A small dictionary of solidarity";
> "Your idea flies high", an in-house competition, relaunched at global level with the involvement of colleagues from 13 countries, for a total of 201 projects, 35 of which will be financed by Enel Cuore and by the country offices for a total of over 450,000 euro. Votes totaled over 23,700.

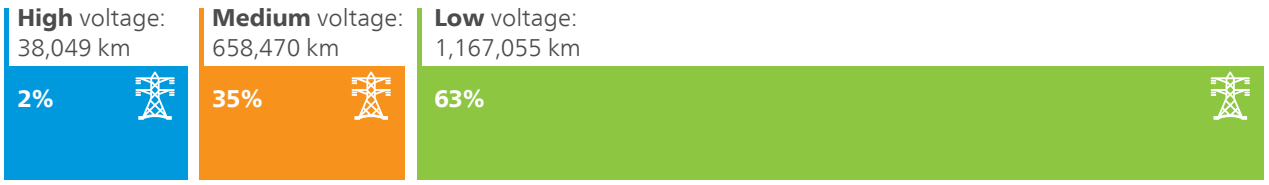
Here below are the main projects realized in 2013.

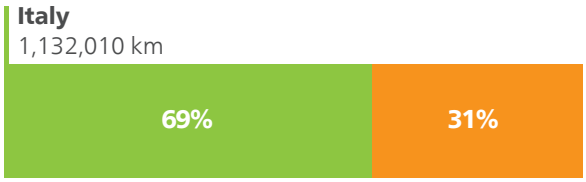
Foundation	Initiatives 2013	Country
Enel Cuore	**Social assistance**: realization of a multipurpose center for the elderly and flats for temporary accommodation at Capua (Caserta); realization of a Therapeutic Community in Molise for drug addiction in Toro (Campobasso); realization of a Day Centre for the disabled at Torre del Greco (Naples). In Romania, with the objective of enhancing training for at-risk subjects (the disabled, vulnerable groups, other vulnerable subjects), it supported the AVSI Foundation for a Professional Training Centre in Bucharest.	Italy, Romania
	Health: realization of accommodation to house relatives of children in hospital in Italy, such as "*Casa Mirabella*" in Pavia, "*Casa dei Cuori*" in Bologna or "*Casa di Cilla*" in Palermo; setting up of play areas in the children's wards of San Giuseppe Hospital in Empoli, Avezzano Hospital or the new Children's Hospital in Parma.	Italy
	Education: *Io Non Sbando* - project promoted by the Onlus *Associazione Democratica* and presented to pupils in the final three years of their studies at 22 high schools in Rome, to inform them and raise their awareness about the issue of safe driving and the collateral issues of drug abuse, bullying and intolerance; realization of a Youth Centre at Polistena (Reggio Calabria) in a building seized from the Mafia, to undertake various activities aimed at local children, adolescents and young people, with particular regard to situations of risk, marginalization and destitution. In Brazil, in Belo Horizonte, Enel Cuore supported work to complete a building owned by the *Obras Educativas Padre Giussani* Association, which will house the Gilmara Iris Education Centre within which will be an after-school center for children aged 6 to 8, with recreational and educational activities, as an alternative to the street and to the often violent local area. The Gilmara Iris Center represents an important reference point for the whole area of Tupi, as it also offers integrated educational services involving psychological support, social assistance, support for parents and a free dental service for families.	Italy, Brazil
	Sport: support for the "National Day of Paralympic Sport"; a collaboration agreement between Enel Cuore, CIP and UNICEF, referring to two activities: (1) joint assessment of projects regarding the issue of psycho-motorial education, identified from among those which Enel Cuore received following the call for proposals; (2) joint presentation of the "Sport for all at school" public competition for the 2013/2014 academic year.	Italy
Fundación Endesa	Projects to access energy (46%).	Spain and Latin America
	Educational initiatives (39%).	Spain and Latin America
	Programs of economic development (7%).	Spain, Brazil, Chile and Peru
	Environmental and humanitarian assistance programs (8%).	Spain
Fundación Sevillana Endesa	Lighting of 10 religious and civil monuments.	Spain
	Social assistance and economic development projects.	Spain
Fundación Pehuén	Projects for social action aimed at the Pehuenche community in Chile, focused on access to education, agricultural development, infrastructure and business promotion.	Chile
Fundación Endesa Colombia	Projects in agriculture for low-income families, support for communities, lighting of religious buildings, training programs to build skills in the energy field.	Colombia
Fundación San Ignacio de Huinay	Development and social assistance projects for the Huinay community.	Chile

Quality for customers

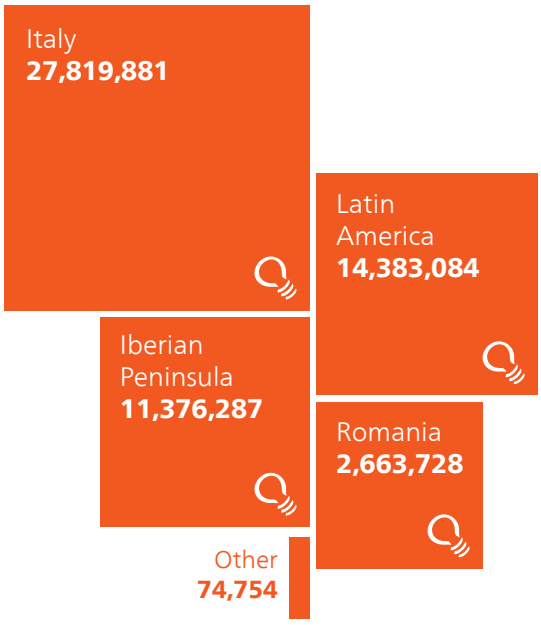
Customer satisfaction and loyalty are essential for Enel's success in the countries where it operates as a distributor and/or seller of electricity and natural gas, and therefore are priority objectives for the Group. This attention to end users, in terms of distribution, takes the form of the commitment to provide energy reliably, continuously and safely. In the field of sales, Enel undertakes, on the one hand, to provide high quality commercial offers, products and services, and, on the other, to act transparently and effectively at every stage of dealings with the customer.

Total **length of distribution** lines (2013): **1,863,524 km**





Total end users **electricity market** (2013): **56,317,734**



Total end users **gas market** (2013): **4,460,034**

Quality in distribution

Electricity is essential for the economy and society, but above all for people's everyday lives. It is, therefore, Enel's responsibility to guarantee that the national electric systems of the countries where it operates as a distributor enjoy a continuous and safe energy supply.

The quality of supply is closely linked to the reliability and efficiency of the transmission and distribution infrastructure, which must be able to "support" the loads required for the level of demand. Enel, in coordination with the others who, for whatever reason, operate on the grid infrastructure, works continuously to develop the distribution network and make it more efficient.

In Italy, the need to develop energy distribution plant is assessed on the basis of the estimates in the increase in demand for energy and power for the whole national electric system. The result of these estimates is a "load map", on which it is possible to identify, for each year of the plan, the areas where the grid is significantly saturated and consequently the action needed.

As for existing infrastructures, in all countries, Enel undertakes maintenance and modernization of the grids mainly to reduce the number and length of interruptions to the service. Interventions can regard changes in the structure of the grid, replacement of components of powers lines with inadequate technical characteristics, an increase in the degree of grid automation, as well as remote operations on substations. In Italy sophisticated systems are being adopted to calculate and simulate on and offline electrical data which can support the goal of limiting losses.

From the viewpoint of "commercial" losses, the use of the smart metering system (*Telegestore*) has led to more effective controls over energy balances, at the same time allowing a reduction in fraud. Smart meters are currently installed with around 34 million customers in Italy, while in Spain 4 million of them have already been installed. In Romania the installation project has been started and will be completed within 7-9 years, providing an important contribution to the monitoring of grid loading and its correct management.

Over time developments in the field of smart grids, which can handle a high level of distributed generation (also from renewable sources) and can make the best use of accumulation and remote management systems, will enable further important improvements in the overall efficiency of distribution networks (see the chapter "Sustainable energy for all").

In Italy, Enel Distribuzione asks its interlocutors to express their judgment on the services offered and undertakes specific surveys to measure their level of satisfaction. In particular the key channel for notifications by sellers is the **Front Office *Unico Rete*** system, through which it is possible to send requests both for action on behalf of its own customers and for technical data given a customer complaint. Through this system it is possible to monitor the progress of requests.

Quality of service

The leadership of a company such as Enel necessarily depends on attention to customers and a high quality service: aspects which do not refer solely to the supply of electricity and natural gas, but also and above all to the intangible aspects of the service relating to customers' perception and satisfaction.

The attention dedicated to issues connected to the quality of the service has been confirmed also this year by the customer satisfaction results.

There are numerous areas where action has been taken:

> development of new means and channels of contact;
> improvement in back office processes;
> monitoring of complaints and information requests in order to reduce response times and ensure they are correctly handled;
> analysis of notifications, in order to understand the perception of customers and any current problems, so as to immediately put in place the due corrective action and not compromise overall customer satisfaction.

In Italy the three-yearly renewal of ISO 9001 certification (rules and guidelines developed by the International Organization for Standardization) was passed with 100% conformity, on both the free and regulated markets. This certification defines the requirements for the implementation of a quality management system, in order to lead corporate processes, improve the effectiveness and efficiency in realizing the product/supplying the service, and increase customer satisfaction.

In addition, in November 2013, ISO 9001 certification was achieved for the first time also for the online channel, for both the Enel Energia and Enel Servizio Elettrico portals.

ISO 9001 certification for the Italian Market

Customer satisfaction surveys

During 2013, Enel continued and concluded, across the Market Division Italy, Endesa Iberia and Latin America and Enel Romania, the Best Practice Sharing project, aimed at sharing and integrating globally the methodologies used in the various Enel countries to record customer satisfaction and commercial quality.

In 2013, in Italy the customer satisfaction index recorded by the Authority for Electricity and Gas (AEEG) was 96.0 for the protected categories market and 92.8 for the free market.

Among the initiatives aimed at improving responses to customers, in the whole Market Division the "TQI" project was launched, aimed at keeping Enel Energia and Enel Servizio Elettrico at the top of the six-monthly table drawn up by the AEEG for the Telephone Quality Index (TQI). The project focuses on the various aspects which impact on the quality which Enel intends to provide to customers, which range from the efficiency of the organization to the quality of the responses provided to customers and the speed with which their needs are satisfied.

During 2013, the recording of customer satisfaction on the electricity (free and protected categories) and gas markets continued, for both residential and business customers, through interviews conducted by specialist third party companies (90

surveys and 105,000 interviews).
On-the-spot monitoring continued on the quality of the customer care service, which involves asking customers, at the end of their contact with the operator, for an overall judgment on the phone assistance. In addition, monitoring continued on Perceived Quality (PQ), in which customers are recontacted within 24 hours after they have called, in order to record their judgment on the service received. This type of survey, which takes place by using an automatic integrated voice response (IVR) system, enables over 20,000 customers to be recontacted per month for each market and to have a detailed index broken down by partner, team, type of customer and reason for the call. In this way it is possible to promptly intercept any dissatisfaction and measure the effectiveness of the corrective action taken.
In Romania 2,500 telephone interviews were undertaken, from which there emerged a general level of satisfaction of 73.8 for the free market, while for the protected categories market it was 71.5.
Customer satisfaction is constantly monitored in Spain and Portugal with phone interviews and via email (for example *Sistema de Calidad Percibida*, *Estudio de Satisfacción de Clientes Empresas*) and, since 2003, Endesa has used the *Plan de Excelencia en la Atención Comercial* aimed at improving indicators on customer satisfaction year by year. In particular in 2013 the plan focused on the quality of the service offered to customers (by phone, online and in person, as well as the handling of complaints) and the development of new models and invoicing systems.
In Chile, work continued to develop the program *Vínculo Emocional con el Cliente* (VEC), aimed at consolidating relations with and closeness to customers, through loyalty programs.
Since June 2012, in Peru, in order to measure customer satisfaction (ISCAL), regional surveys have been undertaken aimed at learning consumers' opinions on the supply of energy, invoicing, communication and customer care.

Handling of complaints

In every country customers have available various channels through which to make a complaint or an information request (post, website, toll-free numbers). Enel constantly monitors the feedback received in order to understand the perception of customers and any on-going problems and to immediately implement the due corrective action.
During 2013, the "100% Conformity" project has continued. It involves a team of commercial quality specialists and aims to monitor and increase the quality of the responses sent to customers who write to the Group's sales companies, to make a complaint, ask for a correction to an invoice, or, simply, for information. This is in order to safeguard and satisfy the customer in all circumstances, also in their right to obtain a quick and full response.
In this light, there is also the adoption, by the Enel Group, of the online joint reconciliation procedure, with the signing, in May 2009, of a Protocol with the consumer associations of the CNCU (National Council for Consumers and Users, a body set up at the Ministry of Economic Development), in implementation of which the Market Division signed a reconciliation regulation with the same associations, the contents of which were updated and the regulation itself re-signed on November 26, 2012.
Since April 1, 2013, Enel has also adhered, on a voluntary basis, to the Energy Customers Reconciliation Service, set up under the resolution of the AEEG of June 21, 2012 (Resolution 260/2012/E/com). This service also facilitates the out of court resolution of disputes between end users and electricity and gas operators (sellers or distributors), through an online meeting on a virtual platform and with the assistance of a mediator which helps the parties to identify a common agreed solution. Since 2006, in Italy, Enel has adopted an important initiative dedicated to meeting and listening to its consumers and the respective representatives in the local area: the national Road Show with the consumer associations. The Road Show is an instrument to consolidate direct contact with consumers and is also the opportunity to facilitate the acquisition of specific requests from the local area, to promote knowledge of the key numbers and quality of our Customer Service, and to respond to problems or sensitive issues linked to local situations.
In Spain, Endesa is the only company, in the electricity sector, to have established the *Defensor del Cliente* or Ombudsman. This is a figure who is independent from the company and provides customers with a further channel for dialogue on the services offered by the company, who listens to internal and external interlocutors and suggests new ways of identifying the needs and expectations of customers, as well as the means of improving customer care services.

Written complaints and information requests (electric market):	265,700
Italy (regulated and free market)	208,700
Romania (free market)	23,300
Iberian Peninsula (regulated and free market)	33,700
Written complaints and information requests (gas market):	44,200 (Italy)

Care of vulnerable groups

Enel is close to citizens in order to improve and maintain access to electricity in the most destitute areas and among the poorest populations.

In all the countries where the Group operates there are forms of support (often linked to State initiatives) which assist some segments of the population in paying electricity and gas costs, so as to allow equal access to energy.

In Italy, since 2008 for the electricity sector and since 2009 for the gas sector there has been an incentive for residential customers in a state of economic need and – for the electricity sector alone – for customers who use life-saving electrical medical devices (the so-called "social bonus"). The bonus is financed with State resources and with specific tariff elements set by the Authority for Electricity and Gas. The request for the bonus is handled by municipalities and – should it be granted – customers are given a credit on their bills which varies on the basis of the number of family members, their energy use category and the climatic zone in which they live (for gas) or the type of hardship they suffer (for electricity). In 2013 the electric bonus was granted to over 200,000 customers by Enel Energia and to over 600,000 customers by Enel Servizio Elettrico. In the same year Enel Energia also granted the gas bonus to around 110,000 customers. In addition, in Italy, should the customer fail to pay, in most cases, thanks to smart metering, service is not completely cut off, but the available power is reduced to 15% of the contractual figure. This enables essential services (lighting, refrigerator) to be maintained until the arrears are paid in any case.

Also in the countries of Latin America there are various programs and initiatives for the poorest segments of the population. In Brazil, for example, the *Tarifa Social* is used, which, through federal subsidies and contributions from all customers, offers discounts of up to 100% on energy bills for the categories affected, including those who receive a minimum wage and those registered on Federal Government welfare programs.

In Romania, finally, sales companies make a financial contribution for customers defined as vulnerable, in conformity with local legislation, and offer them some services free (such as checks on meters and electric systems) or other services for which payment can be deferred (such as installations).

A transparent relationship with customers

Transparency of commercial communication

As regards communication with customers, all the companies in the Enel Group operate not only in compliance with laws and regulations in force in each country, but also on the basis of the provisions of the Group Code of Ethics, by which all contracts, communications addressed to customers and advertising must be:

- clear and simple, using language that is as close as possible to that normally used by the interlocutors;
- compliant with the laws in force, without using evasive or unfair practices;
- complete, without neglecting any detail that is significant in terms of customers' decisions;
- accessible to customers.

Clear and effective communication is one of the main objectives both in the sales stage and in after-sales.

In 2013, in Italy, in order to further facilitate the manage-

ment of the supply contract, numerous services were enhanced and improved for "self-care" management: through the website, for example, it is possible to ask for any type of invoice to be paid in installments, consult the details of bills and their status, pay bills directly as well as installments with a credit card or by direct bank transfer using the "Mybank" function, view the progress of cases, and provide meter readings.

In order to guarantee customer assistance, a new communication channel has been created via web (chat), both for commercial consultancy and for operations, and a service has been set up to provide further details for online bills such as *Bolletta Zoom*. This service enables the viewing of graphs relating to consumption distribution and consultation of the main bill items. In addition, a new application has been developed for iOS and Android which enables management of a customer's own supply independently and directly from a smartphone or tablet.

In Spain, customers have access to a web portal (Endesa Online), through which it is possible to manage various aspects of supply. The use of the website "www.endesaonline.com" increased by 21% compared to 2012, reaching 967,000 recorded customers. In addition, there was a 99.7% increase in the use by customers of the online invoice service, reaching 995,000 active contracts with *e-factura*.

In addition, as part of the initiatives under the *Plan de Mejora de la Calidad Percibida*, Endesa also launched the application which lets the customer enter the online *Oficina* and consult bills and commercial offers.

In 2013, in Romania Enel developed a new self-service channel *Kiosk Enel* to enable customers to make contact easily and cheaply, thus reducing as far as possible the distance of services from their home. The *Client Handbook* was also promoted as a practical guide to the contracting process and was distributed in 100,000 copies at Enel Points.

Accessibility of information

In order to guarantee a really transparent, correct and effective communication with customers, it is necessary to ensure that any cultural or linguistic barriers, illiteracy or disability do not nullify equal access to information for customers.

In particular, to handle linguistic differences, in Italy it is active, at Enel retail outlets, a simultaneous translation service in 12 languages (English, French, Spanish, German, Chinese, Arabian, Russian, Romanian, Punjabi, Albanian, Serbian and Croatian). In Spain, Endesa sends all its commercial communication and information to customers in both Castilian and Catalan, and all the customer service channels are available in both languages.

As part of the program *Servizi Enel per il sociale*, created in collaboration with the Prime Minister's Office – Department for Social Affairs, Enel has for some time been sending non-sighted customers bills in Braille, with all the main information on consumption and useful phone numbers. In addition, Enel Energia has introduced on its website a chat function which meets the needs of non-sighted customers.

Also in Argentina, in order to improve customer care, invoices are issued in Braille for non-sighted customers and there is a system of messages for customers with hearing problems; in Peru and Chile preferential channels have also been established for the disabled, the elderly and pregnant women, while in Brazil there are services for the disabled which enable better communication, also through Facebook.

Privacy protection

In all the countries where it operates, Enel acts in compliance with the laws in force on privacy protection for customers. Enel is also committed to careful monitoring of all the third party companies which may use the personal data of Enel's customers. Specific clauses are envisaged for this in contracts with partners who must use personal data to carry out specific activities, such as for example sales or customer satisfaction surveys.

In Romania, in order to protect the privacy of customers, Enel implements a policy which regulates all aspects regarding the security of information and of the IT systems used to process and archive information. In addition to this, a policy is being prepared on regulating the whole process of protecting the privacy of customers (Act protecting personal data). This document will be applied also to protect the personal data of workers.

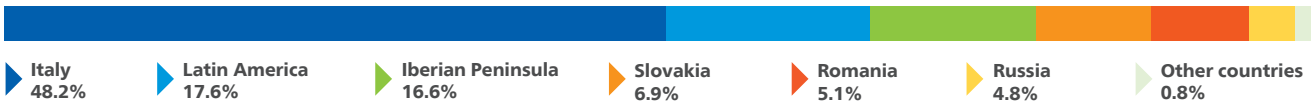
In order to increase the trust of customers, by ensuring more clarity and simplification in communications, as part of the work of the Market Division for Italy, an analysis of existing processes was arranged, which ended with the updating, rationalization and modification of the designations to process personal data for all the people who work in the three companies of the Division. Similar checks and work are underway also in relation to all the partners who, for whatever reason, work with the companies.

In parallel, an analysis is being undertaken of the existing contractual documentation and of all the messages/communications which, for whatever reason, interact with customers.

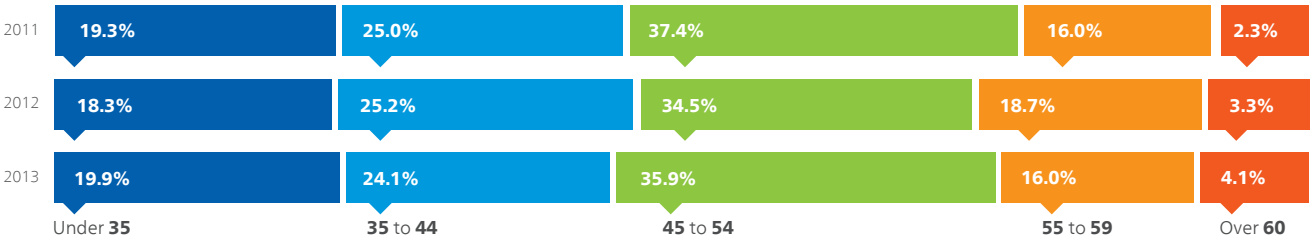
In Italy, the "Enel Privacy Code" is being published and is aimed at both the in-house population and, in parallel, all external collaborators who handle personal data of companies in the Enel Group, with particular attention to those of the Market Division. In order to support the dissemination of a culture of privacy, this initiative has been supported by a series of *ad hoc* training activities.

Our people

Staff by **geographic area**

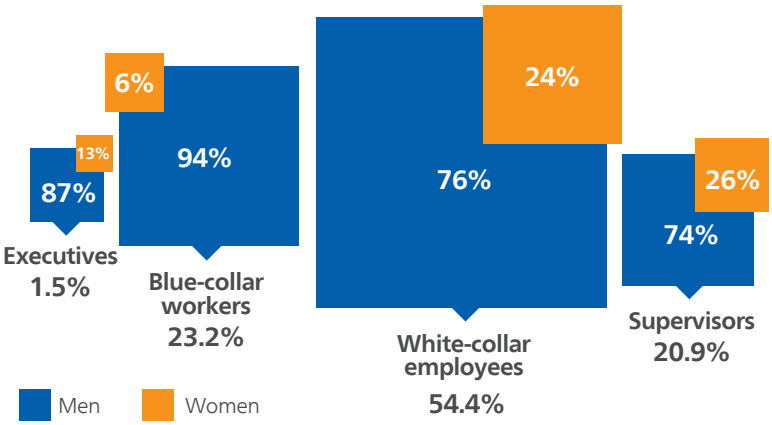


Employees by **age range**

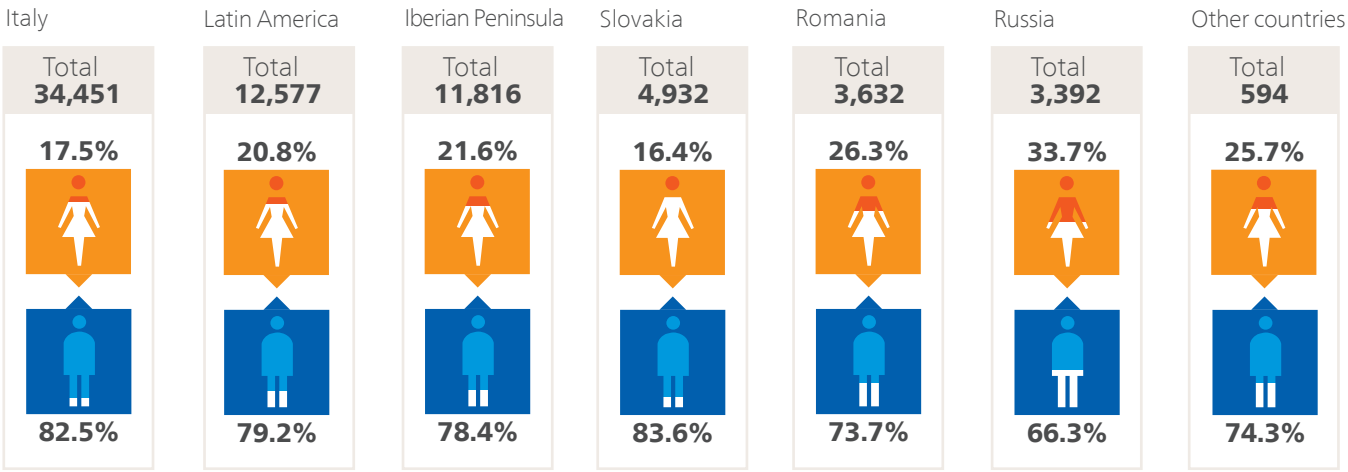


Workforce by **gender**

Workforce by **gender and level**



Workforce by **geographic area and gender**



*Other countries: North America, France, Greece, Belgium, Bulgaria, foreign branches.

At December 31, 2013 the Enel Group had 71,394 employees, 52% of whom worked in Group companies based outside Italy. The workforce during the year fell by 2,308, mainly due to the negative balance between recruitment and terminations.
85% of the recruitment involved non-Italian companies, in particular the countries in South America, while 44% of terminations occurred in Italy and mainly regarded the application, as from September, of the legal instrument deriving from article 4 of Law 92/2012 on early retirement.
The staff turnover rate therefore rose by 1.2% compared to 2012. As part of the overall plan to manage turnover, during 2014, a massive intake of young employees is envisaged, which will help modify the age composition of Group employees.
At global level, the increasing commitment to dialogue with and the valorization and development of staff has taken the form of the launch of new initiatives and programs, including the "WhY Generation" project and mentoring activities for the youngest staff.
As for equal opportunities and female leadership, the percentage of women in the total workforce remained stable compared to 2012 (20%). An important milestone is represented by women joining the Board of Directors of Enel SpA, during its renewal in 2014. A composition will be guaranteed in line with the provisions of the law in force on gender balance.

Valorizing merit and talent

The Enel Group has three key instruments for the development of its employees.

Leadership Model

The Leadership Model is a summary of what Enel "expects" from its people at every contractual level, as it defines the conduct to be adopted to achieve its objectives, identifying seven distinct characteristics which every "Enel citizen" should possess. This conduct is then developed on the basis of position held.

Management Model

The Management Model is a dynamic system which identifies key roles in the Group ("managers"), describes their essential characteristics and defines clear and common access criteria, thus decoupling career profiles from contractual groupings in the various countries in which the Group is present. The standardization of the access criteria for managerial positions allows staff to seek to advance their own career in a fully informed way.

Global Professional System

The Global Professional System (GPS) is the system which enables identification and valorization of key professional roles, jobs and skills present in the Group. As for the assessment of skills, starting from 2011 the GPS has established, at Group level, the global catalogue of skills requested for each professional group and has identified the Key Professional Roles, i.e. the maximum achievable level, in terms of role, for each technical career.
The activities linked to defining the GPS will continue during 2014 and will enable completion of Enel's framework of assessment tools. The assessment of professional skills can therefore be added to the assessment of conduct and objectives in Performance Management.

Performance Management

The Performance Review process enables measurement of performance from both a qualitative and quantitative viewpoint. On the one hand, the Behaviors Performance Review is used to assess conducts within the organizational context, while the Objectives Performance Review and Task Management are needed in order to identify and measure the key results which each person must achieve through their daily work.
In 2013, 49,088 people were assessed, down by 3.5% compared to the previous year, reflecting the fall in the total number of employees in the Group.
The new Performance Review process was redesigned as part of the One Company project and will therefore be managed using the same conceptual model for the whole Enel Group, through a shared calendar and through a single information system (SAP HR Global).
Specifically, the qualitative element can be measured through the two instruments of Assessment 360° (Assessment of conduct for EVPs - Executive Vice Presidents, SVPs – Senior Vice Presidents, VPs - Vice Presidents, II line and Pool 1) and the Behaviors Performance Review, in which the self-assessment stage will be managed in parallel to that of assessment of the

manager, in reference to conduct defined under the Leadership Model.

The instruments linked to results are: the Objectives Performance Review - OPR (assignment and assessment of objectives) and Task Management (for those without a variable pay element). This is followed by Calibration: when the assessors share and validate the assessments of their staff with the objective of improving the quality of assessments by sharing the criteria adopted and, finally, feedback, in other words a meeting at which development initiatives for the following year will be established.

Compared to 2012, all those without a variable pay element who are involved in the assessment of behavior will be assigned a series of measurable tasks/activities on which they must be assessed.

Talent Management

Talented people and the need to be able to call on managers who can move effectively in a global environment are the responsibility of the Talent Management system which is increasingly based on identifying people with outstanding performance, high potential, and cross-cutting, international experience.

This system, which is based on merit, has led to the identification of three groupings: Pool 1, Pool 2, and Pool 3:

> Pool 1: consisting of managers who hold positions of particular responsibility, a high level of complexity and broad exposure to internal and external interlocutors at the Group and have the chance to prepare to move on to the 100 most important positions in the group (SVPs - Senior Vice-Presidents and Executive Vice-Presidents);
> Pool 2: consisting of people who have a solid professional background, who are currently in pre-managerial positions in coordinating roles and, in the medium term, are oriented to filling more complex managerial roles;
> Pool 3: launched for the first time in 2013, it includes young staff with high development potential who aspire to enhance their profile with cross-cutting and/or international experience. The objective is to create a Talent Observatory where, over a two-year period, the Company invests in and involves these young people in an integrated program of development and training in order to improve their skills.
The starting point is an interview, through which an individual development plan is defined which will be followed and supported, during the two years of the program, by the various players involved: the manager, the P&BP (People&Business Partner) and the Mentor. The realization of the development plan is, nonetheless, the direct responsibility of Pool 3 members; therefore, commitment to and involvement in their own growth program are key elements for the success of the initiative.
These staff have been invited to take part in various international activities and projects; they are also candidates for various job postings which represent an important cross-cutting experience which the Company offers young people.
During 2013, all the members of Pool 3 received training in Rome on issues such as change management and innovation.

Incentive systems

On the side of short-term incentive systems, Management by Objectives (MBO) has been confirmed as the main instrument to direct the performance of management; MBO involves practically all executives and around 60% of middle managers. Sales staff are also given specific short-term incentive systems aimed at meeting sale and customer management objectives. In 2013, the dissemination of the incentive system increased by 35% as it was extended to further forms of individual incentive in addition to the commercial and MBO bonuses which had been considered up to now.

In terms of procedures, the new process of Objectives Performance Review (OPR) was introduced and has two main stages: the Assignment and Assessment of Objectives.

> Assignment: the first stage is based on inputs directly from the Industrial Plan and involves the definition and pre-assignment of set objectives. Then the open-ended objectives are defined and this includes a preparatory meeting between each person being assessed and their assessor in order to agree the strategies and priorities for the current year.
> Assessment: this seeks to measure the real contribution people make in their daily activities by assessing the objectives assigned in the previous year. The whole assessment stage involves a total of around 8,000 people across the Enel Group. In this stage an assessment is made of both the objectives which are set directly by the Planning and Control Unit and the open-ended objectives defined by each person who is being assessed. These objectives are assessed and validated by each assessor.

The new OPR model will be applied to the whole population of the Enel Group under an agreed calendar and a single information system, without any particular differences compared to the previous year.

Skills development

The Enel training system is structured in such a way as to meet the various needs to raise the professional skills of staff. In this sense, it is a system which, through the various levels on which it is structured, enables the implementation of training which is part of a continuum which goes from awareness-raising to issues linked to organizational culture, values and corporate strategies, up to technical and professional skills, involving the development of the skills and aptitudes needed to make the person's work effective and "recognizable" within the organizational context.
The system consists of four levels.

Leadership Curriculum: this is the part of the system and is structured into courses and "learning programs", the aim of which is to facilitate the development of skills and attributes connected to Enel's values and strategies as well as to the Leadership Model.
The Leadership Curriculum thus includes the collection of initiatives which assist the employee from the time of their recruitment and accompany them in all the key steps in their professional development. It was created to facilitate the process of introducing new recruits to the Company and has developed by integrating programs for the development of the skills of supervisors and managers in the Group. Today the Leadership Curriculum also includes training programs for executives, for talent pools and the collection of courses developed *ad hoc* to meet the needs which emerged from the Performance Review. This final part of the Leadership Curriculum was the one which, in 2013, significantly consolidated the internationalization process with over 6,000 people worldwide taking part in over 500 sessions of the 30 plus courses in the catalogue.

Technical and operational academies: it is the part of the system which seeks to facilitate the development of technical and specialist skills of our professional families in accordance with findings that emerged from the Global Professional System. The Academies support development and process of professional skilling through courses and training programs which meet individual and our key market's needs, and enable growth in the key skills which create our competitive advantage. The system of Academies, which was started in 2010, continued with the provision of courses linked to the Academies of Procurement, Administration, Finance and Control, Legal, Engineering, Energy Management, Safety and Human Resources.

Campaign-based training: it aims to disseminate cross-cutting skills which are the basis of our corporate culture (for example, Corporate Social Responsibility, Code of Ethics, 231 Compliance Program) and best practices (for example, Safe driving).

Division-based training: this aims to meet specific needs connected to organizational change processes.
Another sector of fundamental importance is safety training with the Leadership for Safety initiative (see Health and safety).

In addition to these training instruments provided by Enel University across the whole Group, there are also local and divisional training initiatives, which meet the specific needs of the divisions and of the various Italian and foreign companies, both in terms of training and specialist preparation.
During 2013, the average number of training hours per head fell by 11.2% due to various factors: the organizational change processes introduced by One Company enabled work to be done with training focused on more specific segments of the population, meaning fewer participants in relation to an investment in key skills connected to organizational needs. Nonetheless, more important projects were also undertaken and broadly disseminated, albeit with slightly lower numbers participating.
Finally, in the context of the Performance Improvement program, the development of the Best Practice Sharing project continues and aims to identify existing high added value initiatives within the Group, by sharing the most interesting examples of best practice and aligning existing global processes.

Recommendation on training

In 2013, as part of the Global Framework Agreement, as one of the three Multilateral Committees, the Multilateral Committee on Training was set up with a focus on the development and enhancement of skills for the professional maintenance (Generation Area) segment, identifying the necessary basic requirements, regardless of the local situation, to be adopted for the specific individual plant and countries. At the end of the joint program developed during the year, the Recommendation on Training was presented and approved by the Global Works Council and by Management, and will be followed in 2014 by an implementation and monitoring plan. See Industrial relations.

Inclusion and diversity

International Day for the elimination of violence against women

Enel was in the front line in the International Day for the elimination of violence against women promoted by the United Nations. On November 25, the Group, through Enel Sole, "lit" red *Palazzo Senatorio* at the Campidoglio, the headquarters of Rome city council.
In addition, in Italy Enel supported the campaigns held by the office of Social Policies and Equal Opportunities of Rome City Council and the Ministry of Labor and Social Policies with all its internal communications and with the internet channel which, on November 25, promoted video forums, debates, broadcasts and services on the issue of violence against women. In particular a collaborative project was launched with *Telefono Rosa* to enable all colleagues to turn to the association for information, advice and to make reports using the freephone number 1522. Support for the International Day for the elimination of violence against women has been extended also to the other countries where the Enel Group operates: in Spain Endesa collaborated with the Ministry of Health, Social Services and Equal Opportunities and adhered to the Ministry's initiative "Business for a society free from gender violence", with the aim of developing and promoting among its own employees awareness and measures to tackle this serious social problem. Also in Russia a dedicated freephone number will be promoted, which has been active since 2011. Through internal communication, a campaign on this issue has become a permanent feature in all the countries where the Group operates.

On the basis of principle 2.1.2 of the Policy on Human rights on "Respecting diversity and non-discrimination", "Enel rejects any form of discrimination and is committed to ensuring that its employees and potential employees are treated with respect for diversity and to promoting equal opportunities, both upon establishment of the employment relationship and at each stage of its performance".
On the basis of this commitment and considering the importance of the universal principle of equal opportunities and its importance in the company, Enel intends to develop the best possible initiatives in this field in all Group companies. To this end, during 2013, besides the Bilateral Committee on Equal Opportunities, which had already been established in Italy in the Model of Industrial Relations for Italy of July 2012, a Multilateral Committee on Equal Opportunities and Diversity was set up at global level, in accordance with the provisions of the Global Framework Agreement of Enel of June 14, 2013.
The main duties of the Multilateral Committee are to:

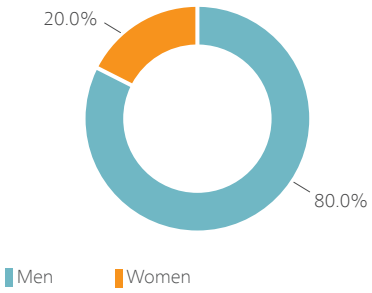
- disseminate information on initiatives and projects which have been implemented or are planned;
- undertake studies and research on the condition of the women in the workplace, at international level and within the Group, also by coordinating with national joint committees and identifying forms of financing;
- work on projects aimed at breaking down barriers to equal opportunities and to extending their scope to the broader concept of Diversity Management.

In 2013, the Multilateral Committee drew up and achieved the objective of preparing a joint document on Equal opportunities and Diversity Management guidelines, which was approved by the Global Works Council and is applicable at Group level. This document, in the form of an agreed Recommendation, will provide incentives in coming years for initiatives to remove the obstacles which compromise the achievement of equal opportunities and will be the first step towards the development by the Group of a global action plan on Diversity and Equal Opportunities.

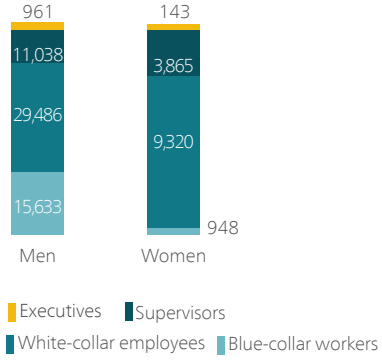
Recommendation on Equal Opportunities and Diversity programs

The Recommendation on Diversity and Equal Opportunities aims to promote better understanding of the conditions of female employment internationally and within the Group, also by coordinating with the joint committees of the countries and identifying the forms of financing necessary.
The document therefore expresses the Enel Group's commitment in relation to equal opportunities and to respecting diversity and aims to reiterate these fundamental principles in the workplace, promoting their application at local level, in the various countries of the Group, according to the related needs. The main areas to be highlighted are selection, recruitment and career advancement (in terms of opportunity, pay, training, transfer of skills/know-how and mobility), work-life balance, union relations and social dialogue.
Among the essential commitments, this Recommendation highlights preventing sexual harassment and expressly condemns any form of violence, considering it intolerable in the workplace: all the people in the Enel Group are called on to maintain, throughout their working life or outside of work, relations based on respect for the dignity of others, equality and reciprocal cooperation, and encouraging a positive working environment. See Industrial relations.

Personnel by gender - 2013



Personnel by gender and position (no.) - 2013



Enel places increasing attention on the issues of "diversity" in all its dimensions. The Diversity program, which consists of four priority areas for action (gender, age, culture, disability), has been developed to create a framework that includes all the initiatives on diversity implemented in the Enel Group, guaranteeing the sharing of best practice and the promotion of an organizational culture to valorize and respect differences, which are considered fundamental skills for the growth of a multinational company.
The project envisages the identification and realization by the Divisions and countries where the Group operates of projects and initiatives to meet their specific needs, but within a global vision and with central support.
The project's objectives are to:

1. develop in managers a style of leadership based on respect for and the creation of value from differences;
2. promote the creation of diversified and efficient work groups;
3. manage people flexibly, paying attention to particular needs;
4. guarantee the same opportunities for everyone.

During the year involvement in *Valore D*, an association of large companies created to support female leadership in business, continued. In particular, the People Care Unit took part in the Welfare and Work Life Workshop on flexibility, where 40 companies met to identify the main challenges in terms of welfare and work-life balance.

Endesa is engaged in developing a healthy and balanced work environment, in which the priorities are respect for people and professional development opportunities on the basis of merit and each person's ability.

To better manage these issues, Endesa collects all the initiatives into the Corporate Social Responsibility Plan on human resources, called *Plan Senda*. This plan aims to manage resources by taking due consideration of their varying needs, their satisfaction and their development. It thus represents efficient and proactive talent management which is directed at people. *Plan Senda* envisages various activities in each of the following areas:

> management of diversity and equal opportunities;
> reconciling life/family and flexibility;
> integration of the disabled and those at risk of social exclusion;
> promotion of voluntary work;
> socially responsible investment.

This document is integrated into Endesa's global sustainability planning and is developed by defining and implementing plans at country level. In particular, common annual objectives are defined for the whole of Endesa and specific objectives for each country which take account of the various social situations. The objectives are controlled and measured through performance indicators to guarantee their achievement.

The issue of diversity and equal opportunities will be broadly addressed again in 2014 with the establishment of the "Orange Day" initiative on the basis of which, on the 25th of each month, company media will cover specific issues on diversity, in particular gender diversity, with the possibility of interacting through the video forum.

During 2013, in relation to the initiatives focused on age diversity, following the results of the Climate Survey, the **WhY Generation** project has been launched with the objective of analyzing the needs of 8,000 employees, worldwide, aged under 31 and identifying the measures to be adopted in the following areas: salary and variable salary/benefits; career path; evaluation and feedback & growth support; training + skill development; mobility; personal balance.

In addition, Enel is a leader in the CSR Europe Working Group "Rethinking careers: How to deal with longer working lives in Human Resources processes" focused on the impact of different generations on company processes for human resources.

Disability management

Managing diversity also means guaranteeing people with disabilities the instruments, services and working methods to let them work completely independently. In Italy the People Care Unit has further extended the operation of the "Information Point on Disability". This Information Point, which can be accessed through the company intranet, aims at providing correct and complete information on the rights of the disabled and at the same time raise awareness. The Information Point promotes and helps use a series of services for the disabled, thus favoring their active participation as people in the Company, and is also a contact point where notifications, suggestions and ideas can be sent. In addition, through this service, the disabled who work in Enel and who need to travel for work (transfers, training courses, out of office meetings), can use a service to provide them with an accompanying person and support supplied by specialist personnel.

In 2013 Enel also took part in the inter-company program "Guidelines for the integration of the disabled in the company" coordinated by the ASPHI Foundation.

Under the *Plan Senda*, Endesa realizes various initiatives to integrate the disabled.

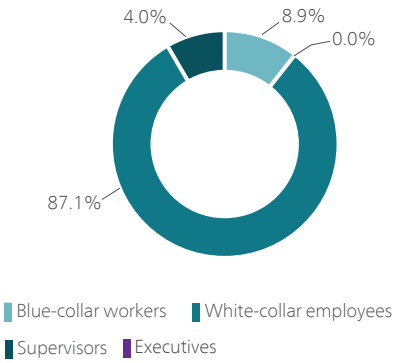
In particular, in 2013 in Spain:

> further cooperation agreements were developed with the Adecco, Randstad, Prevent, Universia and Prodis Foundations on:
  - realization of information days for workers;
  - definition of a dedicated email address to collect suggestions, ideas and questions on disability from workers at Endesa and their relatives;
> for the supply of goods and services, incentives were provided for the use of so-called *Centros Especiales de Empleo* run by disabled people. Total purchases in 2013 reached almost 3 million euro;
> the *Plan Familia* was further developed, with the Adecco Foundation, through which consultancy services and treatments were supplied to 87 families of Endesa staff with disabled relatives.

Also Endesa companies present in Latin America undertake various initiatives to integrate the disabled, among which for 2013 were:

> in Chile, the *Programa de Entrada* which enables disabled students to undertake professional apprenticeships at Endesa companies. The program started three years ago and has achieved interesting results;
> in Brazil, Endesa Brasil signed an agreement with the Brazilian Institute of Rights for the Disabled, and together they

Disabled employees or those belonging to protected categories by level (%) - 2013



analyze vacant positions in the company in order to proceed with the recruitment of disabled people. In addition, specific activities are supported for young athletes at Fortaleza in Ceará;

> in Colombia, the company recruited 10 apprentices, 9 of whom are non-sighted, and are currently included in a training program as administrative technical operators.

Work-life balance and personal services

Parental Program

> **Guide to parental leave**: in order to provide easy access to the laws which regulate work absences for family reasons.

> **Structured program of meetings between the manager and staff on maternity leave** in order to define agreed means to address long-term work absence, with the possibility of staying in contact with the Company by email, phone, access to the intranet and, above all, to manage return to the Company, with the definition of any measures necessary to make work more flexible.

> **Balancing mothers**: two half days in the classroom with interactive and experience-based methods to facilitate a reflection on the new aspect of being a parent and to favor return to the Company.

> **Conferences on parenthood**: during which new parents can discuss issues both with colleagues who have been through the same experience and with specialists.

The initiatives as part of work-life balance are planned and realized at local level by dedicated units in the various countries where Enel is present.

In particular, in Italy, during 2013, the People Care Unit took forward multiple initiatives – some of which were jointly examined together with the unions and were financed by the Region of Lazio – both to enhance a corporate culture which pays attention to the issue of work-life balance, and to define and implement concrete services to support people's daily needs (for example, services to save time such as minor domestic repairs, support in finding home help, laundry, car wash).

In particular, as regards services to support family needs (family care services) on working days, but when schools are closed, two play centers were created for the children of employees, aged 3 to 12, at the two main offices in Rome.

As for culture, the Parental Program was fully implemented as a program for the best possible management of maternity (see the box).

In this regard, in Italy in 2013, the People Care and CSR Units also realized, in collaboration with La Sapienza University of Rome, a research project on the perception of maternity and pregnancy in the Company, which saw the involvement of all the staff of Enel Servizi, i.e. over 3,700 people throughout Italy. In October 2013, Enel Energia obtained the Family Audit certification, which bears witness to the Company's commitment to adopting personnel policies aimed at the wellbeing of employees and their families. The process of the Family Audit certification is promoted by the

Department for Family Policies (Prime Minister's Office). Among the global initiatives to the benefit of people who work at Enel and their families, People Care launched, in collaboration with Internal Communication, the project HOME@HOME, which aims to offer to colleagues from around the world the possibility of playing host to and/or making available their home to other colleagues. The value of this project, besides the cultural exchange and creation of an internal network, is also that of saving on travel. In 2013, an Italy-Spain pilot project was launched which, in the first three months following its launch, produced the offer of around 200 homes on the website, with over 80,000 page views and an average in the first few days of 2,700 visits a day. The objective is to gradually extend HOME@HOME to all the countries where the Group operates.

Quality of life in the Company

Listening and dialogue

Climate Survey

The 2012 Climate Survey had a dual objective:

> to understand people's level of engagement at global level and by divisions, countries, professional groupings, hierarchical levels and other possible segmentations such as age and gender, through 92 questions;

> to analyze with a further 42 questions the culture of safety at various levels, the perception of health and safety processes and to measure the impact of the actions taken.

The analysis of the results and the indications that emerged from colleagues during the "Climate and safety survey 2012" led to the creation of action plans, at the various organizational levels (Group, Divisions, Staff Departments and countries), as well as local action plans which are now in part being implemented. The action plan at Group level was defined by the Top Team in order to respond to the global priorities which emerged from the Survey and to the main challenges which the Group is facing.

The main areas for action concern the redesign of the Leadership Model, the new cascade model, innovation, and a focus on young generations.

For each of these priorities a specific project has been created which has divisional managers and country managers together with international teams as its sponsor, so that the initiatives are effective across the whole Enel Group.

Internal communication

In 2013, internal communication, in line with Enel values, supported a culture based on virtuous conduct and sought to enhance internal engagement as the basis for real corporate citizenship through the construction of a relationship based on trust and transparency.

The fundamentals are: ability to dialogue, respect for the environment, attention to health and safety, the involvement of families in initiatives, awareness-raising on diversity issues, and efficient use of resources in line with Group objectives. Existing projects were rationalized from a global viewpoint, interaction channels with people were enhanced, and working groups were set up on cross-cutting issues to work in an integrated fashion.

The process for disseminating the corporate strategy was started, after the annual convention (July 5, 2013), with 5 managerial meetings which brought together, in the various geographic areas, over 1,000 managers from the Enel Group. The cascade events which followed saw over 250 events worldwide, with over 50,000 taking part. Meetings were held throughout local areas and were directed at operational issues and dedicated considerable time to interaction and dialogue, also thanks to the Enel social stream, an in-house twitter which enabled participants to send questions before and during meetings. During Q&A sessions, time permitting, managers replied and all the answers to the 467 questions received were published in English, Italian and Spanish on the intranet in a section dedicated to the cascade process. There were 150,000 page visits and 20,000 unique visitors.

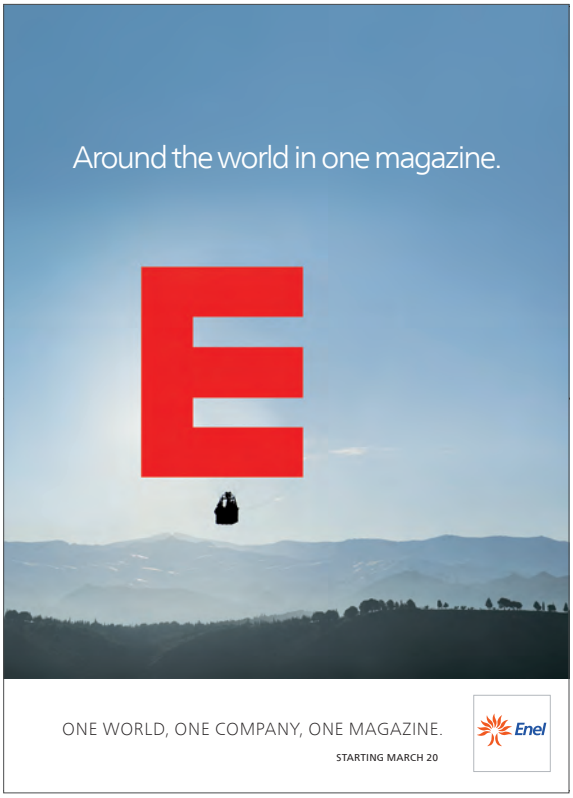
Here below are the main initiatives undertaken in 2013:

- the first ***Global Customer Day***, a moment to reflect on the value of customers and on the development of the market with the objective of increasing the awareness of Enel people on this issue, in which colleagues from all countries (connected in streaming) were involved as ambassadors for the Company and key players in building its reputation;
- ***Eidos Market***, best practice of Endesa which was launched by Market Division Italy and which regards the involvement of colleagues in proposing innovative business ideas. In 2014 the project will be extended to the whole Enel Group;
- ***Environmental culture and innovation***, developed in 60 initiatives among employees of the Enel Group, focusing not only on the impacts of corporate activity in the local area but also on the importance played by individual commitment and conduct towards the environment;
- ***We are Energy***, international competition, dedicated to the children of employees in 20 countries on the issue of health and wellbeing. In 2013 over 4,000 people registered and there were 120 winners from 17 countries who took part in the international campus. The target group was expanded to older children who played a role as tutors.

Overall, during 2013, internal media reached an average level per month of 1.2 million interactions with Enel staff.

The intranet, which is provided in eight languages and updated daily, is the main source of company information, with around 1,800 news items in 2013 (of which 800 had a global content and 1,000 were dedicated to the various local areas).

"E", Enel World's Magazine



Having been planned during 2013, since March 2014 E, Enel World's Magazine, the new house organ, has been distributed, a global paper which is the successor to the previous magazines of the various Group companies.

It is a multilingual publication that comes out every two months, with a significantly revamped look which is in keeping with the best-known international magazines and is the result of an international working group which brought together the needs of the various geographic and cultural situations, identifying the most important issues and features, also with an eye to the future. The countries will be involved right from the preparation of each edition, through an international editorial committee which will choose the most important news items to be included in the global section of the magazine. In addition, each geographic area will be given a specific section to discuss local activities.

Besides up to date information on the development of the business, the paper is distinguished by the widespread involvement of the people who work at Enel, highlighting their experience, interests, skills and aptitudes; this level of involvement has been evident right from the launch stage of the paper with a campaign whose protagonists are colleagues themselves. As for the contents, new sections have been introduced dedicated not only to operations but also to life outside of work and to people's talents, in keeping with the Company's commitment to the right work-life balance. Among these is Youreporter, a space dedicated to the photographs taken by colleagues around the globe. Further space has been set aside for the issues of sustainability, health and safety.

The paper is also available in an interactive online version in three languages, with the possibility of commenting and voting on the articles.

The company welfare system

Enel has put in place, in the various parts of the Group, an "internal welfare" system which envisages various types of benefit and services which aim to support employees also outside the professional context.

The company welfare system regards the following areas:

> **supplementary healthcare;**

> **complementary pensions;**

> **leisure/cultural activities, incentives and agreements.**

The initiatives in these fields vary depending on the countries where the Group operates, in regard to both the specific nature of the various national settings (regulatory framework, public services available, etc.), and the existence of prior agreements developed in the context of the various parts of the Company before entering the scope of Enel.

Here below is an overview of the main programs and actions in the various areas.

Supplementary healthcare

Supplementary healthcare insurance is envisaged in most countries where the Group operates at favorable conditions to the alternatives available on the market. In addition, in many cases it is the Company itself which guarantees services linked to prevention and periodic checkups (see also the section "Protecting health in Enel"). In Italy, the instrument with which health and prevention programs are carried out is the *Fondo Integrativo Sanitario per i Dipendenti Enel* (FISDE), set up under a union agreement. All employees are automatically enrolled in FISDE, and the services can also be extended to dependent family members. Former Enel employees can also continue to use the services by paying the subscription fee.

FISDE also provides support for families, for example in the case of disability (analysis on page 119) and social emergencies (problems of adjustment, alcoholism, drug addiction, etc.).

Complementary pensions

Another instrument for assisting employees is the provision of complementary pension funds and the payment of various forms of individual benefits connected with the termination bonus. At December 31, 2013 employees covered by the pension plan in the Enel Group numbered 52,413.

In Italy, in addition to the obligatory system provided by Italian law, there are two defined-contribution complementary pension funds: FOPEN (43,500 beneficiaries, assets of 1,456 million euro) for employees (membership: 90%), and Fondenel (1,100 beneficiaries, assets of 218 million euro) for executives (membership: 100%). Enel is present on the Boards of Directors of these pension funds through its own representatives, who act, as envisaged by the law in force, in the exclusive interest of their members.

In Endesa, there are pension funds mainly in Spain and Brazil. The most important is the pension fund for employees of the Endesa Group (22,479 beneficiaries, assets of 2,727 million euro) with a contribution paid in 2013 of 39 million euro.

Also in Slovakia, there are complementary defined contribution pension plans

which envisage a payment from 3% to 5.5%.
Finally, also in Russia (Enel OGK-5) and in the USA (Enel Green Power North America) there are specific pension plans: in Russia a defined service plan and in the USA a defined contribution plan.

Incentives and agreements

Enel supports its employees also with contributions or incentives for various personal needs, both for themselves and for dependent family members, in some cases reducing the cost of electricity supply. In Italy, Romania and some countries of Latin America, the Company envisages offers for employees and discounts on tariffs, or supports, in full or in part, the employee's personal spending on electricity. Other incentives, which vary in quantity among the various countries, concern the taking out of life insurance and the granting of subsidized loans for home or car purchases or for personal needs (in particular study and training). In addition, there are forms of support for sport and cultural activities.
In Italy, in particular, through the ARCA association, set up under a union agreement, recreational, cultural and sporting activities are promoted and realized for employees and their dependent family members, with possibility of access for pensioners. The activities/services offered range from recreational and cultural initiatives connected with managing free time (tourism, sports, cultural associations), to support school and university preparation for the children of employees, also through language study holidays abroad, to promotional activities (agreements with banks/insurance companies, agreements for the purchase of goods and services at favorable terms), to the supply of loans for the purchase of first homes or for serious family needs.
Endesa has established a wide range of benefits for its workers, which it makes available on a voluntary basis and which show the company's commitment to improve the quality of life of its people. There are various forms of support: from medical assistance and support services for cultural and recreational activities (Spain, Portugal, Chile, Peru, Colombia), to forms of insurance for accidents outside the workplace (Spain, Portugal, Argentina, Brazil and Colombia), to pension funds (Spain, Portugal, Brazil, Colombia) and forms of financing for the purchase of homes, etc. In 2013, there were 21,373 employees who had access to these services.

Industrial relations

Enel applies the labor law of the various countries and the International Labour Organization's Conventions on workers' rights (freedom of association and collective bargaining, consultation, right to strike, etc.), systematically promoting dialogue between the parties and seeking an adequate level of agreement on corporate strategies on the part of employees.

As regards the right to strike, in particular, the nature of the electricity supply service, which is considered an "essential service", entails the need to reconcile the right of workers with the need to guarantee continuous and safe energy supply.

In most of the countries in which Enel operates national laws and/or collective bargaining agreements specify the conditions under which workers may exercise this essential right without compromising the electricity service.

In Italy, in particular, in 2013 a new regulation on the right to strike was agreed at the sector level which recognizes the safeguarding of service continuity and the safety of the electricity system in regard to all users.

In other countries, on the other hand, strikes are not allowed in essential public services (Colombia, Russia and Slovakia). In Colombia, in particular, in cases of dispute between workers and the employer, where the parties cannot reach an agreement, it is obligatory to set up an arbitration panel to settle the dispute. In the case of strikes, labor law judges can declare them illegal and the process of collective bargaining can be put under the supervision of the Ministry of Labor.

In Romania, as envisaged by the laws, all employees have the right – without any prior authorization – to union association. Strikes can be called only if first all the possibilities for resolving the conflict have been tried through the procedures envisaged by the law. The decision to strike can be taken by representatives of the unions involved in the labor dispute, with the written agreement of at least half the members of the unions involved. Employees in the national electricity sector can call a strike provided that they guarantee at least one third of operations, so as not to compromise health and safety and service continuity.

On June 14, 2013, in Rome Enel signed the Global Framework Agreement (GFA) with the Italian federations and global federations IndustriAll and Public Services International, which represent employees at world level. The agreement is based on the principles of human rights, labor law and the best and most advanced systems of transnational industrial relations of multinational groups and reference institutions at international level, including the International Labour Organization (ILO): the GFA establishes the guidelines on social dialogue as a method to manage issues of interest to the Company and its employees, also through the establishment of a Global Works Council and three Multilateral Committees, for concrete implementation of a model that represents the new organization.

The three Multilateral Committees focus on the most important issues at transnational level: Health and Safety; Training; Equal Opportunities and Diversity. For 2013 they developed the objective of drawing up and defining a joint document in the form of a Recommendation at global level, in their respective fields, which was presented and approved by the Global Works Council.

With reference to the activity undertaken in Italy, it is worth noting – also due to their innovative nature – the two union agreements of May 9, 2013: the Framework Agreement regulating article 4 of Law 92/2012, and the Agreement on

geographical, functional and infragroup mobility.
The former represents the first agreement in Italy to manage situations of "excess staff" without using social shock absorbers (redundancy funds and mobility arrangements): the agreement envisages the voluntary early retirement of a maximum of 3,500 employees in the period 2013-2014, creating the conditions for a generational change, with a plan to recruit 1,500 apprentices against the 3,500 departures.

In close correlation with the agreement on article 4, as an instrument to integrate and harmonize its effects, is the Agreement on geographic, functional and infragroup mobility: the Agreement envisages the possibility of transferring groups of workers, in the case of surplus personnel, to one or more production units, as well as aiming to facilitate matching supply and demand in the internal labor market, thus enabling the redeployment of professional skills beyond the scope of the individual company/division.
From the viewpoint of comparing organizational developments, in all the countries where the Group operates the arrangement of Global Functions and Operating Divisions has become firmly established.

Minimum notice period in the case of organizational changes

Country	Minimum period	Legal provisions/collective agreements
Italy	25 days.	Law 428/90
Spain and Portugal	30 days.	Framework Guarantee Agreement for Endesa SA and its electricity subsidiaries that are domiciled in Spain (September 12, 2007)
Slovakia	90 days for workers who have been employed for more than 5 years, 60 days for workers who have been employed for less than 5 years.	Legal provisions
Russia	60 days.	Legal provisions
Romania	Employers are obliged to inform and consult representatives of workers regarding the latest developments on the economic and business situation of the company, without a specific notice period, but within a reasonable period. For collective dismissals, minimum 90 days notice to unions, 20 days to employees.	Legal provisions and collective contract
Argentina	Obligation to provide periodic updates to workers' representatives; traditionally the notice period for changes in working hours, in the role of employees or the work location is 48 hours, although there is no specific regulation.	Legal provisions
Brazil	Obligation to provide "prompt" information.	Legal provisions
Colombia	Neither the law nor collective bargaining envisage a minimum notice period in the case of organizational changes.	-
Peru	Neither the law nor collective bargaining envisage a minimum notice period in the case of organizational changes.	-
Chile	Neither the law nor collective bargaining envisage a minimum notice period in the case of organizational changes.	-

Health and safety

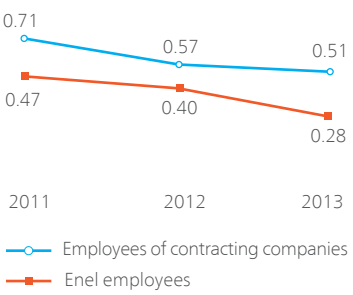
For many years, as part of its sustainability strategy, Enel has been engaged in improving processes and the managerial culture aimed at guaranteeing safety in the workplace for employees and its suppliers.
This commitment has been further enhanced following the approval, in February 2013, by the Board of Directors of Enel SpA of the Policy on Human Rights, in application of the United Nations Guidelines of Business and Human Rights.

Policy on Human Rights - Health and safety

> Enel agrees to guarantee a high standard in protecting health and safety at work.
> Enel promotes the dissemination and consolidation of a culture of safety by developing the awareness of risks and promoting responsible behavior by all workers, also through information-giving and training activities.
> Enel operates to preserve, above all through preventative actions, the health and safety of workers, and the interests of other stakeholders.

The path to sustainability starts from safety. This is a clear message for all staff, a notice for workers from the contractors who work with the Company, and a social value reiterated by Enel at global level in all the communities worldwide to achieve the "Zero Accidents" target.

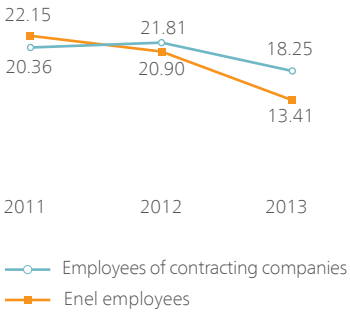
Injury rate - LTIFR (i)



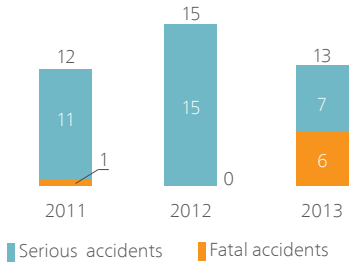
In 2013, there were 183 accidents involving Enel employees and 501 involving employees of contracting companies, down respectively by 31% and 9% on 2012. As it is clear from graph opposite, in 2013, the injury rate (LTIFR) for employees of the Enel Group fell by 30% compared to the previous year, while for employees of contracting companies it fell by 10%.
Alongside this reduction in the injury rate, compared to 2012, there was an increase in fatal accidents: in 2013 there were 6 fatal (4 electrical accidents and 2 traffic accidents) and 7 serious accidents involving Enel staff, and 10 fatal (6 electrical accidents, 3 falls from height, and 1 road accident) and 17 serious accidents involving staff of contracting companies. Compared to 2012, the number of serious and fatal

accidents fell respectively by 13% and 21% for accidents involving employees of Enel and of contracting companies.
Nonetheless, the lost day rate (LDR), calculated without taking account of the days lost due to fatal accidents or permanent subsequent medical problems, nonetheless fell by 36% compared to the previous year in regard to Enel employees and by 16% in regard to personnel of contracting companies.
Since 2009, Enel has had a specific procedure to communicate and analyze serious and fatal accidents to ensure immediate notification and effective analysis. For these accidents, a group of experts has been set up which looks into the dynamics and causes of the event and identifies specific and timely action plans to prevent reoccurrence.

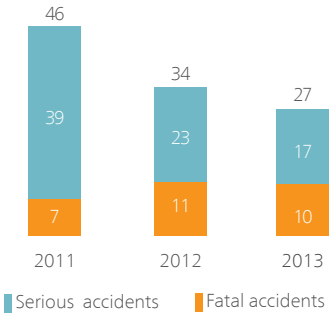
Lost day rate - LDR (i)



Serious and fatal accidents - Enel employees (no.)

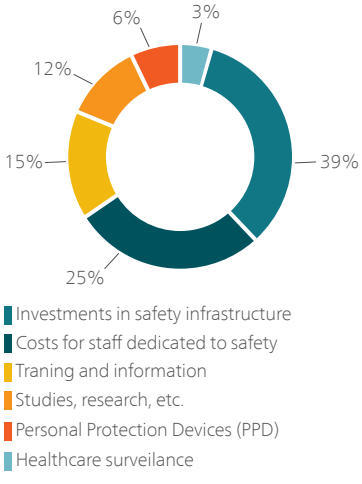


Serious and fatal accidents - contracting company employees (no.)



In addition, in 2013 the work of the interdivisional group continued to share experiences on accidents and working methods. The team has analyzed some accidents, which are considered as case studies, deepening closely the problems that emerged and sharing the "lessons learnt" with the aim of comparing the working procedures and equipment used and to identify additional global measures. The working group has prepared **3 examples of good practice** on the mechanical lifting of loads, the execution of earthing and short-circuiting in the case of electrical works, and on measures to prevent falling from height when working on platforms for electrical power lines.
In order to promote the sharing of experiences on accidents and encourage the exchange of information to avoid their repetition, the campaign on "**lessons learnt**" has been launched in 4 languages (Italian, English, Spanish and Portuguese).
Moreover, with the objective of preventing accidents, since 2009 it has been put in place a process in the Group for notifying, analyzing and handling **near misses**: in 2013, 706 near misses were notified, for each of which an action plan has been defined and implemented.
In 2013 the Group invested over 218 million euro in health and safety, for a *per capita* amount of over 3,000 euro: the total figure on spending on safety fell by around 17% compared to 2012, although there was an increase of 1.5 million euro in maintenance costs and costs linked to PPD (Personal Protection Devices).
Bearing witness to this commitment, Enel and Endesa finished "best in class" for the Occupational Health & Safety category for the electricity sector according to the financial analysts of the Dow Jones Sustainability Index.
In addition, the process continued to automate/digitalize health and safety processes, through implementation of "SAP Health&Safety", a single information system at Group level which is gradually being extended to all of Enel and which will guarantee a centralized and controlled process for reporting, monitoring and analyzing safety data.

Total safety spending - 2013



A global approach to safety

In 2013, it has continued implementation of the new organizational model for safety which was established as part of the One Company project which reviewed the structure and main corporate processes with a view to adopting a single and homogenous approach, albeit taking account of local circumstances.

Health and Safety Management Systems

With the completion of the process to certify the Management System of Enel Servizi, the process of implementing Health and Safety Management Systems that conform to the OHSAS 18001 standard in the Enel Group is close to completion. In the companies where such systems have already been implemented, the activities needed to maintain certification are systematically undertaken: audit, training of auditors, support work and document management.

Health&Safety processes have therefore been reorganized following the drivers of:

> Health&Safety governance,
> Health&Safety management at field level,
> Health&Safety monitoring and reporting,

in order to enhance the strategic role and control of the Parent Company, to guarantee effective planning of activities and a functional division of duties between the Parent Company, Divisions and countries where Enel is present.

In 2013 work was undertaken on revising the process for annual health and safety planning, so that it can make an increasingly effective contribution to assessing performance and defining strategic actions in relation to their impact on achieving the "Zero Accidents" target. The introduction of a structured process, which has been codified through the issue of the "**H&S Planning and Monitoring**" Policy, enables the alignment of the various activities at Group level, guaranteeing synergies and promoting the exchange of best practice between the various parts of Enel.

Through the **Health and Safety Annual Plan** (HSAP), initiatives and planned improvements are established, divided into global and local elements. The "global" activities apply to all the Group companies, are centrally managed and envisage the widest possible dissemination; "local" activities which arise from specific division/country needs represent a source to exchange experiences, which favors integration between the various companies in Enel.

Moreover, in 2013 the process was started to define the "**Health&Safety Strategic Plan 2014-2018**", which sets numeric targets for the next five years and establishes the directions to be followed to achieve the expected objectives.

In 2013 the dedicated unit drew up the Health&Safety control plan aimed at verifying respect of corporate procedures and guidelines in the various businesses of the Group and the implementation of global initiatives, as well as providing support to define specific action plans. The plan is focused on the Group's sites which

are most critical in light of accidents that have been recorded over the last three years. In particular, 13 areas in Latin America, Europe and Italy were analyzed and action plans defined for each site visited, the implementation of which will be monitored and followed up. In addition, a **Peer Review** plan was implemented with the aim of favoring the exchange of experiences and identifying any examples of best practice to be shared and disseminated at Group level. In 2013, the program of visits was completed in Romania and will continue in 2014 with a particular focus on Latin America.

The 5+1 Program

In 2013 the work continued of the six permanent working groups of the "**5+1" Program**, focused on the key areas indicated in the box to improve health and safety processes and which are characterized by strong commitment from Top Management and the adoption of a cross-cutting and synergic approach with the main company departments.
Each area, which is overseen by an Executive Sponsor, developed during the year a program of activities aimed at favoring the consolidation of the health and safety culture in the Enel Group, promoting the sharing of best practice and launching "bottom-up" initiatives in a global approach which reflects the various situations in the scope of Enel.

5+1 Program

1. Development of the culture of safety and training
2. Safety in contracting processes
3. Communication
4. Structural safety and technological innovation
5. Major works
6. Health

Development of the culture of safety and training

The **Climate and Safety Survey**, which was realized in 2012, for the first time saw the inclusion of a specific section dedicated to safety, showing how safety is considered a corporate value and underlining the widespread commitment both for colleagues and for contracting companies. In 2013, on the basis of the results of the Survey, a global action plan was finalized focused on leadership for safety, personal attitudes, wellbeing and stress prevention, and safety in office areas.
In this context, in addition, the revision of the **Leadership Model** was launched in order to enhance the assignment of responsibilities on safety to all organizational levels and the process of undertaking **safety walks** by management was enhanced, supplementing it with the periodic organization of Health&Safety meetings. In 2013, 18,852 safety walks were completed, a 107% increase on 2012.
In the process of selecting staff, the assessment of attitudes to health and safety has been included and on recruitment new recruits sign the H&S principles of the Enel Group. The "**Six months in Safety**" project is being extended to staff departments, with the launch of a pilot project in Italy.
In 2013 intense training on Health&Safety continued both in relation to technical, or hard, skills and cross-cutting, or soft, skills, with the objective not only of fulfilling legal obligations, but also increasing know-how and specific skills of employees throughout the Group. Over 1 million training hours were provided, also covering information-giving and technical preparation, for a *per capita* average of 14.3 hours.
Training courses on health and safety are distinguished on the basis of the field of application, the issues addressed and the recipients:

> "global" courses: courses developed at Group level and applicable throughout Enel;
> "local" courses: local courses focused on specific issues;
> Safety Academy: courses aimed at staff dedicated to safety management.

For staff in the Health&Safety professional grouping, in particular, specific courses are envisaged in the scope of the Academy dedicated to them (**Safety Academy**) aimed at increasing the essential technical and professional know-how and developing behavior which is considered as "key" by the organization.
Implementation continued for non-operational staff of the "**Play Safe**" course which addresses the key safety issues contained in the underlying law through a game-based approach in order to make classroom-based training more engaging. In Italy, the training project was recognized as "good practice on safety" as part of the 2012-2013 campaign promoted by the European Occupational Health and Safety Agency.

For technical staff who operate in confined environments a **Training school** was created in the power plant of **Montalto di Castro**, where a simulator was built consisting of a duly adapted tank with an emergency exit and internal monitors, which allows employees to operate safely in a confined space, with the collaboration of the Fire Brigade.

In the Generation and Energy Management Division and Market Division (Italy), from 2009 to 2012, almost three quarters of total accidents recorded required less than 20 days off work and involved both employees of Enel and employees of contracting companies. Focusing on preventing these non-serious accidents is essential and for this reason the "**Zero Accidents Workshop**" project was launched, an action plan driven by the knowledge that the safety of colleagues and all workers can be achieved above all by sharing ideas. The main feature of the initiative is the direct involvement of operational staff, through working groups in which to analyze the reasons for the most common accidents and to look for effective ideas and solutions with an immediate impact on operations. Particularly important is the role of contracting companies which, by taking part in the working groups, provide a useful contribution, offering various work experiences and an external viewpoint. The ideas which emerge are then presented by the coordinators of the working groups and the solutions which are considered as extendable to a number of production sites are collected in a "Book of Ideas", which everyone can draw on.

With the objective of promoting active participation in innovation also on safety issues, at the end of February 2014 the "**Eidos Market**" project was launched which envisages a specific section dedicated to health and safety: this initiative sees the activation of a channel through which each worker can put forward their own ideas, enhance those of others and contribute to selecting the best. The proposals of individuals, thanks to the contribution of everyone, can thus be transformed from good ideas into concrete and valuable projects.

Safety in contracting processes

In 2013, the consolidation continued, in particular, in the countries where the Group operates, of the **Approval system and Vendor Rating** for contractors, which envisages specific and stringent requirements on health and safety.

As part of the process of alignment to the **General Contracting Conditions** of the Enel Group, it was arranged to revise the clauses on health and safety, which take the form of general obligations that are applicable throughout Enel, and local prescriptions which are defined on the basis of the law in force in the country.

In addition, throughout the Group **safety controls** were enhanced on contracting companies and around 300 meetings were held with contractors (**Contractors Safety Day**) in order to analyze together accidents that have occurred, promote their participation in on-going Health&Safety projects and share experiences and good practice.

During International H&S Week, in particular, a **Safety Day** was organized with contractors at Group level, which saw the participation of Italian, Spanish, South American and Romanian companies.

Communication

There were numerous and varied communication campaigns on safety launched during the year. Enel "**Health&Safety Vision**" was launched during the World Day on health and safety at work, which was celebrated, as every year, on April 28 with a dedicated campaign in nine languages and disseminated throughout Enel.

On June 19, the first "**Health&Safety Community Meeting**" was held at Group level with the objective of aligning all the members of the Health&Safety community, sharing the results achieved and discussing the main on-going projects and the action plans following the Enel Climate & Safety Culture Survey.

In addition, the global awareness raising campaign "**5 golden rules to work safely**" continued and aimed to promote the main rules to be respected in order to prevent the occurrence of accidents, using a simple but attractive presentation which focuses the employee's attention on the essential measures to be adopted in order to work safely. Following the publication of the first golden rules on electrical works and the guide in 2012, in 2013 the rules were drawn up relating to all the other standards. In addition, as part of the "**Safety in the office**" campaign, 5 golden rules were drawn up dedicated to offices in order to increase the awareness of the importance of safety also in the areas considered traditionally at low risk.

All the main activities and initiatives on health and safety are promoted through regular programming on the company media, Enel.tv, Enel.radio and the global intranet, where space and periodic programs dedicated to H&S issues are included. In particular, a media communication channel has been activated on activities dedicated to stress and promoting wellbeing to support the prevention initiatives that have been launched.

International Health & Safety Week

In November 2013 the sixth edition of International Health & Safety Week was held, a well-established appointment in which each year the whole Group acts to promote a concrete and proactive commitment to safety, a homogenous vision and a single approach. The motto was "Be Responsible. It's your life", which summarizes the concept of health and safety as responsibility. Almost 2,000 initiatives were organized and saw over 97,000 participants in 18 countries.

In addition, "Cleaning Day" was organized, an initiative the objective of which was that of raising awareness and inviting people to rid themselves of paper, in keeping also with recent company policies on reducing printing. The initiative involved more than 40 Enel offices worldwide and around 20,000 people.

Structural safety and technological innovation

With a view to improving infrastructure standards, the survey was completed on the technological devices in use in the Group, which was started in the previous year, and on the basis of this analysis the **Health&Safety catalogue** was prepared, a collection of the most innovative technological devices and structural solutions adopted by the Divisions, which will be sent to the business lines in order to promote the sharing of experiences and good practice.

In addition, the realization of some innovative safety projects continued, in particular:

- **ZAP – Zero Accidents Project,** realized at construction/maintenance worksites of the Engineering and Research Division and aimed at improving and supporting the control activities on the use of Personal Protection Devices (PPD), the handling of emergencies, the management of interference, information for employees, through the application of innovative technologies for the "in line" control of the safety of employees;
- **Active Safety at Work**, which envisages in Italy the testing of a device which enables verification of the correct use of Personal Protection Devices by the operator for the complete duration of the works;
- **BOA**, which was activated at production plant in Italy and aimed at supporting the management of interference during plant maintenance.

In addition, for some years now, a plan has been in place to improve the infrastructure standards of the company car fleet, which has seen the adoption of new systems and devices to support safety, which have been gradually installed on all the new vehicles in the company fleet. In this context work continues to disseminate on the new vehicles in the company fleet the use of the "**black box**" which can provide assistance and support to the driver both while driving and in the case of emergency.

Major works

With the objective of strengthening the safety management processes at worksites, by defining common standards, a **peer review** plan has been implemented involving four major worksites of the Enel Group: Badalona in Spain, El Quimbo in Colombia, Mochovce in Slovakia, and Brindisi in Italy.

An interdivisional team of experts on safety, construction and engineering carried out a series of onsite visits, analyzing the safety management processes at worksites and the working methods and techniques used, identifying best practice to be disseminated throughout the Group and proposing action plans.

Health

The Enel Group is aware that the promotion of health at work is an essential element in improving working life and productivity, which brings benefits both for employees and for the Company itself and contributes to the construction of a culture of prevention. For this reason the Company is constantly engaged in guaranteeing a safe and healthy working environment for employees, following the principles of precaution, prevention and continuous improvement.

For this reason in 2013 Enel launched a **Global Plan for Health**, which also draws on the experience gained in Spain and Latin America where for some years numerous initiatives have been realized on the issues of prevention and health. The plan envisages a series of initiatives on prevention, training and awareness-raising, broken down into the three health areas identified by the World Health Organization (WHO): physical, mental and social.

The Health Policy has been issued, a document on prevention and health issues, which aims to define the basic principles for the creation of a culture of health and wellbeing at work, which applies to all the Divisions of the Group, in conformity with the national Health&Safety laws, national collective labor contracts and company procedures. A plan has been defined for the installation and use of defibrillators in the main offices of the Group, and in Italy a pilot campaign has been launched for heart screening and courses to quit smoking.

The Enel Group took part in the "**Safe Work Without Alcohol and Drugs**" project of the International Labour Organization (ILO). This initiative, which was promoted and financed by the Prime Minister's Office, aims to develop company plans to prevent drug-taking and drinking alcohol at work, which go alongside action to check for drug and alcohol use which has already been implemented. In addition, campaigns have been launched to provide information and raise awareness on health issues and periodic coverage on the main company media (web TV, magazine, radio).

Particular attention has been paid to the issue of **preventing stress and promoting organizational wellbeing**, on which a program of dedicated activities has been started:

- a global policy which provides guidelines to create a culture focused on organizational wellbeing, promoting good practice to prevent the risk of work-related stress and increasing the awareness of work-related stress, its causes and associated factors;
- a training plan focused on three targets: managers, HR managers/specialists and employees. Eight "pilot" sessions were organized of the course for HR managers/specialists and two "pilot" sessions for managers and an online training course was arranged for employees, which will be launched in 2014;
- a "pilot" service of psychological counseling in Italy aimed at providing assistance and support to employees who show signs of discomfort or unease.

The program will be disseminated in the Group, in accordance with common guidelines but with different aspects at country level, where specific prevention, training and awareness-raising initiatives have been adopted.

Country	Action taken
Italy	A medical assistance service has been launched on an experimental basis "Support and healthcare fulltime service" for site workers in the Engineering and Research Division who are on secondment abroad. The service envisages the identification of a "family doctor" and of facilitators who speak both the local language and English.
Romania	"Health Day" was organized with free eye-tests, blood pressure measurement, medical checks to prevent cardiovascular disease and blood donation.
Russia	A health plan was launched which in 2014 will cover all 4 plants of OGK-5 and which envisages: medical examinations to diagnose work-related illnesses, voluntary medical checks to prevent cardiovascular disease, installation of defibrillators, programs of prevention on alcohol abuse.
Spain	Various activities have been organized focused on the prevention of the abuse of alcohol, tobacco and drugs, stress and muscular-skeletal problems, as well as the prevention of cardiovascular and respiratory problems.
Argentina	A campaign was launched to prevent cardiovascular problems and muscular-skeletal problems and offer medical checks. Informative leaflets were distributed on the prevention of gastric disturbances, thyroid cancer and on circulatory problems and training and informative programs on tobacco addiction, diet, skin cancer, stress, eyesight disturbances, diabetes, hypertension, the prevention of ergonomic problems, the prevention of cardiovascular risk, gastric and metabolic disturbances, and thyroid problems.
Chile	Continuous prevention programs were launched for illnesses related to exposure to asbestos, aimed at employees who worked in environments containing material with asbestos before the Chilean law banned its use. In addition, programs to prevent cardiovascular problems were organized focused on reducing risk factors (being overweight, tobacco addiction, sedentary lifestyle) in employees who are most at risk.
Peru	Prevention programs were launched focused on gastric disturbances, metabolic disturbances, diabetes and cholesterol, eye disease, stress, thyroid cancer, vascular problems, and muscular-skeletal problems.
Colombia	Multiple activities were realized on preventing serous disease such as cancer of the cervix, breast and prostate cancer, skin cancer, colon cancer and cardiovascular problems.
Brazil	Conference on the prevention of AIDS, with doctors and specialist staff. Early diagnosis of prostate and breast problems, meetings on and delivery of informative material on colon cancer.
Mexico	First aid course, meeting on health and on stress management.

The One Safety project

In 2013, the implementation of the One Safety project continued, a global initiative focused on conduct, which involves Enel colleagues and also contracting companies, with the objective of promoting a coordinated and synergic commitment of the whole Group towards the "Zero Accidents" target. The project follows two directions: enhancement of leadership on safety (Leadership Area) and promotion of safe and responsible conduct (Conduct Area).

One Safety – Leadership Area

Following the "GOAL Managerial Training Program", in 2013 a cascade training program was launched focused on analyzing the Enel film "**Safety: the Heart of the Matter**".

In addition, 10 courses were held to train 200 internal trainers and 130 subsequent cascade editions, which involved around 2,000 people. The training program will continue in 2014, involving more than 5,000 people in all the countries and Divisions of the Group.

One Safety – Conduct Area

In 2013, implementation of the project was completed in the entire Group, aimed at promoting the adoption of safe conduct, through a systematic series of observations on conduct, immediate feedback and definition of improvements. The project was implemented in **927 Enel locations** and around **260,000 observations were made worldwide**. In addition, it was activated in 30 shared civilian sites, with a specific arrangement for offices.

As from 2014 the project will become a systematic process of observing conduct: in this regard 4 workshops were held in Italy, Spain, Slovakia and Colombia, aimed at defining the improvements to be made, on the basis of experience.

In parallel with the positive implementation of the project for Enel staff, it has been launched the "**One Safety – Contractors**" program, which aims to promote the adoption also by contracting companies of a self-observation process on their conduct in order to reduce at-risk conduct by its staff. In order to facilitate the participation of companies in the project,

a system of incentives has been established, such as a reduction in the contractual deposit, an increase in the safety score as part of the Vendor Rating system and the possibility of using the Enel logo designed for the project. In 2013 around 300 companies worldwide were invited to join the project and in 2014 a massive roll-out plan is envisaged.
In December 2013, the first One Safety newsletter has been issued and aimed to inform and raise the awareness of Enel staff about progress on the project, thus valorizing its extension at global level.

Industrial relations for health and safety issues

In most of the countries in which the Enel Group operates, specific **collective agreements are in force to regulate aspects of workers' health and safety**. In other cases these aspects are included in the collective bargaining applied at national level. The agreements establish and govern the health and safety obligations of both employers and employees, also addressing some specific issues such as: PPDs; training; information-giving and development; work hours and rest hours; mechanisms for making reports and complaints; right of the worker to refuse work which can put their health and safety at risk; insurance cover; and the right to undertake periodic inspections.
All the agreements in force with employees as part of industrial relations and collective bargaining are established in conformity with the standards of the United Nations' International Labor Organization (ILO) and envisage compliance with objectives and performance standards and the creation of joint bodies to resolve any particular problems.
In particular:

> in the Engineering&Research Division there is an agreement on health and safety, which was signed in 2012, relating to ZAP (Zero Accidents Project) implemented at the worksite in Brindisi: the agreement refers to the use of technological devices and equipment aimed at improving the safeguarding of the health and safety of employees of contracting companies present on the worksite;
> in Romania the local agreements include a section on work conditions and health and safety aspects. In this section there are descriptions of the employer's commitments as regards health and safety at work, and the creation of a Safety Committee is provided for and the description of its role is included together with environmental aspects and the description of the Personal Protection Devices envisaged for employees;
> in Russia part of the collective contract dedicated to health and safety at work describes the obligations which employees and the employer must fulfill to achieve safe production processes. The key principle on which the collective contract is based is that the employer's policy acknowledges the priority of the life and health of employees while undertaking all their work duties;
> in Slovakia the collective contract includes an agreement on aspects of health and safety which defines the working conditions and the obligations of the parties. In particular it is the right of the unions to exercise control over compliance by the employer with health and safety obligations, ensuring workplaces and equipment that do not put at risk the personal safety of employees; improve working conditions by adapting them to the employees; assign duties taking account of health conditions and individual professional skills; guarantee healthcare supervision on the basis of the type of work; provide the necessary protective devices; and guarantee the necessary information for staff.

The involvement of management and employees in health and safety issues, and more generally the adoption of social dialogue as an instrument to handle the issues of common interest to the Company and its employees, are essential in order to encourage the implementation of an effective strategy to prevent risks.

In this direction and with a view to supporting the bilateral method – as a relationship method which can valorize participation – **joint bodies dedicated to health and safety at work** have been set up at the Company, both in Italy and globally.
At world level, Enel's **Global Framework Agreement**, which was signed in June 2013 with the Italian and international unions, established a **Multilateral Committee on Health & Safety**, consisting of six union members and six members of

the Company, with the objective of building and strengthening a culture aimed at protecting the health and safety at work of all those who work for Enel and deal with the Group, in all the countries, with reference to employees, suppliers, contractors and consumers. Besides discussing and suggesting to the Enel Group health and safety at work policies, it can formulate proposals on programs and prevention initiatives and international training projects for all colleagues who are responsible for the matter.

For 2013 in particular, the Multilateral Committee drew up and defined "**Recommendations**", to guarantee and promote the application and implementation, in all 40 countries where Enel is present, of the **Health and Safety Standard**: a set of common and stringent rules to prevent specific risks relating to generation, distribution and construction in the electricity sector.

Here below are the committees which operate in the various countries, at national or local level:

Country	Joint Health and Safety Committees
Italy	The Bilateral Committee on Policies for Safety and Protecting the working environment is the institutional forum, at national level, for issues relating to the health and safety of employees. Among its main duties are the analysis of trends in accidents, the definition of projects on safety and prevention initiatives. In addition, there are two Committees which operate at divisional level for Infrastructure and Networks, Generation and Energy Management, and Market (Italy) Divisions. The "periodic meetings", envisaged by Italian Health&Safety law, are organized at least once a year and represent 100% of employees. At every Italian and non-Italian worksite, in addition, the Engineering and Research Division sets up a Safety Coordination Committee, chaired by an Enel manager (Coordinator for Execution) involving representatives of all the companies operating at the worksite, in order to guarantee cooperation and coordination between the companies in implementing the work risk prevention and protection measures. It represents 100% of staff operating at the worksite.
Russia	In every OGK-5 plant there are committees which deal with health and safety. Every organizational unit has a worker representative for occupational health matters, for a total of 100 representatives, who communicate with the company and unions.
Slovakia	At each Slovenské elektrárne plant a Health&Safety Committee is set up consisting of representatives of the employees (indicated by the unions) and of the company. The Committee periodically assesses the state of implementation of health and safety plans and policies and proposes measures to manage, monitor and improve safety.
Romania	In each company there is a Health & Safety Committee, consisting of representatives of the company and unions and the company doctor, which meets quarterly to discuss specific issues, propose operational measures and improvements.
Spain	At national level the *Comisión de participación y control* has been set up and, at local level, *Comités de seguridad y salud territoriales* have been set up.
Argentina	In the 3 power plants there is a bilateral committee on hygiene and health, which meets once every month or two months.
Chile	At all production sites with more than 25 workers there are *Comités Paritarios de Higiene y Seguridad*, which meet at least once a month and whenever a fatal accident occurs.
Peru	There are 5 bilateral committees, which also see the involvement of representatives of contracting companies.
Brazil	At all sites a *Comissão Interna de Prevenção de Acidentes* is set up and consists of representatives of the Company and representatives of workers, focused on establishing accident prevention initiatives.
Colombia	Two joint committees have been set up (COPASO), one for distribution and one for generation, which have the task of promoting the law on occupational health.

Sustainability in the supply chain

Enel bases its purchasing processes on pre-contractual and contractual conduct which is focused on reciprocal loyalty, transparency and collaboration. The performance of suppliers, besides guaranteeing the necessary quality standards, must be matched by the commitment to adopt best practice in terms of human rights and working conditions, health and safety at work, environmental responsibility and ethics.

Fuel procurement

Purchasing solid and liquid fuel is a strategic activity for the Group, since it plays a leading role in guaranteeing the security and continuity of thermoelectric energy production.

The selection of fuel suppliers is done by assessing economic and financial aspects of the counterparts and the possession of the technical and commercial prerequisites. Suitable counterparties are subsequently included in specific Vendor Lists.

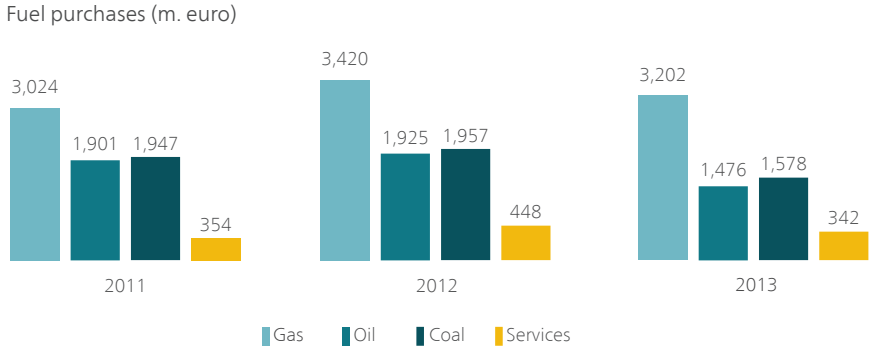
In relation to purchases by sea from the international market, a check is made to verify that suppliers are not on specific blacklists of the UN, European Union and the US Office of Foreign Assets Control, lists which respectively identify individuals or organizations connected with terrorist organizations, organizations subject to financial sanctions by the EU and so-called SDN (Specially Designated Nationals) organizations which are subject to sanctions by the United States for accusations, among other things, of terrorism or drug-trafficking.

Purchase contracts are subject to the rules adopted by the Group regarding the Code of Ethics and the Zero Tolerance of Corruption Plan, to which suppliers must adhere. For its part Enel maintains the right, in serious cases of default, to terminate the contract.

Vetting

In order to mitigate the risks from fuel transport by sea, Enel has adopted a tool to assess and select the transporters used, known as vetting. Vetting is a recognized industry standard for oil transport, but for some years Enel and a small number of operators have started to apply the same methodology also in the sector of dry bulk transport (minerals, coal, cereals).

In 2013, the total amount of fuel purchases was 6.6 billion euro:



BetterCoal

In 2013, Enel's work in BetterCoal continued, the non-profit initiative created by a group of global utility leaders with the aim of promoting continuous improvement in companies' responsibility in the coal sector, with a specific focus on mining. In particular BetterCoal promotes best practice relating to human rights, labor, business ethics, the environment, and the impact of the coal sector on local communities, through an agreed set of standards, finalized by engaging with stakeholders.

BetterCoal is governed by a Board of Directors and by an Executive Committee, on both of which Enel has a representative, and by an Executive Director, supported by panels of external stakeholders with a consultative role. The initiative is open to the participation of new members, such as major coal buyers (including utilities in the electricity sector), and other industrial groups, such as steel makers and cement manufacturers.

Among the activities undertaken during the year, which saw the involvement of global stakeholders, including unions and NGOs, note should be taken of the realization of a "tool kit" designed to support mining companies so that, if they wish, they can independently measure their level of alignment with the ethical standards.

In addition, written communication on the work of BetterCoal is being finalized for all the mining companies which have a contractual relationship with the Enel Group. In particular, they will be informed of the campaign of self- and site-assessment which BetterCoal has planned and which in the new future may see them directly involved.

bettercoal
defining standards.refining practice

The BetterCoal Code

In 2013 the BetterCoal Code was approved and published, on the basis of existing and agreed standards of social responsibility in the mining sector. It sets out in detail the guidelines which mining companies may refer to define their own social, environmental and ethical policy. For detailed information see www.bettercoal.com/code.

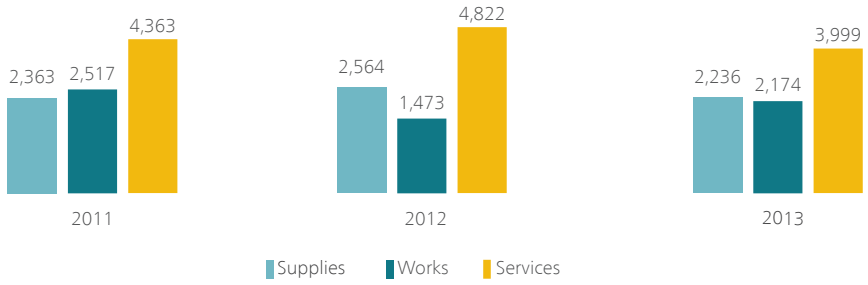
Purchases and tenders for goods and services

Enel entrusts tender contracts for works, services and supplies in compliance with the legislation in force, guaranteeing the quality of performance and compliance with the principles of cost-effectiveness, correctness, parity of treatment, competition, transparency and advertising.

In 2013, the total amount of purchases and tenders for goods and services was 8.4 billion euro.

The Enel Group makes use of external companies (suppliers, contractors or subcontractors) for various activities regarding the construction, operation and maintenance of production plant and distribution networks. The workforce of the contracting companies and subcontractors numbered 95,683 FTE (Full Time Equivalent), a fall of 8.5% compared to 2012.

Purchases of materials and services (m. euro)



Enel has set up a supplier qualification system, which is active both in Italy and abroad, that ensures a careful assessment of the companies that intend to participate in procurement procedures. In 2013 throughout the Group over 5,000 approved companies were active and, in particular, purchases made from approved suppliers in Italy represented 72% of all purchases.

In order to qualify, companies must show, by presenting a series of documents, that they hold the specific requirements in terms of competence and legal, economic, financial, technical and organizational reliability. In addition, the qualified suppliers are asked to explicitly adhere to the principles set out in the Code of Ethics, the Zero Tolerance of Corruption Plan and the 231 Compliance Program.

The qualification procedure is complemented by the Vendor Rating system which aims to monitor the performance of suppliers and contractors with regard to their correct conduct during the tender competition/offer, on safety, quality, and punctuality of their performance during the execution phase. The Vendor Rating is generally applied to suppliers with contractual turnover over a set threshold.

In order to bring the qualification system and Vendor Rating increasingly into line with the sustainability policies of the Group, among the assessment elements are also respect of the environment, the standard on safety and human rights. In particular:

> for product categories with an environmental impact, in the requirements for qualification the implementation of an environmental management system that conforms to ISO 14000 is required. This requirement is being extended to all the key segments;
> for all the categories of works to be tendered, suppliers are assessed in relation to various health and safety issues: accident indexes, organization, training and qualifications of their own staff, procedures for management of H&S processes (including the certification of management systems according to OHSAS 18000);
> for some product categories of the Market Division, specific requirements are envisaged in relation to the assessment aspects linked to staff turnover and training (“Sustainability Parameter”).

In 2013, a specific questionnaire was defined in order to assess the level of maturity

of suppliers in regard to issues linked to social responsibility, in particular on human rights and labor practices, environmental sustainability and anti-corruption. The questionnaire will be administered in the first few months of 2014 to a sample of qualified suppliers in Italy.

General Contract Conditions of the Enel Group

On July 1, 2013 the General Contract Conditions of the Enel Group came into force, which regulate dealings between companies in the Enel Group and its contractors to acquire materials and equipment, labor and services.
In particular they include:
- a General Part applicable across all tenders for works/services/supplies;
- 8 Annexes, containing clauses applicable in the individual countries.

This new standard contractual documentation enabled the harmonization in a single document of the contractual clauses in the countries in which units of Enel's Global Procurement currently operate. The General Contract Conditions contain also the ethical clauses of the Enel Group which take account of the company policy on ethical and social issues.

In addition, there are specific clauses on health and safety at work which define the obligations which the contractor is required to comply with and the sanctions which are applied in the case of serious and repeated violations on safety – including the possibility for Enel to terminate the contract in the case of very serious confirmed violations.
The clauses on health and safety were supplemented by the prescriptions on safety for subcontracting: on what conditions the authorization for subcontracting is granted, the minimum safety requirements which subcontractors engaged in executing tender contracts with Group companies must possess, the safety obligations which both the contractor and subcontractor are required to comply with.
In addition, we note that on May 2, 2012 Enel signed a National Legality Protocol and subsequent legal Partnership Protocols (up to January 2014, 17 Protocols had been signed) against the infiltration of organized crime and the safeguarding of legality. Therefore, in the tender contracts to which the Protocol applies, it is envisaged to include clauses protecting Enel (for example compliance with the law on health and safety at work, as well as of social security/insurance/tax obligations in favor of workers, obligation of contracting companies to communicate workplace accidents, etc.).
On human rights, Enel has prepared specific contractual clauses to be included in tender contracts for works, services and supplies. These clauses envisage the ban on using child and enforced labor. In particular Enel contractors are asked to respect the legal obligations on freedom to join a union and freedom of association, a ban on discrimination, compliance with obligations on safety and environmental protection, and hygiene and healthcare conditions as well as respect of the legal conditions in force with reference to workers engaged in executing contracts. In parallel, contractors are asked to sign related statements on human rights in order to sign tender contracts. In particular, in the tender contracts signed in Italy, with the signing of the contract the contractor undertakes to make use of regularly employed staff and to pay their employees all the due amounts relating to pay,

tax, insurance, pensions and healthcare, as envisaged by the national laws and by the applicable collective labor contracts. In relation to compliance with these provisions, *ad hoc* checks are envisaged both before signing the tender contracts and also during their execution.

In order to check compliance by contractors/subcontractors with the specific ethical and social obligations highlighted above, Enel reserves the right to carry out checks and monitoring and to terminate the contract in the case of confirmed violations of the aforementioned contractual obligations. In addition, usually, tender contracts have a clause which envisages the obligation – on pain of cancellation of the contract – of the traceability of financial flows between contractors and direct and indirect subcontractors in the chain of companies which, for whatever reason, are involved in the tender.

Information and training on safety

Attention to the safety of contractors has always been a priority for Enel, which is strongly committed to protecting safety without any distinction between its own staff and the staff of contractors undertaking work for the Group.

Enel seeks to play a guiding role for companies, especially small and medium size enterprises, helping them to strengthen the culture of safety and to solve any problems, sharing the lessons learnt from accidents and near misses and taking part in the definition of improvement plans.

The Company encourages the dissemination of the culture of safety among staff of contracting companies by promoting awareness-raising, information-giving, training and technical preparation for staff of the companies, diversified on the basis of the types of activity undertaken.

100%

staff of contracting companies who will work for Enel who have received training on safety from their employer

154,153

hours of training and information-giving for staff of contracting companies

Enel requires all contractor employees who work in plants and areas owned by the Group to be adequately trained by their employer and systematic checks are carried out both in the qualification stage and before the work begins. Contracting companies engaged in the realization and maintenance of the distribution grid in Italy, for example, are all qualified and a specific qualification section has been set up for them. In order to obtain the qualification, the supplier is required to provide to all its technical staff training programs which are differentiated by type of activity, with specific sessions on the implementation of safety rules to work for Enel. The courses are provided by training institutes accredited by the Italian certification body Accredia, which guarantees their correct supply. A refresher session is also envisaged, which includes a specific module on safety.

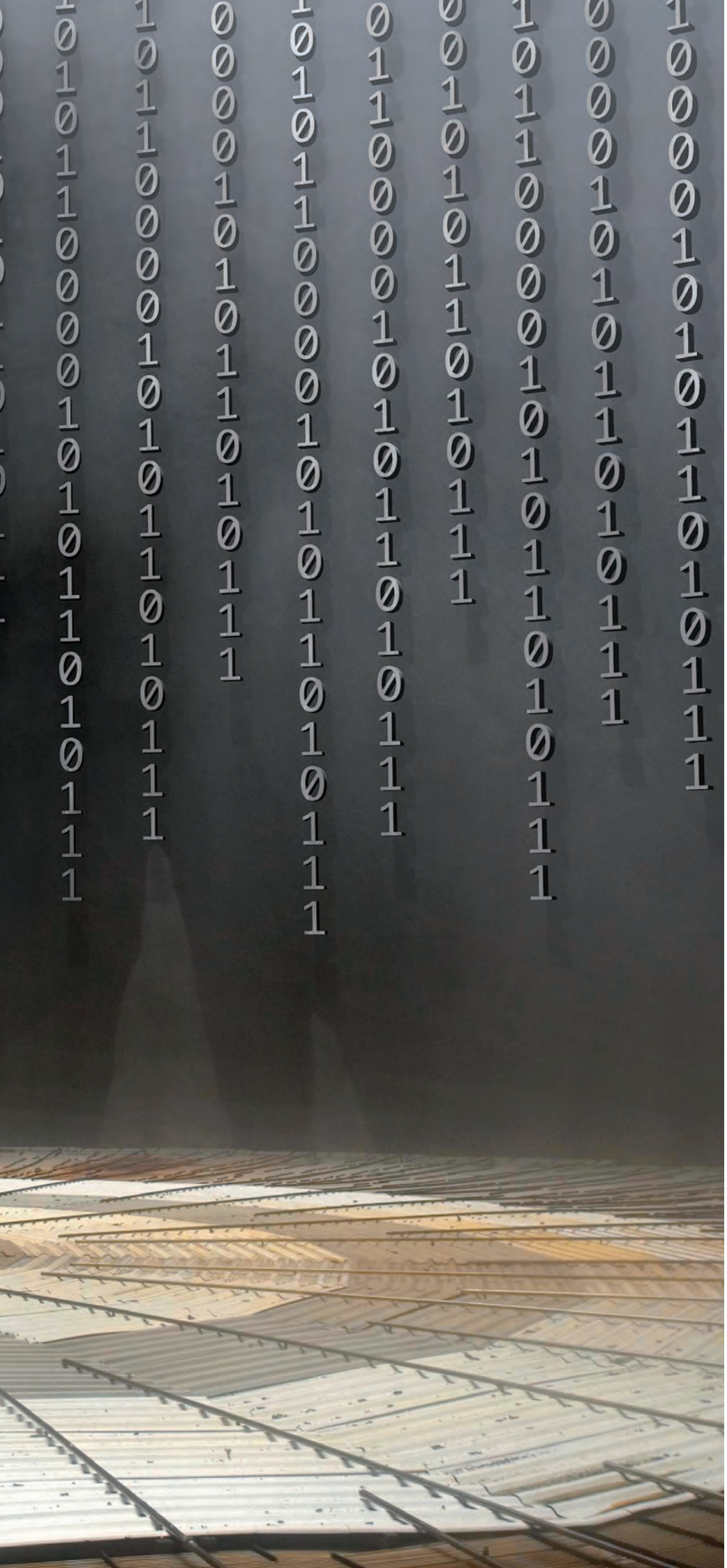
In 2013, alongside the Group project "**One Safety – Contractors**" (see the section "Health and safety"), implementation of divisional projects continued to strengthen the culture of safety at contracting companies.

In the Infrastructure and Networks Division implementation continued of the "**Safety Coaching**" project, which after successful testing in some regions is being extended to all the local departments of the Division. During the year meetings continued between Enel staff and companies as part of the "**Workshop with the companies – Work in safety**" project, where, with the help of an Enel technician who acts as "facilitator", discussions are held with technical officers and managers of companies on accidents that occurred in the year involving company staff. Further training aimed at staff of contracting companies were the training courses on safety realized in collaboration with the UNAE (National Institute for the Qualification of Plant Installation Companies) aimed at team leaders and managers of contracting companies.

In parallel, Enel also continues its onsite inspection and control of works tendered to companies. In order to make this work more effective, in the Infrastructure and Networks Divisions, in particular, testing was started of a system called "**Virtual Check Point Contractors**" **(VCPC)**, which enables the recording, by the company manager, using a smartphone and electronic badge, of the workers and machinery present on the worksite at the start of the works. The data recorded is downloaded onto an Enel server where it is compared with the declaration made by the contractor on starting the tender contract, notifying any discrepancies through flag warnings. The system, in addition, carries out real time monitoring of the professional profiles of workers on the worksite, in order to check their suitability for the works envisaged for the worksite.

In all production plants in Italy during stoppages for planned maintenance the "***Maggior Supporto***" project is active which aims to raise awareness of all workers about the need to adopt safe conduct at all times. The project, which has now become standard practice, envisages the establishment of a support group consisting of technical experts who monitor the conduct of contracting companies/subcontractors. Extraordinary maintenance is considered a particularly critical time, both due to the increase in the number of staff and companies involved and due to the complexity of the activities undertaken and the interactions among the various subjects. During 2013 the project was also activated in Russia.

In Spain and Latin America, "***Alianzas***" agreements were signed on safety with contracting companies which undertake to agree to the principles of the Group's policy on safety and develop joint projects to enhance H&S standards. As part of the "*Alianzas*" agreements, the participation of contractors in the "One Safety" project was promoted.



Appendix

Methodological note

Since 2003, Enel has published an annual Sustainability Report together with the Group's Annual Report.
The 2013 Sustainability Report is aimed at stakeholders in the Enel Group with the purpose of highlighting the action taken in regard to the Group's sustainability objectives and, thus, responding to the legitimate interests of all the stakeholders.
As in the previous year, Enel has undertaken and published, even in the 2013 Report, a structured analysis of the "materiality" of sustainability issues for the Company and for its stakeholders, which has enabled the realization of a report that is more streamlined and more focused on key issues for stakeholders in the Group.

Information and further details on the issues and indicators in this Report can be requested from:
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External Relations Department
CSR
Viale Regina Margherita, 137
00198 Rome – Italy
Tel +39 06 8305 1
email csr@enel.com
www.enel.com/en-GB/sustainability

How this Report was created

The 2013 Sustainability Report has been prepared in compliance with the "Sustainability Reporting Guidelines" of the Global Reporting Initiative (GRI), version G3.1, and the supplement dedicated to the Electric Utilities sector issued in 2009 by the GRI ("Sustainability Reporting Guidelines & Electric Utilities Sector Supplement"). In particular, the process of establishing the contents is based on the principles of materiality, inclusivity of the stakeholders, sustainability and completeness; with reference to the quality of the information reported, the principles of balance, comparability, accuracy, timeliness, clarity and reliability have been followed.
In addition, Enel is a GRI-G4 Pioneer for 2014 and 2015. Since 2012 Enel has started and undertaken, incorporating also the latest developments in sustainability reporting at international level, such as the new standard GRI-G4, the new COP (Communication on Progress) principles of the UN Global Compact and the framework of the International Integrated Reporting Council, a process of "analysis of materiality" in order to map and weight the issues of interest and the expectations of stakeholders, cross-referencing them with the industrial strategy, and with the means and processes by which the Company is responding to their ex-

pectations. In addition, this Report conforms to the principles of inclusiveness, materiality and responsiveness indicated in AA1000APS (AccountAbility Principles Standard), issued in 2008 by AccountAbility, the international research institute on sustainability issues.

In reference to the principle of materiality, in particular, the detail in which the various issues are addressed was determined on the basis of their weight in the objectives and strategies of the Enel Group and of their importance for stakeholders, determined through a structured process of analysis of materiality.

The analysis of materiality 2013

The analysis of materiality was conducted on the basis of the guidelines in AA1000SES, for the stages of mapping and prioritizing stakeholders and analyzing the results, and of the criteria of AccountAbility and of the GRI G3.1 regarding the definition of key issues and the application of the principle of materiality.

Underpinning the analysis, there was a structured process of mapping and prioritizing the key stakeholders for the Group, which saw the involvement of the company structures dedicated to relations with the various stakeholders (Personnel and Organization Department, Regulation Department, Environment and Carbon Strategy, Iberia and Latin America Division, Market Division, Group Risk Management, Global Procurement, etc.). The relevance of the various stakeholders is assessed and weighted in relation to the following parameters: dependence (in the sense of the importance of the relationship for the stakeholder), influence (importance of the relationship for the company) and urgency (temporal aspect of the relationship).

The definition of the key issues for Enel is based on various sources, including the corporate policies and principles of conduct, the 2012 Sustainability Report, dialogue with stakeholders, the issues of greatest interest for sustainability rating agencies, and relevant benchmarking studies.

Two aspects were investigated in relation to these issues:

- on the stakeholder side, the relative importance of each issue in the perception of stakeholders and the 'direction' of their expectations (i.e. an expectation of engagement rather than disengagement on the part of Enel);
- on the Company side, the issues on which Enel envisages focusing its efforts and the "level" at which this commitment will be addressed. In the top part of the matrix, therefore, are the issues on which a high level of investment is envisaged, as part of the strategic objectives of the Group, for coming years.

The importance of issues for stakeholders and the 'direction' of their expectations has been photographed through an extensive analysis of the results that emerged from numerous initiatives to listen to, involve and talk to key stakeholders that Enel undertook during 2013, together with a structured analysis of the positions independently expressed by 'authoritative' stakeholders, such as national and transnational institutions, authorities, stakeholder associations, and multilateral bodies on sustainability issues. Examples of the sources considered were customer satisfaction and customer complaints, climate surveys and internal communication, dealings with analysts and investors, questionnaires from sustainability rating agencies, dealings with representative and category associations, institutional relations at national and local level, union relations, media monitoring, and surveys.

The impact of the issues on Enel's sustainability strategies was determined by involving the Strategic Planning Unit and other company departments for analyses on specific issues, and reflects the strategic guidelines defined by the 2014-2018 Industrial Plan, the objectives of the departments/divisions and the commitments taken on by the Group through policies and conduct criteria.

Analysis of these two aspects enabled the attribution of various priority levels for the issues and their positioning in a matrix, given on page 25-26. The materiality matrix summarizes the various perspectives and provides an overview of the issues with the greatest potential to influence the actions and performance of Enel and the decisions of its stakeholders, as well as the degree of "alignment" or "misalignment" between the priorities attributed by stakeholders to the various issues and the Group's level of commitment in this regard.

The reporting mix

On the basis of the results of the analysis of materiality it was possible to define the structure of the 2013 Sustainability Report by focusing it more on material issues. In the same way, the level of materiality of the issues, which are in their turn broken down into detailed sub-issues, influenced the level of analysis applied to the individual issues and GRI indicators (G3.1 and EUSS), as well as the choice of the most suitable reporting tool to represent them (2013 Annual Report and attached reports, 2013 Environmental Report), to which reference has been made to address or analyze more specific issues, respectively, on economic performance and governance or on environmental management. In addition, the materiality analysis was the basis for defining Enel's su-

stainability objectives for 2014-2018, as illustrated in the section on the guidelines of the Sustainability Plan (see page 27).
The GRI Content Index, which is set out as an Appendix, contains references to the 2013 Sustainability Report and to other reporting instruments used in the Group. Please consult www.enel.com for further information, for example, on the innovation projects or the activities of the Enel Foundations. Please consult the *Informe de sostenibilidad* 2013 of Endesa for further details on initiatives dedicated to customers and local communities in Spain and Latin America.
The completeness of the information provided in the 2013 Sustainability Report and in the other reporting instruments compared to that required by the GRI Reporting Framework has made it possible to self-certify an A+ level; at the date of publication of the Report this level is subject to confirmation by GRI.

Process of drafting and assurance

The process of reporting and monitoring Key Performance Indicators (KPIs) for sustainability involves the Parent Company as regards the cross-cutting issues, and all the Group's divisions and companies for the specific issues and indicators of the differing business sectors.
In the areas involved, individuals have been identified to collect, check and process the relevant KPIs. The results are aggregated by the Strategies Unit of the Accounting, Finance and Control Department, which also coordinates the collection and processing of the quantitative indicators. The CSR Unit of Enel SpA, which is part of the External Communication and CSR Unit within the External Relations Department, is responsible for the qualitative elements and the comment on the results, as well as the coordination of the preparation of the Sustainability Report.
The Sustainability Report is analyzed and assessed by the Control and Risks Committee and the Appointments and Corporate Governance Committee which, with the support of the Audit Department, check its completeness and reliability; the document is then approved by the Board of Directors and finally presented at the Annual General Meeting together with the Group Annual Report.
The 2013 Sustainability Report is subject to limited audit by Reconta Ernst & Young SpA. The report, which describes the principles adopted, the activities undertaken and the related conclusions, is set out in the Appendix.

Parameters of the Report

The data and information contained in the 2013 Sustainability Report regard Enel SpA and the consolidated companies for the year ended December 31, 2013. In the text and in the Appendix to the Sustainability Report, "Parent Company" means Enel SpA, while "Group" or "Enel" means the set of subsidiaries.
The data in the Sustainability Report, in particular, refer to the companies included on a line-by-line basis in the scope of consolidation of the Annual Report at December 31, 2013. The associated companies (which in the Annual Report are valued using the equity method) and the other entities over which Enel exercises significant influence (including joint ventures) are included in the calculation of the data, where

available, in proportion to Enel's equity interest and are mentioned in the text where they produce significant impacts. For details on the subsidiaries in the scope of consolidation, readers can refer to the 2013 Annual Report (section on "Form and contents of the Financial Statements" and the related annexes). The consolidation method described here is valid for all the data, except that relating to safety, for which the following criteria apply: the data relating to subsidiaries with a stake over 50% are consolidated on a line-by-line basis, except for data relating to accidents for the Endesa scope, which are consolidated on a proportional basis in regard to the percentage of control; the data relating to subsidiaries with a majority stake under 50% are excluded from the scope.

Some divergences from the KPIs and information in the 2012 Sustainability Report can be ascribed to changes in the Group's scope of consolidation. For more detailed information on the changes, refer to the 2013 Annual Report in the sections "Main changes in the scope of consolidation" and "Significant events in 2013".

The effect of the changes in the scope of consolidation and any significant changes or limitations in the scope or in the means of calculating the individual indicators compared to 2012 are expressly indicated in the text and/or in Appendix, together with the effects produced on the related data. The reader can refer to the notes in the tables in the Appendix for all other details on adjustments to the previously published data, the means of calculation, the key assumptions and limitations in the reported indicators.

The calculations are made on the basis of the accounting and non-accounting results and of Enel's other information systems and are verified by the managers responsible for them. There is an explicit indication of data which come from estimates and the related calculation method. The net electricity produced does not include any plant decommissioning which occurred during the year and which is not monitored in the environmental reporting. In addition, data relating to the production yield and all the specific environmental indexes (e.g. emissions, energy consumption, etc.) are calculated in reference to the net energy produced, including the heat produced by the combined heat and power plants (corresponding for 2013 to 9,072 GWh).

Performance indicators (4)

The key CSR performance indicators are set out from pages 163 to 205 and are an integral part of this Sustainability Report. In order to facilitate the cross-reading of the performance indicators and the qualitative information given in the Sustainability Report, in the printed copy the quantitative indicators will be recorded in a separate document. The document will be included in the pocket on the inside cover.

Units of measure

%	percentage
,000	thousands
,000 d	thousands of days
,000 h	thousands of hours
,000 m^3	thousands of cubic meters
,000 t	thousands of tons
,000 TOE	thousands of tons of oil equivalent
bn m^3	billions of cubic meters
d	days
euro	euro
euro cent	euro cents
g/kWh	grams per kilowatt-hour
GBq per unit	gigabecquerel per unit
GWh	gigawatt-hour
h	hours
h/per-cap	hours *per capita*
i	index
kgCFC-11 eq.	kilograms of CFC-11 equivalent
km	kilometers
kWh	kilowatt-hour
kWp	peak kilowatt
l/kWh	liters per kilowatt-hour
m.	million
m. A4 eq.	millions of A4 equivalent
m^3	cubic meters
m. euro	millions of euro
m. h	millions of hours
m. m^3	millions of cubic meters
m. t	millions of tons
m. t eq.	millions of tons equivalent
MBq per unit	megabecquerel per unit
min	minutes
MTOE	millions of tons of oil equivalent
MW	megawatt
MWh	megawatt-hour
no.	number
sec	seconds
t	tons
TBq per unit	terabecquerel per unit
TJ	terajoule
TOE	tons of oil equivalent
TWh	terawatt-hour
years	years

Acronyms

AEEG	Authority for Electricity and Gas
BoD	Board of Directors
BOD	Biochemical Oxygen Demand
CCGT	Combined Cycle Gas Turbine
CFC	Chlorofluorocarbons
DT	Distance Training
EBIT	Earnings Before Interest and Tax
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortization
EBT	Earnings Before Tax
EDF	Électricité de France
EGP	Enel Green Power
EIB	European Investment Bank
EPS	Earnings per Share
FTE	Full-time equivalent
HCFC	Hydro chlorofluorocarbons
IRAP	Italian Regional Production Tax
IRES	Italian Corporation Tax
IVR	Integrated Voice Response
KPI	Key performance indicator
LBG	London Benchmarking Group
LV	Low Voltage
MV	Medium Voltage
PCB	Polychlorinated biphenyls
R&D	Research & Development
S&P	Standard & Poor's
SRI	Socially Responsible Investor
TSR	Total Shareholder Return

4) In terms of the year on year comparison of the data, it is noted that the differences between 2013 and 2012, in absolute terms and as a percentage, are sometimes calculated taking into consideration the decimal places which are not visible in the print version.

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Enel S.p.A.

Independent auditors' report on the limited assurance engagement of the sustainability report 2013 of Enel Group as of December 31, 2013 prepared in accordance with the AA1000 AccountAbility Principles Standard 2008

(Translation from the original Italian text)

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To the Board of Directors of
Enel S.p.A.

1. We have carried out the limited assurance engagement of the sustainability report of Enel S.p.A. and its subsidiaries ("Enel Group") as of December 31, 2013. The directors of Enel S.p.A. are responsible for the preparation of the sustainability report in accordance with the "Inclusivity", "Materiality" and "Responsiveness" principles set out in the *"AA1000 AccountAbility Principles Standard 2008"* (*"AA1000APS - 2008"*), issued by *AccountAbility* (*Institute of Social and Ethical Accountability*), as stated in the section "Methodological note", and for the reliability of data and information on the sustainability performance disclosed in the sustainability report, as well as for determining the Group's commitments regarding the sustainability performance and the reporting of results achieved. The directors of Enel S.p.A. are also responsible for the identification of stakeholders and of significant matters to report, as well as implementing and maintaining appropriate processes to manage and control internally data and disclosures indicated in the sustainability report. Our responsibility is to issue this report on the basis of the work performed.

2. Our work has been conducted in accordance with the principles and guidelines established, for a limited assurance engagement, by the *"International Standard on Assurance Engagements 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information"* (*"ISAE 3000"*), issued by the *International Auditing and Assurance Standards Board*. This standard requires the compliance with applicable ethical principles (*"Code of Ethics for Professional Accountants"* issued by the *International Federation of Accountants* - I.F.A.C.), including professional independence, as well as planning and executing our work in order to obtain a limited assurance, rather than a reasonable assurance, that the sustainability report is free from material misstatements.

   We conducted our work also in accordance with the criteria established by the *"AA1000 AccountAbility Assurance Standard (2008)"* (*"AA1000AS - 2008"*), "Type 2", concerning not only the nature and extent of the organization's adherence to *AA1000APS - 2008* principles, but also the evaluation of the reliability of data and information on sustainability performance, reported by the Group in accordance with the *"Sustainability Reporting Guidelines"*, version 3.1, issued in 2011 by *Global Reporting Initiative* ("G.R.I.") and with the sector supplement *"Sustainability Reporting Guidelines & Electric Utilities Sector Supplement"* issued in 2009 by G.R.I..
   The guidelines issued by *AccountAbility* point out that the "moderate level of assurance" used in the *AA1000AS - 2008* standard is consistent with the "limited level of assurance" established by *ISAE 3000*.

3. A limited assurance engagement of the sustainability report consists in making inquires, primarily with company's personnel responsible for the preparation of information included in the sustainability report, in the analysis of the sustainability report and in other procedures in order to obtain evidences considered appropriate.

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The procedures performed are summarized below:

a. interviews with representatives of the CSR department of Enel S.p.A. and with personnel from other companies of the Enel Group (Enel S.p.A., Enel Produzione S.p.A., Enel OGK-5 OJSC, Enel Ingegneria e Ricerca S.p.A., Enel Green Power S.p.A.) in order to understand the processes used to comply with the "Inclusivity", "Materiality" and "Responsiveness" principles, established by the AA1000APS – 2008 standard and the effectiveness of such processes;

b. analysis and understanding of the stakeholder engagement process, regarding the methods in use and the inclusiveness of stakeholders involved, by reviewing minutes or any other documents related to significant matters arisen from dialogue with stakeholders;

c. analysis and understanding of processes and instruments used for the identification of significant matters for each stakeholder category;

d. analysis of the documentation supporting the activity carried out by the CSR department, responsible for the sustainability report preparation, in order to understand how strategies and procedures on significant matters are applied;

e. analysis, on a sample basis, of the initiatives developed by the Group to comply with stakeholder expectations;

f. analysis of the processes that support the generation, recording and management of data and information on sustainability performance. In particular, we have carried out the following procedures:

   - interviews with the departments responsible for the topics reported in the sustainability report, in order to obtain an understanding about the information, accounting and reporting system in use for the preparation of sustainability performance information, as well as the internal control processes and procedures supporting the collection, aggregation, processing and transmission of sustainability performance data and information to the department responsible for the preparation of the sustainability report;
   - on-site verification of data and interviews with personnel involved in the data collection and management process at production sites selected during the verification process (Reftinskaya GRES thermal power plant - Russia, Trezzo sull'Adda hydropower plant - Italy, Brindisi thermal power plant and research center - Italy);
   - analysis, on a sample basis, of the documentation supporting the preparation of data and information on the sustainability performance.

g. obtaining the representation letter, signed by the legal representative of Enel S.p.A., relating to the compliance of the sustainability report with the guidelines identified in paragraph 1, as well as to the reliability and completeness of information and data presented in the sustainability report.

The assignment has been carried out by a multidisciplinary team of experts on social-environmental responsibility techniques and financial audit.
A limited assurance engagement is substantially less in scope than a reasonable assurance engagement performed in accordance with *ISAE 3000* and, as a consequence, we may not have become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

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With respect to the data and information relating to the prior year, presented for comparative purposes, reference should be made to our report issued on April 24, 2013.

4. Based on the procedures carried out, nothing has come to our attention that causes us to believe that the sustainability report of Enel Group as of December 31, 2013 is not in compliance, in all material respects, with standard *AA1000 APS - 2008* principles, as stated in the section "Methodological note" of the sustainability report and that sustainability data and information are not reliable.

Rome, May 15, 2014

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

This report has been translated into the English language solely for the convenience of international readers

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Enel S.p.A.

Independent auditors' report on the limited assurance engagement of the sustainability report 2013 of Enel Group as of December 31, 2013
(Translation from the original Italian text)

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Independent auditors' report on the limited assurance engagement of the sustainability report 2013 of Enel Group as of December 31, 2013 (Translation from the original Italian text)

To the Board of Directors of
Enel S.p.A.

1. We have carried out the limited assurance engagement of the sustainability report of Enel S.p.A. and its subsidiaries ("Enel Group") as of December 31, 2013. The directors of Enel S.p.A. are responsible for the preparation of the sustainability report in accordance with the "*Sustainability Reporting Guidelines*", version 3.1, issued in 2011 by *Global Reporting Initiative* ("G.R.I.") and with the sector supplement "*Sustainability Reporting Guidelines & Electric Utilities Sector Supplement*" issued in 2009 by G.R.I., as stated in the section "Methodological note", as well as for determining the Group's commitments regarding the sustainability performance and the reporting of results achieved. The directors of Enel S.p.A. are also responsible for the identification of stakeholders and of significant matters to report, as well as implementing and maintaining appropriate processes to manage and control internally data and disclosures indicated in the sustainability report. Our responsibility is to issue this report on the basis of the work performed.

2. Our work has been conducted in accordance with the principles and guidelines established, for a limited assurance engagement, by the "*International Standard on Assurance Engagements 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information*" ("*ISAE 3000*"), issued by the *International Auditing and Assurance Standards Board*. This standard requires the compliance with applicable ethical principles ("*Code of Ethics for Professional Accountants*" issued by the *International Federation of Accountants - I.F.A.C.*), including professional independence, as well as planning and executing our work in order to obtain a limited assurance, rather than a reasonable assurance, that the sustainability report is free from material misstatements. A limited assurance engagement of the sustainability report consists in making inquires, primarily with company's personnel responsible for the preparation of information included in the sustainability report, in the analysis of the sustainability report and in other procedures in order to obtain evidences considered appropriate.

   The procedures performed are summarized below:

   a. comparison between the economic and financial data and information disclosed in the sustainability report with data and information included in the Enel Group consolidated financial statements as of December 31, 2013, on which we issued our Audit Report, pursuant to art. 14 and 16 of Legislative Decree dated January 27, 2010, on April 10, 2014;

   b. analysis of the processes that support the generation, recording and management of the quantitative data reported in the sustainability report. In particular, we have carried out the following procedures:

      - interviews and discussions with Enel S.p.A.'s management and personnel from Enel Produzione S.p.A., Enel OGK-5 OJSC, Enel Ingegneria e Ricerca S.p.A. and Enel Green Power S.p.A., to obtain an understanding about the information, accounting and reporting system in use for the preparation of the sustainability report as well as the internal control processes and procedures supporting the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the sustainability report;

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- on-site verifications at Reftinskaya GRES thermal power plant (Russia), Trezzo sull'Adda hydropower plant (Italy), Brindisi thermal power plant and research center (Italy);
- analysis, on a sample basis, of the documentation supporting the preparation of the sustainability report in order to confirm the processes in use, their adequacy and the operation of the internal control system for the correct reliability of data and information in relation to the objectives described in the sustainability report;

c. compliance analysis of qualitative information included in the sustainability report with the guidelines identified in paragraph 1 of the present report and of their internal consistency, with reference to the strategy, the sustainability policies and the identification of the significant matters for stakeholders;

d. analysis of the stakeholders engagement process, regarding the methods in use and the inclusiveness of stakeholders involved, by reviewing minutes or any other documents related to significant matters arisen from dialogue with stakeholders;

e. obtaining the representation letter, signed by the legal representative of Enel S.p.A., relating to the compliance of the sustainability report with the guidelines indicated in paragraph 1, as well as to the reliability and completeness of information and data presented in the sustainability report.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement performed in accordance with *ISAE 3000* and, as a consequence, we may not have become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

With respect to the data and information relating to the prior year, presented for comparative purposes, reference should be made to our report issued on April 24, 2013.

3. Based on the procedures carried out, nothing has come to our attention that causes us to believe that the sustainability report of the Enel Group as of December 31, 2013 is not in compliance, in all material respects, with the "*Sustainability Reporting Guidelines*", version 3.1, issued in 2011 by G.R.I., and with the sector supplement "*Sustainability Reporting Guidelines & Electric Utilities Sector Supplement*" issued in 2009 by G.R.I., as stated in the section "Methodological note".

Rome, May 15, 2014

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

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Appendix to the Sustainability Report 2013

Enel

ENERGY TO LIFE

Appendix to the Sustainability Report 2013

Performance indicators
GRI Content Index

This Appendix is an integral part of the Sustainability Report 2013 of the Enel Group

Performance indicators

Our ID

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EU1	**GENERATION**							
	Installed capacity							
	Net maximum electrical capacity by primary energy source							
	Net maximum thermoelectric capacity	(MW)	56,677	56,559	57,059	118	0.2	Enel
	Coal	(MW)	17,501	17,589	17,215	-88	-0.5	Enel
	CCGT (1)	(MW)	16,584	15,684	15,390	900	5.7	Enel
	Oil/gas	(MW)	22,592	23,286	24,454	-694	-3.0	Enel
	Net maximum nuclear capacity	(MW)	5,370	5,351	5,344	19	0.4	Enel
	Net maximum renewable capacity	(MW)	36,869	35,929	34,933	940	2.6	Enel
	Hydroelectric (1)	(MW)	30,463	30,436	30,265	27	0.1	Enel
	Wind	(MW)	5,200	4,394	3,619	806	18.3	Enel
	Geothermal	(MW)	795	769	769	26	3.4	Enel
	Biomass and cogeneration	(MW)	134	160	172	-26	-16.3	Enel
	Photovoltaic	(MW)	277	170	108	107	62.9	Enel
	Total net maximum electrical capacity	(MW)	98,916	97,839	97,336	1,077	1.1	Enel
	Net maximum capacity by geographic area							
	Italy	(MW)	39,923	39,940	39,882	-17	-	Italy
	Iberian Peninsula	(MW)	24,068	23,931	23,971	137	0.6	Iberian Peninsula
	Latin America	(MW)	17,155	16,794	16,241	361	2.1	Latin America
	Russia	(MW)	9,107	9,052	9,027	55	0.6	Russia
	Slovakia	(MW)	5,399	5,400	5,401	-1	-	Slovakia
	North America	(MW)	1,683	1,239	1,010	444	35.8	North America
	Romania	(MW)	534	498	269	36	7.2	Romania
	Belgium (1)	(MW)	406	406	-	-	-	Belgium (1)
	Greece	(MW)	290	248	191	42	16.9	Greece
	France	(MW)	186	166	166	20	12.0	France
	Morocco	(MW)	123	123	123	-	-	Morocco
	Bulgaria	(MW)	42	42	42	-	-	Bulgaria
	Ireland	(MW)	0	0	1,013	-	-	Ireland
	Total net maximum electrical capacity	(MW)	98,916	97,839	97,336	1.077	1.1	Enel
	No. of power generation plants							
	Total thermoelectric units (2)	(no.)	465	464	467	1	0.2	Enel
	Steam units (condensation and back pressure)	(no.)	155	154	158	1	0.6	Enel
	CCGT units	(no.)	59	61	59	-2	-3.3	Enel
	GT units	(no.)	89	87	89	2	2.3	Enel
	Units with alternative engines	(no.)	162	162	161	-	-	Enel
	No. of renewable energy plants	(no.)	1,165	1,076	1,026	89	8,3	Enel
	Hydroelectric plant	(no.)	818	797	789	-46	-5.8	Enel
	- of which mini-hydro plants (<10 MW)	(no.)	408	446	430	-38	-8.5	Enel
	Wind plants	(no.)	207	192	175	15	7.8	Enel
	Photovoltaic plants	(no.)	94	41	18	53	129.3	Enel
	Geothermal plants	(no.)	35	35	35	-	-	Enel
	Biomass plants	(no.)	11	11	9	-	-	Enel
	OPERATING RESULTS							
EU2	**PRODUCTION**							
	Net production by primary energy source (2)							
	Net thermoelectric production	(GWh)	152,466	169,848	171,573	-17,382	-10.2	Enel
	Coal	(GWh)	82,388	91,729	86,142	-9,341	-10.2	Enel
	CCGT	(GWh)	40,766	42,908	47,422	-2,142	-5.0	Enel
	Oil/natural gas	(GWh)	29,312	35,211	38,010	-5,899	-16.8	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Net nuclear production	(GWh)	**40,591**	**41,378**	**39,517**	-787	-1.9	Enel
	Net renewable production	(GWh)	**93,089**	**83,607**	**82,772**	9,482	11.3	Enel
	Hydroelectric	(GWh)	74,344	68,139	70,224	6,205	9.1	Enel
	Wind	(GWh)	12,314	9,138	6,274	3,176	34.8	Enel
	Geothermal	(GWh)	5,581	5,492	5,568	89	1.6	Enel
	Biomass and cogeneration	(GWh)	546	644	648	-98	-15.2	Enel
	Photovoltaic	(GWh)	304	194	58	110	56.7	Enel
	Total net production	(GWh)	**286,146**	**294,833**	**293,862**	-8,687	-2.9	Enel
	Net production by geographic area [2]							
	Italy	(GWh)	72,897	74,436	78,988	-1,539	-2.1	Italy
	Iberian Peninsula	(GWh)	74,614	81,727	78,843	-7,113	-8.7	Iberian Peninsula
	Latin America	(GWh)	65,712	65,916	66,026	-204	-0.3	Latin America
	Russia	(GWh)	41,901	44,511	42,432	-2,610	-5.9	Russia
	Slovakia	(GWh)	21,343	20,720	20,420	623	3.0	Slovakia
	North America	(GWh)	5,360	3,899	2,921	1,461	37.5	North America
	Romania	(GWh)	1,080	588	132	492	83.7	Romania
	Belgium	(GWh)	1,373	1,183	-	190	16.1	Belgium
	Greece	(GWh)	566	476	349	90	18.9	Greece
	France	(GWh)	362	364	245	-2	-0.5	France
	Morocco	(GWh)	852	906	745	-54	-6.0	Morocco
	Bulgaria	(GWh)	86	83	2,690	3	3.1	Bulgaria
	Ireland	(GWh)	0	24	70	-24	-100.0	Ireland
	Total net production	(GWh)	**286,146**	**294,833**	**293,862**	-8,687	-2.9	Enel
	Development of renewables							
	New renewable power [3]	(MW)	**967.3**	**1,004.0**	**525.3**	-36.7	-3.7	Enel
	Hydroelectric	(MW)	27.7	170.0	2.5	-142.3	-83.7	Enel
	Wind	(MW)	806.0	773.0	481.5	33.0	4.3	Enel
	Geothermal	(MW)	26.0	0	0	26.0	-	Enel
	Photovoltaic	(MW)	107.6	61.0	41.2	46.6	76.4	Enel
	DISTRIBUTION							
EU4	**Total length of power distribution lines**	(km)	**1,863,524**	**1,853,361**	**1,826,800**	10,163	0.5	Enel
	Total low-voltage lines	(km)	1,167,005	1,158,036	1,138,599	8,969	0.8	Enel
	Total medium-voltage lines	(km)	658,470	657,546	651,084	924	0.1	Enel
	Total high-voltage lines	(km)	38,049	37,779	37,117	270	0.7	Enel
EU4	**Length of power distribution lines by geographic area**							
	Total power distribution lines Italy	(km)	**1,132,010**	**1,124,966**	**1,112,927**	7,044	0.6	Italy
	High-voltage lines	(km)	0	0	0	-	-	Italy
	- of which underground cable	(km)	0	0	0	-	-	Italy
	Medium-voltage lines	(km)	349,386	347,927	345,586	1,459	0.4	Italy
	- of which underground cable	(km)	143,417	141,836	139,483	1,581	1.1	Italy
	Low-voltage lines	(km)	782,624	777,039	767,341	5,585	0.7	Italy
	- of which underground cable	(km)	265,878	261,705	252,218	4,173	1.6	Italy
	Total power distribution lines Romania	(km)	**90,906**	**90,394**	**89,944**	512	0.6	Romania
	High-voltage lines	(km)	6,586	6,586	6,584	-	-	Romania
	- of which underground cable	(km)	269	253	252	16	6.5	Romania
	Medium-voltage lines	(km)	34,923	34,956	34,665	-33	-0.1	Romania
	- of which underground cable	(km)	12,537	12,323	12,021	214	1.7	Romania
	Low-voltage lines	(km)	49,397	48,852	48,695	545	1.1	Romania
	- of which underground cable	(km)	20,201	20,234	20,106	-33	-0.2	Romania

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Total power distribution lines Iberian Peninsula	(km)	**323,631**	**325,295**	**321,462**	-1,664	-0.5	Iberian Peninsula
	High-voltage lines	(km)	19,566	19,541	19,021	25	0.1	Iberian Peninsula
	- of which underground cable	(km)	745	728	712	17	2.3	Iberian Peninsula
	Medium-voltage lines	(km)	117,542	119,633	118,800	-2,091	-1.7	Iberian Peninsula
	- of which underground cable	(km)	39,946	40,164	39,260	-218	-0.5	Iberian Peninsula
	Low-voltage lines	(km)	186,523	186,121	183,641	402	0.2	Iberian Peninsula
	- of which underground cable	(km)	89,498	89,829	87,720	-331	-0.4	Iberian Peninsula
	Total power distribution lines Latin America	(km)	**316,977**	**312,706**	**302,467**	4,271	1.4	Latin America
	High-voltage lines	(km)	11,897	11,652	11,512	245	2.1	Latin America
	- of which underground cable	(km)	666	661	643	5	0.7	Latin America
	Medium-voltage lines	(km)	156,618	155,030	152,033	1,588	1.0	Latin America
	- of which underground cable	(km)	10,464	10,736	10,302	-272	-2.5	Latin America
	Low-voltage lines	(km)	148,461	146,024	138,922	2,437	1.7	Latin America
	- of which underground cable	(km)	22,273	22,349	20,161	-76	-0.3	Latin America
	Energy transported and local coverage							
	Energy transported	(TWh)	**404.0**	**414.2**	**419.5**	-10.2	-2.5	Enel
	Municipalities served by electric grid	(no.)	**14,391**	**13,932**	**13,193**	459	3.3	Enel
	SALES							
	Electric volumes sold by market							
	Volumes sold free market	(GWh)	**174,951**	**191,650**	**188,974**	-16,699	-8.7	Enel
	Italy	(GWh)	37,366	41,955	40,611	-4,589	-10.9	Italy
	Iberian Peninsula	(GWh)	96,123	102,766	104,935	-6,643	-6.5	Iberian Peninsula
	Romania	(GWh)	1,544	1,188	1,086	356	30.0	Romania
	France	(GWh)	8,068	13,078	11,398	-5,009	-38.3	France
	Russia	(GWh)	22,033	22,618	19,931	-585	-2.6	Russia
	Slovakia	(GWh)	4,125	4,226	3,615	-101	-2.4	Slovakia
	Latin America	(GWh)	5,693	5,821	7,398	-128	-2.2	Latin America
	Volumes sold regulated market	(GWh)	**120,578**	**125,145**	**122,813**	-4,567	-3.6	Enel
	Italy	(GWh)	54,827	60,328	63,565	-5,501	-9.1	Italy
	Iberian Peninsula	(GWh)	0	0	0	-	-	Iberian Peninsula
	Romania	(GWh)	7,210	7,970	7,699	-759	-9.5	Romania
	Russia	(GWh)	2,722	2,944	2,711	-222	-7.5	Russia
	Latin America	(GWh)	55,819	53,904	48,838	1.915	3.6	Latin America
	Total volumes sold	(GWh)	**295,530**	**316,796**	**311,787**	-21,266	-6.7	Enel
	Electricity volumes sold by geographic area							
	Italy	(GWh)	92,193	102,282	104,176	-10,090	-9.9	Italy
	Iberian Peninsula	(GWh)	96,123	102,766	104,935	-6,643	-6.5	Iberian Peninsula
	Romania	(GWh)	8,754	9,158	8,785	-403	-4.4	Romania
	France	(GWh)	8,068	13,078	11,398	-5,009	-38.3	France
	Russia	(GWh)	24,755	25,562	22,642	-807	-3.2	Russia
	Slovakia	(GWh)	4,125	4,226	3,615	-101	-2.4	Slovakia
	Latin America	(GWh)	61,512	59,724	56,237	1,788	3.0	Latin America
	Volumes sold gas	(bn m³)	**8.6**	**8.7**	**8.5**	-0.1	-1.6	Enel
	Italy	(bn m³)	4.1	4.3	4.6	-0.2	-5.6	Italy
	Iberian Peninsula	(bn m³)	4.5	4.4	3.9	0.1	2.3	Iberian Peninsula
EC1	**ECONOMIC RESULTS** (4)							
	Revenues	(m. euro)	**80,535**	**84,949**	**79,514**	-4,414.0	-5.2	Enel
	Market	(m. euro)	16,921	18,351	17,731	-1,430.0	-7.8	Enel
	Generation and Energy Management	(m. euro)	22,919	25,244	23,144	-2,325.0	-9.2	Enel
	Infrastructure and Networks	(m. euro)	7,698	8,117	7,460	-419.0	-5.2	Enel
	Iberian Peninsula and Latin America	(m. euro)	30,935	34,169	32,647	-3,234.0	-9.5	Enel

KPI	UM	2013	2012	2011	2013-2012	%	Scope
International	(m. euro)	7,737	8,703	7,715	-966.0	-11.1	Enel
Renewable energy	(m. euro)	2,827	2,696	2,539	131.0	4.9	Enel
Other, eliminations and adjustments	(m. euro)	-8,502	-12,331	-11,722	3,829.0	-31.1	Enel
EBITDA	(m. euro)	**17,011**	**15,809**	**17,605**	1,202.0	7.6	Enel
Market	(m. euro)	866	609	561	257.0	42.2	Enel
Generation and Energy Management	(m. euro)	1,176	1,091	2,209	85.0	7.8	Enel
Infrastructure and Networks	(m. euro)	4,008	3,623	4,173	385.0	10.6	Enel
Iberian Peninsula and Latin America	(m. euro)	6,746	7,230	7,251	-484.0	-6.7	Enel
International	(m. euro)	1,405	1,650	1,642	-245.0	-14.8	Enel
Renewable energy	(m. euro)	1,788	1,641	1,585	147.0	9.0	Enel
Other, eliminations and adjustments	(m. euro)	1,022	-35	184	1,057.0	-3,020.0	Enel
Market	(%)	5.1	3.9	3.2	1.2	32.2	Enel
Generation and Energy Management	(%)	6.9	6.9	12.5	-	-	Enel
Infrastructure and Networks	(%)	23.6	22.9	23.7	0.6	2.8	Enel
Iberian Peninsula and Latin America	(%)	39.7	45.7	41.2	-6.1	-13.3	Enel
International	(%)	8.3	10.4	9.3	-2.2	-20.9	Enel
Renewable energy	(%)	10.5	10.4	9.0	0.1	1.3	Enel
Other, eliminations and adjustments	(%)	6.0	-0.2	1.0	6.2	-2,813.7	Enel
EBIT	(m. euro)	**9,944**	**6,086**	**11,278**	3,858.0	63.4	Enel
EBT	(m. euro)	**7,217**	**3,882**	**8,350**	-4,820.0	-100.0	Enel
Group net income	(m. euro)	**3,235**	**238**	**4,113**	-865.0	-100.0	Enel
Added value for stakeholders [4]							
Revenues	(m. euro)	80,535	84,949	79,514	-4,414	-5.2	Enel
External costs	(m. euro)	56,691	61,451	56,421	-4,760	-7.7	Enel
Net income/(expenses) from commodity risk	(m. euro)	-378	38	272	-416	-1,094.7	Enel
Gross global added value continuing operations	(m. euro)	**23,466**	**23,536**	**23,365**	-70	-0.3	Enel
Shareholders	(m. euro)	1,410	1,505	2,635	-95	-6.3	Enel
Lenders	(m. euro)	2,884	2,971	2,774	-87	-2.9	Enel
Employees	(m. euro)	4,596	5,789	4,296	-1,193	-20.6	Enel
State	(m. euro)	4,211	3,910	4,422	301	7.7	Enel
Business system	(m. euro)	10,365	9,361	9,238	1,004	10.7	Enel
Economic value obtained [4]							
Economic value generated directly							
Revenues	(m. euro)	80,535	84,949	79,514	-4,414.0	-5.2	Enel
Economic value distributed	(m. euro)	**68,760**	**74,083**	**67,641**	-5,323.0	-7.2	Enel
Operating costs	(m. euro)	57,069	61,413	56,149	-4,344.0	-7.1	Enel
Personal and benefit cost	(m. euro)	4,596	5,789	4,296	-1,193.0	-20.6	Enel
Payment to lenders of capital	(m. euro)	2,884	2,971	2,774	-87.0	-2.9	Enel
Payments to governments	(m. euro)	4,211	3,910	4,422	301.0	7.7	Enel
Economic value obtained	(m. euro)	**11,775**	**10,866**	**11,873**	909.0	8.4	Enel
Investments [5]							
Investments	(m. euro)	**5,958.8**	**7,075.4**	**7,484.1**	-1,116.6	-15.8	Enel
Valle d'Aosta	(m. euro)	0	0	8.8	-	-	Italy
Piedmont	(m. euro)	99.1	121.5	166.7	-22.4	-18.4	Italy
Lombardy	(m. euro)	155.8	204.9	194.5	-49.1	-23.9	Italy
Trentino Alto Adige	(m. euro)	17.1	49.2	17.2	-32.1	-65.2	Italy
Veneto	(m. euro)	121.8	146.9	184.6	-25.1	-17.1	Italy
Friuli Venezia Giulia	(m. euro)	16.4	17.7	20.0	-1.3	-7.6	Italy
Liguria	(m. euro)	34.6	67.9	51.9	-33.2	-49.0	Italy
Emilia Romagna	(m. euro)	82.7	97.1	111.0	-14.5	-14.9	Italy
Tuscany	(m. euro)	236.9	281.1	197.4	-44.2	-15.7	Italy

KPI	UM	2013	2012	2011	2013-2012	%	Scope
Marche	(m. euro)	30.3	41.5	43.7	-11.1	-26.9	Italy
Umbria	(m. euro)	17.5	24.4	25.9	-6.9	-28.3	Italy
Lazio	(m. euro)	332.7	333.6	434.1	-0.9	-0.3	Italy
Abruzzo	(m. euro)	33.7	49.8	51.6	-16.2	-32.5	Italy
Molise	(m. euro)	11.0	21.7	13.5	-10.7	-49.5	Italy
Campania	(m. euro)	136.6	152.8	158.0	-16.2	-10.6	Italy
Puglia	(m. euro)	201.2	317.4	245.3	-116.2	-36.6	Italy
Basilicata	(m. euro)	18.8	61.7	16.2	-42.9	-69.5	Italy
Calabria	(m. euro)	81.7	165.7	77.7	-84.0	-50.7	Italy
Sicily	(m. euro)	166.9	205.6	362.3	-38.7	-18.8	Italy
Sardinia	(m. euro)	70.7	82.6	102.2	-11.9	-14.4	Italy
Total Italy	(m. euro)	**1,865.4**	**2,443.1**	**2,482.4**	-577.7	-23.6	Italy
Enel Green Power Iberia	(m. euro)	58.5	145.0	206.1	-86.5	-59.6	Enel Green Power Iberia
Slovakia	(m. euro)	613.8	681.8	769.4	-68.1	-10.0	Slovakia
Romania	(m. euro)	201.0	403.7	576.8	-202.7	-50.2	Romania
Bulgaria	(m. euro)	0.4	0.23	0.06	0.1	60.3	Bulgaria
Greece	(m. euro)	17.8	124.2	87.7	-106.4	-85.7	Greece
France and Belgium	(m. euro)	15.0	46.8	130.6	-31.8	-67.9	France and Belgium
Russia	(m. euro)	193.9	295.8	358.7	-101.9	-34.5	Russia
Enel Green Power North America	(m. euro)	202.0	145.0	306.9	57.0	39.3	Enel Green Power North America
Enel Green Power Latin America	(m. euro)	607.8	211.4	89.6	396.4	187.5	Enel Green Power Latin America
Algeria	(m. euro)	0	86.2	-	-86.2	-100.0	Algeria
South Africa	(m. euro)	1.1	-	-	1.1	-	South Africa
Endesa Iberia	(m. euro)	849.1	1,367.7	1,388.9	-518.6	-37.9	Endesa Iberia
Endesa Latam	(m. euro)	1,331.7	1,129.7	1,102.3	202.0	17.9	Endesa Latam
Total Abroad	(m. euro)	**4,092.0**	**4,637.7**	**5,017.2**	-545.7	-11.8	Abroad
Adjustments	(m. euro)	1.4	-5.4	-15.5	6.7	-125.8	Enel
Weight foreign investments	(%)	**68.7**	**65.5**	**67.0**	3.1	4.8	Enel
CORPORATE IMAGE							
Presence index	(no.)	**1,227**	**2,172**	**2,748**	-945	-43.5	Enel
Global visibility index	(,000)	**374**	**584**	**711**	-210	-36.0	Enel
Qualitative visibility index (from -1 to +1)	(i)	**0.78**	**0.78**	**0.74**	-	-	Enel

(1) The figure includes 406 MW in reference to the scope classified as "held for sale" at December 31, 2013 and December 31, 2012.
(2) The 2012 production was reclassified to align it to the new accounting criterion for energy produced in Endesa Latam (valued at delivery point).
(3) New renewable power, excluding changes in scope and disposals.
(4) The 2012 consolidated income statement was restated for a better representation of relevant effects recorded in the previous year relating to the introduction of IAS 19 Revised, as well as the change in the accounting criterion for energy efficiency certificates.
(5) The figure refers to Continuing Operations alone and does not include 1 million euro (Enel Green Power España) in investments relating to assets held for sale. The Endesa Iberia data refer to the scope of Endesa Europe, while the value for Spain also includes Portugal for the Renewable Energy Division.

Sustainable energy for all

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EU8	**Research and innovation**							
	Technological innovation	(m. euro)	76	127	97	-51	-40.2	Enel
	Research personnel (1)	(no.)	242	247	183	-5	-2.0	Enel
EN6	**PROMOTION OF ENERGY EFFICIENCY**							
	Energy efficiency certificates (2)	(no.)	2,585,698	3,005,817	1,737,471	-420,119	-14.0	Italy
	Photovoltaic installed (3)	(kWp)	45,080	148,770	175,300	-103,690	-69.7	Italy
	Smart meters installed	(,000)	34,259	33,985	33,694	274	0.8	Italy
	Dissemination of smart meters abroad (4)	(,000)	1,364	2,362	1,349	-998	-42.2	Abroad

(1) Since 2012, following the new "One Company" reorganization, the figure includes all the resources of the Innovation/Research departments, including the resources of Endesa and Enel Green Power which were not considered in 2011.
(2) This volume corresponds to the compliance obligation for Enel Distribuzione under the law on white certificates for 2013 and 2012, and is not equivalent to the number of energy efficiency certificates generated or acquired in the year. The difference compared to 2011 is due to a change in accounting standards, which requires accounting of costs in the year in terms of "regulation" and no longer in terms of "operations".
(3) The photovoltaic market in 2013 saw a contraction in volumes installed compared to 2012, due mainly to the change in the regulatory situation; in particular, 2012, with the ending of the *IV Conto Energia* (feed-in tariff promotion), marked the end of plants built with financial gain in mind, limiting the average size of plants built to values close to self-consumption needs. 2013 saw the realization mainly of plants which could be financed within the deadlines of the *V Conto Energia* in the first few months of the year, to then give way to plants which could guarantee adequate returns even without incentives, making use only of the mechanism of net metering: this aspect caused a fall in the number of plants built both in terms of installed power and in absolute numbers.
(4) The fall in sales of meters abroad is due to reduction in volumes at Endesa and to the end of the orders for E.ON in Spain and Montenegro.

Governance

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
2.6	**SHAREHOLDERS**							
	Composition of shareholdings							
	Investors							
	Ministry of Economy and Finance	(%)	31.2	31.2	31.2	-	-	Enel SpA
	Institutional investors	(%)	41.9	40.5	40.3	1.4	3.5	Enel SpA
	Retail shareholders	(%)	26.9	28.3	28.5	-1.4	-4.9	Enel SpA
	Location of institutional investors							
	Italy	(%)	14.9	15.1	14.6	-0.2	-1.3	Enel SpA
	UK	(%)	10.2	9.0	14.9	1.2	13.3	Enel SpA
	Rest of Europe	(%)	31.0	38.3	44.8	-7.3	-19.1	Enel SpA
	North America	(%)	33.8	31.4	18.9	2.4	7.6	Enel SpA
	Rest of the World	(%)	10.1	6.2	6.8	3.9	62.9	Enel SpA
	Concentration index (Top 50)	(%)	25.2	23.8	22.9	1.4	5.9	Enel SpA
	Investment style of institutional investors							
	Long only	(%)	58.8	65.8	76.5	-7.0	-10.6	Enel SpA
	Index	(%)	17.0	18.4	9.1	-1.4	-7.6	Enel SpA
	Hedge	(%)	2.1	0.9	1.8	1.2	133.3	Enel SpA
	Other	(%)	22.1	14.9	12.6	7.2	48.3	Enel SpA
	Socially responsible investors							
	Presence of SRI funds	(no.)	117	108	81	9.0	8.3	Enel SpA
	Enel shares held by SRI funds	(m.)	520.3	470.6	438.3	49.7	10.6	Enel SpA
	Weight of SRI funds in institutional funds (1)	(%)	15.6	14.6	13.9	1.0	6.8	Enel SpA
	Location of SRIs							
	Italy	(%)	6.1	5.4	9.4	0.7	13.0	Enel SpA
	UK	(%)	12.1	21.9	14.5	-9.8	-44.7	Enel SpA
	Rest of Europe	(%)	47.0	52.4	31.6	-5.4	-10.3	Enel SpA
	North America	(%)	31.0	20.2	43.6	10.8	53.5	Enel SpA
	Rest of the World	(%)	3.8	0.1	0.9	3.7	3,700.0	Enel SpA
	Share price performance							
	Financial performance of the share (2)							
	Enel	(%)	-2.5	-0.2	-15.9	-2.3	1,219.7	Enel SpA
	FTSEMib	(%)	12.3	7.8	-25.2	4.4	56.5	-
	FTSEElec	(%)	8.3	-3.9	-16.4	12.2	-313.2	-
	Acea	(%)	76.1	-6.8	-43.2	82.9	-1,213.2	-
	A2A	(%)	83.9	-39.8	-29.4	123.7	-310.8	-
	Centrica	(%)	2.0	16.6	-13.5	-14.6	-87.8	-
	Endesa	(%)	33.9	6.4	-17.9	27.4	426.3	-
	Iberdrola	(%)	8.0	-14.6	-16.1	22.6	-154.9	-
	RWE	(%)	-15.7	15.1	-45.4	-30.8	-204.5	-
	E.ON	(%)	-6.5	-15.5	-27.3	9.0	-57.9	-
	Cez	(%)	-24.0	-13.5	0.4	-10.5	77.9	-
	GDF-Suez	(%)	8.1	-27.0	-22.5	35.1	-130.0	-
	EDF	(%)	80.6	-26.6	-39.4	107.2	-403.5	-
	EdP	(%)	13.6	-4.1	-4.4	17.7	-432.2	-
	Dividend Yield							
	Enel	(%)	4.1	4.8	8.3	-0.7	-14.3	Enel SpA
	A2A	(%)	3.9	3.0	1.8	0.9	30.5	-
	Centrica	(%)	4.9	4.9	5.3	-	-0.5	-

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Iberdrola	(%)	n.a.	0.7	5.3	-	-	-
	RWE	(%)	3.8	6.4	7.4	-2.6	-41.3	-
	E.ON	(%)	4.5	7.8	6.0	-3.3	-42.7	-
	GDF-Suez	(%)	8.8	9.6	7.1	-0.9	-8.9	-
	EDF	(%)	4.9	8.2	3.0	-3.4	-40.8	-
	EdP	(%)	6.9	0	7.1	6.9	-	-
	Enel on the main stock markets worldwide							
	E100	(%)	0.6	0.5	0.5	-	-	Enel SpA
	Ftse Italy All Share	(%)	n.a.	7.8	9.4	-	-	Enel SpA
	BE500	(%)	0.4	0.3	0.4	0.1	39.3	Enel SpA
	BEELECT	(%)	11.3	8.8	8.1	2.5	27.7	Enel SpA
	Enel in the FTSE4GOOD sustainability index	(i)	Yes	Yes	Yes	-	-	Enel SpA
	Presence of Enel in the DJSI	(i)	Yes	Yes	Yes	-	-	Enel SpA
	Return for the shareholder							
	EPS [3]	(cent euro)	34	3	44	31	1,033.3	Enel SpA
	TSR from IPO	(%)	0.71	-6.47	-6.50	7.18	-111.0	Enel SpA
	TSR last 2 years	(%)	7.17	-1.60	-4.19	8.77	-548.1	Enel SpA
	Communication to shareholders							
	Meetings with investors [4]	(no.)	362	351	395	11	3.1	Enel SpA
	Information on CSR from ethical funds [4]	(no.)	55	64	58	-9	-14.1	Enel SpA
	Information requests from retail shareholders [5]	(no.)	636	409	428	227	55.5	Enel SpA
	LENDERS							
	Debt							
	Total debt	(m. euro)	39,862	42,948	44,692	-3,086	-7.2	Enel
	Debt to Equity	(i)	0.8	0.8	0.8	-	-	Enel
	Rating [6]							
	S&P	(i)	BBB	BBB+	A-	-	-	Enel
	Outlook	(i)	Stable Outlook	Negative Outlook	Negative Credit Watch	-	-	Enel
	Moody's	(i)	Baa2	Baa2	A3	-	-	Enel
	Outlook	(i)	Negative Outlook	Negative Outlook	Negative Outlook	-	-	Enel
	Fitch	(i)	BBB+	BBB+	A-	-	-	Enel
	Outlook	(i)	Watch negative	Watch negative	Stable	-	-	Enel
LA13	**CORPORATE GOVERNANCE**							
	Board of Directors							
	Members of the BoD by type	(no.)	9	9	9	-	-	Enel SpA
	Executive directors	(no.)	2	2	2	-	-	Enel SpA
	Non-executive directors	(no.)	7	7	7	-	-	Enel SpA
	- of which independent	(no.)	6	6	5	-	-	Enel SpA
	Directors nominated by minority shareholders	(no.)	3	3	3	-	-	Enel SpA
	Women on BoDs of the Group							
	Women on the BoD of Enel SpA	(no.)	-	-	-	-	-	Enel SpA
	Women on the BoD of Group companies	(no.)	181	114	106	67	58.8	Enel
	Members of the BoD by age range:							
	Under 35	(%)	0	0	0	-	-	Enel SpA
	From 35 to 44	(%)	0	0	0	-	-	Enel SpA
	From 45 to 54	(%)	22.2	33.3	33.3	-11.1	-33.3	Enel SpA
	From 55 to 59	(%)	22.2	11.1	22.2	11.1	100.0	Enel SpA
	Over 60	(%)	55.6	55.6	44.5	-	-	Enel SpA

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	BoD meetings	(no.)	**14**	**14**	**16**	-	-	Enel SpA
	Internal dealing							
	Shares held by "important persons" [7]	(,000)	**3,065**	**3,088**	**3,079**	-23	-0.7	Enel SpA
	ETHICAL AUDITING							
DMA HR	**Implementation of the Code of Ethics**							
	Notifications received by type of stakeholder	(no.)	**196**	**197**	**171**	-1	-0.5	Enel
	Internal stakeholders	(no.)	82	60	42	22	36.7	Enel
	External stakeholders	(no.)	33	45	39	-12	-26.7	Enel
	Anonymous	(no.)	81	92	90	-11	-12.0	Enel
	Notifications received by stakeholder harmed or potentially harmed	(no.)	**196**	**197**	**171**	-1	-0.5	Enel
	Shareholder	(no.)	88	93	94	-5	-5.4	Enel
	Customer	(no.)	13	25	14	-12	-48.0	Enel
	Employee	(no.)	58	39	25	19	48.7	Enel
	General public	(no.)	10	13	12	-3	-23.1	Enel
	Suppliers	(no.)	27	27	26	-	-	Enel
	Notifications received by status	(no.)	**196**	**197**	**171**	-1	-0.5	Enel
	Notifications being assessed	(no.)	57	1	0	56	-	Enel
	Notifications for which a violation has not been confirmed	(no.)	112	155	133	-43	-27.7	Enel
	Notifications for which a violation has been confirmed	(no.)	27	41	38	-14	-34.1	Enel
	Violations confirmed, classified by harmed stakeholder [8]	(no.)	**27**	**41**	**38**	-14	-34.1	Enel
	Shareholder	(no.)	19	24	27	-5	-20.8	Enel
	Customer	(no.)	3	3	2	-	-	Enel
	Employee	(no.)	2	9	2	-7	-77.8	Enel
	General public	(no.)	0	2	1	-2	-100.0	Enel
	Suppliers	(no.)	3	3	6	-	-	Enel
HR11	**Violations confirmed by type of episode** [8]	(no.)	**27**	**41**	**38**	-14	-34.1	Enel
SO4	Corruption [9]	(no.)	6	19	23	-13	-68.4	Enel
	Mobbing	(no.)	0	1	0	-1	-100.0	Enel
HR4	Discrimination	(no.)	0	0	0	-	-	Enel
	- in relation to gender	(no.)	0	0	0	-	-	Enel
	- in relation to disability	(no.)	0	0	0	-	-	Enel
	Improper use of company resources/ instruments	(no.)	8	5	3	3	60.0	Enel
	Other reasons	(no.)	13	16	12	-3	-18.8	Enel
	Violations for corruption confirmed, by country [8]	(no.)	**6**	**19**	**23**	-13	-68.4	Enel
	Italy	(no.)	0	2	3	-2	-100.0	Italy
	Spain	(no.)	1	2	6	-1	-50.0	Spain
	Argentina	(no.)	2	3	4	-1	-33.3	Argentina
	Brazil	(no.)	0	6	5	-6	-100.0	Brazil
	Colombia	(no.)	2	2	0	-	-	Colombia
	Peru	(no.)	0	0	3	-	-	Peru
	Slovakia	(no.)	0	0	1	-	-	Slovakia
	Russia	(no.)	0	2	1	-2	-100.0	Russia
	Chile	(no.)	1	2	0	-1	-50.0	Chile

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
HR1	Significant investment agreements which include clauses on human rights	(no.)	1	2	2	-1	-50.0	Enel
	Percentage of significant investment agreements which include clauses on human rights	(%)	100	100	100	-	-	Enel
	INSTITUTIONAL RELATIONS							
EC4	**Grants**							
	Grants received in the year	(m. euro)	61.4	53.0	111.3	8.4	15.8	Enel
	Italy	(m. euro)	54.1	37.6	n.a.	16.5	43.9	Italy
	Slovakia	(m. euro)	0.1	0.0	n.a.	0.1	-	Slovakia
	Spain	(m. euro)	0.6	15.4	n.a.	-14.8	-96.2	Spain
	Brazil	(m. euro)	6.6	0.0	n.a.	6.6	-	Brazil
	Energy networks	(%)	95.8	52.2	65.7	43.7	83.7	Enel
	R&D	(%)	2.5	46.5	33.2	-44.0	-94.6	Enel
	Renewable energy	(%)	1.4	1.3	1.1	0.1	4.3	Enel
	Other	(%)	0.3	0.0	0.0	0.3	-	Enel
	Number of projects that received disbursements	(no.)	40	45	50	-5	-11.1	Enel
	Loans granted by the EIB and others							
	Remaining debt on loans from EIB and others	(m. euro)	6,089.2	5,811.8	4,876.4	277.4	4.8	Enel
	- Italy	(m. euro)	4,484.8	4,490.6	3,721.9	-5.7	-0.1	Italy
	- Abroad (Endesa, Slovakia, Russia)	(m. euro)	1,604.4	1,321.2	1,154.5	283.2	21.4	Enel
	Energy networks	(%)	65.6	64.3	68.9	1.4	2.1	Enel
	R&D	(%)	0.005	0.004	0.05	0.001	17.6	Enel
	Renewable energy	(%)	17.9	17.8	20.0	0.1	0.8	Enel
	Other	(%)	16.4	18.0	11.0	-1.5	-8.5	Enel
	Number of projects in progress approved with loans from EIB and others	(no.)	82	58	66	24	41.4	Enel
	Tax revenue (10)	(m. euro)	4,211	3,910	4,422	301	7.7	Enel
	Ires, Irap and other taxes	(m. euro)	1,547	1,415	2,246	132	9.3	Enel
	Taxes abroad	(m. euro)	890	1,025	781	-135	-13.2	Enel
	Other taxes and duties	(m. euro)	1,485	1,242	1,162	243	19.6	Enel
	Fees net of contributions received	(m. euro)	289	228	233	61	26.8	Enel

(1) Calculated as the ratio between the number of shares held by socially responsible investors and the number of shares held by identified institutional investors.
(2) Calculated as the difference between the valuation on the last open market day of the year and the valuation of the previous year.
(3) The 2012 consolidated income statement was restated for a better representation of relevant effects recorded in the previous year relating to the introduction of IAS 19 Revised, as well as the change in the accounting criterion for energy efficiency certificates, and therefore also the EPS changed.
(4) Values based on the total meetings held during the different road shows and an estimate of the meetings held with institutional investors.
(5) Of which 470 (161 in 2012) written requests and 166 (248 in 2012) phone calls. Total written requests at December 31, 2013 broke down as follows: a) performance of Enel shares: 4; b) request for accounting documents: 139; c) information on dividends, shares and bonds: 122; d) information on the Enel Group's activities: 10; e) information on Shareholders' meetings: 10; f) other: 185.
(6) Data updated at February 13, 2014.
(7) The number given in this field refers to investments in the shares of Enel SpA, Endesa SA and Enel Green Power SpA made by the directors and statutory auditors of Enel SpA, the directors of Endesa SA, and further executive positions at Enel SpA and Endesa SA with regular access to confidential information and authorization to take executive decisions that may impact on the development and future prospects of the Enel Group.
(8) During 2013 the analysis was completed of the notifications received in 2012 and 2011. For this reason the number of confirmed violations for 2012 and 2011 changed compared to the data published last year.
(9) Corruption consists of the abuse of power conferred with the goal of private gain and can be instigated by individuals in the public or private sector. It is interpreted here as including corrupt practices such as bribes, fraud, extortion, collusion, conflict of interest and money laundering.
(10) The 2012 values were reclassified due to restatement.

Environment

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	EMISSIONS							
EN18 COMM	**Emissions saved** (1)	(m. t)	**104.0**	**96.9**	**92.8**	7.1	7.3	Enel
EN16 COMM	**Direct emissions of greenhouse gases (Scope 1)**							
	CO_2 emissions from electricity production and heat	(m. t)	115.3	127.5	123.2	-12.2	-9.6	Enel
	Direct emissions due to other activities	(m. t eq.)	0.268	0.322	0.310	-0.054	-16.8	Enel
	Total direct emissions (Scope 1)	(m. t eq.)	**115.5**	**127.8**	**123.5**	-12.3	-9.6	Enel
	Specific CO_2 emissions from total net production (2)	(kg/MWh)	**391**	**418**	**411**	-27	-6.6	Enel
	Specific CO_2 emissions from net production from fossil fuels							
	- simple	(kg/MWh)	744	733	708	11	1.5	Enel
	- cogeneration	(kg/MWh)	652	659	660	-7	-1.1	Enel
	Indirect emissions of greenhouse gases (Scope 2) (3)							
	Fuel deposit and movement	(m. t eq.)	0.003	0.004	0.003	-0.001	-34.9	Enel
	Electricity distribution	(m. t eq.)	0.184	0.229	0.238	-0.045	-19.7	Enel
	Property management	(m. t eq.)	0.001	0.133	0.085	-0.132	-99.2	Enel
	Mining	(m. t eq.)	0.002	0.003	0.005	-0.001	-36.9	Enel
	Total indirect emissions (Scope 2)	(m. t eq.)	**0,190**	**0,370**	**0,332**	-0,180	-48,7	Enel
EN17	**Other indirect emissions of greenhouse gases (Scope 3)** (3)							
	Coal mining	(m. t eq.)	5.739	6.313	5.933	-0.575	-9.1	Enel
	Transport of coal by sea	(m. t eq.)	0.828	0.899	0.647	-0.071	-7.8	Enel
	Transport of coal by train	(m. t eq.)	0.446	0.488	0.580	-0.043	-8.8	Enel
	Transport fuels (gas oil, biomass, WDF)	(m. t eq.)	0.004	0.003	0.004	0.001	29.9	Enel
	Transport raw materials and waste	(m. t eq.)	0.020	0.024	0.023	-0.004	-16.8	Enel
	Total indirect emissions (Scope 3)	(m. t eq.)	**7.036**	**7.727**	**7.187**	-0.692	-9.0	Enel
EN20 COMM	**Other atmospheric emissions**							
	SO_2 emissions	(t)	272,327	302,466	281,262	-30,139	-10.0	Enel
	NO_x emissions	(t)	227,516	252,237	258,685	-24,721	-9.8	Enel
	H_2S emissions	(t)	6,367	8,964	9,174	-2,597	-29.0	Enel
	Particulate matter emissions	(t)	114,217	102,049	110,039	12,168	11.9	Enel
	Specific emissions compared to total net production (2)							
	SO_2 emissions	(g/kWh)	0.92	0.99	0.94	-0.07	-7.0	Enel
	NO_x emissions	(g/kWh)	0.77	0.83	0.86	-0.06	-6.8	Enel
	Emissions of particulate matter	(g/kWh)	0.39	0.34	0.37	0.05	15.5	Enel
	Specific emissions compared to net thermoelectric production (4)							
	SO_2 emissions	(g/kWh)	1.69	1.69	1.58	-	-	Enel
	NO_x emissions	(g/kWh)	1.41	1.41	1.46	-	-	Enel
	Particulate matter emissions	(g/kWh)	0.71	0.57	0.62	0.14	24.4	Enel
	Specific emissions compared to net geothermoelectric production							
	H_2S emissions	(g/kWh)	1.14	1.63	1.65	-0.49	-30.1	Enel
	Nuclear emissions into atmosphere							
	Noble gases	(GBq per unit)	46.1	80.4	51.1	-34.3	-42.7	Enel
	Iodine	(GBq per unit)	0.03	0.11	0.03	-0.08	-75.3	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Aerosol	(GBq per unit)	0.1	2.5	6.0	-2.4	-94.8	Enel
	Other radioactive	(MBq per unit)	0.2	0.9	1.9	-0.7	-73.3	Enel
EN19	**Emissions of ozone depleting substances**							
	CFC	(kgCFC-11eq)	986	0	149	986	-	Enel
	HCFC	(kgCFC-11eq)	33	24	0	9	38.0	Enel
	Halon	(kgCFC-11eq)	330	0	0	330	-	Enel
	Methyl bromide	(kgCFC-11eq)	0	0	0	-	-	Enel
	R22	(kgCFC-11eq)	160	127	61	33	25.7	Enel
	Freon 113	(kgCFC-11eq)	2,296	393	1,047	1,903	484.0	Enel
	Total	(kgCFC-11eq)	**3,805**	**544**	**1,257**	3,261	599.0	Enel
	Environmental expenditures							
EN30	**Environmental expenditures - GRI EN30 criterion** (5) (7)	(m. euro)	**1,142**	**1,282**	**833**	-140	-10.9	Enel
	Current expenditures (costs)	(m. euro)	824	758	582	66	8.7	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	546	410	282	136	33.2	Enel
	- for environmental prevention and management	(m. euro)	278	349	300	-71	-20.4	Enel
	Investments	(m. euro)	318	524	251	-206	-39.3	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	226	308	142	-82	-26.6	Enel
	- for environmental prevention and management	(m. euro)	92	216	109	-124	-57.5	Enel
	Environmental expenditures – EUROSTAT criterion	(m. euro)	**807**	**1,100**	**739**	-293	-26.7	Enel
	Total current expenditures	(m. euro)	489	576	488	-87	-15.1	Enel
	Total environmental investments	(m. euro)	318	524	251	-206	-39.3	Enel
	Environmental issues personnel (6)	(no.)	**454**	**464**	**530**	-10	-2	Enel
EN28	**Environmental disputes**							
	Environmental proceedings as defendant (7)	(no.)	638	710	608	-72	-10.1	Enel
	Monetary value of environmental fines	(m. euro)	0.131	0.747	0.257	-1	-82.5	Enel
	Specific environmental taxes due to exceeding polluting limits (8)	(m. euro)	**0.257**	**n.a.**	**n.a.**	0.257	-	Russia
	Environmental certifications							
	Extent of EMAS registration coverage	(%)	**44.4**	**42.3**	**40.5**	2.1	4.9	Enel
	Extent of ISO 14001:2004 coverage							
	Net maximum electricity capacity	(%)	94.0	92.6	91.2	1.4	1.6	Enel
	km of electricity grid	(%)	95.4	95.3	93.0	0.1	0.1	Enel
	Activities undertaken by Enel Servizi Italia	(%)	100	100	100	-	-	Italy
	Activities undertaken by Market Division Italy and Romania	(%)	100	100	100	-	-	Italy and Romania
	ENERGY CONSUMPTION							
EN3	**Fuel consumption by primary source in TJ**							
	from non-renewable sources	(TJ)	**1,896,579**	**2,085,403**	**2,054,505**	-188,825	-9.1	Enel
	Coal	(TJ)	778,996	855,405	777,447	-76,409	-8.9	Enel
	Lignite	(TJ)	44,171	47,730	60,960	-3,559	-7.5	Enel
	Oil	(TJ)	87,337	102,451	96,338	-15,114	-14.8	Enel
	Natural gas	(TJ)	485,418	559,105	608,928	-73,688	-13.2	Enel
	Gas oil	(TJ)	55,349	45,636	57,485	9,713	21.3	Enel
	Uranium	(TJ)	445,308	475,034	453,347	-29,726	-6.3	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Other (orimulsion, coke oven gas, coke, etc.)	(TJ)	0	42	0	-42	-100.0	Enel
	from renewables	(TJ)	**150,641**	**152,400**	**155,823**	-1,759	-1.2	Enel
	Biomass, biogas and waste	(TJ)	8,876	9,588	9,986	-712	-7.4	Enel
	Hydrogen	(TJ)	0	42	11	-42	-100.0	Enel
	Geothermal fluid	(TJ)	141,765	142,770	145,826	-1,005	-0.7	Enel
	Total direct consumption	(TJ)	**2,047,220**	**2,237,803**	**2,210,328**	-190,583	-8.5	Enel
	Fuel consumption by primary source in MTOE							
	from non-renewable sources	(MTOE)	**45.3**	**49.8**	**49.1**	-4.5	-9.1	Enel
	Coal	(MTOE)	18.6	20.4	18.6	-1.8	-8.9	Enel
	Lignite	(MTOE)	1.06	1.14	1.5	-0.09	-7.5	Enel
	Oil	(MTOE)	2.1	2.4	2.3	-0.4	-14.8	Enel
	Natural gas	(MTOE)	11.6	13.4	14.5	-1.8	-13.2	Enel
	Gas oil	(MTOE)	1.3	1.1	1.4	0.2	21.3	Enel
	Uranium	(MTOE)	10.6	11.3	10.8	-0.7	-6.3	Enel
	Other (orimulsion, coke oven gas, coke, oil, etc.)	(MTOE)	0	0.001	0	-0.001	-100.0	Enel
	from renewables	(,000 TOE)	**3,598**	**3,640**	**3,735**	-42	-1.2	Enel
	Biomass, biogas and waste	(,000 TOE)	212	229	252	-17	-7.4	Enel
	Hydrogen	(,000 TOE)	0	1.00	0.26	-1	-100.0	Enel
	Geothermal fluid	(,000 TOE)	3,386	3,410	3,483	-24	-0.7	Enel
	Total direct consumption	(MTOE)	**48.9**	**53.4**	**52.8**	-4.6	-8.5	Enel
	Incidence of fuel consumption from non-renewable sources							
	Coal	(%)	41.1	41.0	37.8	0.1	0.1	Enel
	Lignite	(%)	2.3	2.3	3.0	-	-	Enel
	Oil	(%)	4.6	4.9	4.7	-0.3	-6.3	Enel
	Natural gas	(%)	25.6	26.8	29.6	-1.2	-4.5	Enel
	Gas oil	(%)	2.9	2.2	2.8	0.7	33.4	Enel
	Uranium	(%)	23.5	22.8	22.1	0.7	3.1	Enel
	Other (orimulsion, coke oven gas, coke oil, etc.)	(%)	0	0	0	-	-	Enel
EN4	**Electricity consumption by destination**							
	Fuel deposit and movement	(TJ)	30	34	29	-4	-11.8	Enel
	Electricity distribution	(TJ)	1,864	1,851	2,161	13	0.7	Enel
	Property management	(TJ)	1,148	1,080	768	68	6.3	Enel
	Mining	(TJ)	25	28	49	-3	-12.1	Enel
	Total electricity consumption	(TJ)	**3,066**	**2,993**	**3,007**	73	2.4	Enel
	Internal consumption							
	Electricity consumption for civilian uses	(MWh)	318,845	299,900	213,258	16,956	5.7	Enel
	Fuel consumption	(TOE)	27,499	31,082	31,847	-5,849	-18.8	Enel
EN8 COMM	Water requirement for civilian uses	(,000 m^3)	7,257	2,919	3,600	4,337	148.6	Enel
EN1 COMM	Paper bought for printers/photocopiers	(m. A4 eq.)	197.2	232.3	250.6	-35.1	-15.1	Enel
	RAW MATERIALS							
	Resources used in the production process							
EN1 COMM	Fuel consumption for thermoelectric production							
	from non-renewable sources							
	Coal	(,000 t)	36,492	40,186	36,359	-3,694	-9.2	Enel
	Lignite	(,000 t)	3,824	4,339	5,122	-515	-11.9	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Oil	(,000 t)	2,140	2,505	2,396	-365	-14.6	Enel
	Natural gas	(m. m³)	13,968	15,958	17,682	-1,989	-12.5	Enel
	Gas oil	(,000 t)	1,318	1,096	1,355	221	20.2	Enel
	Other (orimulsion, coke, oil, etc.)	(,000 t)	0	3	0	-3	-100.0	Enel
	from renewables							
	Biomass and waste for thermoelectric production	(,000 t)	653	775	790	-122	-15.8	Enel
	Hydrogen	(m. m³)	0	3.32	1.06	-3	-100.0	Enel
	Biogas	(m. m³)	33,923	18,948	38,266	14,975	79.0	Enel
	Geothermal steam used for electricity production	(,000 t)	85,361	86,991	87,873	-1,630	-1.9	Enel
	Fuel consumption for nuclear production							
	Uranium	(t)	107	135	129	-28	-20.6	Enel
	Consumables							
	Lime	(,000 t)	810.3	1,039.6	1,108.0	-229.3	-22.1	Enel
	Ammonia	(,000 t)	17.3	20.4	18.4	-3.1	-15.2	Enel
	Caustic soda	(,000 t)	66.4	55.0	35.6	11.4	20.7	Enel
	Slaked lime	(,000 t)	16.6	18.4	22.6	-1.8	-10.0	Enel
	Sulphuric/hydrochloric acid	(,000 t)	16.0	15.2	15.2	0.8	5.0	Enel
	Other	(,000 t)	117.1	80.6	66.6	36.5	45.3	Enel
	Total	(,000 t)	**1,043.6**	**1,229.1**	**1,266.3**	-185.5	-15.1	Enel
	Percentage of materials used that derive from recycled material compared to total consumption of each resource							
	Lime for smoke desulfurization	(%)	0.2	0.2	0	-	-	Enel
	Lubricant	(%)	0.5	4.2	3.5	-3.7	-89.0	Enel
	Dielectric oil	(%)	99.2	93.3	20.0	5.9	6.3	Enel
	Ferric chloride	(%)	0	0.7	0.7	-0.7	-100.0	Enel
	Sulphuric acid	(%)	0	0.2	0	-0.2	-100.0	Enel
EN2	Paper for printing	(%)	43.6	53.6	54.4	-10.0	-18.6	Enel
	Equipment with PCB	(%)	**1.1**	**1.2**	**1.3**	-0.1	-10.3	Enel
	PCB quantity contained in equipment with PCB >500 ppm	(t)	**0.7**	**1.5**	**1.1**	-0.8	-55.2	Enel
	PCB quantity contained in equipment with 50<PCB<500 ppm	(t)	**4,661**	**5,153**	**4,590**	-492	-9.5	Enel
	WATER CONSUMPTION							
	Volumes of water drawn by production process (9)							
	Consumption for thermoelectric production	(m. m³)	126.6	143.0	146.2	-16.4	-11.5	Enel
	Consumption for nuclear production (10)	(m. m³)	61.0	46.5	45.6	145.0	312.2	Enel
	Consumption for geothermoelectric production and for deposit and movement of fuels	(m. m³)	0.06	0.04	0.04	0.02	46.5	Enel
	Total consumption for production processes	(m. m³)	**187.7**	**189.5**	**191.8**	-1.8	-0.9	Enel
	Consumption for other industrial uses	(m. m³)	1.9	2.2	2.2	-0.2	-11.4	Enel
	Total consumption of water	(m. m³)	**189.6**	**191.6**	**193.9**	-2.0	-1.1	Enel
	Specific consumption for production process (8)							
	Specific consumption for thermoelectric production	(l/kWh)	0.79	0.80	0.82	-0.01	-1.5	Enel
	Specific consumption for nuclear production (9)	(l/kWh)	1.48	1.11	1.14	0.37	33.4	Enel
	Total specific consumption for production processes	(l/kWh)	**0.64**	**0.62**	**0.65**	0.02	2.4	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EN8 COMM	**Volumes of water drawn by source** [9]							
	Consumption from scarce sources	(m. m³)	**170.0**	**166.2**	**163.1**	3.8	2.3	Enel
	Surface water (humid areas, lakes, rivers)	(m. m³)	147.1	142.6	136.5	4.5	3.2	Enel
	Underground water (from well)	(m. m³)	15.2	14.6	17.7	0.6	4.0	Enel
	Water from aqueducts	(m. m³)	7.6	9.0	8.9	-1.4	-15.6	Enel
	Consumption from non-scarce sources	(m. m³)	**19.6**	**25.5**	**30.8**	-5.9	-23.2	Enel
	Seawater (used as such and desalinated)	(m. m³)	11.0	13.5	18.1	-2.5	-18.5	Enel
	Effluents (amount used inside plants)	(m. m³)	8.7	11.9	12.8	-3.2	-26.8	Enel
	Total	(m. m³)	**189.6**	**191.6**	**193.9**	-2.0	-1.1	Enel
EN10	**Percentage of recycled and reused water**	(%)	**4.6**	**6.2**	**6.8**	-1.6	-25.7	Enel
	Water used for open-cycle cooling							
	in thermoelectric power plants	(m. m³)	19,371	20,471	23,150	-1,100	-5.4	Enel
	in nuclear power plants	(m. m³)	2,537	2,563	2,417	-26	-1.0	Enel
EN21 COMM	**DISCHARGED WATER**							
	Waste water (quantity discharged)	(m. m³)	**91.7**	**90.4**	**267.6**	1.3	1.4	Enel
	by thermoelectric production	(m. m³)	81.2	79.3	67.8	1.9	2.4	Enel
	by nuclear production [11]	(m. m³)	10.4	11.0	199.8	-0.6	-5.4	Enel
	for fuel oil deposit and movement	(m. m³)	0.16	0.08	0.05	0.08	103.9	Enel
	Quality of discharged water [12]							
	COD (Chemical Oxygen Demand)	(kg)	1,167,106	1,570,899	506,616	-403,794	-25.7	Enel
	BOD (Biochemical Oxygen Demand)	(kg)	254,039	532,401	859,258	-278,362	-52.3	Enel
	Nitrogen	(kg)	93,282	603,604	111,312	-510,322	-84.5	Enel
	Heavy metals	(kg)	114,144	72,686	56,452	41,458	57.0	Enel
	Phosphor	(kg)	12,338	43,347	16,082	-31,008	-71.5	Enel
	Nuclear emissions into water							
	Tritium	(TBq per unit)	48.9	112.2	79.0	-63.3	-56.4	Enel
	Fission and corrosion products	(GBq per unit)	18.1	22.8	19.0	-4.7	-20.5	Enel
EN22 COMM	**WASTE**							
	Waste products							
	Non-hazardous waste	(t)	9,982,908	12,027,183	11,578,474	-2,044,275	-17.0	Enel
	Hazardous waste	(t)	73,490	87,595	60,738	-14,105	-16.1	Enel
	- of which waste containing PCB	(t)	294	4,220	6,267	-3,926	-93.0	Enel
	Total waste products	(t)	**10,056,398**	**12,114,778**	**11,639,212**	-2,058,380	-17.0	Enel
	Total waste sent to recovery	(%)	**31.9**	**26.9**	**28.4**	5.0	18.7	Enel
	Hazardous waste by means of disposal							
	Recovery (including recovering of energy)	(t)	21,899	48,746	38,251	-26,847	-55.1	Enel
	Dumping	(t)	51,590	38,849	22,487	12,741	32.8	Enel
	Non-hazardous waste by means of disposal							
	Recovery (including recovering of energy)	(t)	3,184,848	3,204,941	3,270,917	-20,093	-0.6	Enel
	Dumping	(t)	6,798,060	8,822,242	8,307,557	-2,024,181	-22.9	Enel
	Waste products in nuclear plants							
	Liquid radioactive waste at low/medium activity level	(m³)	48.8	35.0	56.6	13.8	39.5	Enel
	Solid radioactive waste at low/medium activity level [13]	(t)	29.9	31.4	31.0	-1.5	-4.8	Enel
	Solid radioactive waste at low/medium activity level [13]	(m³)	197.4	481.8	289.2	-284.4	-59.0	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Liquid radioactive waste at high activity level	(m^3)	0	0	0	-	-	Enel
	Solid radioactive waste at high activity level	(t)	64.8	56.3	11.7	8.5	15.1	Enel
EU9	Provision for the decommissioning of nuclear power plants (14)	(m. euro)	2,694	3,538	2,946	-844	-23.9	Enel
	Mitigation of the impact on the landscape/ territory (15)							
	LV/MV cabling ratio	(%)	65.1	65.0	62.8	0.1	0.2	Enel
	LV cabling ratio	(%)	82.5	82.9	79.9	-0.4	-0.5	Enel
	MV cabling ratio	(%)	34.4	33.6	32.8	0.8	2.5	Enel

(1) Calculated by multiplying the electricity production obtained with each renewable or nuclear source by the average CO_2 emission from thermoelectric fossil fuel production at Enel Group plants in the various areas; in the absence of thermoelectric plant belonging to the Group, the average national emission is taken as a benchmark from the Enerdata database (http://services.enerdata.eu). The total emissions saved are calculated as the sum of the emissions saved in the various local areas.
(2) Specific emissions are calculated considering the total emissions from simple thermoelectric production, combined of electricity and heat, with respect to total renewable, simple thermoelectric and nuclear production and the combined production of electricity and heat (including the contribution from heat in MWh).
(3) Following an update to the method of calculating "Scope 2" and "Scope 3" emissions, the value for 2013 cannot be compared with that of previous years.
(4) Specific emissions are calculated considering the total emissions from simple thermoelectric production, combined of electricity and heat, with respect to total simple thermoelectric production, combined of electricity and heat (including the contribution from heat in MWh).
(5) The figures relating to "current expense for waste disposal, emission treatment and environmental restoration" do not include insurance for environmental responsibility or depreciation for investments in environmental protection, since the current accounting system does not permit a reliable allocation of insurance premiums against specific environmental items, and investments are recorded as such since the amount of depreciation has not been definitively codified yet.
(6) The 2011 figure includes the resources of the Renewable Energy Division which were mistakenly not classified as FTE (Full Time Equivalent).
(7) Until 2012 the total number of disputes for the scope of Endesa also included environmental proceedings (for example proceedings to impose administrative penalties) which were not solely judicial matters.
(8) This value relating to the plant at Reftinskaya is recorded separately starting in 2013, while in previous years it was considered under environmental expenses.
(9) In the calculation for absolute consumption and specific consumption of water, the consumption of water for open-cycle cooling is not included and nor is the plant's consumption of renewable sources.
(10) The values for 2013 have been calculated taking account of water consumption due to evaporation in the semi-open cycle at the power plant of Ascó in Spain, which had not been taken into consideration until last year. The data are therefore not comparable.
(11) The significant change compared to the values in 2011 was due to the different reporting criterion adopted as from 2012 at the nuclear plant of Almaraz in Spain, since the volumes of water for open cycle cooling were mistakenly treated as waste water.
(12) The analyses are carried out on different groups of plants from year to year, depending on the specific audit needs, and therefore relate to differing plant power levels.
(13) The values relating to "solid" nuclear waste (low/medium and high activity) are recorded in tons in Slovakia and in cubic meters in Spain. Both figures are given since they cannot be summed together. The trend in the quantities of radioactive waste produced depends on the maintenance work and fuel movements, and therefore is subject to considerable fluctuations over the years.
The lower production in 2013 is related to the replacement of fuel rods in 2012.
(14) The provisions for "nuclear decommissioning" refer to: 2,175 million euro (2,511 million euro at December 31, 2012) for plants V1 and V2 at Jasklovske Bohunice and EMO 1 and 2 at Mochovce and includes the provisions for the disposal of nuclear waste for 114 million euro (the same amount at December 31, 2012), the provisions for the disposal of spent nuclear fuel for 1,296 million euro (1,542 million euro at December 31, 2012) and the provisions for the dismantling of nuclear power plants for 765 million euro (855 million euro at December 31, 2012); the estimated lead-times for the financial disbursement of the costs take account of the current applicable knowledge in terms of environmental regulation, the operating timeframes used to estimate the costs, as well as the problems connected to the very long timeframe over which these costs could occur. The discounting of the costs included in the provisions has been applied using discount rates between 4.15% and 4.55%; for 519 million euro (1,027 million euro at December 31, 2012) costs which will be incurred on decommissioning of the nuclear power plants by Enresa, a Spanish public company entrusted with this task under Royal Decree no. 1349/03 and Law 24/05. The amount of the costs is based on the standard contract between Enresa and electricity companies, approved by the Ministry of the Economy in September 2001, which regulates the process of dismantling and closing nuclear generation plants. The timeframe covered corresponds to the 3-year period between the cessation of production and the transfer of the management of the plant to Enresa (post-operational costs).
(15) The cabling ratio is calculated by proportioning the km of cabled lines (both underground and airborne insulated cables) to the total km of lines.

People and society - Responsibility towards the community

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EC8	**INITIATIVES IN FAVOR OF THE COMMUNITY**							
	Contributions to communities - LBG method (1)							
	Charitable donations (1)	(m. euro)	15.1	16.1	17.7	-1.0	-6.5	Enel
	Investments in communities	(m. euro)	34.7	42.4	51.1	-7.7	-18.2	Enel
	Commercial initiatives with a social impact	(m. euro)	34.2	35.3	34.0	-1.1	-3.1	Enel
	Total (expense + investments)	(m. euro)	**83.9**	**93.8**	**102.8**	-9.9	-10.5	Enel
	Enel Cuore Onlus							
	Solidarity projects realized by Enel	(no.)	**67**	**55**	**60**	12	21.8	Enel
	Sums provided to Enel Cuore Onlus by Enel Group companies	(m. euro)	**5.490**	**5.479**	**6.280**	0.011	0.2	Enel
	Subscription fees	(m. euro)	0.320	0.320	0.280	-	-	Enel
	Extraordinary contribution from associates	(m. euro)	5.000	5.009	6.000	-0.009	-0.2	Enel
	Tied donations	(m. euro)	0.170	0.150	0.000	0.020	13.3	Enel
	SAFETY FOR COMMUNITIES							
EU25	**Third-party injuries** (2)							
	Serious and fatal injuries to third parties	(no.)	**99**	**80**	**125**	19	23.8	Enel
	- fatal	(no.)	44	51	74	-7	-13.7	Enel
	- serious	(no.)	55	29	51	26	89.7	Enel
	Third-party injuries by type							
	Electricity accidents	(%)	90	69	88	21	30.4	Enel
	Road accidents against Group infrastructure	(%)	8	22	6	-14	-63.6	Enel
	Accidents for other reasons	(%)	2	9	6	-7	-77.8	Enel
	Causes of electricity accidents							
	Construction activities near lines	(%)	18	11	15	7	63.6	Enel (3)
	Attempts at theft	(%)	56	38	37	18	47.4	Enel (3)
	Other (4)	(%)	26	51	48	-25	-49.0	Enel (3)

(1) The categories identified differ from those published in previous years following adjustment to the new LBG methodology. In particular the item "Investments in communities" also includes what was classified in previous years as "Initiatives of socially sustainable business".
(2) Data relating to safety do not include Portugal and the companies which are less than 50% consolidated.
In 2013 there were 99 serious and fatal accidents involving third parties, 90% of which related to electricity. Over 50% of electricity accidents are due to attempts to steal copper. For this reason Enel has launched the communication campaign "Stealing copper steals your life".
(3) The 2011 data do not include Endesa, since this type of injury was not recorded by them.
(4) Accidental contact with metal wires, agricultural work, plant-cutting.

People and society - Quality for customers

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EU3 2.7	**CUSTOMERS**							
	Electricity market							
	End users Italy	(no.)	27,819,881	28,032,500	28,871,639	-212,619	-0.8	Italy
	Free market	(no.)	4,769,204	4,132,802	3,872,738	636,402	15.4	Italy
	- mass market customers	(no.)	4,693,080	4,045,330	3,785,461	647,750	16.0	Italy
	- business customers (1)	(no.)	38,566	45,640	48,894	-7,074	-15.5	Italy
	- customers in protected categories	(no.)	37,558	41,832	38,383	-4,274	-10.2	Italy
	Regulated market	(no.)	23,050,677	23,899,698	24,998,901	-849,021	-3.6	Italy
	End users Iberian Peninsula	(no.)	11,376,287	11,431,437	11,536,589	-55,150	-0.5	Iberian Peninsula
	Free market	(no.)	11,376,287	11,431,437	11,536,589	-55,150	-0.5	Iberian Peninsula
	Regulated market	(no.)	0	0	0	-	-	Iberian Peninsula
	End users Latin America	(no.)	14,383,084	13,905,892	13,655,379	477,192	3.4	Latin America
	Free market	(no.)	273	264	311	9	3.4	Latin America
	Regulated market	(no.)	14,382,810	13,905,628	13,655,068	477,182	3.4	Latin America
	End users Romania	(no.)	2,663,728	2,652,594	2,634,601	11,134	0.4	Romania
	Free market	(no.)	22,581	10,946	10,028	11,635	106.3	Romania
	Regulated market	(no.)	2,641,147	2,641,648	2,624,573	-501	-	Romania
	End users France	(no.)	562	631	632	-69	-10.9	France
	Free market	(no.)	562	631	632	-69	-10.9	France
	Regulated market	(no.)	0	0	0	-	-	France
	End users Slovakia	(no.)	5,279	4,194	3,183	1,085	25.9	Slovakia
	Free market	(no.)	5,279	4,194	3,183	1,085	25.9	Slovakia
	Regulated market	(no.)	0	0	0	-	-	Slovakia
	End users Russia	(no.)	68,913	78,572	92,748	-9,659	-12.3	Russia
	Free market	(no.)	4,794	4,812	4,582	-18	-0.4	Russia
	Regulated market	(no.)	64,119	73,760	88,166	-9,641	-13.1	Russia
	Total end users Enel	(no.)	56,317,734	56,105,820	56,794,771	211,914	0.4	Enel
	Total Free market	(no.)	16,178,980	15,585,086	15,428,063	593,894	3.8	Enel
	Total Regulated market	(no.)	40,138,754	40,520,734	41,366,708	-381,980	-0.9	Enel
	Gas							
	End users Italy	(no.)	3,245,996	3,158,532	3,150,968	87,464	2.8	Italy
	End users Spain	(no.)	1,214,038	1,265,941	1,007,093	-51,903	-4.1	Spain
	Total customers gas market	(no.)	4,460,034	4,424,473	4,158,061	35,561	0.8	Enel
	PUBLIC LIGHTING							
	Customers public lighting	(no.)	3,750	3,760	3,869	-10	-0.3	Italy
	Light sources public lighting	(,000)	2,100	1,912	1,920	188	9.8	Italy
	VOLUMES SOLD							
	Electricity							
	Free market	(GWh)	174,951	191,650	188,974	-16,699	-8.7	Enel
	Regulated market	(GWh)	120,578	125,145	122,813	-4,567	-3.6	Enel
	Total volumes sold	(GWh)	295,530	316,796	311,787	-21,266	-6.7	Enel
	Sales of "Green Energy" (2)	(GWh)	10,100	9,896	10,106	204	2.1	Italy
	Gas							
	Italy	(bn m^3)	4.1	4.3	4.6	-0.2	-5.6	Italy

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- mass market customers	(bn m³)	3.4	3.4	3.4	-	-	Italy
	- business customers (3)	(bn m³)	0.7	0.9	1.2	-0.2	-21.6	Italy
	Endesa Spain	(bn m³)	**4.5**	**4.4**	**3.9**	0.1	2.3	Endesa Spain
	Total volumes sold Enel	(bn m³)	**8.6**	**8.7**	**8.5**	-0.1	-1.6	Enel
	ENERGY AVAILABILITY AND RELIABILITY							
EU11	**Efficiency thermoelectric generation**							
	Incidence of CCGT generation out of total thermoelectric power	(%)	29.3	27.7	27.0	1.6	5.8	Enel
	Average thermoelectric generation yield	(%)	**39.8**	**39.9**	**39.7**	-0.1	-0.2	Enel
	Average yield by source/technology							
	Lignite plants efficiency	(%)	35.3	36.2	35.8	-0.9	-2.4	Enel
	Coal plants efficiency	(%)	36.7	36.6	36.0	0.1	0.2	Enel
	Oil/gas plants efficiency (4)	(%)	28.7	30.8	43.5	-2.1	-6.7	Enel
	Natural gas plants efficiency (4)	(%)	36.5	28.1	46.3	8.4	29.9	Enel
	CCGT plants efficiency	(%)	49.4	50.9	46.0	-1.5	-2.9	Enel
	Average yield by geographic area							
	Average thermoelectric generation yield Italy	(%)	36.8	37.8	39.3	-1.0	-2.8	Italy
	Average thermoelectric generation yield Slovakia	(%)	26.8	27.4	27.5	-0.6	-2.1	Slovakia
	Average thermoelectric generation yield Russia	(%)	41.4	38.3	37.2	3.1	8.2	Russia
	Average thermoelectric generation yield Endesa Iberian Peninsula	(%)	39.2	39.7	39.3	-0.5	-1.2	Endesa Iberian Peninsula
	Average thermoelectric generation yield Endesa Chile	(%)	44.0	43.5	47.5	0.5	1.1	Endesa Chile
	Average thermoelectric generation yield Endesa Argentina	(%)	44.2	47.9	46.7	-3.7	-7.8	Endesa Argentina
	Average thermoelectric generation yield Endesa Brazil	(%)	49.9	49.3	43.4	0.6	1.1	Endesa Brazil
	Average thermoelectric generation yield Endesa Peru	(%)	44.0	43.4	45.0	0.6	1.4	Endesa Peru
	Average thermoelectric generation yield Endesa Colombia	(%)	26.2	25.5	25.5	0.7	2.7	Endesa Colombia
EU30	**Availability of thermoelectric generation by geographic area**							
	Average thermoelectric generation availability Italy	(%)	88.2	81.6	82.5	6.6	8.1	Italy
	Average thermoelectric generation availability Slovakia	(%)	98.1	96.4	94.6	1.7	1.8	Slovakia
	Average thermoelectric generation availability Russia	(%)	91.3	94.7	78.7	-3.4	-3.6	Russia
	Average thermoelectric generation availability Endesa Iberian Peninsula	(%)	94.5	94.6	92.3	-0.1	-0.1	Endesa Iberian Peninsula
	Average thermoelectric generation availability Endesa Chile	(%)	92.0	95.9	97.5	-3.9	-4.1	Endesa Chile
	Average thermoelectric generation availability Endesa Argentina	(%)	76.2	76.0	83.6	0.2	0.2	Endesa Argentina
	Average thermoelectric generation availability Endesa Brazil	(%)	98.8	98.9	92.0	-0.1	-0.1	Endesa Brazil
	Average thermoelectric generation availability Endesa Peru	(%)	87.0	90.6	95.3	-3.6	-3.9	Endesa Peru
	Average thermoelectric generation availability Endesa Colombia	(%)	90.3	99.0	92.8	-8.7	-8.8	Endesa Colombia

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
EU28	**Service interruptions - frequency**							
	Frequency of interruptions per customer (excluding external causes)	(no.)	3.2	3.5	3.7	-0.3	-8.0	Italy
	Frequency of interruptions per customer (including external causes)	(no.)	3.3	3.6	3.8	-0.3	-8.1	Italy
	Frequency of interruptions per customer	(no.)	4.8	5.2	5.9	-0.4	-7.7	Romania
	Frequency of interruptions per customer	(no.)	1.3	1.3	1.4	-	-	Iberian Peninsula
EU29	**Service interruptions - duration**							
	Service continuity index Italy (excluding external causes)	(min.)	39	43	40	-4	-9.2	Italy
	Service continuity index Italy (including external causes)	(min.)	41	45	44	-4	-9.0	Italy
	Service continuity index Romania	(min.)	249	307	374	-58	-18.9	Romania
	Service continuity index Iberian Peninsula	(min.)	47	52	60	-5	-9.9	Iberian Peninsula
EU12	**Network losses**							
	Network losses Italy	(%)	6.0	6.0	6.0	-	-	Italy
	Network losses Romania	(%)	15.7	15.1	17.0	0.6	4.0	Romania
	Network losses Iberian Peninsula	(%)	8.1	8.8	7.7	-0.7	-8.0	Iberian Peninsula
	SERVICE QUALITY							
	ELECTRICITY MARKET ITALY							
	Commercial structure							
	Enel retail outlets (electricity + gas)	(no.)	131	131	131	-	-	Italy
	Qui Enel/Qui Gas [5]	(no.)	1,004	997	1,628	7	0.7	Italy
	Call Center							
	Regulated market - 800 900 800							
	Call Center service level	(%)	97.4	97.2	97.1	0.2	0.2	Italy
	Average waiting time	(sec)	68	65	71	3	4.6	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	38	42	11	-4	-10.2	Italy
	Free market (electricity and gas) - 800 900 860							
	Call Center service level	(%)	97.0	96.2	95.9	0.8	0.8	Italy
	Average waiting time	(sec)	88	98	97	-10	-10.2	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	65	139	150	-74	-53.3	Italy
	Service speed							
	Execution of simple work	(d)	6.7	6.8	7.2	-0.1	-1.2	Italy
	Supply activation	(d)	0.8	0.8	0.9	-	-	Italy
PR5	**Customer Satisfaction**							
	Regulated market							
	Customer Satisfaction Index recorded by AEEG [6]	(i)	96.0	95.3	91.7	0.7	0.7	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	121.2	122.4	117.4	-1.2	-1.0	Italy
	Response time to written complaints [7]	(d)	18.2	24.5	31.6	-6.3	-25.7	Italy
	Free market							
	Customer Satisfaction Index recorded by AEEG [6]	(i)	92.8	88.7	86.1	4.1	4.6	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	87.5	89.9	62.8	-2.4	-2.6	Italy
	Response time to written complaints [7]	(d)	16.2	21.1	55.7	-4.9	-23.1	Italy
	ELECTRICITY MARKET ROMANIA							
	Commercial structure							
	Agencies	(no.)	15	40	48	-25	-62.5	Romania

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Indirect channel	(no.)	0	0	1	-	-	Romania
	Call Center							
	Call Center service level Regulated market	(%)	94.1	96.0	95.8	-1.9	-2.0	Romania
PR5	**Customer Satisfaction**							
	Regulated market							
	Customer Satisfaction Index	(i)	71.5	74.0	70.4	-2.5	-3.4	Romania
	Free market							
	Customer Satisfaction Index	(i)	73.8	84.0	82.9	-10.2	-12.1	Romania
	Written complaints and information requests [9]	(,000)	23.3	17.2	20.8	-6.1	-35.2	Romania
	Response time to written complaints commercial area	(d)	8	15	26	-7	-46.7	Romania
	ELECTRICITY MARKET IBERIAN PENINSULA							
	Commercial structure							
	Agencies	(no.)	24	25	27	-1	-4.0	Iberian Peninsula
	Indirect channel	(no.)	335	351	398	-16	-4.6	Iberian Peninsula
	Call Center							
	Call Center service level	(%)	95.8	96.5	96.9	-0.7	-0.7	Iberian Peninsula
	Service speed							
	Supply activation	(d)	2.9	3.0	2.7	-0.1	-4.7	Iberian Peninsula
PR5	**Customer Satisfaction Regulated market**							
	Regulated market							
	Customer Satisfaction Index	(i)	6.8	7.6	6.4	-0.8	-10.9	Iberian Peninsula
	Written complaints and information requests	(,000)	20.5	29.2	33.7	-8.7	-29.8	Iberian Peninsula
	Response time to written complaints	(d)	10.5	23.8	21.6	-13.3	-55.9	Iberian Peninsula
	Free market							
	Customer Satisfaction Index	(i)	6.9	6.6	6.7	0.3	4.1	Iberian Peninsula
	Written complaints and information requests	(,000)	15.0	16.1	17.9	-2.9	-18.0	Iberian Peninsula
	Response time to written complaints	(d)	14.2	6.9	12.4	7.3	106.0	Iberian Peninsula
	GAS MARKET							
PR5	**Customer satisfaction Gas**							
	Written complaints and information requests	(,000)	44.2	51.1	54.9	-6.9	-13.5	Iberian Peninsula
	Response time to written complaints [2]	(d)	20.7	20.2	58.3	0.5	2.7	Iberian Peninsula
	ACCESSIBILITY OF ENERGY							
EU27	**Customers disconnected for non-payment Italian Market** [8]							
	by time from disconnection to payment – Italy (Enel Servizio Elettrico)	(no.)	865,434	938,238	680,181	-72,804	-7.8	Italy
	< 48 h	(no.)	459,091	498,664	354,992	-39,573	-7.9	Italy
	48 h - 1 week	(no.)	267,376	309,995	235,406	-42,619	-13.7	Italy
	1 week - 1 month	(no.)	134,960	129,314	89,557	5,646	4.4	Italy
	1 month - 1 year	(no.)	4,007	265	226	3,742	1,412.1	Italy
	> 1 year	(no.)	0	0	0	-	-	Italy

KPI	UM	2013	2012	2011	2013-2012	%	Scope
by time from payment to reconnection – Italy (Enel Servizio Elettrico)	(no.)	**865,434**	**938,238**	**680,181**	-72,804	-7.8	Italy
< 24 h	(no.)	763,304	561,785	603,651	201,519	35.9	Italy
24 h - 1 week	(no.)	100,572	313,402	75,827	-212,830	-67.9	Italy
> 1 week	(no.)	1,558	63,051	703	-61,493	-97.5	Italy
by time from disconnection to payment – Italy (Enel Energia)	(no.)	**273,529**	**321,686**	**137,956**	-48,157	-15.0	Italy
< 48 h	(no.)	184,590	249,165	50,808	-64,575	-25.9	Italy
48 h - 1 week	(no.)	63,262	33,438	37,321	29,824	89.2	Italy
1 week - 1 month	(no.)	20,831	37,115	42,889	-16,284	-43.9	Italy
1 month - 1 year	(no.)	4,846	1,968	6,938	2,878	146.2	Italy
> 1 year	(no.)	0	0	0	-	-	Italy
by time from payment to reconnection – Italy (Enel Energia)	(no.)	**222,565**	**309,860**	**20,069**	-87,295	-28.2	Italy
< 24 h	(no.)	133,789	263,145	16,271	-129,356	-49.2	Italy
24 h - 1 week	(no.)	69,977	42,164	3,798	27,813	66.0	Italy
> 1 week	(no.)	18,799	4,551	0	14,248	313.1	Italy
by time from disconnection to payment – Italy (Gas market)	(no.)	**119,866**	**49,087**	**20,073**	70,779	144.2	Italy
< 48 h	(no.)	55,871	32,702	1,708	23,169	70.8	Italy
48 h - 1 week	(no.)	43,848	8,057	8,167	35,791	444.2	Italy
1 week - 1 month	(no.)	17,480	7,105	7,927	10,375	146.0	Italy
1 month - 1 year	(no.)	2,667	1,223	2,271	1,444	118.1	Italy
by time from payment to reconnection – Italy (Gas market)	(no.)	**93,527**	**48,286**	**18,538**	45,241	93.7	Italy
< 24 h	(no.)	35,515	1,721	3,690	33,794	1,963.6	Italy
24 h - 1 week	(no.)	53,305	37,557	11,102	15,748	41.9	Italy
> 1 week	(no.)	4,707	9,008	3,746	-4,301	-47.7	Italy
Market Romania [9]							
by time from disconnection to payment – Romania	(no.)	**24,597**	**32,253**	**69,275**	-7,656	-23.7	Romania
< 48 h	(no.)	19,328	21,734	46,061	-2,406	-11.1	Romania
48 h - 1 week	(no.)	2,038	5,714	14,999	-3,676	-64.3	Romania
1 week - 1 month	(no.)	2,309	2,997	6,050	-688	-23.0	Romania
1 month - 1 year	(no.)	922	1,808	2,165	-886	-49.0	Romania
by time from payment to reconnection – Romania	(no.)	**18,822**	**28,242**	**48,632**	-9,420	-33.4	Romania
< 24 h	(no.)	13,620	7,008	14,064	6,612	94.3	Romania
24 h - 1 week	(no.)	4,662	19,840	33,176	-15,178	-76.5	Romania
> 1 week	(no.)	540	1,394	1,392	-854	-61.3	Romania
Market Endesa							
by time from disconnection to payment – Endesa Iberian Peninsula	(no.)	**352,635**	**404,463**	**388,143**	-51,828	-12.8	Endesa Iberian Peninsula
< 48 h	(no.)	206,340	270,614	225,985	-64,274	-23.8	Endesa Iberian Peninsula
48 h - 1 week	(no.)	31,991	52,717	47,922	-20,726	-39.3	Endesa Iberian Peninsula
1 week - 1 month	(no.)	46,026	61,359	45,784	-15,333	-25.0	Endesa Iberian Peninsula

KPI	UM	2013	2012	2011	2013-2012	%	Scope
1 month - >1 year	(no.)	68,278	19,773	68,452	48,505	245.3	Endesa Iberian Peninsula
by time from payment to reconnection – Endesa Iberian Peninsula	(no.)	**294,368**	**404,451**	**417,711**	-110,083	-27.2	Endesa Iberian Peninsula
< 24 h	(no.)	201,002	288,766	260,141	-87,764	-30.4	Endesa Iberian Peninsula
24 h - 1 week	(no.)	92,873	115,135	157,195	-22,262	-19.3	Endesa Iberian Peninsula
> 1 week	(no.)	493	550	375	-57	-10.4	Endesa Iberian Peninsula
by time from disconnection to payment – Endesa Latin America	(no.)	**2,153,302**	**1,550,126**	**1,744,976**	603,176	38.9	Endesa Latin America (10)
< 48 h	(no.)	1,420,996	979,630	1,135,864	441,366	45.1	Endesa Latin America (10)
48 h - 1 week	(no.)	294,533	247,563	246,766	46,970	19.0	Endesa Latin America (10)
1 week - 1 month	(no.)	258,526	176,958	237,088	81,568	46.1	Endesa Latin America (10)
1 month - >1 year	(no.)	179,247	145,975	125,258	33,272	22.8	Endesa Latin America (10)
by time from payment to reconnection – Endesa Latin America	(no.)	**2,318,279**	**1,859,655**	**2,013,347**	458,624	24.7	Endesa Latin America (10)
< 24 h	(no.)	2,242,200	1,805,783	1,979,160	436,417	24.2	Endesa Latin America (10)
24 h - 1 week	(no.)	61,238	49,581	32,952	11,657	23.5	Endesa Latin America (10)
> 1 week	(no.)	14,841	4,291	1,235	10,550	245.9	Endesa Latin America (10)
Disputes with customers							
Electricity market							
Total proceedings	(no.)	144,457	168,044	193,706	-23,587	-14.0	Enel
Incidence of proceedings as defendant	(%)	80.3	71.8	77.9	8.5	11.8	Enel
Gas market							
Total proceedings	(no.)	3,251	1,399	929	1,852	132.4	Enel
Incidence of proceedings as defendant	(%)	29.0	63.0	90.3	-34.0	-53.9	Enel

(1) Supplies to major customers and heavy consumers (annual consumption over 1 GWh).
(2) The green energy declared in the Sustainability Report corresponds to the energy consumed in 2012 by the end users of Enel Energia who signed up for a green offer. Enel Energia is then required to acquire and subsequent cancel the COFERs – certificates issued by GSE to manufacturers which certify to the renewable energy origin of the sources used by their generation plants – to an extent that corresponds to the energy underpinning this particular family of offers.
(3) Includes residential customers and microbusiness.
(4) The significant change compared to 2011 was due to a different criterion for aggregating technologies; for 2011 in terms of the efficiency of oil-fuelled plants consideration was also given to the steam units which were enhanced with gas turbines.
(5) Since 2012 the sales points of the indirect channel have been counted as "physical" outlets, without distinguishing the reference market; in previous years, on the other hand, they were calculated compared to the reference market (regulated market and free market).
(6) The figure for 2013 relates to the 1st half since the publication of IQT classification takes place after the publication date of the Sustainability Report. For this reason, the 2012 figure was updated, with the value for the 2nd half of 2012. This index, relating to the free electric and gas market, as recorded by the AEEG, is expressed in hundredth and is carried out on a reduced sample of around 1,200 customers on a half-yearly basis.
(7) On the basis of article 9 of the ARG/com Resolution no. 164/08, the seller shall set out "clearly" in each bill and publish on its website at least one postal address or fax number for the forwarding of written complaints. The seller is required to arrange delivery of written complaints to one of these, when these have been mistakenly sent by the customer to a different address/fax within 7 days of receipt.
For the purposes of complying with the specific standard (maximum response time to written complaints: 40 calendar days), the seller calculates the time for a full response to the written complaint starting from the date of receipt of the complaint to one of the contact points set out on the bill.
(8) The increase in service disconnections in Italy was determined by the following elements: 1) increase in arrears, 2) increase in the performance of distributors, 3) internal streamlining of dunning and disconnection processes.
(9) The values of disconnections relate both to the regulated market (main value) and the free market.
(10) The 2012 figures do not include Peru and Argentina, those for 2011 do not include Argentina.

People and society - Our people

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	SIZE AND COMPOSITION OF WORKFORCE							
	Size of workforce							
	Total workforce	(no.)	71,394	73,702	75,360	-2,308	-3.1	Enel
	Hours worked	(m. h)	126.2	131.8	133.4	-5.6	-4.2	Enel
LA2 COMM	**Changes to size**							
	New recruits	(no.)	2,613	2,708	4,230	-95	-3.5	Enel
	Changes in scope	(no.)	27	-131	-2,462	158	-120.6	Enel
	Terminations	(no.)	4,948	4,235	4,721	713	16.8	Enel
	Balance	(no.)	-2,308	-1,658	-2,953	-651	39.3	Enel
LA1 COMM	**Workforce by geographic area and gender**							
	Italy	(no.)	34,451	36,205	36,842	-1,754	-4.8	Italy
	- of whom men	(no.)	28,412	29,855	30,505	-1,442	-4.8	Italy
	- of whom women	(no.)	6,039	6,350	6,337	-312	-4.9	Italy
	Abroad	(no.)	36,943	37,497	38,518	-554	-1.5	Abroad
	- of whom men	(no.)	28,706	29,127	29,923	-422	-1.4	Abroad
	- of whom women	(no.)	8,237	8,370	8,595	-132	-1.6	Abroad
	Iberian Peninsula	(no.)	11,816	12,205	12,325	-390	-3.2	Iberian Peninsula
	- of whom men	(no.)	9,262	9,574	9,731	-313	-3.3	Iberian Peninsula
	- of whom women	(no.)	2,554	2,631	2,594	-77	-2.9	Iberian Peninsula
	France	(no.)	95	101	97	-6	-5.9	France
	- of whom men	(no.)	57	58	57	-1	-1.7	France
	- of whom women	(no.)	38	43	40	-5	-11.6	France
	Greece	(no.)	80	75	67	5	6.7	Greece
	- of whom men	(no.)	57	56	48	1	1.8	Greece
	- of whom women	(no.)	23	19	19	4	21.1	Greece
	Romania	(no.)	3,632	4,015	4,533	-383	-9.5	Romania
	- of whom men	(no.)	2,678	2,983	3,370	-305	-10.2	Romania
	- of whom women	(no.)	954	1,032	1,163	-78	-7.6	Romania
	Bulgaria	(no.)	7	7	8	-	-	Bulgaria
	- of whom men	(no.)	2	2	3	-	-	Bulgaria
	- of whom women	(no.)	5	5	5	-	-	Bulgaria
	Slovakia	(no.)	4,932	5,171	5,322	-239	-4.6	Slovakia
	- of whom men	(no.)	4,121	4,370	4,521	-249	-5.7	Slovakia
	- of whom women	(no.)	811	801	801	10	1.2	Slovakia
	Belgium	(no.)	38	38	37	-	-	Belgium
	- of whom men	(no.)	36	35	34	1	2.9	Belgium
	- of whom women	(no.)	2	3	3	-1	-33.3	Belgium
	Ireland	(no.)	0	0	113	-	-	Ireland
	- of whom men	(no.)	0	0	99	-	-	Ireland
	- of whom women	(no.)	0	0	14	-	-	Ireland
	Holland	(no.)	19	0	0	19	-	Holland
	- of whom men	(no.)	11	0	0	11	-	Holland
	- of whom women	(no.)	8	0	0	8	-	Holland
	Russia	(no.)	3,392	3,555	3,870	-162	-4.6	Russia
	- of whom men	(no.)	2,248	2,321	2,508	-73	-3.1	Russia

KPI	UM	2013	2012	2011	2013-2012	%	Scope
- of whom women	(no.)	1,144	1,234	1,362	-89	-7.2	Russia
North America	(no.)	**337**	**358**	**320**	-21	-5.9	North America
- of whom men	(no.)	267	288	255	-21	-7.3	North America
- of whom women	(no.)	70	70	65	-	-	North America
Latin America	(no.)	**12,577**	**11,932**	**11,649**	645	5.4	Latin America
- of whom men	(no.)	9,956	9,414	9,196	541	5.7	Latin America
- of whom women	(no.)	2,621	2,518	2,453	103	4.1	Latin America
Other (including branches abroad)	(no.)	**18**	**40**	**177**	-22	-55.3	Rest of the World
- of whom men	(no.)	11	26	101	-15	-56.6	Rest of the World
- of whom women	(no.)	7	14	76	-7	-52.7	Rest of the World
Total workforce	(no.)	**71,394**	**73,702**	**75,360**	-2,308	-3.1	Enel
- of whom men	(no.)	57,118	58,982	60,428	-1,864	-3.2	Enel
- of whom women	(no.)	14,276	14,720	14,932	-444	-3.0	Enel
Workforce by level and gender							
Executives	(no.)	**1,104**	**1,124**	**1,190**	-19	-1.7	Enel
- of whom men	(no.)	961	983	1,037	-22	-2.2	Enel
- of whom managers	(no.)	694	712	749	-18	-2.5	Enel
- of whom women	(no.)	143	140	153	3	1.9	Enel
- of whom managers	(no.)	88	106	92	-18	-17.0	Enel
Supervisors	(no.)	**14,903**	**14,762**	**14,098**	142	1.0	Enel
- of whom men	(no.)	11,038	10,981	10,507	58	0.5	Enel
- of whom managers	(no.)	241	232	207	9	3.9	Enel
- of whom women	(no.)	3,865	3,781	3,591	84	2.2	Enel
- of whom managers	(no.)	44	50	38	-6	-12.0	Enel
White-collar workers	(no.)	**38,806**	**40,210**	**41,085**	-1,404	-3.5	Enel
- of whom men	(no.)	29,486	30,507	31,330	-1,021	-3.3	Enel
- of whom women	(no.)	9,320	9,703	9,755	-383	-3.9	Enel
Blue-collar workers	(no.)	**16,580**	**17,607**	**18,987**	-1,027	-5.8	Enel
- of whom men	(no.)	15,633	16,511	17,554	-879	-5.3	Enel
- of whom women	(no.)	948	1,096	1,433	-148	-13.5	Enel
Total	(no.)	**71,394**	**73,702**	**75,360**	-2,308	-3.1	
Index of professional qualification							
Executives	(%)	1.5	1.5	1.6	-	-	Enel
Supervisors	(%)	20.9	20.0	18.7	0.8	4.2	Enel
White-collar workers	(%)	54.4	54.6	54.5	-0.2	-0.4	Enel
Blue-collar workers	(%)	23.2	23.9	25.2	-0.7	-2.8	Enel
Workforce by level of education							
Graduates	(%)	32.0	31.0	27.6	1.1	3.4	Enel
High-school leavers	(%)	47.9	46.8	45.1	1.1	2.3	Enel
Other	(%)	20.1	22.2	27.3	-2.1	-9.6	Enel
Workforce by age range and level							
Below 35	(%)	**19.9**	**18.3**	**19.3**	1.6	8.7	Enel
- of whom executives	(%)	0	0	0	-	-	Enel
- of whom supervisors	(%)	3.8	3.4	3.5	0.3	10.1	Enel
- of whom white-collar workers	(%)	9.8	9.0	9.5	0.8	9.3	Enel
- of whom blue-collar workers	(%)	6.3	5.9	6.3	0.3	5.2	Enel
35 to 44	(%)	**24.1**	**25.2**	**25.0**	-1.1	-4.2	Enel
- of whom executives	(%)	0.3	0.3	0.4	-	6.9	Enel

KPI	UM	2013	2012	2011	2013-2012	%	Scope
- of whom supervisors	(%)	7.5	7.5	7.0	-	0.1	Enel
- of whom white-collar workers	(%)	11.9	12.3	12.6	-0.4	-2.9	Enel
- of whom blue-collar workers	(%)	4.4	5.2	5.1	-0.7	-14.1	Enel
45 to 54	(%)	**35.9**	**34.5**	**37.4**	1.4	4.2	Enel
- of whom executives	(%)	0.8	0.8	0.8	-	-	Enel
- of whom supervisors	(%)	6.5	6.0	5.6	0.6	9.2	Enel
- of whom white-collar workers	(%)	21.1	20.2	22.0	0.9	4.4	Enel
- of whom blue-collar workers	(%)	7.5	7.5	9.0	-	-	Enel
55 to 59	(%)	**16.0**	**18.7**	**16.0**	-2.7	-14.6	Enel
- of whom executives	(%)	0.3	0.3	0.3	-	-6.7	Enel
- of whom supervisors	(%)	2.2	2.4	2.1	-0.2	-7.1	Enel
- of whom white-collar workers	(%)	9.3	11.3	9.3	-2.0	-17.5	Enel
- of whom blue-collar workers	(%)	4.1	4.7	4.4	-0.6	-12.0	Enel
Over 60	(%)	**4.1**	**3.3**	**2.3**	0.9	25.9	Enel
- of whom executives	(%)	0.1	0.1	0.1	-	-	Enel
- of whom supervisors	(%)	0.8	0.7	0.6	0.1	15.2	Enel
- of whom white-collar workers	(%)	2.2	1.8	1.2	0.4	21.8	Enel
- of whom blue-collar workers	(%)	1.0	0.6	0.4	0.3	53.7	Enel
Average age	(years)	**45.1**	**45.2**	**44.7**	-0.1	-0.2	Enel
Workforce by age range and gender							
Below 35	(%)	**19.9**	**18.3**	**19.3**	1.6	8.7	Enel
- of whom men	(%)	15.4	14.2	15.1	1.2	8.8	Enel
- of whom women	(%)	4.4	4.2	4.2	0.2	5.6	Enel
35 to 44	(%)	**24.1**	**25.2**	**25.0**	-1.1	-4.2	Enel
- of whom men	(%)	17.4	18.3	18.5	-1.0	-5.2	Enel
- of whom women	(%)	6.7	6.8	6.5	-0.1	-1.4	Enel
45 to 54	(%)	**35.9**	**34.5**	**37.4**	1.4	4.2	Enel
- of whom men	(%)	29.2	28.0	30.4	1.2	4.3	Enel
- of whom women	(%)	6.7	6.5	7.0	0.3	3.9	Enel
55 to 59	(%)	**16.0**	**18.7**	**16.0**	-2.7	-14.6	Enel
- of whom men	(%)	14.2	16.4	14.1	-2.2	-13.5	Enel
- of whom women	(%)	1.8	2.3	1.9	-0.5	-22.9	Enel
Over 60	(%)	**4.1**	**3.3**	**2.3**	0.9	25.9	Enel
- of whom men	(%)	3.8	3.1	2.1	0.8	24.5	Enel
- of whom women	(%)	0.3	0.2	0.2	0.1	45.1	Enel
Workforce by years of service							
Average	(years)	18.5	19.0	18.7	-0.5	-2.6	Enel
Under 10	(no.)	21,858	21,277	21,921	582	2.7	Enel
From 10 to 19	(no.)	13,790	13,607	14,769	183	1.3	Enel
From 20 to 29	(no.)	21,511	22,674	22,756	-1,163	-5.1	Enel
From 30 to 34	(no.)	8,835	10,053	9,887	-1,217	-12.1	Enel
Over 35	(no.)	5,400	6,092	6,028	-692	-11.4	Enel
Total	(no.)	**71,394**	**73,702**	**75,360**	-2,307	-3.1	Enel
Under 10	(%)	30.6	28.9	29.1	1.7	6.1	Enel
From 10 to 19	(%)	19.3	18.5	19.6	0.9	4.6	Enel
From 20 to 29	(%)	30.1	30.8	30.2	-0.6	-2.1	Enel
From 30 to 34	(%)	12.4	13.6	13.1	-1.3	-9.3	Enel
Over 35	(%)	7.6	8.3	8.0	-0.7	-8.5	Enel
Workforce by type of contract and gender							
Permanent contracts	(no.)	**69,983**	**71,789**	**73,298**	-1,806	-2.5	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- of whom men	(no.)	56,064	57,543	59,007	-1,478	-2.6	Enel
	- of whom women	(no.)	13,919	14,247	14,292	-328	-2.3	Enel
	Fixed-term contracts	(no.)	1,206	1,463	1,507	-256	-17.5	Enel
	- of whom men	(no.)	923	1,062	1,048	-139	-13.1	Enel
	- of whom women	(no.)	283	401	459	-117	-29.2	Enel
	Insertion/work experience contracts	(no.)	205	449	555	-245	-54.4	Enel
	- of whom men	(no.)	160	313	382	-153	-48.9	Enel
	- of whom women	(no.)	45	137	173	-92	-67.0	Enel
	Fixed-term and insertion/work experience contracts as percentage of total	(%)	2.0	2.6	2.7	-1	-23.8	Enel
	Internships and traineeships	(no.)	1,869	1,511	1,853	359	23.7	Enel
	Workforce by work hours and gender							
	Full-time contracts	(no.)	70,413	72,633	74,217	-2,221	-3.1	Enel
	- of whom men	(no.)	57,009	59,112	60,289	-2,102	-3.6	Enel
	- of whom women	(no.)	13,403	13,522	13,928	-118	-0.9	Enel
	Part-time contracts	(no.)	982	1,068	1,144	-87	-8.1	Enel
	- of whom men	(no.)	145	149	173	-4	-3.0	Enel
	- of whom women	(no.)	837	919	971	-82	-8.9	Enel
LA2 COMM	**Changes to size**							
	New recruits (1)							
	New recruits by gender	(no.)	2,613	2,708	4,150	-95	-3.5	Enel
	- of whom men	(no.)	1,980	1,915	2,808	64	3.4	Enel
		(%)	76	71	68	5	7.1	Enel
	- of whom women	(no.)	633	793	1,342	-160	-20.2	Enel
		(%)	24	29	32	-5	-17.2	Enel
	New recruits by age range	(no.)	2,613	2,708	4,150	-95	-3.5	Enel
	up to 30	(no.)	1,101	1,196	1,956	-95	-8.0	Enel
		(%)	42	44	47	-2	-4.6	Enel
	from 30 to 50	(no.)	1,283	1,349	1,942	-66	-4.9	Enel
		(%)	49	50	47	-1	-1.4	Enel
	over 50	(no.)	229	163	252	66	40.3	Enel
		(%)	9	6	6	3	45.5	Enel
	New recruits by country							
	Italy	(no.)	389	479	1,052	-90	-18.8	Italy
		(%)	14.9	17.7	25.4	-2.8	-16.0	Italy
	Iberian Peninsula (2)	(no.)	227	524	1,115	-297	-56.7	Iberian Peninsula (2)
		(%)	8.7	19.4	26.9	-10.7	-55.2	Iberian Peninsula (2)
	Slovakia	(no.)	225	173	245	52	30.1	Slovakia
		(%)	8.6	6.4	5.9	2.2	34.4	Slovakia
	Romania	(no.)	70	55	79	15	27.3	Romania
		(%)	2.7	2.0	1.9	0.6	31.5	Romania
	Russia	(no.)	270	236	233	34	14.5	Russia
		(%)	10.3	8.7	5.6	1.6	18.3	Russia
	France	(no.)	8	7	22	1	14.3	France
		(%)	0.3	0.3	0.5	-	-	France
	Belgium	(no.)	2	0	6	2	-	Belgium
		(%)	0.1	0	0.1	0.1	-	Belgium
	Greece	(no.)	9	10	11	-1	-10.0	Greece
		(%)	0.3	0.4	0.3	-0.1	-7.0	Greece
	North America	(no.)	46	93	60	-47	-50.5	North America
		(%)	1.8	3.4	1.4	-1.7	-48.9	North America
	Latin America	(no.)	1,355	1,115	1,318	240	21.6	Latin America

KPI	UM	2013	2012	2011	2013-2012	%	Scope
	(%)	51.9	41.3	31.8	10.6	25.6	Latin America
Other	(no.)	11	16	9	-5	-31.3	Other (2)
	(%)	0.4	0.3	0.4	0.1	42.1	Other (2)
Effect of changes in scope	(no.)	**27**	**-131**	**-2,462**	158	120.6	Enel
Terminations (1)							
Terminations by gender	(no.)	**4,948**	**4,235**	**4,662**	713	16.8	Enel
- of whom men	(no.)	3,852	3,260	3,632	591	18.1	Enel
	(%)	78	77	78	1	1.1	Enel
- of whom women	(no.)	1,096	974	1,029	122	12.5	Enel
	(%)	22	23	22	-1	-3.7	Enel
Terminations by age range	(no.)	**4,948**	**4,235**	**4,662**	713	16.8	Enel
up to 30	(no.)	293	384	458	-91	-23.7	Enel
	(%)	6	9	10	-3	-34.7	Enel
from 30 to 50	(no.)	1,285	1,486	1,341	-202	-13.6	Enel
	(%)	26	35	29	-9	-26.0	Enel
over 50	(no.)	3,370	2,364	2,863	1,006	42.6	Enel
	(%)	68	56	61	12	22.0	Enel
Terminations by nationality							
Italy	(no.)	2,171	1,094	1,345	1,077	98.4	Italy
	(%)	43.9	25.8	28.9	18.0	69.8	Italy
Iberian Peninsula (2)	(no.)	610	649	1.222	-39	-6.0	Iberian Peninsula (2)
	(%)	12.3	15.3	26.2	-3.0	-19.6	Iberian Peninsula (2)
Slovakia	(no.)	464	376	297	88	23.4	Slovakia
	(%)	9.4	8.9	6.4	0.5	5.6	Slovakia
Romania	(no.)	453	573	252	-120	-20.9	Romania
	(%)	9.2	13.5	5.4	-4.4	-32.3	Romania
Russia	(no.)	432	627	591	-194	-31.0	Russia
	(%)	8.7	14.8	12.7	-6.1	-40.9	Russia
France	(no.)	14	3	8	11	366.7	France
	(%)	0.3	0.1	0.2	0.3	356.4	France
Belgium	(no.)	2	0	5	2	-	Belgium
	(%)	0.0	0.0	0.1	-	-	Belgium
Greece	(no.)	5	2	0	3	150.0	Greece
	(%)	0	0	0	0.1	114.0	Greece
North America	(no.)	67	55	59	12	21.8	North America
	(%)	1.4	1.3	1.3	0.1	4.3	North America
Latin America	(no.)	710	832	880	-122	-14.7	Latin America
	(%)	14.4	19.6	18.9	-5.3	-27.0	Latin America
Other	(no.)	20	24	2	-4	-16.7	Other (3)
	(%)	0.4	0.6	0.2	-0.2	-28.7	Other (3)
Turnover rate	(%)	**6.9**	**5.7**	**6.2**	1.2	20.6	Enel
Average number of years of service of employees whose employment ended in the year	(years)	**25**	**21**	**23**	4	19.7	Enel (4)
by gender							
- men	(years)	26	23	25	3	13.0	Enel (4)
- women	(years)	21	15	17	6	41.7	Enel (4)
by age							
- under 30	(years)	2	2	3	-	-	Enel (4)
- 30 to 50	(years)	10	11	12	-1	-11.6	Enel (4)

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- over 50	(years)	33	30	31	3	9.4	Enel [4]
	VALORIZATION							
LA12	**Assessment**							
	Dissemination of assessments	(%)	**70.4**	**69.0**	**61.7**	1.4	2.1	Enel
	People assessed by level	(no.)	50,290	50,862	46,474	-572	-1.1	Enel
	- Executives	(no.)	1,061	1,067	1,025	-6	-0.6	Enel
	- Supervisors	(no.)	14,104	13,466	12,766	638	4.7	Enel
	- White-collar workers	(no.)	31,323	31,885	29,700	-562	-1.8	Enel
	- Blue-collar workers	(no.)	3,802	4,444	2,983	-642	-14.4	Enel
	People assessed by gender							
	- men	(%)	76.9	83.0	77.3	-6.2	-7.4	Enel
	- women	(%)	23.1	17.0	22.7	6.2	36.5	Enel
	Compensation							
	Dissemination of incentives	(%)	**25.7**	**19.1**	**23.2**	6.7	35.0	Enel
	Incidence of variable compensation	(%)	**10.0**	**9.8**	**9.4**	0.2	1.7	Enel
	Italy	(%)	9.4	9.2	8.1	0.2	2.2	Italy
	Romania	(%)	8.7	5.6	5.2	3.1	54.9	Romania
	Bulgaria	(%)	54.6	15.9	8.8	38.7	243.5	Bulgaria
	Slovakia	(%)	18.9	19.6	17.2	-0.7	-3.3	Slovakia
	Russia	(%)	30.4	28.9	23.5	1.6	5.4	Russia
	France	(%)	16.4	16.9	16.8	-0.5	-3.2	France
	Greece	(%)	14.0	0.0	7.2	14.0	-	Greece
	Endesa Spain	(%)	7.1	7.9	8.1	-0.8	-10.4	Endesa Spain
	Endesa Peru	(%)	8.3	14.5	52.5	-6.2	-42.6	Endesa Peru
	Endesa Brazil	(%)	8.4	7.0	5.9	1.4	19.7	Endesa Brazil
	Endesa Chile	(%)	19.3	19.7	18.1	-0.4	-2.1	Endesa Chile
	Endesa Colombia	(%)	18.1	13.5	18.6	4.6	33.7	Endesa Colombia
	Endesa Argentina	(%)	2.7	2.6	3.7	0.1	2.9	Endesa Argentina
	North America	(%)	15.5	12.0	10.9	3.5	29.4	North America
	Enel Green Power Latin America	(%)	10.2	28.2	23.1	-18.1	-64.0	Enel Green Power Latin America
	Enel Green Power Iberian Peninsula	(%)	11.6	13.3	13.5	-1.7	-13.1	Enel Green Power Iberian Peninsula
LA10	**Training**							
	Hours of training by employee	(h)	39.9	44.8	44.7	-4.9	-10.9	Enel
	by gender							
	- of whom men	(h)	40.5	44.6	45.2	-4.1	-9.2	Enel
	- of whom women	(h)	37.4	45.7	42.6	-8.3	-18.2	Enel
	by level							
	- Executives	(h)	81.2	95.2	49.4	-14.0	-14.7	Enel
	- Supervisors	(h)	50.9	60.1	61.5	-9.2	-15.3	Enel
	- White-collar workers	(h)	33.7	39.0	40.2	-5.3	-13.5	Enel
	- Blue-collar workers	(h)	64.0	38.6	42.1	25.4	65.7	Enel
	Total training hours (distance learning + classroom)	(,000 h)	**2,904**	**3,334**	**3,389**	-430	-12.9	Enel
	Training hours distance learning	(,000 h)	378	413	321	-34	-8.3	Enel
	Training hours in classroom	(,000 h)	2,525	2,921	3,068	-396	-13.6	Enel
	- for managerial training	(,000 h)	610	528	991	82	15.6	Enel
	- for specialist training	(,000 h)	1,915	2,393	2,077	-478	-20.0	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Incidence of distance learning training	(%)	13.0	12.4	9.5	0.6	5.2	Enel
	Total training hours by level							
	- Executives	(,000 h)	91,386	108,477	59,913	-17,091	-15.8	Enel
	- Supervisors	(,000 h)	758,289	875,266	851,946	-116,977	-13.4	Enel
	- White-collar workers	(,000 h)	1,331,385	1,573,715	1,648,999	-242,330	-15.4	Enel
	- Blue-collar workers	(,000 h)	725,237	776,536	828,138	-51,300	-6.6	Enel
	Dissemination of sustainability							
	Training *per capita* on sustainability	(h)	15.6	14.0	15.9	1.6	11.4	Enel
EC3	**CORPORATE WELFARE**							
	Employees covered by pension plan (Benefit Plan)	(no.)	52,413	55,317	56,083	-2,904	-5.2	Enel
	Employees covered by pension plan (Benefit Plan)	(%)	73	75	74	-2	-2.2	Enel
EU15	**Employees entitled to retire in next 5 to 10 years, by geographic area (main countries in which Enel operates are listed)**							
	Employees with right to retire in next 5 years - Enel Group							
	- Executives	(%)	7	6	6	1	8.5	Enel
	- Supervisors	(%)	6	5	5	1	20.4	Enel
	- White-collar workers	(%)	8	8	5	-	-	Enel
	- Blue-collar workers	(%)	12	8	7	4	55.3	Enel
	- Average	(%)	8	8	5	-	-	Enel
	Retirement within 10 years - Enel Group							
	- Executives	(%)	27	21	19	6	28.1	Enel
	- Supervisors	(%)	16	11	13	5	42.3	Enel
	- White-collar workers	(%)	24	22	20	2	9.3	Enel
	- Blue-collar workers	(%)	28	22	23	6	26.8	Enel
	- Average	(%)	23	22	19	1	6.8	Enel
	Retirement within 5 years - Italy							
	- Executives	(%)	5	5	5	-	-	Italy
	- Supervisors	(%)	7	8	5	-1	-7.5	Italy
	- White-collar workers	(%)	11	11	6	-	-	Italy
	- Blue-collar workers	(%)	16	11	7	5	44.2	Italy
	- Average	(%)	11	10	6	1	9.1	Italy
	Retirement within 10 years - Italy							
	- Executives	(%)	25	26	21	-1	-4.6	Italy
	- Supervisors	(%)	19	20	18	-1	-7.2	Italy
	- White-collar workers	(%)	27	30	25	-3	-10.1	Italy
	- Blue-collar workers	(%)	30	30	27	-	-	Italy
	- Average	(%)	27	29	25	-2	-5.7	Italy
	Retirement within 5 years - Slovakia							
	- Executives	(%)	21	0.3	5	21	7,186.3	Slovakia
	- Supervisors	(%)	15	2	12	13	578.0	Slovakia
	- White-collar workers	(%)	10	4	8	6	125.1	Slovakia
	- Blue-collar workers	(%)	12	3	8	9	279.3	Slovakia
	- Average	(%)	12	9	8	3	28.3	Slovakia
	Retirement within 10 years - Slovakia							
	- Executives	(%)	46	0.4	26	46	11,016.7	Slovakia
	- Supervisors	(%)	40	6	34	34	613.7	Slovakia
	- White-collar workers	(%)	32	13	24	18	138.0	Slovakia
	- Blue-collar workers	(%)	37	13	23	24	182.4	Slovakia

KPI	UM	2013	2012	2011	2013-2012	%	Scope
- Average	(%)	36	28	25	8	28.2	Slovakia
Retirement within 5 years - Russia							
- Executives	(%)	30	0.2	15	30	19,899.1	Russia
- Supervisors	(%)	14	2	16	12	754.7	Russia
- White-collar workers	(%)	11	3	10	8	253.8	Russia
- Blue-collar workers	(%)	11	7	15	4	63.5	Russia
- Average	(%)	12	12	13	-	-	Russia
Retirement within 10 years - Russia							
- Executives	(%)	45	0.3	33	45	17,822.5	Russia
- Supervisors	(%)	30	3	32	27	783.5	Russia
- White-collar workers	(%)	28	8	22	20	264.9	Russia
- Blue-collar workers	(%)	28	13	30	15	119.4	Russia
- Average	(%)	29	23	27	6	23.7	Russia
Retirement within 5 years - Romania							
- Executives	(%)	6	3	3	3	76.5	Romania
- Supervisors	(%)	5	4	4	1	32.1	Romania
- White-collar workers	(%)	4	4	4	-	-	Romania
- Blue-collar workers	(%)	2	2	3	-	-	Romania
- Average	(%)	3	3	3	-	-	Romania
Retirement within 10 years - Romania							
- Executives	(%)	12	17	19	-5	-29.4	Romania
- Supervisors	(%)	16	15	18	1	6.8	Romania
- White-collar workers	(%)	16	15	15	1	8.7	Romania
- Blue-collar workers	(%)	15	14	15	1	6.3	Romania
- Average	(%)	16	14	15	2	13.8	Romania
Retirement within 5 years - Enel Green Power Iberian Peninsula							
- Executives	(%)	0	0	1	-	-	Enel Green Power Iberian Peninsula
- Supervisors	(%)	0	0	0	-	-	Enel Green Power Iberian Peninsula
- White-collar workers	(%)	1	1	2	-	-	Enel Green Power Iberian Peninsula
- Blue-collar workers	(%)	0	2	0	-2	-100.0	Enel Green Power Iberian Peninsula
- Average	(%)	2	2	2	-	-	Enel Green Power Iberian Peninsula
Retirement within 10 years - Enel Green Power Iberian Peninsula							
- Executives	(%)	0	0	1	-	-	Enel Green Power Iberian Peninsula
- Supervisors	(%)	2	0	0	2	-	Enel Green Power Iberian Peninsula
- White-collar workers	(%)	1	3	4	-2	-50.4	Enel Green Power Iberian Peninsula
- Blue-collar workers	(%)	1	4	2	-3	-66.8	Enel Green Power Penisola Iberica

KPI	UM	2013	2012	2011	2013-2012	%	Scope
- Average	(%)	5	6	6	-1	-11.8	Enel Green Power Penisola Iberica
Retirement within 5 years - Enel Green Power Latin America							
- Executives	(%)	2	10	13	-8	-82.3	Enel Green Power Latin America
- Supervisors	(%)	0	0	8	-	-	Enel Green Power Latin America
- White-collar workers	(%)	0	1	4	-1	-100.0	Enel Green Power Latin America
- Blue-collar workers	(%)	1	4	9	-3	-72.5	Enel Green Power Latin America
- Average	(%)	1	2	6	-1	-35.1	Enel Green Power Latin America
Retirement within 10 years - Enel Green Power Latin America							
- Executives	(%)	2	22	25	-20	-91.7	Enel Green Power Latin America
- Supervisors	(%)	1	8	17	-7	-86.3	Enel Green Power Latin America
- White-collar workers	(%)	2	3	9	-1	-29.3	Enel Green Power Latin America
- Blue-collar workers	(%)	3	9	25	-6	-65.2	Enel Green Power Latin America
- Average	(%)	3	6	16	-3	-46.9	Enel Green Power Latin America
Retirement within 5 years - Endesa Iberian Peninsula							
- Executives	(%)	6	6	5	-	-	Endesa Iberian Peninsula
- Supervisors	(%)	1	1	1	-	-	Endesa Iberian Peninsula
- White-collar workers	(%)	1	1	1	-	-	Endesa Iberian Peninsula
- Blue-collar workers	(%)	3	1	1	2	295.1	Endesa Iberian Peninsula
- Average	(%)	1	1	1	-	-	Endesa Iberian Peninsula
Retirement within 10 years - Endesa Iberian Peninsula							
- Executives	(%)	31	21	17	10	46.8	Endesa Iberian Peninsula
- Supervisors	(%)	12	9	7	3	35.2	Endesa Iberian Peninsula
- White-collar workers	(%)	20	17	12	3	17.2	Endesa Iberian Peninsula
- Blue-collar workers	(%)	21	12	9	9	77.2	Endesa Iberian Peninsula
- Average	(%)	18	15	9	3	20.6	Endesa Iberian Peninsula

KPI	UM	2013	2012	2011	2013-2012	%	Scope
Retirement within 5 years - Endesa Peru							
- Executives	(%)	11	11	0	-	-	Endesa Peru
- Supervisors	(%)	7	8	7	-1	-13.2	Endesa Peru
- White-collar workers	(%)	14	13	10	1	7.4	Endesa Peru
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Peru
- Average	(%)	10	10	8	-	-	Endesa Peru
Retirement within 10 years - Endesa Peru							
- Executives	(%)	21	16	15	5	33.3	Endesa Peru
- Supervisors	(%)	14	6	6	8	117.9	Endesa Peru
- White-collar workers	(%)	35	19	15	16	86.1	Endesa Peru
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Peru
- Average	(%)	22	12	10	10	86.9	Endesa Peru
Retirement within 5 years - Endesa Brazil							
- Executives	(%)	8	7	3	1	13.5	Endesa Brazil
- Supervisors	(%)	2	2	1	-	-	Endesa Brazil
- White-collar workers	(%)	1	1	0	-	-	Endesa Brazil
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Brazil
- Average	(%)	2	1	1	1	71.8	Endesa Brazil
Retirement within 10 years - Endesa Brazil							
- Executives	(%)	31	22	27	9	38.5	Endesa Brazil
- Supervisors	(%)	7	5	5	2	36.8	Endesa Brazil
- White-collar workers	(%)	9	8	5	1	13.0	Endesa Brazil
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Brazil
- Average	(%)	8	7	5	1	19.5	Endesa Brazil
Retirement within 5 years - Endesa Chile							
- Executives	(%)	8	10	12	-2	-19.4	Endesa Chile
- Supervisors	(%)	8	8	8	-	-	Endesa Chile
- White-collar workers	(%)	14	15	12	-1	-3.4	Endesa Chile
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Chile
- Average	(%)	10	10	8	-	-	Endesa Chile
Retirement within 10 years - Endesa Chile							
- Executives	(%)	28	21	11	7	35.9	Endesa Chile
- Supervisors	(%)	14	6	6	8	133.6	Endesa Chile
- White-collar workers	(%)	25	10	13	15	153.5	Endesa Chile
- Blue-collar workers	(%)	0	0	0	-	-	Endesa Chile
- Average	(%)	18	8	7	10	131.8	Endesa Chile
Retirement within 5 years - Endesa Colombia							
- Executives	(%)	4	7	4	-3	-41.2	Endesa Colombia
- Supervisors	(%)	2	2	2	-	-	Endesa Colombia
- White-collar workers	(%)	1	1	1	-	-	Endesa Colombia
- Blue-collar workers	(%)	6	17	29	-11	-65.3	Endesa Colombia
- Average	(%)	2	2	1	-	-	Endesa Colombia
Retirement within 10 years - Endesa Colombia							
- Executives	(%)	15	11	18	4	35.9	Endesa Colombia
- Supervisors	(%)	6	5	4	1	23.9	Endesa Colombia
- White-collar workers	(%)	9	7	6	2	29.7	Endesa Colombia
- Blue-collar workers	(%)	29	17	0	12	71.6	Endesa Colombia
- Average	(%)	8	6	5	2	31.2	Endesa Colombia
Retirement within 5 years - Endesa Argentina							

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- Executives	(%)	16	22	13	-6	-28.6	Endesa Argentina
	- Supervisors	(%)	16	15	11	1	7.9	Endesa Argentina
	- White-collar workers	(%)	8	9	8	-1	-14.9	Endesa Argentina
	- Blue-collar workers	(%)	50	50	60	-	-	Endesa Argentina
	- Average	(%)	9	10	8	-1	-11.7	Endesa Argentina
	Retirement within 10 years - Endesa Argentina							
	- Executives	(%)	38	28	23	10	35.6	Endesa Argentina
	- Supervisors	(%)	30	14	15	16	109.2	Endesa Argentina
	- White-collar workers	(%)	15	9	9	6	74.7	Endesa Argentina
	- Blue-collar workers	(%)	75	25	20	50	200.0	Endesa Argentina
	- Average	(%)	17	10	10	7	73.0	Endesa Argentina
	EQUAL OPPORTUNITIES							
LA13	**Gender**							
	Workforce by gender and level							
	Women	(no.)	**14,276**	**14,720**	**14,932**	-444	-3.0	Enel
	- Executives	(no.)	143	140	153	3	1.9	Enel
	- of whom managers	(no.)	88	106	92	-18	-17.0	Enel
	- Supervisors	(no.)	3,865	3,781	3,591	84	2.2	Enel
	- of whom managers	(no.)	55	50	38	5	10.0	Enel
	- White-collar workers	(no.)	9,320	9,703	9,755	-383	-3.9	Enel
	- Blue-collar workers	(no.)	948	1,096	1,433	-148	-13.5	Enel
	Men	(no.)	**57,118**	**58,982**	**60,428**	-1,864	-3.2	Enel
	- Executives	(no.)	961	983	1,037	-22	-2.2	Enel
	- of whom managers	(no.)	694	712	749	-18	-2.5	Enel
	- Supervisors	(no.)	11,038	10,981	10,507	58	0.5	Enel
	- of whom managers	(no.)	237	232	207	5	2.3	Enel
	- White-collar workers	(no.)	29,486	30,507	31,330	-1,021	-3.3	Enel
	- Blue-collar workers	(no.)	15,633	16,511	17,554	-879	-5.3	Enel
	Staff by gender							
	Women	(%)	**20.0**	**20.0**	**19.8**	-	-	Enel
	- Executives	(%)	0.2	0.2	0.2	-	-	Enel
	- Supervisors	(%)	5.4	5.1	4.8	0.3	5.5	Enel
	- White-collar workers	(%)	13.1	13.2	19.9	-0.1	-0.8	Enel
	- Blue-collar workers	(%)	1.3	1.5	1.9	-0.2	-10.7	Enel
	Men	(%)	**80.0**	**80.0**	**80.2**	-	-	Enel
	- Executives	(%)	1.3	1.3	1.4	-	-	Enel
	- Supervisors	(%)	15.5	14.9	13.9	0.6	3.8	Enel
	- White-collar workers	(%)	41.3	41.4	41.6	-0.1	-0.2	Enel
	- Blue-collar workers	(%)	21.9	22.4	23.3	-0.5	-2.3	Enel
	Level of female staff (5)	(%)	**25.0**	**24.7**	**24.5**	0.4	1.4	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	Compensation of female staff [6]	(%)	**85.5**	**88.3**	**85.0**	-2.8	-3.2	Enel
LA14	**Ratio of gross salary Women/Men**							
	Executives	(%)	77	76	76	1	1.3	Enel
	Supervisors	(%)	89	93	89	-4	-4.3	Enel
	White-collar workers	(%)	85	84	84	1	1.2	Enel
	Blue-collar workers	(%)	87	89	81	-2	-2.2	Enel
	Average	(%)	**93**	**95**	**92**	-2	-2.1	Enel
LA13	**Disability**							
	Disabled or belonging to protected categories by gender	(no.)	**2,694**	**2,670**	**2,636**	25	0.9	Enel
	- of whom men	(no.)	1,758	1,865	1,801	-107	-5.7	Enel
	- of whom women	(no.)	936	805	835	132	16.4	Enel
	Incidence of the disabled or belonging to protected categories by gender	(%)	**3.8**	**3.6**	**3.5**	0.2	4.2	Enel
	- of whom men	(%)	2.5	2.5	2.4	-	-	Enel
	- of whom women	(%)	1.3	1.1	1.1	0.2	20.1	Enel
	Disabled or belonging to protected categories by level							
	Executives	(no.)	1	1	0	-	-	Enel
	Supervisors	(no.)	109	123	111	-14	-11.0	Enel
	White-collar workers	(no.)	2,348	2,299	2,278	49	2.1	Enel
	Blue-collar workers	(no.)	239	247	246	-8	-3.1	Enel
	Incidence disabled or belonging to protected categories by level							
	Executives	(%)	0	0	0	-	-	Enel
	Supervisors	(%)	0.2	0.2	0.1	-	-	Enel
	White-collar workers	(%)	3.3	3.1	3.0	0.2	5.4	Enel
	Blue-collar workers	(%)	0.3	0.3	0.3	-	-	Enel
LA4 COMM	**RELATIONS WITH UNIONS**							
	Union membership in electricity sector	(%)	**50.7**	**62.6**	**60.6**	-12.0	-19.1	Enel
	Employees covered by collective contracts by geographic area							
	Italy	(no.)	34,474	36,205	36,842	-1,731	-4.8	Italy
		(%)	100	100	100	-	-	Italy
	North America	(no.)	0	23	0	-23	-100.0	North America
		(%)	0	6	0	-6	-100.0	North America
	Enel Green Power Latin America	(no.)	278	267	244	11	4.1	Enel Green Power Latin America
		(%)	37	40	41	-4	-9.2	Enel Green Power Latin America
	Enel Green Power Iberian Peninsula	(no.)	201	199	235	2	0.9	Enel Green Power Iberian Peninsula
		(%)	78	77	97	1	1.3	Enel Green Power Iberian Peninsula
	Enel Green Power Greece	(no.)	0	0	67	-	-	Enel Green Power Greece
		(%)	0	0	100	-	-	Enel Green Power Greece
	France	(no.)	54	101	97	-47	-46.5	France

KPI	UM	2013	2012	2011	2013-2012	%	Scope
	(%)	57	100	100	-43	-43.2	France
Belgium	(no.)	37	0	30	37	-	Belgium
	(%)	100	0	81	100	-	Belgium
Romania	(no.)	3,502	3,895	4,438	-393	-10.1	Romania
	(%)	96	97	98	-1	-1.0	Romania
Bulgaria	(no.)	0	0	0	-	-	Bulgaria
	(%)	0	7	0	-7	-100.0	Bulgaria
Slovakia	(no.)	4,804	4,258	4,565	546	12.8	Slovakia
	(%)	99	83	86	16	19.3	Slovakia
Russia	(no.)	2,797	2,919	3,323	-122	-4.2	Russia
	(%)	84	84	86	-	-	Russia
Endesa Iberian Peninsula	(no.)	10,803	10,841	10,958	-38	-0.4	Endesa Iberian Peninsula
	(%)	97	94	93	3	2.9	Endesa Iberian Peninsula
Endesa Latin America	(no.)	9,519	8,839	8,769	680	7.7	Endesa Latin America
	(%)	80	78	79	2	2.6	Endesa Latin America
Total Enel	(no.)	**66,470**	**67,895**	**69,568**	-1,425	-2.1	Enel
	(%)	93	92	92	1	1.1	Enel
Disputes involving employees							
Total proceedings	(no.)	**3,780**	**5,648**	**5,943**	-1,868	-33.1	Enel
Incidence of the proceedings as defendant	(%)	**95.0**	**95.0**	**93.8**	-	-	Enel

(1) The sum of the data detailed by gender, age range and nationality does not totaling correspond to the totals given for new recruits and terminations, since the detailed information for 2011 is not available for the branches and the small companies of the international scope.
(2) It includes Endesa Morocco.
(3) It includes Holland, Croatia, Turkey, Algeria, Saudi Arabia and Indonesia.
(4) Endesa Morocco excluded for 2011.
(5) Women Executives and Supervisors out of all Executives and Supervisors.
(6) Calculated as the ratio between the average salary of women executives and supervisors and the average salary (men and women) of executives and supervisors.

People and society - Health and safety

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	SAFETY (1)							
	Safety expense (2)							
	Safety expense by employee	(euro)	3,026	3,614	2,004	-588	-16.3	Enel
	Total safety expense	(m. euro)	219.3	262.2	149.1	-42.9	-16.4	Enel
	Training	(m. euro)	33.4	36.5	37.3	-3.2	-8.6	Enel
	Medical supervision	(m. euro)	6.1	7.7	7.1	-1.5	-19.8	Enel
	Personal Protection Devices (PPD)	(m. euro)	14.2	13.1	16.1	1.1	8.2	Enel
	Personnel cost	(m. euro)	54.5	57.8	61.7	-3.3	-5.7	Enel
	Maintenance, fire protection and other (3)	(m. euro)	25.8	24.8	27.0	1.0	4.1	Enel
	Infrastructure investments on safety	(m. euro)	85.2	122.3	-	-37.0	-30.3	Enel
	Medical checks (4)	(no.)	113,382	84,701	79,685	28,681	33.9	Enel
LA7 COMM	**Number and frequency of injuries**							
	Total occupational injuries to employees	(no.)	183	266	325	-83	-31.2	Enel
	- men	(no.)	172	240	302	-68	-28.3	Enel
	- women	(no.)	11	26	23	-15	-57.7	Enel
	Number of occupational injuries to employees							
	- fatal	(no.)	6	0	1	6	-	Enel
	- men	(no.)	6	0	1	6	-	Enel
	- women	(no.)	0	0	0	-	-	Enel
	- serious (5)	(no.)	7	15	11	-8	-53.3	Enel
	- men	(no.)	6	15	11	-9	-60.0	Enel
	- women	(no.)	1	0	0	1	-	Enel
	- other non serious accidents	(no.)	170	251	313	-81	-32.3	Enel
	- men	(no.)	160	225	290	-65	-28.9	Enel
	- women	(no.)	10	26	23	-16	-61.5	Enel
	Frequency rate (6)	(no.)	1.42	1.98	2.36	-0.56	-28.3	Enel
	Lost-Time Injuries Frequency Rate (6) (7)	(i)	0.28	0.40	0.47	-0.12	-30.0	Enel
	- men	(i)	0.33	0.44	0.54	-0.11	-25.6	Enel
	- women	(i)	0.09	0.21	0.19	-0.12	-55.7	Enel
	Italy	(i)	0.36	0.51	0.68	-0.15	-29.3	Italy
	- men	(i)	0.40	0.54	0.75	-0.13	-25.0	Italy
	- women	(i)	0.15	0.38	0.29	-0.24	-61.7	Italy
	Spain	(i)	0.08	0.23	0.38	-0.14	-62.9	Spain
	- men	(i)	0.10	0.21	0.42	-0.11	-50.1	Spain
	- women	(i)	0	0.29	0.16	-0.29	-100.0	Spain
	France	(i)	0	0	0	-	-	France
	- men	(i)	0	0	0	-	-	France
	- women	(i)	0	0	0	-	-	France
	Russia	(i)	0.23	0.20	0.06	0.02	11.5	Russia
	- men	(i)	0.26	0.28	0.05	-0.02	-8.7	Russia
	- women	(i)	0.14	0	0.08	0.14	-	Russia

KPI	UM	2013	2012	2011	2013-2012	%	Scope
Slovakia	(i)	**0.12**	**0.04**	**0.15**	0.07	165.0	Slovakia
- men	(i)	0.11	0.05	0.18	0.06	112.3	Slovakia
- women	(i)	0.16	0	0	0.16	-	Slovakia
Romania	(i)	**0.14**	**0.13**	**0.05**	0.01	10.4	Romania
- men	(i)	0.19	0.18	0.06	0.01	6.4	Romania
- women	(i)	0	0	0	-	-	Romania
Greece	(i)	**1.22**	**0**	**0**	1.22	-	Greece
- men	(i)	1.63	0	0	1.63	-	Greece
- women	(i)	0	0	0	-	-	Greece
North America	(i)	**0.31**	**0**	**0.32**	0.31	-	North America
- men	(i)	0.38	0	0.40	0.38	-	North America
- women	(i)	0	0	0	-	-	North America
Enel Green Power Latin America	(i)	**0.12**	**0.14**	**0.31**	-0.02	-12.8	Enel Green Power Latin America
- men	(i)	0.15	0.18	0.37	-0.02	-12.7	Enel Green Power Latin America
- women	(i)	0	0	0	-	-	Enel Green Power Latin America
Endesa Peru	(i)	**0.10**	**0.11**	**0**	-	-	Endesa Peru
- men	(i)	0.14	0.14	0	-	-	Endesa Peru
- women	(i)	0	0	0	-	-	Endesa Peru
Endesa Brazil	(i)	**0.07**	**0.07**	**0.26**	-	-	Endesa Brazil
- men	(i)	0.05	0.10	0.27	-0.05	-49.1	Endesa Brazil
- women	(i)	0.16	0	0.24	0.16	-	Endesa Brazil
Endesa Chile	(i)	**0.14**	**0.14**	**0.04**	-	-	Endesa Chile
- men	(i)	0.17	0.18	0.05	-0.004	-2.1	Endesa Chile
- women	(i)	0	0	0	-	-	Endesa Chile
Endesa Argentina	(i)	**0.95**	**1.34**	**1.05**	-0.38	-28.8	Endesa Argentina
- men	(i)	1.08	1.55	1.12	-0.47	-30.4	Endesa Argentina
- women	(i)	0.19	0	0.65	0.19	-	Endesa Argentina
Endesa Colombia	(i)	**0.05**	**0.35**	**0.25**	-0.29	-84.2	Endesa Colombia
- men	(i)	0.07	0.38	0.20	-0.31	-81.1	Endesa Colombia
- women	(i)	0	0.24	0.39	-0.24	-100.0	Endesa Colombia
Other	(i)	**2.66**	**5.08**	**0**	-2.42	-47.6	Other [8]
- men	(i)	3.26	6.26	0	-2.99	-47.8	Other [8]
- women	(i)	0	0	0	-	-	Other [8]
Seriousness of injuries							
Lost Day Rate [9]	(i)	**13.41**	**20.90**	**22.15**	-7.49	-35.8	Enel

KPI	UM	2013	2012	2011	2013-2012	%	Scope
- men	(i)	15.70	24.67	25.37	-8.96	-36.3	Enel
- women	(i)	2.94	3.86	7.44	-0.92	-23.9	Enel
Italy	(i)	**17.23**	**26.32**	**26.75**	-9.09	-34.6	Italy
- men	(i)	19.63	29.97	29.11	-10.34	-34.5	Italy
- women	(i)	4.01	5.94	13.09	-1.93	-32.4	Italy
Spain	(i)	**4.54**	**13.29**	**25.22**	-8.74	-65.8	Spain
- men	(i)	5.58	14.58	28.96	-9.00	-61.7	Spain
- women	(i)	0.45	8.19	8.65	-7.74	-94.5	Spain
France	(i)	**0**	**0**	**0**	-	-	France
- men	(i)	0	0	0	-	-	France
- women	(i)	0	0	0	-	-	France
Russia	(i)	**3.71**	**15.53**	**1.01**	-11.82	-76.1	Russia
- men	(i)	3.86	21.72	0.73	-17.86	-82.2	Russia
- women	(i)	3.31	0	1.47	3.31	-	Russia
Slovakia	(i)	**9.72**	**19.25**	**11.28**	-9.53	-49.5	Slovakia
- men	(i)	8.97	22.45	13.15	-13.47	-60.0	Slovakia
- women	(i)	14.22	0.00	0.00	14.22	-	Slovakia
Romania	(i)	**6.00**	**12.95**	**3.62**	-6.95	-53.7	Romania
- men	(i)	7.97	17.84	4.82	-9.88	-55.4	Romania
- women	(i)	0.00	0.00	0.00	-	-	Romania
Greece	(i)	**2.44**	**0**	**0**	2.44	-	Greece
- men	(i)	3.27	0	0	3.27	-	Greece
- women	(i)	0.00	0	0	-	-	Greece
North America	(i)	**5.27**	**0.00**	**0.32**	5.27	-	North America
- men	(i)	6.52	0	0.40	6.52	-	North America
- women	(i)	0	0	0	-	-	North America
Enel Green Power Latin America	(i)	0.25	**1.00**	**2.16**	**-0.75**	-75,1	Enel Green Power Latin America
- men	(i)	0.31	1.23	2.60	-0.92	-75.0	Enel Green Power Latin America
- women	(i)	0.00	0	0	-	-	Enel Green Power Latin America
Endesa Peru	(i)	**9.94**	**1.27**	**0.00**	8.67	682.1	Endesa Peru
- men	(i)	13.19	1.69	0	11.50	680.0	Endesa Peru
- women	(i)	0	0	0	-	-	Endesa Peru
Endesa Brazil	(i)	**1.08**	**1.23**	**34.54**	-0.15	-12.1	Endesa Brazil
- men	(i)	1.12	1.39	45.39	-0.27	-19.3	Endesa Brazil
- women	(i)	0.94	0.73	0.95	0.21	28.7	Endesa Brazil
Endesa Chile	(i)	**0.99**	**2.53**	**0.22**	-1.54	-60.8	Endesa Chile
- men	(i)	1.22	3.11	0.27	-1.89	-60.8	Endesa Chile
- women	(i)	0	0	0	-	-	Endesa Chile
Endesa Argentina	(i)	**53.30**	**56.73**	**43.62**	-3.43	-6.1	Endesa Argentina

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- men	(i)	61.29	65.69	47.65	-4.40	-6.7	Endesa Argentina
	- women	(i)	4.63	0	18.76	4.63	-	Endesa Argentina
	Endesa Colombia	(i)	1.09	7.52	15.03	-6.42	-85.4	Endesa Colombia
	- men	(i)	1.44	9.77	18.90	-8.33	-85.3	Endesa Colombia
	- women	(i)	0.00	0.48	2.61	-0.48	-100.0	Endesa Colombia
	Other	(i)	29.29	45.72	0	-16.42	-35.9	Other [8]
	- men	(i)	35.91	56.31	0	-20.40	-36.2	Other [8]
	- women	(i)	0	0	0	-	-	Other [8]
	Injury seriousness index [9]	(no.)	0.07	0.10	0.11	-0.03	-30.0	Enel
	- men	(no.)	0.08	0.12	0.13	-0.04	-36.3	Enel
	- women	(no.)	0.01	0.02	0.04	-0.005	-23.9	Enel
	Absence due to injuries	(d)	8,664	14,024	15,240	-5,361	-38.2	Enel
	- men	(d)	8,323	13,555	14,318	-5,233	-38.6	Enel
	- women	(d)	341	469	922	-128	-27.3	Enel
	Work-related illnesses							
	Occupational disease rate (ODR) [10]	(i)	0.05	0.06	0.02	-0.01	-11.3	Enel [11]
	Absenteeism							
	Absentee Rate [12]	(i)	5,734	5,183	5,665	550	10.6	Enel
LA7 COMM	**CONTRACTING COMPANIES** [1]							
	Total injuries to employees of contracting companies	(no.)	501	552	758	-51	-9.2	Enel
	- men	(no.)	501	552	758	-51	-9.2	Enel
	- women	(no.)	0	0	0	-	-	Enel
	Injuries to employees of contracting companies							
	- fatal	(no.)	10	11	7	-1	-9.1	Enel
	- men	(no.)	10	11	7	-1	-9.1	Enel
	- women	(no.)	0	0	0	-	-	Enel
	- serious	(no.)	17	23	39	-6	-26.1	Enel
	- men	(no.)	17	23	39	-6	-26.1	Enel
	- women	(no.)	0	0	0	-	-	Enel
	- other non serious accidents	(no.)	474	518	712	-44	-8.5	Enel
	- men	no.	474	518	712	-44	-8.5	Enel
	- women	no.	0	0	0	-	-	Enel
	Lost-Time Injuries Frequency Rate (LTIFR) for employees of contracting companies	(i)	0.51	0.57	0.71	-0.06	-10.2	Enel
	- Italy	(i)	0.55	0.58	0.62	-0.03	-5.1	Enel
	- Europe	(i)	0.46	0.60	0.70	-0.14	-23.8	Enel
	- North America and Latin America	(i)	0.53	0.56	0.74	-0.03	-4.9	Enel
	Lost Day Rate (LDR) for employees of contracting companies	(i)	18.25	21.81	20.36	-3.56	-16.3	Enel
	- Italy	(i)	12.81	16.51	16.83	-3.71	-22.5	Enel

	KPI	UM	2013	2012	2011	2013-2012	%	Scope
	- Europe	(i)	21.57	32.09	26.20	-10.52	-32.8	Enel
	- North America and Latin America	(i)	18.47	18.46	17.61	0.01	0.1	Enel
EU18	**Training on health and safety**							Enel
	Contractors and subcontractors who have followed health and safety training courses	(%)	100	100	100	-	-	Enel

(1) Data do not include Portugal and companies which are consolidated at less than 50%.
(2) Since 2012 Safety expense *per capita* also includes Capex - capital expenditure (infrastructure investments for safety) which was not recorded in previous years.
(3) It includes studies, research and hygiene, medical controls, communication expenses and other costs.
(4) For Russia, it includes checks relating to the alcohol level carried out daily on a sample of people, as well as medical checks carried out on all the drivers before starting their shift.
(5) Injuries with first prognosis, given on the first medical certificate issued, over 30 days or with reserved prognosis, until such reservation is removed or an unknown prognosis which, on an initial assessment by the Division/company concerned, is hypothesized as being over 30 days. On the reservation being ended or the prognosis established, injuries will be considered as serious only if the first prognosis is over 30 days. Should the reserve not be removed, or should the prognosis remain unknown 30 days after the event, the accident must be considered as serious.
(6) This index is calculated as the ratio between the total number of injuries and the hours worked expressed in millions, while the LTIFR is calculated by comparing the same number of injuries to the standard of 200,000 worked hours, as established by the GRI guidelines.
(7) The calculation of the indexes by country considers the total number of injuries to men and women in proportion to the total worked hours by men and women; the calculation of the indexes by gender considers the number of injuries in proportion to the worked hours by the gender under consideration (only men or only women).
(8) Includes Belgium, Morocco and Bulgaria.
(9) This index is calculated as the ratio between the number of days of absence for injury and the hours worked expressed in thousands (INAIL standard), while the Lost Day Rate is calculated by comparing the same number of days of absence due to injury to the standard of 200,000 worked hours, as established by the GRI guidelines.
(10) Calculated by comparing the number of cases of work-related illness during the year to the total worked hours x 200,000; in 2012 it includes Italy, Russia, Slovakia, Romania, Endesa Iberia and Endesa Latam, in 2011 Italy, Russia, Endesa Iberia and Endesa Latam.
(11) In 2013 and 2012 it includes Italy, Russia, Slovakia, Romania, Endesa Iberia and Endesa Latam; in 2011 Italy, Russia, Endesa Iberia and Endesa Latam.
(12) Excluding holidays, personal reasons, maternity leave, study leave, extended leave, strikes, military service, paid leave, etc.

People and society - Sustainability in the supply chain

	KPI	UM	2013	2012	2011	2013-2012	%	SCOPE
	SUPPLIERS NATURE							
	Number of suppliers with which a new contract was signed in the year	(no.)	41,087	45,264	41,482	-4,177	-9.2	Enel
LA1 COMM	Workforce of contracting companies (1)	(no.)	95,683	104,590	109,708	-8,907	-8.5	Enel (2)
EU17	Days worked by employees of contractors and subcontractors	(,000 d)	24,285	24,150	26,662	135	0.6	Enel (2)
	- construction activities	(,000 d)	6,828	6,850	8,383	-22	-0.3	Enel (2)
	- operations activities	(,000 d)	7,269	6,330	6,955	939	14.8	Enel (2)
	- maintenance activities	(,000 d)	10,189	10,969	11,325	-780	-7.1	Enel (2)
	Concentration of material and service suppliers (Top 15)	(%)	40.1	38.2	41.8	1.9	5.0	Enel
EC6	**Local suppliers of materials and services** (3)							
	Local suppliers with contracts >1 m. euro	(n.)	995	1,118	1,152	-123	-11.0	Enel
	Foreign suppliers with contracts >1 m. euro	(n.)	124	140	110	-16	-11.4	Enel
	Spending on local suppliers with contracts >1 m. euro	(m. euro)	6,285	6,421	7,041	-136	-2.1	Enel
	Spending on foreign suppliers with contracts >1 m. euro	(m. euro)	410	641	560	-231	-36.0	Enel
	Concentration of spending on local suppliers	(%)	94	91	93	3	3.2	Enel
	Concentration of spending on foreign suppliers	(%)	6	9	7	-3	-32.5	Enel
	Purchases and fuels							
	Materials and services purchases	(m. euro)	8,409	8,858	9,243	-449	-5.1	Enel
	Supplies	(m. euro)	2,236	2,564	2,363	-328	-12.8	Enel
	Works	(m. euro)	2,174	1,473	2,517	701	47.6	Enel
	Services	(m. euro)	3,999	4,822	4,363	-823	-17.1	Enel
	Fuel purchases	(m. euro)	6,597	7,750	7,226	-1,702	-22.0	Enel (4)
	Gas	(m. euro)	3,202	3,420	3,024	-218	-6.4	Enel (4)
	Oil	(m. euro)	1,476	1,925	1,901	-450	-23.4	Enel (4)
	Coal	(m. euro)	1,578	1,957	1,947	-379	-19.4	Enel (4)
	Services	(m. euro)	342	448	354	-106	-23.7	Enel (4)
	Management instruments							
	Active qualified companies (5)	(n.)	5,075	5,522	4,901	-447	-8.1	Enel
	Online tenders	(%)	64	37	35	27	74.4	Enel
	Online purchases	(%)	45	58	59	-13	-22.7	Enel
	Use of prescription	(%)	27	41	48	-14	-33.7	Enel (6)
	Disputes involving suppliers							
	Total proceedings	(no.)	749	628	645	121	19.3	Enel
	Incidence of proceedings as defendant	(%)	70.9	73.1	72.7	-2.2	-3.0	Enel

(1) Calculated in FTE (Full Time Equivalents).
(2) Data do not include Portugal and companies which are consolidated at less than 50%.
(3) "Local suppliers" means those suppliers with their registered office in the country in which the supply contract was issued. The data for 2012 have been reclassified following revision of the scope of consolidation in the Enel Green Power countries at Group level.
(4) The 2011 data do not include Peru, Colombia, Portugal and Morocco.
(5) The 2012 data have been reclassified since in 2012 for Endesa global qualifications which has already been accounted for at Group level had also been taken into consideration.
(6) The 2012 data do not include Endesa, Renewables Latam and Renewables Romania.

GRI Content Index

Key

C: Core

A: Additional

Reporting level:

● Fully reported

◐ Partially reported

○ Not reported

Indicator	Type	Description	Reference/direct response	Cover
1. Strategy and analysis				
1.1	C	Statement from the most senior decision-maker about the relevance of sustainability to the organization and its strategy	4-6	●
1.2	C	Description of key impacts, risks and opportunities	4-6, 24-30	●
2. Profile of the organization				
2.1	C	Name of the organization	146	●
2.2	C	Primary brands, products, and/or services	9-11	●
2.3	C	Operational structure of the organization, including main Divisions, operating companies, subsidiaries, and joint ventures	12 Annual Report 2013, 6-8	●
2.4	C	Location of organization's headquarters	146	●
2.5	C	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	10-11	●
2.6	C	Nature of ownership and legal form	169	●
2.7	C	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	10-11, 180	●
2.8	C	Scale of the reporting organization	10-11	●
2.9	C	Significant changes during the reporting period regarding size, structure, or ownership	146-149	●
2.10	C	Awards received in the reporting period	19, 21	●
EU1	C	Installed capacity, broken down by primary energy source and by regulatory regime	163	●
EU2	C	Net energy output, broken down by primary energy source and by regulatory regime	163-164	●
EU3	C	Number of residential, industrial, institutional and commercial customers	180 **Limitation:** the distinction between residential, industrial and commercial customers is not available in the current recording systems, and any estimate would not be reliable. Enel undertakes to report information in the medium term.	◐

Indicator	Type	Description	Reference/direct response	Cover
EU4	C	Length of above and underground transmission and distribution lines by regulatory regime	164-165	●
EU5	C	Allocation of CO_2 emissions allowances or equivalent, broken down by carbon trading framework	68	●
3. Parameters of the report				
3.1	C	Reporting period (e.g. fiscal/calendar year) for information provided	148-149	●
3.2	C	Date of publication of most recent sustainability report	Sustainability Report 2012 was published on April 30, 2013	●
3.3	C	Reporting cycle (annual, biennial, etc.)	148-149	●
3.4	C	Contact point for questions regarding the report or its contents	146	●
3.5	C	Process for defining report content	146-149	●
3.6	C	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	148-149	●
3.7	C	State any specific limitations on the scope or boundary of the report	148-149	●
3.8	C	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	148-149	●
3.9	C	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	148-149	●
3.10	C	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	148-149	●
3.11	C	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	148-149	●
3.12	C	Table identifying the page number or website of the Standard Disclosures in the report	206-216	●
3.13	C	Policy and current practice with regard to seeking external assurance for the report	148 Report of the Independent auditors	●
4. Governance, commitments, engagement of stakeholders				
4.1	C	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	54-55 Annual Report 2013, 255	●
4.2	C	Indicate whether the Chair of the highest governance body is also an executive officer (if so, indicate their role within the management and the reasons for this structure)	Annual Report 2013, 255	●
4.3	C	For organizations that have a unitary board structure, state the number of members that are independent and/or non-executive members. Highlight how the organization defines the concept of "independent" and "non-executive"	54 Annual Report 2013, 255	●
4.4	C	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Annual Report 2013, 255	●

Indicator	Type	Description	Reference/direct response	Cover
4.5	C	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)	Annual Report 2013, 255 Remuneration Report 2013	●
4.6	C	Processes in place for the highest governance body to ensure conflicts of interest are avoided in the operations of the BoD	Annual Report 2013, 255	●
4.7	C	Process for determining the composition, qualifications and expertise of the members of the highest governance body, including any considerations on gender and on other diversity indicators	Annual Report 2013, 255	●
4.8	C	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	8, 60-63	●
4.9	C	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	54-55 Annual Report 2013, 255	●
4.10	C	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Annual Report 2013, 255	●
4.11	C	Explanation of whether and how the precautionary approach or principle is addressed by the organization	57-58	●
4.12	C	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	60-63	●
4.13	C	Memberships in national/international associations in which the organization: • has positions in governance bodies; • participates in projects or committees; • provides substantive funding beyond routine membership dues; • views membership as strategic	65	●
4.14	C	List of stakeholder groups engaged by the organization	14-15	●
4.15	C	Basis for identification and selection of stakeholders with whom to engage	25-27, 95, 147	●
4.16	C	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	25-27, 59, 84-95, 107-108, 127	●
4.17	C	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those concerns, including through its reporting	25-27, 88-93, 107-108	●
5. Management approach and performance indicators				
DMA EC		Management approach	24-30, 63-65, 95, 98-99, 177-178	●
EU6	C	Management approach to ensure short- and long-term electricity availability and reliability	106	●
EU7	C	Demand-side management programs including residential, commercial, institutional and industrial programs	50-51	●
EU8	C	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	39-51	●
EU9	C	Provisions for decommissioning of nuclear power sites	178	●
EC1	C	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	166-167	●

Indicator	Type	Description	Reference/direct response	Cover
EC2	C	Financial implications and other risks and opportunities for the organization's activities due to climate change	68-71	●
EC3	C	Coverage of the organization's defined benefit plan obligations	123-125	●
EC4	C	Significant financial assistance received from government	172	◐
EC5	A	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation	**Motivation:** not available. Data are not available in our current recording systems. An estimate would not be reliable. Enel commits to report this information in the medium term.	○
EC6	C	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	204-205 There are no internal policies to favor the choice of "local" suppliers in countries where the individual companies of the Group operate: the identification of suppliers is based on criteria set by the law and/or by company documents on quality, safety, cost optimization, etc.	●
EC7	C	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	During 2013 common guidelines were defined for recruitment and a specific procedure for the scope of Italy. In addition, work started to publish a global policy and specific local procedures for the management of candidacies and the selection process in various countries, taking account of the legislative system and local labor market	●
EC8	C	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or *pro bono* engagement	99, 179	●
EC9	A	Understanding and describing significant indirect economic impacts, including the extent of impacts	**Motivation:** not available and an estimate would not be reliable. Enel commits to report this information in the medium term.	○
EU10	C	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	**Motivation:** proprietary information. The information requested regards Business-Plan data that we do not consider advisable to publish for reasons of strategic expediency. The Enel Group guarantees that it will keep the commitments undertaken with the institutions of the countries in which it operates to ensure a production capacity that can satisfy electricity demand over the long term.	○
EU11	C	Average generation efficiency of thermal plants by energy source and regulatory regime	181	●
EU12	C	Transmission and distribution losses as a percentage of total energy	182 **Limitation:** data regarding the Latin American countries are not available because of the difficulty in standardizing them. Enel undertakes to report such information in 2015.	◐
Environmental performance indicators				
DMA EN_{COMM}		Management approach	24-29, 68-71 Environmental Report 2013	●
$EN1_{COMM}$	C	Raw materials used by weight or volume	175-176	●
EN2	C	Percentage of materials used that are recycled materials	176	●
EN3	C	Direct energy consumption by primary energy source	174-175	●
EN4	C	Indirect energy consumption by primary source	175	●
EN5	A	Energy saved due to conservation and efficiency improvements	73-74	●

Indicator	Type	Description	Reference/direct response	Cover
EN6	A	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	39, 44, 50	●
EN7	A	Initiatives to reduce indirect energy consumption and reductions achieved	Environmental Report 2013	●
$EN8_{COMM}$	C	Total water withdrawal by source	75, 175-176	●
EN9	A	Water sources significantly affected by withdrawal of water	74-76 Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
EN10	A	Percentage and total volume of water recycled and reused	74-75, 177	●
EN11	C	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	79-81 Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
$EN12_{COMM}$	C	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	79-81 Environmental Report 2013	●
EU13	C	Biodiversity of habitats compared to the biodiversity of the affected areas	Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
EN13	A	Habitats protected or restored	80-81 Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
$EN14_{COMM}$	A	Strategies, current actions, and future plans for managing impacts on biodiversity	79-81 Environmental Report 2013	●
EN15	C	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	79-81 Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
$EN16_{COMM}$	C	Total direct and indirect greenhouse-gas emissions by weight	71-73, 173	●
EN17	C	Other relevant indirect greenhouse-gas emissions by weight	173	●
$EN18_{COMM}$	C	Initiatives to reduce greenhouse-gas emissions and reductions achieved	24-29, 71-72, 173	●
EN19	C	Emissions of ozone-depleting substances by weight	174	●
$EN20_{COMM}$	C	NO_x, SO_x, and other significant air emissions by type and weight	72-73, 173	●
$EN21_{COMM}$	C	Total water discharge by quality and destination	177 Environmental Report 2013	●
$EN22_{COMM}$	C	Total weight of waste by type and disposal method	81, 177-178	●
EN23	C	Total number and volume of significant spills	81 Environmental Report 2013	●
EN24	A	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annexes I, II, III, and VIII, and percentage of such waste transported abroad	**Motivation:** not available. Data are not available in our current recording systems. An estimate would not be reliable.	○

Indicator	Type	Description	Reference/direct response	Cover
EN25	A	Identity, size, protected status, and biodiversity of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	Environmental Report 2013 http://www.enel.com/en-GB/sustainability/environment/biodiversity/	●
EN26	C	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	44	●
EN27	C	Percentage of products sold and their packaging materials that are reclaimed by category	**Motivation:** not significant, because Enel does not produce significant quantities of packageable goods to be sold. Therefore, this indicator is not significant with regard to Enel's specific activities.	○
EN28	C	Monetary value of significant fines and total number of nonmonetary sanctions for non-compliance with environmental laws and regulations	174 **Limitation:** the figure on non-monetary sanctions is not available. Enel commits to report this information in the short term.	◐
EN29	A	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Environmental Report 2013	●
EN30	A	Total environmental protection expenditures and investments by type	174	●
Social performance indicators: appropriate labor practices and working conditions				
DMA LA		Management approach	113, 115, 117, 121, 126	●
EU14	C	Programs and processes to ensure the availability of a skilled workforce	114-116	●
EU15	C	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	192-196	●
EU16	C	Policies and requirements regarding health and safety of Enel Group employees and employees of contractors and subcontractors	130, 135	●
$LA1_{COMM}$	C	Total workforce by employment type, employment contract, and region, divided by gender	113, 186-189	●
$LA2_{COMM}$	C	Total number and rate of new recruitment and employee turnover by age group, gender, and region	113, 189-191	●
EU17	C	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities	204	●
EU18	C	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	142	●
LA3	A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	123-125	◐
$LA4_{COMM}$	C	Percentage of employees covered by collective bargaining agreements	197-198 **Limitation**: data regarding contractors and subcontractors (EUSS commentary) are not available. Given the fragmentation of such firms, it is difficult to collect such data. An estimate would be neither reliable nor significant. Enel undertakes to report such information in 2015.	◐
LA5	C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	127	●
LA6	A	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	137	●

Indicator	Type	Description	Reference/direct response	Cover
$LA7_{COMM}$	C	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	128-129, 199-203	●
LA8	C	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	134	●
LA9	A	Health and safety topics covered in formal agreements with trade unions	136-137	●
LA10	C	Average hours of training per year per employee by gender and by employee category	115-116, 191-192	●
LA11	A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	113-114, 191 Annual Report 2013, 137, 155	●
LA12	A	Percentage of employees receiving regular performance and career development reviews, by gender	113-114, 191	●
LA13	C	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	170, 196-197	●
LA14	C	Ratio of basic salary and remuneration of women to men by employee category and by significant locations of operation	197	●
LA15	C	Return to work and retention rates after parental leave, by gender	**Motivation**: data are not available in our current recording systems. An estimate would not be reliable.	○

Social performance indicators: Human rights

DMA HR		Management approach	62-63, 171-172	●
HR1	C	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	140-142 Under investment agreements, the acquisition of majority stakes in other companies entails the extension of the Code of Ethics and of all principles in it, including those relating to human rights. During 2013 a significant investment agreement was approved by the Board of Directors of Enel SpA, which presuppose the application of human rights principles in Enel's Code of Ethics.	●
HR2	C	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	140-142 **Limitation:** an estimate would not be reliable.	◐
HR3	C	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	62-63	●
HR4	C	Total number of incidents of discrimination and corrective actions taken	62, 171	●
$HR5_{COMM}$	C	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	62-63, 139-142	◐
HR6	C	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	62-63, 139-142	◐
HR7	C	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	62-63, 139-142	◐

Indicator	Type	Description	Reference/direct response	Cover
HR8	A	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	**Motivation:** data are not available. An internal analysis revealed that the indicator is material in some corporate contexts; Enel, therefore, undertakes to report such information in the medium term.	○
HR9	A	Total number of incidents of violations involving rights of indigenous people and actions taken	In 2013 there were no cases of violation of the rights of indigenous populations	●
HR10	C	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	**Motivation:** data are not available. An internal analysis revealed that the indicator is material in some corporate contexts; Enel, therefore, undertakes to report such information in the medium term.	○
HR11	C	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	171	●
Social performance indicators: society				
DMA SO		Management approach	60-63, 84-88, 95-98	●
EU19	C	Stakeholder participation in the decision-making process related to energy planning and infrastructure development	63, 84, 88, 90, 95	●
EU20	C	Approach to managing the impacts of displacement	88-90	●
EU21	C	Contingency planning measures, disaster/emergency management plans and training programs, and recovery/restoration plans	98	●
$SO1_{COMM}$/ SO1	C	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting/Percentage of operations with implemented local community engagement, impact assessments, and development programs	84-94	●
EU22	C	Number of people physically or economically displaced and compensation, broken down by type of project and impact	88-90	●
SO2	C	Percentage and total number of business units analyzed for risks related to corruption	63	●
SO3	C	Percentage of employees trained in organization's anti-corruption policies and procedures	63	●
SO4	C	Actions taken in response to incidents of corruption	171 Throughout the Group during 2013, there were 6 recorded episodes relating to corruption. In regard to these, Enel ordered disciplinary measures for the staff involved in line with the relevant regulation.	●
SO5	C	Public policy positions and participation in public policy development and lobbying	63-64	●
SO6	A	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Enel does not have direct relations with political parties and does not provide financing of any kind, as explicitly established at point 2.2 of the Zero Tolerance of Corruption Plan and at point 3.26 of the Group's Code of Ethics. Some exceptions can be found in some countries following the law in force in them and subject to analysis by the due bodies.	●

Indicator	Type	Description	Reference/direct response	Cover
SO7	A	Total number of legal actions for anti-competitive behavior, antitrust, and monopoly practices and their outcomes	**Russia**: Enel OGK-5: in February 2013 the Court confirmed the position of Enel OGK-5 and completely annulled the FAS decision of the previous year. RusEnergoSbyt: 3 antitrust proceedings ended during 2013. RusEnergoSbyt appealed the decisions of the FAS and won the three appeals. Therefore, no sanction was imposed. The cases were mainly linked to the presumed violation of a dominant position, the dissemination of information and a refusal to contract. **Spain**: **1)** On April 2, 2009 the CNC imposed a fine of 15.3 million euro on Endesa Distribución (EDE) for an alleged abuse of a dominant position. Endesa appealed this to the *Audiencia Nacional*. The Audiencia Nacional confirmed the fine and an appeal was presented to the Supreme Court. **2)** On May 13, 2011 the CNC imposed a fine of 26.6 million euro on Endesa SA for collusion in the UNESA sectoral association. Endesa appealed this fine to the *Audiencia Nacional*. (Provisions set aside for 27 million euro). **3)** On February 22, 2012 the *Comisión Nacional de la Competencia* (CNC) imposed 2 fines on Endesa Distribución for abuse of a dominant position for a total of approximately 23 million euro. The fine ended proceedings started on May 10, 2010 following allegations made by National Federation of Electric Installers (FENIE). Endesa appealed these fines to the *Audiencia Nacional*. The *Audiencia Nacional* rejected the appeal and an appeal was made to the Supreme Court. **4)** On April 27, 2012 Endesa was fined 1 million euro following proceedings for noncompliance opened by CNC. Endesa appealed to the Audiencia Nacional. **5)** On July 12, 2012 CNC imposed a 5.4 million euro fine on Endesa XXI for an alleged abuse of a dominant position in the transfer of customers from its own supply as supplier of last resort to the free market, without first having obtained their agreement. Endesa appealed to the *Audiencia Nacional*. The *Audiencia Nacional* confirmed the fine an appeal was made to the Supreme Court.	
SO8	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Annual Report 2013, 241-247	
SO9	C	Operations with significant potential or actual negative impacts on local communities	84-87, 90-93	
SO10	C	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	84-87, 90-93	
Social performance indicators: product responsibility				
DMA PR		Management approach	60-63, 105, 109	
EU23	C	Programs, including those in partnership with governments, to improve or maintain access to electricity and support services for customers	109-111	
EU24	C	Initiatives aimed at breaking down linguistic, cultural, illiteracy and disability barriers to accessing electricity safely and support services for customers	110-111	

Indicator	Type	Description	Reference/direct response	Cover
$PR1_{COMM}$	C	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	99, 106	●
PR2	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle	In 2013 there were no cases of noncompliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle.	●
EU25	C	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases	179 Annual Report 2013, 241-247 On health and safety, civil proceedings are underway regarding not only former employees, but also their heirs, who are claiming their right to compensation for the damage suffered by their relatives, caused by illnesses allegedly arising from exposure to asbestos fibers. These proceedings involve Enel SpA called to defend itself as the previous owner and operator of thermoelectric power plants sold in 1999 to the so-called Genco (production companies set up and sold to third parties following the provisions of article 8 of legislative decree 79/1999): and these proceedings also see involved the companies which bought the aforementioned plants, whether called by Enel or directly by the plaintiffs. There are requests for damages in their own right from the heirs of former employees (as well as naturally requests for damage as heirs) in 2 pending proceedings which concern fatal illnesses (pleural mesothelioma) and 3 out of court requests. A further legal case was settled during 2013. In addition to these are 4 out of court requests for former employees of contracting companies who had worked at the aforementioned plants. In addition penal proceedings are underway regarding exposure to asbestos and violation of the laws on the prevention of workplace accidents, which focus on the alleged causal link between deaths or personal harm and exposure to asbestos. With reference to the pending proceedings which could involve the community outside Enel SpA and which involve numerous civil parties, we would also mention the ongoing proceedings in Rovigo, which also involve representatives of Enel SpA. In particular, the defendants, according to the public prosecutor, did not provide the plant and equipment to prevent disasters and/or workplace accidents, thus causing the risk of the creation and worsening of respiratory and cardiovascular diseases due to inhaling and ingesting pollutants released into the atmosphere in 1998-2009 from the power plant of Porto Tolle. The alleged crimes are those envisaged by article 434 of the Criminal Code (“Collapse of construction or other negligent disasters”) and article 437 of the Criminal Code (“Removals or negligent omission of the precautions against workplace injuries”). In relation to the affair at Porto Tolle, Enel SpA believes in general that it has acted in full compliance with the law in force.	●

Indicator	Type	Description	Reference/direct response	Cover
PR3	C	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	All the Group sale companies comply with the transparency obligations envisaged by various national and supranational regulations regarding the source of the electricity sold. Energy bills must specify the mix of energy sources used and the source of the energy.	●
PR4	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning product and service information and labeling	In 2013 there were no cases of non-compliance with information requirements relating to sales of energy certified as renewable energy. **Limitation:** data are not available for Endesa. Enel undertakes to report such information in 2015.	◐
PR5	A	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	107-108, 182-183	●
PR6	C	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	109	●
PR7	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	In 2013 the Italian Anti-trust Authority (AGCM) fined Enel Energia 100,000 euro, for violation of the law on unfair commercial practices in relation to the communication with which it promoted the natural gas supply offer "*Tutto Compreso Gas Taglia S*".	●
PR8	A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	111	◐
PR9	C	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	In Romania in 2013 the national energy authority (ANRE) imposed 122 fines on Enel distribution companies due to lack of conformity with the service quality parameters, of which 120 have been paid for a value of 509,273 euro. In Italy the AEEG, with its resolution 265/2013/S/Gas, imposed a fine on Enel Energia of 94,500 euro for delay in applying fees relating to the distribution and metering service. In the other countries where Enel operates no fines were recorded.	●
EU26	C	Percentage of population unserved in licensed distribution or service areas	Italy: 0% Romania: 0% Spain: 0% Argentina: 3.8% Chile: 0.1% Brazil: 0% Peru: 3.2% Colombia: 0.7%	●
EU27	C	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	183-185	●
EU28	C	Power outage frequency	182 **Limitation:** data regarding Latin American countries are unavailable because of the difficulty of standardizing them. Enel undertakes to report such information in 2015.	◐
EU29	C	Average power outage duration	182 **Limitation:** data regarding Latin American countries are unavailable because of the difficulty of standardizing them. Enel undertakes to report such information in 2015.	◐
EU30	C	Average plant availability factor by energy source and by regulatory regime	181-182	●

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