Sustainability Report 2014

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STOXX
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CDP
DRIVING SUSTAINABLE ECONOMIES


MEMBER OF
Dow Jones
Sustainability Indices
In Collaboration with RobecoSAM


Global Compact
LEAD
PARTICIPANT


Global Reporting Initiative
Organizational Stakeholder
2015


SUSTAINABLE
ENERGY FOR ALL


ROBECOSAM
Sustainability Award
Gold Class 2015


ECPI
Sense in
sustainability


FTSE4Good

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Letter to stakeholders

Over the last ten years Enel has established a leading position worldwide in terms of corporate social responsibility. That is why we have decided, in setting up the new organization and strategic guidelines for the Group, to profoundly innovate the mission and structure of the business, convinced as we are that the best way to continue along this path is to look to the future, orienting the Group towards full integration and aligning it with the principles and goals of sustainability.

Being sustainable today means being competitive tomorrow; it means creating lasting value by responding – through the offer of products and services and through close relations with customers and the local area – to the needs of the communities where the Company operates.
Such reasoning is even more relevant in the energy sector and we are well aware of this. We provide an essential service for the economic and social growth of developing countries, but also for developed countries, where electricity will play a key role in replacing other energy sources as part of decarbonization processes. In both contexts, innovation is becoming a decisive factor to guarantee electricity supplies which are accessible to everyone at competitive prices and which respect the environment.
Sustainability therefore also means being able to lead the "energy transition", from the current consumption and generation model to a system focused on customers' needs and founded on renewable sources, smart girds that can integrate distributed generation, energy efficiency, storage systems, while at the same time pursuing the global goals of reducing environmental impacts, in order to conserve and develop natural capital.

The integration of sustainability into the operational strategies and choices of the business is the concept which guides our process of change. Likewise, the new industrial plan pursues new growth objectives focused on renewables, the digitalization and modernization of grids, improving operational efficiency and rationalizing thermoelectric capacity, to be achieved through a flexible portfolio of small and medium size projects which offer a quick return on investment, to be developed with the full support of the communities which host them. In this sense, during 2014 we abandoned some controversial projects, such as the HydroAysén plant in Chile and the reconversion to coal of the Italian power plant at Porto Tolle, both of which are symbols of a growth model which is no longer sustainable from an economic and industrial viewpoint, as well as in terms of their impact on the environment.

In order to accompany and lead this change, in the new matrix-based organization at Enel, a Parent Company, which reports directly to the Chief Executive Officer, manages and coordinates innovation and sustainability centrally, with a specific presence in every country. Besides these visible signs and the organizational concepts, in terms of operations new tools will be put into place and made available which focus on models of "shared value" between the Company and the communities where we operate. Ensuring the gradual and rapid spread of the principles and processes of shared value, in the various stages of the value chain (from business development, to plant construction, to operations and management) and in the various areas of the Company, will be one of our priorities in coming months.

In the same way we intend to consolidate Enel's leadership in terms of governance systems. Transparent and effective governance, together with a long-term vision of the business, is perhaps the best way to summarize the essence of the sustainability concept. The Enel Board of Directors has started a program of training and information-giving on this issue as part of the LEAD program of the Global Compact, the pilot stage for which sees the involvement of just six companies worldwide. Enel has joined the Board of the UN Global Compact and the Advisory Board of Sustainable Energy for All.

The confirmation of Enel's positioning at the top of sustainability indices is another clear sign of excellence, which is acknowledged by markets and investors alike who increasingly recognize the value of a company which makes sustainability a factor driving innovation, growth and reducing operational and strategic risk. The increase of the presence among our shareholders of socially responsible investors and, more generally, long-term investors is the best possible feedback on the soundness of the path we have chosen to follow.

An attentive and proactive relationship with all stakeholders, in accordance with the priorities and issues identified through the matrices of materiality, will be another strategic lever for growth. An example is the appreciation of the new strategic guidelines and the results achieved by the Group in the environmental field. In this sense the recent meeting between the senior management of Enel and that of Greenpeace is emblematic. Greenpeace has traditionally been a vocal critic, but today recognizes in Enel a progressive company which can lead the transformation of the sector and the ongoing energy transition.
In this sense we have strengthened the target which was previously communicated for specific CO_2 emissions, as this year we have already achieved the target for 2020 and we can count on the new drive for development of plant that use renewables as envisaged by the industrial plan.

As for the people who work with us, the promotion of the "culture of safety" and responsible conduct remains the priority for the Group. The adjustment of management, evaluation and development systems to the new organizational model is in full swing, with particular attention to the issue of diversity, which is considered a lever for competitive advantage, and on which a specific Group-wide project has been started which will be followed by a program of global and local initiatives to be implemented from as early as this year.

We are all witness to an acceleration in the ongoing change, largely due to technological innovation which impacts on our lives and our Company, as it does on the energy needs of a changing world. We believe that this provides an excellent opportunity for us to continue, together with our stakeholders, along the path to growth that we have taken, leveraging our outstanding size and geographical and technological positioning, with a new orientation to innovation, focused on the needs of customers and of the communities of which we are part, and with a long-term vision which guides our strategic and operational choices.

The Chairman of the
Board of Directors
Patrizia Grieco

Chief Executive Officer and
General Manager
Francesco Starace

Company profile

Total net production

283,101 GWh

Net **renewable** production

94,879 GWh

Electricity volumes sold

260,945 GWh

Electricity transported

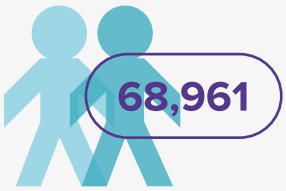
395.4 TWh

Gas volumes sold (m³)

7.8 billion

Number of customers

Number of employees



Workforce of contractors FTE

Zero emission power generation

47%

Socially responsible investors in the free float

8.6%

EBITDA (m. euro)

15,757

Revenues (m. euro)

75,791

Enel worldwide

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.

Distribution

Group distribution companies transport electricity in Italy, Romania, the Iberian Peninsula and Latin America on 1,854,079 km of power lines across two continents.

Electricity and gas market

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 60,484,605 customers (55,808,450 of whom are on the electricity market and 4,676,155 on the gas market).

Upstream **gas**

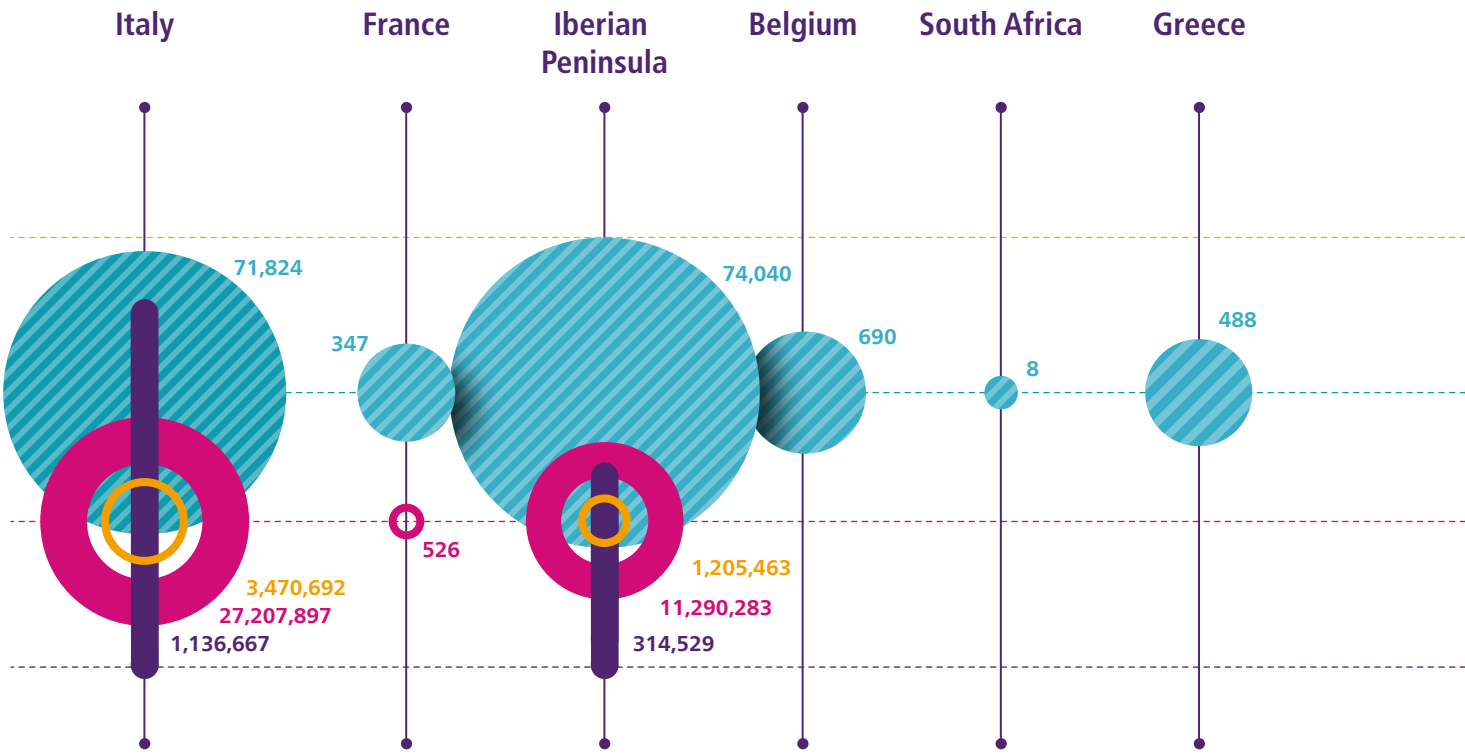
The exploration of and production from gas fields are currently focused on the development of the projects in the portfolio and on the search for new opportunities which can contribute to providing gas in the medium/long term to Enel power plants. In particular during 2014 Enel continued its commitment to projects in Algeria (the South East Illizi project, the Isarene project, the Msari Akabli project) and in Italy where two Environmental Impact Assessment procedures for exploration wells in Emilia Romagna were started.

Generation

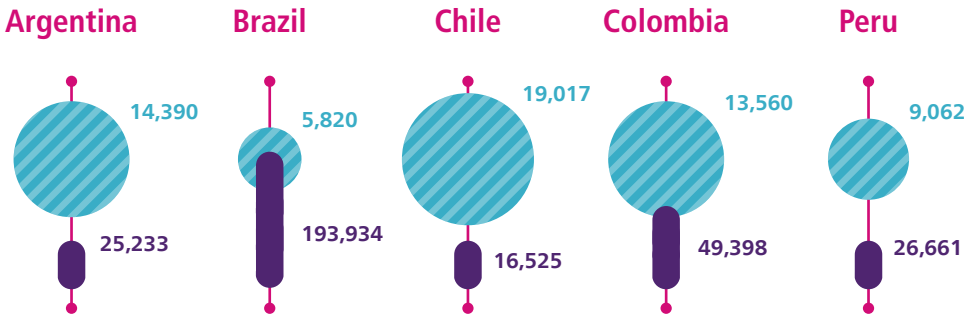
Net production
by geographic area (GWh) - 2014

Distribution

Length of distribution lines
by geographic area (km) - 2014



Latin America

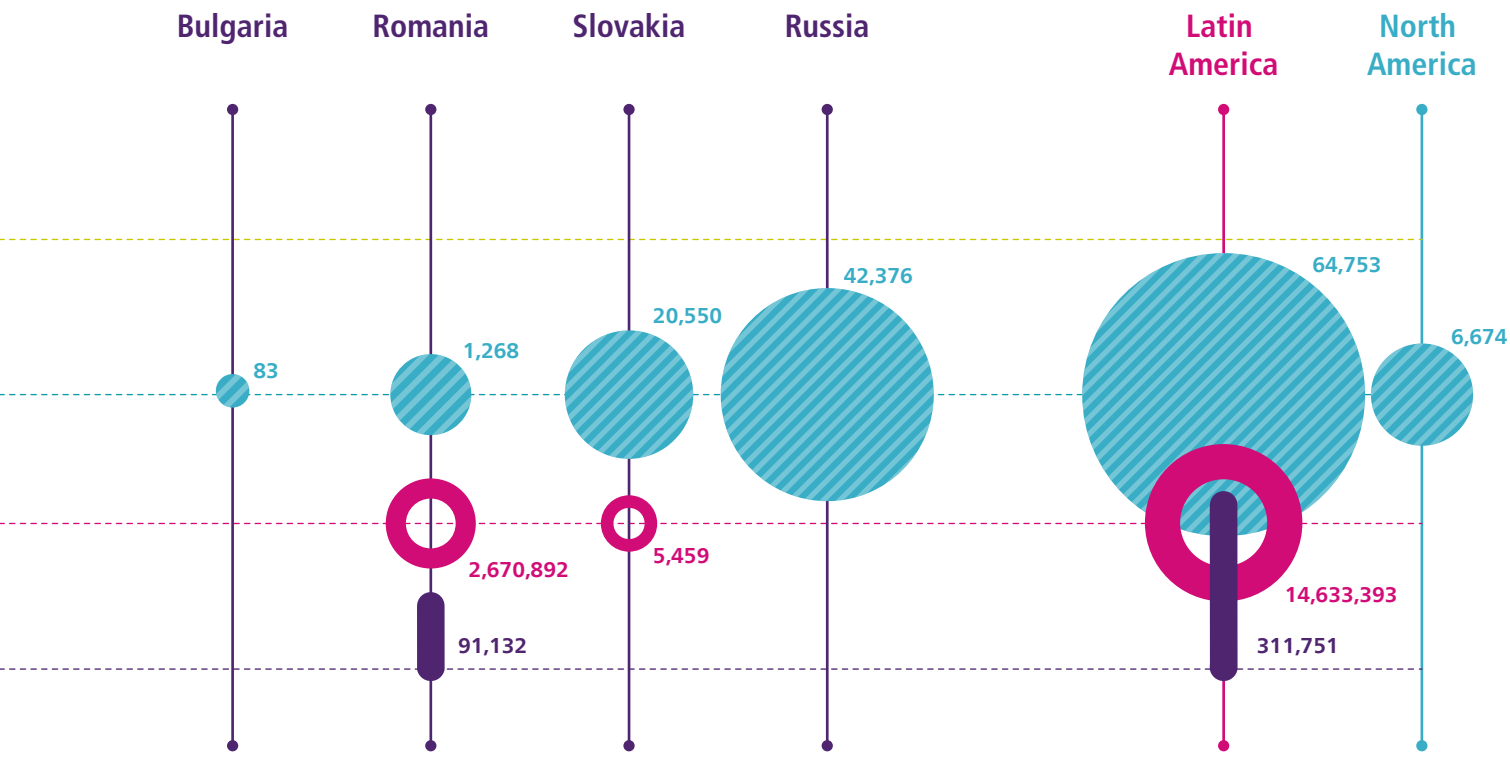


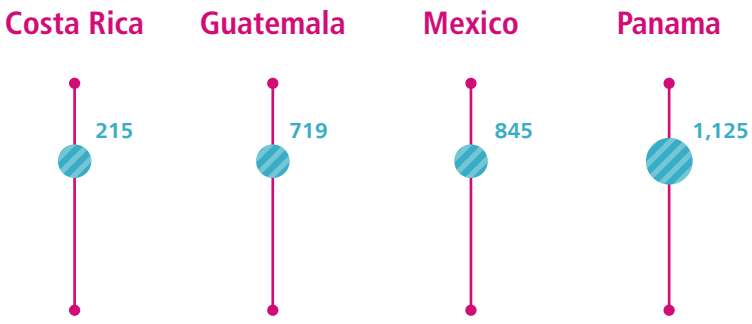
Electricity market

Number of electricity customers
by geographic area (no.) - 2014

Gas market

Number of gas customers
by geographic area (no.) - 2014

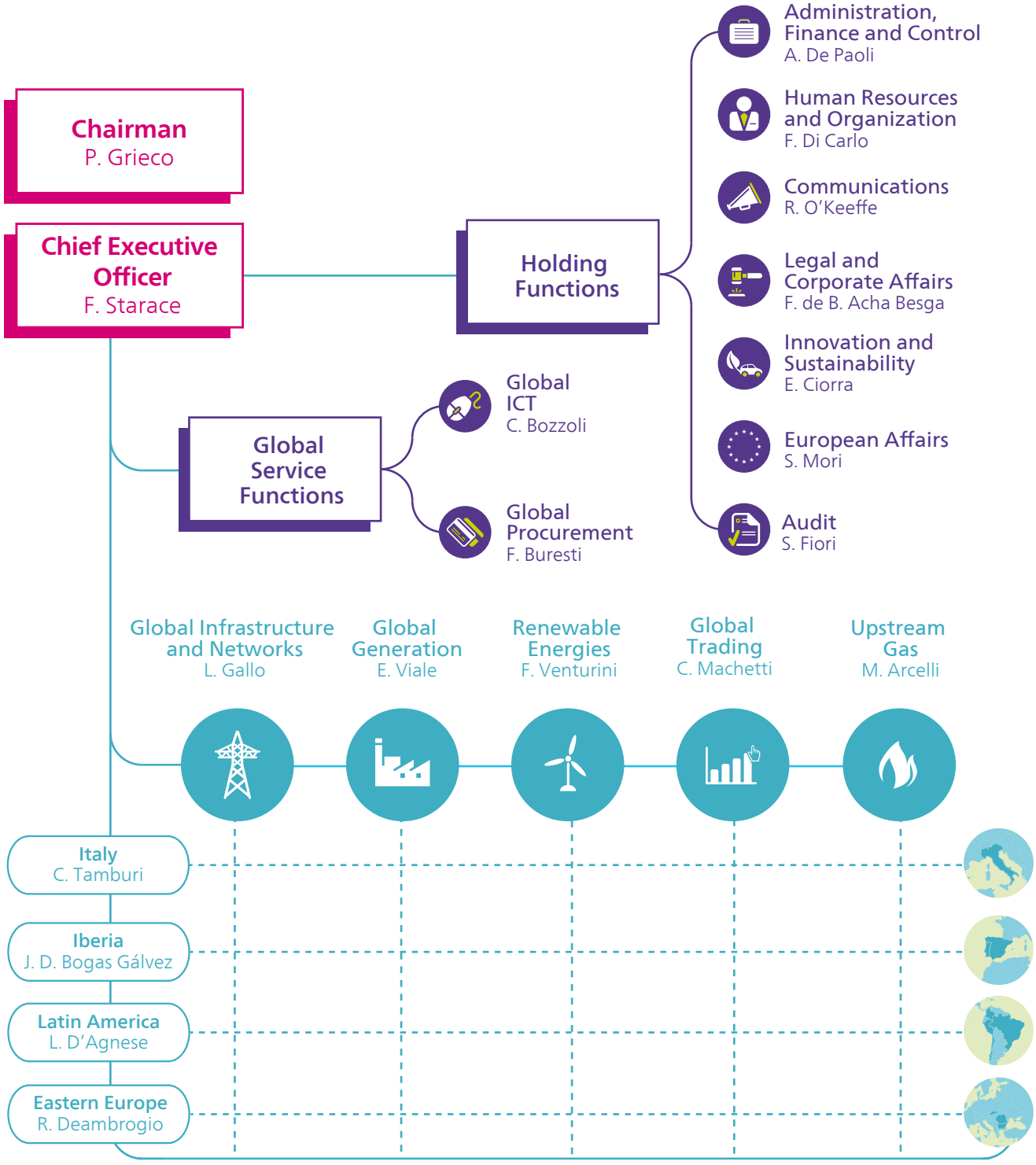




The new organizational structure

In 2014 the Enel Group altered its organizational structure adopting a matrix, business-oriented model in order to achieve the following objectives:

> reduction in complexity;
> capital allocation assessed and decided at central level;
> increased efficiency in operating costs and investments;
> dissemination and application of best practice in various countries;
> clear, shared responsibilities across global and regional business lines.



The structure is broken down into:

> five Global Divisions which are responsible for operating, maintaining and developing assets, as well as undertaking trading in all the countries where the Group is present;
> two Regions and two Countries which are responsible for managing relationships with customers, institutions and regulators, electricity and gas sales at country level and providing services and corporate activities to the Global Divisions in the country concerned, integrating the activities of the business lines;
> two Global Service Functions which are responsible for the integrated management of all the Group's ICT and procurement activities;
> seven Holding Functions which focus on policy-making, coordination and strategic control of the whole Group.

Compared with the previous structure, the main changes concerned the establishment of three new Global Divisions (Global Infrastructure and Networks; Global Generation; Global Trading), of the Countries Italy and Iberia and the Region Latin America, which join the Eastern Europe region (previously known as the International Division), as well as the assignment of responsibilities concerning Risk Control and Insurance to the Administration, Finance and Control Holding Function.

In particular:

> the **Global Infrastructure and Networks Business Line** is responsible at Group level for:
  - optimizing capex allocation whilst maximizing service quality levels and targeted return on investment;
  - managing the Infrastructure & Networks activities maximizing operational efficiencies, exploiting synergies and implementing cutting edge technologies, sharing with Countries the responsibility on EBITDA, cash flow and revenues targets;
  - developing the Infrastructure & Networks business portfolio through equity transactions and participation to public tenders (e.g. new licenses), both in new and existing Countries;
> the **Global Generation Business Line** is responsible at Group level for:
  - optimizing capex allocation whilst maximizing targeted return on investment and technical performance standards;
  - managing the power generation fleet operation and maintenance in accordance with production plans and security, safety and environmental policies and regulations, maximizing operational efficiencies and exploiting synergies across geographies, sharing with Countries and Global Trading the responsibility on EBITDA, cash flow and revenues targets;
  - developing the power generation business, both in new and existing Countries;
  - carrying out the necessary engineering and construction activities within the quality, costs and timing targets assigned to each project as well as Research and Development projects aimed at improving operational performances of the fleet;
> the **Global Trading Business Line** is responsible at Group level for:
  - maximizing the gross energy margin in the markets of interest and within the assigned risk limits, sharing with the countries and Global Generation the responsibility on EBITDA targets;
  - optimizing the hedging strategy and the commodity risk exposure of the global portfolio;
  - optimizing production through the local dispatching of the power plants fleet, the supplies of gas and other fuels (e.g. coal, petcoke, oil products, biomass) and the related logistics and operations, managing also inventories;
  - trading gas, including LNG, and power in the wholesale markets, as well as other energy commodities, energy derivatives and structured energy products, and related origination activities.

Within the scope of their own geographic areas, the Regions and Countries are responsible for ensuring a context that is suited to the business and to serving customers, while sharing responsibility with the Global Divisions for achieving EBITDA, cash flow and revenue targets, and managing the following aspects within their respective areas:

> the relationships with institutions, regulators, media and other stakeholders which may impact the Group's interests;
> the development of local clients portfolio, with the responsibility on related economics;
> staff activities and services to the business lines present at Country level, maximizing efficiency and quality, with responsibility on costs;
> the integration among business lines present in the Country.

A sustainable year

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.

FEBRUARY

ETHINOMICS – WORKSHOP ON TRANSPARENCY FOR ENEL'S TOP MANAGERS

Enel, at the initiative of the Supervisory Board set up under Legislative Decree 231/01, organizes for its top managers a training day on the value, including the economic value, of ethics and anti-corruption, with the participation of Italian and international experts. Enel is the first Italian company to join the Business Advisory Board of Transparency International at global level.

MARCH

JOINING THE GLOBAL COMPACT - CEO WATER MANDATE

Enel joins CEO Water Mandate, a unique platform to share best practice and to create multi-stakeholder partnerships in order to build an international movement of sustainable companies that are committed to the issue. The Company thus makes a commitment to provide annual communication on the progress made (Communication on Progress, COP-Water) in regard to the six core elements identified: Direct Operations, Supply Chain and Watershed management, Collective action, Public Policy, Community engagement, Transparency.

MAY

ENEL GREEN POWER: FIRST PHOTOVOLTAIC PLANT ACTIVATED IN SOUTH AFRICA

Enel Green Power has connected its first photovoltaic plant to the South African electricity grid at Upington which is part of the municipality of Khara Hais, in the Northern Cape province. With total installed capacity of 10 MW, the new plant will be capable of generating up to around 20 million kWh per year once fully operational. This corresponds to the annual electricity needs of about 1,000 South African households.

JUNE

SUSTAINABLE ENERGY FOR ALL – ENEL ON THE ADVISORY BOARD OF SE4ALL

The Chief Executive Officer and General Manager of Enel, Francesco Starace, takes part in Sustainable Energy for All (SE4ALL) at the United Nations in New York. Organized for the launch of the first decade of Sustainable Energy for All (2014-2024), the Forum analyzed progress, shared best practice and set out new commitments. The Chief Executive Officer joins the Advisory Board of SE4ALL.

JULY

THE NEW ENEL STRUCTURE

The Group's new macro-structure has been defined and is completely renewed with the creation of five global business lines and four geographic areas. The new organizational structure sees for the first time direct reporting to the Chief Executive Officer of a specific "Innovation and Sustainability" function.

AUGUST

GLOBAL COMPACT CARING FOR CLIMATE - GLOBAL COMPACT CARBON PRICING

Enel has joined the two global platforms launched by the United Nations and World Bank, which commit companies to showing leadership in facing climate change through action to support a price for carbon emissions, the integration of this price into long-term strategies and investment decisions, and communication on progress.

SEPTEMBER

UNITED NATIONS - CLIMATE CHANGE SUMMIT

Chief Executive Officer and General Manager Francesco Starace reiterated the Company's commitment to achieve carbon neutrality by 2050, a proposal that has been agreed with other companies.

OCTOBER

SALE OF 60.62% OF ENERSIS FROM ENDESA TO ENEL ENERGY EUROPE COMPLETED

NOVEMBER

PLACEMENT OF 17% OF ENDESA'S SHARE CAPITAL

NOVEMBER

GLOBAL COMPACT BOARD PROGRAMME

Enel was among the first companies to confirm its participation in the Lead Board Programme, which intends to develop training on the strategic role of Boards of Directors in regard to integrating sustainability into business strategies, providing analyses of the subject from leading international experts. In November 2014 the first session was held which involved all the members of the Enel SpA Board of Directors.

SEPTEMBER-NOVEMBER

ENEL IN SUSTAINABILITY INDICES

- Confirmed in the Dow Jones Sustainability Index and for the first time obtains the "Gold Class" ranking from RobecoSAM
- Reconfirmed in the FTSE4GOOD
- Admitted to the CDP Italy Climate Disclosure Leadership Index 2014
- Admitted to the STOXX Global ESG Leaders index

NOVEMBER

ENEL GREEN POWER WINS THE '*LEILAO DE RESERVA*' TENDER IN BRAZIL

Enel Green Power was awarded, through the '*Leilao de reserva*' public tender, the right to sign 20-year energy supply contracts in Brazil for a total of 344 MW of wind and photovoltaic capacity. With the '*Ituverava*' project, the Company was awarded 254 MW of photovoltaic capacity, equivalent to 24% of the total projects awarded within the framework of the first public tender dedicated to solar energy in the South American country.

It happened in 2015

JANUARY

ENEL SIGNS WEP – WOMEN EMPOWERMENT PRINCIPLES

In January 2015 Enel was admitted to the WEP, the initiative promoted by the UN Global Compact and UN Women, which aims to promote gender equality by calling on companies to sign seven principles on the promotion of women in business.

17 MARCH

SENIOR MANAGEMENT OF ENEL AND GREENPEACE MEET

Enel and Greenpeace aim at working constructively and collaboratively on common areas to develop their economic, social and environmental interests for an innovative and comprehensive approach to sustainability.

What they say about us

Enel in the media

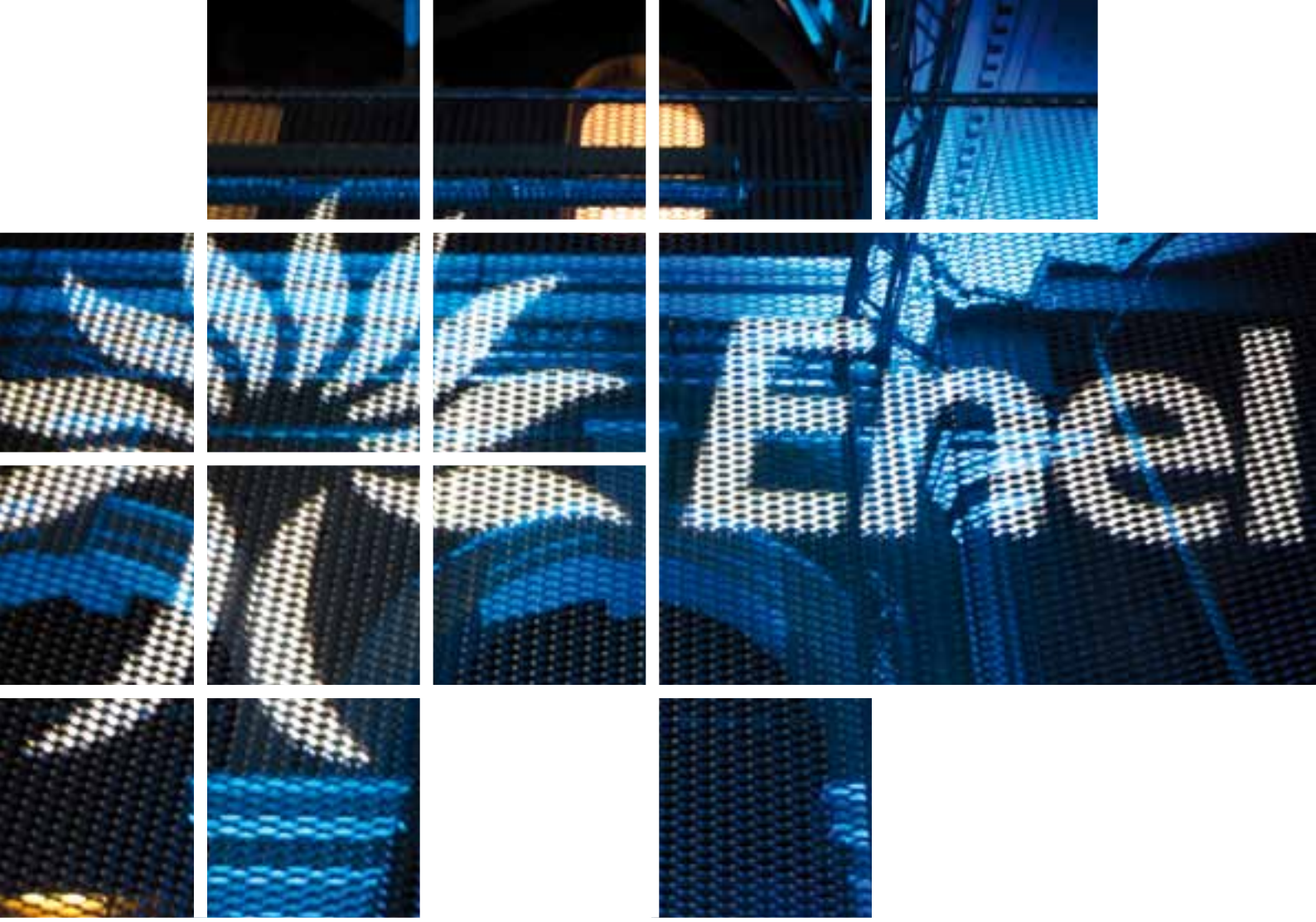
Enel constantly monitors the perception of the Group in the press, radio, TV and online, locally, nationally and internationally, in both the general and specialist media. Enel's attitude in dealings with the press has always been open and positive; a fact widely acknowledged by journalists. According to the study undertaken by Eikon, which analyzes Enel's presence in the media, in Italy Enel's visibility in 2014 increased compared to the previous year in both quantitative and qualitative terms.

Among the aspects which were most commonly seen as positive by the Italian and international media were the appointments of the new management and the plan to reorganize the Group, the activities of Enel Green Power, and the agreements for the development of electric transport, smart grids and smart cities.

From the **viewpoint of the Italian media** as regards Corporate Social Responsibility, note should be taken of 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 projects of Enel Cuore Onlus, thanks also to the special reports by the "*Confessione Reporter*" programme which was broadcast on Italia 1. To this may be added the news coverage of the activities of Enel Green Power, including the change in senior management, the favorable sentence of the Cassation Court in Paris on the LaGeo case in El Salvador and the entry into the South African market. In addition, there was the announcement of the buying out of the interests of Sharp Corporation and STMicroelectronics and of the share capital of the 3SUN factory, the joint venture for the manufacture of photovoltaic panels. The developments in terms of electric transport, and in particular the inauguration of the recharging infrastructure in the historic towns of Umbria, smart grids, LED-based public lighting systems and the opening of new Enel retail outlets were all positively covered. Among the activities which drew attention in traditional media and on the web was Enel's participation for the third year as the main partner in Italy of the "X Factor" talent show on Sky.

The **international media**, on the other hand, paid particular attention to Latin America as one of the key elements in the Group's new investments. There was significant and positive media coverage given to the participation of the new Chief Executive Officer, Francesco Starace, at the "Sustainable Energy for All" Forum of the United Nations in New York in June, at the inauguration of SmartCity Santiago (Chile) and at the meeting with the Chilean Government in July and, in September, at the Ambrosetti Forum in Cernobbio and at the UN Climate Change Summit in New York. In addition, the media were very interested in the issues linked to green energy, sustainability and innovation, as well as renewables, above all in Brazil and Chile, and Enel's participation at the UN Global Compact Lead Board Programme, which aims to integrate sustainability into the decision-making process of Boards of Directors and into innovative projects such as the Stillwater geo-solar power plant. In addition, all the smart and electric transport technologies are considered a point of excellence of the Enel Group and attract constant interest from foreign media, as is also the case for the confirmation of the Group's presence in the main global sustainability indices. Enel's participation at COP20 of the UN Convention on Climate Change which was held in Lima in December was a good opportunity to gain high visibility in Peruvian media for the Group's initiatives. The initiatives of Enel Cuore also received positive media coverage, in particular the call for the proposal "Urban agriculture, social farming and food communities as a means to create sustainable and inclusive societies" which was launched in May.

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, the results penalized by the fall in consumption in Italy and Spain and the criticisms linked to the announcement of the abandonment of the project to reconvert Porto Tolle. 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. On the foreign press, we may note that in July Enel announced the



launch of a process to sell the assets in Romania and Slovakia. In Romania in June Enel had to face a case of alleged corruption which led to the opening of proceedings against an employee as well as arbitration on the privatization of Electrica Muntenia Sud which was accepted by the International Arbitration Court in Paris in September. In Slovakia the subsidiary Slovenské elektrárne was twice – in July and December – inspected by the police and in September Parliament approved an audit of the Company by the Court of Auditors; according to the Slovak government the audit is currently underway. Again in December, the Slovak government annulled the management contract with Slovenské elektrárne for the hydroelectric power plant of Gabčíkovo. At the end of August the Government had already presented to the press a report on the Company's alleged failures in managing the plant. As regards the completion of the nuclear power plant of Mochovce, in November Enel and the Slovak government approved the budget increase for the project and the consequent slippage of deadlines to the end of 2016 for the Group 3 and a year later for the Group 4, as well as a series of measures to improve the management of the project. In Spain, following completion of reform of the electric market, the main issues were felt above all at local level regarding the future of some less profitable plant. In Argentina the financial problems continued as well as the criticisms of the low service quality provided by the local distribution company, while in Colombia the Supreme Court requested a further survey of the populations which could be affected by the El Quimbo project.

Brand Equity Italy

According to the study of Enel's Brand Equity index undertaken by GFK Eurisko through an advertising tracking survey in 2014, Enel's overall image in Italy maintained the positive results achieved in previous years. The abovementioned index summarizes all the image parameters recorded weekly. 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.

Despite the increasing competition and a more difficult market situation, the 2014 survey saw a positive result in terms of Brand Equity (73.7), thanks to a communication strategy which reduced the perceived gap between the brand and consumers. The trend in Enel's positioning over the last year confirms the integration of the codes of commercial campaigns and the institutional campaign, capitalizing on the image of the brand and on its classic strengths (institutional size and commercial relationships), thus conveying new relational values of the brand, especially those of "sustainability" and "innovation".

Prizes and awards

Group – Enel received the prestigious "**Gold Class**" award for sustainability in the Sustainability Yearbook 2015 of RobecoSAM.

Brazil – Coelce won first place in Social Responsibility for the Abradee 2014 Prize and was recognized as the third best distribution company in Brazil.

Chile – Chilectra, for the fifth year running, it was included among the Chilean companies which are most engaged in social responsibility, finishing in second place in the RSE (*Empresa Socialmente Responsable*) national ranking, organized by the PROhumana Foundation and the *Qué Pasa* magazine.

Colombia – Codensa and Emgesa won the "*Bibo de Honor*" award for environmental commitment in conserving forest, and adapting to and mitigating climate change.

Strategy

How we work

At Enel sustainability is a strategic, integrated part of business management, growth and development with a view to creating medium/long-term value for the Company and for all its stakeholders.

Enel's new organizational structure sees for the first time a dedicated Innovation & Sustainability unit reporting directly to the Chief Executive Officer, in order to highlight that these two areas and their specific activities make an integral contribution to the creation of a new business model and to the Company's competitiveness. In addition, in the various countries sustainability managers have been appointed reporting directly to the country manager, in order to implement the Group's strategic guidelines and policies at local level and to develop specific sustainability activities and projects for each area.

It is therefore a model aimed at increasing the integration of sustainability into the strategy and business by defining genuine support instruments and ensuring periodic disclosure of significant information both inside and outside the Company.

This model is fully in line with the indications of the United Nations Global Compact, of which Enel has been an active member since 2004, indications which reiterate the importance of increasing integration of sustainability into corporate strategic choices. A specific training program (the Global Compact Board Programme) which involves a number of international experts as facilitators of dialogue with Boards of Directors is under way. Enel was one of the first companies in the world to join the pilot stage of the program and in November 2014 the first training session was held with the Group's Board of Directors.

The integration of sustainability into business processes takes account of and extends the experience gained within the Group in developing management models for operations (Business Development, Engineering & Construction, Operation & Maintenance) aimed at creating shared and inclusive value in the medium/long term. In particular for each stage of the process instruments are identified to integrate sustainability into operations and to encourage a proactive approach to identifying opportunities for shared value.

Indeed the effectiveness and efficiency of business processes, during both development and operations, depend significantly on stable, constructive relationships with the various stakeholders and on the ability to take a synergic position in local areas, while preventing and managing any socio-environmental impacts.

Framing the whole process are the principles of ethics, transparency, anti-corruption, respect of human rights and protecting safety, which have always been features of Enel's operations and which are reflected in guidelines and conduct rules which are valid for the whole Group.

In 2012, in recognition of the most latest international trends, Enel started a process to identify, assess and weigh relevant issues and expectations of the various stakeholders, matching them against the industrial strategy, using the means and processes with which the Company is meeting their expectations ("Analysis of materiality"). The union of these two points of view will make it possible to identify issues which, in terms of relevance and importance, are central for Enel and its stakeholders and consequently to verify the degree of alignment or misalignment between external expectations and internal relevance. In this context in 2015 stakeholder engagement efforts will be enhanced in order to understand and monitor the needs and expectations of the various interlocutors.

The analysis of materiality is the basis for developing and defining the priorities on which the Group intends to work in coming years, identifying specific objectives and/or targets.

Enel is constantly engaged in managing and measuring its sustainability performance by using and developing instruments to guarantee an integrated, standardized system of similar projects, information and data which are constantly updated on the basis of trends in the scope of operations and relevant standards, while promoting the sharing of best practice and experience.

With a view to increasing transparency towards stakeholders, the Group follows and actively participates in the development of new frontiers in reporting towards integrated communication of financial and non-financial performance: for example it contributed to defining the G4 guidelines of the Global Reporting Initiative (GRI), took part in the pilot program of the International Integrated Reporting Council (IIRC), and will support the GRI in defining the "Reporting 2025" project, in order to promote international dialogue on the future expectations for sustainability reporting.

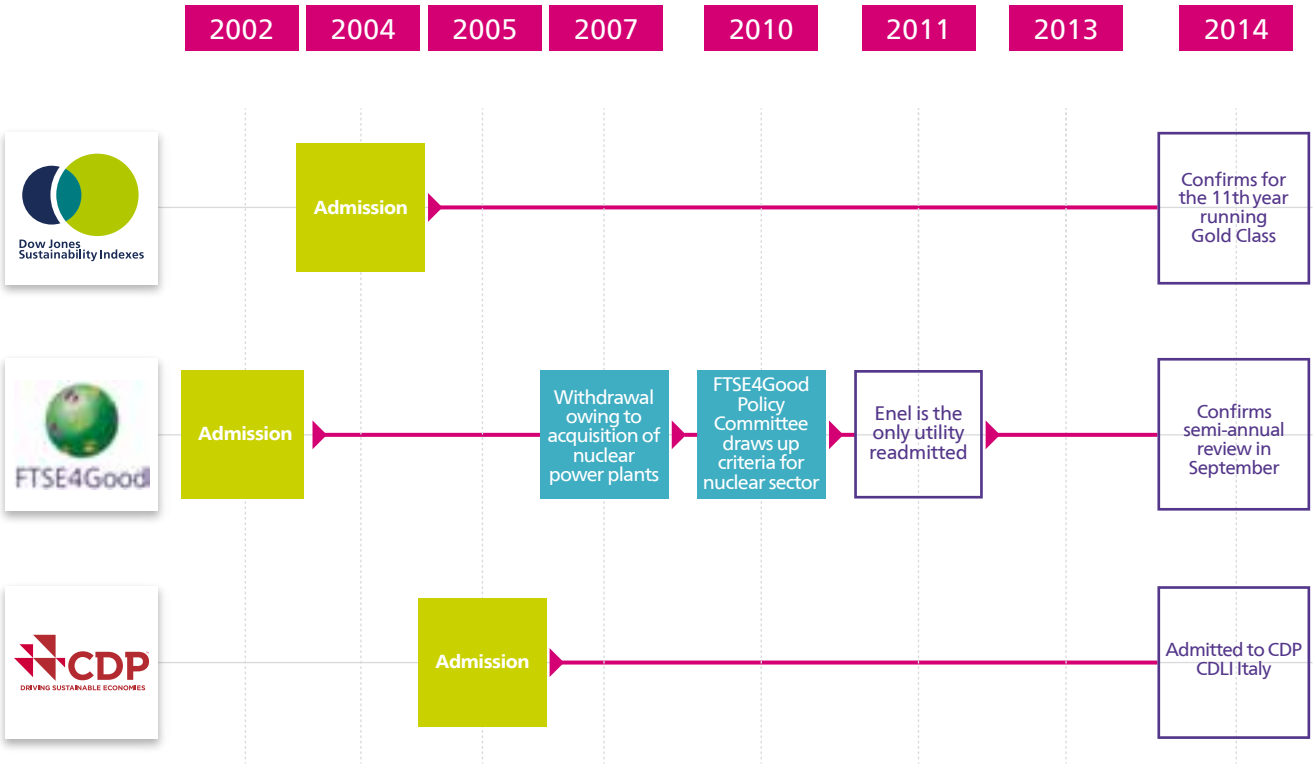
The reporting process involves collecting and calculating specific key performance indicators on economic, envi-

ronmental and social sustainability, in accordance with the guidelines of the GRI (Global Reporting Initiative) international standard and its updates and additions (EUSS - Electric Utility Sector Supplement), as well as with the principles of accountability in the United Nations Global Compact.

The projects, activities, performance and main results are presented in Enel's Sustainability Report, which this year also includes the Environmental Report, the completeness and reliability of which are verified by an accredited external auditing firm, by the Control and Risk Committee and by the Corporate Governance Committee. The document is then approved by the Enel SpA Board of Directors and presented to the Shareholders' Meeting.

The Report is analyzed by the socially responsible funds which continue to increase in number within the Group's shareholding structure (see the chapter "Governance").

The recognition of this commitment is confirmed by Enel's presence in the main sustainability indices.



For the eleventh year running Enel is in the Dow Jones Sustainability Index, a market benchmark, which includes the best companies in the world which meet strict economic, social and environmental sustainability criteria.

In 2014 Enel was part of the select Dow Jones World index and received the prestigious Gold Class award for sustainability in the 2015 RobecoSAM Sustainability Yearbook, a publication which is now in its twentieth edition and which assesses the sustainability performance of the world's biggest companies. Enel is one of only three Gold Class awards assigned worldwide in the Electric Utilities sector and one of just four Italian Gold Class companies.

For the first time, Enel was also admitted to the STOXX Global ESG Leaders and is one of the utilities in the prestigious CDP Italy Climate Disclosure Leadership 2014 index, as a leader in terms of the quality, completeness and transparency of climate change data.

Finally, Enel was reconfirmed in the FTSE4Good index which measures corporate behavior on the basis of environmental sustainability, relations with stakeholders, respect for human rights, the quality of working conditions and the tools with which companies combat corruption.

2014 results and future objectives

Despite the continuation of a complex and difficult macroeconomic context and the lack of growth on mature markets, Enel met the financial and operating objectives which it had communicated to the market and investors, growing in renewables and in emerging countries and continuing on the path of technological and digital development of the distribution networks.

2014 was characterized by a structural reorganization of the Group to pursue and maintain both technological leadership in the sectors in which it operates thus ensuring its operational excellence, and to maximize the level of service offered to customers in local markets, and by corporate reorganization in some investee companies and by the disposal of some non-strategic assets.

Value created for stakeholders

The economic value created and shared by Enel gives a good indication of how the Group has created wealth for stakeholders.

Millions of euro	2014	2013 restated [1]
Revenue	75,791	78,663
Net income/(expense) from commodity risk	(225)	(378)
External costs	53,390	55,213
Gross global value added from continuing operations	**22,176**	**23,072**
Gross value added of discontinued operations	**-**	**-**
Gross global value added	**22,176**	**23,072**
distributed to:		
Shareholders	1,222	1,410
Lenders	3,007	2,886
Employees	4,864	4,555
State	654	4,120
Enterprises	12,429	10,101

[1] The data relating to 2013 has been restated due to the updating of IFRS 11.

Future macro trends suggest population growth and a consequent increase in the demand for energy in emerging countries, which require the construction of power generation, transmission and grid infrastructure. The technological growth of developed countries requires increasing digitalization and innovation throughout the sector, from production to consumption.

Enel is one of the biggest groups in the world and can count on geographic and technological diversification which has few parallels among other competitors in the sector. The Group's strategic development over the next five years is therefore based on four main drivers:

operational excellence that optimizes capital allocation and reduces the cash cost, while also improving supplies and technologies;

industrial growth, scalable over the course of time so that it can adjust to changes and to the needs produced by changes to the different environments;

active asset portfolio management in order to free up resources and enable investments that can seize further growth opportunities;

new dividend policy.

The watchwords of Enel's new direction are sustainability, innovation, competitiveness and growth.

Attention to the environment, relations with local communities and workplace safety remain priorities in the Group's various activities.

The materiality matrix of the Enel Group

Since 2012 Enel 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, 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).

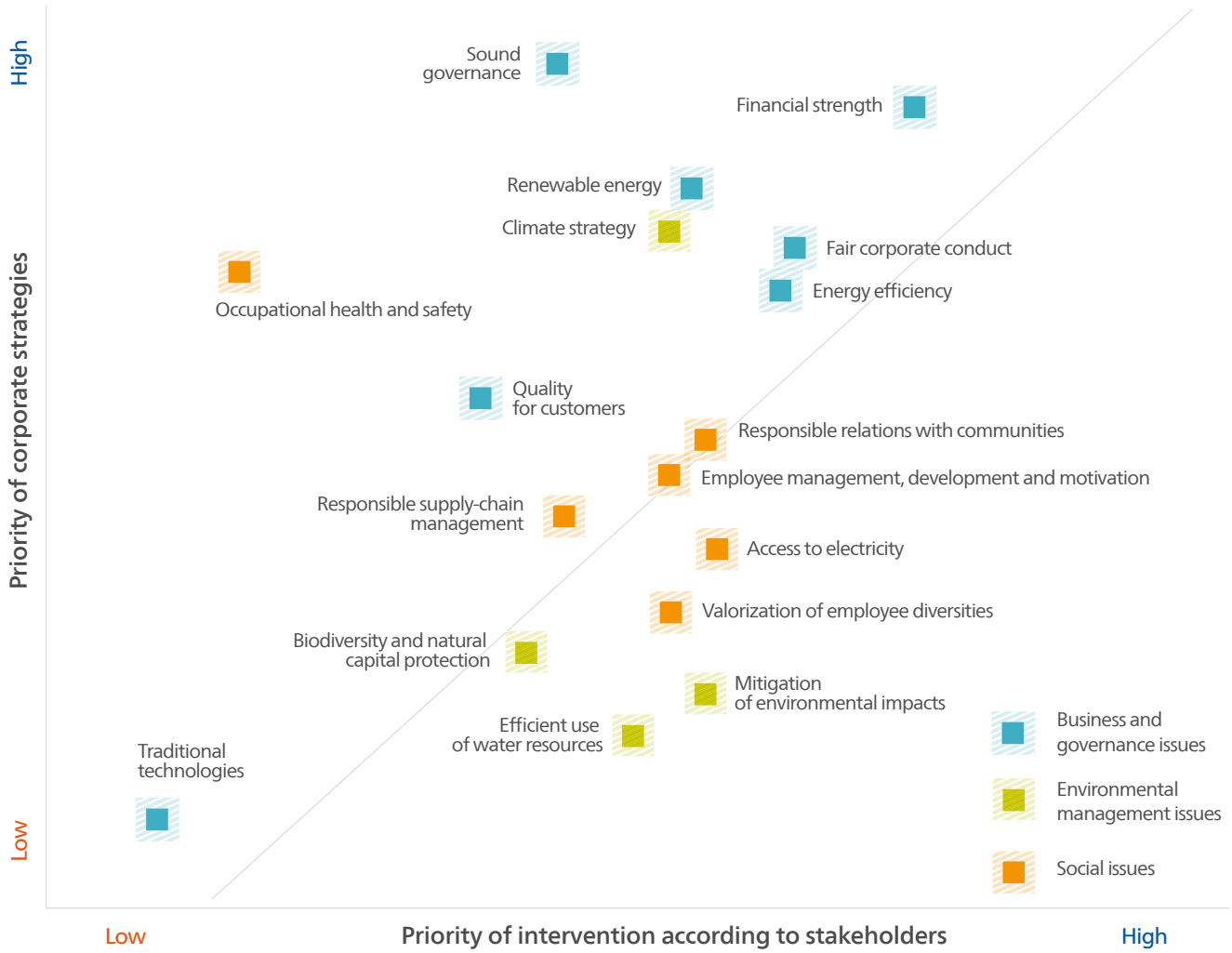
The mechanisms for involving stakeholders vary depending on the type of relationship with them and the reference context (general or specific information channels, participation channels, etc.).

This methodology is the basis for identifying the issues around which to plan sustainability initiatives and structure their reporting.

Reading the materiality matrix in regard to each axis helps consideration of:

- on the horizontal axis, **the priority which stakeholders**, duly calibrated on the basis of their importance, 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. The positioning of the issues depends also on the number of categories of stakeholders concerned;
- on the vertical axis, **the issues on which Enel plans to focus its efforts** and the "level" at which this commit-

The materiality matrix



ment 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 commitment is planned for coming years.

The issues have been classified into business and governance issues (blue), social issues, i.e. those relating to dealings with stakeholders (orange), 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.

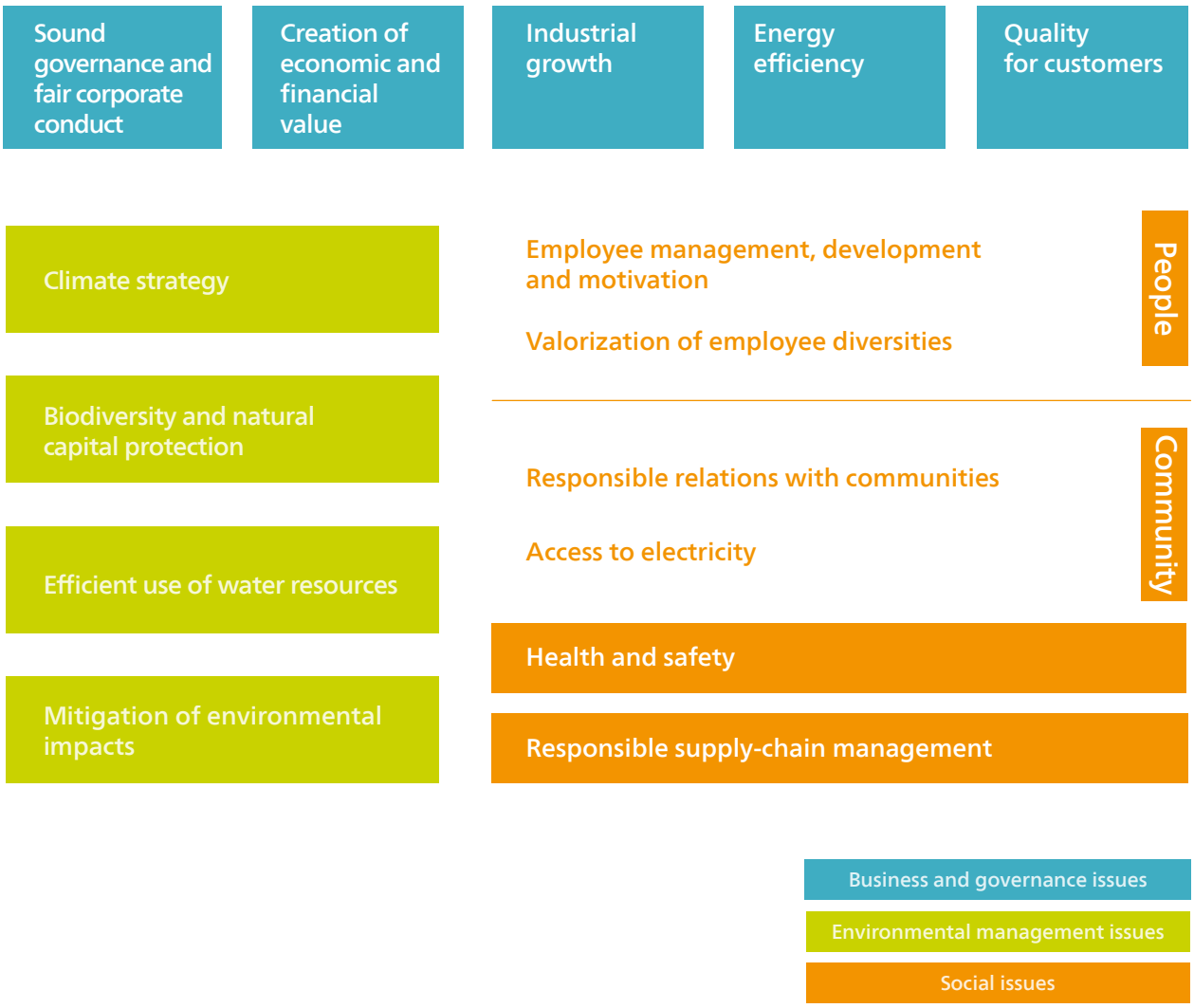
During 2014 a process was undertaken to review the mapping of the main issues and stakeholders at global level, in order to take increasing account of the various situations within the Group.

The materiality matrix shows the most important issues for the Company and for stakeholders, which reflect the diversification and the different level of maturity of the countries where Enel operates:

- the creation of economic and financial value is a priority both for stakeholders and for the Company. Enel's industrial strategy aims at greater development of renewable sources, energy efficiency, smart grids and storage systems. Governance, transparency and integrity are the background for such industrial growth. Increasing attention is dedicated to the issues linked to quality for customers, while increasing non-renewable power generation capacity is becoming less important;
- there is a strengthening of the convergence between the expectations of stakeholders and the sustainable business model used by the Company, also on environmental themes, with particular reference to the climate strategy. Enel is committed to gradually abandoning new investments in coal. It shares the worries about the global climate expressed by most of the international scientific community, and is ready to face this challenge and to lead the sector in order to achieve this objective. Investments in renewables and the promotion of energy efficiency are part of this program;
- there is an increasing focus on issues linked to the creation of shared value, such as access to electricity and responsible relations with communities. The growing importance of these issues both on mature markets and on emerging markets further strengthens the approach followed by Enel to combine efficient allocation of economic resources with the needs and expectations of the communities;
- particular attention is placed on the issue of the management, development and motivation of human resources as well as valorizing diversity. The new organizational model enables people to look up and down but also laterally, sharing results with a range of countries and people. A new model whose founding values are responsibility and merit, which are the drivers for recruiting talented and qualified staff. On diversity Enel has recently started a project, followed directly by the Chairman, in collaboration with the Human Resources and Sustainability Functions, which analyzes this issue in its four main components: gender, culture, age, disability;
- health and safety remain a priority for the Company, while responsible supply-chain management is in the centre of the matrix. These processes presuppose a constant improvement in the organization which oversees them, since they are decisive in lowering the vulnerability to risk and above all in creating value in the medium/long term.

Guidelines of the sustainability plan

The snapshot provided by the materiality analysis is the basis to develop and define the sustainability priorities which the Group intends to adopt in future years. The 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.



Sound governance and fair corporate conduct

- Constant alignment with international recommendations and best practice on governance
- Increase in the presence of women on the Boards of Directors of subsidiaries
- Continuous improvement in the anti-corruption Compliance Program and enhancement of the whistle-blowing channel
- Due diligence on Human Rights Policy
- Further extension of training on Code of Ethics, 231 Compliance Program, Zero Tolerance of Corruption Plan and Human Rights Policy

Creation of economic and financial value

- Operational efficiency: optimization of capital allocation and reduction of cash costs
- New dividend policy

Industrial growth

- Development of renewables: +7.1 GW up to 2019
- Focus on new technologies on mature markets and renewable energies
- Acquisition of new customers: +4.5 million new electricity and gas customers up to 2019
- +11 million smart meters installed up to 2019

Energy efficiency

- New energy efficiency solutions
- Development of simple products (LED, electric vehicles and home devices)
- Development of complex products (heat pumps, boilers and solar)

Quality for customers

- Commercial offers increasingly aligned with the needs and choices of customers and integrated services
- Initiatives for the promotion of responsible consumption
- Focus on vulnerable customer groups

Climate strategy

- Reduction in specific CO_2 emissions (< 380 gCO_2/kWh by 2020)

Mitigation of environmental impacts

- Reduction in specific SO_2 emissions by 10% compared to 2010 – by 2020
- Reduction in specific NO_x emissions by 10% compared to 2010 – by 2020
- Reduction in particulates by 50% compared to 2010 – by 2020

Efficient use of water resources

- Reduction in specific water consumption by 10% compared to 2010 – by 2020

Biodiversity and natural capital protection

- Preparation of Group Biodiversity Policy and implementation of biodiversity plan
- 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

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People

Employee management, development and motivation

- Definition of new system of Group values
- Simplification and standardization of performance management process
- Dedicated initiatives for high potential staff
- Standardization and simplification of the process to assign targets and incentive systems
- Initiatives to measure corporate climate
- Training programs
- Consolidation of three levels of social dialogue in the Group: national, European and global

Valorization of employee diversities

- Development of policies and initiatives to valorize diversity
- Promotion of work-life balance and occupational wellbeing initiatives

Community

Responsible relations with communities

- Implementation of new projects for the socio-economic development of the communities where Enel operates to create shared value and measure impacts
- Integration of sustainability issues in the value chain
- Definition of projects to support the community
- Implementation of materiality analysis
- Initiatives for the dissemination of a culture of energy

Access to electricity

- Double the number of beneficiaries of ENabling ELectricity by 2019
- Definition of new criteria for the ENabling ELectricity project that are aligned with the principles of SE4ALL

Health and safety

- Global approach to safety which is integrated into the business
- Focus on responsible conduct and a preventative approach
- Dissemination and consolidation of the culture of health and safety

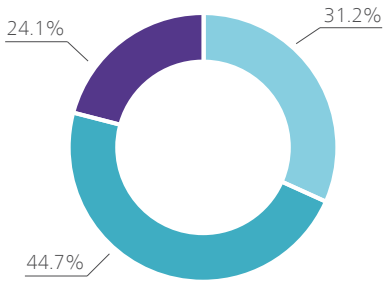
Responsible supply-chain management

- Strengthening of policies of correctness and transparency along the supply chain
- Integration, strengthening and standardization of the contractual clauses on issues such as the environment, health, safety and human rights
- Enhancement and increasing integration of sustainability factors in the qualification and in the performance assessment system (vendor rating) for suppliers
- Promotion of information-sharing and discussion with suppliers

Governance

Our shareholders

Enel has been listed on the electronic stock exchange (MTA) organized and managed by Borsa Italiana SpA since 1999. Thanks to the Code of Ethics, the Zero Tolerance of Corruption Plan, the Policy on Human Rights, the Sustainability Report, the policy of respecting the environment and the adoption of international best practice on transparency and corporate governance, Enel's shareholders include the main international investment funds, insurance companies, pension funds and ethical funds.



Ministry of Economy and Finance *
Institutional investors
Retail shareholders

* On February 26, 2015 the stake held by the Ministry of Economy and Finance fell to 25.5%

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 Function and a unit dedicated to relations with all shareholders in the Legal and Corporate Affairs Function.

In addition, in 2014 there were 345 meetings with institutional investors. As part of the continuous interaction with shareholders and investors, answers were given to numerous information requests, in particular 378 from retail shareholders and 45 from ethical funds which specifically requested information on Enel's sustainability.

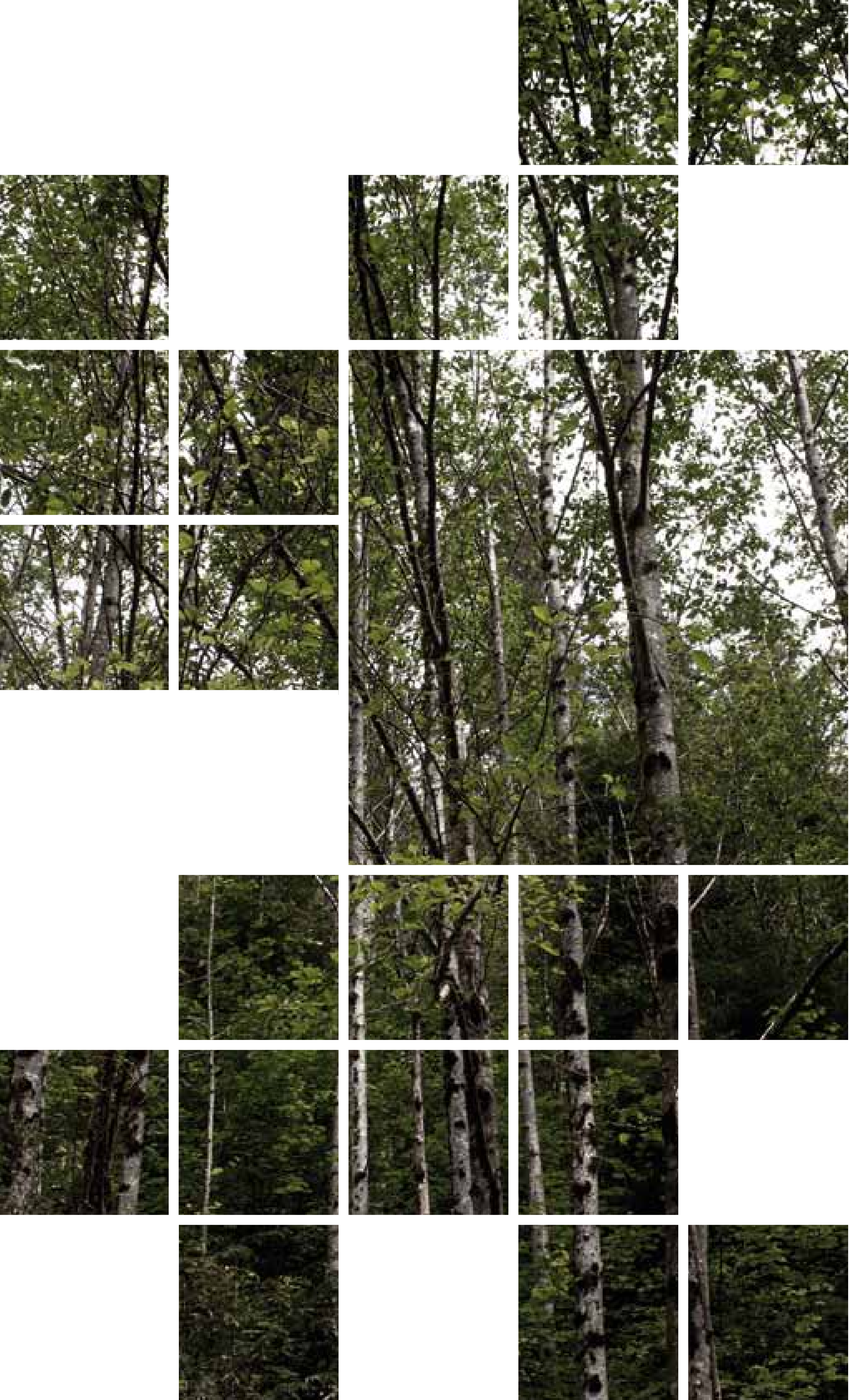
Enel and Socially Responsible Investors

The path to the highest sustainability standards, which Enel has started down, has been rewarded with the interest of socially responsible investment funds which continue to grow. These investors include Environmental, Social and Governance (ESG) principles in the criteria which determine their investment decisions.

At December 31, 2014 there were **134 Socially Responsible Investors** (117 in 2013) in Enel's share capital and they held **5.9% of total Enel shares in circulation** (5.5% in 2013), **equal to 8.6% of the free float** (8% in 2013).

These funds represent a stable shareholding base over time, with a diversified geographic presence covering continental Europe, Great Britain and North America.

The Sustainability unit and the Investor Relations unit periodically undertake specific activities to monitor the information needs and requests of SRI funds.



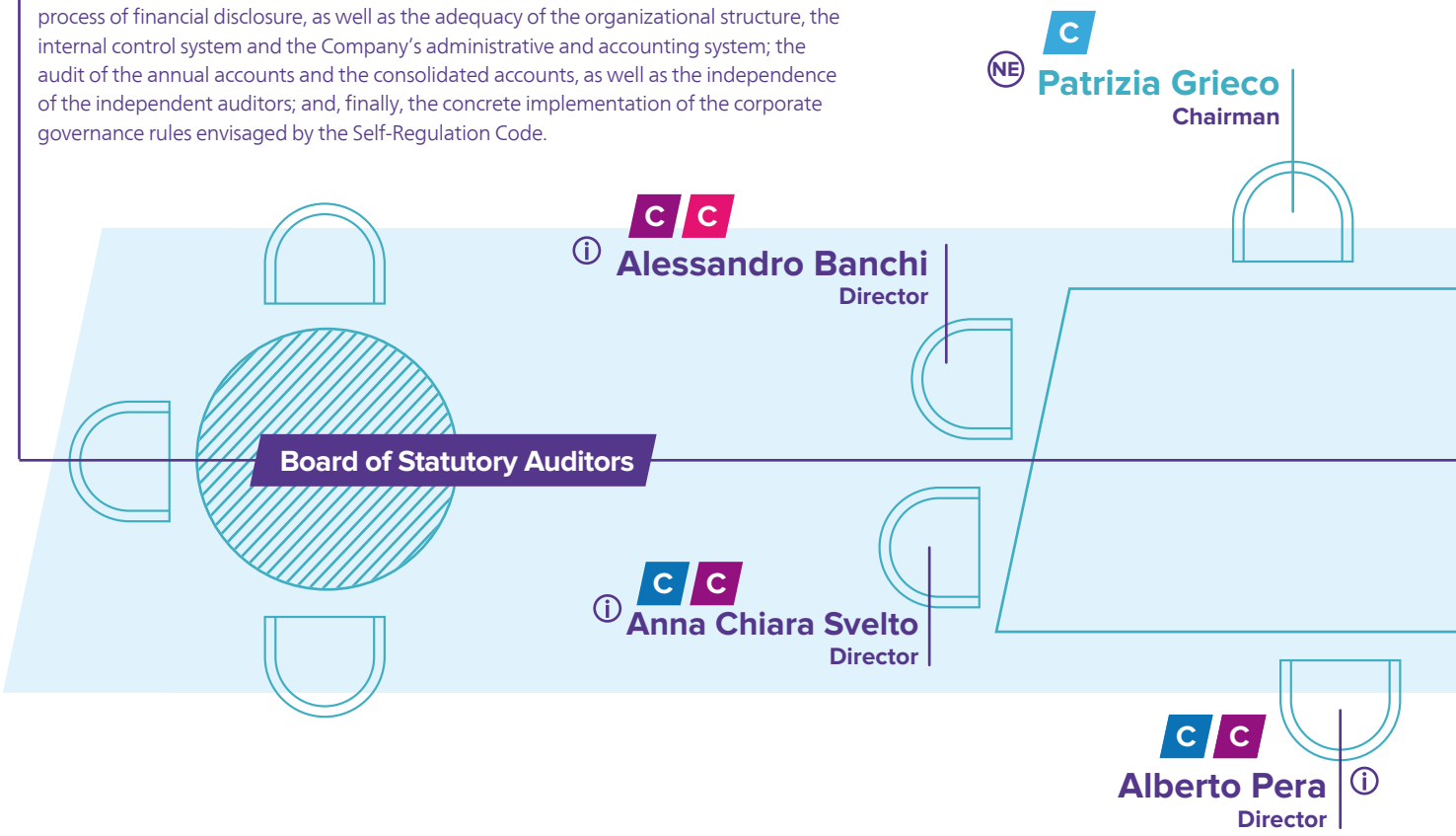
Sound governance

The corporate governance structure of Enel complies with the principles set forth in the Corporate Governance Code for listed companies (the "Corporate Governance Code") adopted by the Company. The aforementioned corporate governance structure is also inspired by CONSOB's recommendations on this matter and, more generally, international best practice. The corporate governance system adopted by Enel and its Group is essentially aimed at creating value for the shareholders over the medium-long term, taking into account the social importance of the Group's business operations and the consequent need, in conducting such operations, to adequately consider all the interests involved.

Corporate Governance Model

Board of Statutory Auditors

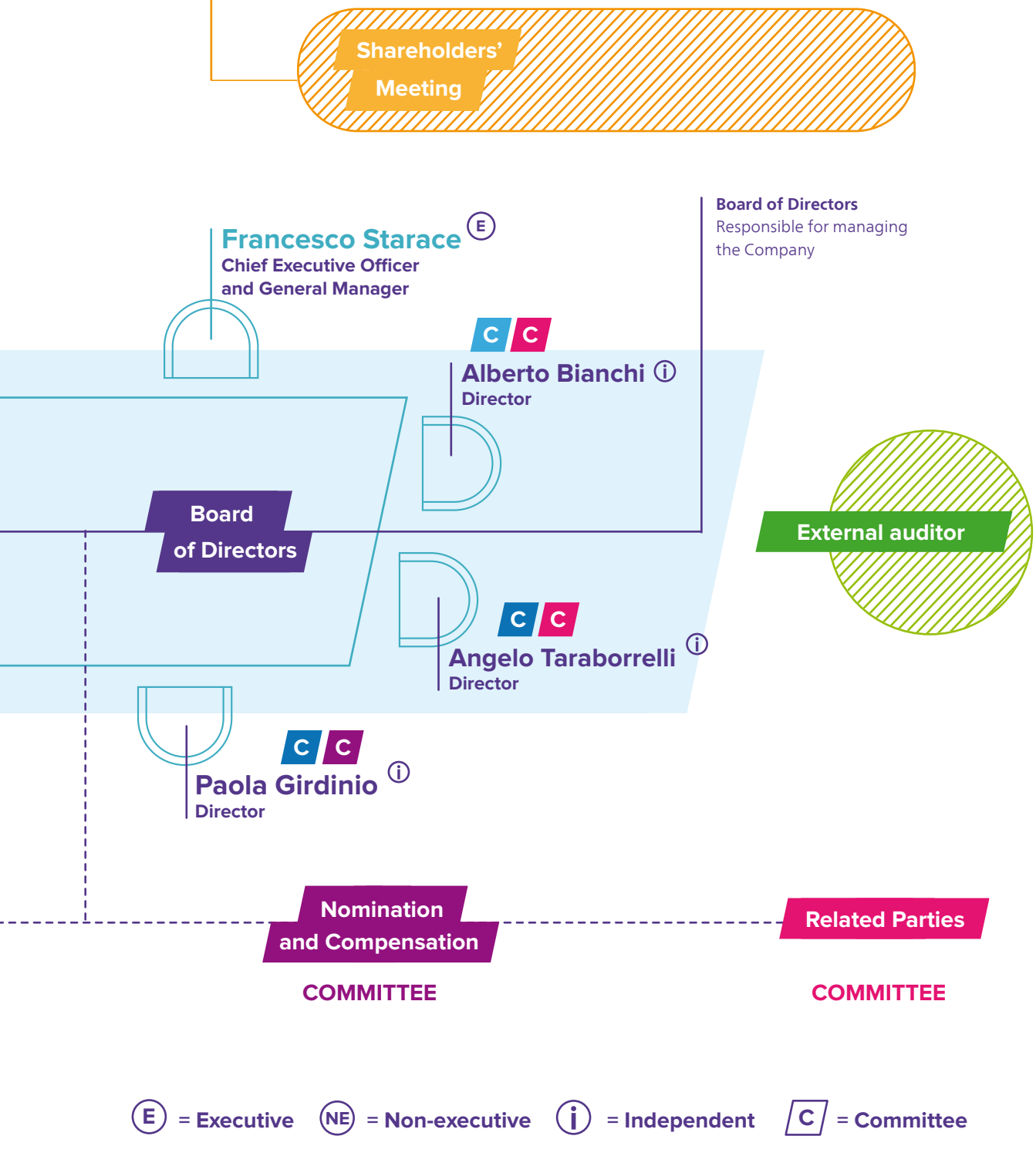
It is responsible for overseeing: compliance with the law and bylaws, as well as compliance with the principles of correct administration in undertaking corporate activities; the process of financial disclosure, as well as the adequacy of the organizational structure, the internal control system and 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.



Corporate Governance COMMITTEE

Control and Risk COMMITTEE

SHAREHOLDERS' MEETING
Responsible for passing resolutions on, among other things: the appointment and withdrawal of members of the Board of Directors and the Board of Statutory Auditors and the related fees and any liability claims; the approval of the financial statements and the allocation of profits; the acquisition and disposal of treasury shares; shareholding structure plans; changes to the bylaws; the issue of convertible bonds.



E = Executive NE = Non-executive = Independent C = Committee

Board of Directors

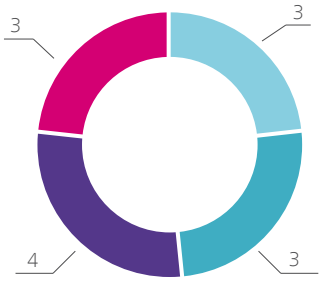
After being appointed by the Ordinary Shareholders' Meeting of May 22, 2014, at December 31, 2014 the Board consisted of eight members. During 2014 Salvatore Mancuso stopped serving as a director. After being elected by the Shareholders' Meeting of May 22, on November 10, 2014 he resigned for personal reasons effective immediately.
In 2014 the Board met 18 times, dealing at 11 meetings with issues linked to governance, sustainability, the Code of Ethics and the 231 Compliance Program.

The Board has set up the following four committees internally:

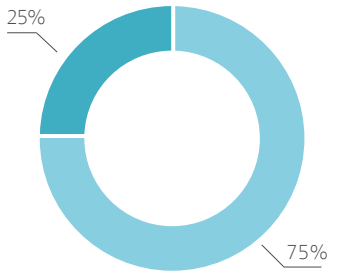
- **Nomination and Compensation Committee** - supports, through proper enquiry, the assessments and decisions of the Board of Directors relating to the size and composition of the Board itself, as well as to the compensation of executive directors and key executives;
- **Control and Risk Committee** - supports, through an adequate review process, the assessments and decisions of the Board of Directors relating to the internal control and risk management system, as well as those relating to the approval of the periodic financial reports;
- **Corporate Governance Committee** - assists with preliminary functions, also by providing advice and proposals, the Board of Directors in its assessments and decisions relating to the corporate governance of the Company and of the Group and to Corporate Social Responsibility;
- **Related Parties Committee** - it was set up to provide reasoned opinions on Enel's interest – as well of companies that are directly and/or indirectly controlled as necessary – in undertaking transactions with related parties, expressing a judgment on the substantial expediency and correctness of the related conditions, after receiving timely and adequate information flows.

The external audit of the accounts is entrusted to a specialist company which is listed in the specific register and is nominated by the Shareholders' Meeting on the basis of a proposal from the Board of Statutory Auditors.

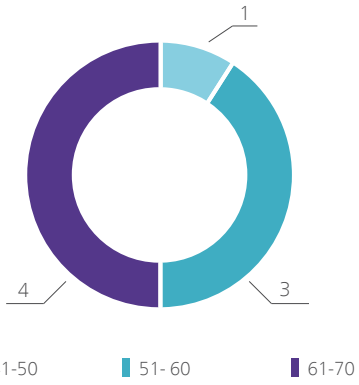
Skill diversity



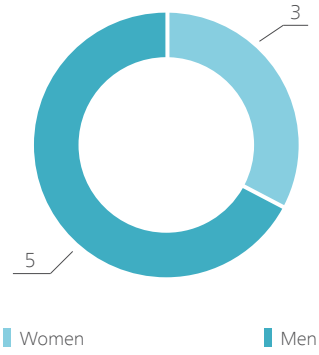
Office seniority diversity (% of all directors)



Age diversity



Gender diversity



The Enel Group in the Global Compact and the commitment to the Board Programme

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 have developed best practice in sustainability at global level.

The Global Compact is the program promoted by the UN Secretary-General dedicated to the business world, with the aim of involving the private sector in a new type of public/private partnership to realize and develop the ten universal principles of the United Nations regarding human rights, labor, environmental protection and anti-corruption.

Among the various recent initiatives of the GCLead which Enel takes part in, one of the most innovative is the Lead Board Programme, which intends to develop senior management training on the strategic role of company Boards of Directors regarding the integration of sustainability into business strategies, providing studies on the issue prepared by leading international experts. Enel is one of the first eight companies in the world to take part in this program's pilot stage and in November 2014 the first session was held which involved all the members of the Group's Board of Directors. During the first half of 2015 a specific internal survey will be launched in Enel with the objective of analyzing the corporate sustainability culture and identifying the strategic issues on which to focus its work and new business models. The results of this survey will be among the issues looked into by the Enel Board in the second training module planned for June 2015.

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 with 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 risks, market risks (such as commodity risks and financial risks), credit and strategic risks, 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 the 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).

Objectives and policies for managing financial risks

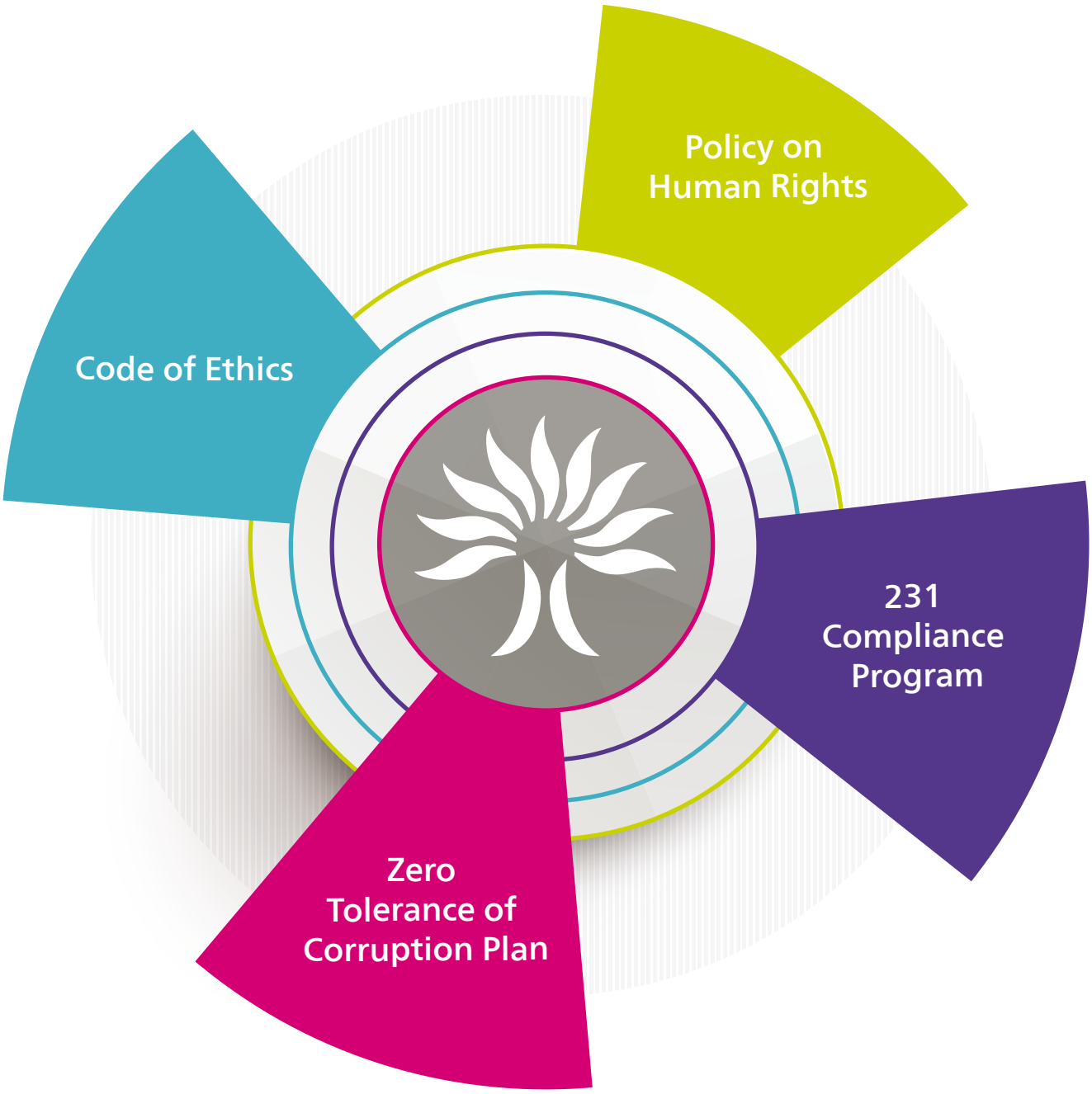
As part of its operations, the Enel Group is exposed to a variety of financial risks, such as market risk (including the risk of changes in interest rates, exchange rates and commodity prices), credit risk and liquidity risk.

The management of financial risks adopted by the Group envisages:

- the presence of specific internal committees, consisting of the Group's top management and chaired by the Enel Chief Executive Officer, responsible for policy setting and supervision of risk management;
- the issue of specific policies and procedures, at the Group and individual division/country/business line levels, which establish the roles and responsibilities for risk management, monitoring and control processes, ensuring compliance with the principle of organizational separation of units responsible for operations and those in charge of managing risk;
- the definition of a system of operating limits at the Group and individual division/country/business line levels for the various types of risk, which are monitored periodically by risk management units.

Detailed information is available in the Annual Report 2014 available on the Company's website (www.enel.com).

The principles underpinning our work



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.

The Audit Department, with the support of the company departments involved, is responsible for verifying the application of and compliance with the Code of Ethics. Through dedicated channels in the various countries, it receives and analyses 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 2014, 151 notifications were received and 27 violations recorded, including 8 involving episodes of corruption, as defined by the Global Reporting Initiative, and following which specific corrective measures were established.

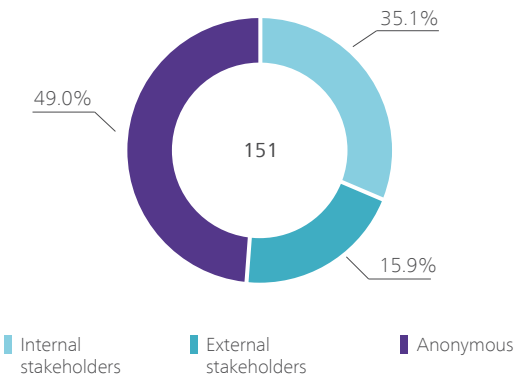
Internal and external stakeholders can
report violations or suspected violations through:
- audit.enel.codice.etico@enel.com
- post:
Enel SpA – Audit Department
– Code of Ethics
Via Arno, 64 – 00198 Rome

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 in executing 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

Notifications received by status (no.)

Notifications received by type of stakeholder - 2014



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 principles, the Human Rights Compliance Assessment (HRCA) project is continuing in the various Group countries in order to identify any management gaps and to define an action plan to support implementation of the Policy on Human Rights.

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).

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

Organizational and Management Model 231/01

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. During 2014 the 231 Compliance Program was reviewed in order to include the new types of crime included in the administrative responsibility category as set out in Legislative Decree 231/01 and to update its contents following legislative amendments (update of Special Part "A" – Crimes in dealings with the Public Administration, Update of Special Part "B" – Corporate crimes, Update of Special Part "D" – Crimes against the individual). 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 most important non-Italian subsidiaries, in order to make them aware of the importance of guaranteeing correctness and transparency in conducting company business and activities.

In Iberia 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.

In 2014 there were four pending judgments for alleged violations of Legislative Decree 231/01 connected to the omission of accident prevention measures, three of which against Enel Produzione and one against Enel Distribuzione. For further details reference should be made to the Annual Report 2014 (www.enel.com).

"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 effective risk management 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 Function.

Lessons on ethics and anti-corruption

Enel attributes great importance to sustainability issues and to full awareness of them on the part of the Group's employees. For this reason it organizes specific online and classroom-based 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 specifically focus on anti-corruption policies and procedures and on the protection of human rights. The issues linked to sustainability are also an integral part of the institutional training courses for new recruits and for new supervisors and the related online courses precede access to such training.

During 2014, 19.6 hours of training per head were provided on sustainability, the Code of Ethics and the 231 Compliance Program. On February 27 Enel organized a training day for its top managers on the value of ethics and anti-corruption, with the participation of Italian and international experts, including Transparency International.

Enersis and Chile Transparente

In October 2014 Enersis signed an agreement with Chile Transparente (Transparency International Chile), becoming a *"cooperador"*, with the aim of establishing a work program to support the fight against corruption, including the preparation of manuals and skills development.

Transparency in institutional relations

During 2014 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 are 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 environment 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 introduction of one of the first full regulatory systems in Europe for electric transport with the definition of the infrastructure plan for electric powered vehicles, the integration of the regulation of the transitory mechanism for the remuneration of capacity compared to the needs for flexibility of the electricity system, the definition of the regulation implementing e-invoicing with the Public Administration, and the pilot project for school-business apprenticeships.

As part of relations with European institutional interlocutors, Enel contributes 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 are the regulatory reforms on completion of the internal energy market, European climate and energy policies, including the introduction of a market stability reserve in the EU's emissions trading system; among the other subjects addressed were the new laws on electric transport, on the safety of communication networks and on the disclosure of non-financial information by large companies. In addition, Enel's European institutional relations also involved the organization of various events at Brussels in partnership with EU institutions focusing on: competition, competitiveness and the safety of energy supplies at EU level, sustainability and the reporting of non-financial information. In this context it is worth recalling the debate organized in Lima as part of the COP 20 Climate Conference, during which some projects were presented focused on sustainability and fighting energy poverty undertaken in Peru.

In January 2014 European social partners signed a joint position on Corporate Social Responsibility (CSR) focused mainly on two measures. The first related to identifying positive actions to take at national/company level on: health and safety, training, equal opportunities and policy on diversity, and the impact of the green transition on employment. The second is based on the establishment of joint bodies – company/representatives of workers – to manage the following processes: 1. drawing up of guidelines relating to Group/Company CSR; 2. impact assessment of corporate policies on the CSR principles in place; 3. anticipation and management of change through specific targeted actions as set out in point 1.

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 paragraph "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. Over the last year the activities focused mainly on energy policy, the regulation on energy efficiency, the nuclear strategy, the regulations on environmental impact assessment and other laws and regulations.

In Russia Enel strengthened relations with the governmental and parliamentary authorities at national and regional level and with the various professional associations in order to monitor and contribute to the improvement, where possible, of the regulatory framework. Enel's positions are communicated to the relevant institutional bodies and stakeholders in the main business fora and conferences: Krasnoyarsk Economic Forum, St. Petersburg International Economic Forum, Ural exhibition and INNOPROM forum, Sochi International Investment Forum, 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.

Here are some examples.

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)	By implementing sustainable energy development within the international framework of climate change, the E8, in collaboration with United Nations' experts and local partners, develops renewable energy projects and human capacity building in all regions, thus contributing to bringing energy to some of the two billion people worldwide who still have no access to this essential resource.
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	Non-profit association the aim of which is to promote, through effective communication and commitment in political decision-making processes, and facilitate national and international policies and initiatives to strengthen the development in Europe of global wind energy markets, infrastructure and technologies in order to achieve more sustainable and cleaner energy. Enel Green Power has been on the Board of Directors since 2010.
European Distribution System Operators for Smart Grid, EDSO	EDSO for Smart Grids is the European association for electricity distribution system operators (DSO) who work to disseminate the reality of smart grids in Europe and guide Member States to support the development of such grids. Enel Distribuzione has signed agreements with this association.
Meters&More	An international, non-profit association which promotes the dissemination of a standard solution to manage the measurement and control of electricity consumption in Europe. Enel Distribuzione holds the presidency of the association.
BetterCoal	Global initiative with the objective of promoting the continuous improvement in companies' responsibility in the coal production chain. Enel holds the deputy chairmanship of the Board of Directors.
CSR Europe	A body based in Brussels which is delegated by the European Commission to cover Corporate Social Responsibility. Enel is a member of the Board and takes active part in the work and meetings of the network.
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 48 companies 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.
Sustainable Energy for All, SE4ALL	Enel actively takes part and supports the initiative which was launched by the United Nations, with the ENabling ELectricity program launched in 2011 during the Private Sector Forum of the United Nations. Since June 2014, the Chief Executive Officer has been a member of the Advisory Board.
Global Reporting Initiative, GRI	Since 2006 Enel has applied the reporting guidelines issued by the GRI in preparing its own Sustainability Report. In addition, it is one of the companies which collaborate on the "Reporting 2025" project.
International Integrated Reporting Council	Enel has adhered to the IIRC since its creation and is involved in the pilot program.

Towards sustainable innovation

Innovation is a key element in Enel's strategy and business culture and it has always been engaged in the application of leading-edge models, methods and technologies, with the objective of offering excellent service to its customers. The commitment to innovation touches each part of the value chain, from conventional power generation to renewables, from smart grids to energy efficiency.

Innovation and sustainability supplement and contribute to the creation of a new business model and the Company's competitiveness.

In 2014 the Enel Group invested around **74 million euro** in research and innovation through the realization of **273 projects**, of which 60% were aimed at innovating grid technology and developing renewables. In addition, 14 patents were filed in 2014.

In 2014 Enel was named one of Europe's top 5 firms in **"Technology Intelligence" by the German Fraunhofer Institute**, which selected Enel out of 207 European companies, in recognition of its organization, methods and tools which are part of the process of technology intelligence and innovation.

Open Innovation

In order to find, develop and take advantage of the best solutions available, Enel has recently adopted an open-innovation approach that enables it to get the best out of both the Company's technological capabilities and the opportunities from the innovation ecosystem. This approach involves multiple actors starting from Enel employees to the world of universities and research laboratories and centers, companies, start-ups and business incubators, institutions, customers, and anyone who wants to contribute to Enel's commitment to build a better world by innovating together.

For this reason Enel is deploying specific instruments, techniques and technologies to maximize the creative potential of its employees and to facilitate easier and more fruitful contact with the world outside the Company, with a concept that starts from simple collaboration and tends to the development of an osmotic relationship between the various elements which populate the ecosystem of Enel's Open Innovation.

Examples of such initiatives are the corporate crowdsourcing platform **Eidos Market**, which is open to the over 60 thousand employees of the Enel Group and which has so far collected over 4,000 ideas, as well as the initiatives **Join the Race to the Clean Energy Future**, launched by Enel Green Power, and **Endesa 2244**.

The **Enel Lab** program, which is aimed at start-ups, identifies companies with a strong strategic link to the Company's business and which can anticipate the most important trends in technology, creating positive opportunities and solutions for Enel and for the start-ups themselves. In 2013, 215 applications were received and 6 start-ups were identified with a high technological potential and each of these was given an initial tranche for investment of 250,000 euro.

In 2014 Enel confirmed its desire to be an industrial partner alongside the best **start-ups** operating in the clean-tech sector and after a careful assessment of the strategic potential – carried out by its own experts and with the help of an independent third party – decided to provide a second round of financing to four of the companies currently in the portfolio and to continue to provide incubator services that can increase their value and at the same time create sustainable innovation for the Group.

As part of this new approach, in 2014 Enel launched, together with the subsidiary Endesa, the leading Danish business incubator Accellerace and a fundraising company Funding Box, the **INCENSe** (INternet Cleantech ENablers Sparks) project. The project is supported by European non-repayable financing of around 8 million euro to support European and Israeli start-ups. The focus sectors are energy efficiency and domotics, renewables, smart grids, energy storage, advanced diagnosis and automation solutions, electric transport, IT security and digitalization through ICT. In 2015 the consortium led by Enel, through two calls for applications for clean-tech, will select the best start-ups to receive non-repayable financing and an incubator program aimed at favoring their growth and the development of innovative products/services. The first of the two calls ended in December 2014 and received 230 proposals which will be assessed by a team of experts. The second call will be published in June 2015.

Creative sessions of the Enel Group underway

Supporting innovation and achieving new objectives and ways of tackling business challenges without replicating well-established solutions, but opening up previously unconsidered horizons, this is the spirit of a new initiative from the Enel Group: creative brainstorming. Since October 2014 hundreds of Enel people and external players have been brought together and over 300 ideas have been collected. A number of different issues have been addressed corresponding to a similar number of objectives set as appropriate by the department involved: innovating in sustainability, in communication, in ICT and in innovation itself were the first issues addressed. The brainstorming is stimulated with techniques which the participants can also use at work to be more creative in their everyday activities. The sessions are an important instrument that can draw out the creative potential in each of the colleagues, thus contributing to facing future challenges in a new and increasingly effective way. By leveraging all the resources and ideas available, it is possible to increase the value of Enel's initiatives.

Renewable energy

For Enel renewable energy is one of the main strategic levers to reduce CO_2 emissions and at the same time to make its generation mix more competitive: there is strong growth potential in terms of installed capacity and there are intensive efforts to develop increasingly effective and efficient technologies that can be used in different geographic contexts. For this reason Enel is engaged with all the main renewable generation technologies and with the identification of technologies that can help exploit resources which are not currently used, such as energy from the sea. An example is the R115, the machine to use wave energy which was created through the technological collaboration with 40South Energy and put into operation off Punta Righini, in Tuscany (Italy). Currently other marine machines developed by the same company are being evaluated.

In October 2014 Enel Green Power was selected together with the French company DCNS by the Chilean Organization for Economic Development (*Corporación de Fomento de la Producción de Chile* - CORFO) to create an international centre of excellence for marine energy in the country (Marine Energy Research and Innovation Centre – MERIC).

In the area of **solar** energy the technology partnership with Innova Solar Energy, a company active in the solar and thermodynamic sector and specialized in concentrator systems, has borne fruit. The Trinum machines have been successfully installed in Italy, Chile and Brazil. It is a concentrator, co-generation thermodynamic system that can supply at the same time 1 kW of electric power at 230 V and 3 kW of thermal power. It is made with 100% recyclable material and uses half the space occupied by traditional photovoltaic and thermal panels.

Another example of an innovative machine which unites Enel's experience and the inventiveness of small creative firms involved in an open innovation process is the wind turbine in Genoa, a mini wind blade created from a project by the architect Renzo Piano. It is an example of sustainability that can work even with the lightest breezes and can be placed in urban and other built contexts.

In 2014 Enel's know-how in the field of **geothermal** technology was focused on developing diagnostic instruments which can improve reliability and reduce operating and maintenance costs of existing plant for the treatment of non-condensable gases (Mercury and Hydrogen Sulfide Abatement), the treatment of steam before entering the plant and electricity production. In addition, work was also done to support the start-up of the first hybrid solar-geothermal plant at the Stillwater site (Nevada, USA) through the development of models and the use of know-how gained on the "Archimede" solar thermodynamic plant.

Energy storage

Energy storage is a key aspect in ensuring the high-quality, safe management of power grids that feature a high degree of discontinuous, intermittent generation from renewable sources. In Italy the project "Active RES into the grid" was launched by signing partnerships with international leaders in order to test their electrochemical storage technologies on their own systems. In particular, three storage systems are to be installed at two wind farms and one photovoltaic plant connected to the medium-voltage grid; the latter was completed in 2014. The purpose of the project is to test advanced energy management functions in order to minimize intermittence and maximize the use of existing connections.

During 2014 work continued on new generation electrochemical storage systems in the test area of Livorno and on the approval of suppliers of such systems in compliance with ISO standards on quality and safety. Particular attention was also paid to involvement in national and international bodies, such as the CEI (Italian Electro-technical Committee) and the IEC (International Electro-technical-Commission), in order to define standard procedures to connect the different storage systems to the electric grid. In addition, work continued to test storage systems as part of the Endesa's demonstration projects on the Canary Islands and work was completed to develop an optimized system to manage storage systems and conventional power generation engines, in order to guarantee the stability of the energy supply of the smaller Italian islands. This work will take the form in 2015 of the realization of an initial full-scale demonstration plant on the island of Ventotene.

Electro-chemical storage, both for residential use and for the grid, envisages the use of batteries (lithium and others), a battery management system, a DC/AC (Direct Current/Alternating Current) conversion system, transformers if needed, an electro-mechanical device to connect to the grid and a smart management system for storage.

In regions such as Latin America, with poor electric grids and an abundance of renewable sources, the storage system could resolve serious power supply problems. During the year an electro-chemical storage system was installed in the Chilean village of Ollagüe integrated into an off-grid, hybrid wind-photovoltaic plant with a diesel backup generator. In this case the system can provide the village with a continuous supply of electricity.

Smart grid and distributed generation

Enel is a leading player in Italy, Europe and internationally in numerous initiatives which aim to innovate energy distribution mechanisms in order to make continuous improvements to the operation of grids. The most important initiatives and the main ongoing projects concern smart grids, which combine the use of traditional technologies with innovative digital solutions, making power grid management more flexible thanks to more effective information exchange.

One of the most immediate applications of smart grids is their integration with renewable energies, thus helping to achieve the environmental targets set by the European Union. Throughout Europe Enel works to share best practices and participates in defining long-term strategies for the mass introduction of smart grid technologies into the European power grid.

In Italy the construction of the demonstration plant envisaged for the **Isernia-Carpinone project** has been completed with a view to applying innovative solutions to improve grid efficiency and the quality of the service offered to customers.

Enel is also responsible for the technical management of the four-year European project **Grid4EU**, with six different projects in various nations and has the goal of conducting wide-scale testing under real operating conditions of advanced smart grid solutions aimed at promoting the use and management of distributed power generation, supporting energy efficiency, enabling and integrating active demand and new uses of electricity. 2014 saw the field installation and laboratory testing (at the Test Centre in Milan), while 2015, after the completion of the final installations, will be the year of full operation of the system and will see the collection of field data to calculate the Key Performance Indicators.

Various projects are also under way in Spain and Latin America to develop smart grids, including the **ICONO project** for the development of functions for monitoring distributed power generation, automation of the grid, improvement in operating quality, efficiency, reliability and safety; as well as the **ECOFLOW project** for the development of new fault current limiters made of superconducting materials (SFCL) to guarantee greater network security, reliability, efficiency and quality and facilitate the integration of renewable energy.

Innovation and sustainability: the Ollagüe project

Ollagüe is a small isolated village on the border between Chile and Bolivia, located at over 3,500 meters on the desert plateau, 160 km from Calama. Between 50 and 100 families live here permanently from the Quechua indigenous community and dedicate themselves to sheep farming and services for the mining sector. From the geo-climatic viewpoint, the temperature differences in this area are extreme, from -20° C to +20° C, and can vary by 20° C on the same day.

With the aim of supporting as far as possible the electrification of isolated areas, Enel has built an off-grid hybrid plant in Ollagüe, which is innovative in technology terms and is environmentally sustainable. This plant enables access to clean energy 24 hours a day and consists of a photovoltaic solar element (of 250 kW) and a wind element (30 kW) with batteries, a back-up diesel generator and an electricity/water cogeneration plant. In consideration of the particular geo-climatic conditions various innovative technological choices have been made which range from the use of wind turbines with vertical blades to molten salt batteries, solutions which guarantee the operation in areas with a high level of irradiation and rarefied air such as on the plateau. Overall the plan consists mainly of 'passive' systems, in other words with few electronic components, and so requires lower specialist maintenance and can be managed directly by the community on the basis of the training programs they have received.

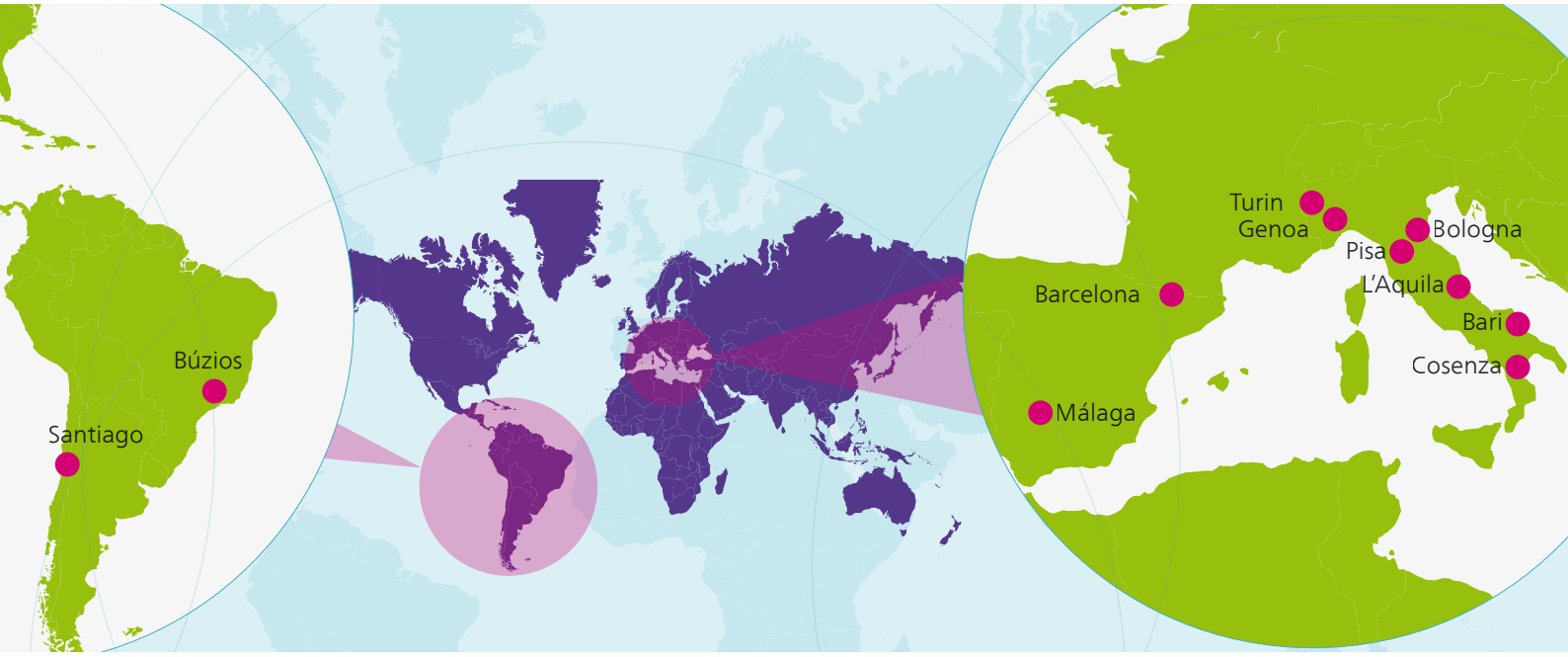
The involvement of the local community as in integral part of the project, from the analysis and engineering stages and up to the operation of the plant, and the involvement of different stakeholders with an integrated approach is another innovative and successful aspect in Ollagüe. A successful public/private partnership has been created, which has integrated local municipalities and communities with academic world (Universities of Antofagasta and of Chile) and with the El Abra mine, another financing partner. Also the management model for the plant is sustainable, because it is the community itself which through a self-managed committee handles the payment of the tariff and the basic maintenance. Supervision of the functioning of the plant, administrative aspects as well as those connected to the use of the fuel and the distribution grid are, on the other hand, assigned to the Municipality. Finally, technical supervision and the efficiency of the plant are guaranteed by a Supervisory Committee which involves Enel Green Power together with the Universities and El Abra.

The management model which makes the community responsible for the plant and the integration of stakeholders in promoting energy efficiency make Ollagüe an example of a smart village.

Smart cities

Today around 3.9 billion people live in urban regions and for 2050 the forecasts talk of 6.3 billion people. This constant trend is generating one of the biggest challenges for the future: integrating infrastructure, services and technologies to build sustainable livable cities.

Smart cities have come into being to respond to this need and the know-how and innovative technologies of the Enel Group have allowed their realization and development in various regions of the world, even when the cities vary significantly and have different needs.



In Italy the first pilot projects have been undertaken in **Bari, Cosenza, Genoa and L'Aquila** and agreements have been signed with **Bologna, Pisa and Turin**. In 2015 Enel is also taking part in **Expo 2015 in Milan**, building a genuine smart city that can meet the energy requirement of a city with 110 thousand inhabitants. Each pavilion has available a dedicated Energy Management system which involves the visitor in using energy and combines the most advanced technologies which can: monitor and control energy consumption and demand, optimize energy flows and integrate renewable energy plant and storage systems.

In **Bari and Cosenza**, Enel, together with 8 other partners, including large, medium and small businesses, universities and research centers, is realizing the **RES NOVAE** project co-financed by the Ministry of Education, University and Research, with the objective of creating a sustainable, livable urban environment.

In **Spain** the installation has been completed of the systems envisaged for more efficient and sustainable management of the cities of Barcelona and Málaga and more energy saving.

In **Latin America** too, during 2014 work continued which led to the realization and development of the smart cities of Santiago in Chile and Búzios in Brazil. These projects represent concrete examples of the applicability of the Enel Group's most innovative solutions for smart grids to South American networks, the main objectives of which are the promotion of energy efficiency and improvement in the quality and efficiency of the service, so as to contribute to the sustainable development of the cities.

In particular, during 2014 **SmartCity Santiago** was officially inaugurated in Chile, a living laboratory in which technologies are tested to automate the grid, domotics for homes and public LED lighting. SmartCity Santiago shows that renewable sources can be integrated efficiently into the distribution grid, using public and private transport powered by electricity, and can annul the polluting emissions of CO_2 from transport.

In Brazil too, in **Búzios** 2014 saw significant progress on the project and in particular the installation of 10,000 digital meters was completed and the automation of the medium voltage grid was inaugurated.

Enel is also active in smart city projects financed at European level. It partners the city of Genoa in the **FP7 TRANSFORM** project which envisages the participation of other European cities (Amsterdam, Hamburg, Copenhagen, Greater Lyon, Vienna) as well as industrial partners such as ERDF and Siemens. The goal of the project is to identify an optimized methodology for urban energy planning which can support the Public Administration in identifying the areas on which to act to improve the energy efficiency of the urban environment.

Infrastructure for electric transport

Electric transport can play a key role in improving the quality of life in cities, reducing urban pollution and contributing to reducing the greenhouse effect and global warming. Enel is heavily engaged in developing efficient and technologically advanced solutions to promote and favor electric transport. The prerequisite of this process is the realization of adequate intelligent infrastructure for the recharging of electric vehicles.

In 2014, in Italy Enel completed the alternating-current charging solution and created the first multi-standard rapid charging station. The latter allows fast charging with both alternating and direct current. The multi-standard recharging station integrates three smart meters and, thanks to this, can simultaneously recharge three vehicles. Its preferred installation will be in controlled environments on both the urban and extra-urban grid. The first example of this product has been installed in an Eni service station near Pomezia, Rome (Italy), as envisaged under the cooperation agreement on electric transport between the Enel Group and ENI. In addition, at the end of 2014 the in-house test project was launched in the Enel Group – limited for the moment to offices in Rome – which envisages the **sharing of electric vehicles** (Renault Zoe and Renault Twizzy) by employees.

In **Spain** the main activities in the field of electric transport concern fast recharging. Among these the **Fasto** (Fast together) project relating to rapid conductive recharging has already led to the installation of a rapid multi-recharging point in the centre of Barcelona. The **Zem2All** (Zero Emissions Mobility to All) project continues with the introduction of 200 electric vehicles in Málaga over four years and the collection of marketing information and analysis on their use. As regards public transport in Málaga, the first dynamic system is being developed for wireless inductive recharging of busses (**Project Victoria** – Vehicle Initiative Consortium for Transport Operation and Road Inductive Applications). In 2014 the **ZeEUS** (Zero Emission Urban Bus System) project also started which aims to demonstrate the economic, environmental and social feasibility of electric urban busses in eight cities in Europe.

In the **countries of Latin America**, where there is growing interest in sustainable mobility, Enel continues to promote technologies which have already been successfully tested in Europe. In Chile in 2014 a number of activities were started for the development of electric transport. After proactively promoting the importance of electric transport to the transport and environment authorities, in 2014, 68 new licenses were issued for electric taxis, a number which, given the level of demand, could rise. As a consequence of the dissemination of electric cars, new recharging stations have been acquired and installed. In Colombia too electric transport projects are under way in both the private and public sectors, which analyze the automation of the electric grid and recharging systems and the related impact on distribution.

As regards European projects for the development of electric transport, on the **Internet of Energy** project which is financed by the European Union as part of the Artemis program, Enel Distribuzione completed the definition of the specifications for the development of a re-engineered solution for the alternating-current recharging station which enables, among other things, communication between the car and recharging point, in conformity with the latest versions of the international standards. The **Green eMotion project**, which was launched in March 2011, sees the main utilities, municipalities, car manufacturers and ICT companies engaged in defining a platform for the recharging of electric vehicles for all of Europe which is interoperable. In addition, in 2014 two important cooperative international mobility projects continued: the **Mobincity** and **Unplugged projects**. **Mobincity**, in partnership with La Sapienza University, will develop algorithms to optimize recharging processes in synergy with the requirements that emerged in Green eMotion with the objective of reducing the time-to-market of the smart charging services provided by the infrastructure of Enel Distribuzione. In the **Unplugged** project, in partnership with Endesa, a technical and economic feasibility study was undertaken on the integration of inductive or contactless recharging technology within the business model of the distributor of recharging infrastructure. During 2014 activities continued for the European FreeMoby research project which was financed by the European Union and which aims to study the integration of the recharging of electric vehicles at home in accordance with a strategy of optimizing electric consumption. Finally, the PlanGridEV project was launched which is financed under the Seventh Framework Program of the European Commission, under which new methods and instruments are being developed for grid planning in order to favor the integration of electric vehicles while at the same time maximizing the integration of distributed generation.

On November 27, 2014 Enel signed a framework agreement with ZTE Corporation, a leading Chinese company in the IT sector. The agreement will give rise to cooperation between the two groups in the sector of electric transport, smart grids and renewables.

Energy efficiency

In order to contribute to the increase in energy efficiency and the European objectives for the reduction of CO_2 in the medium-long term (2030-2050), Enel is developing innovative technologies and new services for customers to optimize and rationalize their energy consumption. Customers become the protagonist thanks to the use of electronic support tools which make consumption transparent, encourage their active participation in the energy market, promote rational use of energy, with advantages for environmental sustainability and for the whole system, as it becomes more accessible and more reliable.

In this context, in 2012 the Enel Info+ Isernia pilot project began and came to a close in 2014, which included the testing, for the first time on a wide scale, of Enel smart info, a device which enables customers to have at their fingertips meter data on their energy consumption and generation, thus promoting greater awareness of consumption habits and the adoption of more efficient behavior. Between 2012 and 2014 around 6,000 kits were distributed to an equal number of low-voltage users in the province of Isernia. The experience demonstrated the effectiveness of smart info in the pursuit of energy efficiency and enabled the identification of new functions and improvements for the technology, which were implemented during 2014.

Enel Energia is developing its own solution for the Connected Home concept, which can analyze consumption. In these activities Enel is turning to partners who are experts in non-intrusive load-monitoring (NILM) algorithms in order to determine the consumption of individual home appliances. In 2014 the first project to enable the monitoring of home consumption, the **ComeConsumo** (How I Consume) project, saw the start of testing with 80 electricity customers in order to verify the impact of the devices in monitoring customers' consumption habits. Also in Spain and South America various projects are under way, including:

> "**Energrid**" for the development of low-cost sensor prototypes for smart energy management based on online analysis and control of power generation and consumption;
> "**Green Momit**" for the development and testing of a thermostat and smart low-cost satellite devices to integrate into the Endesa multi-service platform that can improve home energy efficiency;
> "**Multi-service Platform**" with the goal of guaranteeing customers easy access to energy-consumption information, specifying for which uses, and how consumption could be optimized, in addition to receiving other services that can help them in the day-to-day management of their home/business.

Enel is also working on the **Microgrid** project in Chile and Brazil with the aim of offering added value services to end users.

Conventional power generation

With regard to improving the operating flexibility of its power plants, Enel is engaged in a number of projects aimed at ensuring and constantly improving performance and the conversion efficiency of plant.

In terms of these objectives in 2014 Enel focused on fine-tuning low-cost techniques to reduce nitrogen oxide emissions, while also developing tools for the monitoring, diagnostics and control of gas- and coal-fueled thermal plant in order to optimize operations, reduce consumption and emissions, and optimize maintenance programs and interventions.

New technological solutions are also being studied to increase plant reliability under more flexible operations and extend the range of fuels that can be used in existing power plants.

In terms of containing emissions, during 2014 work was undertaken to characterize emissions of macro- and micro-pollutants on high-efficiency exhaust-treatment systems with the goal of assessing the room for improvement and performance over time.

Over the last year Enel has consolidated its own know-how and focused on developing processes and technologies that can reduce and optimize water consumption in the Group's thermal power plants and projects continued connected to diagnostics and advanced automation.

Information and Communications Technology (ICT)

During 2014, in line with the Group's strategy, ICT continued with the goal of promoting technological and process innovation as a lever to achieve the Company's goals of excellence. To this end the network with the most important ICT companies in the world was strengthened, as well as with research laboratories and the most important and respected universities operating in the sector. Market best practice is constantly under observation, with particular focus on digitalization and transformation, also involving some ICT start-ups.

On the basis of the adoption of the Open Innovation model, some tests have been made, above all in the technological areas of big data and advanced analytics, social networks (sentiment analysis), cloud computing and mobile. There was also a very important analysis of the data of grid losses which was undertaken by applying the techniques of advanced analytics on big data and cross-checking the consumption data from smart meters with data on lack of service and work on the grid, thus enabling a significant improvement in the identification of cases of fraud.

A similar approach is being adopted for predictive maintenance in various company areas, for the forecasting of breakdowns of components on the electric grid, wind turbines and components of conventional power plants for electricity production.

Quality for customers

Customer satisfaction and loyalty are priorities for the Group and Enel's success depends on them in the countries where it operates as a distributor and/or seller of electricity and natural gas. 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.

High voltage
38,278 km

2%

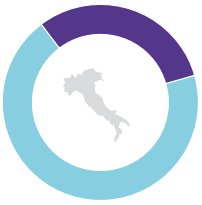
Medium voltage
658,000 km

36%

Low voltage
1,157,801 km

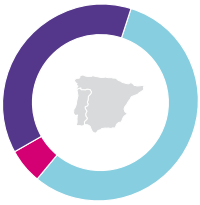
62%

Italy
1,136,667 km



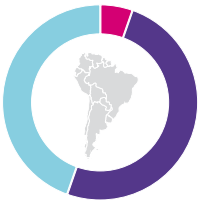
31%
69%

Iberian Peninsula
314,529 km



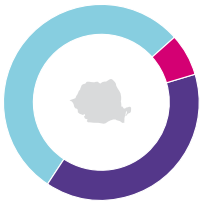
6%
38%
56%

Latin America
311,751 km



4%
50%
46%

Romania
91,132 km



7%
39%
54%

Total users electricity market
2014: **55,808,450**

Italy	27,207,897
Latin America	14,633,393
Iberian Peninsula	11,290,283
Romania	2,670,892
Other	5,985

Total users gas market
Italy - Iberian Peninsula

2014	4,676,155
2013 restated	4,460,034
2012	4,424,473

Quality in distribution

Electricity is essential for a community's economic and social development, as well as for people's daily 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 the supply is closely linked to the reliability and efficiency of the transmission and distribution infrastructure, which must be able to handle the levels of demand requested. 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.

As for existing infrastructure, in all the 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.

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 in Italy with over 30 million customers, while in Spain around 5 million of them have already been installed. In Romania and Brazil the installation project has started, providing an important contribution to the monitoring of grid loading and its correct management.

In Italy, for example, Enel periodically asks its interlocutors to express their judgment on the services offered and undertakes surveys to measure their level of satisfaction. Through the FOUR (*Front Office Unico Rete*) system sellers can send requests both for action on behalf of its own customers and for technical data given a customer complaint. End customers, consumer associations, and producers can send written notifications through dedicated channels (post box 5555 or by fax to the free number 800046674).

The development of smart grids, which can handle a high level of distributed generation (also from renewable sources) and can make the best use of storage and remote management systems, will enable further important improvements in the overall efficiency of distribution networks (see the chapter "Towards sustainable innovation").

In consideration of the differing geographic situations above all in Latin America, bringing electricity to isolated areas is an objective for the Company, through the use of new technologies and the development of specific projects to create shared value (see the chapter "Responsible relations with communities").

Brazil - Reta Velha Project

In Brazil energy theft and grid losses are an important phenomenon, located above all in high risk areas with high rates of violence and delinquency, which make access difficult for the technicians from Ampla (the Group company which distributes electricity) in order to undertake the necessary work on the grid.

In 2014 Ampla launched the Reta Velha pilot project, with the goal of developing and implementing a new methodology to combine technical interventions and social actions in favor of the community. The Reta Velha district, which is located in Itaboraí in the metropolitan zone of Rio de Janeiro, has a population of around 5,300, 5% of the customers in the city, and in 2013 had a grid loss rate of 73.4%.

The project started from the mapping of the area and the related risk analysis, thus identifying both the most critical regions and the areas with the main aggregation points (schools, hospitals, churches, etc). A local NGO has been involved which specializes in projects in areas of political and social conflict, and has set up a mobile office (*Amplamóvil*) to resolve customers' needs directly in the local area. Among the actions undertaken is the replacement of old domestic appliances with new ones which consume less energy. In a community which is now aware of the issues and benefits, measures were then launched to improve the grid, meters were installed and e-invoicing was started.

Ampla has also agreed with the Government a reduced tariff for inhabitants of the area for two years, has offered incremental discounts on reaching certain e-invoicing thresholds and has planned to invest in favor of initiatives for the community in addition to what has been recovered from the reduction in losses.

As a result of the project, besides the marked benefits produced in the community, the grid loss rate in Reta Velha has fallen by 66 percentage points in a year, to stand at the end of 2014 at 7.4%, one of the lowest levels in the region.

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. 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.

Customer satisfaction surveys

The attention dedicated to the issues connected to service quality is confirmed this year too by the customer satisfaction results.

In 2014, in **Italy** the customer satisfaction index recorded by the Authority for Electricity and Gas (AEEG) was 96.5 for the protected categories market and 93.6 for the free market. The attention dedicated to issues relating to service quality is confirmed by the numerous recordings on customer satisfaction on the electricity (free and protected categories) and gas markets, for both residential and business customers, through the realization, in 2014, of over 90,000 interviews conducted by specialist third party companies.

In addition, customer service channels are annually subjected to rigorous assessments by an external certifying body and in 2014 Enel Energia and Enel Servizio Elettrico obtained confirmation of their ISO 9001 certification without any cases of non-compliance being reported for "Enel Point" offices, Contact Centers and online channels.

During 2014 Enel continued also to use the on-the-spot monitoring system which was introduced in 2008 and which gives customers the chance to express an overall judgment on the phone call they have been involved in by simply inputting a number from 1 to 5 at the end of the contact with the operator; in addition, customers can express the level of satisfaction in regard to the resolution of the problem they had notified and whether they would recommend Enel to a friend.

The recording of Perceived Quality (PQ) continued for customers on both the free and protected categories markets, in which customers are recontacted within 24 hours after they have called, in order to record their opinion. In this way it is possible to promptly intercept any dissatisfaction and measure the effectiveness of the corrective action taken.

In **Iberia** "customer satisfaction" is constantly monitored through telephone interviews and via email (for example, *Sistema de Calidad Percibida*, *Estudio de Satisfacción de Clientes Empresas*) and, since 2003, in order to offer its customers the best possible assistance, Endesa has used the *Plan de Excelencia en la Atención Comercial* (Plan of excellence for customer focus), aimed at improving indicators on customer satisfaction year by year. In 2014 the plan focused on improving the quality of the service offered to customers (by phone and in person), on the means of management and a project was developed to increase the knowledge of customers and to adapt better and more quickly to their needs. In order to guarantee the achievement of the objectives identified in the plan, every month ten key indicators are monitored which enable verification of the impact in improving Endesa's commercial quality.

In **Romania** around 1,200 telephone interviews were conducted, from which there emerged a general level of satisfaction of 84.3% for the free market, while for the protected categories market it was 74.5% (business customers) and 79.8% (residential customers).

In **Latin America** a standard system of surveys and requests to customers is envisaged in order to measure customer satisfaction indicators. This system is periodically analyzed and aligned with requests from the Association of distribution companies of Latin America. In particular in 2014 Coelce and Codensa highlighted a level of 80% for customer satisfaction and in Chile 70% of people consider the service very good.

Handling of complaints

In all the countries where Enel operates, 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 ongoing problems and to immediately implement the due corrective action.

During 2014, the "**100% Conformity**" **project** continued which involves a team of commercial quality specialists and which aims to monitor and increase the quality of the responses sent to customers.

Also the "**Full quality**" project was launched which involves phoning customers to advise them that their request is being handled, then send a written reply and a second call to advise the customer that the reply has been sent. In recording the satisfaction of these customers there has been an improvement in the perceived quality, thus showing customers' appreciation for the attention they have received.

In addition, Enel was the first energy company in Italy and Europe to introduce a **Joint Reconciliation Procedure with Consumer Associations** for the resolution of commercial disputes. The procedure is entirely free of charge and takes place via an online platform, thus making it possible to quickly resolve issues out of court with Enel companies that conduct sales in Italy, i.e. Enel Energia and Enel Servizio Elettrico.

In 2014 road shows were organized in various cities to meet consumer associations and to address the main customer/consumer issues and to help them make informed choices (payment in installments, understanding bills, informed use of energy efficiency products, etc.); participation in the AEEGSI project (Project PFA2/2014) creating the new figure of the "Sole Conciliator" given the transposition of European directive 2013/11/EU and the process of rationalizing the system of customer safeguards for handling complaints which was started by AEEGSI resolution 410/14; in this regard, Enel has organized *ad hoc* training sessions in various cities.

In addition, for many years Endesa has provided a ***Defensor del Cliente – Ombudsman***, a figure who is independent from the company's structure and provides customers with another channel for dialogue on the services the company offers, listens to both internal and external interlocutors, and suggests new ways for identifying customers' needs and expectations, as well as ways for improving the company's customer services. This figure is also present in Brazil and Colombia.

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. 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 2014 the electric bonus was granted to around 252,000 customers by Enel Energia and to around 600,000 customers by Enel Servizio Elettrico. In the same year Enel Energia also granted the gas bonus to around 150,000 customers.

As regards electricity supplies in Italy, customers with smart meters, should they fail to pay, are not completely cut off, but the available power is reduced to 15% of the contractual figure. This enables, in any case, essential services (lighting, refrigerator) to be maintained until the arrears are paid.

As part of the loyalty program "Enelmia" of Enel Energia, discounts have been offered to 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. During 2014 with the Enelmia card discounts of 1.3 million euro were applied.

In Spain a social bonus is envisaged for customers with supplies under 3 kW, pensioners, large families or in which all the family members are without work (around 980,000 people received the bonus in 2014).

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 sales companies make a financial contribution for customers defined as vulnerable, in conformity with 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 the 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 2014 in **Italy** various communication initiatives were undertaken aimed at making information on the product range clearer, including:

> review of the usability of the website in order to make it easier for users;
> inclusion of precontractual information in contractual kits and product information on the website enelenergia.it, with a clear indication of the contact channels, references for complaints, typical elements and indications of offer price, means of adhering to, activating and invoicing supply;
> preparation of the technical sheets for energy efficiency products, with a clear indication of the technical performance, information for tax deductions and for the guarantee;
> launch of the *Bolletta Zoom*, a dynamic version of the online billing which allows simple and interactive illustration of information on invoicing, making it clearer and more accessible.

In addition, self-care channels, the website and app were enhanced through the launch of new functions (booking of an appointment at Enel Points, geolocalization of Enelmia partner shops, geolocalization of the recharging structure for electric transport, payment using Paypal, etc.)

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 saw significant growth rates, with an increase of around 30% compared to 2013, such as the online invoicing service. Since October 1, 2014 energy invoicing has been renewed, in application of "R*esolución del 23 de mayo de 2014*" of the "*Dirección General de Política Energética y Minas*". The new invoices have been designed to facilitate consultation, with a new more organized and clearer structure.

In **Argentina** and **Brazil** there are mobile offices ("*Oficinas moviles*" and "*Amplamóvil*"), which make it possible to reach customers even in very rugged areas or where there is no other service office. In **Argentina** a new phone center has also been opened to handle customer calls and a website has been developed to make it possible to serve the needs of customers 24 hours a day, 365 days a year.

In **Colombia** in 2014 in order to further develop the service culture, work continued on the "*A tu lado*" program, which features various ways of contacting, managing and replying to the needs of customers in various locations (in their neighborhood, in shopping centers, etc.) and of promoting the efficient, safe use of energy.

In **Chile**, work continued on development of the "*Vínculo Emocional con el Cliente*" (VEC) program, which seeks to consolidate customer relations through loyalty programs. In 2014 in particular the "*Chilectra Contigo*" project was launched, in order to increase customer-service channels, including the use of mobile offices in high-traffic areas.

In **Peru**, "*FonoEmpresa*" was developed, a fast, efficient telephone support service that has made it possible to handle an average of 1,000 calls per month with large-scale customers, while providing a fast and personalized service.

In **Brazil**, the "*Hora del cliente*" project has the goal of increasing the awareness and sensitivity of customer relationship managers as to customers' needs and desires. In addition, two events "*Ampla Invita*" and "*Coelce Invita*" were organized for major customers and the public administration in order to share experiences and strengthen ties.

In **Romania**, with the Enel Kiosk initiative, customers can access public digital kiosks in order to communicate meter readings, view invoices and download forms. It is a way of saving time and paper, protecting the environment, but above all meeting customers' needs in terms of ease of use and increasing their level of satisfaction.

"*Enel Assistenza*" was launched, the first value-added service system in the Romanian energy market to provide residential customers the possibility of easily managing any

domestic system failures by accessing a national network of professionals who can guarantee interventions and repairs 24 hours a day. Finally, the Client Handbook was promoted, a practical guide to the contracting process and was distributed in 100,000 copies at Enel Points.

All the Group sales companies comply with the transparency obligations envisaged by various national and supranational laws concerning the source of the electricity sold. The energy bill therefore specifies the mix of the energy sources used and the origin of the energy.

For example, for its own "green" offers Enel Energia, in compliance with the law in force, adopts the certification system for Guarantees of Origin, which transposes EU Directive 2009/28/EC. The mechanism entails the procurement by the Company of energy from a renewable source in quantities equal to the consumption invoiced to the customers who take up the offers.

The clear description of the sources from which the energy sold comes is particularly important in the context of the offer of "CO_2 Neutral" products. For these products, the CO_2 emissions produced by the whole invoicing process and by the consumption of generation plant are quantified using a calculation certified by an external company and are offset by a corresponding purchase and subsequent cancellation of VER (Verified Emissions Reductions) or CER (Certified Emissions Reductions) certificates.

Accessibility of information

For communication with customers to be really transparent, correct and effective, 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** a simultaneous translation service is in operation at Enel retail outlets 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. Since 2014 the website is also available in English in consideration of the high number of British citizens (around 900,000) and other nationalities who live in Spain.

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.

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.

Among the projects in 2014 was the "*Nel Cuore del Punto Enel*" initiative, which involved some particularly deserving Enel Points, equally distributed throughout Italy. The initiative is part of the broad Market Area project aimed at creating value from the physical points of contact with customers, also as a place for dialogue and interaction with local stakeholders: in the particular case, concrete actions undertaken together with Enel Cuore Onlus aimed at facilitating dialogue with disadvantaged local groups, also bearing witness to the Group's strong sense of social responsibility.

A project launched by the Colombian subsidiary Codensa and the Concha Saldarriaga Foundation, to promote services that take into consideration the needs of disabled customers and the elderly. On average around 3,100 disabled and elderly people go each month to the five Codensa assistance centers in Vanecia, Soacha, Kennedy, Restrepo and Fusagasugá. Training programs have been developed for operators who deal with providing customer assistance, awareness-raising sessions have been held on different types of disability and meetings offered to learn about the needs of the disabled. Since 2004 Codensa has also issued its invoices in Braille.

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 2014 Enel was the first Italian company to publish a "**privacy code**", to guarantee and promote the correct acquisition, processing, and archiving of the personal data of its customers. The handbook, which is in force for the companies on the Italian Market, translates a complicated and constantly evolving subject into clear and simple language and through illustrations, stories taken from the daily experience of those who work with customers, FAQs, aims to become, for the Company's staff and partners, a guide to provide direction in the field of privacy protection.

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 ensure they are better informed, a clear explanation is given of how to read bills 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, during 2014 offers were made for **the sale of high performance, energy efficient turnkey products**. This favored the development of more efficient technologies, with a positive impact also on related industries, thus guaranteeing a significant saving compared to the previous generation technologies, together with a reduced environmental impact. For some products, such as heat pump water heaters and LED lighting, Enel has helped disseminate these new technologies in the consumer segment, which enable a reduction in consumption of up to 75-80% compared to traditional technologies.

In Italy in 2014 Enel Energia's **loyalty program** "***Enel Premia***" continued and offers "green" prizes (such as the possibility of converting Energy Points into trees planted as part of 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.

Italy - Enel Energia: LED lighting offer

The LED lighting offer which was launched in May 2014 envisages the payment of the related cost on electric and gas bills in installments and so Enel Energia has contributed to the dissemination of the new LED technology, promoting the replacement of light bulbs currently in use in customers' homes and allowing them to achieve savings on energy consumption. With the sale of almost 500,000 LED light bulbs in just eight months Enel Energia has become market leader, with a 20% share of the national market.

In Romania an online platform and two guides were prepared for residential customers:

- "**Enel Webshop**" – an online platform to promote the themes of energy efficiency in households;
- "**Green Ideas for your home**" – 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;
- "**Client handbook**" – a guide for residential customers, which offers practical information on Enel services and numerous ways of paying bills.

Romania and energy efficiency

Colibași, in the county of Giurgiu, is the fourth Romanian community involved in the social responsibility project developed by Enel to draw attention to the efficient use of energy in homes. Enel Romania has replaced old light bulbs in the homes of 1,300 families in Colibași with energy saving bulbs. This will lead to an annual saving of over 100,000 Romanian leu for the whole community.

Responsible relations with communities

Sharing objectives and impact assessment

Strengthening the Group's leadership necessarily involves forging a responsible relationship with the local communities and areas which host power plants and other activities, offering credibility in dealings with governments and authorities of the countries where Enel operates and, finally, creating a stable, ongoing and consolidated relationship with the various stakeholders, based on trust and respect for shared values.

The realization of infrastructure projects necessarily implies a global valuation of the territory and the communities connected to it. Each project must take account of the characteristics of the area concerned in social, economic and environmental terms in order to achieve a balance between the pros and cons which inevitably arise in any change in the *status quo*.

The relationship model developed by Enel envisages that prior to the start of the authorization process, through proactive dialogue and direct discussion with stakeholders, a stakeholder map is created, with the aim of transparent and rigorous discussion on the impacts and the development opportunities which the project could have on the local territory. By adopting this approach, stakeholders are given responsibility and it is possible to identify valid, alternative solutions to any problems to everyone's benefit.

Community priorities and the problems found are collected through careful analyses followed by discussion groups on the project, before it is defined in detail, so as to arrive at the best possible way to insert the work into the local context.

Starting from the Environmental Impact Studies, in order to assess the environmental effectiveness of the work proposed, all the alternatives are compared and the technical corrections are identified that can reduce the possible impacts. The results of the assessments are then made available to all the stakeholders. In addition, before the end of the authorization process, agreements are established with the authorities and local communities in order to undertake work for the benefit of the development of the communities.

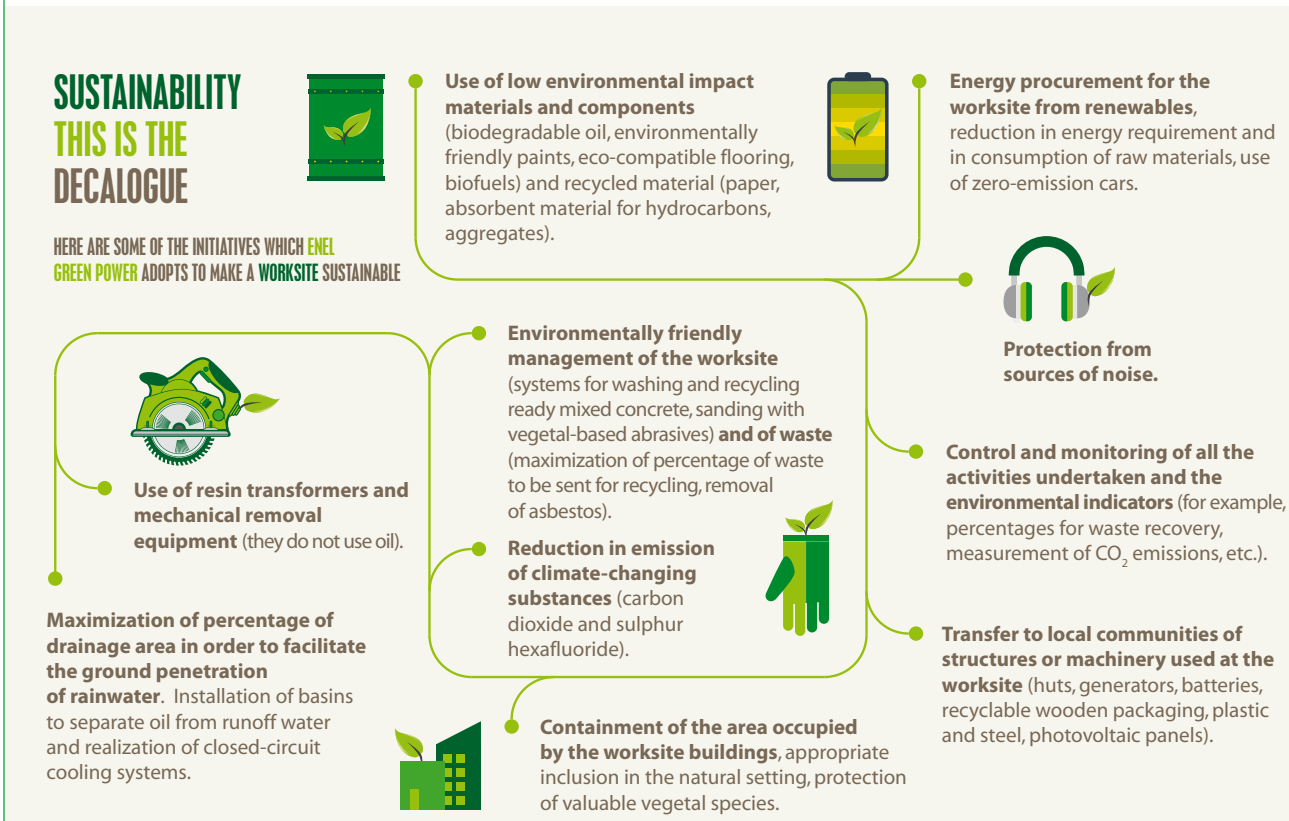
During the plant construction and operational stages, Enel undertakes to maintain close contact with the local communities: control and verification measures are applied to the environmental aspects identified during the authorization stage, in particular through periodic monitoring campaigns, continuous sampling systems, monitoring and metering units, and the establishment of environmental observatories. Framework agreements and protocols are signed with local authorities, in order to mitigate any negative impacts through technical and environmental interventions. In addition, there are meetings to protect the interests of the local business, environment and manufacturing sectors most affected by the presence of the plant.

Also in the final stage or on disposal of the plant, Enel undertakes to maintain proactive dialogue with the local area, based on reciprocal trust, transparency and respect. The dismantling or reuse of sites entails social and economic changes which are discussed and analyzed with the parties involved.

Continuous interaction with stakeholders is also a key element in its growth strategy and business development for **Enel Green Power**, the Group company which in recent years has realized new plant in all the countries where it operates. Through initiatives aimed at the stakeholders of each project or site, the Group undertakes to identify local needs in order to set out concrete measures aimed at anticipating and resolving potential conflicts ahead of time and contributing in the long term to the social and economic development of the community and to conserving natural heritage through initiatives tailored to the potential and needs of the local area. Examples in this sense are represented by the "EGP listens to you" program in Mexico – local committees which include the company, local institutions and community, carrying out interviews and surveys to collect requests and proposals, including the selection of projects to be realized locally –, the 20-year cooperation plan signed in Guatemala with the communities which live near the Palo Viejo plant, and the work groups set up in Costa Rica to identify and finalize joint development plans, the realization of which is monitored by the community itself. In the process of analyzing needs, building relations with the community and monitoring projects, an important role is played also by the collaboration with local non-governmental organizations, foundations, companies, workers and managers. These participants – given their thorough knowledge of the local area – can immediately present themselves as credible and reliable partners, and therefore represent essential intermediaries to contribute to building positive dialogue with communities. Finally, the correct realization of periodic plans, the monitoring of actions and the updating of ongoing projects, which correspond to natural changes in the needs of communities, are considered priorities. These instruments to create shared value are gradually being extended to the rest of the Group.

Enel Green Power launches the sustainable worksite, a model for plant construction that respects the local area

The sustainable worksite is a model for plant construction and restructuring where protecting the environment, rational use of resources and attention to health are embedded in daily work routines. The first pilot projects were realized in Italy in 2014 for the extraordinary maintenance work and restructuring of the hydroelectric power plants at San Pellegrino (Bergamo) and Mura (Brescia). These were built at the start of the 20th century and needed major structural work to continue safe, efficient and sustainable operations. The worksite model also envisages the constant monitoring of the work undertaken in order to optimize staff management and obtain a map of environmental performance at worksites, so as to generate continuous improvement mechanisms and realize a virtuous and effective collaboration with contractors and suppliers too.



In 2014 the process of building relations with communities in **Chile** continued and is considered a prerequisite for the construction and operation of new projects and sees an increasing awareness of environmental and social issues. Teams have been created in the field and managers interact periodically with the various local authorities and communities close to the projects in order to collect their concerns and suggestions.

The guiding principles for the company-community relationship over the whole life cycle of the plant are: constant and long-term involvement, closeness and direct communication, respect, collaboration, transparency and trust, generation of shared value, compliance with agreements, and clear handling of disputes.

In addition, particular attention is placed on respecting and protecting the rights of indigenous peoples who live in areas affected by the Group's projects and activities, with whom consultation processes are set up in line with

national regulations and with the highest international standards, such as Convention 169 of the International Labor Organization.

In order to maintain constructive exchange and involvement in managing the impact of Enel's presence on local communities, it is necessary for the local area to know about the Group's activities. Hence all the initiatives aimed at bringing citizens closer to the world of energy, such as publications about projects, plant visits, speaking opportunities at cultural and scientific events, video production, communication about worksites, programs linked to the local area to promote sport and leisure activities, cultural itineraries and nature walks around plants and all the other initiatives to promote industrial heritage.

Slovenské elektrárne, for example, 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 regular part in the meetings of Civic Committees, in order to respond to questions from mayors of the towns around the power plants. 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 SE's electrical plant is open to the public and in 2014 welcomed over 23,000 visitors. In particular in September 2014 a new information and training center was opened at the Mochovce plant.

The main current projects and managing relocation

Every infrastructure project faces evaluation by the communities affected; in some cases, there are criticisms or the project does not have full support. Sometimes, despite the broad consensus of the local communities and institutions, there is opposition from some civil society movements or environmental associations. The involvement of the parties concerned in the planning processes and in the development of infrastructure is an essential element.

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 the realization of the project. Among the key elements is an 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, as well as with 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 also clear in the Policy on Human Rights approved in 2013 by the Board of Directors: "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".

Below are details on the most important current projects, the positive and/or negative (real or 'feared') impacts on the local area and how the Group companies involved are promoting a proactive dialogue to arrive at solutions which are as widely shared as possible.

Chile - Neltume

Neltume is a project relating to a hydroelectric run-of-the-river plant, with installed power of 490 MW, in the Municipality of Panguipulli, in the Region of Los Ríos.

At the end of December 2014 the environmental assessment process, which started in 2010, was still ongoing, and consultations with the indigenous peoples were taking place.

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.

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 the towns close to the project area and in 2011 some contact was made with the *Casas Abiertas* communities to facilitate their participation. 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.

On April 29, 2013 the Environmental Assessment Service (EAS) of the Region of Los Ríos issued "*Resolución Exenta n. 002*" which envisages, as part of the environmental assessment of the project, the realization of a consultation process, in accordance with the provisions of "*convenio OIT n. 169*", with the communities, populations and groups present in the area affected by the plant. The EAS met with 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.

Without prejudice to the ongoing dialogue, as part of the environmental assessment of the project for the Neltume-Pullinque power line, in December 2014 an agreement was signed with the representatives of the communities of Inahuincul, Rayen Huincul, Trullun Mapu, Peñihuen, Juan Catripan y Trigue Cui-Cui, Panguipulli, with the management of the EAS of the Region of Los Ríos and with the directors of Endesa Chile. The agreement envisages initiatives to improve infrastructure, homes and education as well as the allocation of resources for the realization of production projects. At the same time it is planned to set up an integrated organization consisting of representatives of the communities, public authorities and Endesa Chile for the administration and realization of the agreements established.

During 2014 Endesa Chile took part in various working groups with the communities and towns close to the plant (Puerto Fuy, Neltume, Chohuenco and the indigenous communities of Juan Quintuman and Valeriano Callicul). The outcome of this discussion was the financing of 74 projects presented by 27 organizations of the communities which are formally recognized. Endesa Chile also contributed to financing 30 local businesspeople.

Summary of the activities carried out

15
Meetings before starting the indigenous consultation process

17
Plenary meetings

13
Meetings to organize training and information-giving activities

4
Meetings for community decision-making

7
Open meetings with the participation of the communities, the management of the EAS of the Region of Los Ríos and representatives of Endesa Chile

Chile - Hydraulic power plants of the Alto Biobío

In 2000 Endesa Chile started an initiative to relocate the Pehuenche families who were living in the flood zones of the Ralco basin. An assistance plan was established (*Plan de Asistencia de Continuidad* – PAC), which 81 families from the Ayin Mapu and El Barco communities benefitted from. The programs, which also continued in 2014, concern industrial, social, cultural and tourism-related activities.

In this way Endesa Chile continued to respect the agreements reached as part of the order on environmental approval (*Resolución de Calificación Ambiental - RCA no. 10/97*).

During the year the ex post assessment process was also finalized for the final relocated families and was undertaken by an external consulting company, GHD, which was selected by the environmental authority and contracted in 2011 by Endesa Chile. The results of this assessment are being finalized.

2014 activities of the Ayin Mapu and El Barco communities

Social environment

Study grants for middle and high schools

Access to training and apprenticeship programs, with study grants linked to the stay

Implementation and enhancement of relations with governments to manage social issues

Production environment

Program of local development of the indigenous community (PDTI) of El Barco, through technical assistance and support for the work of 52 families

In the community of Ayin Mapu, the PDTI program involved 34 families

27 women from both communities took part in the training and development program for women from rural communities (*Convenio Indap-Prodemu*)

Main programs and activities undertaken in 2014

Program	Participants
Transport of mail and transport to school for the families from the El Barco community	81 families from the El Barco community
Program of study grants for middle and high school education	50 young women and men from the El Barco and Ayin Mapu communities
Program of training and development for women from rural communities	21 women from the El Barco and Ayin Mapu communities
Training program for work	13 young women and men from the El Barco and Ayin Mapu communities
Support program for family issues	26 women from the El Barco community
Plan to reinforce the traditions and culture of the Pehuenche ethnic group	81 families from the El Barco and Ayin Mapu communities
Support program for vulnerable families	55 families from the El Barco and Ayin Mapu communities
Program to manage cattle and veterinary assistance	64 families from the El Barco and Ayin Mapu communities
Self-management project	81 families from the El Barco and Ayin Mapu communities

Chile - Bocamina power plant

In 2008 Endesa Chile, at the same time as building the second unit of the thermoelectric power plant at Bocamina (Bocamina II), in the Municipality of Coronel, started the relocation of the families affected by the project, in line with the agreements signed with various organizations and part of a commitment to support the community in improving its quality of life and the surrounding environment.

The power plant started operating in 2012 and as from December 2013 seven "*Recursos de Protección*" were presented by various opponents of the plant (for example fishermen). All the appeals are now completed. In particular in one of these appeals, in December 2013, the Appeal Court (which is competent to judge at the first level on this type of action) granted the injunction requested by the appellants and ordered the stoppage of the Group II works at the power plant at Bocamina. In May 2014 the first degree sentence accepted the appeals, requiring the company to implement the specific environmental measures. In November 2014 the Supreme Court declared that the Group II plant at Bocamina cannot restart operations until it gives sufficient guarantees regarding the implementation of the environmental measures dictated by the first degree sentence. The implementation must be verified by the *Superintendencia de Medio Ambiente* (SMA). Currently the plant is closed down.

In addition, in August 2013, the SMA informed Endesa Chile of the opening of sanction proceedings for alleged environmental infractions, which ended in August 2014 with the imposition on the company of penalties for a total of around 7.6 million dollar. Endesa Chile and the local fishermen appealed this decision. The *Tribunal Ambiental de Valdivia*, with its decision of March 27, 2015, rejected Endesa Chile's appeal and also ordered the SMA to increase the fine taking into consideration the fact that Endesa had committed the infraction intentionally. Endesa Chile is currently examining the sentence and assessing any action to take.

As regards relations with the communities, Endesa Chile has taken part in various meetings with social organizations, the municipality and the government, promoting public/private solutions in order to respond to the various issues concerning the project. After several months of work, in November 2014 an agreement was reached between the company and the community with the objective of promoting local development and the wellbeing of people and their families. This agreement envisages mainly:

1. environmental improvements to be made at Bocamina II;
2. continuation of the relocation plan for families close to the plant;
3. funds for the development of the Coronel community, including a governance proposal so that the process for obtaining the funds is transparent and involves local people and organizations;
4. funds to support the business of the fishermen, an agreement reached as part of the dialogue between the associations, unions for the fishermen, the Municipality of Coronel and the Ministry of Energy, at central and regional level.

Set out below is other dialogue and contact in 2014 with the various groups involved at Bocamina.

As part of the process to obtain the "*Resolución de Calificación Ambiental*" (RCA) for the thermoelectric plant of Bocamina II, between September and November 2014, **thirteen meetings were held with representatives of local associations and borough committees**, with the aim of setting out the technological and environmental improvements put in place by Endesa Chile. 104 representatives took part.

Copa Endesa Chile - Coronel: the company organized the first inter-school football championship, in collaboration with the Department of "*Educación Municipal*" of Coronel, the "*Asociación Nacional de Fútbol Amateur*" and the "*Iván Zamorano*" foundation. The competition took place between October and November 2014 and saw the involvement of over 200 students.

Besides buying the land and drawing up accommodation plans, Endesa Chile is arranging the transfer of household belongings and legal consultancy for the registration of ownership deeds.

Year of transfer	Population	Families relocated
2008-2010	Stage 1: Calle Capitan 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
2014	Population of La Colonia	68
Total		**516**

Colombia - El Quimbo

El Quimbo is the most important electricity 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 of the project, Emgesa, the Group's power generation company in Colombia, has shown its openness to dialogue with the regional and national stakeholders and has developed a social and environmental management plan. On an agreed and participatory basis, specific initiatives have been established for resident or landowning families in the area affected by the project, as well as those who work or undertake commercial activities or services in the area. The families, which have been surveyed and have the envisaged prerequisites, can decide between (collective/individual) relocation or sale of their land. As the consequence of a sentence by the Constitutional Court in February 2014, the survey of families is still ongoing. Emgesa is following a work plan in relation to the survey and in particular checks are underway to define who should be surveyed. Following these checks, possible safeguarding measures will be taken.

In particular, among the activities undertaken by Emgesa in 2014 was the start of the process to transfer 15 families to the area of Santiago and Palacio, where the first collective accommodation was built, with new homes equipped with essential services and inserted in an urban context with schools, a community center, a multifunction sports center and green areas. In addition, at the end of 2014 a further 19 families were individually relocated and received 5 hectares of land with a house of 100 square meters, technical support for implementation of the agricultural production plan, livestock to start a business and psychological help to assist with entering the new context. The company also arranged to make a further 42 compensation payments to families who rejected relocation (so far 214 cases).

Another commitment by the company was to assist people who used to run a business in the area affected by the project, to restart their business. In 2014 it was arranged to pay compensation for 568 cases to this end.

Emgesa has established specific communication channels to provide information and respond to all the community's questions regarding the project.

Despite this intensive relationship-building and involvement of the community, during 2014 some conflicts emerged regarding the realization of the project, which also led to the occupation of land and the closure of access routes to the worksite, preventing or delaying the undertaking of the planned technical and social activities. The company has always replied to every complaint.

There are also some legal proceedings "*acciones de grupo*" and "*acciones populares*" – class action) launched by local inhabitants/fishermen. In particular a first "*acciones de grupo*", which is now at the preliminary investigation stage, was taken by around 1,140 residents of the Municipality of Garzon who complain that the construction of the power plant would reduce revenue from their business by around 30%. A second case was brought between August 2011 and December 2012 by inhabitants and companies/associations from the five towns of Huila for alleged damage in relation to the closure of a bridge (Paso El Colegio). In relation to the so-called *acciones populares*, in 2008 some local inhabitants started proceedings to ask, among other things, for the suspension of the environmental license. A further "*accion popular*" was launched by some fishing companies in relation to the alleged impact of the refilling of the El Quimbo basin on fishing in the Betania basin, downstream from El Quimbo. In February 2015 the Court ordered the suspension of the refilling until some specific requirements were met. Emgesa has appealed this decision and asked for withdrawal of the injunction by offering a specific guarantee in this sense. The proceedings are currently ongoing.

Involving stakeholders: a global and local approach

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. In 2012, in recognition of the latest international trends, Enel began a process of identifying, assessing and weighting the interests and expectations of the various stakeholders, integrating them into the industrial strategy, with the means and processes through which the Company is meeting their expectations (the so-called "Materiality analysis"). The union of their viewpoints enables identification of the issues that, due to their relevance and significance, are of central importance for Enel and its stakeholders and consequently verification of the degree of alignment or misalignment between external expectations and internal relevance (see the chapter on strategy).
Here below are some examples of the activities to involve stakeholders undertaken in the Group, both by following a global and local approach, and which are essential elements to prepare the materiality analysis at the various Group and country levels.

The Enel Group's stakeholder engagement project

At the end of 2013 a qualitative and quantitative survey was launched to understand the needs and expectations of the various stakeholders of the Enel Group in the geographic areas where it operates. The method followed envisaged a prior assessment of the various categories of subjects which are strategic for the business, a specific planning stage for the corporate vision and subsequently oriented at monitoring changes in the relationship with the brand.
A process of engagement which has involved all the clusters affected, from those closest to the brand, such as employees and suppliers, to the general public, providing results of great strategic interest: 11 countries involved, 3,965 valid stakeholders and around 700 interviewees, 10,200 citizens interviewed (for a total of around 20,000 interviews), 54 questionnaires tailored according to local characteristics and the relevant brand/country issues, more than 20,000 letters of endorsement tailored for each stakeholder and around 40 employees employed across the geographic areas involved.
In particular the various stakeholders identified were asked to give their view on the future of the country in question, on the economic and social impact of large companies, on the role of energy in sustainable economic development and on how to improve the Company's communication methods in order to establish a better relationship based on the creation of shared value. This thorough survey was also extended to the most critical areas, with sessions dedicated to the expectations and needs of the general public in terms of the business and the relationship with the brand.
In addition, an optional section was arranged on specific issues linked to sustainability, to which 89% of all the stakeholders involved in the study replied. Sustainability issues were assessed both in terms of the importance of and satisfaction with the work of the Company (compared to the country brand/brands). In this context the key themes for the market and which the Company had successfully applied were: integrity, transparency, ethics, as well as compliance with environmental laws.
The project produced precise mapping of stakeholders by individual country, complete with redemption indications and clustering by importance, influence and urgency. The results were shared within the organization (senior and local managers) and with some external stakeholders.
This is a continuous process which sees the Company engaged also for 2015 in listening to internal opinions and expectations in regard to the plan to reconvert plant which is no longer productive.

March 17, 2015 – Meeting of the senior management of Enel and Greenpeace

A meeting took place in Rome between a delegation from Enel led by the Chief Executive Officer **Francesco Starace** and Greenpeace whose delegation was led by the executive director of Greenpeace International, Kumi Naidoo, and by Andrea Purgatori, President of Greenpeace Italia.

Enel and Greenpeace intend to work constructively and collaboratively on common areas to develop economic, social and environmental interests with a view to advanced and global sustainability.

The Enel Group has already cut its specific CO_2 emissions by over 36% compared to 1990.

Relations with stakeholders in Italy

A continuous and constructive dialogue to identify needs and look for shared solutions to manage potential disputes and to create value from opportunities is the basis of the relationship with industrial and business associations, with particular reference to Confindustria at national and local level and the related federations. In particular during the year there was a series of meetings, working groups, conventions, seminars, including in the local area, which had as their key arguments especially energy efficiency, projects for the adoption of innovative energy technologies and commercial agreements.

In collaboration with some local industrial associations, during 2014 customer service agreements were renewed relating to technical assistance and information-giving on electricity and gas "*Sportello Qualità Energia*", to which were added two new agreements with the local branches of Confindustria in Alessandria and Ascoli Piceno. Also in terms of SMEs, a "*Sportello Qualità*" was opened up with the CNA.

Similar activities were undertaken with consumer associations through periodic initiatives for meetings and discussion on strategic issues of common interest as highlighted by the associations or specific emergencies to be handled. In 2014 a series of *ad hoc* meetings were arranged. The cities were selected at the proposal of the associations themselves: Trieste, Mestre, Bologna, Palermo, and Genoa.

On the environmental front, there was ongoing scientific support for the launch of energy efficiency projects by the Market Division, with working groups involving WWF Italia and Legambiente. To this end, given the government's commitment in the "Unblock Italy" Decree, Enel and Legambiente collaborated to prepare a model regulation for the construction sector, aimed at facilitating the dissemination of energy efficiency through shared and simplified processes. Fare Ambiente offered a series of seminars on energy saving and energy efficiency which saw representatives of the Group involved. Enel also supported the Friends of the Earth association for the realization of the Sixth National Conference on Energy Efficiency, together with other sponsors such as ENI, A2A, Ceced Italia, Co.Aer, Edison, E.ON, Gaz de France, Turboden and Wärtsilä.

An "ex ante" approach to local involvement – Enel Green Power in South Africa

Enel Green Power's entry into South Africa in 2013 represented an important opportunity to apply the model of value creation right from its first steps. South Africa is a "mature" country given aspects of sustainability found in tender processes, with particular reference to social inclusion, empowerment and the creation of opportunities for the population. Enel Green Power analyzed the social, economic and environmental context first at country level and then at regional and local level. The intersection between the most significant issues for the local area and those with the most influence on the Group's strategies led to identifying the areas on which to focus interventions to benefit communities affected by projects. This analysis enabled the definition of projects and activities that can create a concrete benefit for the communities in line with the corporate objectives in the area.

Value for countries and local areas

Enel contributes in a concrete way to the social and economic development and growth of the local areas and communities where it operates with various types of intervention, from expanding infrastructure to education and training programs, from initiatives aimed at social inclusion to projects to support the cultural life of the area.

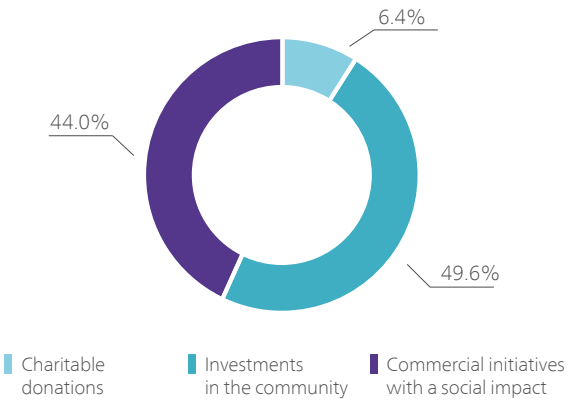
The LBG (London Benchmarking Group) method, devised by a work group in which more than 100 international companies participate, is a measurement model that enables a company's contributions to the development of the communities in which it is present to be clearly determined and classified.

In particular, under the LBG standard, expenditure on contributions to communities can be classified in:

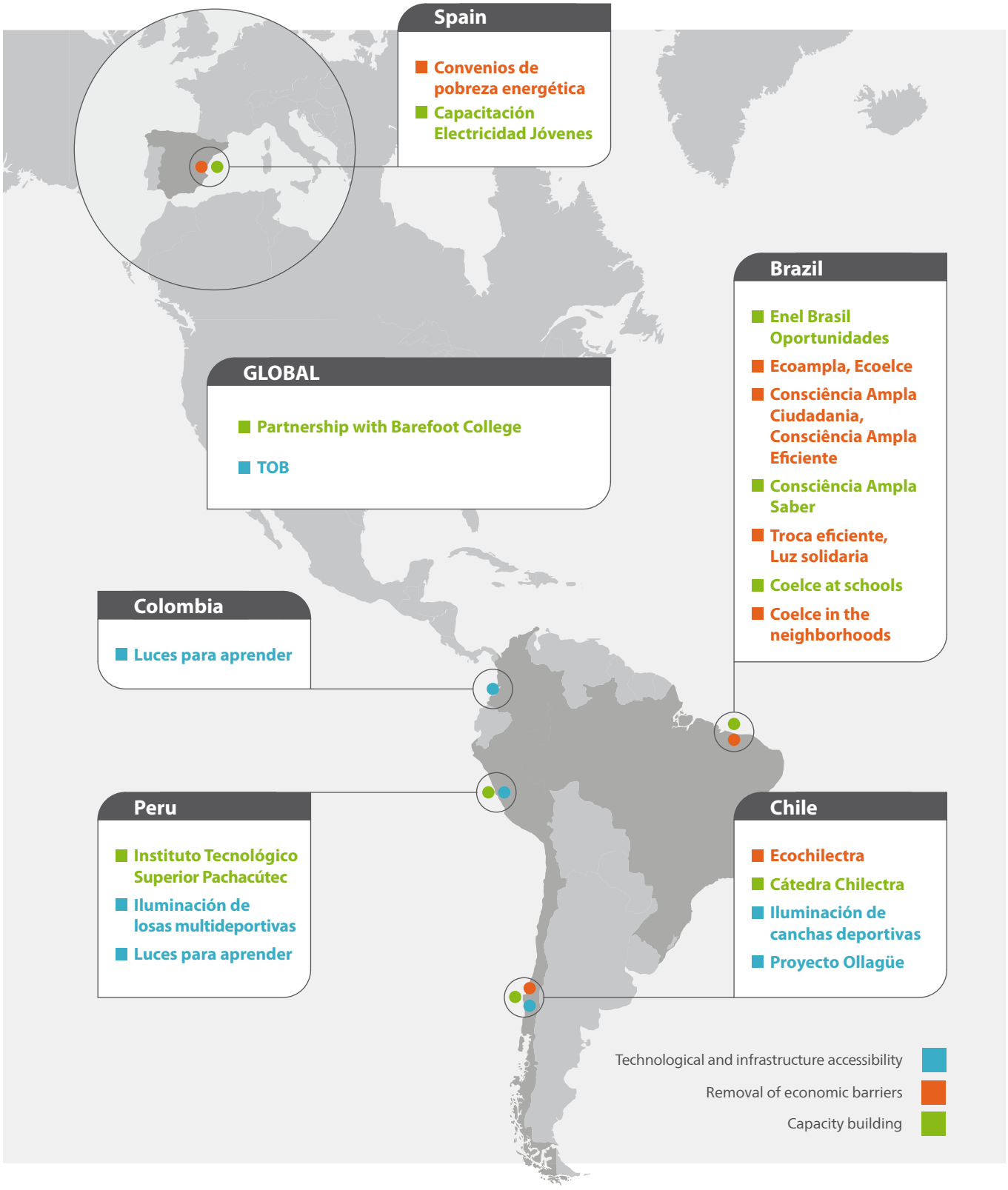
1. **charitable donations**: these are *pro bono* contributions that create no obligations for the recipients except to use the donation for beneficial ends and for non-profit associations. For Enel this item includes all cash and in-kind donations, including philanthropic and charitable activities;
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 linked to a broader strategy to benefit the community, such as ENabling ELectricity, or specific initiatives dedicated to communities close to power plants;
3. **commercial initiatives with a social impact**: contributions to activities related to the core business, in which the Company promotes its own brand and corporate identity. Examples of these initiatives are sponsorships and marketing campaigns which also include benefits for the community or which include contributions to charitable causes.

In 2014 Enel's total contribution to the communities where it operates stood at 70.7 million euro.

Initiatives in favor of communities by type (%) - 2014



Responsible relations with communities



Access to energy – ENabling ELectricity program

Currently around 1.3 billion people around the globe do not have access to electricity and more than 2 billion people are served by infrastructure which is substandard or they cannot pay for energy because of economic difficulties. Given this, the fight against energy poverty is one of the United Nations' Millennium Goals. This commitment was reiterated by the UN General Assembly which declared 2014-2024 as the decade of Sustainable Energy for All.

In this context Enel, as a member of the Global Compact LEAD of the United Nations, at the end of 2011 launched the "ENabling ELectricity" program, with the aim of creating a new business model linked to access to energy, aimed both at people who live in isolated rural areas and those who live in areas around the major urban agglomerates. The program, thanks to its projects in 10 countries, has so far involved over 2.5 million people worldwide. 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 infrastructure, 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.

Thanks to the Company's international commitment on the issue of access to electricity and energy, in 2014 the Chief Executive Officer and General Manager of Enel, Francesco Starace, joined the Advisory Board of Sustainable Energy for All.

In promoting sustainability in both energy and social terms, innovation is an essential lever which enables the study of new business approaches and new technological solutions where the traditional model has proved insufficient to meet the needs of the local area.

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 infrastructure, capacity building and reduction in economic barriers.

Focus on some ENabling Electricity projects

"Ecoelce" - "Ecoampla" - "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.

Partnership with the Barefoot College

The partnership with the Indian NGO Barefoot College is an example of the creation of concrete and measurable development which has been ongoing since 2012. The project has involved a total of 39 semi-illiterate women from isolated villages which are poor and have no access to electricity in Peru, Chile, Guatemala, Mexico, Colombia, El Salvador, Brazil, Ecuador and Panama. These women have spent six months in north India, at Barefoot College, in order to learn how to install and maintain small photovoltaic systems and so become solar technicians, to then return to their place of origin and bring, thanks to the photovoltaic kits made available by Enel Green

Power, light, development and work to their local areas. Since its launch in 2012 the project has involved 41 communities with the collaboration of 10 local NGOs, with an impact on over 19,000 people who have benefitted from the electrification work promoted by the project. 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 shanty towns around Lima, in the district of Ventanilla-Callao. This professional training enables young people to study as electrical engineers 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.

Enel Brasil Oportunidades

Realized in collaboration with SENAI (*Serviço Nacional de Aprendizagem Industrial*), the Enel Brasil Oportunidades project involves various cities in the Latin American country with the objective of training young professionals in the electric sector. Building a responsible relationship with the local area means contributing to the social and economic development of the communities and for this reason since 2009 the distribution company Ampla has been helping young people to take a course for electrical technicians, to learn how to manage the low voltage grid, and offers possible recruitment with Group companies. Thanks to the certification obtained during 2014, around 60 people can more easily enter the job market and avoid any risks of marginalization which are typical of a country weighed down by significant pockets of poverty. During the five months of the course students have used various services, such as transport and technical training. Thanks to institutions such as the Women's Movement in São Gonçalo, they have also received instruction on issues such as human rights, diversity, and ethics.

Agreements against energy poverty

Endesa, since it is aware that energy poverty concerns a large number of Spanish families and in line with the policy of the company's sustainability, has signed agreements with various municipalities and public bodies to avoid the suspension of electricity supply to families in difficulty. At the end of 2014, 42 agreements had been signed and the deactivation of the service to more than 1,700 families had been avoided.

TOB (Triangle-based Omnipurpose 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. Depending on the means of use, it can provide different services to the local population, such as rooms

for training, a medical laboratory with a fridge for the conservation of medicines, provision of drinking water, recharging of mobile phones and computers with an Internet connection. During 2014 the work was completed for the installation of a new prototype of the TOB (Triangle-based Ominpurpose Building) system, in the smart city of Búzios in Brazil, where it will be used as a front office for the development of micro-credit for local populations.

Other projects in 2014

San Juan de Marcona

An example of Enel's approach to the economic and entrepreneurial development of the local area is represented by the redesigning of the local fishing sector in the area of San Juan de Marcona (Nazca, Peru).
In the area of Nazca, which is affected by the possible construction of a plant, careful analysis of the local area has enabled knowledge to be gained on the particular and fragile nature of the social and economic situation, which is distinguished by a serious lack of electricity, and to identify the local stakeholders who are potentially affected by the project. Alongside the dominant mining industry, the local economy, thanks to the abundance of fish, is over-dependent on the collection of algae and fish using very elementary diving techniques without breathing equipment, where the limited focus on safety leads to high levels of injury and death each year. A project has therefore been developed which envisages training on safety and first aid when fishing and the introduction of new technologies. In particular, it ranges from the plant to dry and pre-treat algae to the construction of a fish farm, thus preserving the local ecosystem, so as to be able to diversify the products sold and increase the competitiveness of fishermen who have also been provided with marketing training. The energy requirement of this new sector will be guaranteed by a hybrid off grid system of around 600 kW, which combines solar capacity and a mini-wind turbine with a diesel generator. This is also the pilot project to measure in quantitative and precise terms the benefit generated for the community over a five-year time horizon.

Project Coach

The project, in collaboration with Fundación Exit and with the involvement of Endesa employees, intends to help young people at risk of social exclusion to increase their employability through a system of coaching and mentoring. In particular the youngsters spend a few days in the company to familiarize themselves with the working environment, discover their own talents, and possibly fuel their interest in the world of energy in its various aspects. Last but not least, the involvement of the young people takes place mainly in teams and not individually, so as to reinforce the concept of integration as opposed to marginalization. During 2014, 12 editions of the project were held, each lasting 6 weeks, in the main Spanish cities (Barcelona, Madrid, Palma de Mallorca, Seville and Saragossa) involving 80 volunteers and 73 youngsters at risk of social exclusion.

PlayEnergy (playenergy.enel.com)

Energy, science, technology, environment are the key words of the "PlayEnergy" initiative, the free project combining entertainment and education which Enel has been organizing for 12 years in schools in 9 countries (Italy, Spain, Romania, Russia, Guatemala, Chile, Panama, Costa Rica and Brazil), with the objective of disseminating a responsible energy culture among young people, starting with the knowledge to enable responsible decision-making. This commitment is renewed each year, involving thousands of students of all ages with the use of online and offline materials and local initiatives. For 2014 the initiative focused on the issue of food in view of Expo 2015.

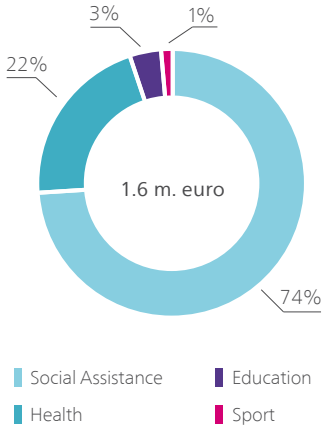
The last edition of the program involved 431,000 students, of whom 120,000 took part in the competition, 12,767 teaching kits were distributed to 7,288 schools and 3,884 projects were realized by schools; over 50,000 students visited power plants and met Enel experts at school.

The heart of solidarity

Enel contributes to the social development of the local areas where it operates also through its own foundations.

Enel Cuore Onlus (Italy)

Enel Cuore Onlus was created in 2003 reflecting Enel's wish to transparently express its commitment to social solidarity. During 2014 Enel Cuore Onlus supported a total of **54** social solidarity projects in Italy and abroad for children, the sick, the elderly and the disabled, making an overall contribution of around **1.6 million euro**.



Enel Cuore's commitment in 2014 to philanthropic activities took the form of support for non-profit associations which are active locally, nationally and internationally, in the realization of specific projects aimed at combating social emergencies and new forms of poverty, by creating value from material and human resources present locally. In particular the main activities concerned: social assistance, health, education and sport.

Particular attention was placed on the issue of violence against women. Thanks to the support of Enel Cuore projects were realized to take in women who are victims of violence until they can win their full economic and social independence.

In addition, Enel Cuore chose to give priority to the issue of social agriculture and from May 21 to July 7, 2014 launched the call for proposals for "Urban agriculture, social farming and food communities as a means to create sustainable and inclusive societies" undertaken in collaboration with the Department of Agricultural Science of Bologna Alma Mater Studiorum University. Through the call, associations, cooperatives, social enterprises and NGOs were invited to present initiatives aimed at creating services in the city and the country to improve food safety, biodiversity and better use of natural resources; for the creation of communities even in difficult circumstances and for social inclusion; for the use of horticulture for therapeutic purposes and rehabilitation, as well as for teaching, recreation and labor.

Fundación Endesa (Spain)

The Fundación Endesa dedicates its resources to promoting education and training, with particular attention to young people and the disadvantaged, as well as culture, including the lighting and conservation of historic and artistic heritage. During 2014 educational and training projects were undertaken in Spain, and activities were undertaken in some countries of Latin America such as Chile and Brazil. These projects include the concession of study grants, investments in courses, apprenticeships, conferences, seminars, etc., in order to promote the social and economic development of communities.

In addition, projects were financed dedicated to the promotion and conservation of Spain's historic and artistic heritage and to cultural activities, social projects aimed at facilitating access to energy through improving infrastructure, reducing economic barriers and training, as well as environmental projects.

Fundación Sevillana Endesa (Spain)

The Fundación Sevillana Endesa dedicates its resources to promoting Spain's social, cultural and artistic growth, mainly in Andalusia and Extremadura. During 2014 it arranged the lighting of 12 religious and civil monuments. It also promoted initiatives to support disadvantaged and vulnerable groups, acting for their integration into society and meeting their basic needs. These initiatives include projects as part of social assistance, health and humanitarian aid, including collaboration for the creation of a social canteen, collaboration to integrate people with mental disabilities and support for an association which helps children affected by autism.

Fundación Pehuén (Chile)

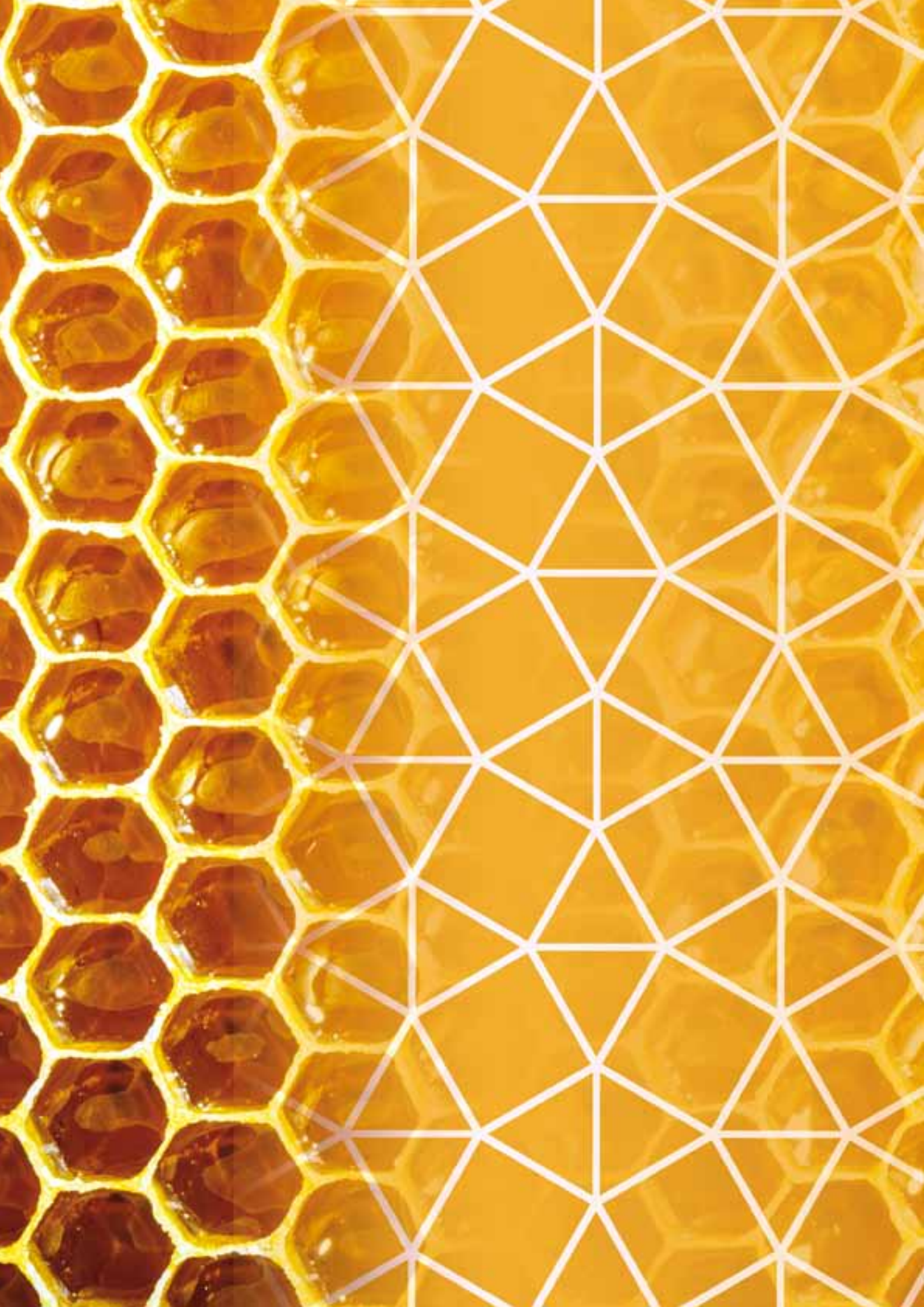
An organization created in 1992, which works with over 800 families in the Pehuenche community close to the hydroelectric power plant at Pangue, with the objective of improving the quality of life, sustainability and favoring development by promoting the active participation of the population through four main guidelines: production growth, education and defense of culture, social infrastructure and support for families and organizations.

Fundación San Ignacio de Huinay (Chile)

The institute was created in 1998 by an agreement between Endesa Chile and the *Pontificia Universidad Católica de Valparaíso*, in order to promote scientific research and the conservation of the wealth of the area of Huinay, in the Region of Los Lagos, one of the most important in terms of biodiversity. In 2014 various publications were produced, as well as involvement at seminars, scientific expeditions were organized and four new animals were discovered. In addition, an agreement was signed with the *Consejo Superior de Investigaciones Científicas de España* (CSIC) with the objective of promoting the study of biodiversity in the area of the Patagonian fjords of Chile, as well continuing the project of "environmental restoration" of the wood of Huinay.

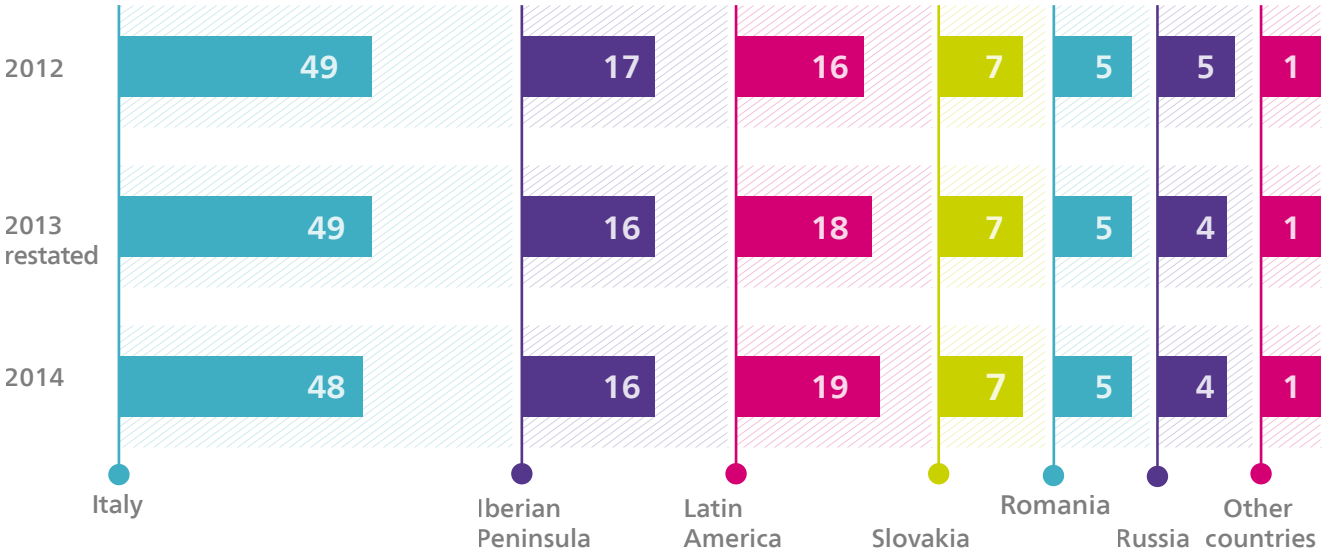
Fundación Endesa Colombia (Colombia)

The foundation aims to manage relations with the communities where the company operates, undertaking education and local development projects, including production growth in the agro-industrial field of Huila in the Andean part of Colombia and support for the technical training of vulnerable young people.

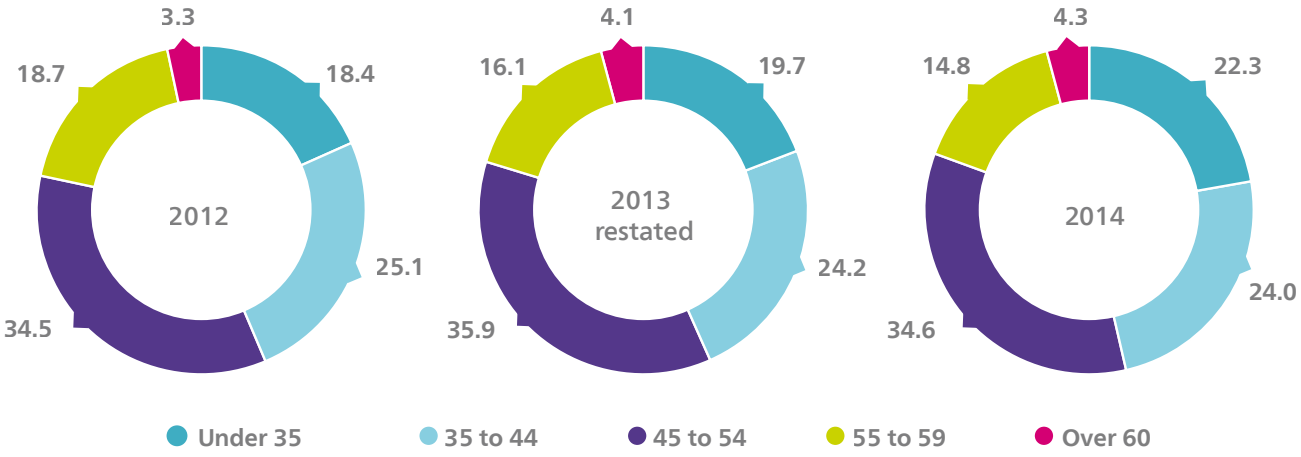


Our people

Employees by **geographic area (%)**



Employees by **age range (%)**



Employees by **gender**

At December 31, 2014 the Enel Group has **68,961** employees, over half of whom worked in Group companies based outside Italy. The application as from January 1, 2014 of IFRS 11 entailed, at Group level, the removal from the consolidation of over 1,000 employees. During the year the workforce fell by around 1,400, due to the negative balance between new hires and terminations. The main changes concerned Italy which recorded a high number of terminations (52% of the Group total) following the application of the early-retirement mechanism envisaged by art. 4 of Law 92/2012, which were partly offset by new hires (51% of total new hires for the Group); this move resulted in partial generational change in Italian companies. The turnover rate therefore grew by 32% compared to 2013, standing at 9%.

As for equal opportunities and female leadership, the percentage of women in the total workforce remained stable compared to 2013 (20%). An important milestone was represented by women joining the Board of Directors of Enel SpA during its renewal in 2014 (see the chapter "Governance").

Valorizing merit and managing people

In 2014 the Enel Group confirmed its unflagging commitment to managing, developing and motivating people by promoting the establishment of a model to support change and enable the rapid dissemination of a corporate culture based on two key elements: responsibility and merit.

The staff recruitment process includes a check on behavior and motivation as well as on technical/professional know-how related to the position to be held, through the use of a range of tools which can vary depending on the target profile and on local practice, including:

> **Assessment Center** for junior positions, which includes group testing and interviews;
> **behavioral interviews** which focus on past experience, skills and motivations;
> **technical/professional interviews**.

First there is an internal check within the Company and, only in the absence of suitable staff, does the external recruitment process start. In general preference is given to local candidates, unless there is a specific need for hiring internationally; for technical and operational positions, where possible, the Company gives preference to candidates living in areas around the place of work.

The channels most commonly used for recruiting are the corporate database (which contains all the job applications sent to the Company in each country), external databases, and the lists of graduates/high school leavers provided by universities/schools. In addition, in order to achieve global synergies in employer branding, during 2014 a partnership with a professional global network was established which, in addition to presenting the corporate profile, enables managers who are recruiting in the various countries to publish job offers and seek interesting applications.

Hiring programs for new employees vary depending on the target concerned. In particular, the hiring of young staff aims at their personal and professional development, involving them in on the job training and structured training programs in order to provide them with the skills required for the job. Internal mobility programs also share this goal of career growth by promoting the development of cross-business skills.

Enel places great emphasis on excellence and on the need to be able to count on people who are able to work effectively in a global environment and create value from their know-how. The new organizational model in place facilitates the Company's internationalization, allowing the exchange of experiences and the sharing of best practice. It means looking not only vertically, but also horizontally, sharing results with different areas and people, countries and business lines.

A key element is the creation of a pool of employees who are considered to have high potential (through the **Talent Observatory**) and in whom to invest, including through integrated development and training programs in relation to their experience and the strategic responsibilities entrusted to them.

What Enel expects from its employees at each level is summarized in the **Leadership Model**, which defines the conduct to be adopted in order to achieve the objectives set, identifying specific distinct characteristics which each Enel employee should possess. This conduct is then developed on the basis of the role covered.

There is also a dynamic system which identifies the key managerial roles within the Group, describes their essential characteristics and establishes clear and standard entry criteria, which allow all staff to be informed promoters of their own career path.

Performance Management

Performance assessment is based on a single model for all the countries where Enel operates and is implemented through a common calendar and supporting information system. In particular the process envisages:

> conduct assessment in the organization undertaken using two instruments in regard to the target: **Assessment 360°** (for the first levels of the managerial model and other important positions) and the **Behavior Performance Review**;
> the identification and measurement of the key results which each person must achieve in their daily work, through the use of the following instruments: **Objectives Performance Review** - OPR (assignment and assessment of objectives) and **Task Management** (for those without a variable pay element).

The assessors share and validate the assessments of their staff during the calibration stage with the objective of improving the quality of such assessment by discussing and sharing the criteria used. In 2014 around 36,000 people were assessed.

In parallel to the assessment by the manager, self-assessment is undertaken by staff in reference to the behavior defined in the Leadership Model.
The final stage of the process is the feedback interview, i.e. a meeting between the manager and staff member, in which the issues that emerged during the assessment are analyzed and targeted development actions are identified for the following year.

Skills development

In 2014 there were 42.3 training hours per head, an increase of around 5% compared to 2013. In particular, although the number of managerial training hours fell, the number of hours of classroom-based training for specialist preparation rose by around 12%.
Training hours per head on sustainability issues totaled 19.6, up by around 24% on the previous year, confirming the attention Enel pays to this issue.

The 5-level Enel training system is structured in such a way as to meet the various needs to raise the professional skills of staff. Training ranges 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:

1. **Leadership Curriculum**, the collection of initiatives which help improve performance and develop people's talents from when they join the company, accompanying all the significant stages in their professional career;
2. **technical and operational academies** designed to respond to the need to develop the technical and specialist skills of the various professional families;
3. **campaign-based training** which aims to disseminate cross-cutting skills which are the basis of corporate culture (for example, Corporate Social Responsibility, Code of Ethics, 231 Compliance Program) and best practices (for example, safe driving);
4. **division-based training** which aims to meet specific needs connected to organizational and/or specialist change processes;
5. **safety training** aimed at consolidating the culture of prevention, wellbeing and sharing best practice.

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.
In 2014 the identification and dissemination of best practice on training issues continued, by sharing the most interesting and high added value initiatives in the Group (post Performance Review training, Welcome in Enel and New Supervisor).

Inclusion and diversity

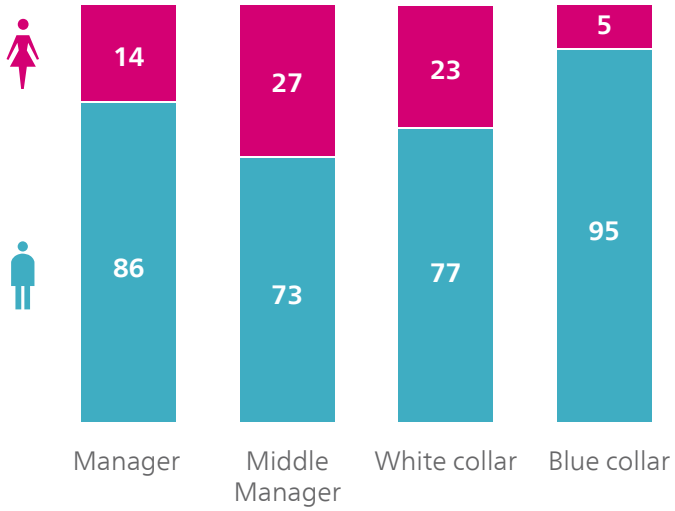
On the basis of the Policy on Human Rights on "Respecting diversity and non-discrimination", "Enel rejects any form of discrimination and is committed to ensuring that its employees and potential employees are treated with respect for diversity and to promoting equal opportunities, both upon establishment of the employment relationship and at each stage of its performance".
Enel is aware that the valorization of diversity, gender, age, culture, and disability is a key element in order to innovate ideas and processes and is an opportunity to valorize employees in terms of their talent and own personality, and so it has launched a **global project on diversity**.
This is an initiative which joins the numerous others which over the years have been taken forward: activities, projects and best practice which bear witness to the Company's commitment to promote and respect people's dignity, protect their diversity and reject any form of violence and discrimination.

The Diversity Project

Clearly understanding needs, turning them into a concrete reality and together developing, taking into account the geographic areas and the issues, specific actions which are managed locally, are the priorities of the project. The Diversity Project aims to promote and support action to focus attention on diversity and support for inclusion. With the support both of a company employing statisticians and opinion pollsters, and of a team of sociologists, questionnaires have been prepared and distributed to consult people and understand how the issue of diversity is perceived in the Company, broken down into four areas: gender, culture, disability and age. In parallel a quantitative analysis is undertaken of the key indicators and targets currently adopted by the Group, with the aim of developing an ambitious and realistic dashboard to achieve challenging and coherent results. Such activities are included in a broader commitment to create and disseminate organizational policies and guidelines on diversity.

Gender diversity

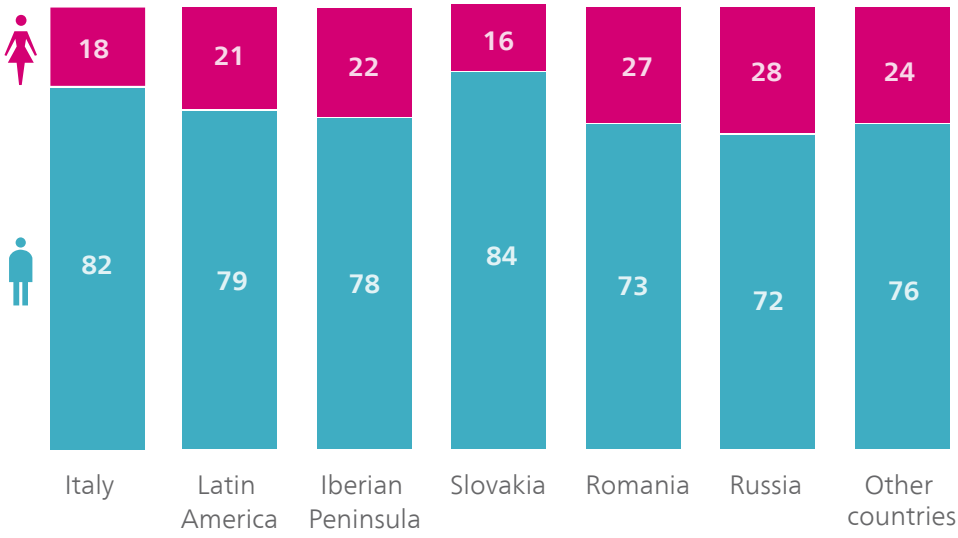
Employees by **gender and level (%)**



Employees by **area**

Country	no.
Italy	33,405
Latin America	13,161
Iberian Peninsula	11,239
Slovakia	4,504
Romania	3,144
Russia	2,932
Other countries	576

Employees by **area and gender (%)**



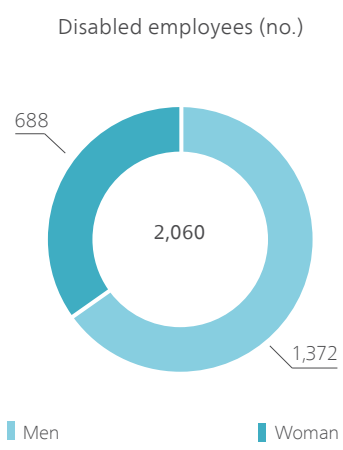
In January 2015 Enel was admitted to the "Women's Empowerment Principles", the initiative promoted by the UN Global Compact and UN Women, which aims to promote gender equality by calling on companies to sign the seven principles which are focused on the promotion of the women in business. Currently over 670 businesses in all sectors have signed up to this initiative, making the WEP the biggest platform in the UN Global Compact. In 2009 Endesa, as a member of the Spanish network of the UN Global Compact, was part of the international team set up to develop Women's Empowerment Principles.

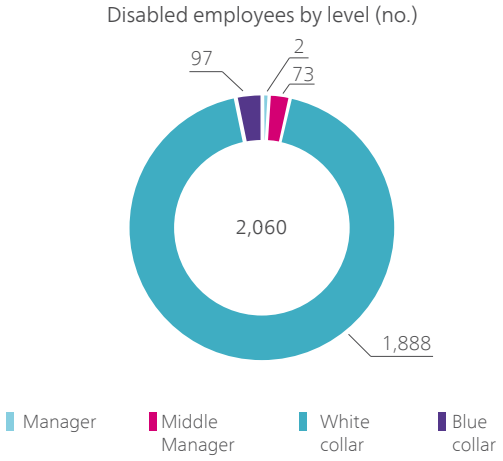
These principles involve "promoting gender equality at the highest levels of business; guaranteeing equal treatment for women and men at work; respecting and supporting human rights and non-discrimination; ensuring the health, safety and wellbeing of all women and men workers; promoting education, training and professional development for women; implementing enterprise development, supply chain and marketing practices that empower women; promoting equality through community initiatives and advocacy; measuring and publicly reporting on progress to achieve gender equality".

Orange Days

Enel dedicates the 25th of each month to women by addressing interesting issues in in-house media with the help of internal and external experts. On November 25, during the International Day for the elimination of violence against women, Enel launched an awareness-raising campaign aimed at all its people worldwide and which featured Enel staff involved in the photographic campaign "Let's wear orange against violence on women". Everyone, from the top management down, wore orange to say NO to violence against women. Employees from around the world shared their photos on a dedicated website or on Twitter, #Enelorangedays.

Disability





Managing diversity also means guaranteeing people with disabilities the instruments, services and working methods to let them work completely independently. In **Italy** there is the "Information Point on Disability", which can be accessed through the Company intranet, with the aim of providing correct and complete information on the rights of the disabled, while at the same time raising awareness. In addition, through this service, disabled people 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 **Spain** in 2014 the cooperation agreements continued with the Adecco, Randstad, Prevent, Universia and Prodis Foundations on defining dedicated actions, including the realization of training days and support in job-hunting for the disabled relatives of employees. Endesa also signed goods and services purchase contracts for a total of around 2.6 million euro, with the so-called "*Centros Especiales de Empleo*" run by disabled people.

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.

In **Latin America** too there are initiatives for the disabled, such as for example in Chile where the "***Programa Entrada***" continued, which allows disabled students to undertake professional apprenticeships at Endesa companies.

Work-life balance and personal services

The initiatives to promote work-life balance are designed and realized at local level by dedicated units in the various countries where Enel is present.

In Italy, in particular, during 2014 a number of initiatives were taken forward, both to enhance a corporate culture which addresses the issue of work-life balance, and to define and implement concrete services to support people's daily needs. In particular implementation continued of the **Parental Program**, a program for the optimal management of maternity, which consisted of the following initiatives:

> update of the Guide to parental leave, for a widespread dissemination of the laws which regulate absence from work for family reasons;
> continuation of the structured program of meetings between line managers, female workers and human resource managers to jointly establish the best way to address the long absence from work and manage the mother's return to the Company, with the definition of any measures necessary to make work more flexible;
> continuation of provision of the course "balancing mothers" to facilitate reflection on the new aspect of being a parent and to favor the return to the Company;
> completion of the cycle of conferences on parenthood, open to everyone, during which new parents can discuss issues with employees who have been through the same experience and with specialists.

In order to assist maternity, in the offices in Madrid, Barcelona and Seville specific rooms have been set aside for breast-feeding. This follows similar arrangements in Colombia, Peru and Chile.

In Argentina, in 2014, the maternity leave period was standardized at six months paid leave, including for women at the Company who are not employed under the collective labor contract ("*Convenio*").

In December 2014 Enel Energia in Italy successfully passed the first inspection to maintain its **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 Family Audit certification is promoted by the Department for Family Policies (Prime Minister's Office) which decided to extend throughout Italy a methodology which was created in Germany and had already been applied in Italy by the Autonomous Province of Trento.

In 2014, Endesa in Spain was certified as "***Empresa Familiarmente Responsable Global***". The model of being a company which has a responsible approach to families is based on the continuous improvement in the quality of work, reconciliation procedures, managing diversity, promoting equal opportunities and a better work environment.

As for services to support the everyday needs of people, the "**30 Day Project**" was held at two of the main offices in Rome. The project aims to support employees with children aged 3 to 12 in some particular periods of the year when offices are open but schools are closed (for example Christmas holidays, Easter, long holiday weekends, elections), for a total of 30 days a year.

Listening and dialogue

In April 2014 a **Flash Survey – Climate and Safety** was launched throughout the Group with the goal of measuring the impact of action and development plans on the main areas for improvement identified in the previous survey held in 2012. A sample population of employees who work in the various countries where Enel is present was selected using statistical parameters (such as geography, organizational unit, age, professional category, etc.) and was given a questionnaire with 33 questions (23 on engagement and 10 on safety), available in 9 languages in either electronic format or hard copy. The participation level reached 64% at Group level.

Internal media

The network of internal media consists of an integrated system comprising the house organ (translated into six languages), global intranet, Enel.tv and Enel.radio in Italy and, since 2014, also in Chile. During 2014, internal media – intranet, TV and radio – achieved on average 1.3 million contacts each month with Enel employees.
The intranet, which is realized in eight languages and updated daily, represents the main source of corporate information, with 1,914 news items in 2014 (of which 753 had a global reach and 1,161 were dedicated to the various local areas).
The innovation in 2014 was the launch of the new Group in-house paper: **Enel World's Magazine**, which contains both global content and a specific part dedicated to each country.

CONTINUOUS DIALOGUE

Direct line to Francesco Starace

A channel for direct dialogue with the Chief Executive Officer has been created, is interactive and operates in three languages, called "Continuous dialogue" through which employees have published 188 comments and around 1,500 "likes".

In 2014 Enel focused on the key issues for the Company, on the involvement of people and on engagement with Enel citizens.

The reorganization of the Group was one of the most closely covered issues and, in particular in the second half of the year, a plan was established to communicate to all staff the reasons and criteria for the new structure. In June the first recorded interview with the Chief Executive Officer was disseminated to all countries on the issue, with around 25,000 views followed by interviews with the top management in a special format, "10 questions to", which recorded over 50,000 contacts. In December a special insert of the corporate magazine "E" was dedicated to the new organization, which was also explained at the event in Rome "**The Matrix**", which saw the participation of 250 employees with management roles within the matrix. The information plan continues in 2015: on March 26 the global convention took place with the participation of over 1,000 managers and subsequently a widespread cascade of the initiative to other staff.

Particular attention was paid, as every year, to the issue of **occupational health and safety**. The communication activities started on April 7: taking advantage of the campaign on work-related stress promoted by the **European Agency for Safety and Health at Work**, information was disseminated at local level. Subsequently, on April 28 Enel adhered to the World Day for safety and health at work promoted by the ILO, with a series of dedicated events and workshops in all the countries and the dissemination of messages conveying the commitment of top management. Besides the initiatives closely linked to safety, numerous activities were put in place to raise the awareness of employees and their families on the importance of leading a healthy lifestyle. Among the activities were special sections in in-house media (the "*In forma*" segment on Enel.tv, the special section in the "E" newspaper, the "H&S What's New" newsletter) and workshops with experts (for example a course on unblocking airways). At the end of November a whole week was dedicated to a "**Focus on Health and Safety**" throughout Enel worldwide, with 850 initiatives in 16 countries and analyses on company channels.

The promotion of sustainability and innovation (smart grids, energy efficiency and e-mobility) as strategic values for the Company is also based on active participation by employees in bottom-up initiatives, such as **Eidos Market**, the market for ideas, which in 2014 was extended internationally.

The Family channel continued to be a favored way to integrate staff into corporate activities. 2014 was the International Year of the Family and employees with their families were involved in events to bring them together to socialize in offices and other workplaces. Laboratories were organized on the environment, business, safety and integration. More than 50 family days were organized worldwide involving over 10,000 people.

The 10th edition of We are Energy was held, the international competition for the children of Enel employees, aged 8 to 17. In 2014 the theme was sport, with the objective of stimulating the children involved to think about universal values, the spirit of striving for excellence and being in a team, values which Enel shares. 4,900 children registered to take part (an increase of 12% on the previous year) and the 130 winners attended the international campus in July. The WAE community is now also very active online: there are over 2,000 members and 10,000 posts published on weareenergy.com. Besides the traditional competition, the We are Tutor initiative was confirmed for the second time and offers the chance to winners of previous editions who are aged over 17 to put themselves forward as tutors at the campus, with 6 youngsters selected from 5 different countries.

After the successful pilot project in Italy, the Home@Home program was extended worldwide. The program, which aims to give all Enel employees the chance to host and/or make available their home to other colleagues, totaled 639 offers from employees in the Group countries.

The We are Energy and Home@Home projects came respectively first and third in the FEIEA 2014 (Federation of European Internal Communication Associations) Grand Prix with the prizes awarded in London in October.

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.

Supplementary healthcare

Supplementary healthcare insurance is envisaged in most countries where the Group operates at favorable conditions compared 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 "Health and safety").

In Italy, the instrument with which health and prevention programs are carried out is the *Fondo Integrativo Sanitario per i Dipendenti Enel* (FISDE). 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 and social emergencies (problems of adjustment, alcoholism, drug addiction, etc.). Finally, further assistance programs aimed at workers, their families and external communities are envisaged by the Protocol on Social Action which is an annex to the National Collective Contract.

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, 2014 employees covered by the pension plan in the Enel Group numbered 38,773.

In **Italy**, in addition to the obligatory system provided for by Italian law, there are two defined-contribution complementary pension funds: FOPEN (45,000 beneficiaries, assets of 1,672 million euro) for employees of the Enel Group (membership: 90%), and Fondenel (1,200 beneficiaries, assets of 247 million euro) for executives (membership: 100%).

In **Endesa**, there are pension funds mainly in Spain (23,835 beneficiaries, assets of 3,149 million euro) and Brazil (7,281 beneficiaries, assets of 404 million euro).

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 **Slovakia** too 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 complementary 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. 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.

For example in Italy, through the ARCA association, recreational, cultural and sporting activities are promoted and realized for employees and their dependent family mem-

bers, with possibility of access for pensioners. 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.
In Italy 2014 also saw the continuation of the program to provide incentives for the use of environmentally friendly cars for travel between home and the workplace. Over 2,780 annual season tickets for local transport were signed up for throughout Italy. Incentives were also maintained to buy electric bicycles or to join up to car and bike sharing. The car sharing initiative "Car2Go" was very successful in Milan, Florence and Rome, with a total of 1,362 people signing up. Finally, during 2014, 6 editions of the "Stop smoking" course where held and attended by over 100 employees.

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 many 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 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 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 law, 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.

Industrial relations at Group level continue to be undertaken in accordance with the model envisaged in Enel's Global Framework Agreement (GFA), which was signed in Rome in 2013 with the Italian federations and global federations IndustriAll and Public Services International. 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.

During the year a first meeting with the representatives of workers at Group level and with the national representatives of the trade unions was dedicated to the presentation of Enel's new organizational structure (July 31, 2014). In addition, during the year there were numerous meetings with the Select Committee on the implementation of the new Group organizational model. The 2014 plenary of the Global Works Council took place on January 21-23, 2015 owing to a technical postponement and addressed the new organization, the Group's results at September 30, 2014, and an update on the Group's health and safety indices.

Minimum notice period in the case of organizational changes

Country	Minimum period	Legal provisions/collective agreements
Italy	25 days	Legal provisions
Spain and Portugal	30 days	Framework Guarantee Agreement for Endesa SA and subsidiaries 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 workers' representatives on development in the company's economic and business situation. For collective dismissals, minimum 30 days notice to unions and 20 days to workers. The maximum period for the collective dismissal procedure is 90 days.	Legal provisions Collective Contract
Argentina	Periodic update 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.	-
Brazil	Obligation to provide "prompt" information.	-
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

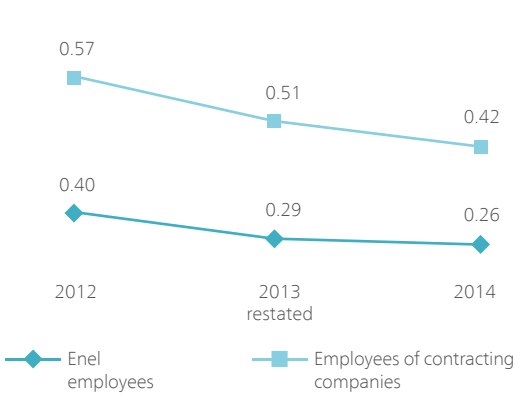
The Enel Group has always put protecting the health and safety and mental and physical wellbeing of people, whether its own employees or contractors, at the center of its corporate culture. The path to excellence starts from safety and this is why throughout the Group Enel disseminates and consolidates the culture of health and safety, encouraging people to act responsibly, promoting greater focus on and awareness of risks and working for the continuous improvement of health and safety standards.

In Enel no work can be undertaken in such a way that safety is compromised: any at-risk situation or any unsafe conduct must be promptly notified and stopped, as envisaged in the **Stop Work Policy.**

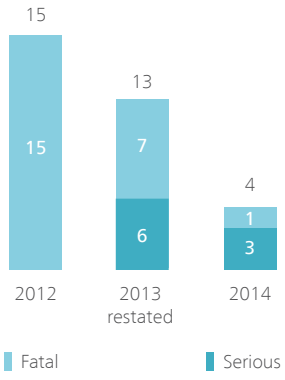
In 2014 there were 168 accidents involving Enel employees and 442 accidents involving employees of contracting companies, with a fall respectively of 8% and 10% compared to 2013. The injury rate (LTIFR) and the lost day rate (LDR) for employees of the Enel Group stood respectively at 0.26 (down 10% compared to 2013) and 14.18 (up by 5% on 2013), while those relating to the employees of contracting companies fell respectively by 18% and 24%, to stand at 0.42 and 13.82.

There was a 3% fall compared to 2013 also in the frequency rate for Enel employees relating to some kinds of accidents with potentially more serious consequences which are more closely linked to the Company's core business (electrical accidents, falling from height, crash-crush-cut, harmful substances and explosions).

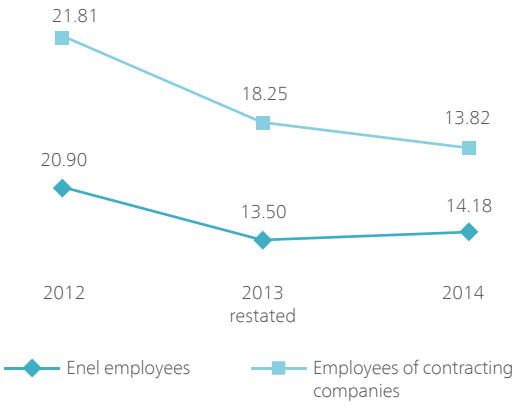
Injury rate - LTIFR (i)



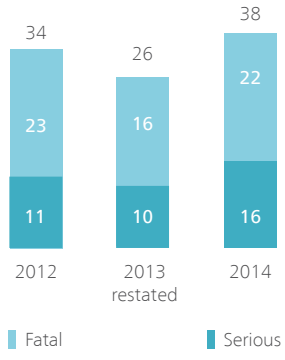
Fatal and serious accidents - Enel employees (no.)



Lost day rate - LDR (i)



Fatal and serious accidents - contractors (no.)

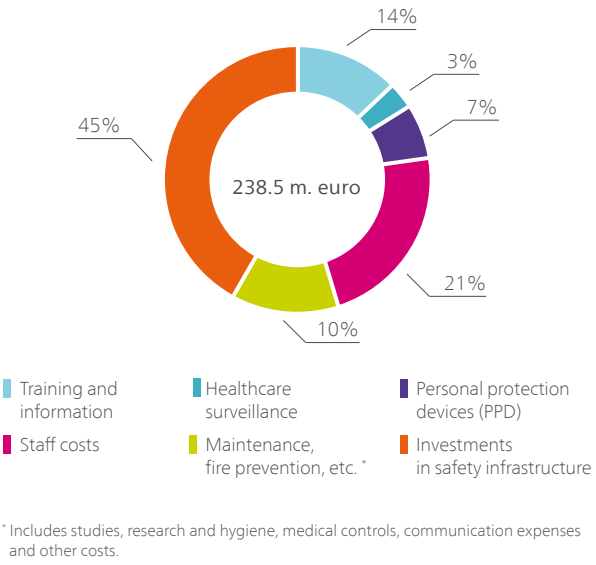


In 2014 there were 4 serious or fatal accidents involving Enel employees and 38 serious or fatal accidents involving employees of contracting companies. There were 3 fatal accidents involving Enel employees in 2014, all of an electrical nature, while 16 fatal accidents involved employees of contracting companies (6 for falling from height, 5 electrical accidents, 2 road accidents, 2 crash-crush-cut and 1 due to chemical agents).

For each of the serious and fatal accidents in 2014, in line with the procedures in force, a group of experts was identified with the duty of looking into the causes, dynamics and circumstances and identifying actions to avoid similar situations being repeated.

In addition, the work continued of the interdepartmental group to promote the sharing of experiences on accidents and work methods, which in 2014 analyzed the fatal accidents that occurred in Russia and Argentina during smokestack maintenance, analyzing the problems that emerged and sharing the "lessons learnt" in order to identify global improvement measures.

In 2014 the Group invested around 240 million euro in safety, a 9% increase on the previous year. In particular there was an increase in investments relating to healthcare surveillance and the purchase of PPD (personal protection devices), as well as infrastructure investments for works to improve safety in the workplace.



* Includes studies, research and hygiene, medical controls, communication expenses and other costs.

Enel and Endesa were reconfirmed in 2014 as being among the best companies in the Occupational H&S category of the Dow Jones Sustainability Index for the electric utilities sector.

A global approach to safety

2014 was a period of profound change, which involved both the organization and main processes for health and safety, with the aim of further integrating safety into the business and defining a single and standard approach which, at the same time, takes account of local circumstances.

In the new organizational model, the **H&S division of the Parent Company** has an important oversight role, to guarantee the governance of the Group, thus also promoting in-house the sharing of best practices and putting in place an **external benchmarking program** on health and safety with **international top players**, in order to identify ideas for improvement and new initiatives on H&S issues at Group level.

Alongside the Parent Company division, the **HSEQ (Health, Safety, Environment, Quality) structures of the Global Business Lines** were created, with the aim of directing and supporting the business on health and safety issues, defining improvement plans and monitoring their realization. In addition, these structures are responsible for defining at sector level the H&S objectives, policies, procedures and KPIs, in coordination with the Parent Company, and for guaranteeing their implementation.

For Spain and Italy, which are the most important and integrated countries in the Group, local H&S units have also been set up, with the aim of guaranteeing national regulatory monitoring on health and safety and of managing dealings with local H&S authorities, as well as defining targets, policies, procedures and KPIs for employees from the corporate, services and market areas.

Health and Safety Management Systems

The operating companies in the Enel Group are equipped with certified health and safety management systems which conform to the OHSAS 18001:2007 standard. These systems are checked each year by accredited third parties, including the periodic assessment and control of the risks to which not only Enel employees are exposed, but also employees of the contractors and local communities.

The One Safety project

The One Safety project was launched in 2012 and is one of the main tools for promoting and improving the safety culture in Enel, thanks to its two principles, that of enhancing leadership on safety (Leadership Area) and that of promoting safe and responsible conduct (Conduct Area), which involve all Enel employees and also the contracting companies.

Leadership Area

The leadership program started in 2012 as part of the "GOAL Managerial Training Program", which involved over 1,000 managers globally in 32 training sessions. Training was provided to 200 internal trainers, who then launched in 2013 a cascade training process, which was completed in 2014 and focused around analysis of the Enel film "Safety: the Heart of the Matter". A total of 6,500 employees were involved in 370 training sessions in all the countries where the Group operates.

This program is accompanied by safety walks, in other words visits to Enel sites by managers and technicians to show their attention and commitment and to directly promote the culture of safety, checking the adoption of responsible and safe conduct, as well as the state of equipment and plant. In 2014 over 3,000 such walks were organized throughout the Group.

Conduct Area

Almost three years on from its global launch, the One Safety project has transformed from a project to a systematic process of observing conduct, which is increasingly entrenched in the Company. Since 2012 over 10 million observations have been made at almost 1,000 sites identified throughout Enel. One Safety has also been activated at 25 agreed civilian sites, with a specific arrangement for offices. In 2014, 3 workshops were held in Italy, Russia and Spain in order to define the improvements to be made to guarantee the maintenance and effectiveness of the process. The meetings gave rise to guidelines to draw up the project on the basis of local needs, the introduction of new instruments to prevent human errors and greater focus on the quality of the observations.

Development of the culture of safety: communication and training

In order to highlight the strategic importance of occupational health and safety issues, as a social value and guide in business, Enel has set up various communication campaigns and training initiatives. In 2014 around 1 million hours of training, information-giving and updating on safety were provided for a *per capita* commitment of 13.11 hours, in relation to both hard and soft skills, with the objective not only of fulfilling legal obligations, but also increasing the specific know-how and skills of workers throughout the Group.

In order to increase risk perception in offices, in Italy during the year the "Involve Yourself in Safety" pilot project started, based on the experience of the "Six Months in Safety" project and aimed at young employees working in corporate areas, with the aim of raising awareness on the issues around occupational health and safety, thus creating greater synergy between their own work and the various aspects regarding safety. In 2015 the project will continue at Group level.

"Focus on Health and Safety"

In November "Focus on Health and Safety" was launched, an opportunity for reflection and analysis ahead of the organization of International Health and Safety Week which is planned for the first half of 2015. During Focus on Health and Safety more than 700 initiatives were undertaken in all the countries where the Company is present, including "Cleaning Days" in Spain, a One Safety workshop in Slovakia, first aid courses in Romania and Costa Rica and a course on the use of defibrillators in Italy, safety walks in Peru and Argentina, and a safety quiz in Greece, simulations on emergency management in Russia and meetings with contractors and health seminars in many other Group countries.

Safety in contract processes

On safety, Enel makes no distinction between its own staff and the staff of contracting companies, and also in 2014 it confirmed its commitment to promoting and protecting the safety of the workers of contracting companies.

Contractors which want to work for Enel must show that they possess stringent prerequisites on safety, which are periodically checked. Both the approval system and the vendor rating of contractors are now two well-established processes.

Specific health and safety clauses are included in the Group's general contract terms and conditions, also with reference to the minimum safety requirements which any subcontractors used must have.

After an initial pilot stage, in 2014 participation in the "**One Safety Contractors**" project was extended to the contractors of the whole Group. Already over 240 contractors have joined the project and observed the conduct of their own employees. Many of these have established improvement plans and received benefits, such as a reduction in the contractual deposit, an increase in their safety score in the vendor rating system and the chance to use an Enel logo which has been developed for the project.

In order to manage observations and the improvement plans of contractors, a specific section has been developed on the "One Safety" IT platform which is used for observations on employees and is integrated with the EDAS system used by Global Procurement to manage suppliers' data. In addition, in 2015 a mobile application will be launched, with which contractors can compile the checklist on conduct in real time using a tablet or smartphone and load it directly on to the system.

100%

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

over **560,000** hours

of training and information-giving on safety for staff of contracting companies

Contractors Safety Day

specific workshop periodically organized and dedicated to contractors in order to share information on the trend in accidents and to promote the main initiatives undertaken for continuous improvement

In Romania, following a special inspection plan in work areas called "**Alerta**", meetings have been organized between Enel employees and those of contracting companies in order to have direct feedback and the chance to discuss the situations that have emerged so that everyone knows the risks and dangers linked to the various activities undertaken.

In the Distribution Italy division realization of the "**Safety Coaching**" project continued aimed at supporting contractors in the technical training of their own employees, and meetings continued between Enel employees and those of the contractors as part of the "Workshop with the companies – Work in safety" project, aimed at looking more closely at accidents and safety issues directly with technical officers and managers of companies. Further training aimed at staff of contracting companies included training courses on safety realized in collaboration with the UNAE aimed at team leaders and managers of contracting companies.

In all production plant in Italy and at the main plant and worksites in Russia, Argentina and Chile, during stoppages for planned maintenance the "***Maggior Supporto***" pro-

ject is active which aims to raise the 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. 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 2014 the project was also activated in Latin America.

In parallel to the activities to raise the awareness of the employees of contractors on safety issues, Enel also continues its onsite inspection and control of works tendered to companies. In 2014 the safety control work was enhanced: throughout the Group over 265,000 controls were carried out on contracting companies, a 24% increase on the previous year.

In relation to the control work, at Enel Green Power in 2014 the **Extra Checking on Site (ECoS)** program continued which started in 2011 and aims to analyze the safety and environmental standards of the various plants/worksites. These controls use HSEQ (Health, Safety, Environment, Quality) experts from outside the operating units covered by the program and use a methodology and level of detail which are similar to those of the analysis groups for serious or fatal accidents. Since the start of the project 360 checks have been carried out targeted not only at the staff of contractors but also at Enel employees, following which action plans have been established, the elements of which are monitored thanks to an online database brought into operation during 2014. The system includes a function to send a warning to the managers directly involved in the realization of the action plans and, upwards, to their managers, reaching the top management of the Company, should the initiatives not have been realized.

Structural safety and technological innovation

In 2014 testing continued on some innovative safety projects, such as: the "**ZAP – Zero Accidents Project**", aimed at improving safety management processes on large worksites; the "**Active Safety at Work**" project, which aims to favor the use and checking of personal protection devices during distribution work; the "**BOA**" project, which aims to support 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 install vehicles with **black boxes** which can provide assistance and support to the driver both while driving and in the case of emergency.

With a view to promoting the integration of safety aspects into plant design, in 2014 Enel Green Power launched the "**Design to Safety**" project, which aims to improve the level of safety in the construction and operational stages, starting from the design of the structural characteristics of the worksite or of the plant, thanks to the involvement and active participation of the HSEQ division during the engineering stage. In addition, in 2014 an interdepartmental working group was set up for "**Design to Environment & Environmental Plan for Construction**", aimed at guaranteeing the application of environmental protection measures in the stages of developing and approving projects.

Safety of communities and of third parties

The companies in the Enel Group are equipped with certified health and safety management systems that conform to the OHSAS 18001:2007 standard and are verified annually by external accredited bodies, which envisage the periodic assessment and control of the risks to which not only Enel employees 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.

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

Periodically both the assessment of the working risks linked to company production processes and the consequent prevention and protection measures set up to control risks are

updated, thus guaranteeing 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, monitor risks 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 or the noise level generated by electrical machinery installed at production plants, substations and transformer centers.
In general, in order to verify compliance with the limits set to protect the community, the following environmental aspects are monitored at plant: 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.).

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 at all locations 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 refresher 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.
In Enel there is a Group crisis management system, which establishes a common management approach to critical events in the various countries through the adoption of standard means and which guarantees the appropriate involvement of the competent company departments both in the case of events limited to a national level and in the case of serious crises which involve the whole Group. In line with this approach it is also envisaged to adopt a single measure, on a scale of one to three, to assess the scale of the impact caused by the critical event.
For crises with a high impact level, it is envisaged to set up a central crisis committee chaired by the Chief Executive Officer, which also involves the heads of the corporate departments. For such cases an operations room is active at the head office in Viale Regina Margherita, Rome, which provides support 24 hours a day for all the needs in terms of communicating and coordinating the flow of information. Periodic simulations are planned to check the correct operation of the system. Following the internal reorganization affecting the Group in 2014 the system is currently being finalized and completed.

Nuclear Policy

In terms of nuclear energy, Enel undertakes publicly to guarantee that at its plant a clear nuclear safety policy is adopted and such plant is managed in accordance with criteria that can guarantee the absolute priority of safety and protecting workers, the public, and the environment. The nuclear safety policy was approved in 2010 and is published on the institutional website (http://www.enel.com/en-GB/sustainability/our_responsibility/enel_nuclear/), promotes excellence in all the activities of the plant, in accordance with a concept that intends to go beyond mere conformity with the applicable laws and regulations and to guarantee the adoption of managerial approaches to incorporate the principles of continuous improvement and safe risk management.

Checks on the safety of nuclear power plants, i.e. the stress tests which were arranged in Europe immediately following the Fukushima incident, seek to measure the size of safety margins at nuclear power plants given extreme external scenarios, such as earthquakes or flooding, and incidental scenarios, for example 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 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 blackout.

Health

The Enel Group is constantly engaged in guaranteeing a safe and healthy working environment and in contributing to the construction of a culture of prevention, promoting health at work as an essential element in improving working life and productivity.

The Global Plan for Health was launched in 2013 and was consolidated in 2014 with the issue of two documents:

Health Policy

applies throughout the Group and defines the basic principles for the creation of a culture of health and wellbeing at work

Policy on Preventing stress and promoting Organizational Wellbeing

promotes wellbeing at work and good practice to increase the awareness of and prevent the occurrence of stress factors

The Policy on preventing stress and promoting organizational wellbeing has introduced, in particular, specific committees to prevent stress at country/business line level, with the aim of monitoring the KPIs linked to organizational wellbeing and identifying the critical areas or possible at-risk situations. The committees, which consist of safety and HR managers and medical consultants, were launched in 2014.

In addition, during the year the stress training plan was completed which was launched in 2013 with HR managers through the provision of a classroom-based course for managers and a dedicated online course for all employees.

As part of the Health Plan, in relation to the issue of cardiovascular disease, in 2014 the program was launched to install and use defibrillators, which involved the Group's most populous sites worldwide. In Italy, in particular, at the locations identified, to supplement the training they have already received, first aiders were invited to take part in a training and refresher course on how to use a semi-automatic defibrillator. This training program will be completed in 2015 and so far, for the Italian worksites equipped with a defibrillator, 379 employees have been trained, with a ratio of around 5 first aiders trained to use the AED for each 100 employees.

Finally, the Enel Group has taken part in the "Safe Work without Alcohol and Drugs" project of the International Labour Organization (ILO), an initiative promoted and financed by the Prime Minister's Office which aims to develop plans to prevent drug-taking and drinking alcohol at work.

Alongside the global initiatives, also at country level specific health related activities have been launched.

Italy	During 2014 there was particular emphasis on the issue of "Health in at-risk Countries", through dedicated training sessions. The material from the sessions was made available to all employees through the H&S portal.
Spain	The health initiatives were included in various action plans: 1) Action plan on stress, including: - preventative measures: training, programs to encourage a healthy lifestyle, communication initiatives; - early diagnosis and treatment; 2) Action plan against alcohol and drug abuse; 3) Plan on muscular skeletal problems and prevention of cardiovascular disease; 4) Action plan on a sedentary lifestyle and a healthy diet; 5) Plan to detect tumors and monitor common diseases among employees.
Slovakia	Health Day was held in 2014, at which employees could have measurements taken of their blood pressure and heart rate, glucose and cholesterol in their blood and a calculation of their Body Mass Index.
Romania	Launch of a communication campaign on cardiovascular prevention and on smoking and alcohol.
Russia	In Reftinskaya and Sredneuralskaya weekly meetings were organized with a therapist for alcohol and drug abusers. During these meetings employees were informed of the effects of alcohol on health and the social influence of alcohol consumption in adapting to society.
Argentina	**In distribution**: prevention campaign on cardiovascular disease and medical check-ups; prevention campaign on muscular-skeletal problems; annual psychological assessment for workers who undertake at-risk activities. **In generation**: in 2014 seminars, training and information-giving programs were held on diet, prevention, asbestos and working with hydrocarbons. This training was intended both for Enel workers and contractors. In addition, a course was provided to quit smoking.
Brazil	- Experts and information campaigns for various types of cancer, periodic exams; - "*Coaching de Salud*", aimed at reducing obesity, sedentary lifestyle and hypertension in all plant; - "*Circuito de Salud*".
Chile	- Communication campaigns aimed at raising staff awareness about the issues of mental wellbeing and the quality of life through informative material and meetings with specialists; - Program to assess mental health risks 2014, aimed at identifying risk factors in work organization and conditions and assessing the impact on the health of workers; - Vaccination campaign for all workers (604 in Chilectra and 590 in Endesa) against flu and hepatitis A and B; - "*Mujer Sana*" program 2014 aimed at preventing breast and cervical cancer (172 workers involved at Chilectra and 238 at Endesa).
Colombia	Campaign with interviews to prevent breast, cervical and prostate cancer, each year a prostate exam for employees aged 40 and over; training days and HIV testing for staff on a voluntary basis.
Peru	As part of the annual health plan, information and prevention campaigns are periodically organized to identify and treat diseases early: training sessions, provision of leaflets, medical examinations and free specialist consultation, campaign on healthy diet. In particular in 2014 the following issues were addressed: - Prevention of stress and promotion of healthy lifestyles; - Prevention of cardiovascular disease; - Ergonomics and prevention of muscular-skeletal problems; - Prevention of skin, breast, cervical and prostate cancer; - Prevention of common diseases.

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 establishment of joint bodies to resolve specific problems. All the agreements in force are established in conformity with the standards of the United Nations' International Labour Organization (ILO) and envisage compliance with objectives and performance standards.

The involvement of management and employees on 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 order to facilitate the implementation of health and safety initiatives and to encourage the sharing of decisions and results, in all the Group countries a number of **joint committees** have been set up dedicated to monitoring and controlling health and safety conditions nationally.

At world level, as part of the Global Framework Agreement which was signed on June 14, 2013 by Enel with the Italian and international unions, a **Multilateral Committee on Health & Safety** was established, consisting of six union members and six members of the Company, with the objective of building and strengthening a culture aimed at protecting occupational health and safety. This Committee drew up and defined in 2013 an agreed recommendation which can be applied in all of Enel's countries, focused on the implementation of the **Health & Safety Standards**: a set of common and stringent rules to prevent specific risks relating to work involved in generation, distribution and construction in the electricity sector.

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

Country	Joint safety committees
Italy	During 2012 a Bilateral Committee on Policies for Safety and Protecting the working environment was set up, in conformity with the Italian model on industrial relations of July 17, 2012. Among the various activities of the Committee is that of promoting activities, training, prevention and awareness-raising on health and safety issues and drawing up and collecting good practice. There are also two committees which operate at divisional level for Distribution and Generation. At least once a year periodic meetings are organized with employers, the head of the prevention and protection service, the competent doctor and the workers' safety representative (100% of workers are represented).
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 accordance with legal provisions, in each company in Romania 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 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.

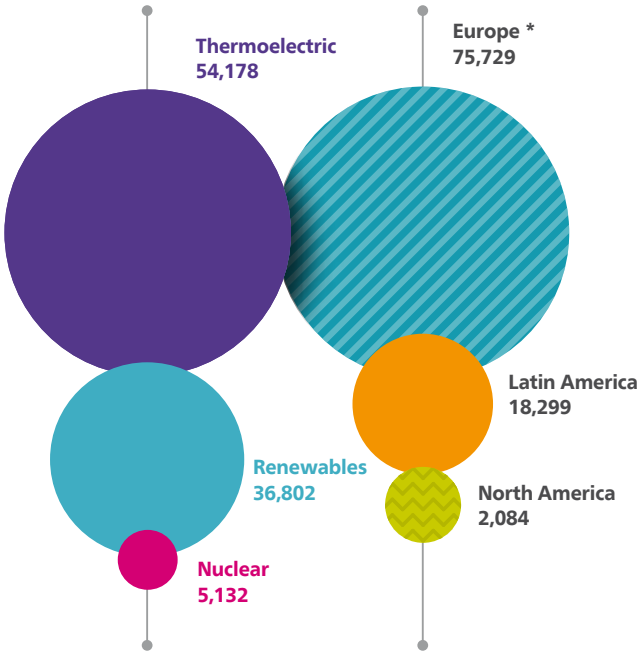
Environment

Sources

Renewables Thermoelectric Nuclear

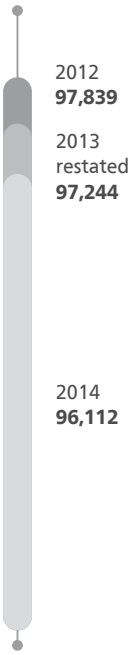
NET INSTALLED CAPACITY IN MW

By source



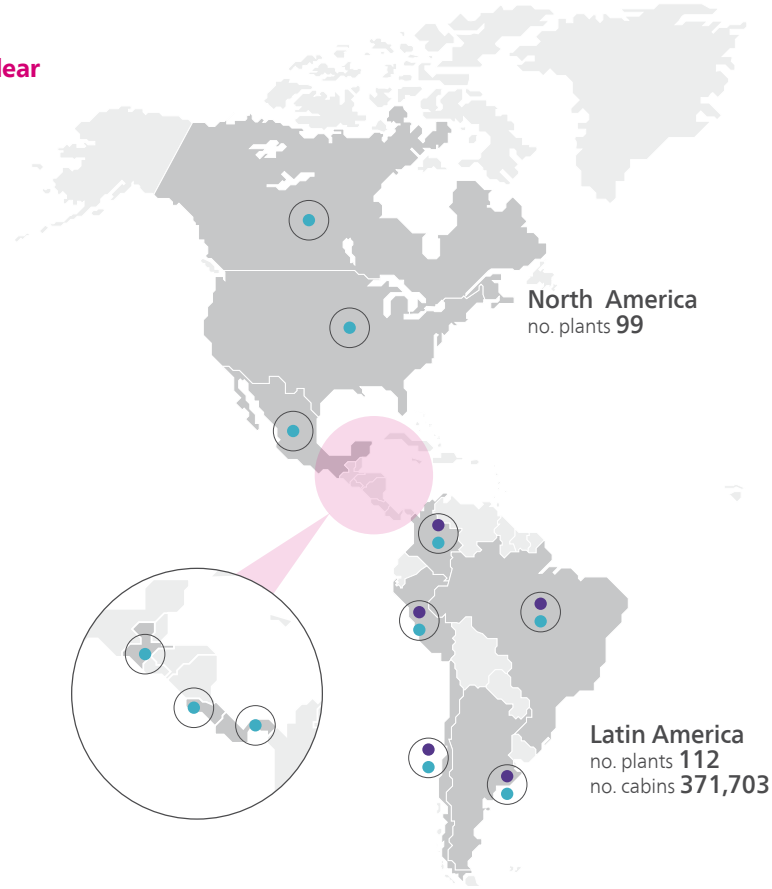
By geographic area

By year



Renewables Thermoelectric Nuclear

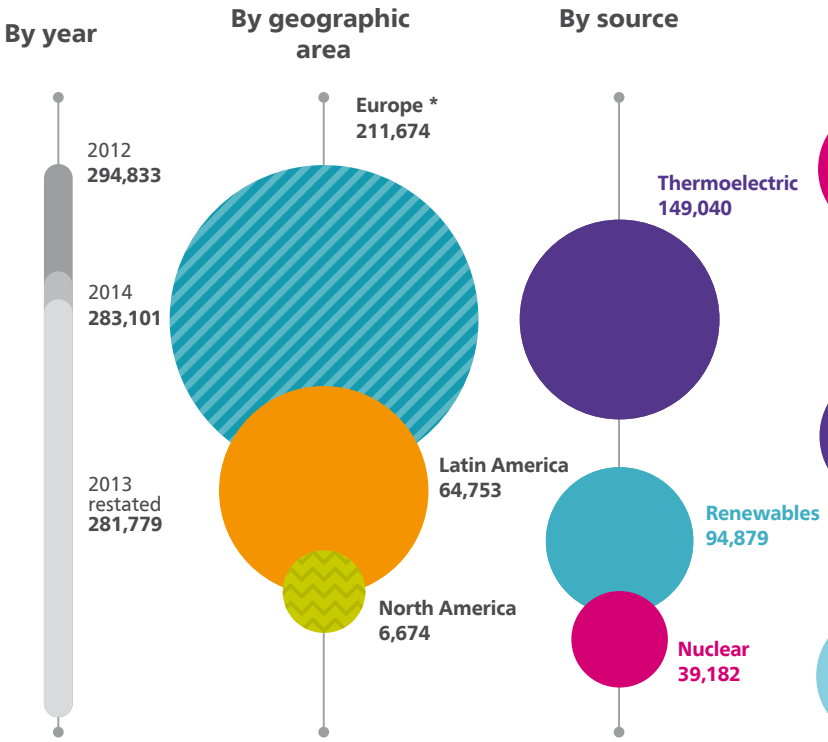
		no. plants	no. cabins
Canada		2	
United States		97	
Argentina		2	22,329
		5	
Brazil		31	248,787
		1	
Chile		26	22,386
		10	
Colombia		10	68,710
		2	
Costa Rica		3	
Guatemala		5	
Mexico		6	
Panama		1	
Peru		7	9,491
		3	



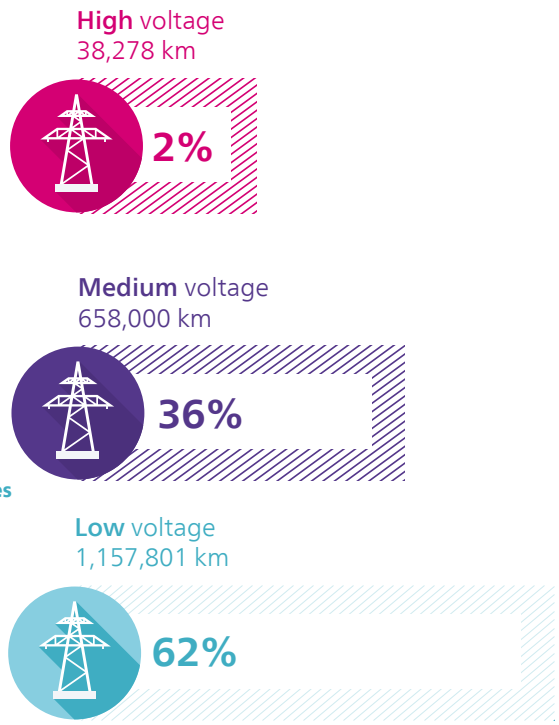
Geographic area

Europe | Latin America | North America

ENERGY PRODUCTION IN GWH

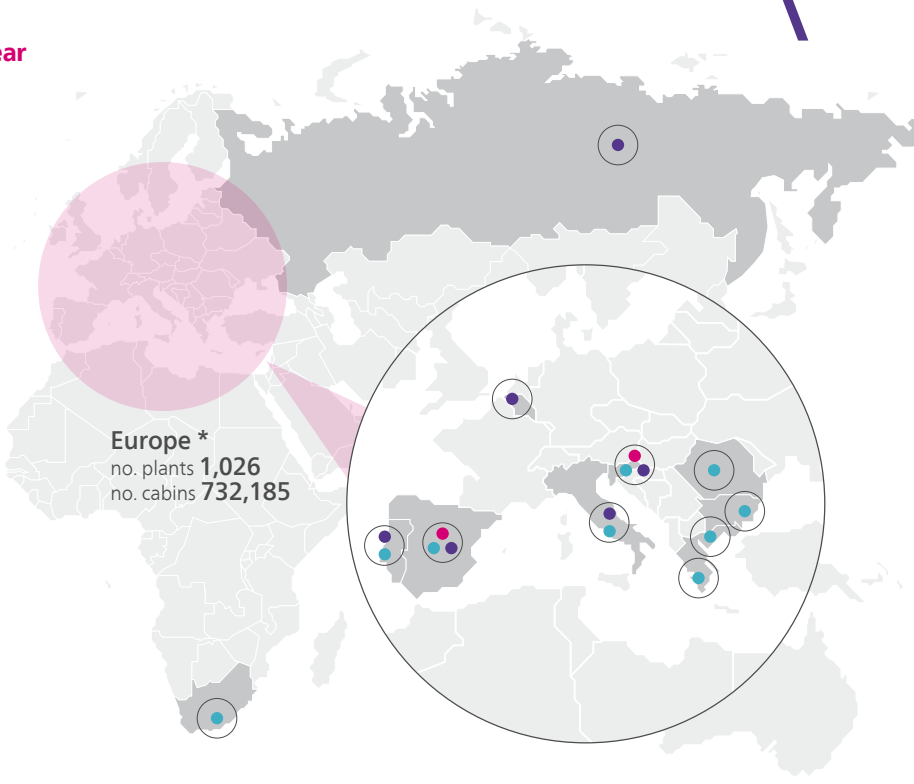


KILOMETERS OF GRID



Renewables | Thermoelectric | Nuclear

		no. plants	no. cabins
Belgium		1	
Bulgaria		2	
Greece		55	
Italy		37	576,941
		604	
Portugal		1	
		13	
Romania		11	22,093
Russia		4	
Slovakia		35	
		2	
		2	
Spain		222	133,151
		33	
		3	
South Africa		1	



* includes Russia and South Africa

Enel's commitment

Managing environmental issues, combating climate change and sustainable environmental development are strategic factors in carrying out and developing Enel's activities and decisive in consolidating its leadership in energy markets.
Since 1996 Enel has had an environmental policy which goes beyond simple compliance with legal obligations and requirements and is based 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;

and pursues **ten strategic objectives**:

1. **Applying to the entire organization internationally acknowledged Environmental Management Systems inspired to the principle of continuous improvement and defining environmental indicators to measure the environmental performance of the entire organization.**
   - a *Extension of certification to sites which still do not have it*
   - b *Annual renewal of ISO 14001 certifications and EMAS registrations which have already been obtained*

2. **Achieving the ideal insertion of industrial plants and buildings in the territory, aimed to protecting biodiversity**.
   - a *Projects to protect biodiversity (conservation of the habitat of protected species, reintroduction of particular species, collaboration with research centers and nature observers, replanting of indigenous flora)*
   - b *Bio-monitoring (land, seas, rivers)*
   - c *Insulation or replacement of bare cables on electricity power lines in order to protect birds*
   - d *Works to mitigate the visual impact of generation and distribution plant and mines*
   - e *Development and update of a Group Plan for Biodiversity*

3. **Preventing and reducing environmental impacts applying the most advanced available technology and best practices in the stages of plant construction, operations and decommissioning**.
   - a *Assessment of the environmental impact from the construction of plant or significant changes*
   - b *Study and sustainable use of BAT (Best Available Techniques)*
   - c *Protection, monitoring and restoration of the quality of surface water, soil and subsoil in areas around the plant*
   - d *Development and application of best practices*

4. **Being a leader in renewable sources and low-emission electricity generation**.
   - a *Gradual expansion of plant for generation from renewable sources through realization of new plant, acquisitions and development of partnerships*
   - b *Development of new low-emission generation capacity and nuclear technology*

5. **Using efficiently energy, water and raw materials**.
   - a *Improvement of the efficiency of generation plant (use of higher yield components and/or processes, reduction in the consumption of auxiliary services)*
   - b *Reduction in grid losses associated with electricity distribution (optimal grid design, use of larger diameter cables and electric components with lower level of losses)*
   - c *Mapping and monitoring of all generation plant in order to identify possible water stress and intervening, where necessary, through more efficient water resource management*
   - d *In-house recycling of water for industrial use*
   - e *Creation of value from ash and gypsum from coal and lignite as raw materials in external generation processes*
   - f *Interventions to promote energy efficiency in final use (distribution of more energy efficient products for lighting and heating of environments, use of more energy efficient lamps in public lighting)*
   - g *Dissemination of systems such as smart meters and tariff options to raise awareness and encourage the efficient use of electricity by the customer*
   - h *Analysis of the international scenarios on the use of water resources*

6. **Achieving ideal waste and waste water management**.
   - a *Reduction in waste production*
   - b *Reduction in the pollution load of effluents*
   - c *Increase in the recovery percentage of waste and effluents produced (also through differentiation techniques)*
   - d *Qualified selection of suppliers of disposal services*
   - e *Use of IT systems to trace waste*

7. **Developing cutting-edge technology for the environment**.
   a *Systems to increase efficiency and limit emissions*
   b *Smart grids*
   c *Solar thermo-dynamic power*
   d *Innovative renewables (photovoltaic, geothermal, wind, sea energy)*
   e *Multigeneration systems*
   f *Electric transport*

8. **Communicating the Company's environmental management and results to citizens, institutions and other stakeholders**.
   a *Publication of the Sustainability Report and open data access to the Group's main environmental parameters*
   b *Drafting of Environmental statements for EMAS registered sites*
   c *Communication with analysts and participation in various sustainability indices*
   d *Initiatives to open plant to the public*
   e *Website disseminating environmental initiatives*

9. **Training and raising awareness of employees on environmental issues**.
   a *Periodic training on environmental issues*
   b *Intranet with analyses of issues*

10. **Promoting sustainable environmental practices to be carried out by suppliers, contractors and customers.**
    a *Use of qualification criteria for suppliers based on environmental performance*
    b *Information-giving/training on significant environmental aspects in the work start stage through the transmission of the Environmental Policy and explanation of the means of managing impacts produced by the activities undertaken (waste, emissions, discharges, etc.)*

Environmental governance

Environmental activities are carried out in Enel through an organization that is broken down into operational units and coordinated, as regards the general environmental policy guidelines, 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 corporate 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 489 full-time employees work on environmental issues. In addition, in 2014 training was provided for a total of around 53,000 man-hours which mainly regarded environmental management systems, in particular in the thermo-electric sector and electricity distribution. This is one of the highest levels recorded, confirming the objective of increasing employees' awareness on environmental issues, making people responsible for the consequences which their choices have on the environment and promoting sustainable conduct inside and outside the workplace.

Environmental management systems

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 over 95% of the grids, 94% of net power, 100% of the property management services in Italy, Romania and Spain, 100% of the sales activities in Italy and Romania, the work of the Engineering and Research Division and the work of the Information Communication and Technology (ICT) and Procurement Divisions which is undertaken for the whole Group. In 2014 an integrated management system was created for the environmental and safety certification of the Upstream Gas Business Line dedicated to the exploration and use of hydrocarbon reserves; the system will be subject to certification in the first few months of 2015.

THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

IQNet and

CISQ/RINA

hereby certify that the organisation

ENEL S.P.A.

VIALE REGINA MARGHERITA, N. 137 00198 ROMA (RM) ITALIA

has implemented and maintains a

Environmental Management System

which fulfills the requirements of the following standard

ISO 14001:2004

in the following operative units

VIALE REGINA MARGHERITA, N. 137 00198 ROMA (RM) ITALIA
(View Attachments/Vedi allegati)

for the following field of activities

FOR ENEL SPA GROUP: DISTRIBUTION AND USE OF ELECTRICITY, PRODUCTION OF ELECTRICITY FROM RENEWABLE AND NON-RENEWABLE SOURCES, SALE OF ELECTRICITY, GAS AND MANAGEMENT OF CUSTOMER, PURCHASING ACTIVITIES FOR SUPPLIES AND/OR PROPERTY AND WORKS, FACILITY MANAGEMENT SERVICES AND GENERAL SERVICES, OCCUPATIONAL TRAINING ACTIVITY, FACTORING AND INSURANCE SERVICES, MANAGEMENT OF DESIGN, PRODUCTION, MAINTENANCE AND ADMINISTRATION OF INFORMATION TECHNOLOGY SYSTEMS, ORIENTATION OF POLICY RESEARCH AND DEVELOPMENT, DEFINITION AND MONITORING OF INITIATIVES IN INNOVATION AND ENVIRONMENT, DEVELOPMENT, SCOUTING, TESTING TECHNOLOGIES AND PROCESSES FOR THE GENERATION AND DISTRIBUTION, ENGINEERING PROCESSES RELATED TO THE DEVELOPMENT, IMPLEMENTATION AND ADAPTATION OF PLANTS FOR THERMAL POWER GENERATION AND NUCLEAR, RADIATION PROTECTION AND NUCLEAR SAFETY ACTIVITIES OVERSIGHT, DESIGN, CONSTRUCTION, DEVELOPMENT, RUNNING AND MAINTENANCE OF ELECTRICITY NETWORKS AT, MT BT AND REMOTE CONTROL, COMMERCIAL SERVICES RELATING TO

Registration Number: **IT-82367**

First Issue : 2012-07-26 Current Issue : 2013-12-19 Expiry Date : 2015-07-25

The status of validity of the certificate can be verified at http://www.cisq.com or by e-mail to fedcisq@cisq.com

Michael Drechsel
President of IQNET

Ing. Claudio Provetti
President of CISQ

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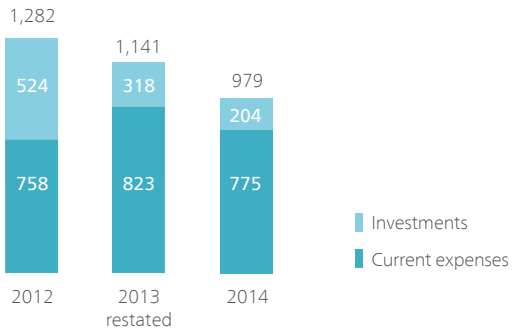
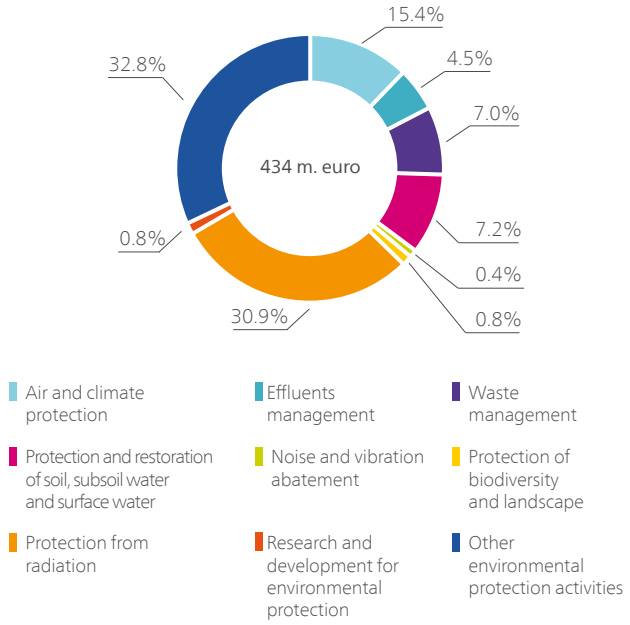
Environmental spending

In 2014 the total financial commitment for environmental protection was 979 million euro, of which 775 million euro was for current expenses and 204 million euro for investments.

Environmental expense (m. euro)



Current environmental expenses excluding emission certificate costs 2014



Further costs accruing in 2014, which were subject to separate registration since they were not explicitly destined to environmental protection, totaled around 161 million euro connected to the purchase of green certificates to complete fulfillment of the obligations imposed by the law on producers and importers of electricity produced from non-renewable sources.

Current expenses in 2014, excluding 341 million euro for the purchase of emission certificates, mainly regarded protection from nuclear and electromagnetic radiation (around 31%), and other activities classified as general expenses for environmental protection (33%), as well as air and climate protection (15%).

As for investments, these mainly refer to the protection and restoration of the soil and water (around 35%), protection of biodiversity (20%) and air and climate protection for around 24%. The fall in environmental spending, which was recorded in 2014 compared to the previous year, was due in part to the changes in the scope of the Group, to the gradual reduction in investments in Russia and to lower expenses in research into environment protection in Argentina.

Main environmental legislative changes

As part of the implementation of the Industrial Emissions Directive (IED, 2010/75/EU) the European Commission continued work to revise the Reference Document on Best Available Techniques for large combustion plants (BREF LCP), which should be completed at the start of 2016. The BREF LCP is a sectoral guide which contains the benchmark performance based on the best available and economically viable techniques, with which plant must comply pursuant to the IED.

In addition, during 2014 the debate continued on the two directive proposals contained in the legislative package on air quality published by the European Commission at the end of 2013 (the Clean Air Policy Package). With the publication of Directive 2014/52/EU, the review was completed of the directive concerning the environmental impact assessment (EIA) of particular public and private projects, and with the publication of EU Regulation no. 517/2014, the process of reviewing the regulation on fluorinated greenhouse gasses was completed. EU Regulation no. 548/2014 was published setting out the means of applying directive 2009/125/EC (Ecodesign) to low, medium and high power transformers.

Climate Strategy

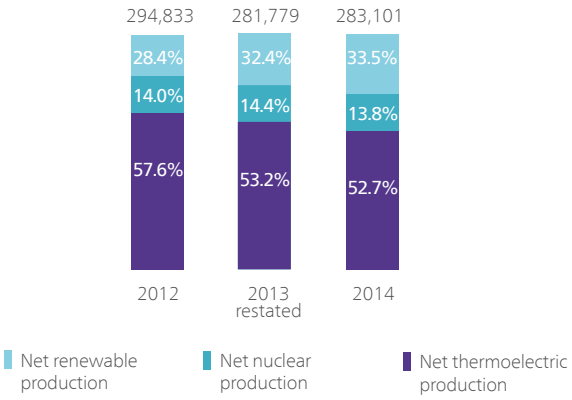
Enel acknowledges the priority of the fight against climate change among its responsibilities as a large global energy company and some years ago launched initiatives to reduce greenhouse gas emissions in all the countries where it operates, both through compliance with the obligations envisaged by the Emissions Trading Scheme Directive and by implementing a long-term strategy.

In this context Enel has been active since 2009 signing the Eurelectric initiative which commits 60 global companies to transform the European electricity sector into a carbon 'neutral' industry by 2050. In addition, during 2014 Enel joined two global platforms, the Caring for Climate Initiative (adopting the Business Leadership Criteria on Carbon Pricing) and the Put a Price on Carbon Statement. The two initiatives, which were respectively launched by the United Nations and the World Bank, commit businesses to demonstrate their leadership in addressing climate change by internally putting a price on CO_2 in investment choices and the promotion of carbon pricing mechanisms at a global level.

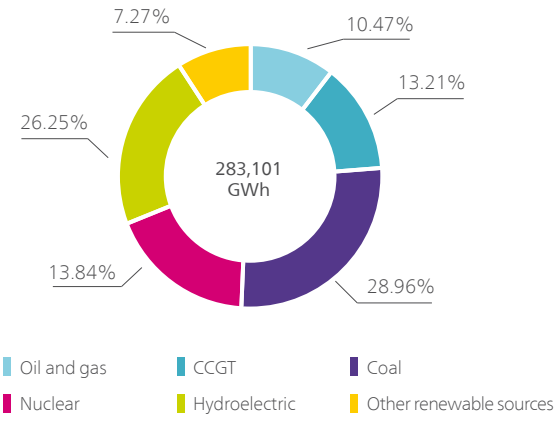
The challenges and opportunities of climate change

Currently over 47% of Enel's electricity generation comes from zero-emission sources. The net capacity from renewables in 2014 grew by a further 800 MW thanks to the work of Enel Green Power, confirming Enel's commitment to the development of carbon-free power generation, which will continue in coming years.

Net production by primary energy source (GWh)

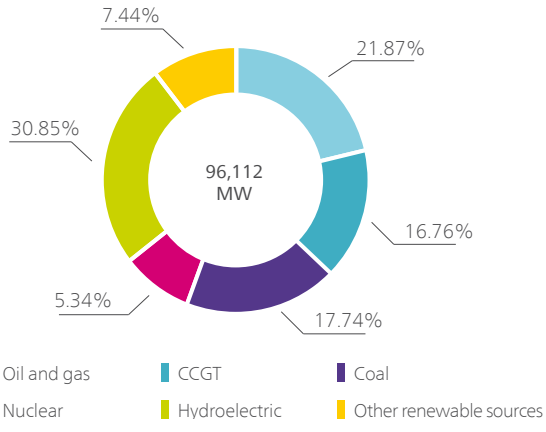


Net electricity production by source in 2014 *



* Excluding 8.2 TWh from heat cogeneration, of which 7.7 TWh from thermoelectric plant and 0.5 TWh from nuclear.

Net electricity capacity by source in 2014



Today Enel has renewable source power plants around the world, with around 36,800 MW of net maximum capacity, representing 38.3% of the total capacity of the Group's electricity generation assets. This plant enabled the total production of over 94 TWh from renewable sources during 2014, thus avoiding the emission into the atmosphere of around 70 million tons of CO_2. Nuclear plant enabled a further 37 million tons of CO_2 emissions to be avoided.

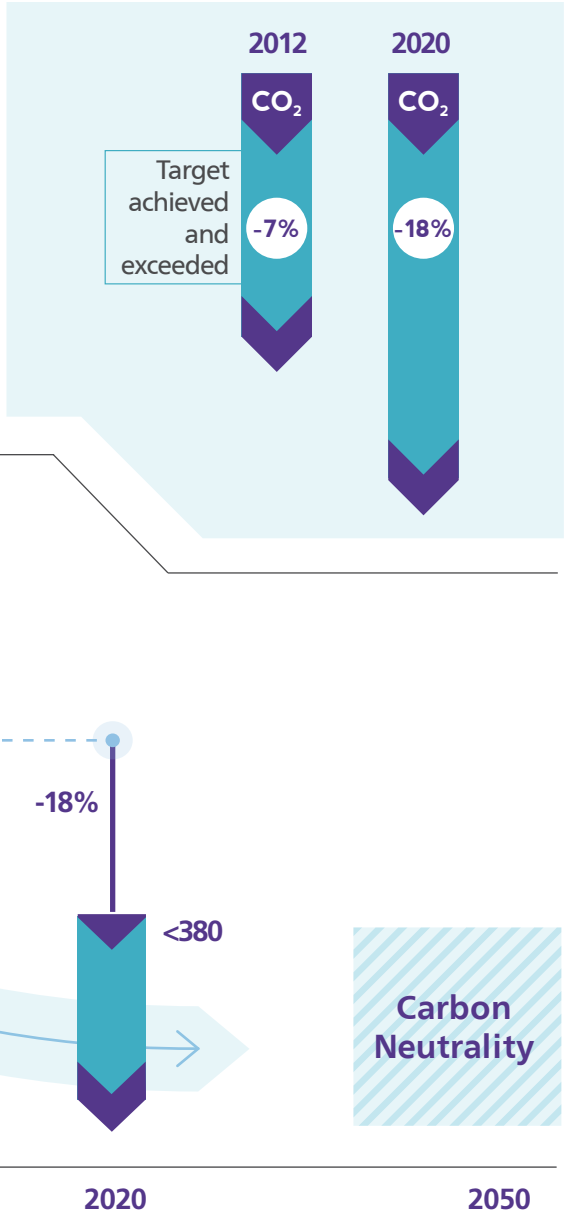
Compared to 1990, the baseline year for the Kyoto Protocol, the specific CO_2 emissions [1] of the Enel Group fell by over 36%, thanks, also in 2014, to higher production of electricity from renewable sources (+4%) due to the

[1] Total specific thermoelectric emissions from simple and cogeneration production: they represent the quantities of SO_2, NO_x, particulate matter and CO_2 released into the atmosphere for every net kWh of electricity and heat produced by the Group from all the available technologies (nuclear, thermoelectric, renewables).

growth in installed capacity and good availability of water. Since this result is in line with the objective set for 2020, of 395 gCO_2/kWh, Enel redefined the medium-term target to an 18% reduction compared to emissions in 2007, which is even more challenging than the previous target of 15%.

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.

CO_2 Environmental targets



Managing risks linked to climate change

In parallel to the mitigation policies, the Enel Group is also working on the issue of adaptation to climate change. Extreme weather can have a significant impact on the level and quality of electricity generation, distribution and supply service, in both the short and long term. For this reason Enel, through Endesa, has launched a pilot project in Spain to determine, over one hundred years, the vulnerability to climate change of three hydroelectric plants along the Guadalquivir basin.

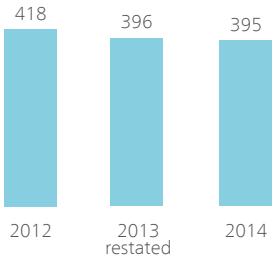
Risks and opportunities

The discussion on the development of objectives and policy tools, in a highly uncertain regulatory context and given a lack of adequate price signals at European and international level, opens the debate to the introduction of a carbon tax.
From this viewpoint the risk connected to the imposition of a carbon tax is related to an increase in production costs from fossil fuels, with a possible loss in market shares and/or a knock-on effect on final electricity prices.
In order to manage this risk the Group has sped up the process of removing carbon from its generation mix, thus minimizing the exposure to CO_2 and the costs of complying with the law in force. Fully aware of the risks but also the opportunities linked to climate change, Enel has further enchained its commitment in order to re-establish the credibility and effectiveness of the ETS by backing the proposal made by the Commission for the introduction of a Market Stability Reserve. At the same time the Group actively supports the achievement of an international agreement on climate to be concluded at the UNFCCC of Paris in 2015. A dedicated unit, which is supported by other business lines, promotes and contributes to the development of the debate with the institutions, the most important sector associations, NGOs, and research institutes, and takes part in global fora.

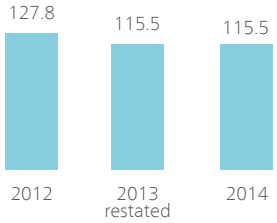
Greenhouse gas emissions

Greenhouse gas emissions are due almost exclusively to the use of fossil fuels [(2)]. In regard to Enel's industrial activities, substances which contribute to the greenhouse effect are carbon dioxide (CO_2), sulfur hexafluoride (SF_6) and methane (CH_4).
During 2014 the direct emissions of CO_2 equivalent of around 115.5 million tons remained largely unchanged on 2013 due to greater use of more efficient thermoelectric plant. The value of specific CO_2 emissions (see note 1 on page 118) was in line with the value recorded in the previous year.

Specific CO_2 emissions from total net production (g/kWh)



Total direct emissions - Scope 1 (m. t. eq.)



SF_6 is used in high and medium voltage electrical equipment due to its insulating properties and its ability to dampen electric arcs which make it irreplaceable in such applications. The emissions into the atmosphere in 2014 totaled 6,393 kg, or 150,000 tons of CO_2 equivalent (23,500 - Global Warming Potential - GWP). The figure expressed in weight of CO_2 equivalent shows an extremely limited quantity compared to Enel's total greenhouse gas emissions.
As regards direct emissions due to the extraction of coal owing to the fugitive emissions of methane (CH_4), the quantities are calculated through the emission factors of the "2006 IPCC Guidelines for National Greenhouse Gas Inventories", differentiated by the type of extraction (28 - Global Warming Potential - GWP). Emissions in 2014 totaled 20,325 tons of CO_2 equivalent.
Most of the ozone depleting substances are controlled under the Montreal Protocol and include chlorofluorocarbons (CFC), hydro chlorofluorocarbons (HCFC), halon and methyl bromide. Emissions of such ozone depleting substances are expressed in tons equivalent of CFC-11. For these substanc-

[(2)] With the coming into force of the emissions trading system for greenhouse gasses under Directive 2003/87/EC, in the case of plant and fuel subject to the directive itself and therefore subject to monitoring and disclosure, the CO_2 emissions are calculated starting from the analyses (carbon in the fuel, calorific power, carbon in the ash) carried out on individual batches of fuel.
In other cases (plant and fuel not subject to Directive 2003/87/EC), Enel normally uses the reference parameters of Annex VI to EU Regulation 601/2012 and, for the Italian scope, the latest national inventories of greenhouse gasses.

es both the weight emitted and the weight of CFC-11 equivalent are indicated, using as the conversion coefficient the GWP (4,660 - Global Warming Potential). The quantities of emissions calculated for 2014 are around 3,400 tons of CO_2 equivalent. The figure expressed in weight of CO_2 equivalent indicates an extremely limited quantity compared to Enel's total direct emissions of greenhouse gasses classified as scope 1.

Scope 2 emissions which are 0.6% of scope 1 emissions, concern indirect emissions arising from the generation of the electricity purchased and consumed by the Company, which typically correspond to the emissions from the plant where the electricity is generated (source: World Business Council for Sustainable Development). Scope 2 includes the emissions of CO_2 associated with the consumption of electricity purchased on the grid for civilian uses and for pumping in hydroelectric plant, since it is not possible to precisely confirm the producer and so they cannot be classified differently. For 2014 the reduction in scope 2 emissions reflects the reduction in business volumes, especially for the distribution grid and the purchase of energy for pumping in hydroelectric plant.

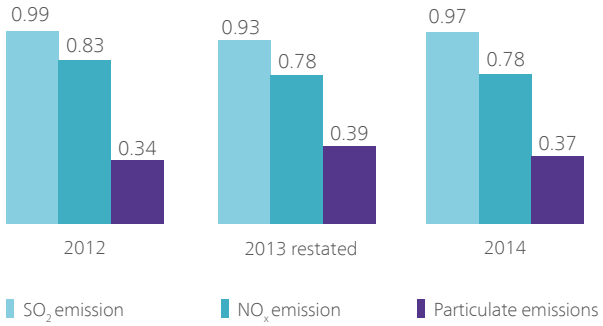
Scope 3 emissions concern the indirect emissions of greenhouse gasses and are the consequence of the Company's activities, but which derive from sources which the Company neither controls nor owns. In 2014 the value was around 7.6 million tons, in line with the values in 2013.

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. 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 2014, work continued to install continuous emission measurement systems, in particular at plant in Latin America.

During 2014 the Group's atmospheric emissions remained broadly in line with the figures for 2013.

Specific emissions compared to total net production (g/kWh)



In particular, there was a slight increase in the emissions of sulfur dioxide (SO_2), mainly due to greater electricity production in plant which still do not have emission reduction systems. Total emissions of particulates, on the other hand, fell by 6.2%, showing the first effects due to the modernization of the thermoelectric plant at Reftinskaya, where the electrostatic filters are being replaced with more efficient fabric filters.

The specific values of emissions into the atmosphere reflect the trend in total emissions, also in relation to simple and combined thermoelectric production in reference to the production of electricity and heat. In future years a gradual reduction in pollutants is expected thanks to a series of interventions to increase efficiency at all the generation plant and, in particular, the gradual revamping of the Russian plant at Reftinskaya.

2020 Objectives

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

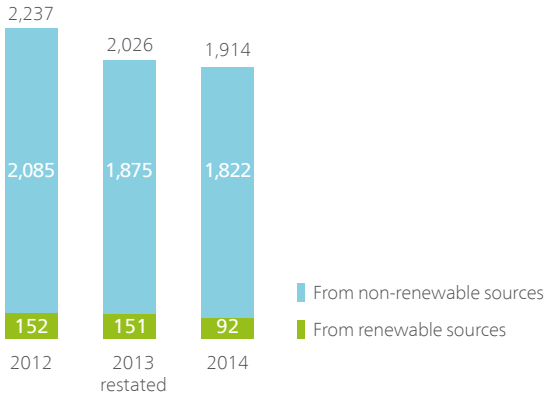
> -10% total specific emissions of sulfur oxides (SO_2);
> -10% total specific emissions of nitrogen oxides (NO_x);
> -50% total specific emissions of particulate matter.

In addition Enel, as regards "minor" pollutants (such as metals including mercury), has undertaken enormous campaigns to measure concentrations in the smoke produced by thermoelectric plant – in a range of situations divided by type of fuel and abatement systems – obtaining results that comfortably comply with the precise limits established by the laws in force in the various countries where Enel operates. Enel has started a project throughout the Group to measure and monitor such pollutants. In particular as regards the emissions of mercury, which are typical of electricity production from coal, in 2014 around 0.513 tons were recorded, covering just Italy and Spain which currently represent 73% of thermoelectric production from coal for the whole Group.

Efficiency in energy consumption

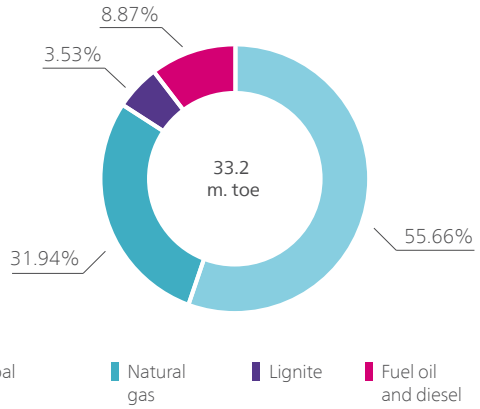
The Enel Group consumes energy to power its generation plant, through which it produces in its turn new energy which is distributed on the market. In 2014 there was a reduction of 5.5% in fuel energy consumption which went from around 48.4 Mtoe in 2013 (2,025,531 TJ) to around 45.7 Mtoe in 2014 (1,914,247), due to lower thermoelectric and nuclear production.

Fuel consumption by primary source (,000 TJ)



Fuel, largely of fossil origin, is used almost entirely as a source of energy for thermoelectric production. For Enel using energy efficiently means, on the one hand, 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.

Consumption of fossil fuels for simple and combined thermoelectric production 2014



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 on energy use.

In 2014 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.;

> 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.

Here below are the most important initiatives with an indication of the country and the type of intervention:

	Country	Type of intervention	Description of intervention
EUROPE	Italy	Electricity grid	Energy saving of 320,278 GJ due to the installation of new low loss transformers, new cabins (HV/MV and MV/LV) and restoration/enhancement of LV/MV lines.
		Market	Initiatives to supply energy efficient products and services or which are based on renewable energy production.
	Romania	Electricity grid	Energy saving of 2,697 GJ for Muntenia, 8,786 GJ for Dobrogea, 5,401 GJ for Banat due basically to work to reconfigure and modernize the low and medium voltage lines.
		Promotional campaign	Enel replaced over 5,000 incandescent light bulbs with other low consumption bulbs in the village of Colibaşi, in the province of Giurgiu, thus obtaining energy saving of 348 GJ.
	Russia	Thermoelectric production	Konakovskaya: savings of over 30,000 GJ due to the retrofitting of Unit 2 through the replacement of old tubing and the insulation and casing of the boiler and turbine. Nevinnomysskaya: savings of over 25,000 GJ due to the replacement of transformers and seals. Reftinskaya: significant improvements compared to 2013 due to the modernization of Unit 6. In particular note is made of savings of 576 GJ from the modernization of the coal feeders in Unit 6 with the installation of a regulator; savings of approximately 346,000 GJ due to: i) the repair of the boiler in Unit 6 with the replacement of thermal exchange surfaces and fans, ii) the rebuilding of the air pre-heater and iii) the installation of a cleaning system for the condenser.
	Slovakia	Photovoltaic production	Electric savings for self-consumption, due to the production from the photovoltaic systems at Mochovce, Vojany and the Terry chalet for a total of 24,925 GJ.
		Thermoelectric production	The plant at Vojany and Nováky operate under a co-firing system with biomass which enables an associated fossil fuel saving of around 575,000 GJ and around 124,000 GJ respectively for Vojany and Nováky.
		Travel management	Through the definition of a specific procedure by the Human Resources Department staff are encouraged to replace work related travel with videos and teleconferencing.
	Spain	Thermoelectric production	Savings for a total of 1,547 GJ mainly due to the energy saving program for the San Roque thermoelectric plant. The energy savings also include the contributions from the Los Guinchos plant for the reduction of consumption at auxiliary plants and the installation of low energy consumption spotlights.
		Distribution	Savings for a total of 4,190 GJ due to: i) optimization of controls for supervision at the Garoña plant and more efficiency in managing heating and air-conditioning equipment through the installation of timers; ii) low consumption lighting in the Montearenas and Tesouro substations and the installation of timers; on heating devices at Montearenas.
LATIN AMERICA	Brazil	Distribution (Coelce)	Energy saving program "*Troca Eficiente*" which involves the replacement of old domestic appliances (in particular fridges) with more efficient models for low-income families. The energy saving is calculated through a meter which is installed before and after the replacement. In 2014 the program involved 31,752 families with a fall in electricity consumption of 20,403 MWh.
	Colombia	Distribution	Project to modernize street lamps for public lighting with LED technology. In 2014, 1,370 devices were replaced which enabled an energy saving of around 800 GJ.
	Peru	Generation	Energy saving for over 3,800 TJ due to work on the combined cycle plant at Ventanilla and for the restructuring project for the run-of-the-river hydroelectric plant at Callahuanca.
		Distribution	Energy saving of around 800 GJ for a MV reactive current compensation project which enables a reduction in load losses due to transmission, thus reducing the load on the transformers and on the power lines.

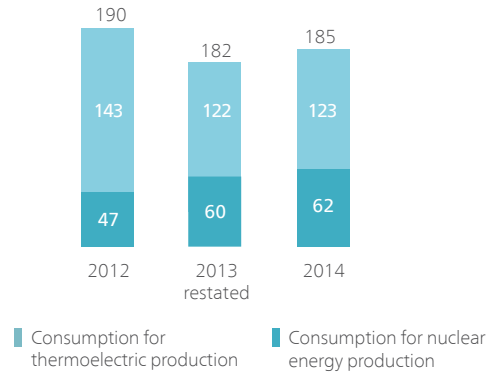
Responsible management of water resources

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 waste waters 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.

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.

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

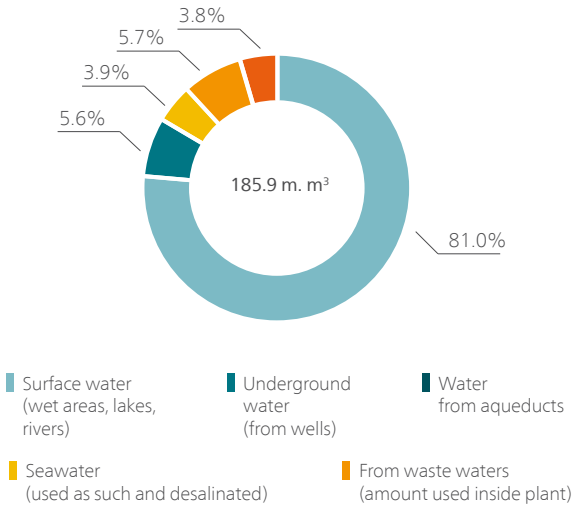


In 2014 the total quantity of water drawn off was around 186 million m³, slightly up on 2013 (184.8 Mm³). Specific consumption in 2014 was 0.64 l/kWh in line with the values for 2013 (0.63 l/kWh), confirming Enel's commitment to reduce this consumption by 10% by 2020 compared to the figure for 2010 and only around 5% (7% in 2013) of the Group's total production used and/or consumed fresh water in water-stressed areas.

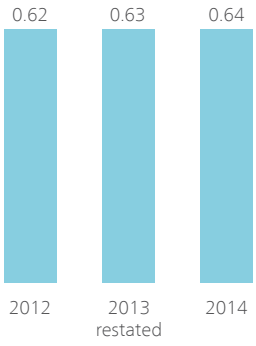
Total water requirements are covered through the use of water drawn from so-called "scarce" sources (surface and underground water and from aqueducts) or by using "non-scarce" sources, such as seawater and waste waters arising from the Group's production processes. A particular case is the power plant at Fusina (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 1,515,900 m³.

In 2014 the draw offs from scarce sources totaled around 168 million m³, slightly up on 2013, of which 81% was from rivers and rainwater. The percentage of use of waste waters from production processes rose slightly to stand at 3.8% of total draw offs in 2014.

Volumes of water drawn by source (%) - 2014



Specific net consumption of industrial water in overall production of electricity and heat (liters/kWh)



H_2O Environmental targets

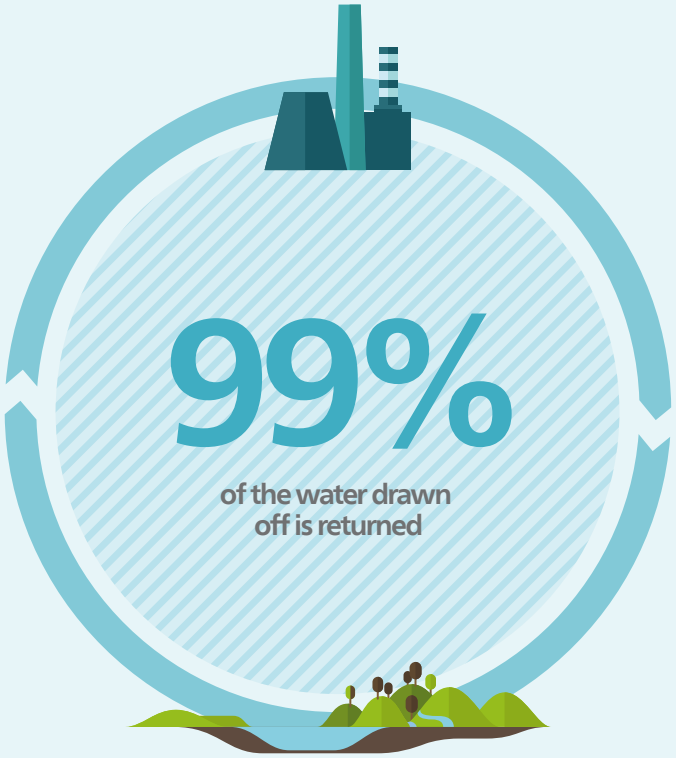
Targets for 2020

Specific draw off of:

base year: 2010

Water

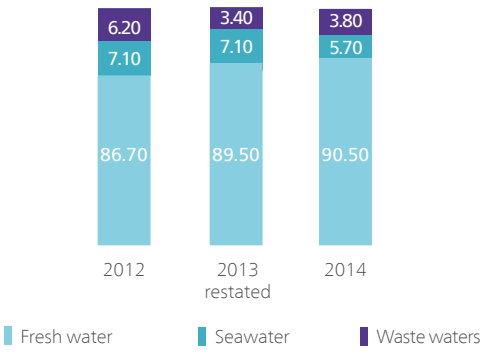
-10%



5% of the **Group's** total production in 2014 uses and/or consumes **fresh water** in water-stressed areas

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).

Cover of water requirement for industrial use (%)



The cover of the water requirement for industrial use shows, in percentage terms, the contribution of the various water sources (fresh water, seawater, waste waters). The total contribution from fresh water (rivers, wells, and aqueducts) rose due to the reduction in the use of the share of seawater used as such and of waste waters.

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 waste waters.

Disclosure of water performance

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, Enel is constantly striving to improve, to manage water resources more knowledgably and to be transparent in disclosing all impacts and, above all, how they are managed and mitigated.

The focal points of Enel's management of water resources are: measurement of performance (for example, specific consumption, polluting load of waste waters), 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 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 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.

Besides compliance with the various regional Safeguarding Plans (for plant located in Europe), which impose an obligation to release minimum flows, Enel has in parallel launched in Italy, Spain and Latin 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).

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

Water discharges

Waste waters include 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 effluents thus treated are partly discharged into surface water and partly reused in the plant itself, thus helping to cover total water needs.

In 2014 the recycling of effluents after treatment, across the Group, was around 7 million m^3, which enabled coverage of 3.8% of total needs, or 186 million m^3.

Protecting biodiversity

Enel is well aware of the value of ecosystems and of the environmental services associated with such systems and is traditionally engaged in responsible management of natural resources during its operations. Protecting biodiversity is a strategic objective of Enel's environmental policy and is an integral part of the Group's environmental management systems (EMS).

In 2014 the safeguarding of species and natural habitats involved 89 projects, with total coverage of over 55,000 hectares. The projects include studies, stocktaking and monitoring plans for sensitive species, programs to reintroduce native species, reforestation, infrastructure work such as the insulation and replacement of electric cables which are dangerous for birds as well as the installation on electric cables of supports for the nesting of birds of prey and migratory species, the construction of ramps for the transit of fish near hydroelectric plant. Interventions are planned by assigning priorities as regards ecosystems to protected areas and as regards species to those in the "Red List" of the International Union for Conservation of Nature and Natural Resources (IUCN), but local situations which may have particular importance for local communities are treated equally with the utmost attention.

Enel has drawn up a specific policy to be considered as a reference point and guideline for all the Group's initiatives to safeguard biodiversity in its electricity generation, transmission and distribution activities. The policy has been developed to contribute to the objectives of the United Nations Convention on Biological Diversity (CBD), the 2011-2020 Plan for Biodiversity and associated Aichi targets. In particular Enel undertakes to:

- plan activities which may interfere with species and natural habitats in compliance with the principle of "mitigation hierarchy", which above all consists of the commitment to i) avoid and prevent the occurrence of negative impacts on biodiversity, secondarily, when the impacts cannot be avoided, ii) to reduce the damage and remedy its impact and finally iii) to offset the residual negative impacts;
- in the case of residual impacts, undertake offsetting works in compliance with the principle of "no net loss" to biodiversity and, where applicable, with a net positive balance;
- for each new plant undertake Environmental Impact Studies which include an assessment of the effects on biotypes, on animal and vegetal species, in order to avoid operating in areas of high natural value, envisaging also the adoption of the best solutions to limit the impact on biodiversity;
- collaborate with local communities, research centers and environmental and local associations to identify biodiversity values and develop studies and projects for their safeguarding and valorization;
- monitor the effectiveness of the measures adopted in order to protect and preserve biodiversity;
- regularly report on its performance in relation to biodiversity.

Below are the main projects relating to biodiversity.

Romania

Monitoring of the impact of the Salbatica wind farm on white pelican populations

Pelecanus erythrorhynchos | EN14 | LC | V

Monitoring of the impact of the Moldova Nouă wind farm on the local bat populations

Bats | EN14 | VU | V

Measures to protect the Saker falcon in the provinces of Ianova and Lovrin (GPS localization and tracking, supports for nesting and insulation of power lines)

Falco cherrug | EN13 | EN | V

Greece

Monitoring of the impact of the Monastiri I, Monastiri II, Aspri Petra, Geraki and Soros wind farms

EN14 | C

Monitoring of the impact of the Agios Kyrillos wind farm on the bird population

EN14 | NT | C

Study of the impact of the Argiri hydroelectric plant on the presence and movements of fish

EN12 | C

Panama

Reforestation program in some critical zones in the area where the hydroelectric plant of Fortuna is located

Ecosystem | EU13 | V

Project to protect fish in the basin of the Fortuna plant: realization of tanks for fish breeding for sports purposes as an alternative to draw offs in the hydroelectric basin

EN14 | V

Portugal

Conservation of the habitat of the Spanish wolf

Canis lupus signatus | EN13 | EN | C

Italy

Calculation and application of the minimum flow for the hydroelectric plants of Goglio Agaro, Goglio Devero, Verampio (Piedmont)

EN14 | V

Repopulation of indigenous fish in Piedmont, Le Marche (Aso, Tronto, Castellano, Chienti rivers), Abruzzo (Vomano), Lazio (Simbrivio), Molise (Lago di Castel San Vincenzo, Gallo basin)

EU13 | C/V

Development of an innovative system to assess the impacts on ecosystems which depend on underground water in Gran Sasso National Park and Monti della Laga

EU13 | V

Project to monitor the bird population (resident and migratory) and otters in wet zones in Alta Valle del Volturno (Molise)

Otter | EN14 | V

Realization of a semi-natural area, "Sulcis" Garden

Ecosystem | EN13 | C

Introduction of young fish into the River Po

Carp, Pike | EU13 | C

Project for the environmental and landscaping positioning of a gas turbine at the Pietrafitta (Perugia) power plant and the environmental redevelopment of the area of the former lignite mine

Ecosystem | EN13 | EN14 | C

Analysis of the benthic zone of the Pialassa Baiona saltwater lagoon in order to assess the effects of heat discharge from the Teodora power plant at Porto Corsini (Ravenna)

EN14 | C

Experimental monitoring in order to define the quality of the coastal marine environment in the area between the port of Brindisi and the "Federico II" thermoelectric plant

Mollusks, Poseidonia sea grass | EN14 | LC | C

Environmental recovery of the areas of the former coal mine at the Santa Barbara power plant (Arezzo)

Ecosystem | EN13 | C

Russia

Measures to protect fish at the Ivankovskoe, Barsuchkovsky, Reftinsky, Isetsky pumping stations

EN13 | C

Improvement in the quality of the water in the Isetsky basin through use of a floating biomodule

Ecosystem | EN13 | V

Slovakia

Collaboration with the High Tatras National Park for the conservation of some native species

Ecosystem | EN13 | V | LC

Argentina

Conservation of the bird population at the Arroyito hydroelectric plant (Hidroeléctrica El Chocón-HECSA)

EN13 | VU | V

Realization of the El Morejón Private Reserve

EU13 | V

Colombia

Inventory of the bird population in the Muña basin

Gallinula melanops, Oxyura jamaicensis, Cistothorus apolinari, Neochen jubata | EN14 | CR | V

Conservation of biodiversity at the Betania hydroelectric plant

EN13 | EN | C/V

Chile

Monitoring of vegetation in the coastal ecosystem near the Taltal thermoelectric plant

EN14 | VU | EN | C

Monitoring of birds and marine mammals at the Tarapacá thermoelectric plant

EN14 | VU | NT | LC

Brazil

Monitoring of amphibian, bat and bird populations during the construction of Serra Azul wind farm

Caatinga — EN14 — C

Monitoring of mid-size and large mammals during the construction of the Serra Azul wind farm

EN14 — C

Study on the identification, monitoring and survival of fish during the emptying of the Laranja Doce basin

EN12 — V

Monitoring of fish, replanting of flora and assistance and saving of wildlife at the Apiacás hydroelectric plant

EN14 — C

Monitoring of the bird population at the Apiacás hydroelectric plant and at the Curva dos Ventos and Fontes dos Ventos, Serra Azul wind farms

EN14 — C

Reforestation near the Cachoeira Dourada hydroelectric plant

Ecosystem — Fauna — EU13 — C

Reforestation of native trees in Mato Grosso

Ecosystem — EU13 — V

United States

Monitoring of the migration of the American shad along the fish ramp of the Pawtucket hydroelectric plant

Alosa sapidissima — EN14 — C

Survey of the migration of the American eel and the Atlantic salmon along the fish ramp of the Lawrence hydroelectric plant

EN14 — EN — C

Monitoring of collisions involving the bird population and bats at the Prairie Rose wind farm

EN14 — C

Collaboration on the Conservation Plan for the Yellow rattle of the meadows and its habitat - Caney River wind farm

EN13 — V

Collaboration with the American Wind and Wildlife Institute to prevent bird deaths at wind farms

EN14 — V

Monitoring of the presence of the Yellow rattle of the meadows close to the Buffalo Dunes wind farm

EN14 — V

Acoustic monitoring of the activity of bats at the construction site of the Little Elk wind farm

EN14 — V

Spain

Creation of an ecological reserve for otters near the Padul wind farm

Chersophilus duponti
Otter
EU13 — EN — C

Preparation of a methodology to quantify biodiversity in the areas around Endesa power plants – pilot study for hydroelectric plants

EN12 — V

Research project for the sustainability of the use of water resources due to the impact of climate change

EN12 — V

Comparative study on ecosystem services associated with the hydroelectric use of the Ter and Noguera Pallaresa rivers

EN12 — V

Cartographic inventory of the wet zones and the bird population associated with the presence of hydroelectric basins

EN14 — V

Coordination of environmental initiatives relating to the dangers of electrocution/collision for the bird population due to power transmission lines on the Balearic Islands

EN13 — C/V

Endesa/Migres Foundation collaboration agreement for the reintroduction of the Spanish imperial eagle in the province of Cádiz

Aquila adalberti — EN14 — VU — V

Effects of light pollution on invertebrates near electricity production and transformation infrastructure in the Straits of Gibraltar

EN12 — V

Comparative study of the biodiversity of crustaceans (Entomostraca) in the Palaearctic ecozone in Spanish and Mongolian lakes

Crustaceans, Alona flossneri, Galaziella murae, Phallocryptus tserensodnomi (Mongolia), Alona anastasia, Linderiella baetica, Leidigia iberica, Leidigia korovchinskyi — EN12 — V

IUCN RISK OF EXTINCTION

EX EW — Extinct
CR EN VU — Threatened
NT LC — Low risk

C — Obligatory
V — Voluntary
C/V — Obligatory/ Voluntary
GRI Indicator

FAUNA

Birds · Mammals · Fish

ECOSYSTEM

Land · River · Lake · Wet zones · Marine

RESEARCH · LANDSCAPE · FLORA

Management of waste

Waste products from the Group's activities are disposed of at the 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 2014 the Enel Group produced a total of 10,210,106 tons of waste, up by around 2% compared to 2013, of which 99.2% was classified as non-hazardous. 30.9% 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 particular the specific production of solid high-level radioactive waste at nuclear power plants rose slightly in 2014 following the work to replace fuel rods and their temporary storage in the pools of some Spanish plants.

For 2014 the total quantity of the most important spills was around 506 m^3, mainly (400 m^3) due to the leakage of sulfuric acid from the injection circuit to regulate the pH level in cooling towers at the Marcinelle thermoelectric plant in Belgium, where suitable measures were promptly taken to contain and remove the spilt material.

Other activities

Besides operating in the production of electricity and heat, the Enel Group also operates worldwide in electricity distribution, the storage and movement of fuel, geothermal drilling and work in mines and on worksites, while constantly monitoring any environmental impacts from such activities (see the chapter "Quality for customers").

In order to safeguard the countryside and local area, Enel, in constructing **new grids** and **restructuring** old grids, basically adopts two strategies to reduce the impacts:

1. underground low, medium and high voltage cabling in urban centers;
2. adoption of Elicord cabling for low and medium voltage lines, consisting of three insulated and intertwined cables which help reduce the visual impact.

The cabling ratio has remained almost constant over the last three years, recording for 2014 a total of 63.5% (63.9% in 2013, 63.8% in 2012). This ratio represents the percentage of cabled lines to total lines and provides an indication of the visual impact of power transmission lines.

In relation to the **storage and movement of liquid fuel** (storage tanks for oil and diesel and the related oil pipelines) and **solid fuel** (storage facilities for coal and lignite situated at dedicated ports), particular monitoring is made of the use of resources, the consumption of primary energy, the consumption of electricity and the production of emissions, effluents and waste.

Geothermal drilling, which makes the endogenous fluid available for geothermal/electric production, entails the use of technologies and know-how in which Enel is a world leader. In relation to **mining and extraction**, besides the extractable quantity of fuel, the activities for geomorphologic, hydro geological and natural recovery are also monitored.

The Enel Group also operates in the **work to design, build and revamp plant**. The strategies aim to use the best avail-

able technologies internationally, in order to guarantee technological development and increase the efficiency of plant, also through suitable and innovative research projects. As from 2013, in conformity with the new standards, which are applicable as from 2015 and have been defined by the Global Reporting Initiative GRI - G4 the Enel Group started to report the main environmental performance indicators connected to the activities on worksites as regards environmental aspects which are directly managed by the Group, which will be followed also by its extension to those indirect aspects managed directly by contractors.

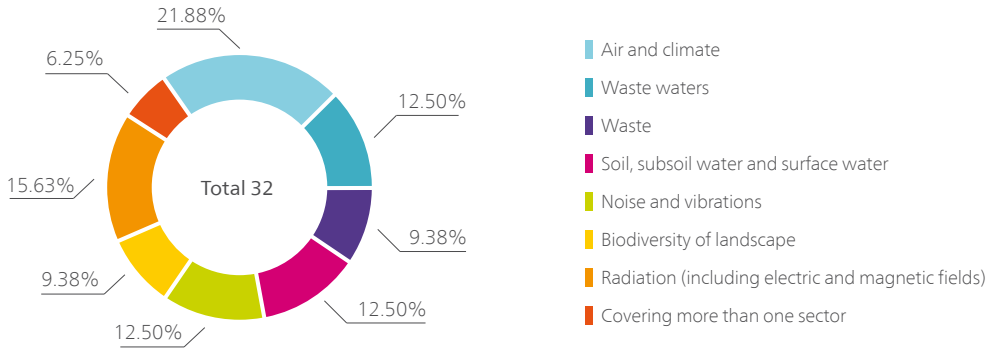
		2013 restated	2014
Significant environmental impacts due to worksite activities			
Worksites examined	no.	50	30
Consumption of electricity *(scope of just 6 worksites for 2013 and 17 for 2014)*	MWh	26	6,952
Consumption of fuel *(scope of just 7 worksites for 2013 and 30 for 2014)*	tep	2,311	181,630
Consumables *(scope of just 11 worksites for 2013 and 30 for 2014)*			
Sand and gravel for building	t	10,899	653,808,916
Iron	t	10,174	78,533
Cement and lime for building	t	32,645	52,095
Other	t	375	3,184
CO_2 emissions from fuel *(scope of just 7 worksites for 2013 and 30 for 2014)*	tCO_2	1,262	516,309
Water consumption for industrial use *(scope of just 10 worksites for 2013 and 30 for 2014)*	m^3	701,210	259,814
Special non-hazardous waste *(scope of just 13 worksites for 2013 and 30 for 2014)*			
quantity produced	t	716	142,212
quantity transferred for recovery	t	227	130,599
Special hazardous waste *(scope of just 13 worksite for 2013 and 30 for 2014)*			
quantity produced	t	4,536	33,373
quantity transferred for recovery	t	2	265
Waste recovery		4.4%	74.5%

Finally, in relation to the **management of property and the vehicle fleet**, the consumption of fuel, the use of resources and water, and the production of waste are figures which are carefully monitored and which are a feature of this business.

Environmental disputes

During 2014, 32 new environmental disputes were started, which brought the number of legal proceedings open at December 31, 2014 to 379 [4], of which 347 were from previous years (civil and criminal defense proceedings in environmental cases in which legal action has been brought against the Group and those originating from third party appeals for the annulment of favorable administrative orders). Around 60% of the proceedings concern the electricity distribution grid. In 2014, 49 proceedings were closed.
In 2014 the cash value of the environmental fines was around 222,000 euro, mainly due to compensation to third parties for impacts on vegetation and agriculture in Slovakia, Russia and Spain.

Environmental disputes started in 2014 (by environmental sector)



Dispute Embalse del Muña - Colombia

In 2001 the inhabitants of Sibaté (department of Cundinamarca) started a class action against Emgesa SA, a Colombian company in the Group, and against the *Corporación Autonoma Regional* for damage and harm arising from the contamination of the Muña basin due to the pumping of contaminated water from the Bogotá river which was undertaken by the company. The initial request for compensation was around 1.1 billion euro.
Emgesa has declared that it is not liable for the events which are contested, stating, among other things, that the basin receives water which is already contaminated and has asked for the involvement in the proceedings of numerous public and private bodies which discharge into the Bogotá river or which, for whatever reason, are responsible for the environmental management of the river bed.
At the appeal stage the *Consiglio di Stato* confirmed in full the decision of the Administrative Court of Cundinamarca which had, among other things, denied the request for enforcement to appear made by the company against the various bodies involved. The proceedings are currently ongoing.

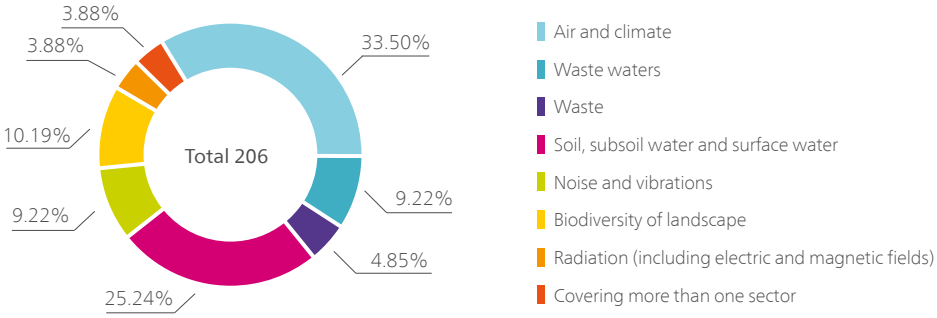
Environmental criticalities

Besides the environmental disputes, Enel monitors so-called "environmental criticalities": disputes and claims which subjects such as private citizens, committees, environmental organizations, and local administrators can bring against the operation, management or construction of Group installations (plant, grids,

[4] Until 2013 the calculation of disputes for the scope of Endesa also included other environmental proceedings, such as, for example, administrative proceedings regarding fines, which are not purely court-related.

cabins, buildings, etc.). This category includes, in order of importance, administrative orders, legal notices, written protests (whether direct or through the press), and media campaigns.
The criticalities are events which may also occur following the adoption of more rigorous and advanced prevention measures and the Group reserves particular attention to these, making its own staff available, whether for emergency response or at managerial level. In the case of criticalities, Enel acts openly and transparently, making available the information requested, in full respect of the parties involved.
There were 206 environmental criticalities recorded in 2014, down compared to the previous year following a change in the reporting system which enabled such criticalities to be more precisely reported. Below are the main criticalities grouped by type.

Environmental criticalities at December 31, 2014 (by environmental sector)



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 [1] 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 counterparties and the possession of the technical and commercial prerequisites. Suitable counterparties are subsequently included in specific Vendor Lists.

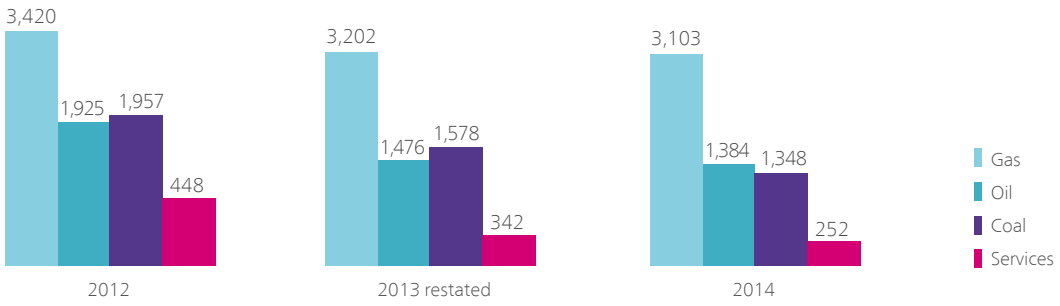
Purchase contracts signed with such suppliers are subject to the rules adopted by the Group regarding the Code of Ethics and the Zero Tolerance of Corruption Plan, to which suppliers must adhere. For its part Enel maintains the right, in serious cases of default, to terminate the contract.

In relation to purchases by sea from the international market, a check is made 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.

Finally, 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 2014 the total amount of fuel purchases was around 6 billion euro.

Fuel purchases (m. euro)



BetterCoal (bettercoal.org)

In February 2012, together with the main European utility companies, Enel set up "BetterCoal", a new global initiative with the aim of promoting continuous improvement in companies' responsibility in the coal production chain.

In particular BetterCoal promotes best practice relating to ethics, social issues and the environment in the coal production chain.

The founding companies have contributed to the definition of a code which, on the basis of existing and agreed standards of social responsibility in the mining sector, sets out in detail the guidelines which mining companies may refer to in order to define their own social, environmental and ethical policy.

The alignment of operations in the various mines to the

[1] Information referring to solid and liquid fuel, unless otherwise indicated.

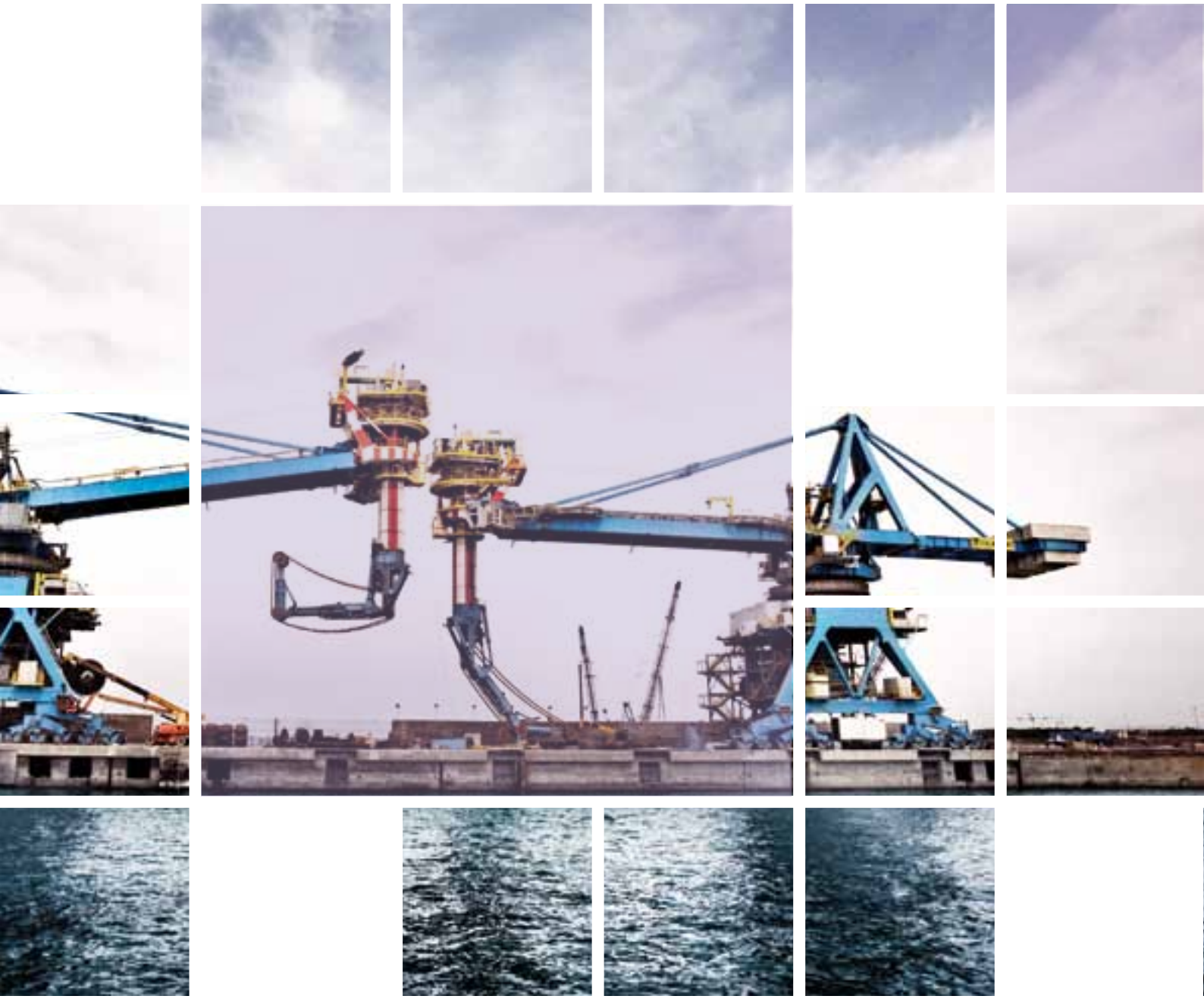
principles contained in the BetterCoal code can be done through self-assessment by mine operators and verified by an independent auditor appointed by BetterCoal. Should cases of non-compliance be found compared to operational best practice, an action plan is jointly drawn up.

During 2014, the first year of operation for BetterCoal, the association achieved the following milestones:

> first onsite audit carried out at a mine, with subsequent circulation of the report to members;
> completion by 14 mines of the self-assessment questionnaire;
> further increase in the number of participating members which rose to 11 plus 3 associate members.

Alongside its own operational development, BetterCoal is increasingly becoming a role model for collaboration that seeks to improve socially responsible practices in the coal production chain.

In all these activities, Enel has been an active participant and has also promoted involvement in the initiative among its own suppliers and at the main institutional and coal-sector organizations.



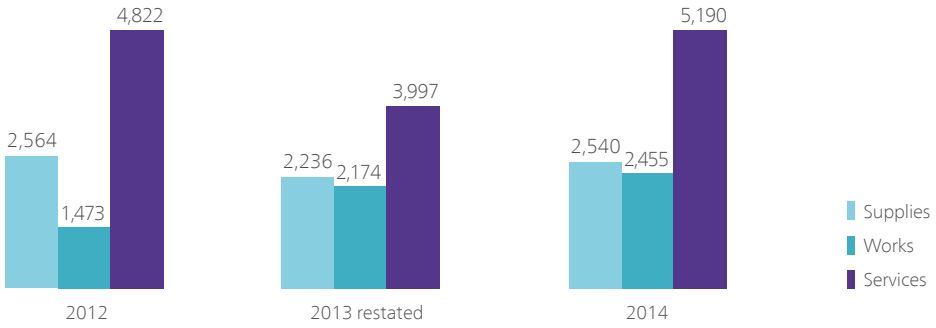
Purchases and tenders for goods and services

Enel entrusts tender contracts for works, services and supplies in compliance with the legislation in force and the principles of cost-effectiveness, correctness, competition, and advertising, using procurement procedures which guarantee participating businesses the utmost transparency, objectivity and equality of treatment. In addition, specific sustainability criteria are envisaged in terms of the approval procedures, procurement choices, contractual clauses and means of checking the work of suppliers.

In 2014 the total amount of purchases and tenders for goods and services was 10.2 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 grids. The workforce of the contracting companies and subcontractors numbered 100,336 FTE (Full Time Equivalent), an increase of around 7% compared to 2013.

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 2014 throughout the Group over 5,000 approved companies were active.

The qualification system is a guarantee for Enel, since it is an up to date list of subjects with a confirmed level of reliability (legal, economic, financial, technical and organizational, ethical and for safety) to draw on; while it provides the possibility, in compliance with the relevant laws in force, for suppliers of being called to take part in procurement tenders called by Group companies.

In order to qualify, companies must show, by presenting a series of documents, that they hold the specific requirements in terms of competence and 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, with specific reference to the absence of any conflict of interests (including any potential conflict).

Important requirements in the qualification process are protecting workers' health and safety and respecting the environment. In particular, for all the types of work to be tendered, suppliers are assessed in relation to the Safety Index, which considers the supplier's organizational structure that will be used to comply with the related laws and supervision (also OHSAS 18001 certification, the obligation to hold which is being extended to all the contracting companies, including the small ones). For categories of work with an environmental impact, it is also necessary to implement an environmental management system that conforms to ISO 14001. This requirement is being extended to all the sectors in which there are potential problems linked to this issue. For some categories of work for the Market Division, specific requirements are also envisaged in relation to the aspects of assessment linked to the turnover of staff and training.

The qualification procedure is complemented by the vendor rating system, which is implemented throughout

Enel both in Italy and abroad and aims to monitor the performance of suppliers and contractors both in regard to their correct conduct during the tender competition/offer, and in regard to the safety, quality and timeliness of their performance during the execution stage. Through vendor rating in particular, respect for the environment, safety standards and laws on human rights is monitored. Recently Enel Green Power has also introduced two sustainability indicators which indicate the presence or otherwise in contracts of clauses on the respect of human rights and on the prevention of corruption.

In 2014 a specific questionnaire on sustainability 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 and to reinforce the message of the increasing attention which Enel devotes to integrating sustainability into corporate processes. The questionnaire was sent to 50 of the biggest Italian suppliers in terms of the amount of contracts awarded over the last four years. From the results it emerged that the suppliers interviewed consider the following issues as very important for their business: the health and safety of workers, non-discrimination, a corporate culture on the issue of fighting corruption and the presence of adequate procedures.

On July 1, 2013 the General Contract Conditions of the Enel Group came into force and consist of a General Part, which can be applied across all countries, to which are added country-specific annexes containing specific clauses applicable in each individual country. Currently there are 9 annexes in use (Italy, Spain, Portugal, Chile, Peru, Colombia, Brazil, Romania, and Slovakia) and a further 7 will be added to the next edition of the document (Russia, Argentina, Guatemala, Panama, El Salvador, Mexico, and Costa Rica).

With these contractual clauses, Enel requires its contractors and subcontractors to adhere to the principles contained in the Code of Ethics, the Zero Tolerance of Corruption Plan, the 231 Compliance Program and the Policy on Human Rights, as well as respecting the obligations on protecting minors and women at work, equality of treatment, a ban on discrimination, abuse and harassment, freedom of union membership, association and representation, forced labor, environmental safety and protection, hygiene and sanitary conditions and other regulatory, pay, social security, insurance and tax conditions. In order to ensure compliance with the aforementioned obligations, Enel reserves the right to undertake monitoring and control and to terminate the contract in the case of confirmed non-compliance.

Contractual commitments are envisaged that aim to generate conduct that is opposed to any form of corruption and extortion and to lead to conduct that does not harm the environment, favoring initiatives to promote greater environmental responsibility and the development and dissemination of technologies which respect the environment.

Enel has been strongly engaged over the years in protecting the health, safety and mental and physical wellbeing of its workers and of the workers at companies with which it cooperates worldwide. It promotes greater attention and awareness of the risks by encouraging increasing adoption of responsible conduct. In this regard, the General Contract Conditions contain specific clauses on the protection of health and safety in the workplace, violations of which can also lead to specific fines. In 2014 in particular the list of violations on health and safety was updated and they were classified into three levels of seriousness, with a proportional impact on the contractor's safety index under the vendor rating. The global part also includes the guidelines on subcontracting which define the conditions in which the authorization to subcontract is granted, the minimum safety requirements which subcontractors must possess when engaged in carrying out tender contracts with companies in the Enel Group, and the safety obligations which the contractor and subcontractors are required to comply with.

In addition, in conformity with the applicable legislation, there are also further contractual clauses, such as the clause aimed at guaranteeing the traceability of cash flows and so of all the financial movements relating to contracts for labor, services and supplies, as well as clauses consequent to the application of legal Partnership Protocols signed by Enel and aimed at strengthening the fight against the infiltration of organized crime and the safeguarding of legality.

Finally, Enel has set up a single global registration point for the supplier and for all the companies in the Enel

Group, a sole interface for the whole global procurement sector (PortalOne). Through a quick and simple registration process, each supplier around the world can fully manage their dealings with any company in the Enel Group, respond to invitations to participate in tenders, manage their own qualification process, view their vendor rating results, etc.
The contractors are also involved in numerous information-giving and training activities (see also the chapter "Health and safety").

Suppliers' Day

In order to discuss the role of suppliers, Global Procurement has arranged a series of meetings. Suppliers Day started in 2011 in Slovakia and this year took place also on May 29 in Russia, June 5 in Slovakia and June 12 in Romania and involved a total of 280 suppliers. The event was a way to discuss the issues that are part of the Group's strategic objectives and which, in the qualification process, have a leading role, such as safety and the One Safety project. 60% of the suppliers also replied to a questionnaire aimed at identifying the degree of knowledge and any areas for improvement in regard to the safety standards at Enel, the purchasing process, the knowledge of the Code of Ethics and the Zero Tolerance of Corruption Plan as well as any unethical behavior.

Green procurement

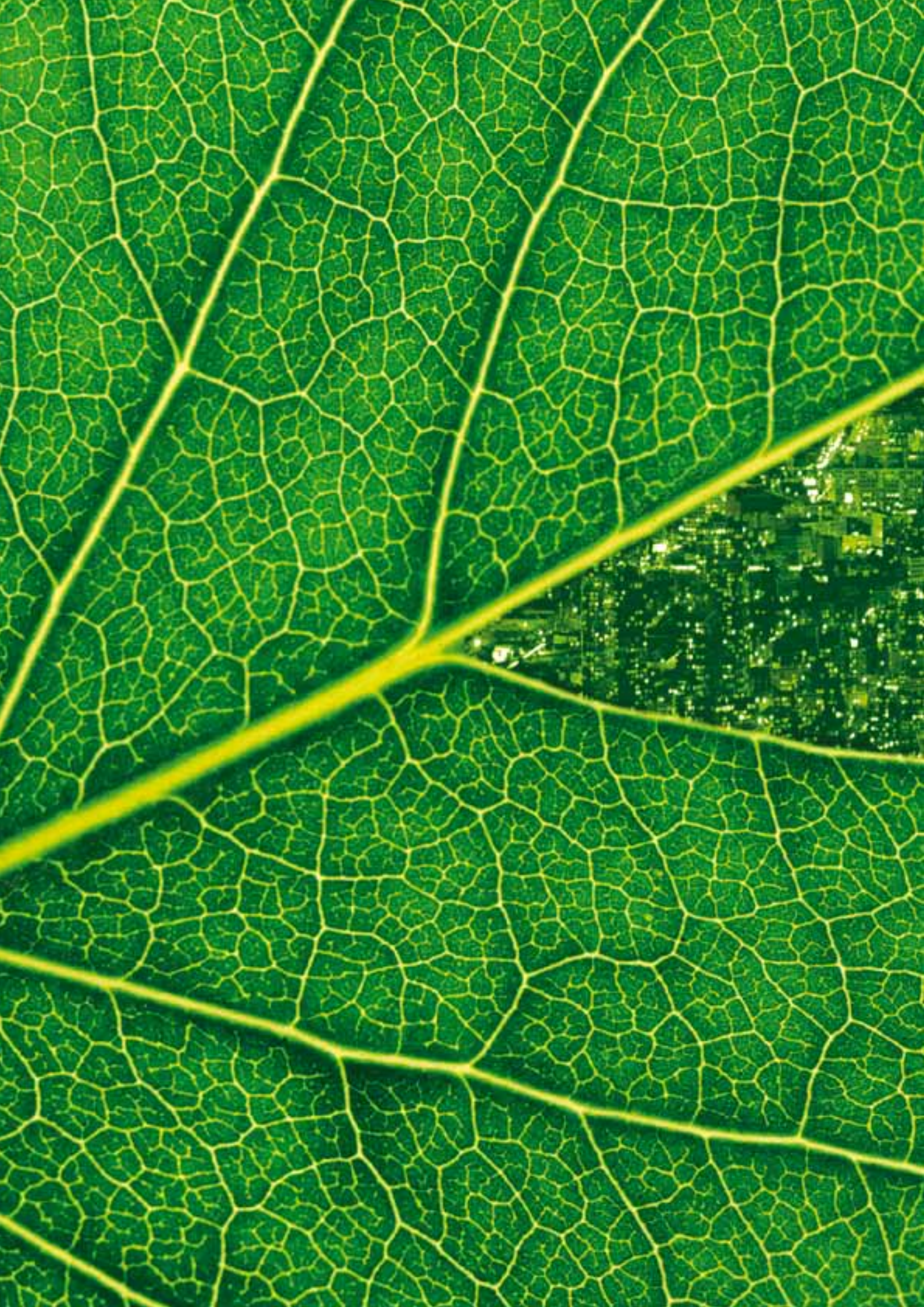
The Environmental Management System of Enel Services includes, in Italy, the green procurement business, in other words the procurement of products and services which are more environment-friendly than others which may be used for the same end. In particular *ad hoc* requirements have been introduced (relating to energy consumption, use of water, consumption of raw materials and dangerous substances, use and recovery of packaging, polluting emissions and noise, recycling/reuse of the waste produced) in the technical specifications to call new green tenders.
In 2014 the total contractual worth of green purchases in Italy was 663 million euro (789 million in 2013 and 816 million in 2012). In particular this includes purchases relating to 21 product groups identified as green (around 97 million euro) and the tenders awarded to suppliers who hold for the product or environmental management system certifications or who have ongoing certification (around 566 million euro).

Total contractual value of green product groups

Green product groups	Contractual value (m. euro)	% of total contractual value
Lead and hermetic accumulators	3.38	3%
Oil immersed MV/LV transformers and self-transformers	0.72	1%
Resin MV/LV transformers and self-transformers	0.14	0%
Ammonia	2.10	2%
Storage devices (magnetic disks and backups)	5.38	6%
Personal computers (Desktop, Notebook and Palmtop)	3.00	3%
Stationery, printers, cardboard, toner, IT materials and accessories	0.86	1%
Furniture and fittings for offices	0.92	1%
Supply of promotional items	0.06	0%
Demolition of buildings	1.30	1%
Canals – hydraulic works construction maintenance	10.97	11%
Insulation installation and removal	4.33	4%
Industrial paints	3.66	4%
Routine maintenance services for buildings	0.79	1%
Industrial cleaning and washing	32.30	33%
Cleaning	2.56	3%
Management of canteens, company bars and supply of restaurant vouchers	0.96	1%
Transport and movement of goods/materials and porterage	2.48	3%
Transport and disposal of ash	16.44	17%
Transport and disposal of non-hazardous special waste	3.81	4%
Transport and disposal of hazardous special waste	1.06	1%
Total	**97.20**	**100%**

Green procurement also contributes to a gradual percentage increase in the use of recycled materials through their purchase on the free market.

Enel has set itself the objective of increasing the number of goods and services (product groups) which are listed as green, through the study of environmental criteria applicable to the various types of products/services considered and monitoring the update of international environmental brands (Ecolabel, Nordic Swan, Blue Angel, etc.) and to extend these criteria also to the other countries in the Group.



Appendix

Methodological note

Since 2003 Enel has published an annual Sustainability Report together with the Group's Annual Report.

The 2014 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 in the 2014 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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Sustainability Unit
Viale Regina Margherita, 137
00198 Rome – Italy
Tel +39 06 8305 1
Email sustainability@enel.com
Web www.enel.com/en-GB/sustainability

How this Report was created

The Sustainability Report 2014 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, and already from this Report on has started to consider the new reporting method of the analysis of materiality which was started in 2012 and is the basis for identifying the issues on which to basis sustainability reporting.

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 2014

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 of their involvement, 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 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. The stakeholder categories identified are: corporate governance and control bodies, employees, the financial community, institutions, the business community, suppliers and contractors, civil society and local communities, the media, and customers.

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 Sustainability Report 2013, 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 assessment of the issues takes place in relation to the strategic objectives, the current and future commitment taken on and the related impact on the Group's activities.

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 2014, 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, trade 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 2015-2019 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, as set out in the chapter on Strategy at page 25. 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 redefine the structure of the Sustainability Report 2014 by focusing it more on material issues to which specific chapters have been dedicated. 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 (Group Annual Report 2013 and attached reports), 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 sustainability objectives for 2015-2019, as illustrated in the Sustainability Plan (see page 27).
The GRI Content Index, which is set out as an Appendix, contains references to the Sustainability Report 2014 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 2014 Sustainability Report of Endesa and Enersis for further details on initiatives dedicated to customers and local communities in Spain and Latin America.

The completeness of the information provided in the Sustainability Report 2014 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 Administration, Finance and Control Function, which also coordinates the collection and processing of the quantitative indicators. The Sustainability Unit, which is part of the Innovation and Sustainability Function, 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 Corporate Governance Committee which 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 Sustainability Report is subject to limited assurance by an independent company, Reconta Ernst & Young SpA, which is also engaged to review the Enel Group Annual Report. The work undertaken during the assurance engagement requires the application of the criteria indicated in ISAE 3000 [(1)] and, consequently, of the Code of Ethics for Professional Accountants, including professional independence and verification of the absence of conflicts of interest which may invalidate the ethical principles of integrity, objectivity, professional competence and due care, confidentiality and a professional behaviour. The assurance 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 Sustainability Report 2014 regard Enel SpA and the consolidated companies for the year ended December 31, 2014. 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, 2014. 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 Annual Report 2014.

Some divergences from the KPIs and information in the Sustainability Report 2013 can be ascribed to changes in the Group's scope of consolidation. The data relating to 2013 has been restated in order to guarantee comparability with the data relating to 2014, which has been consolidated in conformity with the revision of IFRS 11. For more detailed information on the changes, refer to the Annual Report 2014 in the sections "Main changes in the scope of consolidation" and "Significant events in 2014".

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

(1) International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information".

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.

Performance indicators [2]

The key sustainability performance indicators are set out from page 158 to page 203 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 accounted in a separate document. The document will be included in the pocket on the inside cover.

Units of measure

,000	thousands
no.	number
%	percentage
€	euro
g/kWh	grams per kilowatt-hour
d	days
GBq per unit	gigabequerel per unit
GWh	gigawatt-hour
h	hours
h/per-cap	hours *per capita*
i	index
kcal/kWh	kilocalories per kilowatt-hour
km	kilometers
kW	kilowatt
kWh	kilowatt-hour
kWp	peak kilowatt
kWh/t	kilowatt-hours per ton
l/kWh	liters per kilowatt-hour
m. euro	millions of euro
m. h	millions of hours
m. m^3	millions of cubic meters
m. t	millions of tons
min	minutes
Mtep	millions of tons of oil equivalent
MW	megawatt
MWh	megawatt-hour
sec	seconds
t	tons
toe	tons of oil equivalent
TWh	terawatt-hour

Acronyms

BOD	Biochemical Oxygen Demand
BoD	Board of Directors
CCGT	Combined Cycle Gas Turbine
COD	Chemical Oxygen Demand
DT	Distance Training
EBIT	Earnings Before Interest and Tax
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortization
EBT	Earnings Before Tax
EIB	European Investment Bank
EPS	Earnings per Share
EUFER	Enel Unión Fenosa Renovables
HV	High Voltage
IPO	Initial Public Offering
IRAP	Italian Regional Production Tax
IRES	Italian Corporation Tax
IVR	Integrated Voice Response
KM	Knowledge Management
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

[2] In terms of the year on year comparison of the data, it is noted that the differences between 2014 and 2013, in absolute terms and as a percentage, are calculated taking into consideration the decimal places which, in some cases, are not visible in the print version.

Building a better working world

Enel S.p.A.

Independent auditors' report on the limited assurance engagement of the sustainability report 2014 of Enel Group as of December 31, 2014 prepared in accordance with the AA1000 AccountAbility Principles Standard 2008 (Translation from the original Italian text)

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Building a better working world

Independent auditors' report on the limited assurance engagement of the sustainability report 2014 of Enel Group as of December 31, 2014 prepared in accordance with the AA1000 AccountAbility Principles Standard 2008
(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, 2014. 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 inquiries, 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 summarised below:

a. interviews with representatives of the Sustainability Unit 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 Green Power S.p.A., Enel Energia S.p.A. and Enel Distribuzione 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 (Torrevaldaliga Nord thermal power plant of Enel Produzione S.p.A. in Civitavecchia – RM, Italy and Chiusdino 1 geothermoelectric power plant of Enel Green Power S.p.A. in Chiusdino – SI, 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

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become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

The Directors restated certain comparative data related to the prior year with respect to the data previously presented and subject to our limited assurance, on which we issued our auditor report on May 15, 2014. We have examined the method used to restate the comparative data and the information presented in the explanatory notes in this respect, for the purpose of expressing this report.

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, 2014 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 19, 2015

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 2014 of Enel Group as of December 31, 2014
(Translation from the original Italian text)

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become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

The Directors restated certain comparative data related to the prior year with respect to the data previously presented and subject to our limited assurance, on which we issued our auditor report on May 15, 2014. We have examined the method used to restate the comparative data and the information presented in the explanatory notes in this respect, for the purpose of expressing this report.

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, 2014 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 19, 2015

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

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Enel S.p.A.

Independent auditors' report on the limited assurance engagement of the sustainability report 2014 of Enel Group as of December 31, 2014
(Translation from the original Italian text)

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Independent auditors' report on the limited assurance engagement of the sustainability report 2014 of Enel Group as of December 31, 2014
(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, 2014. 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 inquiries, 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 summarised 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, 2014, on which we issued our Audit Report, pursuant to art. 14 and 16 of Legislative Decree No. 39 dated January 27, 2010, on April 8, 2015;

   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 Green Power S.p.A., Enel Energia S.p.A. and Enel Distribuzione 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 Torrevaldaliga Nord thermal power plant of Enel Produzione S.p.A. in Civitavecchia (RM, Italy) and Chiusdino 1 geothermoelectric power plant of Enel Green Power S.p.A. in Chiusdino (SI, 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.

The Directors restated certain comparative data related to the prior year with respect to the data previously presented and subject to our limited assurance, on which we issued our auditor report on May 15, 2014. We have examined the method used to restate the comparative data and the information presented in the explanatory notes in this respect, for the purpose of expressing this report.

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, 2014 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 19, 2015

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

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Appendix to the Sustainability Report 2014

Performance indicators
GRI Content Index

This Appendix is an integral part of the Sustainability Report 2014 of the Enel Group

Performance indicators

Company profile

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	GENERATION							
EU1	**Installed capacity**							
	Net maximum capacity by primary energy source							
	Net maximum thermoelectric capacity	(MW)	54,178	55,940	56,559	-1,762	-3.1	Enel
	Coal	(MW)	17,048	17,277	17,589	-229	-1.3	Enel
	CCGT	(MW)	16,112	16,071	15,684	41	0.3	Enel
	Oil/gas	(MW)	21,018	22,592	23,286	-1,574	-7.0	Enel
	Net maximum nuclear capacity	(MW)	5,132	5,132	5,351	-	-	Enel
	Net maximum renewable capacity	(MW)	36,802	36,172	35,929	630	1.7	Enel
	Hydroelectric	(MW)	29,653	29,836	30,436	-183	-0.6	Enel
	Wind	(MW)	5,774	5,163	4,394	611	11.8	Enel
	Geothermal	(MW)	833	795	769	38	4.8	Enel
	Biomass and cogeneration	(MW)	100	120	160	-20	-16.7	Enel
	Photovoltaic	(MW)	442	258	170	184	71.3	Enel
	Total net maximum electrical capacity	(MW)	96,112	97,244	97,839	-1,132	-1.2	Enel
	Net maximum capacity by geographic area							
	Italy	(MW)	36,823	39,277	39,940	-2,454	-6.2	Italy
	Iberian Peninsula	(MW)	23,549	23,556	23,931	-7	-0.03	Iberian Peninsula
	Latin America	(MW)	18,300	16,764	16,794	1,536	9.2	Latin America
	Russia	(MW)	9,107	9,107	9,052	-	-	Russia
	Slovakia	(MW)	4,968	5,399	5,400	-431	-8.0	Slovakia
	North America	(MW)	2,083	1,683	1,239	400	23.8	North America
	Romania	(MW)	534	534	498	-	-	Romania
	Belgium	(MW)	406	406	406	-	-	Belgium
	Greece	(MW)	290	290	248	-	-	Greece
	Bulgaria	(MW)	42	42	42	-	-	Bulgaria
	South Africa	(MW)	10	-	-	10	-	South Africa
	France	(MW)	-	186	166	-186	-100.0	France
	Morocco	(MW)	-	-	123	-	-	Morocco
	Total net maximum electrical capacity	(MW)	96,112	97,244	97,839	-1,132	-1.2	Enel
	No. of power generation plants							
	Total thermoelectric units	(no.)	407	455	464	-48	-10.5	Enel
	Steam units (condensation and back pressure)	(no.)	146	153	154	-7	-4.6	Enel
	CCGT units	(no.)	44	51	61	-7	-13.7	Enel
	GT units	(no.)	70	89	87	-19	-21.3	Enel
	Units with alternative engines	(no.)	147	162	162	-15	-9.3	Enel
	No. of renewable energy plants	(no.)	1,142	1,148	1,076	-6	-0.5	Enel
	Hydroelectric plant	(no.)	793	801	797	-8	-1.0	Enel
	- of which mini-hydro plants (< 10 MW)	(no.)	466	403	446	63	15.6	Enel
	Wind plants	(no.)	199	207	192	-8	-3.9	Enel
	Photovoltaic plants	(no.)	98	94	41	4	4.3	Enel
	Geothermal plants	(no.)	39	35	35	4	11.4	Enel
	Biomass plants	(no.)	13	11	11	2	18.2	Enel
	OPERATING RESULTS							
EU2	**PRODUCTION**							
	Net production by primary energy source							
	Net thermoelectric production	(GWh)	149,040	150,002	169,848	-962	-0.6	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Coal	(GWh)	81,991	81,212	91,729	779	1.0	Enel
	CCGT	(GWh)	37,395	39,478	42,908	-2,083	-5.3	Enel
	Oil/Natural gas	(GWh)	29,654	29,312	35,211	342	1.2	Enel
	Net nuclear production	(GWh)	**39,182**	**40,516**	**41,378**	-1,334	-3.3	Enel
	Net renewable production	(GWh)	**94,879**	**91,261**	**83,607**	3,618	4.0	Enel
	Hydroelectric	(GWh)	74,315	72,671	68,139	1,644	2.3	Enel
	Wind	(GWh)	14,054	12,231	9,138	1,823	14.9	Enel
	Geothermal	(GWh)	5,954	5,581	5,492	373	6.7	Enel
	Biomass and cogeneration	(GWh)	166	497	644	-331	-66.6	Enel
	Photovoltaic	(GWh)	390	281	194	109	38.8	Enel
	Total net production	(GWh)	**283,101**	**281,779**	**294,833**	1,322	0.5	Enel
	Net production by geographic area							
	Italy	(GWh)	71,824	71,201	74,436	623	0.9	Italy
	Iberian Peninsula	(GWh)	74,040	73,231	81,727	809	1.1	Iberian Peninsula
	Latin America	(GWh)	64,753	65,276	65,916	-523	-0.8	Latin America
	Russia	(GWh)	42,376	41,901	44,511	475	1.1	Russia
	Slovakia	(GWh)	20,550	21,343	20,720	-793	-3.7	Slovakia
	North America	(GWh)	6,674	5,360	3,899	1,314	24.5	North America
	Romania	(GWh)	1,268	1,080	588	188	17.4	Romania
	Belgium	(GWh)	690	1,373	1,183	-683	-49.7	Belgium
	Greece	(GWh)	488	566	476	-78	-13.8	Greece
	Bulgaria	(GWh)	83	86	83	-3	-3.5	Bulgaria
	South Africa	(GWh)	8	-	-	8	-	South Africa
	France	(GWh)	347	362	364	-15	-4.1	France
	Morocco	(GWh)	-	-	906	-	-	Morocco
	Ireland (1)	(GWh)	-	-	24	-	-	Ireland
	Total net production	(GWh)	**283,101**	**281,779**	**294,833**	1,322	0.5	Enel
	Development of renewables							
	New renewable power (2)	(MW)	**650.0**	**967.3**	**1,004.0**	-317.3	-32.8	Enel
	Hydroelectric	(MW)	-183.0	27.7	170.0	-210.7	-761.4	Enel
	Wind	(MW)	611.0	806.0	773.0	-195.0	-24.2	Enel
	Geothermal	(MW)	38.0	26.0	-	12.0	46.1	Enel
	Photovoltaic	(MW)	184.0	107.6	61.0	76.4	71.0	Enel
	DISTRIBUTION							
EU4	**Total length of distribution lines**	(km)	**1,854,079**	**1,854,172**	**1,853,361**	-93	-	Enel
	Total high-voltage lines	(km)	38,278	38,014	37,779	264	0.7	Enel
	Total medium-voltage lines	(km)	658,000	654,718	657,546	3,282	0.5	Enel
	Total low-voltage lines	(km)	1,157,801	1,161,440	1,158,036	-3,639	-0.3	Enel
EU4	**Length of power distribution lines by geographic area**							
	Total power distribution lines Italy	(km)	**1,136,667**	**1,132,010**	**1,124,966**	4,657	0.4	Italy
	High-voltage lines	(km)	20	-	-	20	-	Italy
	- of which underground cable	(km)	-	-	-	-	-	Italy
	Medium-voltage lines	(km)	350,358	349,386	347,927	972	0.3	Italy
	- of which underground cable	(km)	*144,468*	*143,417*	*141,836*	1,051	0.7	Italy
	Low-voltage lines	(km)	786,289	782,624	777,039	3,665	0.5	Italy
	- of which underground cable	(km)	*268,366*	*265,878*	*261,705*	2,488	0.9	Italy
	Total power distribution lines Romania	(km)	**91,132**	**90,906**	**90,394**	226	0.2	Romania
	High-voltage lines	(km)	6,572	6,586	6,586	-14	-0.2	Romania
	- of which underground cable	(km)	*268*	*269*	*253*	-1	-0.2	Romania

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Medium-voltage lines	(km)	34,998	34,923	34,956	75	0.2	Romania
- of which underground cable	(km)	*12,664*	*12,537*	*12,323*	127	1.0	Romania
Low-voltage lines	(km)	49,562	49,397	48,852	165	0.3	Romania
- of which underground cable	(km)	*20,253*	*20,201*	*20,234*	52	0.3	Romania
Total power distribution lines Iberian Peninsula	(km)	**314,529**	**323,632**	**325,295**	-9,103	-2.8	Iberian Peninsula
High-voltage lines	(km)	19,597	19,566	19,541	31	0.2	Iberian Peninsula
- of which underground cable	(km)	*746*	*745*	*728*	1	0.1	Iberian Peninsula
Medium-voltage lines	(km)	117,878	117,543	119,633	335	0.3	Iberian Peninsula
- of which underground cable	(km)	*40,321*	*39,946*	*40,164*	375	0.9	Iberian Peninsula
Low-voltage lines	(km)	177,054	186,523	186,121	-9,469	-5.1	Iberian Peninsula
- of which underground cable	(km)	*81,811*	*89,498*	*89,829*	-7,687	-8.6	Iberian Peninsula
Total power distribution lines Latin America	(km)	**311,751**	**307,624**	**312,706**	4,127	1.3	Latin America
High-voltage lines	(km)	12,089	11,862	11,652	227	1.9	Latin America
- of which underground cable	(km)	*667*	*666*	*661*	1	0.2	Latin America
Medium-voltage lines	(km)	154,766	152,866	155,030	1,900	1.2	Latin America
- of which underground cable	(km)	*10,836*	*10,464*	*10,736*	372	3.6	Latin America
Low-voltage lines	(km)	144,896	142,896	146,024	2,000	1.4	Latin America
- of which underground cable	(km)	*22,856*	*22,273*	*22,349*	583	2.6	Latin America
Energy transported and local coverage							
Energy transported	(TWh)	**395.4**	**402.6**	**414.2**	-7.2	-1.8	Enel
Municipalities served by electric grid	(no.)	**12,600**	**14,391**	**13,932**	-1,791	-12.4	Enel
SALES							
Electric volumes sold by market							
Volumes sold free market	(GWh)	**148,067**	**152,909**	**191,650**	-4,841	-3.2	Enel
Italy	(GWh)	37,839	37,366	41,955	473	1.3	Italy
Iberian Peninsula	(GWh)	93,928	96,122	102,766	-2,195	-2.3	Iberian Peninsula
Romania	(GWh)	2,230	1,544	1,188	686	44.4	Romania
France	(GWh)	3,442	8,068	13,078	-4,626	-57.3	France
Russia	(GWh)	-	-	22,618	-	-	Russia
Slovakia	(GWh)	4,737	4,125	4,226	613	14.9	Slovakia
Latin America	(GWh)	5,891	5,684	5,821	207	3.6	Latin America
Volumes sold regulated market	(GWh)	**112,878**	**117,602**	**125,145**	-4,724	-4.0	Enel
Italy	(GWh)	49,734	54,827	60,328	-5,093	-9.3	Italy
Iberian Peninsula	(GWh)	-	-	-	-	-	Iberian Peninsula
Romania	(GWh)	5,926	7,210	7,970	-1,284	-17.8	Romania
Russia	(GWh)	-	-	2,944	-	-	Russia
Latin America	(GWh)	57,217	55,564	53,904	1,653	3.0	Latin America
Total volumes sold	(GWh)	**260,945**	**270,510**	**316,796**	-9,566	-3.5	Enel
Electric volumes sold by geographic area							
Italy	(GWh)	87,573	92,193	102,282	-4,620	-5.0	Italy
Iberian Peninsula	(GWh)	93,928	96,122	102,766	-2,195	-2.3	Iberian Peninsula
Romania	(GWh)	8,156	8,754	9,158	-598	-6.8	Romania
France	(GWh)	3,442	8,068	13,078	-4,626	-57.3	France
Russia	(GWh)	-	-	25,562	-	-	Russia
Slovakia	(GWh)	4,737	4,125	4,226	613	14.9	Slovakia
Latin America	(GWh)	63,108	61,248	59,724	1,860	3.0	Latin America
Volumes sold gas	(billions of m^3)	**7.8**	**8.6**	**8.7**	-0.8	-9.3	Enel
Italy	(billions of m^3)	3.5	4.1	4.3	-0.6	-14.7	Italy
Iberian Peninsula	(billions of m^3)	4.3	4.5	4.4	-0.2	-4.4	Iberian Peninsula

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EC1	**ECONOMIC RESULTS**							
	Revenues	(m. euro)	**75,791**	**78,663**	**84,949**	-2,872	-3.7	Enel
	Market	(m. euro)	15,226	16,921	18,351	-1,695	-10.0	Enel
	Generation and Energy Management	(m. euro)	22,606	22,798	25,244	-192	-0.8	Enel
	Infrastructure and Networks	(m. euro)	7,366	7,698	8,117	-332	-4.3	Enel
	Iberian Peninsula and Latin America	(m. euro)	30,547	30,674	34,169	-127	-0.4	Enel
	International	(m. euro)	5,278	6,296	8,703	-1,018	-16.2	Enel
	Renewable energy	(m. euro)	2,921	2,769	2,696	152	5.5	Enel
	Other, eliminations and adjustments	(m. euro)	-8,153	-8,493	-12,331	340	4.0	Enel
	EBITDA	(m. euro)	**15,757**	**16,691**	**15,809**	-934	-5.6	Enel
	Market	(m. euro)	1,081	866	609	215	24.8	Enel
	Generation and Energy Management	(m. euro)	1,163	1,084	1,091	79	7.3	Enel
	Infrastructure and Networks	(m. euro)	3,979	4,009	3,623	-30	-0.7	Enel
	Iberian Peninsula and Latin America	(m. euro)	6,294	6,638	7,230	-344	-5.2	Enel
	International	(m. euro)	1,204	1,293	1,650	-89	-6.9	Enel
	Renewable energy	(m. euro)	1,938	1,780	1,641	158	8.9	Enel
	Other, eliminations and adjustments	(m. euro)	98	1,021	-35	-923	-90.4	Enel
	Market	(%)	6.9	5.2	3.9	1.7	32.2	Enel
	Generation and Energy Management	(%)	7.4	6.5	6.9	0.9	13.6	Enel
	Infrastructure and Networks	(%)	25.3	24.0	22.9	1.3	5.4	Enel
	Iberian Peninsula and Latin America	(%)	39.9	39.8	45.7	0.1	0.3	Enel
	International	(%)	7.6	7.7	10.4	-0.1	-1.4	Enel
	Renewable energy	(%)	12.3	10.7	10.4	1.6	15.3	Enel
	Other, eliminations and adjustments	(%)	0.6	6.1	-0.2	-5.5	-89.8	Enel
	EBIT	(m. euro)	**3,087**	**9,740**	**6,086**	-6,653	-68.3	Enel
	EBT	(m. euro)	**-78**	**7,153**	**3,882**	-7,231	-101.1	Enel
	Group net income	(m. euro)	**517**	**3,235**	**238**	-2,718	-84.0	Enel
	Added value for stakeholders							
	Revenues	(m. euro)	75,791	78,663	84,949	-2,872	-3.7	Enel
	External costs	(m. euro)	53,390	55,213	61,451	-1,823	-3.3	Enel
	Net income/(expenses) from commodity risk	(m. euro)	-225	-378	38	153	-	Enel
	Gross global added value continuing operations	(m. euro)	**22,176**	**23,072**	**23,536**	-896	-3.9	Enel
	Shareholders	(m. euro)	1,222	1,410	1,505	-188	-13.3	Enel
	Lenders	(m. euro)	3,007	2,886	2,971	121	4.2	Enel
	Employees	(m. euro)	4,864	4,555	5,789	309	6.8	Enel
	State	(m. euro)	654	4,120	3,910	-3,466	-84.1	Enel
	Business system	(m. euro)	12,429	10,101	9,361	2,328	23.0	Enel
	Economic value obtained							
	Economic value generated directly							
	Revenues	(m. euro)	75,791	78,663	84,949	-2,872	-3.7	Enel
	Economic value distributed	(m. euro)	**62,140**	**67,152**	**74,083**	-5,012	-7.5	Enel
	Operating costs	(m. euro)	53,615	55,591	61,413	-1,976	-3.6	Enel
	Personal and benefit cost	(m. euro)	4,864	4,555	5,789	309	6.8	Enel
	Payment to lenders of capital	(m. euro)	3,007	2,886	2,971	121	4.2	Enel
	Payments to governments	(m. euro)	654	4,120	3,910	-3,466	-84.1	Enel
	Economic value obtained	(m. euro)	**13,651**	**11,511**	**10,866**	2,140	18.6	Enel
	Investments							
	Investments	(m. euro)	**6,701.5**	**5,919.6**	**7,075.4**	781.9	13.2	Enel
	Valle d'Aosta	(m. euro)	-	-	-	-	-	Italy
	Piedmont	(m. euro)	88.1	99.1	121.5	-11.0	-11.1	Italy

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Lombardy	(m. euro)	159.8	155.8	204.9	4.0	2.6	Italy
Trentino Alto Adige	(m. euro)	6.7	11.9	49.2	-5.2	-43.5	Italy
Veneto	(m. euro)	116.4	121.8	146.9	-5.4	-4.4	Italy
Friuli Venezia Giulia	(m. euro)	12.6	16.4	17.7	-3.8	-23.0	Italy
Liguria	(m. euro)	41.5	34.6	67.9	6.9	20.0	Italy
Emilia Romagna	(m. euro)	95.0	82.7	97.1	12.3	14.9	Italy
Tuscany	(m. euro)	227.3	236.9	281.1	-9.6	-4.1	Italy
Marche	(m. euro)	32.2	30.3	41.5	1,9	6.3	Italy
Umbria	(m. euro)	14.7	17.5	24.4	-2.8	-16.0	Italy
Lazio	(m. euro)	355.5	332.7	333.6	22.8	6.9	Italy
Abruzzo	(m. euro)	36.1	33.7	49.8	2.4	7.2	Italy
Molise	(m. euro)	10.0	11.0	21.7	-1.0	-9.0	Italy
Campania	(m. euro)	110.2	136.6	152.8	-26.4	-19.3	Italy
Puglia	(m. euro)	173.0	201.2	317.4	-28.2	-14.0	Italy
Basilicata	(m. euro)	15.3	18.8	61.7	-3.5	-18.7	Italy
Calabria	(m. euro)	68.7	78.0	165.7	-9.3	-12.0	Italy
Sicily	(m. euro)	177.5	165.7	205.6	11.8	7.1	Italy
Sardinia	(m. euro)	53.6	66.0	82.6	-12.4	-18.8	Italy
Total Italy	(m. euro)	**1,794.2**	**1,850.6**	**2,443.1**	-56.4	-3.0	Italy
Enel Green Power Iberian Peninsula	(m. euro)	18.7	44.2	145.0	-25.5	-57.6	Enel Green Power Iberian Peninsula
Spain (EEE)	(m. euro)	20.7	14.3	-	6.4	44.6	Spain (EEE)
Slovakia	(m. euro)	664.4	613.8	681.8	50.6	8.2	Slovakia
Romania	(m. euro)	93.2	201.0	403.7	-107.8	-53.6	Romania
Bulgaria	(m. euro)	0.3	0.4	0.23	-0.1	-25.4	Bulgaria
Greece	(m. euro)	8.2	15.7	124.2	-7.5	-47.8	Greece
France and Belgium	(m. euro)	27.2	15.0	46.8	12.2	81.1	France and Belgium
Russia	(m. euro)	187.8	193.6	295.8	-5.8	-3.0	Russia
Enel Green Power North America	(m. euro)	331.9	202.0	145.0	129.9	64.3	Enel Green Power North America
Enel Green Power Latin America	(m. euro)	927.2	607.8	211.4	319.4	52.5	Enel Green Power Latin America
Algeria	(m. euro)	-	-	86.2	-	-	Algeria
South Africa	(m. euro)	26.0	1.5	-	24.5	1,656.6	South Africa
Endesa Iberian Peninsula	(m. euro)	992.8	845.3	1,367.7	147.5	17.4	Endesa Iberian Peninsula
Endesa Latam	(m. euro)	1,609.0	1,314.5	1,129.7	294.5	22.4	Endesa Latam
Total Abroad	(m. euro)	**4,907.3**	**4,069.1**	**4,637.7**	838.2	20.6	Total Abroad
Adjustments	(m. euro)	-	-0.1	-5.4	0.1	-100.0	Italy
Weight of foreign investments	(%)	**73.2**	**68.7**	**65.5**	4.5	6.5	Italy
CORPORATE IMAGE							
Presence index	(no.)	**1,666**	**1,227**	**2,172**	439	35.8	Italy
Global visibility index	(,000)	**575**	**374**	**584**	201	53.7	Italy
Qualitative visibility index (from -1 to +1)	(i)	**0.85**	**0.78**	**0.78**	0.07	9.0	Italy

(1) The plant was sold during 2012.
(2) New renewable power, excluding changes in scope and disposals.

Governance

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
2.6	**SHAREHOLDERS**							
	Composition of shareholdings							
	Investors							
	Ministry of Economy and Finance (1)	(%)	31.2	31.2	31.2	-	-	Enel SpA
	Institutional investors	(%)	44.7	41.9	40.5	2.8	6.7	Enel SpA
	Retail shareholders	(%)	24.1	26.9	28.3	-2.8	-10.4	Enel SpA
	Location of institutional investors							
	Italy	(%)	12.4	14.9	15.1	-2.5	-17.0	Enel SpA
	UK	(%)	12.9	10.2	9.0	2.7	26.2	Enel SpA
	Rest of Europe	(%)	29.9	31.0	38.3	-1.1	-3.5	Enel SpA
	North America	(%)	34.7	33.8	31.4	0.9	2.6	Enel SpA
	Rest of the World	(%)	10.1	10.1	6.2	-	-	Enel SpA
	Concentration index (Top 50)	(%)	28.8	25.2	23.8	3.6	14.4	Enel SpA
	Investment style of institutional investors							
	Long Only	(%)	62.1	58.8	65.8	3.3	5.6	Enel SpA
	Index	(%)	15.2	17.0	18.4	-1.8	-10.6	Enel SpA
	Hedge	(%)	1.7	2.1	0.9	-0.4	-19.0	Enel SpA
	Other	(%)	21.0	22.1	14.9	-1.1	-5.0	Enel SpA
	Socially responsible investors							
	Presence of SRI funds	(no.)	134	117	108	17	14.5	Enel SpA
	Enel shares held by SRI funds	(m.)	553.8	520.3	470.6	33.5	6.4	Enel SpA
	Weight of SRI funds in institutional funds (2)	(%)	14.6	15.6	14.6	-1.0	-6.4	Enel SpA
	Location of SRIs							
	Italy	(%)	3.1	6.1	5.4	-3.0	-49.2	Enel SpA
	UK	(%)	7.9	12.1	21.9	-4.2	-34.7	Enel SpA
	Rest of Europe	(%)	60.1	47.0	52.4	13.1	27.9	Enel SpA
	North America	(%)	28.0	31.0	20.2	-3.0	-9.7	Enel SpA
	Rest of the World	(%)	0.9	3.8	0.1	-2.9	-76.3	Enel SpA
	Share price performance							
	Financial performance of the share (3)							
	Enel	(%)	17.9	-2.5	-0.2	20.5	-812.0	Enel SpA
	FTSEMib	(%)	0.4	12.3	7.8	-11.8	-96.5	-
	FTSEElec	(%)	19.7	8.3	-3.9	11.4	136.6	-
	Acea	(%)	7.8	76.1	-6.8	-68.2	-89.7	-
	A2A	(%)	0.2	83.9	-39.8	-83.8	-99.8	-
	Centrica	(%)	-18.8	2.0	16.6	-20.9	-1,030.9	-
	Endesa	(%)	-21.8	33.9	6.4	-55.7	-164.4	-
	Iberdrola	(%)	21.9	8.0	-14.6	13.9	173.0	-
	RWE	(%)	-0.3	-15.7	15.1	15.4	-98.0	-
	E.ON	(%)	8.4	-6.5	-15.5	15.0	-229.6	-
	Cez	(%)	12.6	-24.0	-13.5	36.6	-152.4	-
	GDF-Suez	(%)	16.2	8.1	-27.0	8.1	100.7	-
	EDF	(%)	-10.0	80.6	-26.6	-90.7	-112.5	-
	EdP	(%)	21.8	13.6	-4.1	8.1	59.8	-
	Dividend Yield							
	Enel	(%)	3.8	4.1	4.8	-0.3	-7.5	Enel SpA

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	A2A	(%)	4.3	3.9	3.0	0.4	10.8	-
	Centrica	(%)	4.8	4.9	4.9	-0.1	-1.0	-
	Iberdrola	(%)	4.8	0.6	0.7	4.2	645.3	-
	RWE	(%)	3.9	3.8	6.4	0.1	3.7	-
	E.ON	(%)	3.5	4.5	7.8	-1.0	-21.2	-
	GDF-Suez	(%)	5.1	8.8	9.6	-3.7	-42.2	-
	EDF	(%)	5.5	4.9	8.2	0.6	12.5	-
	EdP	(%)	5.7	6.9	-	-1.2	-17.0	-
	Enel on the main stock markets worldwide [4]							
	E100	(%)	0.5	0.5	0.6	-	-	Enel SpA
	Ftse Italy All Share	(%)	8.3	7.6	9.2	0.7	9.1	Enel SpA
	Ftse Italy All Share Utilities	(%)	54.2	50.6	59.2	3.6	7.1	Enel SpA
	BE500	(%)	0.4	0.3	0.4	0.1	31.1	Enel SpA
	BEELECT	(%)	10.2	9.7	10.5	0.5	5.5	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	(euro cent)	6	34	3	-28	-82.4	Enel SpA
	TSR from IPO	(%)	1.88	0.71	-6.47	1.17	164.8	Enel SpA
	TSR last 2 years	(%)	13.55	7.17	-1.60	6.38	89.0	Enel SpA
	Communication to shareholders							
	Meetings with investors [5]	(no.)	345	362	351	-17	-4.7	Enel SpA
	Information on sustainability from ethical funds [5]	(no.)	45	55	64	-10	-18.2	Enel SpA
	Information requests from retail shareholders [6]	(no.)	378	636	409	-258	-40.6	Enel SpA
	LENDERS							
	Debt							
	Total debt	(m. euro)	37,383	39,706	42,948	-2,323	-5.9	Enel
	Debt to Equity	(i)	0.7	0.8	0.8	-0.1	-2.7	Enel
	Rating							
	S&P	(i)	BBB	BBB	BBB+	-	-	Enel
	Outlook	(i)	Stable Outlook	Stable Outlook	Negative Outlook	-	-	Enel
	Moody's	(i)	Baa2	Baa2	Baa2	-	-	Enel
	Outlook	(i)	Negative Outlook	Negative Outlook	Negative Outlook	-	-	Enel
	Fitch	(i)	BBB+	BBB+	BBB+	-	-	Enel
	Outlook	(i)	Stable Outlook	Watch negative	Watch negative	-	-	Enel
LA13	**CORPORATE GOVERNANCE**							
	Board of Directors							
	Members of the BoD by type [7]	(no.)	8	9	9	-1	-11.1	Enel SpA
	Executive directors	(no.)	1	2	2	-1	-50.0	Enel SpA
	Non-executive directors	(no.)	7	7	7	-	-	Enel SpA
	- of whom independent [8]	(no.)	6	6	6	-	-	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.)	3	-	-	3	-	Enel SpA
	Women on the BoD of Group companies	(no.)	175	181	114	-6	-3.3	Enel
	Members of the BoD by age range							

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Under 35	(%)	-	-	-	-	-	Enel SpA
	From 35 to 44	(%)	-	-	-	-	-	Enel SpA
	From 45 to 54	(%)	12.5	22.2	33.3	-9.7	-43.7	Enel SpA
	From 55 to 59	(%)	25.0	22.2	11.1	2.8	12.6	Enel SpA
	Over 60	(%)	62.5	55.6	55.6	6.9	12.4	Enel SpA
	BoD meetings	(no.)	**18**	**14**	**14**	4	28.6	Enel SpA
	ETHICAL AUDITING							
DMA HR	**Implementation of the Code of Ethics**							
	Notifications received by type of stakeholder	(no.)	**151**	**196**	**197**	-45	-23.0	Enel
	Internal stakeholders	(no.)	53	82	60	-29	-35.4	Enel
	External stakeholders	(no.)	24	33	45	-9	-27.3	Enel
	Anonymous	(no.)	74	81	92	-7	-8.6	Enel
	Notifications received by stakeholder harmed or potentially harmed	(no.)	**151**	**196**	**197**	-45	-23.0	Enel
	Shareholder	(no.)	63	88	93	-25	-28.4	Enel
	Customer	(no.)	12	13	25	-1	-7.7	Enel
	Employee	(no.)	48	58	39	-10	-17.2	Enel
	General public	(no.)	14	10	13	4	40.0	Enel
	Suppliers	(no.)	14	27	27	-13	-48.1	Enel
	Notifications received by status (9)	(no.)	**151**	**196**	**197**	-45	-23.0	Enel
	Notifications being assessed	(no.)	18	-	-	18	-	Enel
	Notifications for which a violation has not been confirmed	(no.)	106	160	156	-54	-33.8	Enel
	Notifications for which a violation has been confirmed	(no.)	27	36	41	-9	-25.0	Enel
	Violations confirmed, classified by harmed stakeholder (9)	(no.)	**27**	**36**	**41**	-9	-25.0	Enel
	Shareholder	(no.)	15	24	24	-9	-37.5	Enel
	Customer	(no.)	-	3	3	-3	-100.0	Enel
	Employee	(no.)	10	2	9	8	400.0	Enel
	General public	(no.)	-	-	2	-	-	Enel
	Suppliers	(no.)	2	7	3	-5	-71.4	Enel
HR11	**Violations confirmed by type of episode** (9)	(no.)	**27**	**36**	**41**	-9	-25.0	Enel
SO4	Corruption (10)	(no.)	8	8	19	-	-	Enel
	Mobbing	(no.)	3	-	1	3	-	Enel
HR4	Discrimination	(no.)	1	-	-	1	-	Enel
	- in relation to gender	(no.)	1	-	-	1	-	Enel
	- in relation to disability	(no.)	-	-	-	-	-	Enel
	Improper use of company resources/ instruments	(no.)	2	9	5	-7	-77.8	Enel
	Other reasons	(no.)	13	19	16	-6	-31.6	Enel
	Violations for corruption confirmed, by country (9)	(no.)	**8**	**8**	**19**	-	-	Enel
	Italy	(no.)	-	-	2	-	-	Italy
	Spain	(no.)	1	2	2	-1	-50,0	Spain
	Argentina	(no.)	1	2	3	-1	-50.0	Argentina
	Brazil	(no.)	1	-	6	1	-	Brazil
	Colombia	(no.)	1	3	2	-2	-66.7	Colombia
	Peru	(no.)	-	-	-	-	-	Peru
	Slovakia	(no.)	-	-	-	-	-	Slovakia

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Russia	(no.)	3	-	2	3	-	Russia
	Chile	(no.)	1	1	2	-	-	Chile
	Actions undertaken in response to episodes of corruption	(no.)	8	8	19	-	-	Enel
HR1	Significant investment agreements which include clauses on human rights	(no.)	1	1	2	-	-	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)	82.9	61.4	53.0	21.5	35.0	Enel
	Italy	(m. euro)	56.9	54.1	37.6	2.8	5.1	Italy
	Slovakia	(m. euro)	0.3	0.1	-	0.2	277.2	Slovakia
	Spain	(m. euro)	25.7	0.6	15.4	25.1	4,320.1	Spain
	Brazil	(m. euro)	-	6.6	-	-6.6	-100.0	Brazil
	Energy networks	(%)	71.6	95.8	52.2	-24.2	-25.3	Enel
	R&D	(%)	23.6	2.5	46.5	21.1	834.2	Enel
	Renewable	(%)	2.2	1.4	1.3	0.8	58.8	Enel
	Other	(%)	2.6	0.3	-	2.3	774.9	Enel
	Number of projects that received disbursements	(no.)	80	40	45	40	100.0	Enel
	Loans granted by the EIB and others							
	Remaining debt on loans from EIB and others	(m. euro)	5,762.9	6,089.2	5,811.8	-326.3	-5.4	Enel
	- Italy	(m. euro)	4,281.4	4,484.8	4,490.6	-203.4	-4.5	Italy
	- Abroad (Latin America, Spain, Slovakia, Russia, Romania)	(m. euro)	1,481.6	1,604.4	1,321.2	-122.8	-7.7	Abroad
	Energy networks	(%)	61.8	65.6	64.3	-3.8	-5.8	Enel
	R&D	(%)	0.01	0.01	-	-	-	Enel
	Renewable	(%)	26.9	17.9	17.8	9.0	50.2	Enel
	Other	(%)	11.3	16.4	18.0	-5.1	-31.0	Enel
	Number of projects in progress approved with loans from EIB and others	(no.)	78	82	58	-4	-4.9	Enel
	Tax revenue	(m. euro)	654	4,120	3,910	-3,466	-84.1	Enel
	IRES, IRAP and other taxes	(m. euro)	1,157	1,506	1,415	-349	-23.2	Enel
	Taxes abroad	(m. euro)	-1,992	868	1,025	-2,860	-329.5	Enel
	Other taxes and duties	(m. euro)	1,294	1,482	1,242	-188	-12.7	Enel
	Fees net of contributions received	(m. euro)	195	264	228	-69	-26.1	Enel

(1) On February 26, 2015 the percentage held by the Ministry of Economy and Finance fell from 31.2% to 25.5%; at the same time institutional investors rose from 44.7% to 50.4%.
(2) Calculated as the ratio between the number of shares held by socially responsible investors and the number of shares held by identified institutional investors.
(3) Calculated as the difference between the valuation on the last open market day of the year and the valuation of the previous year.
(4) Figures at December 31 each year. The 2013 and 2012 data have been reclassified since the previous figures were calculated after December 31.
(5) Values based on the total meetings held during the different road shows and an estimate of the meetings held with institutional investors.
(6) Of which 194 (470 in 2013) written requests and 184 (166 in 2013) phone calls. Total written requests at December 31, 2014 broke down as follows: a) performance of Enel shares: 2; b) request for accounting documents: 81; c) information on dividends, shares and bonds: 76; d) information on the Enel Group's activities: 26; e) information on Shareholders' Meetings: 1; f) information on CSR: 1; g) other: 7.
(7) Currently the BoD consists of 8 directors following the resignation of the director Salvatore Mancuso on November 10, 2014.
(8) The number of independent directors pursuant to the Consolidated Law on Finance (TUF) is currently 7.
(9) During 2014 the analysis was completed of the notifications received in 2013 and 2012. For this reason the number of confirmed violations for 2013 and 2012 changed compared to the data published last year.
(10) 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.

Towards sustainable innovation

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EU8	**Research and innovation**							
	Technological innovation	(m. euro)	74	76	127	-2	-2.6	Enel
	Research personnel	(no.)	243	242	247	1	0.4	Enel
EN6	**PROMOTION OF ENERGY EFFICIENCY**							
	Energy efficiency certificates (1)	(no.)	761,527	2,585,698	3,005,817	-1,824,171	-70.5	Italy
	Smart meters installed	(,000)	35,575	34,259	33,985	1,316	3.8	Italy
	Dissemination of smart meters abroad (2)	(,000)	932	1,364	2,362	-432	-31.7	Abroad

(1) This volume corresponds to the obligation for Enel Distribuzione under the law on white certificates, and is not equivalent to the number of energy efficiency certificates generated or acquired in the year. This figure is markedly lower than that in 2013 due to the change in the accounting treatment which no longer requires verification of the whole obligation for the year in which it accrues.
(2) The fall in sales of meters abroad is due to reduction in volumes at Endesa and to the end of orders for E.ON Spain and Montenegro.

Quality for customers

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EU3 2.7	**CUSTOMERS**							
	Electricity market (average number of customers)							
	Customers Italy	(no.)	27,207,897	27,819,881	28,032,500	-611,984	-2.2	Italy
	Free market	(no.)	5,473,322	4,769,204	4,132,802	704,118	14.8	Italy
	- mass market customers	(no.)	5,387,579	4,693,080	4,045,330	694,499	14.8	Italy
	- business customers (1)	(no.)	51,215	38,566	45,640	12,649	32.8	Italy
	- customers in protected categories	(no.)	34,528	37,558	41,832	-3,030	-8.1	Italy
	Regulated market	(no.)	21,734,575	23,050,677	23,899,698	-1,316,102	-5.7	Italy
	Customers Iberian Peninsula	(no.)	11,290,283	11,376,287	11,431,437	-86,004	-0.8	Iberian Peninsula
	Free market	(no.)	11,290,283	11,376,287	11,431,437	-86,004	-0.8	Iberian Peninsula
	Regulated market	(no.)	-	-	-	-	-	Iberian Peninsula
	Customers Latin America	(no.)	14,633,393	14,252,906	13,905,892	380,487	2.7	Latin America
	Free market	(no.)	1,714,837	273	264	1,714,563	-	Latin America
	Regulated market	(no.)	12,918,556	14,252,633	13,905,628	-1,334,076	-9.4	Latin America
	Customers Romania	(no.)	2,670,892	2,663,728	2,652,594	7,164	0.3	Romania
	Free market	(no.)	39,073	22,581	10,946	16,492	73.0	Romania
	Regulated market	(no.)	2,631,819	2,641,147	2,641,648	-9,328	-0.4	Romania
	Customers France	(no.)	526	562	631	-36	-6.4	France
	Free market	(no.)	526	562	631	-36	-6.4	France
	Regulated market	(no.)	-	-	-	-	-	France
	Customers Slovakia	(no.)	5,459	5,279	4,194	180	3.4	Slovakia
	Free market	(no.)	5,459	5,279	4,194	180	3.4	Slovakia
	Regulated market	(no.)	-	-	-	-	-	Slovakia
	Customers Russia	(no.)	-	-	78,572	-	-	Russia
	Free market	(no.)	-	-	4,812	-	-	Russia
	Regulated market	(no.)	-	-	73,760	-	-	Russia
	Total customers Enel	(no.)	55,808,450	56,118,643	56,105,820	-310,193	-0.6	Enel
	Total Free market	(no.)	18,523,500	16,174,186	15,585,086	2,349,314	14.5	Enel
	Total Regulated market	(no.)	37,284,950	39,944,456	40,520,734	-2,659,506	-6.7	Enel
	Gas market (average number of customers)							
	Customers Italy	(no.)	3,470,692	3,245,996	3,158,532	224,696	6.9	Italy
	Customers Spain	(no.)	1,205,463	1,214,038	1,265,941	-8,575	-0.7	Spain
	Total customers gas market	(no.)	4,676,155	4,460,034	4,424,473	216,121	4.8	Enel
	PUBLIC LIGHTING							
	Customers public lighting	(no.)	3,690	3,750	3,760	-60	-1.6	Italy
	Light sources public lighting	(,000)	2,115	2,100	1,912	15	0.7	Italy
	VOLUMES SOLD							
	Electricity							
	Free market	(GWh)	148,067	152,909	191,650	-4,841	-3.2	Enel
	Regulated market	(GWh)	112,878	117,602	125,145	-4,724	-4.0	Enel
	Total volumes sold	(GWh)	260,945	270,510	316,796	-9,566	-3.5	Enel
	Sales "Green Energy" (2)	(GWh)	11,522	10,100	9,896	1,422	14.1	Italy
	Gas							
	Italy	(billions of m^3)	3.5	4.1	4.3	-0.6	-14.8	Italy
	- mass market customers	(billions of m^3)	2.9	3.4	3.4	-0.5	-13.5	Italy

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- business customers (3)	(billions of m³)	0.6	0.7	0.9	-0.1	-20.9	Italy
	Spain	(billions of m³)	**4.3**	**4.5**	**4.4**	-0.2	-4.4	Spain
	Total volumes sold Enel	(billions of m³)	**7.8**	**8.6**	**8.7**	-0.8	-9.4	Enel
	ENERGY AVAILABILITY AND RELIABILITY							
EU11	**Efficiency Thermoelectric generation**							
	Incidence of CCGT generation out of total thermoelectric power	(%)	29.7	27.7	27.7	2.0	7.2	Enel
	Average thermoelectric generation yield	(%)	**40.3**	**39.8**	**39.9**	0.5	1.3	Enel
	Average yield by source/technology							
	Yield lignite plants	(%)	35.9	35.3	36.2	0.6	1.7	Enel
	Yield coal plants	(%)	36.3	36.7	36.6	-0.4	-1.0	Enel
	Yield oil/gas plants	(%)	27.1	28.8	30.8	-1.7	-5.9	Enel
	Yield natural gas plants (13)	(%)	29.2	36.5	28.1	-7.3	-20.0	Enel
	Yield CCGT plant (14)	(%)	55.7	49.6	50.9	6.1	12.3	Enel
	Average yield by geographic area							
	Average yield thermoelectric generation Italy	(%)	36.7	36.8	37.8	-0.1	-0.2	Italy
	Average yield thermoelectric generation Slovakia (4)	(%)	29.4	29.1	27.4	0.3	1.1	Slovakia
	Average yield thermoelectric generation Russia (4)	(%)	37.9	37.7	38.3	0.2	0.6	Russia
	Average yield thermoelectric generation Iberian Peninsula (5)	(%)	39.1	39.2	39.7	-0.1	-0.3	Iberian Peninsula
	Average yield thermoelectric generation Endesa Chile	(%)	43.6	44.0	43.5	-0.4	-0.9	Endesa Chile
	Average yield thermoelectric generation Endesa Argentina	(%)	44.4	44.2	47.9	0.2	0.5	Endesa Argentina
	Average yield thermoelectric generation Endesa Brazil	(%)	48.7	49.9	49.3	-1.2	-2.3	Endesa Brazil
	Average yield thermoelectric generation Endesa Peru	(%)	43.6	44.0	43.4	-0.4	-0.9	Endesa Peru
	Average yield thermoelectric generation Endesa Colombia	(%)	27.1	26.2	25.5	1.0	3.6	Endesa Colombia
EU30	**Availability of thermoelectric generation by geographic area**							
	Average availability thermoelectric generation Italy	(%)	88.5	88.2	81.6	0.3	0.3	Italy
	Average availability thermoelectric generation Slovakia	(%)	98.4	98.1	96.4	0.2	0.2	Slovakia
	Average availability thermoelectric generation Russia	(%)	90.4	91.3	94.7	-0.9	-1.0	Russia
	Average availability thermoelectric generation Iberian Peninsula (5)	(%)	93.9	94.5	94.6	-0.6	-0.6	Iberian Peninsula
	Average availability thermoelectric generation Endesa Chile	(%)	76.7	92.0	95.9	-15.3	-16.6	Endesa Chile
	Average availability thermoelectric generation Endesa Argentina	(%)	65.5	76.2	76.0	-10.7	-14.0	Endesa Argentina
	Average availability thermoelectric generation Endesa Brazil	(%)	93.6	98.8	98.9	-5.2	-5.3	Endesa Brazil
	Average availability thermoelectric generation Endesa Peru	(%)	93.8	87.0	90.6	6.8	7.8	Endesa Peru
	Average availability thermoelectric generation Endesa Colombia	(%)	71.5	90.3	99.0	-18.8	-20.8	Endesa Colombia
EU28	**Service interruptions - frequency**							
	Frequency of interruptions per customer (excluding external causes)	(no.)	3.3	3.3	3.5	-	-	Italy
	Frequency of interruptions per customer (including external causes)	(no.)	3.4	3.4	3.6	-	-	Italy

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Frequency of interruptions per customer Romania	(no.)	4.9	4.8	5.2	0.1	2.1	Romania
	Frequency of interruptions per customer Iberian Peninsula	(no.)	1.2	1.3	1.3	-0.1	-7.7	Iberian Peninsula
EU29	**Service interruptions - duration**							
	Service continuity index Italy (excluding external causes)	(min)	37	38	43	-1	-2.6	Italy
	Service continuity index Italy (including external causes)	(min)	39	41	45	-2	-4.9	Italy
	Service continuity index Romania	(min)	263	249	307	14	5.6	Romania
	Service continuity index Iberian Peninsula	(min)	49	47	52	2	4.1	Iberian Peninsula
EU12	**Grid losses**							
	Grid losses Italy	(%)	6.0	6.0	6.0	-	-	Italy
	Grid losses Romania	(%)	16.2	15.7	15.1	0.5	3.2	Romania
	Grid losses Iberian Peninsula	(%)	9.0	8.1	8.8	0.9	10.7	Iberian Peninsula
	SERVICE QUALITY							
	ELECTRIC MARKET ITALY							
	Commercial structure							
	Enel retail outlets (electricity + gas)	(no.)	131	131	131	-	-	Italy
	Qui Enel/Qui Gas	(no.)	1,117	1,004	997	113	11.3	Italy
	Call Center							
	Regulated market - 800 900 800							
	Call Center service level	(%)	98.3	97.4	97.2	0.9	0.9	Italy
	Average waiting time	(sec)	62	68	65	-6	-8.8	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	12	38	42	-26	-68.4	Italy
	Free market (electricity and gas) - 800 900 860							
	Call Center service level	(%)	97.8	97.0	96.2	0.8	0.8	Italy
	Average waiting time	(sec)	68	88	98	-20	-22.7	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	42	65	139	-23	-35.4	Italy
	Service speed							
	Execution of simple work	(d)	5.9	6.3	6,8	-0.4	-6.8	Italy
	Supply activation	(d)	0.6	0.8	0,8	-0.2	-26.3	Italy
PR5	**Customer Satisfaction**							
	Regulated market							
	Customer Satisfaction Index recorded by AEEG (6)	(i)	96.5	96.0	95.3	0.5	0.5	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	98.8	121.2	122.4	-22.4	-18.5	Italy
	Response time to written complaints (7)	(d)	18.1	18.2	24.5	-0.1	-0.5	Italy
	Free market							
	Customer Satisfaction Index recorded by AEEG (6)	(i)	93.6	92.8	88.7	0.8	0.9	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	80.3	87.5	89.9	-7.2	-8.2	Italy
	Response time to written complaints (7)	(d)	15.7	16.2	21.1	-0.5	-3.1	Italy
	ELECTRIC MARKET ROMANIA							
	Commercial structure							
	Agencies	(no.)	15	15	40	-	-	Romania
	Indirect channel	(no.)	34	-	-	34	-	Romania
	Call Center							
	Call Center service level Regulated market (8)	(%)	90.4	94.1	96.0	-3.7	-3.9	Romania
PR5	**Customer Satisfaction**							

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Regulated market							
	Customer Satisfaction Index	(i)	76.3	71.5	74.0	4.8	6.8	Romania
	Free market							
	Customer Satisfaction Index	(i)	84.3	73.8	84.0	10.5	14.2	Romania
	Free market and regulated market							
	Written complaints and information requests commercial area [9]	(,000)	27.9	23.3	17.2	4.6	19.8	Romania
	Response time to written complaints commercial area	(d)	7	8	15	-1	-12.5	Romania
	ELECTRIC MARKET SPAIN							
	Commercial structure							
	Agencies	(no.)	18	24	25	-6	-25.0	Spain
	Indirect channel	(no.)	296	335	351	-39	-11.6	Spain
	Call Center							
	Call Center service level	(%)	94.7	95.8	96.5	-1.1	-1.2	Spain
	Service speed							
	Supply activation	(d)	3.2	2.9	3.0	0.3	12.0	Spain
PR5	**Customer Satisfaction**							
	Free market (former Tarifa de Ultimo Recurso (TUR) market) [10]							
	Customer Satisfaction Index	(i)	6.4	6.8	6.5	-0.4	-6.1	Spain
	Written complaints and information requests	(,000)	11.8	20.5	29.2	-8.7	-42.4	Spain
	Response time to written complaints	(d)	13.3	10.5	23.8	2.8	26.7	Spain
	Free market (former no Tarifa de Ultimo Recurso (TUR) market)							
	Customer Satisfaction Index	(i)	6.6	6.9	6.6	-0.3	-3.9	Spain
	Written complaints and information requests	(,000)	13.3	13.2	15.0	0.1	1.0	Spain
	Response time to written complaints	(d)	19.5	14.2	6.9	5.3	37.6	Spain
	GAS MARKET ITALY							
PR5	**Customer Satisfaction Gas**							
	Written complaints and information requests	(,000)	43.8	44.2	51.1	-0.4	-0.9	Italy
	Response time to written complaints [7]	(d)	18.4	20.7	20.2	-2.3	-11.1	Italy
	GAS MARKET SPAIN							
PR5	**Customer Satisfaction Gas**							
	Written complaints and information requests	(,000)	4.3	5.4	5.8	-1.1	-20.3	Spain
	Response time to written complaints	(d)	18.8	17.2	10.2	1.6	9.1	Spain
	ACCESSIBILITY OF ENERGY							
EU27	**Customers disconnected for non-payment Italian Market**							
	by time from disconnection to payment – Italy (Regulated market)	(no.)	**885,165**	**865,434**	**938,238**	19,731	2.3	Italy
	< 48 h	(no.)	**449,024**	**459,091**	**498,664**	-10,067	-2.2	Italy
	48 h - 1 week	(no.)	248,067	267,376	309,995	-19,309	-7.2	Italy
	1 week - 1 month	(no.)	187,163	134,960	129,314	52,203	38.7	Italy
	1 month - 1 year	(no.)	911	4,007	265	-3,096	-77.3	Italy
	> 1 year	(no.)	-	-	-	-	-	Italy
	by time from payment to reconnection – Italy (Regulated market)	(no.)	**885,165**	**865,434**	**938,238**	19,731	2.3	Italy
	< 24 h	(no.)	**792,339**	**763,304**	**561,785**	29,035	3.8	Italy
	24 h - 1 week	(no.)	91,759	100,572	313,402	-8,813	-8.8	Italy
	> 1 week	(no.)	1,067	1,558	63,051	-491	-31.5	Italy

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
by time from disconnection to payment – Italy (Free market)	(no.)	**232,635**	**273,529**	**321,686**	-40,894	-15.0	Italy
< 48 h	(no.)	**212,316**	**184,590**	**249,165**	27,726	15.0	Italy
48 h - 1 week	(no.)	15,412	63,262	33,438	-47,850	-75.6	Italy
1 week - 1 month	(no.)	3,928	20,831	37,115	-16,903	-81.1	Italy
1 month - 1 year	(no.)	973	4,846	1,968	-3,873	-79.9	Italy
> 1 year	(no.)	6	-	-	6	-	Italy
by time from payment to reconnection – Italy (Free market)	(no.)	**232,635**	222,565	**309,860**	10,070	4.5	Italy
< 24 h	(no.)	196,495	133,789	263,145	62,706	46.9	Italy
24 h - 1 week	(no.)	31,228	69,977	42,164	-38,749	-55.4	Italy
> 1 week	(no.)	4,912	18,799	4,551	-13,887	-73.9	Italy
by time from disconnection to payment – Italy (Gas market)	(no.)	**39,534**	**119,866**	**49,087**	-80,332	-67.0	Italy
< 48 h	(no.)	7,604	55,871	32,702	-48,267	-86.4	Italy
48 h - 1 week	(no.)	19,634	43,848	8,057	-24,214	-55.2	Italy
1 week - 1 month	(no.)	9,067	17,480	7,105	-8,413	-48.1	Italy
1 month - 1 year	(no.)	3,225	2,667	1,223	558	20.9	Italy
> 1 year	(no.)	4	-	-	4	-	Italy
by time from payment to reconnection – Italy (Gas market)	(no.)	**39,534**	**93,527**	**48,286**	-53,993	-57.7	Italy
< 24 h	(no.)	2,758	35,515	1,721	-32,757	-92.2	Italy
24 h - 1 week	(no.)	24,478	53,305	37,557	-28,827	-54.1	Italy
> 1 week	(no.)	12,298	4,707	9,008	7,591	161.3	Italy
Market Romania (11)							
by time from disconnection to payment – Romania	(no.)	**18,063**	**24,597**	**32,253**	-6,534	-26.6	Romania
< 48 h	(no.)	12,913	19,328	21,734	-6,415	-33.2	Romania
48 h - 1 week	(no.)	1,670	2,038	5,714	-368	-18.1	Romania
1 week - 1 month	(no.)	2,334	2,309	2,997	25	1.1	Romania
1 month - 1 year	(no.)	1,146	922	1,808	224	24.3	Romania
by time from payment to reconnection – Romania	(no.)	**13,392**	**18,822**	**28,242**	-5,430	-28.8	Romania
< 24 h	(no.)	10,165	13,620	7,008	-3,455	-25.4	Romania
24 h - 1 week	(no.)	2,881	4,662	19,840	-1,781	-38.2	Romania
> 1 week	(no.)	346	540	1,394	-194	-35.9	Romania
Market Endesa							
by time from disconnection to payment – Endesa Spain	(no.)	**140,099**	**352,635**	**404,463**	-212,536	-60.3	Endesa Spain
< 48 h	(no.)	76,789	206,340	270,614	-129,551	-62.8	Endesa Spain
48 h - 1 week	(no.)	13,900	31,991	52,717	-18,091	-56.6	Endesa Spain
1 week - 1 month	(no.)	18,442	46,026	61,359	-27,584	-59.9	Endesa Spain
1 month - > 1 year	(no.)	30,968	68,278	19,773	-37,310	-54.6	Endesa Spain
by time from payment to reconnection – Endesa Spain	(no.)	**119,553**	**294,368**	**404,451**	-174,815	-59.4	Endesa Spain
< 24 h	(no.)	106,798	201,002	288,766	-94,204	-46.9	Endesa Spain
24 h - 1 week	(no.)	12,358	92,873	115,135	-80,515	-86.7	Endesa Spain
> 1 week	(no.)	397	493	550	-96	-19.5	Endesa Spain

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
by time from disconnection to payment – Endesa Latin America	(no.)	**1,894,880**	**2,153,302**	**1,550,126**	-258,422	-12.0	Endesa Latin America (12)
< 48 h	(no.)	1,252,647	1,420,996	979,630	-168,349	-11.8	Endesa Latin America (12)
48 h - 1 week	(no.)	285,664	294,533	247,563	-8,869	-3.0	Endesa Latin America (12)
1 week - 1 month	(no.)	253,031	258,526	176,958	-5,495	-2.1	Endesa Latin America (12)
1 month - > 1 year	(no.)	103,538	179,247	145,975	-75,709	-42.2	Endesa Latin America (12)
by time from payment to reconnection – Endesa Latin America	(no.)	**1,170,241**	**2,318,279**	**1,859,655**	-1,148,038	-49.5	Endesa Latin America (12)
< 24 h	(no.)	1,113,665	2,242,200	1,805,783	-1,128,535	-50.3	Endesa Latin America (12)
24 h - 1 week	(no.)	49,050	61,238	49,581	-12,188	-19.9	Endesa Latin America (12)
> 1 week	(no.)	7,526	14,841	4,291	-7,315	-49.3	Endesa Latin America (12)
Disputes with customers							
Electricity market							
Total proceedings	(no.)	138,096	144,291	168,044	-6,195	-4.3	Enel
Incidence of proceedings as defendant	(%)	80.8	80.3	71.8	0.5	0.6	Enel
Gas market							
Total proceedings	(no.)	1,360	3,251	1,399	-1,891	-58.2	Enel
Incidence of proceedings as defendant	(%)	78.7	29.0	63.0	49.7	171.5	Enel

(1) Supplies to major customers and energy intensive users (annual consumption over 1 GWh).
(2) The green energy declared in the Sustainability Report corresponds to the energy consumed in 2014 by the end users of Enel Energia who signed up for a green offer. Enel Energia is then required to acquire and subsequently cancel the COFERs – certificates issued by GSE to producers 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 figures for 2013 were recalculated with more precise methods following the publication date of the previous Report.
(5) The data for 2014 and 2013 refer only to Spain due to the revision of IFRS 11, while 2012 also includes Portugal.
(6) The figure for 2014 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 2013 figure which was published in the previous year was updated, with the value for the 2nd half of 2013. This index, relating to the free electric and gas market, as recorded by the AEEG, is expressed in cents and is carried out on a reduced sample of around 1,200 customers on a half-yearly basis.
(7) Estimated figure, pending the final accounting of the 2nd half of 2014.
On the basis of article 9 of 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 such complaints 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 days), the seller calculates the time for a full response to the written complaint starting from the date of receipt of the complaint at one of the contact points set out on the bill.
(8) The worsening of the index is due mainly to the malfunctioning of the Genesys platform used for the call center.
(9) The increase in commercial complaints on both the regulated market (main value) and the free market is largely due to problems in payments and the online system MyEnel.
(10) As from July 1, 2009 all end users are formally on the free market. Nonetheless, for consumers with capacity under or equal to 10 kW, there is tariff of last resort (initially called *Tarifa de Ultimo Recurso* or TUR, which has been replaced as from April 2014 by the *Precio Voluntario al Pequeño Consumidor* or PVPC), which is regulated and set by the Government, the energy component of which is determined on the basis of the hourly prices recorded on the day and infraday markets during the invoicing period.
(11) The values of disconnections relate both to the regulated market (main value) and the free market.
(12) The 2012 figures do not include Peru and Argentina.
(13) The significant fall in 2014 compared to the previous year was due mainly to the limited operation (-50%) of the turbogas plant, the main use of which is to cover peaks in energy demand.
(14) The increase in 2014 compared to the previous year was due to the increased operation of the new more efficient units in Russia (Sredneuralskaya and Nevinnomysskaya) and to the increased efficiency of the units in Chile (San Isidro I and II).

Responsible relations with communities

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EC8	**INITIATIVES IN FAVOR OF THE COMMUNITY**							
	Contributions to communities - LBG method							
	Charitable donations (1)	(m. euro)	4.5	15.1	16.1	-10.6	-70.1	Enel
	Investments in communities	(m. euro)	35.1	34.7	42.4	0.4	1.2	Enel
	Commercial initiatives with a social impact	(m. euro)	31.1	34.2	35.3	-3.1	-9.1	Enel
	Total (expense + investments)	(m. euro)	**70.7**	**83.9**	**93.8**	-13.2	-15.7	Enel
	Enel Cuore Onlus							
	Solidarity projects realized by Enel	(no.)	**54**	**67**	**55**	-13	-19.4	Enel
	Sums provided to Enel Cuore Onlus by Enel Group companies	(m. euro)	**0.51**	**5.49**	**5.48**	-4.99	-90.8	Enel
	Subscription fees	(m. euro)	0.32	0.32	0.32	-	-	Enel
	Extraordinary contribution from associates	(m. euro)	-	5.00	5.01	-5.00	-100.0	Enel
	Tied donations	(m. euro)	0.19	0.17	0.15	0.02	8.8	Enel
	SAFETY FOR COMMUNITIES							
EU25	**Third-party injuries**							
	Serious and fatal third-party injuries	(no.)	**142**	**99**	**80**	43	43.4	Enel
	- fatal	(no.)	81	44	51	37	84.1	Enel
	- serious	(no.)	61	55	29	6	10.9	Enel
	Third-party injuries by type							
	Electricity accidents	(%)	84	90	69	-6	-6.9	Enel
	Road accidents against Group infrastructure	(%)	12	8	22	4	49.6	Enel
	Accidents for other reasons (slipping, falling from height, crash-crush-cut)	(%)	4	2	9	2	111.3	Enel
	Causes of electricity accidents							
	Construction activities near lines	(%)	20	18	11	2	12.0	Enel
	Attempts at theft	(%)	29	56	38	-27	-47.5	Enel
	Other (2)	(%)	51	26	51	25	93.9	Enel

(1) The item includes grants made to Enel Cuore over the years.
(2) Mainly accidental contact with metal wires, agricultural work, plant-cutting, etc.

Our people

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	SIZE AND COMPOSITION OF WORKFORCE							
	Size of workforce							
	Total workforce	(no.)	**68,961**	**70,342**	**73,702**	-1,381	-2.0	Enel
	Hours worked	(m. h)	**122.7**	**124.7**	**131.8**	-2.0	-1.6	Enel
LA2 COMM	**Changes to size**							
	New recruits	(no.)	4,821	2,492	2,708	2,329	93.4	Enel
	Changes in scope and restatement 2013	(no.)	23	-1,053	-131	1,076	-	Enel
	Terminations	(no.)	6,225	4,799	4,235	1,426	29.7	Enel
	Balance	(no.)	**-1,381**	**-3,360**	**-1,658**	1,979	-58.9	Enel
LA1 COMM	**Workforce by geographic area and gender**							
	Italy	(no.)	**33,405**	**34,246**	**36,205**	-841	-2.5	Italy
	- of whom men	(no.)	27,544	28,229	29,855	-685	-2.4	Italy
	- of whom women	(no.)	5,861	6,017	6,350	-156	-2.6	Italy
	Abroad	(no.)	**35,556**	**36,096**	**37,497**	-540	-1.5	Abroad
	- of whom men	(no.)	27,819	28,202	29,127	-383	-1.4	Abroad
	- of whom women	(no.)	7,737	7,894	8,370	-157	-2.0	Abroad
	Iberian Peninsula	(no.)	**11,239**	**11,607**	**12,205**	-368	-3.2	Iberian Peninsula
	- of whom men	(no.)	8,758	9,078	9,574	-320	-3.5	Iberian Peninsula
	- of whom women	(no.)	2,481	2,529	2,631	-48	-1.9	Iberian Peninsula
	France	(no.)	**37**	**95**	**101**	-58	-61.1	France
	- of whom men	(no.)	22	57	58	-35	-61.4	France
	- of whom women	(no.)	15	38	43	-23	-60.5	France
	Greece	(no.)	**88**	**80**	**75**	8	10.0	Greece
	- of whom men	(no.)	66	57	56	9	15.8	Greece
	- of whom women	(no.)	22	23	19	-1	-4.3	Greece
	Romania	(no.)	**3,144**	**3,632**	**4,015**	-488	-13.4	Romania
	- of whom men	(no.)	2,308	2,678	2,983	-370	-13.8	Romania
	- of whom women	(no.)	836	954	1,032	-118	-12.4	Romania
	Bulgaria	(no.)	7	7	7	-	-	Bulgaria
	- of whom men	(no.)	2	2	2	-	-	Bulgaria
	- of whom women	(no.)	5	5	5	-	-	Bulgaria
	Slovakia	(no.)	**4,504**	**4,932**	**5,171**	-428	-8.7	Slovakia
	- of whom men	(no.)	3,769	4,121	4,370	-352	-8.5	Slovakia
	- of whom women	(no.)	735	811	801	-76	-9.4	Slovakia
	Belgium	(no.)	**38**	**38**	**38**	-	-	Belgium
	- of whom men	(no.)	36	36	35	-	-	Belgium
	- of whom women	(no.)	2	2	3	-	-	Belgium
	Netherlands	(no.)	**24**	**19**	-	5	26.3	Netherlands
	- of whom men	(no.)	14	11	-	3	27.3	Netherlands
	- of whom women	(no.)	10	8	-	2	25.0	Netherlands
	Russia	(no.)	**2,932**	**3,002**	**3,555**	-70	-2.3	Russia
	- of whom men	(no.)	2,097	2,123	2,321	-26	-1.2	Russia
	- of whom women	(no.)	835	879	1,234	-44	-5.0	Russia
	North America	(no.)	**342**	**337**	**358**	5	1.5	North America

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
- of whom men	(no.)	271	267	288	4	1.5	North America
- of whom women	(no.)	71	70	70	1	1.4	North America
Latin America	(no.)	**13,161**	**12,330**	**11,932**	831	6.7	Latin America
- of whom men	(no.)	10,452	9,761	9,414	691	5.7	Latin America
- of whom women	(no.)	2,709	2,569	2,518	140	4.1	Latin America
Other (including branches abroad)	(no.)	**40**	**17**	**40**	23	135.3	Rest of the World
- of whom men	(no.)	24	11	26	13	118.2	Rest of the World
- of whom women	(no.)	16	6	14	10	166.7	Rest of the World
Total workforce	(no.)	**68,961**	**70,342**	**73,702**	-1,381	-2.0	Enel
- of whom men	(no.)	55,363	56,431	58,982	-1,067	-1.9	Enel
- of whom women	(no.)	13,598	13,911	14,720	-313	-2.2	Enel
Workforce by level and gender (1)							
Managers (2)	(no.)	**1,538**	**1,381**	**1,405**	157	11.4	Enel
- of whom men	(no.)	1,318	1,195	1,215	123	10.3	Enel
- of whom women	(no.)	220	186	190	34	18.3	Enel
Middle Managers	(no.)	**14,399**	**14,436**	**14,480**	-37	-0.3	Enel
- of whom men	(no.)	10,558	10,670	10,749	-112	-1.1	Enel
- of whom women	(no.)	3,841	3,766	3,731	75	2.0	Enel
White-collar workers	(no.)	**37,508**	**38,380**	**40,210**	-872	-2.3	Enel
- of whom men	(no.)	28,757	29,252	30,507	-495	-1.7	Enel
- of whom women	(no.)	8,751	9,128	9,703	-377	-4.1	Enel
Blue-collar workers	(no.)	**15,516**	**16,392**	**17,607**	-876	-5.3	Enel
- of whom men	(no.)	14,730	15,510	16,511	-780	-5.0	Enel
- of whom women	(no.)	786	882	1,096	-96	-10.9	Enel
Total	(no.)	**68,961**	**70,589**	**73,702**	-1,628	-2.3	Enel
Index of professional qualification							
Managers (2)	(%)	2.2	2.0	1.9	0.2	14.0	Enel
Middle Managers	(%)	20.9	20.5	19.6	0.4	2.1	Enel
White-collar workers	(%)	54.4	54.4	54.6	-	-	Enel
Blue-collar workers	(%)	22.5	23.2	23.9	-0.7	-3.1	Enel
Workforce by level of education (1)							
Graduates	(%)	32.4	31.8	31.0	0.6	1.9	Enel
High-school leavers	(%)	50.2	48.2	46.8	2.0	4.2	Enel
Other	(%)	17.4	20.0	22.2	-2.6	-13.1	Enel
Workforce by age range and level (1)							
Under 35	(%)	**22.3**	**19.7**	**18.4**	2.6	13.3	Enel
- of whom managers (2)	(%)	-	-	-	-	-	Enel
- of whom middle managers	(%)	3.7	3.8	3.4	-0.1	-2.6	Enel
- of whom white-collar workers	(%)	10.1	9.7	9.1	0.4	4.1	Enel
- of whom blue-collar workers	(%)	8.5	6.2	5.9	2.3	36.8	Enel
35 to 44	(%)	**24.0**	**24.2**	**25.1**	-0.2	-0.7	Enel
- of whom managers (2)	(%)	0.4	0.5	0.3	0.1	20.1	Enel
- of whom middle managers	(%)	7.6	7.3	7.4	0.3	4.1	Enel
- of whom white-collar workers	(%)	12.0	11.9	12.2	0.1	0.8	Enel
- of whom blue-collar workers	(%)	4.0	4.4	5.2	-0.4	-9.0	Enel

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
45 to 54	(%)	**34.6**	**35.9**	**34.5**	-1.3	-3.6	Enel
- of whom managers [2]	(%)	1.1	1.0	0.8	0.1	9.2	Enel
- of whom middle managers	(%)	6.3	6.3	6.0	-	-	Enel
- of whom white-collar workers	(%)	20.6	21.1	20.2	-0.5	-2.4	Enel
- of whom blue-collar workers	(%)	6.6	7.5	7.5	-0.9	-12.4	Enel
55 to 59	(%)	**14.8**	**16.1**	**18.7**	-1.3	-7.8	Enel
- of whom managers [2]	(%)	0.4	0.3	0.3	0.1	20.1	Enel
- of whom middle managers	(%)	2.3	2.3	2.4	-	-	Enel
- of whom white-collar workers	(%)	9.2	9.4	11.3	-0.2	-2.1	Enel
- of whom blue-collar workers	(%)	2.9	4.1	4.7	-1.2	-29.1	Enel
Over 60	(%)	**4.3**	**4.2**	**3.3**	0.2	5.6	Enel
- of whom managers [2]	(%)	0.2	0.1	0.1	0.1	40.9	Enel
- of whom middle managers	(%)	1.0	0.9	0.7	0.1	13.3	Enel
- of whom white-collar workers	(%)	2.5	2.1	1.8	0.4	19.1	Enel
- of whom blue-collar workers	(%)	0.6	1.0	0.6	-0.4	-41.6	Enel
Average age	(years)	**44.4**	**45.1**	**45.2**	-0.7	-1.5	Enel
Workforce by age and gender [1]							
Under 35	(%)	**22.3**	**19.7**	**18.4**	2.6	13.3	Enel
- of whom men	(%)	18.1	15.4	14.2	2.7	17.4	Enel
- of whom women	(%)	4.2	4.3	4.2	-0.1	-1.4	Enel
35 to 44	(%)	**24.0**	**24.2**	**25.1**	-0.2	-0.7	Enel
- of whom men	(%)	17.4	17.5	18.3	-0.1	-0.6	Enel
- of whom women	(%)	6.6	6.7	6.8	-0.1	-0.8	Enel
45 to 54	(%)	**34.6**	**35.9**	**34.5**	-1.3	-3.6	Enel
- of whom men	(%)	27.7	29.2	28.0	-1.5	-5.1	Enel
- of whom women	(%)	6.9	6.7	6.5	0.2	3.7	Enel
55 to 59	(%)	**14.8**	**16.1**	**18.7**	-1.3	-7.8	Enel
- of whom men	(%)	13.0	14.3	16.4	-1.3	-9.0	Enel
- of whom women	(%)	1.8	1.8	2.3	-	-	Enel
Over 60	(%)	**4.3**	**4.1**	**3.3**	0.2	5.6	Enel
- of whom men	(%)	3.9	3.8	3.1	0.1	3.5	Enel
- of whom women	(%)	0.4	0.3	0.2	0.1	31.3	Enel
Workforce by years of service [1]							
Average	(years)	19.0	18.5	19.0	0.5	2.7	Enel
Under 10	(no.)	22,837	21,329	21,277	1,508	7.1	Enel
10 to 19	(no.)	14,321	13,573	13,607	748	5.5	Enel
20 to 29	(no.)	19,311	21,482	22,674	-2,171	-10.1	Enel
30 to 34	(no.)	7,977	8,812	10,053	-835	-9.5	Enel
Over 35	(no.)	4,515	5,393	6,092	-878	-16.3	Enel
Total	(no.)	**68,961**	**70,589**	**73,702**	-1,628	-2.3	Enel
Under 10	(%)	33.1	30.2	28.9	2.9	9.6	Enel
10 to 19	(%)	20.8	19.2	18.4	1.6	8.3	Enel
20 to 29	(%)	28.0	30.4	30.8	-2.4	-8.0	Enel
30 to 34	(%)	11.6	12.5	13.6	-0.9	-7.3	Enel
Over 35	(%)	6.5	7.7	8.3	-1.2	-15.6	Enel
Workforce by type of contract and gender [1]							
Permanent contracts	(no.)	**67,575**	**69,198**	**71,789**	-1,623	-2.3	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- of whom men	(no.)	54,200	55,580	57,543	-1,380	-2.5	Enel
	- of whom women	(no.)	13,375	13,618	14,246	-243	-1.8	Enel
	Fixed-term contracts	(no.)	1,004	1,193	1,463	-189	-15.8	Enel
	- of whom men	(no.)	710	920	1,062	-210	-22.9	Enel
	- of whom women	(no.)	294	273	401	21	7.7	Enel
	Insertion/work experience contracts	(no.)	382	199	449	183	92.0	Enel
	- of whom men	(no.)	348	154	313	194	126.0	Enel
	- of whom women	(no.)	34	45	136	-11	-24.4	Enel
	Fixed-term and insertion/work experience contracts as percentage of total	(%)	2.0	2.0	2.6	-	-	Enel
	Internships and traineeships	(no.)	3,149	1,869	1,511	1,280	68.5	Enel
	Workforce by work hours and gender							
	Full-time contracts	(no.)	67,958	69,702	72,634	-1,744	-2.5	Enel
	- of whom men	(no.)	55,720	56,545	59,112	-825	-1.5	Enel
	- of whom women	(no.)	12,238	13,157	13,522	-919	-7.0	Enel
	Part-time contracts	(no.)	1,003	887	1,068	116	13.1	Enel
	- of whom men	(no.)	265	116	149	149	128.8	Enel
	- of whom women	(no.)	738	771	919	-33	-4.3	Enel
LA2 COMM	**CHANGES TO SIZE**							
	New recruits							
	New recruits by gender	(no.)	4,821	2,492	2,708	2,329	93.4	Enel
	- of whom men	(no.)	4,054	1,905	1,915	2,149	112.8	Enel
		(%)	84	76	71	8	10.0	Enel
	- of whom women	(no.)	767	587	793	180	30.6	Enel
		(%)	16	24	29	-8	-32.5	Enel
	New recruits by age range	(no.)	4,821	2,492	2,708	2,329	93.4	Enel
	up to 30	(no.)	2,999	1,058	1,196	1,941	183.5	Enel
		(%)	62	42	44	20	46.5	Enel
	from 30 to 50	(no.)	1,550	1,216	1,349	334	27.5	Enel
		(%)	32	49	50	-17	-34.1	Enel
	over 50	(no.)	272	218	163	54	24.5	Enel
		(%)	6	9	6	-3	-35.6	Enel
	New recruits by country							
	Italy	(no.)	2,442	357	479	2,085	584.1	Italy
		(%)	50.7	14.3	17.7	36.4	254.1	Italy
	Iberian Peninsula	(no.)	435	203	524	232	114.1	Iberian Peninsula
		(%)	9.0	8.2	19.3	0.8	9.8	Iberian Peninsula
	Slovakia	(no.)	216	225	173	-9	-4.0	Slovakia
		(%)	4.5	9.0	6.4	-4.5	-50.4	Slovakia
	Romania	(no.)	98	70	55	28	40.0	Romania
		(%)	2.0	2.8	2.0	-0.8	-27.6	Romania
	Russia	(no.)	152	198	236	-46	-23.2	Russia
		(%)	3.2	7.9	8.7	-4.7	-59.1	Russia
	France	(no.)	3	8	7	-5	-62.5	France
		(%)	0.1	0.3	0.3	-0.2	-62.3	France

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Belgium	(no.)	2	2	-	-	-	Belgium
	(%)	0.04	0.1	-	-0.05	-56.1	Belgium
Greece	(no.)	11	9	10	2	22.2	Greece
	(%)	0.2	0.4	0.4	-0.2	-55.4	Greece
North America	(no.)	63	46	93	17	37.0	North America
	(%)	1.3	1.8	3.4	-0.5	-29.2	North America
Latin America	(no.)	1,357	1,355	1,115	2	0.1	Latin America
	(%)	28.1	54.4	41.2	-26.3	-48.4	Latin America
South Africa	(no.)	31	-	-	31	-	South Africa
	(%)	0.6	-	-	0.6	-	South Africa
Other	(no.)	11	18	16	-7	-38.9	Other (4)
	(%)	0.2	0.7	0.6	-0,5	-68.4	Other (4)
Effect of changes in scope and restatement 2013	(no.)	**23**	**-1,053**	**-131**	1,076	-	Enel
Terminations							
Terminations by gender	(no.)	**6,225**	**4,799**	**4,235**	1,426	29.7	Enel
- of whom men	(no.)	5,164	3,765	3,260	1,399	37.2	Enel
	(%)	83	78	77	5	5.7	Enel
- of whom women	(no.)	1,061	1,034	974	27	2.6	Enel
	(%)	17	22	23	-5	-20.9	Enel
Terminations by age range	(no.)	**6,225**	**4,799**	**4,235**	1,426	29.7	Enel
up to 30	(no.)	252	263	384	-11	-4.1	Enel
	(%)	4	5	9	-1	-26.1	Enel
from 30 to 50	(no.)	1,256	1,192	1,486	64	5.4	Enel
	(%)	20	25	35	-5	-18.8	Enel
over 50	(no.)	4,717	3,345	2,364	1,372	41.0	Enel
	(%)	76	70	56	6	8.7	Enel
Terminations by country							
Italy	(no.)	3,232	2,169	1,094	1,063	49.0	Italy
	(%)	51.9	45.2	25.8	6.7	14.9	Italy
Iberian Peninsula (3)	(no.)	783	577	649	206	35.6	Iberian Peninsula (3)
	(%)	12.6	12.0	15.3	0.5	4.6	Iberian Peninsula (3)
Slovakia	(no.)	644	464	376	180	38.8	Slovakia
	(%)	10.3	9.7	8.9	0.6	6.2	Slovakia
Romania	(no.)	588	453	573	135	29.8	Romania
	(%)	9.4	9.4	13.5	-	-	Romania
Russia	(no.)	224	319	627	-95	-29.8	Russia
	(%)	3.6	6.6	14.8	-3.0	-45.9	Russia
France	(no.)	13	14	3	-1	-7.1	France
	(%)	0.2	0.3	0.1	-0.1	-28.4	France
Belgium	(no.)	2	2	-	-	-	Belgium
	(%)	0.03	0.04	-	-0.01	-22.9	Belgium
Greece	(no.)	2	5	2	-3	-60.0	Greece
	(%)	0.03	0.10	-	-0.07	-69.2	Greece
North America	(no.)	58	67	55	-9	-13.4	North America
	(%)	0.9	1.4	1.3	-0.5	-33.3	North America
Latin America	(no.)	670	710	832	-40	-5.6	Latin America
	(%)	10.8	14.8	19.6	-4.0	-27.2	Latin America
Other	(no.)	9	19	24	-10	-53.1	Other (4)

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
		(%)	0.1	0.4	0.6	-0.3	-63.9	Other [4]
	Turnover rate	(%)	**9.0**	**6.8**	**5.7**	2.2	32.3	Enel
	Average number of years of service of employees whose employment ended in the year [1]	(years)	**27**	**25**	**21**	2	6.4	Enel
	by gender							
	- men	(years)	28	26	23	2	7.1	Enel
	- women	(years)	19	21	15	-2	-9.7	Enel
	by age							
	- under 30	(years)	2	2	2	-	-	Enel
	- 30 to 50		10	10	11	-	-	Enel
	- over 50	(years)	35	33	30	2	6.1	Enel
	VALORIZATION [1]							
LA12	**Assessment**							
	Dissemination of assessments	(%)	**52.1**	**71.5**	**69.0**	-19.4	-27.1	Enel
	People assessed by level	(no.)	35,933	50,290	50,862	-14,357	-28.5	Enel
	- Managers [2]	(no.)	1,506	1,061	1,067	445	41.9	Enel
	- Middle Managers	(no.)	10,099	14,104	13,466	-4,005	-28.4	Enel
	- White-collar workers	(no.)	22,430	31,323	31,885	-8,893	-28.4	Enel
	- Blue-collar workers	(no.)	1,898	3,802	4,444	-1,904	-50.1	Enel
	People assessed by gender							
	- men	(%)	75.1	76.9	83.0	-1.8	-2.3	Enel
	- women	(%)	24.9	23.1	17.0	1.8	7.6	Enel
	Compensation							
	Dissemination of incentives	(%)	**20.6**	**26.1**	**19.1**	-5.5	-20.9	Enel
	Incidence of variable compensation	(%)	**9.2**	**10.0**	**9.8**	-0.8	-8.2	Enel
	Italy	(%)	8.0	9.5	9.2	-1.5	-15.9	Italy
	Romania	(%)	14.3	8.7	5.6	5.6	64.6	Romania
	Bulgaria	(%)	12.5	54.6	15.9	-42.1	-77.2	Bulgaria
	Slovakia	(%)	19.0	18.9	19.6	0.1	0.3	Slovakia
	Russia	(%)	24.7	30.1	28.9	-5.4	-17.9	Russia
	France	(%)	19.3	16.4	16.9	2.9	17.7	France
	Greece	(%)	23.5	14.0	-	9.5	68.0	Greece
	Endesa Iberian Peninsula	(%)	7.5	7.1	7.9	0.4	6.1	Endesa Iberian Peninsula
	Endesa Peru	(%)	2.8	8.3	14.5	-5.5	-66.0	Endesa Peru
	Endesa Brazil	(%)	22.5	8.4	7.0	14.1	168.8	Endesa Brazil
	Endesa Chile	(%)	0.4	19.3	19.7	-18.9	-98.0	Endesa Chile
	Endesa Colombia	(%)	18.0	18.1	13.5	-0.1	-0.5	Endesa Colombia
	Endesa Argentina	(%)	2.2	2.7	2.6	-0.5	-18.4	Endesa Argentina
	North America	(%)	12.9	15.5	12.0	-2.6	-16.8	North America
	Enel Green Power Latin America	(%)	12.1	10.2	28.2	1.9	18.7	Enel Green Power Latin America
	Enel Green Power Iberian Peninsula	(%)	11.6	11.6	13.3	-	-	Enel Green Power Iberian Peninsula
LA10	**Training**							
	Hours of training by employee	(h)	**42.3**	**40.2**	**44.8**	2.1	5.3	Enel
	by gender							
	- of whom men	(h)	43.0	40.5	44.6	2.5	6.1	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- of whom women	(h)	39.3	37.4	45.7	1.9	5.2	Enel
	by level							
	- Managers [2]	(h)	62.6	81.5	95.2	-18.9	-23.2	Enel
	- Middle Managers	(h)	41.2	51.3	60.1	-10.2	-19.8	Enel
	- White-collar workers	(h)	33.6	33.8	39.0	-0.2	-0.6	Enel
	- Blue-collar workers	(h)	61.5	42.1	38.6	19.4	46.2	Enel
	Total training hours (distance learning + classroom)	(,000 h)	2,985	2,895	3,334	90	3.1	Enel
	Training hours distance learning	(,000 h)	428	377	413	51	13.5	Enel
	Training hours in classroom	(,000 h)	2,557	2,518	2,921	39	1.6	Enel
	- for managerial training	(,000 h)	426	610	528	-184	-30.1	Enel
	- for specialist training	(,000 h)	2,131	1,908	2,393	223	11.7	Enel
	Incidence of distance learning training	(%)	14.3	13.0	12.4	1.3	10.1	Enel
	Total training hours by level							
	- Managers [2]	(,000 h)	97	91	108	6	6.3	Enel
	- Middle Managers	(,000 h)	585	757	875	-172	-22.7	Enel
	- White-collar workers	(,000 h)	1,268	1,331	1,574	-63	-4.7	Enel
	- Blue-collar workers	(,000 h)	1,035	716	777	319	44.5	Enel
	Dissemination of sustainability							
	Training *per capita* on sustainability	(h)	19.6	15.8	14.0	3.8	23.9	Enel
EC3	**CORPORATE WELFARE** [1]							
	Employees covered by pension plan (Benefit Plan)	(no.)	38,773	52,325	55,317	-13,552	-25.9	Enel
	Employees covered by pension plan (Benefit Plan)	(%)	56	74	75	-18	-24.4	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							
	- Managers [2]	(%)	2	7	6	-5	-	Enel
	- Middle Managers	(%)	4	6	5	-2	-	Enel
	- White-collar workers	(%)	4	8	8	-4	-	Enel
	- Blue-collar workers	(%)	3	12	8	-9	-	Enel
	- Average	(%)	4	8	8	-4	-	Enel
	Employees with right to retire in next 10 years – Enel Group							
	- Managers [2]	(%)	11	27	21	-16	-	Enel
	- Middle Managers	(%)	11	16	11	-5	-	Enel
	- White-collar workers	(%)	16	24	22	-8	-	Enel
	- Blue-collar workers	(%)	11	28	22	-17	-	Enel
	- Average	(%)	15	23	22	-8	-	Enel
	Employees with right to retire in next 5 years – Italy							
	- Managers [2]	(%)	2	5	5	-3	-	Italy
	- Middle Managers	(%)	5	7	8	-2	-	Italy
	- White-collar workers	(%)	5	11	11	-6	-	Italy
	- Blue-collar workers	(%)	4	16	11	-12	-	Italy
	- Average	(%)	5	11	10	-6	-	Italy

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Employees with right to retire in next 10 years – Italy							
- Managers [2]	(%)	4	25	26	-21	-	Italy
- Middle Managers	(%)	16	19	20	-3	-	Italy
- White-collar workers	(%)	21	27	30	-6	-	Italy
- Blue-collar workers	(%)	15	30	30	-15	-	Italy
- Average	(%)	18	27	29	-9	-	Italy
Employees with right to retire in next 5 years – Slovakia							
- Managers [2]	(%)	19	21	0.3	-2	-	Slovakia
- Middle Managers	(%)	12	15	2	-3	-	Slovakia
- White-collar workers	(%)	8	10	4	-2	-	Slovakia
- Blue-collar workers	(%)	10	12	3	-2	-	Slovakia
- Average	(%)	10	12	9	-2	-	Slovakia
Employees with right to retire in next 10 years – Slovakia							
- Managers [2]	(%)	48	46	0.4	2	-	Slovakia
- Middle Managers	(%)	35	40	6	-5	-	Slovakia
- White-collar workers	(%)	31	32	13	-1	-	Slovakia
- Blue-collar workers	(%)	36	37	13	-1	-	Slovakia
- Average	(%)	34	36	28	-2	-	Slovakia
Employees with right to retire in next 5 years – Russia							
- Managers [2]	(%)	18	38	0.2	-20	-	Russia
- Middle Managers	(%)	14	15	2	-1	-	Russia
- White-collar workers	(%)	12	13	3	-1	-	Russia
- Blue-collar workers	(%)	10	11	7	-1	-	Russia
- Average	(%)	11	12	12	-1	-	Russia
Employees with right to retire in next 10 years – Russia							
- Managers [2]	(%)	29	50	0.3	-21	-	Russia
- Middle Managers	(%)	29	32	3	-3	-	Russia
- White-collar workers	(%)	27	31	8	-4	-	Russia
- Blue-collar workers	(%)	24	29	13	-5	-	Russia
- Average	(%)	26	30	23	-4	-	Russia
Employees with right to retire in next 5 years – Romania							
- Managers [2]	(%)	11	6	3	5	-	Romania
- Middle Managers	(%)	4	5	4	-1	-	Romania
- White-collar workers	(%)	3	4	4	-1	-	Romania
- Blue-collar workers	(%)	1	2	2	-1	-	Romania
- Average	(%)	2	3	3	-1	-	Romania
Employees with right to retire in next 10 years – Romania							
- Managers [2]	(%)	21	12	17	9	-	Romania
- Middle Managers	(%)	18	16	15	2	-	Romania
- White-collar workers	(%)	17	16	15	1	-	Romania
- Blue-collar workers	(%)	14	15	14	-1	-	Romania
- Average	(%)	16	16	14	-	-	Romania

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Employees with right to retire in next 5 years – Enel Green Power Iberian Peninsula							
- Managers [2]	(%)	-	-	-	-	-	Enel Green Power Iberian Peninsula
- Middle Managers	(%)	1	-	-	1	-	Enel Green Power Iberian Peninsula
- White-collar workers	(%)	3	1	1	2	-	Enel Green Power Iberian Peninsula
- Blue-collar workers	(%)	15	-	2	15	-	Enel Green Power Iberian Peninsula
- Average	(%)	2	2	2	-	-	Enel Green Power Iberian Peninsula
Employees with right to retire in next 10 years – Enel Green Power Iberian Peninsula							
- Managers [2]	(%)	-	-	-	-	-	Enel Green Power Iberian Peninsula
- Middle Managers	(%)	3	2	-	1	-	Enel Green Power Iberian Peninsula
- White-collar workers	(%)	7	1	3	6	-	Enel Green Power Iberian Peninsula
- Blue-collar workers	(%)	15	1	4	14	-	Enel Green Power Iberian Peninsula
- Average	(%)	5	5	6	-	-	Enel Green Power Iberian Peninsula
Employees with right to retire in next 5 years – Enel Green Power Latin America							
- Managers [2]	(%)	14	2	10	12	-	Enel Green Power Latin America
- Middle Managers	(%)	2	-	-	2	-	Enel Green Power Latin America
- White-collar workers	(%)	1	-	1	1	-	Enel Green Power Latin America
- Blue-collar workers	(%)	3	1	4	2	-	Enel Green Power Latin America
- Average	(%)	2	1	2	1	-	Enel Green Power Latin America
Employees with right to retire in next 10 years – Enel Green Power Latin America							
- Managers [2]	(%)	29	2	22	27	-	Enel Green Power Latin America

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
- Middle Managers	(%)	9	1	8	8	-	Enel Green Power Latin America
- White-collar workers	(%)	3	2	3	1	-	Enel Green Power Latin America
- Blue-collar workers	(%)	12	3	9	9	-	Enel Green Power Latin America
- Average	(%)	7	3	6	4	-	Enel Green Power Latin America
Employees with right to retire in next 5 years – Endesa Iberian Peninsula							
- Managers [2]	(%)	5	6	6	-1	-	Endesa Iberian Peninsula
- Middle Managers	(%)	1	1	1	-	-	Endesa Iberian Peninsula
- White-collar workers	(%)	1	1	1	-	-	Endesa Iberian Peninsula
- Blue-collar workers	(%)	1	3	1	-2	-	Endesa Iberian Peninsula
- Average	(%)	1	1	1	-	-	Endesa Iberian Peninsula
Employees with right to retire in next 10 years – Endesa Iberian Peninsula							
- Managers [2]	(%)	32	32	21	-	-	Endesa Iberian Peninsula
- Middle Managers	(%)	14	12	9	2	-	Endesa Iberian Peninsula
- White-collar workers	(%)	24	20	17	4	-	Endesa Iberian Peninsula
- Blue-collar workers	(%)	18	21	12	-3	-	Endesa Iberian Peninsula
- Average	(%)	21	19	15	2	-	Endesa Iberian Peninsula
Employees with right to retire in next 5 years – Endesa Peru							
- Managers [2]	(%)	-	11	11	-10	-	Endesa Peru
- Middle Managers	(%)	2	7	8	-5	-	Endesa Peru
- White-collar workers	(%)	10	14	13	-4	-	Endesa Peru
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Peru
- Average	(%)	12	10	10	2	-	Endesa Peru
Employees with right to retire in next 10 years – Endesa Peru							
- Managers [2]	(%)	-	21	16	-21	-	Endesa Peru

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
- Middle Managers	(%)	3	14	6	-11	-	Endesa Peru
- White-collar workers	(%)	21	35	19	-14	-	Endesa Peru
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Peru
- Average	(%)	24	22	12	2	-	Endesa Peru
Employees with right to retire in next 5 years – Endesa Brazil							
- Managers (2)	(%)	16	8	7	8	-	Endesa Brazil
- Middle Managers	(%)	3	2	2	1	-	Endesa Brazil
- White-collar workers	(%)	3	1	1	2	-	Endesa Brazil
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Brazil
- Average	(%)	3	2	1	1	-	Endesa Brazil
Employees with right to retire in next 10 years – Endesa Brazil							
- Managers (2)	(%)	36	31	22	5	-	Endesa Brazil
- Middle Managers	(%)	10	7	5	3	-	Endesa Brazil
- White-collar workers	(%)	17	9	8	8	-	Endesa Brazil
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Brazil
- Average	(%)	14	8	7	6	-	Endesa Brazil
Employees with right to retire in next 5 years – Endesa Chile							
- Managers (2)	(%)	1	8	10	-7	-	Endesa Chile
- Middle Managers	(%)	10	8	8	2	-	Endesa Chile
- White-collar workers	(%)	9	14	15	-5	-	Endesa Chile
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Chile
- Average	(%)	20	10	10	10	-	Endesa Chile
Employees with right to retire in next 10 years – Endesa Chile							
- Managers (2)	(%)	1	28	21	-27	-	Endesa Chile
- Middle Managers	(%)	16	14	6	2	-	Endesa Chile
- White-collar workers	(%)	13	25	10	-12	-	Endesa Chile
- Blue-collar workers	(%)	-	-	-	-	-	Endesa Chile
- Average	(%)	32	18	8	14	-	Endesa Chile
Employees with right to retire in next 5 years – Endesa Colombia							
- Managers (2)	(%)	1	4	7	-3	-	Endesa Colombia
- Middle Managers	(%)	11	2	2	9	-	Endesa Colombia
- White-collar workers	(%)	5	1	1	4	-	Endesa Colombia
- Blue-collar workers	(%)	7	6	17	1	-	Endesa Colombia
- Average	(%)	7	2	2	5	-	Endesa Colombia
Employees with right to retire in next 10 years – Endesa Colombia							
- Managers (2)	(%)	4	15	11	-11	-	Endesa Colombia
- Middle Managers	(%)	25	6	5	19	-	Endesa Colombia
- White-collar workers	(%)	13	9	7	4	-	Endesa Colombia

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- Blue-collar workers	(%)	20	29	17	-9	-	Endesa Colombia
	- Average	(%)	17	8	6	9	-	Endesa Colombia
	Employees with right to retire in next 5 years – Endesa Argentina							
	- Managers (2)	(%)	-	16	22	-16	-	Endesa Argentina
	- Middle Managers	(%)	2	16	15	-14	-	Endesa Argentina
	- White-collar workers	(%)	5	8	9	-3	-	Endesa Argentina
	- Blue-collar workers	(%)	-	50	50	-50	-	Endesa Argentina
	- Average	(%)	7	9	10	-2	-	Endesa Argentina
	Employees with right to retire in next 10 years – Endesa Argentina							
	- Managers (2)	(%)	-	38	28	-38	-	Endesa Argentina
	- Middle Managers	(%)	3	30	14	-27	-	Endesa Argentina
	- White-collar workers	(%)	11	15	9	-4	-	Endesa Argentina
	- Blue-collar workers	(%)	-	75	25	-75	-	Endesa Argentina
	- Average	(%)	14	17	10	-3	-	Endesa Argentina
	EQUAL OPPORTUNITIES (1)							
LA13	**Gender**							
	Workforce by gender and level							
	Women	(no.)	**13,598**	**13,962**	**14,720**	-364	-2.6	Enel
	- Managers (2)	(no.)	220	186	190	34	18.3	Enel
	- Middle Managers	(no.)	3,841	3,766	3,731	75	2.0	Enel
	- White-collar workers	(no.)	8,751	9,128	9,703	-377	-4.1	Enel
	- Blue-collar workers	(no.)	786	882	1,096	-96	-10.9	Enel
	Men	(no.)	**55,363**	**56,627**	**58,982**	1,264	-2.2	Enel
	- Managers (2)	(no.)	1,318	1,195	1,215	123	10.3	Enel
	- Middle Managers	(no.)	10,558	10,670	10,749	-112	-1.1	Enel
	- White-collar workers	(no.)	28,757	29,253	30,507	-495	-1.7	Enel
	- Blue-collar workers	(no.)	14,730	15,509	16,511	-779	-5.0	Enel
	Staff by gender							
	Women	(%)	**19.7**	**19.8**	**20.0**	-0.1	-0.5	Enel
	- Managers (2)	(%)	0.3	0.3	0.3	-	-	Enel
	- Middle Managers	(%)	5.6	5.3	5.1	0.3	5.6	Enel
	- White-collar workers	(%)	12.7	12.9	13.1	-0.2	-1.9	Enel
	- Blue-collar workers	(%)	1.1	1.3	1.5	-0.2	-16.0	Enel
	Men	(%)	80.3	80.2	80.0	0.1	0.1	Enel
	- Managers (2)	(%)	1.9	1.7	1.6	0.2	12.9	Enel
	- Middle Managers	(%)	15.3	15.1	14.6	0.2	1.3	Enel
	- White-collar workers	(%)	41.7	41.4	41.4	0.3	0.6	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- Blue-collar workers	(%)	21.4	22.0	22.4	-0.6	-2.8	Enel
	Level of female staff [5]	(%)	**25.5**	**25.0**	**24.7**	0.5	2.0	Enel
	Compensation of female staff [6]	(%)	**86.0**	**85.7**	**88.3**	0.3	0.3	Enel
LA14	**Ratio of gross salary Women/Men**							
	- Managers [2]	(%)	80	77	76	3	4.0	Enel
	- Middle Managers	(%)	89	89	93	-	-	Enel
	- White-collar workers	(%)	90	86	84	4	5.2	Enel
	- Blue-collar workers	(%)	100	90	89	10	11.3	Enel
	- Average	(%)	97	93	95	4	3.9	Enel
LA13	**Disability** [7]							
	Disabled or belonging to protected categories by gender	(no.)	**2,060**	**2,104**	**2,048**	-44	-2.1	Enel
	- of whom men	(no.)	1,372	1,382	1,463	-10	-0.7	Enel
	- of whom women	(no.)	688	722	585	-34	-4.7	Enel
	Incidence of the disabled or belonging to protected categories by gender	(%)	**3.0**	**3.0**	**2.8**	-	-	Enel
	- of whom men	(%)	2.0	2.0	2.0	-	-	Enel
	- of whom women	(%)	1.0	1.0	0.8	-	-	Enel
	Disabled or belonging to protected categories by level							
	- Managers [2]	(no.)	2	-	1	2	-	Enel
	- Middle Managers	(no.)	73	78	91	-5	-6.4	Enel
	- White-collar workers	(no.)	1,888	1,886	1,810	2	0.1	Enel
	- Blue-collar workers	(no.)	97	140	146	-43	-30.7	Enel
	Incidence of the disabled or belonging to protected categories by level							
	- Managers [2]	(%)	-	-	-	-	-	Enel
	- Middle Managers	(%)	0.1	0.1	0.1	-	-	Enel
	- White-collar workers	(%)	2.8	2.7	2.5	0.1	3.7	Enel
	- Blue-collar workers	(%)	0.1	0.2	0.2	-0.1	-29.3	Enel
LA4 COMM	**RELATIONS WITH UNIONS** [1]							
	Union membership in electricity sector	(%)	**49.5**	**51.3**	**62.6**	-1.8	-3.6	Enel
	Employees covered by collective contracts by geographic area							
	Italy	(no.)	33,405	34,245	36,205	-840	-2.5	Italy
		(%)	100	100	100	-	-	Italy
	North America	(no.)	-	-	23	-	-	North America
		(%)	-	-	6	-	-	North America
	Enel Green Power Latin America	(no.)	410	278	267	132	47.5	Enel Green Power Latin America
		(%)	46	37	40	9	24.4	Enel Green Power Latin America
	Enel Green Power Iberian Peninsula	(no.)	179	201	199	-22	-10.9	Enel Green Power Iberian Peninsula
		(%)	79	78	77	1	1.3	Enel Green Power Iberian Peninsula

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Enel Green Power Greece	(no.)	-	-	-	-	-	Enel Green Power Greece
	(%)	-	-	-	-	-	Enel Green Power Greece
France	(no.)	37	54	101	-17	-31.5	France
	(%)	100	57	100	43	75.9	France
Belgium	(no.)	31	37	-	-6	-17.0	Belgium
	(%)	81	100	-	-19	-18.6	Belgium
Romania	(no.)	3,142	3,502	3,895	-360	-10.3	Romania
	(%)	100	96	97	4	3.7	Romania
Bulgaria	(no.)	-	-	-	-	-	Bulgaria
	(%)	-	-	-	-	-	Bulgaria
Slovakia	(no.)	4,344	4,804	4,258	-460	-9.6	Slovakia
	(%)	99	99	83	-	-	Slovakia
Russia	(no.)	2,690	2,797	2,919	-107	-3.8	Russia
	(%)	94	95	84	-1	-1.0	Russia
Endesa Iberian Peninsula	(no.)	10,162	10,724	10,841	-562	-5.2	Endesa Iberian Peninsula
	(%)	97	98	94	-1	-1.3	Endesa Iberian Peninsula
Endesa Latin America	(no.)	10,040	9,519	8,839	521	5.5	Endesa Latin America
	(%)	82	80	78	2	2,5	Endesa Latin America
Branches and finance companies	(no.)	5	-	-	5	-	Branches and finance companies
	(%)	2	-	-	2	-	Branches and finance companies
Total Enel	(no.)	**64,445**	**66,163**	**67,895**	-1,718	-2.6	Enel
	(%)	**93**	**94**	**92**	-1	-1.1	Enel
Disputes involving employees							
Total proceedings	(no.)	**3,192**	**3,780**	**5,648**	-588	-15.6	Enel
Incidence of the proceedings as defendant	(%)	**96.0**	**95.0**	**95.0**	1.0	1.1	Enel

(1) Following the restated figures the scope for 2013 refers to 70,589 units rather than 70,342 (-247 units), due to the impossibility of reclassifying the figures relating to Latin America.
(2) The category of Managers also includes executives who are not managers, who in 2014 numbered 169 men and 41 women. 2013 and 2012 have been reclassified, including in the category Managers who are former Middle Managers.
(3) It includes Endesa Morocco in 2012 (in 2013 and 2014 it is excluded from the scope).
(4) It includes the Netherlands, Bulgaria, Croatia, Turkey, Algeria, Saudi Arabia and Indonesia.
(5) Female Managers and Middle Managers out of all Managers and Middle Managers.
(6) Calculated as the ratio between the average salary of female Managers + Middle Managers and the average salary (men + women) of Managers + Middle Managers.
(7) During 2014 the definition of disability was revised in line with the relevant legislation. This entailed a reclassification of the data for 2014, 2013 and 2012 relating to the scope for Italy.

Health and safety

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	SAFETY							
	Safety expense							
	Safety expense by employee	(euro)	3,381	3,026	3,614	355	11.7	Enel
	Total safety expense	(m. euro)	238.5	219.3	262.2	19.2	8.7	Enel
	Training and information	(m. euro)	33.3	33.4	36.5	-0.1	-0.2	Enel
	Medical supervision	(m. euro)	7.6	6.1	7.7	1.5	24.1	Enel
	Personal Protection Devices (PPD)	(m. euro)	15.7	14.2	13.1	1.5	10.2	Enel
	Personnel cost	(m. euro)	50.9	54.5	57.8	-3.6	-6.6	Enel
	Maintenance, fire protection and other [1]	(m. euro)	24.8	25.8	24.8	-1.1	-4.1	Enel
	Infrastructure investments on safety	(m. euro)	106.2	85.2	122.3	20.9	24.6	Enel
	Medical checks [2]	(no.)	120,694	113,382	84,701	7,312	6.4	Enel
LA7 COMM	**Number and frequency of injuries**							
	Serious and fatal occupational injuries to employees	(no.)	4	13	15	-9	-69.2	Enel
	- men	(no.)	3	12	15	-9	-75.0	Enel
	- women	(no.)	1	1	-	-	-	Enel
	of which fatal	(no.)	3	6	-	-3	-50.0	Enel
	- men	(no.)	3	6	-	-3	-50.0	Enel
	- women	(no.)	-	-	-	-	-	Enel
	of which serious [3]	(no.)	1	7	15	-6	-85.7	Enel
	- men	(no.)	-	6	15	-6	-100.0	Enel
	- women	(no.)	1	1	-	-	-	Enel
	Other non-serious injuries	(no.)	164	170	251	-6	-3.5	Enel
	- men	(no.)	146	160	225	-14	-8.8	Enel
	- women	(no.)	18	10	26	8	80.0	Enel
	Total occupational injuries to employees	(no.)	168	183	266	-15	-8.2	Enel
	- men	(no.)	149	172	240	-23	-13.4	Enel
	- women	(no.)	19	11	26	8	72.7	Enel
	Frequency rate [4]	(no.)	1.32	1.43	1.98	-0.11	-7.5	Enel
	Lost-Time Injuries Frequency Rate [4] [5]	(i)	0.26	0.29	0.40	-0.03	-10.5	Enel
	- men	(i)	0.29	0.33	0.44	-0.04	-12.3	Enel
	- women	(i)	0.16	0.09	0.21	0.08	84.4	Enel
	Italy	(i)	0.28	0.36	0.51	-0.08	-22.1	Italy
	- men	(i)	0.27	0.40	0.54	-0.13	-32.6	Italy
	- women	(i)	0.31	0.15	0.38	0.16	111.2	Italy
	Iberian Peninsula	(i)	0.13	0.08	0.23	0.05	60.5	Iberian Peninsula
	- men	(i)	0.16	0.10	0.21	0.06	57.3	Iberian Peninsula
	- women	(i)	0.05	-	0.29	0.05	-	Iberian Peninsula
	France	(i)	-	-	-	-	-	France
	- men	(i)	-	-	-	-	-	France
	- women	(i)	-	-	-	-	-	France
	Russia	(i)	0.16	0.23	0.20	-0.07	-29.7	Russia

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
- men	(i)	0.16	0.26	0.28	-0.10	-37.2	Russia
- women	(i)	0.15	0.14	-	0.01	7.8	Russia
Slovakia	(i)	**0.08**	**0.12**	**0.04**	-0.04	-35.5	Slovakia
- men	(i)	0.09	0.11	0.05	-0.02	-19.2	Slovakia
- women	(i)	-	0.16	-	-0.16	-100.0	Slovakia
Romania	(i)	**0.03**	**0.14**	**0.13**	-0.11	-77.8	Romania
- men	(i)	0.04	0.19	0.18	-0.15	-77.5	Romania
- women	(i)	-	-	-	-	-	Romania
Greece	(i)	-	**1.22**	-	-1.22	-100.0	Greece
- men	(i)	-	1.63	-	-1.63	-100.0	Greece
- women	(i)	-	-	-	-	-	Greece
North America	(i)	-	**0.31**	-	-0.31	-100.0	North America
- men	(i)	-	0.38	-	-0.38	-100.0	North America
- women	(i)	-	-	-	-	-	North America
Enel Green Power Latin America	(i)	-	**0.12**	**0.14**	-0.12	-100.0	Enel Green Power Latin America
- men	(i)	-	0.15	0.18	-0.15	-100.0	Enel Green Power Latin America
- women	(i)	-	-	-	-	-	Enel Green Power Latin America
Endesa Peru	(i)	**0.21**	**0.10**	**0.11**	0.11	106.3	Endesa Peru
- men	(i)	0.27	0.14	0.14	0.13	94.6	Endesa Peru
- women	(i)	-	-	-	-	-	Endesa Peru
Endesa Brazil	(i)	**0.08**	**0.07**	**0.07**	0.01	13.4	Endesa Brazil
- men	(i)	0.05	0.05	0.10	-	-	Endesa Brazil
- women	(i)	0.15	0.16	-	-0.01	-6.4	Endesa Brazil
Endesa Chile	(i)	**0.11**	**0.15**	**0.14**	-0.04	-28.7	Endesa Chile
- men	(i)	0.09	0.18	0.18	-0.09	-49.0	Endesa Chile
- women	(i)	0.19	-	-	0.19	-	Endesa Chile
Endesa Argentina	(i)	**1.27**	**0.95**	**1.34**	0.32	33.2	Endesa Argentina
- men	(i)	1.45	1.08	1.55	0.37	34.7	Endesa Argentina
- women	(i)	-	0.19	-	-0.19	-100.0	Endesa Argentina
Endesa Colombia	(i)	-	**0.06**	**0.35**	-0.06	-100.0	Endesa Colombia
- men	(i)	-	0.08	0.38	-0.08	-100.0	Endesa Colombia
- women	(i)	-	-	0.24	-	-	Endesa Colombia
Other	(i)	-	**2.89**	**5.08**	-2.89	-100.0	Other (6)
- men	(i)	-	3.43	6.26	-3.43	-100.0	Other (6)
- women	(i)	-	-	-	-	-	Other (6)

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Seriousness of injuries							
Lost Day Rate [7]	(i)	14.18	13.50	20.90	0.68	5.0	Enel
- men	(i)	15.66	15.84	24.67	-0.18	-1.1	Enel
- women	(i)	7.52	2.94	3.86	4.58	155.9	Enel
Italy	(i)	19.15	17.23	26.32	1.92	11.2	Italy
- men	(i)	19.49	19.63	29.97	-0.14	-0.7	Italy
- women	(i)	17.34	4.01	5.94	13.32	331.8	Italy
Iberian Peninsula	(i)	7.79	4.52	13.29	3.26	72.2	Iberian Peninsula
- men	(i)	9.73	5.58	14.58	4.15	74.3	Iberian Peninsula
- women	(i)	0.31	0.45	8.19	-0.14	-30.7	Iberian Peninsula
France	(i)	-	-	-	-	-	France
- men	(i)	-	-	-	-	-	France
- women	(i)	-	-	-	-	-	France
Russia	(i)	2.89	3.71	15.53	-0.83	-22.2	Russia
- men	(i)	3.66	3.86	21.72	-0.20	-5.2	Russia
- women	(i)	0.74	3.31	-	-2.56	-77.5	Russia
Slovakia	(i)	10.73	9.72	19.25	1.01	10.4	Slovakia
- men	(i)	12.55	8.97	22.45	3.58	39.9	Slovakia
- women	(i)	-	14.22	-	-14.22	-100.0	Slovakia
Romania	(i)	0.82	6.00	12.95	-5.18	-86.4	Romania
- men	(i)	1.10	7.97	17.84	-6.87	-86.2	Romania
- women	(i)	-	-	-	-	-	Romania
Greece	(i)	-	2.44	-	-2.44	-100.0	Greece
- men	(i)	-	3.27	-	-3.27	-100.0	Greece
- women	(i)	-	-	-	-	-	Greece
North America	(i)	-	5.27	-	-5.27	-100.0	North America
- men	(i)	-	6.52	-	-6.52	-100.0	North America
- women	(i)	-	-	-	-	-	North America
Enel Green Power Latin America	(i)	-	0.25	1.00	-0.25	-100.0	Enel Green Power Latin America
- men	(i)	-	0.31	1.23	-0.31	-100.0	Enel Green Power Latin America
- women	(i)	-	-	-	-	-	Enel Green Power Latin America
Endesa Peru	(i)	0.93	9.94	1.27	-9.01	-90.7	Endesa Peru
- men	(i)	1.23	13.19	1.69	-11.96	-90.7	Endesa Peru
- women	(i)	-	-	-	-	-	Endesa Peru
Endesa Brazil	(i)	0.64	1.08	1.23	-0.44	-40.9	Endesa Brazil
- men	(i)	0.10	1.12	1.39	-1.02	-91.1	Endesa Brazil
- women	(i)	2.30	0.94	0.73	1.36	145.0	Endesa Brazil
Endesa Chile	(i)	2.22	1.04	2.53	1.18	114.0	Endesa Chile

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	- men	(i)	2.43	1.28	3.11	1.14	89.1	Endesa Chile
	- women	(i)	1.31	-	-	1.31	-	Endesa Chile
	Endesa Argentina	(i)	41.76	53.30	56.73	-11.55	-21.7	Endesa Argentina
	- men	(i)	47.76	61.29	65.69	-13.53	-22.1	Endesa Argentina
	- women	(i)	-	4.63	-	-4.63	-100.0	Endesa Argentina
	Endesa Colombia	(i)	-	1.22	7.52	-1.22	-100.0	Endesa Colombia
	- men	(i)	-	1.66	9.77	-1.66	-100.0	Endesa Colombia
	- women	(i)	-	-	0.48	-	-	Endesa Colombia
	Other	(i)	-	31.80	45.72	-31.80	-100.0	Other (6)
	- men	(i)	-	37.74	56.31	-37.74	-100.0	Other (6)
	- women	(i)	-	-	-	-	-	Other (6)
	Injury seriousness index (7)	(no.)	0.07	0.07	0.10	-	-	Enel
	- men	(no.)	0.08	0.08	0.12	-	-	Enel
	- women	(no.)	0.04	0.01	0.02	0.03	204.1	Enel
	Absence due to injuries	(d)	9,024	8,651	14,024	373	4.3	Enel
	- men	(d)	8,154	8,310	13,555	-156	-1.9	Enel
	- women	(d)	870	341	469	529	155.1	Enel
	Work-related illnesses							
	Occupational disease rate (ODR) (8)	(i)	0.07	0.05	0.06	0.01	26.5	Enel (9)
	Absenteeism							
	Absentee Rate (10)	(i)	4,640	5,734	5,183	-1,093	-19.1	Enel
LA7 COMM	**CONTRACTING COMPANIES**							
	Serious and fatal injuries to employees of contracting companies	(no.)	38	26	34	12	46.2	Enel
	- men	(no.)	37	26	34	11	42.3	Enel
	- women	(no.)	1	-	-	1	-	Enel
	of which fatal	(no.)	16	10	11	6	60.0	Enel
	- men	(no.)	16	10	11	6	60.0	Enel
	- women	(no.)	-	-	-	-	-	Enel
	of which serious	(no.)	22	16	23	6	37.5	Enel
	- men	(no.)	21	16	23	5	31.3	Enel
	- women	(no.)	1	-	-	1	-	Enel
	Other non-serious injuries	(no.)	404	464	518	-60	-12.8	Enel
	- men	(no.)	404	464	518	-60	-12.8	Enel
	- women	(no.)	-	-	-	-	-	Enel
	Total injuries to employees of contracting companies	(no.)	442	490	552	-48	-9.7	Enel
	- men	(no.)	441	490	552	-49	-9.9	Enel
	- women	(no.)	1	-	-	1	-	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Lost-Time Injuries Frequency Rate (LTIFR) for employees of contracting companies (11)	(i)	**0.42**	**0.51**	**0.57**	-0.09	-17.8	Enel
	- Italy	(i)	0.65	0.65	0.64	-	-	Enel
	- Europe	(i)	0.32	0.42	0.56	-0.10	-22.7	Enel
	- North America and Latin America	(i)	0.41	0.52	0.56	-0.11	-21.4	Enel
	Lost Day Rate (LDR) for employees of contracting companies (11)	(i)	**13.82**	**18.25**	**21.81**	-4.43	-24.3	Enel
	- Italy	(i)	17.59	14.98	18.06	2.61	17.4	Enel
	- Europe	(i)	14.98	19.64	30.08	-4.66	-23.7	Enel
	- North America and Latin America	(i)	12.35	18.41	18.46	-6.06	-32.9	Enel
EU18	**Training on health and safety**							Enel
	Contractors and subcontractors who have followed health and safety training courses	(%)	**100**	**100**	**100**	-	-	Enel

(1) It includes studies, research and hygiene, medical controls, communication expenses and other costs.
(2) 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.
(3) 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.
(4) 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 work hours, as established by the GRI guidelines.
(5) The calculation of the indexes by country considers the total number of injuries to men and women in proportion to the total hours worked by men and women; the calculation of the indexes by gender considers the number of injuries in proportion to the hours worked by the gender under consideration (only men or only women).
(6) In 2014 it includes Belgium, South Africa and Bulgaria, in 2013 Belgium and Bulgaria and in 2012 Belgium, Bulgaria and Morocco.
(7) The Injury Seriousness Index is calculated as the ratio between the number of days of absence for injury and the hours worked expressed in thousands, while the Lost Day Rate is calculated by comparing the number of days of absence due to injury to the standard of 200,000 work hours, as established by the GRI guidelines.
(8) Calculated by comparing the number of cases of work-related illness during the year to the total hours worked/200,000.
(9) It includes Italy, Endesa Iberian Peninsula, Endesa Latam, Russia, Slovakia and Romania.
(10) Excluding holidays, personal reasons, maternity leave, study leave, extended leave, strikes, military service, paid leave, etc.
(11) The values relating to 2013 and 2012 have been reclassified following the divestment of the worksites located abroad of E&R of the former Engineering Division.

Environment

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	EMISSIONS							
EN18 COMM	**Emissions avoided** (1)	(m. t)	**106.7**	**102.5**	**96.9**	4.2	4.1	Enel
EN16 COMM	**Direct emissions of greenhouse gases (Scope 1)**							
	Emissions of CO_2 from electricity production and heat	(m. t)	115.18	115.27	127.48	-0.1	-0.1	Enel
	Direct emissions due to other activities	(m. t eq.)	0.30	0.27	0.32	0.03	11.4	Enel
	Total direct emissions (Scope 1)	(m. t eq.)	**115.48**	**115.55**	**127.80**	-0.1	-0.1	Enel
	Specific emissions of CO_2 from total net production (2)	(g/kWh)	**395**	**396**	**418**	-1	-0.2	Enel
	Specific emissions of CO_2 from net production from fossil fuels							
	- simple	(g/kWh)	777	761	733	16	2.1	Enel
	- cogeneration	(g/kWh)	647	652	659	-5	-0.7	Enel
	Indirect emissions of greenhouse gases (Scope 2) (3)							
	Fuel deposit and movement	(m. t eq.)	0.002	0.003	0.004	-0.001	-36.4	Enel
	Electricity distribution	(m. t eq.)	0.172	0.184	0.229	-0.012	-6.4	Enel
	Property management	(m. t eq.)	0.116	0.112	0.133	0.004	3.6	Enel
	Mining	(m. t eq.)	0.001	0.002	0.003	-0.001	-35.2	Enel
	From electricity acquired from the grid (hydroelectric plant)	(m. t eq.)	0.345	0.485	0.003	-0.140	-28.9	Enel
	Total indirect emissions (Scope 2)	(m. t eq.)	**0.636**	**0.786**	**0.370**	-0.140	-18.0	Enel
EN17	**Other indirect emissions of greenhouse gases (Scope 3)** (3)							
	Coal mining (3)	(m. t eq.)	6.287	6.343	6.313	-0.056	-0.9	Enel
	Transport of coal by sea	(m. t eq.)	0.906	0.817	0.899	0.089	10.9	Enel
	Transport of coal by train	(m. t eq.)	0.349	0.440	0.488	-0.091	-20.6	Enel
	Transport fuels (gas oil, biomass, WDF)	(m. t eq.)	0.009	0.003	0.003	0.006	171.9	Enel
	Transport raw materials and waste	(m. t eq.)	0.030	0.019	0.024	0.011	56.1	Enel
	Total indirect emissions (Scope 3)	(m. t eq.)	7.581	7.623	7.727	-0.042	-0.6	Enel
EN20 COMM	**Other atmospheric emissions**							
	Emissions SO_2	(t)	282,432	271,761	302,466	10,671	3.9	Enel
	Emissions NO_x	(t)	226,856	225,981	252,237	875	0.4	Enel
	Emissions H_2S	(t)	7,366	8,110	8,964	-744	-9.2	Enel
	Emissions of particulate matter	(t)	107,101	114,191	102,049	-7,090	-6.2	Enel
	Specific emissions compared to total net production (2)							
	Emissions SO_2	(g/kWh)	0.97	0.93	0.99	0.04	3.9	Enel
	Emissions NO_x	(g/kWh)	0.78	0.78	0.83	-	-	Enel
	Emissions of particulate matter	(g/kWh)	0.37	0.39	0.34	-0.02	-5.1	Enel
	Specific emissions compared to net thermoelectric production (4)							
	Emissions SO_2	(g/kWh)	1.80	1.71	1.69	0.09	5.4	Enel
	Emissions NO_x	(g/kWh)	1.45	1.42	1.41	0.03	2.1	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Emissions of particulate matter	(g/kWh)	0.68	0.72	0.57	-0.04	-5.6	Enel
	Specific emissions compared to net geothermoelectric production							
	Emissions H_2S	(g/kWh)	1.24	1.45	1.63	-0.21	-14.5	Enel
	Nuclear emissions into atmosphere							
	Noble gases	(GBq per unit)	26.1	45.3	80.4	-19.2	-42.4	Enel
	Iodine	(GBq per unit)	0.01	0.03	0.11	-0.02	-61.0	Enel
	Aerosol	(GBq per unit)	0.02	0.13	2.5	-0.11	-84.6	Enel
	Other radioactive	(MBq per unit)	0.1	0.2	0.9	-0.1	-65.4	Enel
EN19	**Emissions of ozone depleting substances**							
	CFC	(kgCFC-11eq)	122	986	-	-864	-87.7	Enel
	HCFC	(kgCFC-11eq)	73	33	24	40	119.5	Enel
	Halon	(kgCFC-11eq)	98	330	-	-232	-70.5	Enel
	Methyl bromide	(kgCFC-11eq)	-	-	-	-	-	Enel
	R22	(kgCFC-11eq)	75	160	127	-85	-53.1	Enel
	Freon 113	(kgCFC-11eq)	366	2,296	393	-1,930	-84.1	Enel
	Total	(kgCFC-11eq)	**733**	**3,805**	**544**	-3,072	-80.7	Enel
	Environmental expenditures							
EN30	**Environmental expenditures - GRI EN30 criterion** (5)	(m. euro)	**979**	**1,141**	**1,282**	-162	-14.2	Enel
	Current expenditures (costs):	(m. euro)	775	823	758	-48	-5.9	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	477	546	410	-69	-12.7	Enel
	- for environmental prevention and management	(m. euro)	298	277	349	21	7.5	Enel
	Investments:	(m. euro)	204	318	524	-114	-35.9	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	144	226	308	-82	-35.9	Enel
	- for environmental prevention and management	(m. euro)	60	92	216	-32	-34.6	Enel
	Environmental expenditures – EUROSTAT criterion	(m. euro)	**638**	**806**	**1,100**	-168	-20.8	Enel
	Total current expenditures	(m. euro)	434	489	576	-55	-11.2	Enel
	Total environmental investments	(m. euro)	204	318	524	-114	-35.9	Enel
	Environmental issues personnel	(no.)	**489**	**444**	**464**	45	10.1	Enel
EN28	**Environmental disputes**							
	Environmental proceedings as defendant (6)	(no.)	379	638	710	-259	-40.6	Enel
	Monetary value of environmental fines	(m. euro)	0.222	0.131	0.747	0.091	69.5	Enel
	Specific environmental taxes due to exceeding polluting limits (7)	(m. euro)	0.011	0.257	n.d.	-0.246	-95.7	Russia
	Environmental certifications							
	Extent of EMAS registration coverage	(%)	**42.8**	**44.4**	**42.3**	-1.6	-	Enel
	Extent of ISO 14001:2004 coverage							
	Net maximum electricity capacity	(%)	94.3	93.9	92.6	0.4	-	Enel
	km of electricity grid	(%)	94.9	95.4	95.3	-0.5	-	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							

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EN3	**Fuel consumption by primary source in TJ**							
	from non-renewable sources	(TJ)	**1,822,263**	**1,874,891**	**2,085,403**	-52,628	-2.8	Enel
	Coal	(TJ)	775,521	767,524	855,405	7,997	1.0	Enel
	Lignite	(TJ)	49,195	44,171	47,730	5,024	11.4	Enel
	Oil	(TJ)	76,577	87,253	102,451	-10,676	-12.2	Enel
	Natural gas	(TJ)	444,973	479,724	559,105	-34,751	-7.2	Enel
	Gas oil	(TJ)	47,060	51,707	45,636	-4,647	-9.0	Enel
	Uranium	(TJ)	428,938	444,513	475,034	-15,575	-3.5	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(TJ)	-	-	42	-	-	Enel
	from renewables	(TJ)	**91,984**	**150,641**	**152,400**	-58,657	-38.9	Enel
	Biomass, biogas and waste	(TJ)	6,783	8,876	9,588	-2,093	-23.6	Enel
	Hydrogen	(TJ)	-	-	42	-	-	Enel
	Geothermal fluid	(TJ)	85,201	141,765	142,770	-56,564	-39.9	Enel
	Total direct consumption	(TJ)	**1,914,247**	**2,025,532**	**2,237,803**	-111,285	-5.5	Enel
	Consumption of fuel by primary source in Mtoe							
	from non renewable sources	(Mtoe)	**43.5**	**44.8**	**49.8**	-1.3	-2.8	Enel
	Coal	(Mtoe)	18.5	18.3	20.4	0.2	1.0	Enel
	Lignite	(Mtoe)	1.2	1.1	1.14	0.1	11.4	Enel
	Oil	(Mtoe)	1.8	2.1	2.4	-0.3	-12.2	Enel
	Natural gas	(Mtoe)	10.6	11.5	13.4	-0.9	-7.2	Enel
	Gas oil	(Mtoe)	1.1	1.2	1.1	-0.1	-9.0	Enel
	Uranium	(Mtoe)	10.2	10.6	11.3	-0.4	-3.5	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(Mtoe)	-	-	0.001	-	-	Enel
	from renewables	(Mtoe)	**2.2**	**3.6**	**3.6**	-1.4	-38.9	Enel
	Biomass, biogas and waste	(Mtoe)	0.2	0.2	0.2	-	-	Enel
	Geothermal fluid	(Mtoe)	2.0	3.4	3.4	-1.4	-39.9	Enel
	Total direct consumption	(Mtoe)	**45.7**	**48.4**	**53.4**	-2.7	-5.5	Enel
	Incidence of fuel from non-renewable sources							
	Coal	(%)	42.6	40.9	41.0	1.7	-	Enel
	Lignite	(%)	2.7	2.4	2.3	0.3	-	Enel
	Oil	(%)	4.2	4.7	4.9	-0.5	-	Enel
	Natural gas	(%)	24.4	25.6	26.8	-1.2	-	Enel
	Gas oil	(%)	2.6	2.8	2.2	-0.2	-	Enel
	Uranium	(%)	23.5	23.7	22.8	-0.2	-	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(%)	-	-	-	-	-	Enel
EN4	**Electricity consumption by destination**							
	Fuel deposit and movement	(TJ)	25	30	34	-5	-16.0	Enel
	Electricity distribution	(TJ)	1,775	1,864	1,851	-89	-4.8	Enel
	Property management	(TJ)	1,306	1,148	1,080	158	13.8	Enel
	Mining	(TJ)	21	24	28	-3	-12.3	Enel
	Total electricity consumption	(TJ)	**3,127**	**3,066**	**2,993**	61	2.0	Enel
	Internal consumption							
	Electricity consumption for civilian uses	(MWh)	362,709	318,845	299,900	43,864	13.8	Enel
	Fuel consumption	(toe)	31,039	27,499	31,082	3,540	12.9	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
EN8 COMM	Water requirement for civilian uses [8]	(,000 m³)	80,326	7,047	2,919	73,279	-	Enel
EN1 COMM	Paper bought for printers/photocopiers	(mil A4 eq.)	145.4	197.3	232.3	-51.9	-26.3	Enel
	RAW MATERIALS							
	Resources used in the production process							
EN1 COMM	Fuel consumption for thermoelectric production							
	from non-renewable sources							
	Coal	(,000 t)	35,813	36,023	40,186	-210	-0.6	Enel
	Lignite	(,000 t)	4,057	3,824	4,339	233	6.1	Enel
	Oil	(,000 t)	1,886	2,138	2,505	-252	-11.8	Enel
	Natural gas	(m. m³)	13,917	13,797	15,958	120	0.9	Enel
	Gas oil	(,000 t)	1,119	1,232	1,096	-113	-9.2	Enel
	Other (orimulsion, coke, etc.)	(,000 t)	-	-	3	-	-	Enel
	from renewables							
	Biomass and waste for thermoelectric production	(,000 t)	412	653	775	-241	-36.9	Enel
	Hydrogen	(m. m³)	-	-	3.32	-	-	Enel
	Biogas	(m. m³)	24	34	18,948	-10	-29.5	Enel
	Geothermal steam used for electricity production	(,000 t)	108,206	85,361	86,991	22,845	26.8	Enel
	Fuel consumption for nuclear production							
	Uranium	(t)	111	107	135	4	3.9	Enel
	Consumables							
	Lime	(,000 t)	875.1	800.5	1,039.6	74.6	9.3	Enel
	Ammonia	(,000 t)	45.2	0.1	20.4	45.1	-	Enel
	Caustic soda	(,000 t)	120.4	60.4	55.0	60.0	99.4	Enel
	Slaked lime	(,000 t)	18.7	7.0	18.4	11.7	167.9	Enel
	Sulfuric/chloride acid	(,000 t)	34.5	5.5	15.2	29.0	529.3	Enel
	Other	(,000 t)	49.3	40.3	80.6	9.0	22.3	Enel
	Total	(,000 t)	**1,143.1**	**913.8**	**1,229.1**	229.3	25.1	Enel
	Percentage of materials used that derive from recycled material compared to total consumption of each resource							
	Lime for smoke desulfurization	(%)	0.1	0.2	0.2	-0.1	-	Enel
	Lubricant	(%)	3.4	21.6	4.2	-18.2	-	Enel
	Dielectric oil	(%)	99.7	99.3	93.3	0.4	-	Enel
	Ferric chloride	(%)	2.9	-	0.7	2.9	-	Enel
	Sulfuric acid	(%)	0.043	-	0.2	0.043	-	Enel
EN2	Paper for printing	(%)	43.7	43.6	53.6	0.1	-	Enel
	Equipment with PCB	(%)	**1.1**	**1.1**	**1.2**	-	-	Enel
	PCB quantity contained in equipment with PCB > 500 ppm	(t)	**32.2**	**0.7**	**1.5**	31.5	4,315.1	Enel
	PCB quantity contained in equipment with 50 < PCB < 500 ppm	(t)	**4,490.5**	**4,661.3**	**5,152.7**	-170.8	-3.7	Enel
	WATER CONSUMPTION							
	Volumes of water drawn by production process [9]							

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	Consumption for thermoelectric production	(m. m³)	122.7	122.2	143.0	0.5	0.4	Enel
	Consumption for nuclear production	(m. m³)	62.2	60.6	46.5	1.6	2.6	Enel
	Consumption for geothermoelectric production and for deposit and movement of fuels	(m. m³)	-	0.1	0.04	-0.1	-158.7	Enel
	Total consumption for production processes	(m. m³)	**185.0**	**182.9**	**189.5**	2.1	1.1	Enel
	Consumption for other industrial uses	(m. m³)	1.0	1.9	2.2	-0.9	-49.1	Enel
	Total consumption of water	(m. m³)	**186.0**	**184.8**	**191.6**	1.2	0.6	Enel
	Specific consumption for production process (10)							
	Specific consumption for thermoelectric production	(l/kWh)	0.78	0.77	0.80	0.01	1.7	Enel
	Specific consumption for nuclear production	(l/kWh)	1.57	1.48	1.11	0.09	6.2	Enel
	Total specific consumption for production processes	(l/kWh)	**0.64**	**0.63**	**0.62**	0.01	1.0	Enel
EN8 COMM	**Volumes of water drawn by source** (9)							
	Consumption from scarce sources	(m. m³)	**168.3**	**165.4**	**166.2**	2.9	1.7	Enel
	Surface water (wet zones, lakes, rivers)	(m. m³)	150.6	142.5	142.6	8.1	5.7	Enel
	Underground water (from well)	(m. m³)	10.4	15.2	14.6	-4.8	-31.5	Enel
	Water from aqueducts	(m. m³)	7.3	7.6	9.0	-0.3	-4.5	Enel
	Consumption from non-scarce sources	(m. m³)	**17.7**	**19.4**	**25.5**	-1.7	-8.7	Enel
	Seawater (used as such and desalinated)	(m. m³)	10.7	13.2	13.5	-2.5	-19.1	Enel
	Effluents (amount used inside plants)	(m. m³)	7.0	6.3	11.9	0.7	11.2	Enel
	Total	(m. m³)	**186.0**	**184.8**	**191.6**	1.2	0.6	Enel
EN10	**Percentage of recycled and reused water**	(%)	**3.8**	**3.4**	**6.2**	0.4	11.3	Enel
	Water used for open-cycle cooling							
	in thermoelectric power plants	(m. m³)	19,176	19,293	20,471	-117	-0.6	Enel
	in nuclear power plants	(m. m³)	2,681	2,528	2,563	153	6.1	Enel
EN21 COMM	**WASTE WATER**	(m. m³)						
	Waste water (quantity discharged)	(m. m³)	**101.0**	**91.0**	**90.4**	10.0	11.0	Enel
	by thermoelectric production	(m. m³)	89.7	80.6	79.3	9.1	11.2	Enel
	by nuclear production		11.3	10.2	11.0	1.1	10.6	Enel
	for oil deposit and movement	(m. m³)	0.1	0.2	0.08	-0.1	-56.1	Enel
	Quality of discharged water (11)							
	COD (Chemical Oxygen Demand)	(kg)	538,371	1,139,605	1,570,899	-	-	Enel
	BOD (Biochemical Oxygen Demand)	(kg)	127,641	249,547	532,401	-	-	Enel
	Nitrogen	(kg)	131,731	91,639	603,604	-	-	Enel
	Heavy metals	(kg)	138,136	114,035	72,686	-	-	Enel
	Phosphor	(kg)	6,708	12,027	43,347	-	-	Enel
	Nuclear emissions into water							
	Tritium	(TBq per unit)	78.3	48.6	112.2	29.7	61.2	Enel
	Fission and corrosion products	(GBq per unit)	16.1	18.1	22.8	-2.0	-11.0	Enel
EN22 COMM	**WASTE**							
	Waste products							
	Non-hazardous waste	(t)	10,126,284	9,923,356	12,027,183	202,928	2.0	Enel
	Hazardous waste	(t)	83,821	73,369	87,595	10,452	14.2	Enel

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	of which waste containing PCB	(t)	*136*	*294*	*4,220*	-158	-53.7	Enel
	Total waste products	(t)	10,210,106	9,996,725	12,114,778	213,381	2.1	Enel
	Total waste sent to recycling	(%)	**30.9**	**31.7**	**26.9**	-0.8	-	Enel
	Hazardous waste by means of disposal							
	Recycling (including recycling of energy)	(t)	42,928	21,838	48,746	21,090	96.6	Enel
	Dumping	(t)	40,894	51,531	38,849	-10,637	-20.6	Enel
	Non-hazardous waste by means of disposal							
	Recycling (including recycling of energy)	(t)	3,114,593	3,147,101	3,204,941	-32,508	-1.0	Enel
	Dumping	(t)	7,011,691	6,776,254	8,822,242	235,437	3.5	Enel
	Waste products in nuclear plants							
	Liquid radioactive waste at low/medium activity level	(m^3)	46.1	48.7	35.0	-2.6	-5.4	Enel
	Solid radioactive waste at low/medium activity level (12)	(t)	27.7	29.9	31.4	-2.2	-7.4	Enel
	Solid radioactive waste at low/medium activity level (12)	(m^3)	256.2	190.4	481.8	65.8	34.6	Enel
	Liquid radioactive waste at high activity level	(m^3)	-	-	-	-	-	Enel
	Solid radioactive waste at high activity level	(t)	62.4	64.6	56.3	-2.2	-3.5	Enel
EU9	Provision for the decommissioning of nuclear power plants (13)	(m. euro)	**567**	**2,645**	**3,538**	-2,078	-78.6	Enel
	Mitigation of the impact on the landscape/ territory (14)							
	LV/MV cabling ratio	(%)	**64.8**	**65.1**	**65.0**	-0.3	-0.5	Enel
	LV cabling ratio	(%)	**81.9**	**82.5**	**82.9**	-0.6	-0.7	Enel
	MV cabling ratio	(%)	**34.6**	**34.4**	**33.6**	0.2	0.6	Enel

(1) The emissions avoided are calculated as the sum of the emissions avoided in the various areas (net of the emissions associated with electricity production from renewables, such as for example those due to the consumption of fuel in the use of generators) 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 avoided emissions are calculated as the sum of the emissions avoided in the various local areas.

(2) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to total renewable, simple thermal and nuclear production and the combined production of electricity and heat (including the contribution from heat in MWh).

(3) "Scope 2" emissions: the estimate of the indirect emissions of CO_2 relating to 2014 due to the consumption of electricity for electricity distribution, moving fuel, extracting coal, property management and, since 2013, also the electricity purchased from the grid from hydroelectric plant, is the product of the electricity consumption, including grid losses, multiplied by the respective weighted specific emission coefficients of the whole generation mix of the countries where the Enel Group operates (source: Enerdata - http://services.enerdata.eu).
"Scope 3": the estimate of indirect emissions of CO_2 relating to 2014 and arising from the transport of coal by sea is calculated starting from the quantity transported (equivalent for 2014 to 71.2% of the total coal used), taking into consideration Panamax ships with a 67,600 ton capacity, which cover average distances of 700 nautical miles in 22 days, consuming 35 tons of oil a day, and an emission coefficient of 3.2 kg of CO_2 per liter of oil consumed, considering also three days stopover for unloading, to which consumption of 5 tons of oil is associated. The estimate of the indirect emissions of CO_2 from rail transport of coal is calculated starting from the quantity transported (equivalent for 2014 to 28.8% of the coal used) and taking into consideration trains with a capacity of 1,100 tons, which cover average distances of 1,400 km with consumption of 6.9 kWh/t for each 100 km transported and an average emission coefficient of Enel worldwide.
The estimate of the indirect emissions of CO_2 from the transport of consumable materials, oil (since 2014), gas oil, solid biomass, WDF and waste is calculated, starting from the quantities of raw materials transported, taking into consideration trucks with capacity of 28 tons, which cover average (return) distances of 75 km with consumption of 1 liter of gas oil for each 3 km travelled and an emission coefficient of 3 kg of CO_2 for each liter of gas oil consumed. The figure is an estimate of fugitive methane (CH_4) emissions from imported coal which is used by the Enel Group for thermoelectric production. The figure does not take into account fugitive methane (CH_4) emissions due to extraction activities which are directly managed by the Enel Group (in Spain), which it was decided should be considered as direct emissions, and are therefore included in the scope 1 classification.

(4) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to total simple thermoelectric production and the combined production 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) Until 2012 the calculation of disputes for the scope of Endesa also included other environmental proceedings (for example administrative proceedings regarding fines, which are not purely court-related).

(7) This value relating to the plant at Reftinskaya is recorded separately starting in 2013, while in previous years it was considered under environmental expenses.

(8) As from this year it also includes civil uses of the plant's water which were not included in previous years.

(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) Since 2013 the calculation methodology has been made more conservative, taking account of the consumption of water due to evaporation in particular types of plant (e.g.: semi-open cycle in the power plant of Ascó - Spain) which was not considered until 2012; therefore, the data for the previous years cannot be compared with the data for 2013.

(11) The analyses are carried out on different groups of plant from year to year, depending on the specific audit needs, and therefore relate to differing plant power levels.

(12) 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 increase compared to 2013 is due mainly to the greater production of radioactive waste classified as "compactable" at the nuclear power plants Ascó 1 and 2 in Spain. The lower production in 2013 is connected to replacement of the fuel bars which took place in 2012.

(13) The provision for "nuclear decommissioning" fell compared to 2013 mainly due to the reclassification under assets held for sale of the subsidiary Slovenské elektrárne. In 2013 the latter held a provision of 2,175 million euro relating to the plants V1 and V2 at Bohunice and EMO 1 and 2 at Mochovce and included a provision for the disposal of nuclear waste for 114 million euro, a provision for the disposal of spent nuclear fuel for 1,296 million euro and a provision for the dismantling of nuclear power plants for 765 million euro. Therefore at December 31, 2014 the provision held solely the costs which will be incurred on disposal of the nuclear power plants by Enresa, a Spanish public company entrusted with this task.

(14) The cabling ratio is calculated by proportioning the km of cabled lines (both underground and airborne insulated cables) to the total km of lines.

Sustainability in the supply chain

	KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
	SUPPLIERS							
	Number of suppliers with which a new contract was signed in the year	(no.)	**38,972**	**41,087**	**45,264**	-2,115	-5.1	Enel
LA1 COMM	Workforce of contracting and subcontracting companies (1)	(no.)	**100,336**	**94,069**	**104,590**	6,267	6.7	Enel
EU17	Days worked by employees	(,000 d)	**26,270**	**23,860**	**24,150**	2,410	10.1	Enel
	- construction	(,000 d)	7,531	6,743	6,850	787	11.7	Enel
	- operations	(,000 d)	7,281	7,124	6,330	157	2.2	Enel
	- maintenance	(,000 d)	11,459	9,993	10,969	1,465	14.7	Enel
	Concentration of material and service suppliers (top 15)	(%)	**45.8**	**40.1**	**38.2**	5.7	14.2	Enel
EC6	**Local suppliers of materials and services** (2)							
	Local suppliers with contracts > 1 m. euro	(no.)	1,138	994	1,118	144	14.5	Enel
	Foreign suppliers with contracts > 1 m. euro	(no.)	153	124	140	29	23.4	Enel
	Spending on local suppliers with contracts > 1 m. euro	(m. euro)	7,055	6,283	6,421	771	12.3	Enel
	Spending on foreign suppliers with contracts > 1 m. euro	(m. euro)	985	410	641	576	140.4	Enel
	Concentration of spending on local suppliers	(%)	88	94	91	-6	-6.5	Enel
	Concentration of spending on foreign suppliers	(%)	12	6	9	6	100.0	Enel
	Purchases and fuels							
	Materials and services purchases	(m. euro)	**10,185**	**8,406**	**8,858**	1,779	21.2	Enel
	Supplies	(m. euro)	2,540	2,236	2,564	304	13.6	Enel
	Works	(m. euro)	2,455	2,174	1,473	281	12.9	Enel
	Services	(m. euro)	5,190	3,997	4,822	1,193	29.9	Enel
	Fuel purchases	(m. euro)	**6,087**	**6,597**	**7,750**	-510	-7.7	Enel
	Gas	(m. euro)	3,103	3,202	3,420	-99	-3.1	Enel
	Oil	(m. euro)	1,384	1,476	1,925	-91	-6.2	Enel
	Coal	(m. euro)	1,348	1,578	1,957	-230	-14.6	Enel
	Services	(m. euro)	252	342	448	-90	-26.4	Enel
	Management instruments							
	Active qualified companies	(no.)	**5,339**	**5,075**	**5,522**	264	5.2	Enel

KPI	UM	2014	2013 restated	2012	2014-2013	%	Scope
Online tenders	(%)	37	51	37	-13	-26.5	Enel
Online purchases	(%)	36	37	58	-1	-2.4	Enel
Use of prescription	(%)	35	27	41	8	30.1	Enel (3)
Disputes involving suppliers							
Total proceedings	(no.)	675	749	628	-74	-9.9	Enel
Incidence of proceedings as defendant	(%)	68.4	70.9	73.1	-2.5	-3.5	Enel

(1) Calculated in FTE (Full Time Equivalents).
(2) "Local suppliers" means those suppliers with their registered office in the country in which the supply contract was issued.
(3) The increase in 2014 was mainly due to changes in the scope, since the data for 2013 do not include Enel Green Power Latin America, while the data for 2012 do not include Endesa, Enel Green Power Latin America and Enel Green Power Romania. The value for 2014 includes the significant prescribed amounts of Enel Green Power for work and supplies on solar plant/wind farms in the United States and South Africa.

GRI Content Index

Key

Type:
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	Letter to stakeholders 4-5	●
1.2	C	Description of key impacts, risks and opportunities	Letter to stakeholders 4-5 Strategy 22-29 Governance 32-43	●
2. Profile of the organization				
2.1	C	Name of the organization	Methodological note 144	●
2.2	C	Primary brands, products, and/or services	Company profile 8-11	●
2.3	C	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	The new organizational structure 12 → Annual Report 2014 6-9	●
2.4	C	Location of organization's headquarters	Methodological note 144	●
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	Company profile 10-11	●
2.6	C	Nature of ownership and legal form of the Company	Performance indicators 164	●
2.7	C	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Company profile 10-11 Performance indicators 169	●
2.8	C	Scale of the organization	Company profile 10-11 Our people 86 Environment 112-113 Performance indicators 162	●
2.9	C	Significant changes during the reporting period regarding size, structure, or ownership	Methodological note 144-147	●
2.10	C	Awards received in the reporting period	Company profile 19	●

Indicator	Type	Description	Reference/direct response	Cover
EU1	C	Installed capacity, broken down by primary energy source and by regulatory regime	Performance indicators 159	●
EU2	C	Net energy output, broken down by primary energy source and by regulatory regime	Company profile 10-11 Performance indicators 159-160	◐
EU3	C	Number of residential, industrial, institutional and commercial customers	Company profile 10-11 Performance indicators 169 **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 this information in 2017.	◐
EU4	C	Length of above and underground transmission and distribution lines by regulatory regime	Company profile 10-11 Performance indicators 160-161	●
EU5	C	Allocation of CO_2 emissions allowances or equivalent, broken down by carbon trading framework	Environment 117-121	●

3. Parameters of the report

3.1	C	Reporting period (e.g. fiscal/calendar year) for information provided	Methodological note 146-147	●
3.2	C	Date of publication of most recent sustainability report	The Sustainability Report 2013 was published on May 22, 2014.	●
3.3	C	Reporting cycle (annual, biennial, etc.)	Methodological note 144	●
3.4	C	Contact point for questions regarding the report or its contents	Methodological note 144	●
3.5	C	Process for defining report content	Methodological note 144-147	●
3.6	C	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	Methodological note 146-147	●
3.7	C	State any specific limitations on the scope or boundary of the report	Methodological note 146-147	●
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	Methodological note 146-147	●
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	Methodological note 144-147	●
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)	Methodological note 146-147	●
3.11	C	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Methodological note 146-147	●
3.12	C	Table identifying the page number or website of the Standard Disclosures in the report	GRI Content Index 204-215	●
3.13	C	Policy and current practice with regard to seeking external assurance for the report. Explain the objective and the basis of each external assurance should they not be explained in the assurance report. Also explain the link between the organization and the company which undertakes the assurance	Methodological note 146 Report of the independent auditors	●

Indicator	Type	Description	Reference/direct response	Cover
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	Governance 34-35 → Annual Report 2014 – Report on corporate governance and ownership 425	●
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 2014 – Report on corporate governance and ownership 425	●
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"	Governance 34-35 → Annual Report 2014 – Report on corporate governance and ownership 425	●
4.4	C	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	→ Annual Report 2014 – Report on corporate governance and ownership 425	●
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 2014 – Report on corporate governance and ownership 425 Remuneration Report 2014	●
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 2014 – Report on corporate governance and ownership 425	●
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 2014 – Report on corporate governance and ownership 425	●
4.8	C	Mission, values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Governance 38-41	●
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	→ Annual Report 2014 – Report on corporate governance and ownership 425	●
4.10	C	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	→ Annual Report 2014 – Report on corporate governance and ownership 425	●
4.11	C	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Governance 37	●
4.12	C	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	Governance 38-41	●
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	Governance 43	●
4.14	C	List of stakeholder groups engaged by the organization	Methodological note 144-145	●
4.15	C	Basis for identification and selection of stakeholders with whom to engage	Strategy 25-26 Responsible relations with communities 74-75 Methodological note 144-145	●

Indicator	Type	Description	Reference/direct response	Cover
4.16	C	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Strategy 25-26 Governance 32 Quality for customers 58-59 Responsible relations with communities 66-75 Our people 92 Methodological note 144-145	●
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	Strategy 25-26 Quality for customers 58-59 Responsible relations with communities 68-73 Methodological note 144-145	●

5. Management approach and performance indicators

Economic performance indicators

DMA EC		Management approach	Strategy 22-29 Governance 41-43 Responsible relations with communities 74-75 Performance indicators 162-163	●
EU6	C	Management approach to ensure short- and long-term electricity availability and reliability	Quality for customers 57	●
EU7	C	Demand-side management programs including residential, commercial, institutional and industrial programs	Towards sustainable innovation 52 Quality for customers 62-63	●
EU8	C	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Towards sustainable innovation 46-53	●
EU9	C	Provisions for decommissioning of nuclear power sites	Performance indicators 200-201	●
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	Performance indicators 162-163	●
EC2	C	Financial implications and other risks and opportunities for the organization's activities due to climate change	Environment 120	●
EC3	C	Coverage of the organization's defined benefit plan obligations	Our people 95	●
EC4	C	Significant financial assistance received from government	Performance indicators 167	◐
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. The data is not available in the current recording systems, and any estimate would not be reliable. Enel undertakes to report this information in 2017.	○
EC6	C	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Sustainability in the supply chain 202-203 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.	●

Indicator	Type	Description	Reference/direct response	Cover
EC7	C	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Our people 87 Following the new organization, new local policies and procedures are being established 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	Responsible relations with communities 76 Performance indicators 175	●
EC9	A	Understanding and describing significant indirect economic impacts, including the extent of impacts	**Motivation:** the data are not available in the current recording systems, and any estimate would not be reliable. Enel undertakes to report this information in 2017.	○
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	Performance indicators 170	●
EU12	C	Transmission and distribution losses as a percentage of total energy	Performance indicators 171 **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	Environment - Environmental governance 114-116	●
$EN1_{COMM}$	C	Raw materials used by weight or volume	Performance indicators 197-198	●
EN2	C	Percentage of materials used that are recycled materials	Performance indicators 198	●
EN3	C	Direct energy consumption by primary energy source	Environment - Efficiency in energy consumption 122 Performance indicators 197	●
EN4	C	Indirect energy consumption by primary source	Performance indicators 197	●
EN5	A	Energy saved due to conservation and efficiency improvements	Environment - Efficiency in energy consumption123	●
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	Environment - Environmental management systems 115 Environment - Efficiency in energy consumption 122-123	●
EN7	A	Initiatives to reduce indirect energy consumption and reductions achieved	Environment - Environmental management systems 115 Environment - Efficiency in energy consumption 123	●

Indicator	Type	Description	Reference/direct response	Cover
$EN8_{COMM}$	C	Total water withdrawal by source	Environment - Responsible management of water resources 124-126 Performance indicators 199	●
EN9	A	Water sources significantly affected by withdrawal of water	Environment - Responsible management of water resources124-126	●
EN10	A	Percentage and total volume of water recycled and reused	Environment - Responsible management of water resources 124-125 Performance indicators 199	●
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	Environment - Protecting biodiversity 127-129	●
$EN12_{COMM}$	C	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Environment - Protecting biodiversity 127-129	●
EU13	C	Biodiversity of habitats compared to the biodiversity of the affected areas	Environment - Protecting biodiversity 127-129	●
EN13	A	Habitats protected or restored	Environment - Protecting biodiversity 127-129	●
$EN14_{COMM}$	A	Strategies, current actions, and future plans for managing impacts on biodiversity	Environment - Protecting biodiversity 127-129	●
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	Environment - Protecting biodiversity 127-129	●
$EN16_{COMM}$	C	Total direct and indirect greenhouse-gas emissions by weight	Environment - Greenhouse gas emissions 120 Performance indicators 195	●
EN17	C	Other relevant indirect greenhouse-gas emissions by weight	Environment - Greenhouse gas emissions 121 Performance indicators 195	●
$EN18_{COMM}$	C	Initiatives to reduce greenhouse-gas emissions and reductions achieved	Environment - Greenhouse gas emissions 119 Performance indicators 195	●
EN19	C	Emissions of ozone-depleting substances by weight	Performance indicators 196	●
$EN20_{COMM}$	C	NO_x, SO_x, and other significant air emissions by type and weight	Environment - Emissions of SO_2, NO_x and particulate matter 121 Performance indicators 195	●
$EN21_{COMM}$	C	Total water discharge by quality and destination	Environment - Water discharges 127 Performance indicators 199	●
$EN22_{COMM}$	C	Total weight of waste by type and disposal method	Environment - Management of waste 130 Performance indicators 199	●
EN23	C	Total number and volume of significant spills	Environment - Management of waste 130	●
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:** 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	Environment - Assessment of "water risk" 126 Biodiversity 127	●
EN26	C	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Environment - Responsible management of water resources 124 Environment - Efficiency in energy consumption 122-123	●
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	Environment - Environmental disputes 132 Performance indicators 196	◐
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	Environment - The challenges and opportunities of climate change 118 Environment - Greenhouse gas emissions 120 Environment - Other activities 130	●
EN30	A	Total environmental protection expenditures and investments by type	Environment - Environmental spending 117 Performance indicators 196	●

Social performance indicators: appropriate labor practices and working conditions

DMA LA		Management approach	Our people 86-92, 96	●
EU14	C	Programs and processes to ensure the availability of a skilled workforce	Our people 88	●
EU15	C	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Performance indicators 182-187	●
EU16	C	Policies and requirements regarding health and safety of Enel Group employees and employees of contractors and subcontractors	Health and safety 101-103	●
LA1$_{COMM}$	C	Total workforce by employment type, employment contract, and region, divided by gender	Our people 86 Performance indicators 176-179, 187-188	●
LA2$_{COMM}$	C	Total number and rate of new recruitment and employee turnover by age group, gender, and region	Our people 86 Performance indicators 179-181	●
EU17	C	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities	Performance indicators 202	●
EU18	C	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Health and safety 103 Sustainability in the supply chain 140	●
LA3	A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Our people 95-96	◐
LA4$_{COMM}$	C	Percentage of employees covered by collective bargaining agreements	Performance indicators 188-189 **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.	◐

Indicator	Type	Description	Reference/direct response	Cover
LA5	C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Our people 97	●
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	Health and safety 108-109	●
$LA7_{COMM}$	C	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	Health and safety 100-101 Performance indicators 190-194	●
LA8	C	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Health and safety 106-107	●
LA9	A	Health and safety topics covered in formal agreements with trade unions	Health and safety 108-109	●
LA10	C	Average hours of training per year per employee by gender and by employee category	Our people 88 Performance indicators 181-182	●
LA11	A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Our people 87-88 Performance indicators 181-182 → Annual Report 2014 141, 162	●
LA12	A	Percentage of employees receiving regular performance and career development reviews, by gender	Our people 87-88 Performance indicators 181	●
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	Performance indicators 165-166, 176-189	●
LA14	C	Ratio of basic salary and remuneration of women to men by employeecategory and by significant locations of operation	Performance indicators 187	●
LA15	C	Rates of permanent return to work following parental leave, divided 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	Governance 40 Performance indicators 166	●
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	Performance indicators 167 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 2014 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	Sustainability in the supply chain 136-140 **Limitation:** the total percentage is not available in our current recording systems. An estimate would not be reliable.	◐

Indicator	Type	Description	Reference/direct response	Cover
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	Governance 40 Performance indicators 182	●
HR4	C	Total number of incidents of discrimination and corrective actions taken	Governance 39-40 Performance indicators 166-167	●
$HR5_{COMM}$	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	Governance 38-41 Sustainability in the supply chain 136-140	◐
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	Governance 38-41 Sustainability in the supply chain 136-140	◐
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	Governance 38-41 Sustainability in the supply chain 136-140	◐
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 in our current recording systems. An estimate would not be reliable. 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 2014 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:** not available. The data are not available in the current recording systems. An estimate would not be reliable. 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	Governance 40 Sustainability in the supply chain 166-167	●

Social performance indicators: society

DMA SO		Management approach	Governance 38-41 Responsible relations with communities 66-75 Health and safety 104-105	●
EU19	C	Stakeholder participation in the decision-making process related to energy planning and infrastructure development	Governance 41-42 Responsible relations with communities 68-75	●
EU20	C	Approach to managing the impacts of displacement	Responsible relations with communities 68-73	●
EU21	C	Contingency planning measures, disaster/emergency management plans and training programs, and recovery/restoration plans	Health and safety 105-106	●

Indicator	Type	Description	Reference/direct response	Cover
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	Responsible relations with communities 68-73	●
EU22	C	Number of people physically or economically displaced and compensation, broken down by type of project and impact	Responsible relations with communities 68-73	●
SO2	C	Percentage and total number of business units analyzed for risks related to corruption	Governance 41	●
SO3	C	Percentage of employees trained in organization's anti-corruption policies and procedures	Governance 41 Our people 88 Performance indicators 181-182	●
SO4	C	Actions taken in response to incidents of corruption	Governance 39-40 Performance indicators 166-167 Throughout the Group during 2013, there were 8 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	Governance 42	●
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.	●
SO7	A	Total number of legal actions for anti-competitive behavior, antitrust, and monopoly practices and their outcomes	In Italy, during 2014, the Anti-trust Authority (AGCM) did not start or conclude any proceedings against Enel for abusing its dominant position or for seeking to restrict competition. In Argentina, Peru, Brazil no proceedings were started. In Chile there were 4 cases relating to free competition.	●
SO8	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	→ Annual Report 2014, "Contingent liabilities and assets" 277-285	●
SO9	C	Operations with significant potential or actual negative impacts on local communities	Responsible relations with communities 68-73	●
SO10	C	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Responsible relations with communities 68-73	●

Social performance indicators: product responsibility

DMA PR		Management approach	Governance 38-41 Quality for customers 56-63	●

Indicator	Type	Description	Reference/direct response	Cover
EU23	C	Programs, including those in partnership with governments, to improve or maintain access to electricity and support services for customers	Quality for customers 60-62	●
EU24	C	Initiatives aimed at breaking down linguistic, cultural, illiteracy and disability barriers to accessing electricity safely and support services for customers	Quality for customers 60-62	●
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	Quality for customers 57 Responsible relations with communities 76	●
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 2014 there were no cases of non-compliance 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	Performance indicators 175 → Annual Report 2014, "Contingent liabilities and assets" 277-285 → Informe de sostenibilidad Endesa 117-122	●
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 2014 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	Quality for customers 58 Performance indicators 171-172	●
PR6	C	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Quality for customers 59-61	●
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 2014 there were no cases of non-compliance with regulations or voluntary codes regarding the marketing activities of the Enel Group.	●
PR8	A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Quality for customers 58-59, 62	◐

Indicator	Type	Description	Reference/direct response	Cover
PR9	C	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Spain: 2.6 million euro Italy: with resolution 526/2014/S/gas the AEEGSI started proceedings against Enel Energia challenging the charging to customers on the regulated gas market of a fee – not envisaged by the regulation – to cover the costs incurred for credit recovery. Enel Energia has arranged to end the proceedings through a simplified procedure which enables the sanction to be reduced to one third (around 20,000 euro) Latin America: the sanctions totaled 437,915,056 Chilean pesos, equivalent to around 600,000 euro → Annual Report 2014, "Contingent liabilities and assets" 277-285 → Informe de sostenibilidad Endesa 117-122	●
EU26	C	Percentage of population unserved in licensed distribution or service areas	Italy: 0% Romania: 0% Spain: 0% Argentina: 0.2% Chile: 0.1% Brazil: 0.16% Peru: 3.42% Colombia: 0.79%	●
EU27	C	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	Performance indicators 172-174	●
EU28	C	Power outage frequency	Performance indicators 170-171 **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	Performance indicators 171 **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	Performance indicators 170	●