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EDP

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OCCUPATIONAL HEALTH  
AND SAFETY  
2019

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## ENERGY. ENERGIA. ENERGÍA.

We are energy. An energy that is international and speaks many languages.

We are a force driven by innovation toward a greener, more electric, and more sustainable future.

It's no longer a secret that we think of the wind, water, and sun as our greatest allies in our search for ever cleaner energy that reaches everyone in a fairer and more inclusive way.

We set out our ambitious goals, always with a commitment to create a network of energy, talent, technology, with more global and efficient solutions.

Decarbonize, digitalize, and decentralize are the action verbs on this path to change.

We are spearheading the energy transition and assuming the responsibility to challenge the world to join us.

Energy begins with us. And the future is today.



# THIS REPORT

EDP - Energias de Portugal, S.A. (hereinafter referred to as EDP), with head office in Lisbon, at No. 12 Avenida 24 de Julho and with its securities listed on the Euronext Lisbon stock exchange, was a result of the transformation of Electricidade de Portugal, E.P., formed in 1976 following the nationalization and consequent merger of the main companies in the electricity sector in Mainland Portugal. In 1994, as defined by Decree-Laws 7/91 and 131/94, the EDP Group (hereinafter referred to as the EDP Group or Group) was created after the spin-off of EDP, which resulted in a group of subsidiary companies 100% held directly or indirectly by EDP itself.

The EDP Group's activities are currently focused, on the one hand, on the areas of generation, transmission, distribution and sale of electricity and, in addition, the area of the sale of natural gas. In addition, the EDP Group is dedicated to activities in the areas of engineering, laboratory tests, professional training, provision of energy services and management of its real estate assets.

The EDP Group operates in the energy sector, mainly in the European and American markets.

The Prevention and Safety report presents an overview of the most important activities undertaken by the EDP Group and the main indicators in 2019 in Occupational Health and Safety matters.

This report complements the information of the main consolidated indicators in the EDP Report and Accounts 2019 and in the EDP Sustainability Report 2019 according to the standards contained in the Global Reporting Initiative (GRI - Standard) – [EU 17, EU 18, EU 25, GRI 403-1 a 403-10].



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# Safety in Numbers

## GROUP

EMPLOYEES + SERVICE PROVIDERS



113	Accidents
1,74	Fr
89	Sr
2	Fatal Accidents
427	Near-misses reported
376.178	Volume of OH&S training (hours)
97	OHSAS certification 18001 - installed capacity (%)
60	OHSAS certification 18001 - employees covered (%)

## PORTUGAL

EMPLOYEES

24	Accidents
2,40	Fr
131	Sr
19.069	Volume of OH&S training (hours)
88	Employees represented in OH&S committees (%)

SERVICE PROVIDERS

43	Accidents
2,57	Fr
168	Sr
1	Fatal Accidents
1.797	Volume of OH&S training (hours)



## SPAIN

EMPLOYEES

3	Accidents
1,02	Fr
97	Sr
8.128	Volume of OH&S training (hours)
64	Employees represented in OH&S committees (%)

SERVICE PROVIDERS

21	Accidents
3,83	Fr
146	Sr
113	Volume of OH&S training (hours)



**BRAZIL**

## EMPLOYEES

1	Accidents
0,21	Fr
2	Sr
69.386	Volume of OH&S training (hours)
100	Employees represented in OH&S committees (%)

## SERVICE PROVIDERS

16	Accidents
0,82	Fr
18	Sr
1	Fatal Accidents
263.666	Volume of OH&S training (hours)

**NORTH AMERICA**

## EMPLOYEES

1	Accidents
0,78	Fr
114	Sr
2.005	Volume of OH&S training (hours)
51	Employees represented in OH&S committees (%)

## SERVICE PROVIDERS

4	Accidents
1,39	Fr
25	Sr
3.232	Volume of OH&S training (hours)

**REST OF EUROPE**

## EMPLOYEES

0	Accidents
0,00	Fr
0	Sr
8.749	Volume of OH&S training (hours)
34	Employees represented in OH&S committees (%)

## SERVICE PROVIDERS

0	Accidents
0,00	Fr
0	Sr
34	Volume of OH&S training (hours)



SW

**SUSTAINABLE  
ENERGY**



edp



# OCCUPATIONAL HEALTH AND SAFETY POLICY

## EDP GROUP SAFETY POLICY REVIEW

### INCLUDING COMMITMENT TO WORKERS' PARTICIPATION AND CONSULTATION

The Health and Safety of all those who contribute to the development of the activities of the companies which are part of the EDP Group, workers, suppliers, service providers, customers and other stakeholders is deemed a key value and a priority for the success of EDP as a business Group. The consolidation of a positive safety culture is only possible with the participation and involvement of everyone in a participatory and collaborative attitude towards safety at work.

People are at the centre of the EDP Group's strategic agenda, which assumes the responsibility of ensuring the necessary conditions for its adaptation to the new demands of work motivated by the evolution of the business and the digitization of processes, particularly in matters related to Occupational Health and Safety.

EDP makes a commitment based on the principles for sustainable development and, through applying the highest ethical standards, exceptional performance levels will be achieved making the EDP Group an increasingly better place to work.

In 2019, the EDP Group's Occupational Health and Safety Policy was revised, given the existence of the new reference standard "ISO 45001:2018 - *Occupational Health and Safety Management Systems*". The Policy was adjusted to the requirements of the new framework, in the following aspects: (i) inclusion of a commitment to worker participation and consultation; (ii) adaptation of the concepts of worker and stakeholders; (iii) clarification of the scope of the commercialization business; (iv) inclusion of sustainability and business ethics commitments.

Occupational Health and Safety Policy of the EDP Group

**Safety is an integral part of the service and product quality of the companies within the EDP Group.**

## THE EDP COMMITMENT

The corporate management of the EDP Group is determined to constantly strengthen the culture of Occupational Health and Safety, by developing awareness, deepening willingness and making available the resources required for:

- Ensuring a safe and healthy work environment guaranteed to prevent adverse health effects;
- Ensuring compliance with legislation and other requirements voluntarily undertaken by the EDP Group;
- Promoting the training and informing of employees regarding activity-related risks, raising their awareness of compliance with safety standards and procedures;
- Protecting facilities and equipment by adopting the best techniques, combined with monitoring and updating operating procedures in order to eliminate or minimize risks to employees, service providers and stakeholders who might come into contact with the EDP Group's infrastructures.
- Ensuring the participation and consultation of workers and their representatives in planning, implementing and evaluating the performance of Occupational Health and Safety management.

The efficacy of the safety policy and the ongoing improvement of the EDP Group in the area of Occupational Health and Safety must be achieved with the involvement of all management levels and the support and contribution of all employees, service providers, suppliers and the other stakeholders. To this end, the EDP Group requires everyone to adopt practices in line with the principles of this policy.

This Occupational Health and Safety Policy and the approved principles apply to all EDP Group Companies.

## **GUIDELINES FOR OCCUPATIONAL HEALTH AND SAFETY PRACTICE WITHIN THE EDP GROUP**

1. Safety - understood as Occupational Health and Safety - is an integral part of the activity of the EDP Group companies and is present in every decision: in planning, construction, operation and maintenance, in staff management, procurement, commercial activities, customer relations, supplier relations and with the general public.
2. Safety is an attitude and a will - inherent in everyone's activity - which is expressed at all times in the respect for and compliance with the legal requirements, standards, rules and procedures applicable, and in the initiative and contribution to its improvement.
3. Safety is an inherent component of line management, with line managers being responsible for enforcing regulations, undertaking a visible, permanent personal commitment, promoting training and information provision for their employees and controlling the environment in which work takes place.
4. At all times and under any circumstances, each Company undertakes its activities aiming at "zero accidents" through the continuous improvement of safety management and performance, defining concrete goals for progress.
5. Safety at work should be achieved through the systematic analysis of risks, involving the workers and their representatives, as well as service providers, as applicable, so as to identify and deal with all situations with potential risk, during the preparation of the work, in order to converge to an acceptable level of risk. If safety conditions for the carrying out of a job are not sufficient, it must not be started or, if it is already in progress, it must be stopped.
6. The investigation and analysis of incidents – accidents and near-accidents – will be carried out systematically and conclusions will be drawn to prevent their repetition, an essential condition for the ongoing improvement of the prevention of occupational accidents and adverse health effects.
7. No action shall be taken against any employee who expresses concern about an Occupational Health and Safety matter or is involved in a near-accident, unless s/he has consciously and intentionally carried out an illegal action or wilfully disregarded a safety rule or procedure.
8. Safety procedures must be kept up-to-date at all times in accordance with existing risks and the applicable local regulations.

Occupational Health and Safety Policy of the EDP Group

**No situation or urgent service can justify endangering a person's life!**

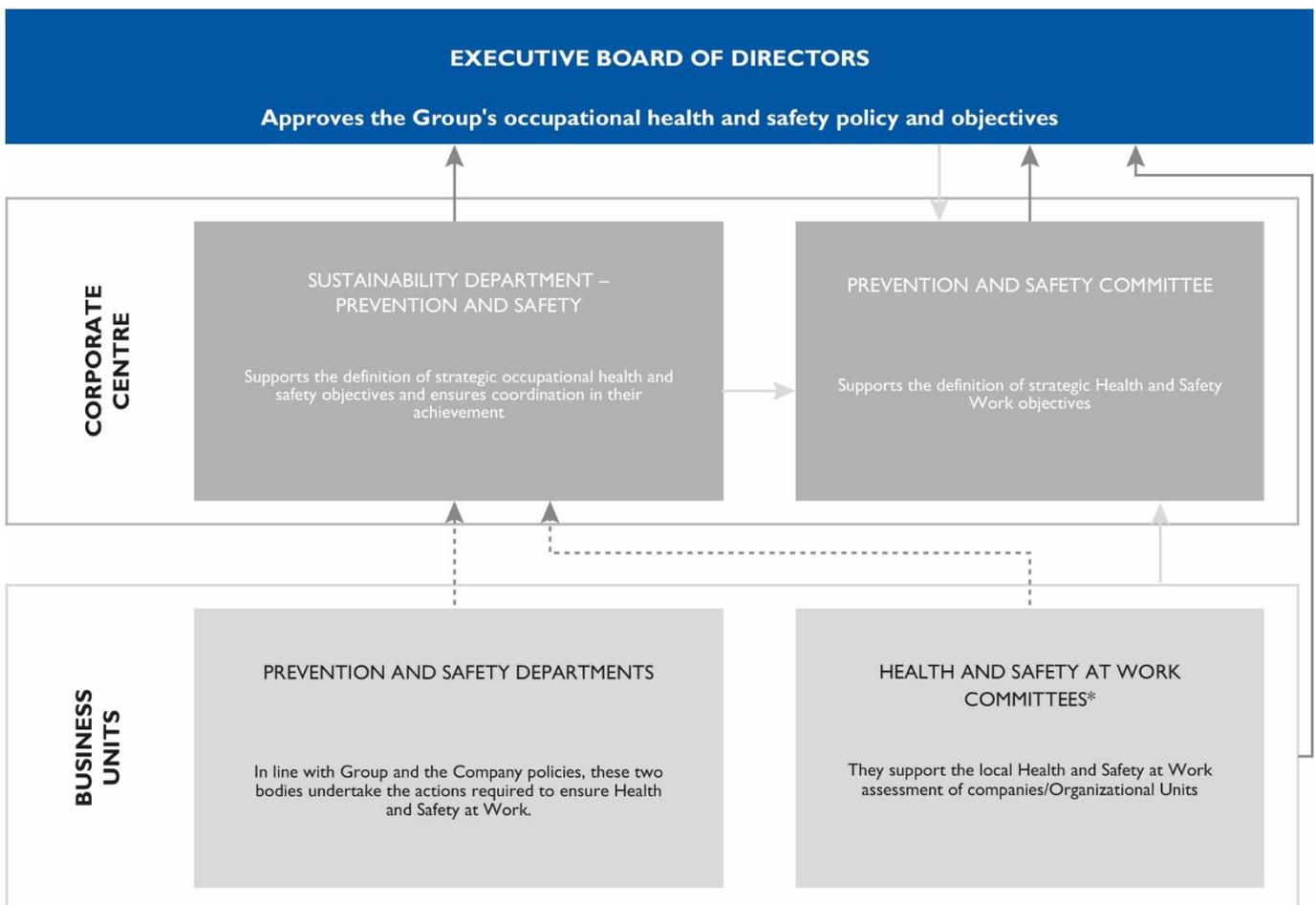
# ORGANIZATION OF OCCUPATIONAL HEALTH AND SAFETY IN THE EDP GROUP

The Occupational Health and Safety Policy within the EDP Group demonstrates its commitment to a model of Occupational Health and Safety Management based on ongoing improvement and the conviction that working in a safe, healthy environment is instrumental for employee satisfaction and provides added value for successful results. The continuous improvement of the EDP Group's performance in the area of occupational health and safety must be achieved with the involvement of all management levels and the support and contribution of all.

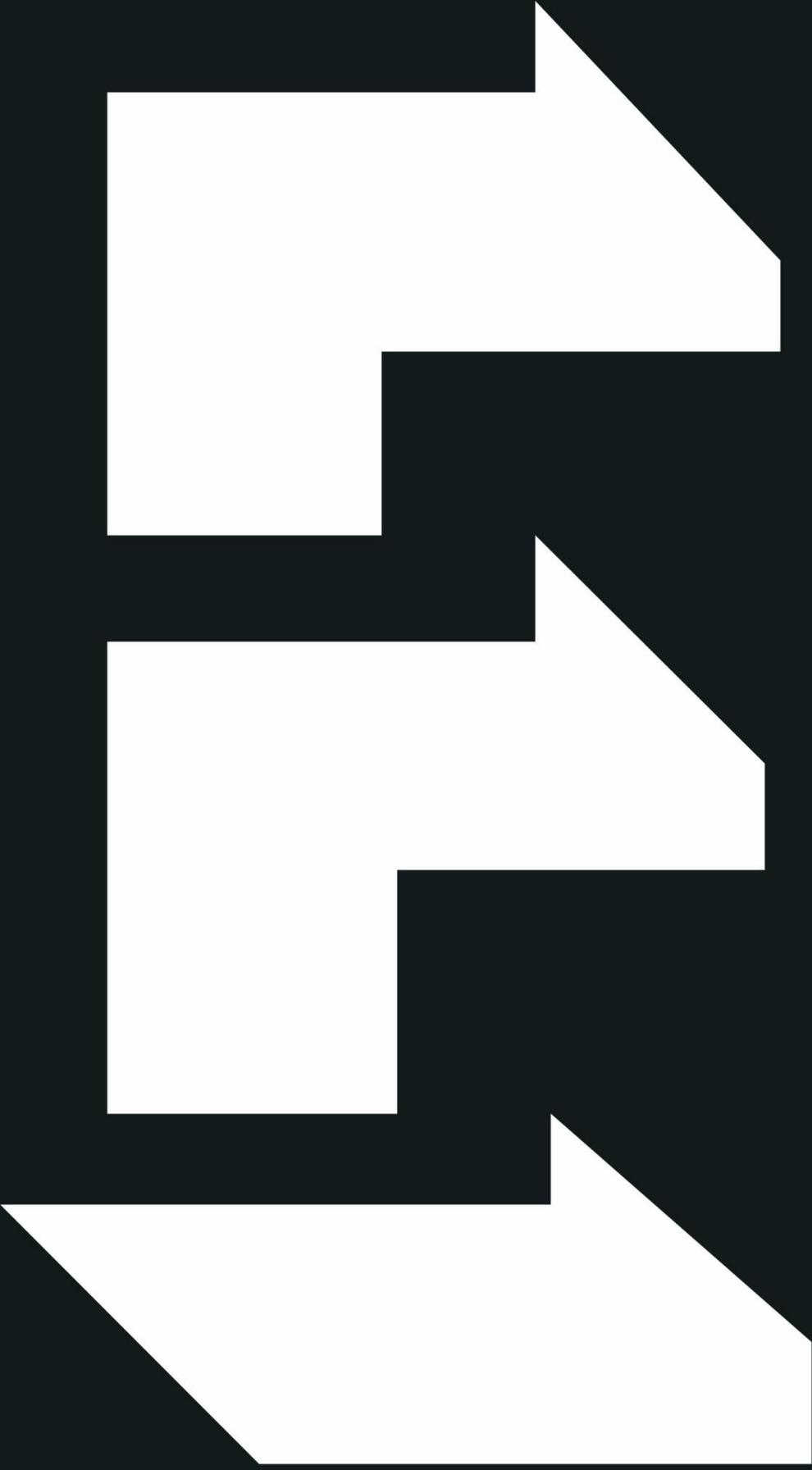
The responsibility for the prevention and control of labour risks lies with the top managers of the business management units and is part of the hierarchical chain.

Strategic coordination actions are managed within a corporate structure (Sustainability Department – Prevention and Safety area) which supports the Executive Board of Directors and the Prevention and Safety Committee in the definition of strategic objectives and evaluation of results. In turn, the accident prevention and safety services in every Company/Organisational Unit (OU) adopt the initiatives proposed and agreed locally.

**THE ONGOING IMPROVEMENT OF THE EDP GROUP'S PERFORMANCE IN THE AREA OF OCCUPATIONAL HEALTH AND SAFETY MUST BE ACHIEVED WITH THE INVOLVEMENT OF ALL MANAGEMENT LEVELS AND THE SUPPORT AND CONTRIBUTION OF ALL.**



\* INCLUDES WORKERS' REPRESENTATIVES



# 01

## OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

[GRI 403-1; 403-8]

In the EDP Group, Occupational Health and Safety are imperative conditions for the normal development of business activities.

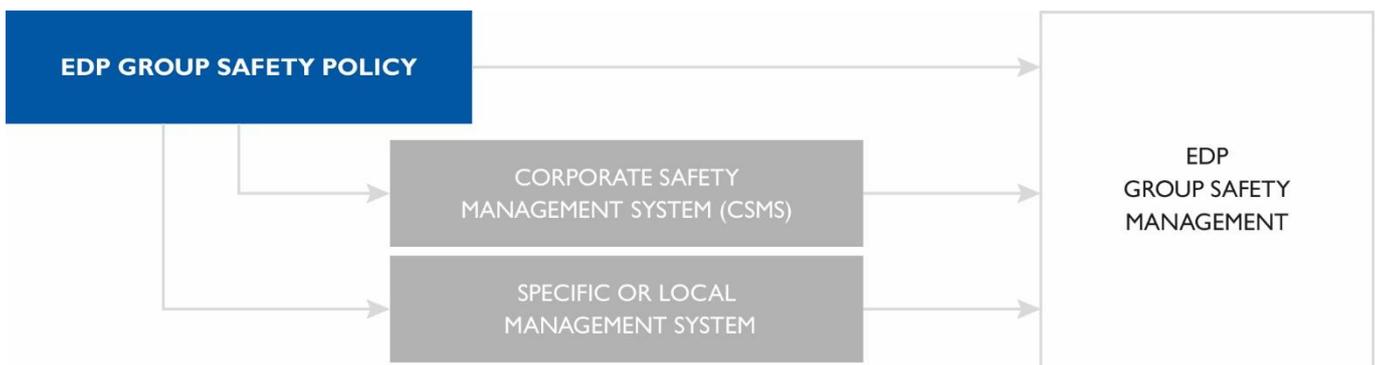
The management of the Occupational Health and Safety of the EDP Group subscribes to the model and principles recommended in the OHSAS 18001: 2007 specification, and the recommendations of the International Labor Organization, expressed in the ILO-OSH 2001 document and in convention no. 155 related to OHS, reinforcing the principle that Occupational Health and Safety issues are managed according to common, cross-cutting criteria within the EDP Group companies. The Corporate Safety Management System (CSMS) is certified by LRQA.

The CSMS reflects the EDP Group’s Occupational Health and Safety Policy and defines a set of procedures and actions so as crosscutting to:

- Promote the integration of the management of prevention and safety in organisational management;
- Develop a culture of prevention and safety, contributing to the protection of workers against health hazards and diseases;
- Contribute to the sustainable development of the EDP Group companies, reducing losses due to occupational accidents and diseases;
- Disclose to all interested parties the responsible management of the EDP Group regarding Occupational Health and Safety, with this being one of the essential aspects of sustainable development.

The CSMS is accessible and is applicable to the EDP Group companies in Portugal and is applicable to the other geographical areas according to their specificities and legal requirements and local regulations. Companies can choose to adopt the CSMS, or take it as a reference to develop their own specific safety management system, taking into account their activity. In this case, consistency must be ensured between the CSMS’s guiding procedures and the procedures adopted within the scope of the Companies’ own management systems.

The links between the CSMS and the health and safety management in companies can be illustrated as follows:



Currently in Portugal there are five safety management systems which take the Corporate Safety Management System as a reference.

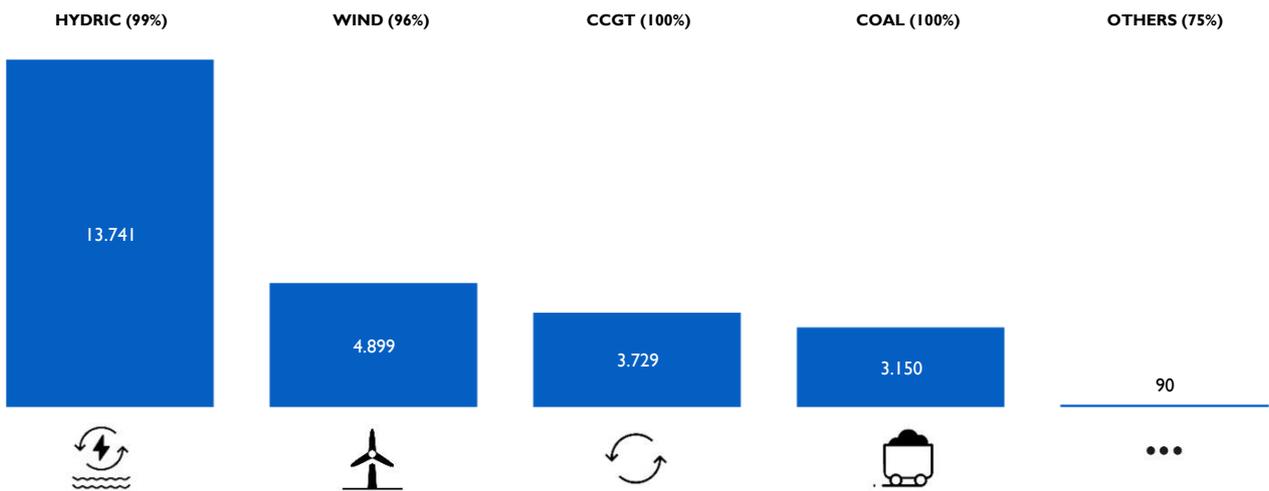
### I.1. SAFETY CERTIFICATIONS

In 2019, the EDP Group had a total of 6,492 employees covered by OHSAS 18001:2007 and ISO 45001:2018 certifications, a year-on-year increase of 21%, distributed as shown in the table below:

GEOGRAPHY	EMPLOYEES COVERED (#)	% EMPLOYEES COVERED (%)
Portugal	1.823	30
Spain	1.727	100
Brazil	2.439	100
North America	331	51
Rest of Europe	172	78
<b>EDP Group</b>	<b>6.492</b>	<b>60</b>

The certification covers 97% of installed net power in production activities (Portugal 10,821MW, Spain 5,246MW, France/Belgium 33MW, Italy 271MW, Poland 418MW, Romania 521MW, Brazil 2,787MW, and North America 5,562MW).

#### INSTALLED POWER CERTIFIED BY TECHNOLOGY



In accordance with international standards, all certified management systems which cover the number of employees mentioned above are subject to internal and external audits.

#### 2020 GOALS

- Obtain 100% certification in the EDP Group companies with activities considered to be at high risk in terms of Occupational Health and Safety;
- Transition from OHSAS 18001:2007 to ISO 45001:2018.

## 1.2 OBJECTIVES AND GOALS

The establishment of the Occupational Health and Safety objectives and action programmes for achieving them is carried out in accordance with the internal procedure “Management Objectives and Programmes” of the EDP Group’s CSMS.

These objectives may be defined at the corporate level, approved by the Executive Board of Directors (EBD), or at the level of each company/organizational unit, approved by the respective Boards of Directors and in alignment with corporate objectives.

The implementation of EDP’s annual occupational health and safety programme was based on a set of actions aimed at preventing occupational accidents, as measured by a reduction in the frequency rates and the seriousness of accidents and occupational diseases, and included training for EDP employees and service providers, ongoing evaluation and control of labour risks and the implementation of an internal and external inspection and audit programme for EDP facilities and works.

The monitoring of the implementation of these objectives is ensured, on a quarterly basis, through the sustainability department – prevention and safety area and every six months with the Prevention and Safety Committee, which analyses the progress of actions and proposes, if necessary, the necessary measures for their implementation.

The Safety at Work Actions Operating Plan (SWAOP) sets forth the commitments and initiatives undertaken by the organisational units for implementation of the 4 intervention vectors defined at the strategic and corporate level, in terms of Prevention and Safety approved for 2016/19:

1. Review / enhance management commitments;
2. Reduce the likelihood of serious accidents by analysing dangerous situations and near-accidents;
3. Reinforce preventive management of the procurement chain;
4. More rigorous work inspections with evaluation, performed by the Company or contracted teams.

These priorities were established at EDP Group level, by considering recent results and trends in the main KPIs for occupational health and safety, including, in particular, inputs from accident analyses and internal and external audits of safety management and works carried out for EDP.



GEOGRAPHY	OBJECTIVES (#)	DEGREE OF ACHIEVEMENT (%)
Portugal	38	98
Spain	3	100
Brazil	9	89
Renewable	7	87
<b>EDP Group</b>	<b>57</b>	<b>94</b>

As activities to be developed for 2020 in the EDP Group with an objective to reinforcing safety culture, the actions associated with behaviours are highlighted, as well as actions to encourage and facilitate the preventive management of service providers, the proposal to create performance indicators associated with the results of occupational safety and the prevention and control of psychosocial risk factors.

### 1.3. SAFETY AUDITS

The EDP Group annually undertakes, by agreement with the various business units, a wide programme of internal audits for occupational health and safety, according to the importance and risk of ongoing activities and the results of previous audits, and covers the activities of construction, maintenance or demolition in buildings or infrastructures for the generation and distribution of electricity and also, in the operational activities of marketing and energy services, including EDP employees and service providers.

These audits, depending on their nature and scope, may take the form of system management audits, technical audits or inspection audits. In addition to these, the EDP Group is annually subject to a significant number of external audits resulting from safety management systems certification and from inspection activities from outside bodies such as insurers or Government entities. In the EDP Group, audits follow the guidelines of the ISO 19011:2018 normative framework.

**61,034**  
**SAFETY AUDITS**

#### THE TABLE BELOW SUMMARISES THE AUDITS PERFORMED IN 2019:

GEOGRAPHY	NUMBER OF AUDITS CONDUCTED BY EXTERNAL ENTITIES	NUMBER OF INTERNAL AUDITS	NUMBER OF INTERNAL AUDITS CONDUCTED ON SPs	NUMBER OF SP AUDITED
Portugal	18	1.293	14.775	29.513
Spain	5	1	4.226	-
Brazil	17	21	39.612	10.024
North America	22	30	657	-
Rest of Europe	4	4	349	108
<b>EDP Group</b>	<b>66</b>	<b>1.349</b>	<b>59.619</b>	<b>39.645</b>

NOTE: NUMBER OF SERVICE PROVIDERS AUDITED – INFORMATION ON SPAIN AND NORTH AMERICA NOT AVAILABLE AT THE END OF THE YEAR.

The EDP Group considers occupational health and safety audits as a means to assess the performance of its systems with a goal of ongoing improvement and the awareness of each worker, regarding the importance of their performance in this area.

It is the audits which reveal, at that moment, not only the deficiencies, but also the strengths of the organization. The satisfaction of internal and external customers is a priority to achieve success, but the satisfaction and motivation of workers is essential to maintain a culture of strong and cohesive safety.

The participation of our workers is an essential element for the Occupational Health and Safety Management Systems in the EDP Group. This participation is made at the level of each worker – who at all times acts through respecting and implementing the applicable standards, rules and instructions and through their initiative contribute towards their improvement – and of the workers' representatives for occupational health and safety which include the Safety Committees and Subcommittees within the companies.

Employees, through their elected representatives, actively participate in the processes of planning, implementation and operation, verification and corrective actions and revision with a goal of ongoing improvement of the Occupational Health and Safety Management Systems within the EDP Group.

# 02

## HAZARD IDENTIFICATION, RISK ASSESSMENT AND ACCIDENT INVESTIGATION

[GRI 403-2]

### 2.1 OCCUPATIONAL RISK MANAGEMENT

The EDP Group has established and implemented processes for the identification of hazards, risk assessment and opportunities for occupational health and safety, according to the nature of the different activities carried out within the EDP Group, legal requirements and other requirements, all stakeholders and best practices adopted.

The identification and assessment of occupational risks is carried out in accordance with CSMS's internal "Occupational Risk Management" procedure, involving routine and one-off activities and for all people who have access to the workplace (service providers and visitors), or who in the vicinity of the workplace may be affected by EDP's activities. This assessment is carried out before any work is carried out or whenever situations are shown involving:

- Changes or the introduction of new activities and procedures;
- Remodelling or introduction of new facilities;
- Occurrence of accidents;
- Non-conformities or dangerous situations and implementation of corrective actions.

and at least once a year, as part of the review of occupational health and safety management systems.

This process is carried out through a systematic and duly documented methodology, which in general establishes the:

1. Identification and characterization of the activities carried out in the undertaking of works;
2. Identification of the risks associated with the identified activities;
3. Risk analysis carried out by combining the probability of an accident occurring, with the severity of the respective injury or associated disease, taking into account the control measures which are available to the worker;
4. Determination of risk acceptance and definition and implementation of complementary risk control measures, if the level of residual risk determined with the existing control measures is not acceptable.

The result of risk assessment and control is summarized in risk charts organized by skills profile and by type of activities.

### COMMUNICATION OF RISKS TO WORKERS

The communication of risks to workers is carried out individually or through training actions where the respective risk maps are handed over and explained to the worker.

In the case of service providers, before starting work on EDP facilities, they are informed of the existing risks. Those responsible for hiring communicate with the local prevention and safety areas so that they can provide the respective training.

## 2.2 INVESTIGATION OF ACCIDENTS

The EDP Group's Safety policy recognizes and establishes as a principle that the ongoing investigation and analysis of incidents – accidents and near-accidents or hazardous situations – carried out in a systematic way are essential conditions for the ongoing improvement of the prevention of occupational accidents and occupational diseases.

Any incident reveals flaws or imperfections in the organization of work. The investigation of the incident consists of identifying them and establishing facts, to eliminate or neutralize them.

To this end, the EDP Group adopted the following process, which consists of three stages:

1. Investigation of the facts and reconstruction of the incident;
2. Identification of the causes of the incident and establishment of the incident diagram;
3. Preventive and corrective measures.

The first two stages are research and an analysis of the aspects of the work situation which led to the identification of the causes of the incident and a summary of the problems identified, the solutions for which will be determined in the next stage, with the indication of the recommended preventive and corrective measures.

Incidents are therefore part of a set of events which affect or have the potential to adversely affect the safety of workers (internal and service providers), the company's facilities or assets.

### 2020 GOALS

- **Definition and implementation of accident investigation committees;**
- **Definition and implementation of the accident and near-accidents disclosure process to EDP Group employees.**

## 03

## PROMOTING WORKERS' HEALTH

[GRI 403-3; 403-6]

### 3.1 WORK MEDICINE ACTIVITIES

In accordance with the legislation of each country, EDP Group companies comply with the occupational health monitoring requirements in order to promote and safeguard the health and well-being of its employees. The different health monitoring programmes guarantee the commitment made towards the prevention of occupational illnesses, through fulfilment of the medical examinations plan, workplace inspections, participation in the Occupational Health and Safety and Internal Accident Prevention Committees, and in the implementation of a range of preventive campaigns.

In Portugal, the occupational aspect is provided by a shared services company "EDP Global Solutions". In this regard, it is worth noting, in addition to the basic services for carrying out occupational medicine exams, the health promotion and well-being programmes available for giving up smoking, nutrition, prevention and control of alcohol consumption and drug addiction and correction of posture.

Doctors from the occupational health service are all occupational health specialists and are advised by nurses who are specialised in public health, who carry out a set of activities, mandated by law, which are grouped into three main areas of activity:

- Workers' fitness assessment;
- Assessment of working conditions;
- Training and health promotion actions.

With regard to assessing the fitness of workers, the EDP Group has an "Occupational health protocols" procedure in which it establishes different types of examinations and respective medical protocols, which are carried out taking into account the different risk factors associated with the professional activity of each worker.

The assessment of working conditions is carried out in collaboration with the Prevention and Safety areas of each company, whether during visits to workplaces or in subcommittees, committee and safety committee meetings. Whereas in the first area of action (assessment of the fitness of workers) the focus is the workers themselves, with the main objective of analysis here being the work itself: noise, vibrations, lighting, thermal conditions, ergonomic design of the workstations, organization of work (rhythm, breaks, etc.). In subcommittee, committee and safety committee meetings, occupational medicine contributes to the analysis of absenteeism – illness, accidents, safety equipment, etc.

Training and health promotion actions aimed at the adoption of healthy habits and lifestyles by workers in order to substantially reduce the risk of developing preventable diseases (cardiovascular, pulmonary, metabolic and neoplastic) and which are carried out in conjunction with the human resources areas and prevention and safety areas of the various companies of the EDP Group and, whenever requested, with external entities, namely with the Portuguese Diabetes Protection Association (APDP), the Portuguese Cardiology Foundation (FPC), or the intervention service for addictive behaviour and dependencies.



**9,651  
MEDICAL EXAMS  
CARRIED OUT**

Through its contractual conditions, EDP Group requires that its whole service provider chain complies with the legal requirements in place in each country related to the framework and obligations of occupational health monitoring of their employees, therefore considering that every worker is appropriately monitored.

During 2019, the EDP Group carried out 9,651 medical examinations, 834 consultations with employees on nutrition and smoking cessation schemes, 1,444 cardiovascular screenings and 5,100 vaccination programmes for influenza, hepatitis B and yellow fever, covering 5,302 employees.

The EDP Group monitors and follows up the occurrence of occupational diseases. In 2019, no cases of occupational sickness were registered.

However, in general terms, the EDP Group believes that in the undertaking of its activities and the proper implementation of existing control measures, workers are not exposed to occupational or work-related diseases, which can be considered high incidence or high risk.

### **3.2 HEALTH CARE**

In Portugal, a medical and medication assistance scheme is maintained in addition to the health care provided for or ensured by the national health service or by the health subsystems of a personal nature.

EDP in Portugal offers its workers health care in terms of assistance through individual health insurance and through “Sávida – Medicina Apoiada SA”, an EDP Group company which provides services in the health care area, thus complying with the EDP health plan in Portugal.

Sávida has central medical posts where some medical specialties are concentrated as well as peripheral posts. The provision of health care is carried out at its own medical centres and client companies (forming a total of 43) where, in certain cases, in addition to the General Practice specialised area, they have doctors from other specialties.

In addition to the provision of medical services, Sávida also has a wide range of specialist doctors and private entities (hospitals, clinics, etc.), with which it has established conventional protocols.

Individual health insurance, in addition to a vast network of providers and the possibility of choosing a medical officer for the insurer, also offers access to a network of pharmacies which gives access to services and health care.

## 04

## PARTICIPATION, CONSULTATION AND COMMUNICATION

[GRI 403-4]

### 4.1 STAFF REPRESENTATIVES

Depending on each country's legislation, the EDP Group companies include the participation and consultation of employees in their safety management system.

Furthermore, the EDP Group's OSH Regulation establishes the setting up of OSH Committees and Subcommittees in companies and their larger business units.

These committees and subcommittees are equal and comprise the representatives of workers with regard to OSH, elected in accordance with legally established requirements, and representatives of the companies, meeting at the intervals established by the respective regulation.

The consultation and employee participation processes in occupational health and safety use primarily the channel provided by these representatives and the safety committees and subcommittees.

The following table shows the representation and intervention of staff representatives in the EDP Group:

GEOGRAPHY	NUMBER OF ELECTED REPRESENTATIVES	WORKERS REPRESENTED (%)	NUMBER OF MEETINGS HELD
Portugal	71	88	55
Spain	17	64	49
Brazil	205	100	367
North America	42	51	6.856
Rest of Europe	9	34	2
<b>EDP Group</b>	<b>344</b>	<b>85</b>	<b>7.329</b>

### 4.2 OCCUPATIONAL SAFETY ASPECTS COVERED BY AGREEMENT WITH TRADE UNION ORGANISATIONS

Depending on each country's legislation and the existence of collective bargaining agreements, when existing, they in principle cover all employees with regard to occupational health and safety clauses.

Accordingly, in Portugal and Spain, EDP has established agreements in the field of occupational health and safety with trade union structures, covering 100% of employees and the following areas:

- Obligations of employees and companies;
- Representativeness of workers for occupational health and safety;
- Responsibilities of prevention and safety services;
- Safety standards and equipment;

- Industrial hygiene;
- Training, information and awareness-raising on occupational health and safety;
- Occupational Health and Safety indicators;
- Risk factors for employees.

### **4.3 PREVENTION AND SAFETY COMMITTEE**

Corporate and strategic occupational health and safety in the EDP Group are approved at the level of the executive board of directors (EBD), after appraisal and agreement by the Prevention and Safety Committee, in which different companies of the EDP Group from the various geographical areas are represented at the highest management level. This committee has as its main competences:

- Support the EBD in the drawing up of proposals for the definition of the EDP Group's corporate and strategic documents and objectives in matters of OSH and assess and monitor compliance with these;
- Analyse and issue an opinion on the EDP Group's OSH Operational Action Plan;
- Monitor the evolution of the main occupational safety indicators and propose improvement actions;
- Consider the normative documents of the CSMS which have a general scope within the EDP Group or have a cost-cutting impact on various sectors and activities.

This committee meets twice a year. The activities resulting from the committee's proposals are locally implemented and developed by the prevention and safety areas of the business units.

## **4.4 COMMUNICATION TO ALL STAKEHOLDERS**

### **4.4.1 INTERNAL**

The EDP Group provides all EDP Group employees with a space for disseminating the main news on different topics of relevance to the company on its computer network, which is the "intranet", which includes a space dedicated to OSH information, which contains, in addition to all the information on this topic, all the documentation that makes up the corporate safety management system (CSMS).

Each person responsible for the organizational units, with the support of the prevention and safety areas, fosters the communication of the relevant information of the safety management system (safety policies, safety objectives, performance of the safety management system, etc.).

The development of communication and dissemination actions with repercussions for the health (actions of tobacco, alcohol, etc.) of workers, are the responsibility of the area of occupational medicine.

### **4.4.2 EXTERNAL**

EDP, on its Internet website (edp.com) reserves a space for the dissemination of information on Occupational Health and Safety matters for its customers and service providers.

## 05

## OSH TRAINING

**[GRI 403-5]**

One of the commitments laid down in EDP's Safety Policy and Code of Ethics is a concern with providing suitable conditions for the sustainable development of its employees and service providers in matters of occupational safety.

Training in occupational health and safety is delivered in accordance with the procedure "Safety Training, Awareness and Competence" of the CSMS.

For EDP employees, identification of training needs is carried out at the start of the activity or a new role and during employee performance evaluations.

This identification is undertaken by agreement between the employee and their line manager and takes into account the prevention of risks that may arise from:

- Work activity;
- Change in employee's job;
- New workplace,
- New working equipment and/or changes to equipment;
- Use of new technologies, materials and/or products.

On admission, an employee's line manager ensures that they are informed and made aware of:

- The EDP Group's Safety Policy and its application in the workplace;
- Associated work risks and operational means of control, including individual and collective protection;
- Procedures of the corporate safety management system, including the operational control documents applicable to its activity;
- Workplace emergency and evacuation plan;
- The training actions required for them to perform their job.

Contractors and subcontractors are obliged to respect the conditions set out in the specifications for occupational health and safety with regard to the training and qualification of their employees, so EDP considers that all employees of its service providers have received the training required to comply with their tasks in a safe manner.

In addition to the training delivered by their employers, the employees of service providers undertake jointly with EDP employees complementary actions on safe behaviour and specific risk prevention in certain activities or facilities.

In 2019, training delivery on occupational health and safety for EDP employees relied on an extensive programme comprising:



<b>GEOGRAPHY</b>	<b>NUMBER OF COURSES</b>	<b>EMPLOYEES INVOLVED</b>	<b>HOURS OF TRAINING</b>	<b>HOURS OF TRAINING / EMPLOYEES</b>
Portugal	465	4.506	19.069	4.23
Spain	382	2.149	8.128	3.78
Brazil	87	5.475	69.386	12.67
North America	67	249	2.005	8.05
Rest of Europe	315	2.476	8.749	3.53
<b>EDP Group</b>	<b>1.316</b>	<b>14.855</b>	<b>107.337</b>	<b>7.23</b>

NOTE: THE VALUES SHOWN IN THE TABLE ABOVE ONLY INCLUDE TRAINING/AWARENESS ACTIONS THAT WERE ENTERED INTO THE SYSTEM BY EDP UNIVERSITY.

With regard to service provider training and awareness raising provided to service provider employees, 22,739 actions related to occupational health and safety were delivered, involving 26,205 employees, totalling 268,841 hours, as detailed in the table below.

<b>GEOGRAPHY</b>	<b>NUMBER OF COURSES</b>	<b>EMPLOYEES INVOLVED</b>	<b>HOURS OF TRAINING</b>	<b>HOURS OF TRAINING / EMPLOYEES</b>
Portugal	1.771	5.901	1.797	0.30
Spain	54	525	113	0.22
Brazil	20.194	18,606	263.666	14.2
North America	710	1.128	3.232	2.87
Rest of Europe	10	45	34	0.76
<b>EDP Group</b>	<b>22.739</b>	<b>26.205</b>	<b>268.841</b>	<b>10.26</b>

## **TRAINING ON SPECIFIC HAZARDS RELATED TO OUR ACTIVITIES**

For all EDP workers and service providers who have to perform any type of work of an electrical nature, in live facilities, without electric power or in the vicinity of live electrical facilities, or of a non-electrical nature in the presence or in the vicinity of live facilities or likely to be live, EDP requires that they hold a valid "Electrical Qualification Licence".

For construction, maintenance or demolition work on the electricity Production and Distribution infrastructures, EDP requires as a mandatory and priority requirement for workers of service providers, that they attend a basic safety training course.

This training involves obtaining a certificate of basic skills in safety acquired by successful attendance at a training activity on the most frequent risks in the workplace and respective prevention and protection measures.

### **2020 GOALS**

- **Reformulate the qualifying training process in OSH;**
- **Definition of an OSH training package for each functional profile;**
- **E-learning on OSH for new employees.**



## PREVENTIVE ACTIVITIES

[GRI 403-7]

### 6.1 EMERGENCY PREPARATION AND RESPONSE

Within the scope of management of emergency situations, 408 drills were carried out across the EDP Group (138 in Portugal, 79 in Spain, 99 in Brazil, 66 in North America and 26 in the Rest of Europe), covering industrial, administrative facilities, and works in progress, with the purpose of testing the effectiveness of the respective emergency plans.

These drills involved external agencies, such as civil protection, fire fighters and police and public security forces.

In addition to the above training, 152 training courses on first aid were delivered to EDP employees and Service Providers, involving:

GEOGRAPHY	NUMBER OF FIRST AID ACTIONS	EMPLOYEES INVOLVED ATTENDANCES
Portugal	16	112
Spain	26	189
Brazil	56	1.943
North America	41	269
Rest of Europe	13	69
<b>EDP Group</b>	<b>152</b>	<b>2.582</b>

### 6.2 MANAGEMENT OF SUPPLIES IN SAFETY MATTERS

The management of sustainability in the relationship with its suppliers is a strategic factor in EDP Group's activity. The management process privileges the construction of a relationship of trust with suppliers, based on a partnership approach based on principles of ethics, transparency and sustainability. The priorities of sustainability in management are defined through the "Sustainable Procurement Policy" and the "Supplier Code of Conduct".

The performance of our Service Providers (SPs) is considered a key to the success of the EDP Group. We believe that a relationship based on trust, co-operation and value creation shared with our ESP results in the joint ability to innovate and enhance Corporate Social Responsibility policies, while improving the quality of the service provided to our clients.

EDP segments the minimum sustainability requirements specific to each contract, using criteria of criticality. Each contracted activity is typified in relation to the supplier's access to EDP customers, EDP's technical equipment/workplaces, sensitive data, exposure to Health and Safety risks, Environmental risks and Ethical, Employment and Human Rights risks.

Regardless of the type and size of the work or task to be performed, at every stage of procurement outsourcing always involves a strict quality control of the service rendered, in which occupational health and safety (HSW) is embedded as a decisive factor. In this area, EDP has the following mechanisms to regulate the activity of its ESPs with regard to HSW:

- During the registration and selection processes of suppliers, information is requested from Companies for the review and evaluation of the most relevant HSW aspects;
- In procurement processes, binding documentation is included related to the occupational safety obligations of ESPs, including organisational, technical and training matters;
- During the performance of the works, the HSW performance of ESPs is monitored, using various methodologies, including audits that help evaluate their level of safety in place and check compliance with applicable legal requirements;

- Depending on the nature and duration of the works, the evaluation of the HSW performance of ESPs is undertaken at different times. This evaluation is based on criteria ranging from a review of documents and the prevention methods used to the accident rates achieved during the supply period.

In 2019, 358 critical suppliers with regard to Occupational Health and Safety were identified, of which 317 were assessed according to the criteria defined by the EDP Group.

#### 2020 GOALS

- **Guarantee occupational health and safety certification for 100% of suppliers exposed to high risks.**

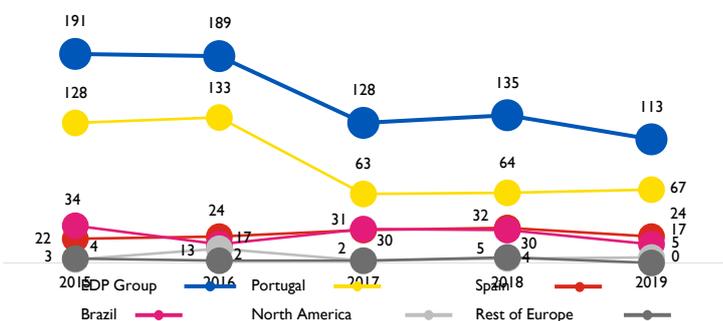
## 07

## WORK-RELATED INJURIES AND DISEASES

[EU17; EU25; GRI 403-9; GRI 403-10]

In the EDP Group, there were 111 occupational accidents for all EDP workers and service providers, registering a decrease of 13% compared to 2018, and consequently in the frequency index (Tf) (1.74 vs. 2.11, in 2018 accidents per million hours worked). In 2019, there were 2 fatal accidents involving service providers (entrapment and electrocution).

**EMPLOYEES + CONTRACTORS ACCIDENTS AT WORK**  
(work accidents with absence + fatal accidents)



## ACCIDENTS AT WORK AND ACCIDENT RATES - SUMMARY TABLE 2019

	EDP GROUP	PORTUGAL	SPAIN	BRAZIL	NORTH AMERICA	REST OF EUROPE
<b>EDP EMPLOYEES</b>						
Accidents at work (1)	29	24	3	1	1	0
Fatal accidents	0	0	0	0	0	0
Total lost days due during the period (2)	1.747	1.308	285	8	146	0
Frequency rate (Fr) (3)	1.50	2.40	1.02	0.21	0.78	0.00
Incidence rate (Ir) (4)	2.67	3.94	1.75	0.46	1.48	0.00
Severity rate (Sr) (5)	90	131	97	2	114	0
Occupational diseases	0	0	0	0	0	0
Occupational sickness rate (with incapacity)	0%	0%	0%	0%	0%	0%
<b>CONTRACTORS</b>						
Accidents at work	82	42	21	15	4	0
Fatal accidents	2	1	0	1	0	0
Total lost days due during the period	4.043	2.813	799	360	71	0
Frequency rate (Fr)	1.84	2.57	3.83	0.82	1.39	0.00
Incidence rates (Ir)	3.63	5.08	7.57	1.62	2.74	0.00
Severity rate (Sr)	88	168	146	18	25	0
Total days worked	6,018.186	2,201.867	721.132	2,571.550	379.546	144.092
<b>EDP EMPLOYEES + CONTRACTORS</b>						
Accidents at work	111	66	24	16	5	0
Fatal accidents	2	1	0	1	0	0
Total lost days due during the period	5.790	4.121	1.084	368	217	0
Frequency rate (Fr)	1.74	2.51	2.85	0.70	1.20	0.00
Incidence rates (Ir)	3.32	4.60	5.34	1.41	2.34	0.00
Severity rate (Sr)	89	154	129	15	52	0
<b>NEAR-ACCIDENTS SITUATIONS</b>						
	<b>427</b>	<b>98</b>	<b>41</b>	<b>117</b>	<b>136</b>	<b>35</b>
<b>FATAL ELECTRICAL ACCIDENTS INVOLVING THIRD PARTIES</b>						
	<b>8</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>

- (1) ACCIDENTS OCCURRING IN THE WORKPLACE DURING WORKING HOURS OR COMMUTING, WITH MORE THAN ONE DAYS' ABSENCE (INCLUDES FATAL ACCIDENTS)
- (2) SUM OF NUMBER OF (CALENDAR) DAYS' ABSENCE RESULTING FROM ACCIDENTS AT WORK DURING THE PERIOD PLUS NUMBER OF DAYS LOST DUE TO ACCIDENTS IN THE PREVIOUS PERIOD WHICH EXTENDED INTO THE PERIOD IN QUESTION. THE LOST TIME IS MEASURED FROM THE DAY FOLLOWING THE DAY OF THE ACCIDENT, UNTIL THE DAY BEFORE THE RETURN TO WORK.
- (3) NUMBER OF WORK ACCIDENTS IN SERVICE, WITH ABSENCE / FATALITY, PER MILLION HOURS WORKED, IN THE PERIOD IN QUESTION.
- (4) NUMBER OF WORK ACCIDENTS IN SERVICE, WITH ABSENCE / FATALITY, PER THOUSAND EMPLOYEES, IN THE PERIOD IN QUESTION.
- (5) NUMBER OF (CALENDAR) DAYS LOST DUE TO WORK ACCIDENT, PER MILLION HOURS WORKED, IN THE PERIOD IN QUESTION.

## 7.1. EDP GROUP

### 7.1.1. EDP GROUP: EMPLOYEES

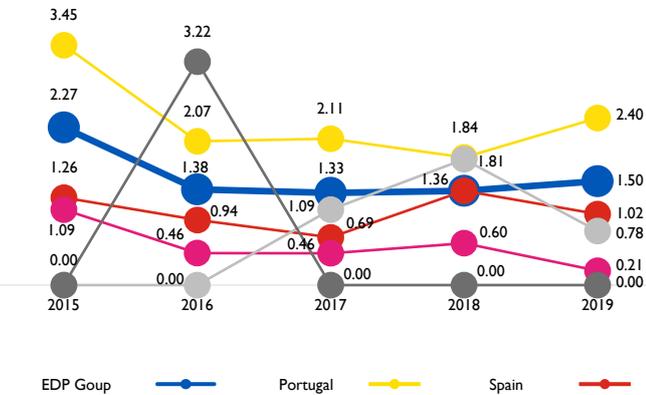
#### ACCIDENTS AT WORK AND ACCIDENT RATES - SUMMARY TABLE

CHANGE IN THE MAIN INDICATORS BY GEOGRAPHICAL AREA		ACCIDENTS	ACCIDENTS WHILST COMMUTING	Fr	Ir	Sr	TSR	DAYS' LOST
EDP Group	2019	<b>29</b>	<b>28</b>	<b>1.50</b>	<b>2.67</b>	<b>90</b>	<b>99</b>	<b>1.747</b>
	2018	27+2 F	28+1 F	1.36	2.39	110	678	2.352
	Δ	0%	-3%	10%	12%	-18%	-85%	-26%
Portugal	2019	<b>24</b>	<b>15</b>	<b>2.40</b>	<b>3.94</b>	<b>131</b>	<b>149</b>	<b>1.308</b>
	2018	17+2 F	10	1.84	3.01	158	1.334	1.636
	Δ	26%	50%	31%	31%	-17%	-89%	-20%
Spain	2019	<b>3</b>	<b>4</b>	<b>1.02</b>	<b>1.75</b>	<b>97</b>	<b>97</b>	<b>285</b>
	2018	4	2	1.36	2.34	112	112	331
	Δ	-25%	100%	-25%	-25%	-13%	-13%	-14%
Brazil	2019	<b>1</b>	<b>9</b>	<b>0.21</b>	<b>0.46</b>	<b>2</b>	<b>2</b>	<b>8</b>
	2018	4	11	0.60	1.21	57	57	375
	Δ	-75%	-25%	-66%	-62%	-97%	-97%	-98%
North America (Canada, USA, Mexico)	2019	<b>1</b>	<b>0</b>	<b>0.78</b>	<b>1.48</b>	<b>114</b>	<b>114</b>	<b>146</b>
	2018	2	2	1.81	3.32	9	9	10
	Δ	-50%	-100%	-57%	-55%	>100%	>100%	>100%
Rest of Europe (Romania, Italy, UK, Poland, France and Belgium)	2019	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>
	2018	0	3	0.00	0.00	0	0	0
	Δ	-	-100%	-	-	-	-	-

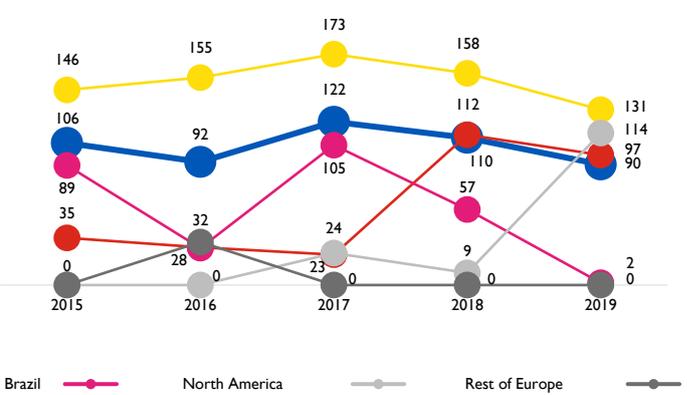
F - FATAL

#### ACCIDENT RATE - GRAPHICS

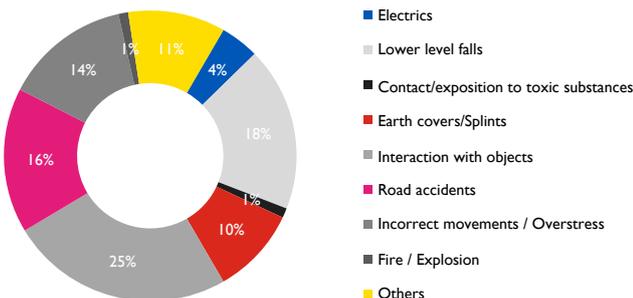
**Fr - FREQUENCY RATE**  
(accidents per million worked hours)



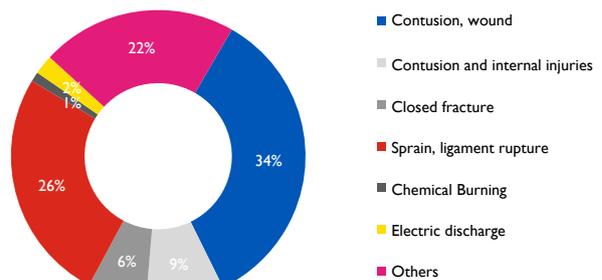
**Sr - SEVERITY RATE**  
(days lost per million worked hours)



#### ACCIDENT TYPE



#### INJURY TYPE



7.1.2. EDP GROUP: CONTRACTORS

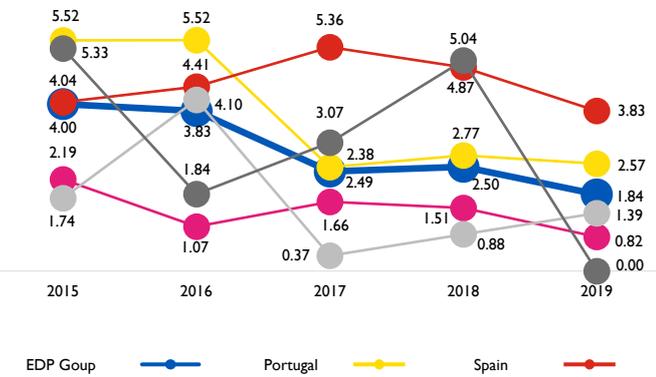
ACCIDENTS AT WORK AND ACCIDENT RATES - SUMMARY TABLE:

CHANGE IN THE MAIN INDICATORS BY GEOGRAPHICAL AREA		ACCIDENTS	Fr	Ir	Sr	TSR	DAYS' LOST
EDP Group	2019	82+2 F	1.84	3.63	88	352	4.043
	2018	101+5 F	2.50	4.93	116	894	4.936
	Δ	-21%	-26%	-26%	-24%	-61%	-18%
Portugal	2019	42+1 F	2.57	5.08	168	529	2.813
	2018	43+2 F	2.77	5.47	149	890	2.430
	Δ	-4%	-7%	-7%	12%	-41%	16%
Spain	2019	21	3.83	7.57	146	146	799
	2018	28	4.87	9.63	152	152	871
	Δ	-25%	-21%	-21%	-4%	-4%	-8%
Brazil	2019	15+1 F	0.82	1.62	18	325	360
	2018	24+2 F	1.51	2.99	69	940	1.184
	Δ	-38%	-46%	-46%	-73%	-65%	-70%
North America (Canada, USA, Mexico)	2019	4	1.39	2.74	25	25	71
	2018	1+1 F	0.88	1.74	15	2.653	34
	Δ	100%	58%	58%	65%	-99%	>100%
Rest of Europe (Romania, Italy, UK, Poland, France and Belgium)	2019	0	0.00	0.00	0	0	0
	2018	5	5.04	9.96	420	420	417
	Δ	-100%	-100%	-100%	-100%	-100%	-100%

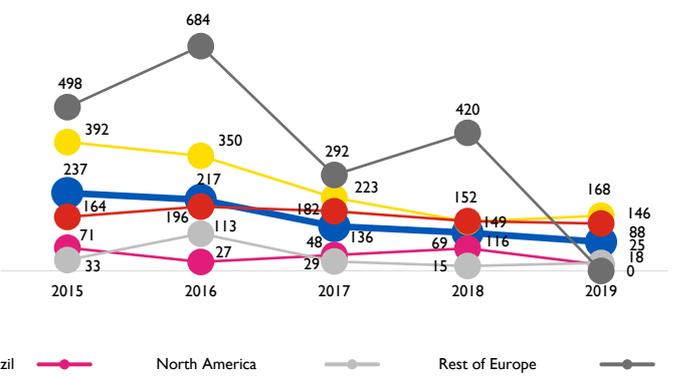
F - FATAL

ACCIDENT RATE - GRAPHICS

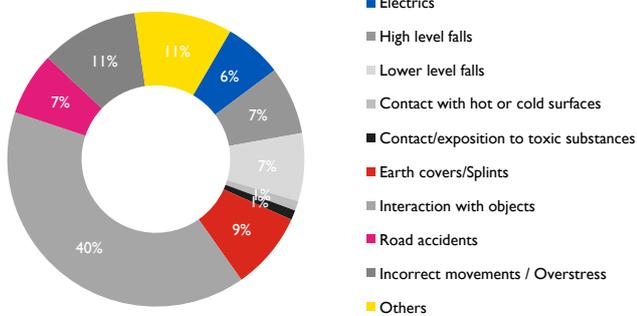
Fr - FREQUENCY RATE  
(accidents per million worked hours)



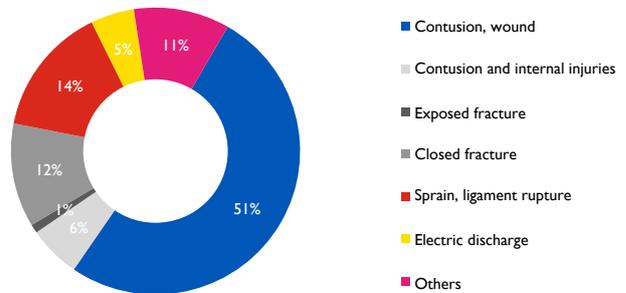
Sr - SEVERITY RATE  
(days lost per million worked hours)



ACCIDENT TYPE



INJURY TYPE



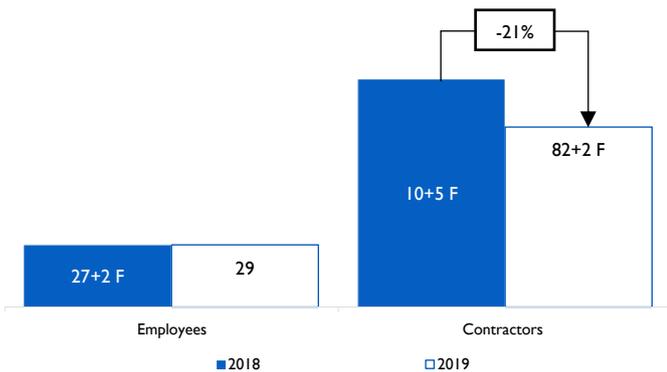
### 7.1.3. EDP GROUP: EMPLOYEES + CONTRACTORS

#### ACCIDENTS AT WORK AND ACCIDENT RATES - SUMMARY TABLE:

CHANGE IN THE MAIN INDICATORS BY GEOGRAPHICAL AREA		ACCIDENTS	Fr	Ir	Sr	TSR	DAYS' LOST
EDP Group	2019	111+2 F	1.74	3.32	89	276	5.790
	2018	128+7 F	2.11	4.01	114	822	7.288
	Δ	-16%	-18%	-17%	-22%	-66%	-21%
Portugal	2019	66+1 F	2.51	4.60	154	387	4.121
	2018	60+4 F	2.41	4.40	153	1.063	4.066
	Δ	5%	4%	5%	1%	-64%	1%
Spain	2019	24	2.85	5.34	129	129	1.084
	2018	32	3.68	6.93	138	138	1.202
	Δ	-25%	-23%	-23%	-7%	-7%	-10%
Brazil	2019	16+1 F	0.70	1.41	15	261	368
	2018	28+2 F	1.26	2.50	65	694	1.559
	Δ	-43%	-45%	-44%	-77%	-62%	-76%
North America (Canada, USA, Mexico)	2019	5	1.20	2.34	52	52	217
	2018	3+1 F	1.18	2.28	13	1,789	44
	Δ	25%	1%	3%	>100%	-97%	>100%
Rest of Europe (Romania, Italy, UK, Poland, France and Belgium)	2019	0	0.00	0.00	0	0	0
	2018	5	3.71	7.10	309	309	417
	Δ	-100%	-100%	-100%	-100%	-100%	-100%

F – FATAL

#### WORK ACCIDENTS



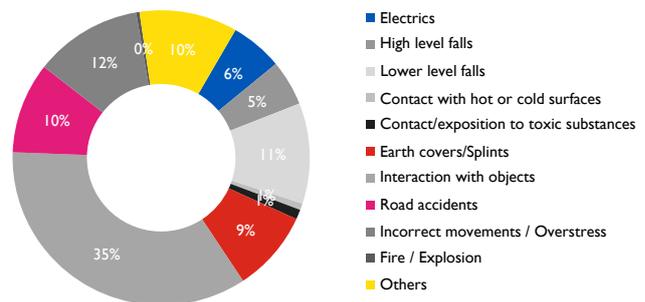
Accidents occurring due to interaction with objects are responsible for 35% of accidents, followed by incorrect movements or overexertion with 12%, other falls (falls at the floor level) with 11%, traffic with 10%, with 32% resulting from other causes.

It should be noted that the risks of occupational accidents include in addition to those associated with the activities carried out on site and during working time, those related to commuting to and from work, to the workplace and the journeys and time for the lunch break.

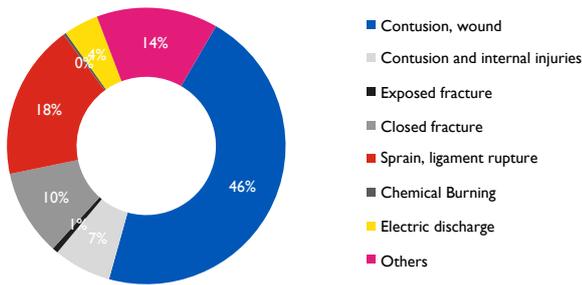
In 2019, in the group of employees and service providers, the improvement trend of recent years continued, with the frequency index approaching the goal established in the EDP 2020 objectives ( $T_f \leq 2$ ), favoured in large part by the completion of the construction of hydroelectric plants and all actions and efforts regarding the reinforcement of preventive action with service providers.

The accident rate in the EDP Group shows a downward trend, 16% below that seen in 2018. This is mainly due to the reduction of accidents involving Service Providers. It should be noted that a large majority of serious accidents have as their main causes interaction with objects, falls from a height and of electrical origin.

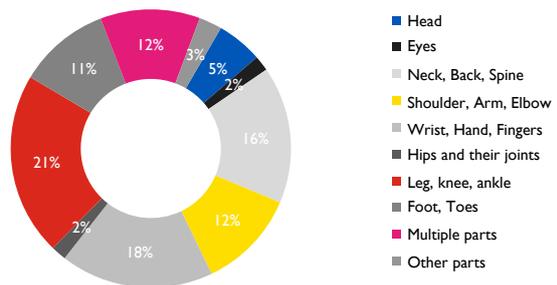
#### ACCIDENT TYPE – EMPLOYEES + CONTRACTORS



**INJURY TYPE - EMPLOYEES + CONTRACTORS**



**AFFECTED BODY PARTS – EMPLOYEES + CONTRACTORS**



When analysing the type of injuries, contusions, wounds represent 46%, sprains, torn ligaments 18%, closed fractures 10% and the remaining types of injury 26%

Of the most affected body parts 21% are the legs, knees or ankles 18%, on the wrist, hand or fingers 16%, on the neck, back or spine, with the rest of the body making up 45%.

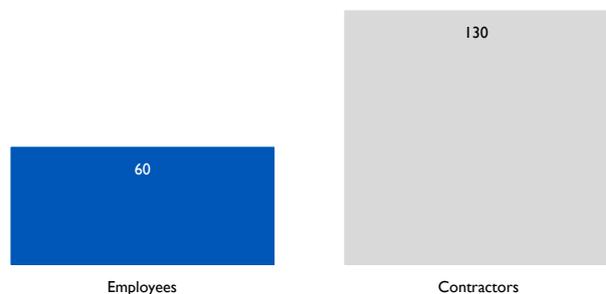
When we analyse by gender, 96% of accidents are male and 4% female, and most operational activities which represent the highest risk are carried out by men.

During 2019, the months of July, October and December had the highest percentage of accidents, with February having the lowest. Monday is the day of the week with the most accidents, with 22% of the total.

**RECORDABLE ACCIDENTS**

For the first time, the EDP Group consolidated the indicators for recordable accidents. Of the 300 accidents (with injury, without injury and fatal), 190 accidents were recordable, which is equivalent to 65% of the EDP Group’s accidents.

The following cases of work-related injuries and health conditions are considered which result in: (i) death; (ii) Days lost (ITA); (iii) ITP and IP; (iv) accidents without injury giving rise to stitches or staples for saturation, physiotherapy, treatment by prescription, splint placement, plaster and other rigid devices or vaccination; (v) momentary losses of consciousness (vi) occupational diseases (recognized in the year).



ACCIDENTS RECORDABLE		
GEOGRAPHY	EMPLOYEES	CONTRACTORS
Portugal	30	44
Spain	4	31
Brazil	16	37
North America	10	18
Rest of Europe	0	0

**ACCIDENTS INVOLVING THIRD PARTIES**

For EDP Group, the issue of prevention and people’s safety is important because it is an issue that has a direct impact on people’s lives. Thus, the risks arising from activities, as well as those associated with facilities and equipment, are identified. In 2019, there were 8 fatal accidents with an electrical source in which one of the accidents led to the death of two people, with third parties (not involved in EDP activities) in EDP Group facilities or equipment. These accidents occurred largely in the course of civil construction activities that led to the contact of machines/work equipment with live electrical lines, and unauthorized access to live facilities/equipment.



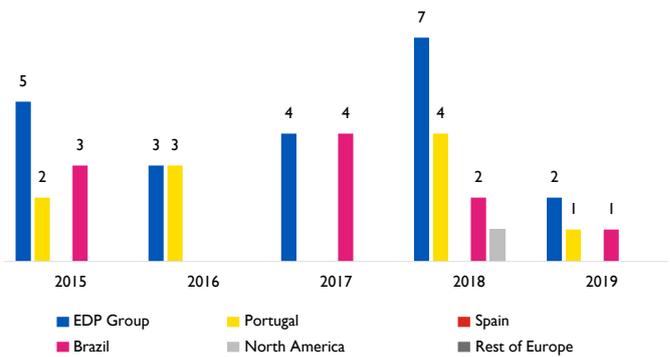
## 7.2 BRIEF DESCRIPTION OF FATAL ACCIDENTS IN THE EDP GROUP

The 2 fatal accidents which occurred with service providers, 1 in Portugal and 1 in Brazil, resulted from an entrapment and an electrical accident. This number may be increased to 3 fatal accidents, if the ongoing investigation of one (accident in a deforestation work) considers that the death of a worker is related to the incident.

### BRIEF DESCRIPTION

- In the course of work on the public lighting network (replacement of sodium vapour luminaires by LED luminaires) a car with a lifting platform was used for direct access to the top of the pole where the luminaire to be replaced was located. After the positioning and immobilization manoeuvres of the vehicle on the access ramp to the garage of a building, the worker, while leaving its interior, was hit by the vehicle that moved suddenly and in an uncontrolled way, trapping him between the door of the vehicle and the corner of the wall that bordered the ramp.
- In the course of work to replace a 30 kVA transformer that was burnt out, a crane vehicle was used for the transformer withdrawal manoeuvre; it was positioned on a support under a 15kV line. The crane boom positioning manoeuvres were being performed by the worker on the ground, next to the vehicle, supported with his arm and back in the vehicle cabin. During these manoeuvres, the crane boom accidentally touched the line, causing the worker to electrocute.

### FATAL ACCIDENTS – EMPLOYEES + CONTRACTORS



## 7.3 NEAR-ACCIDENTS AND HAZARDOUS SITUATIONS

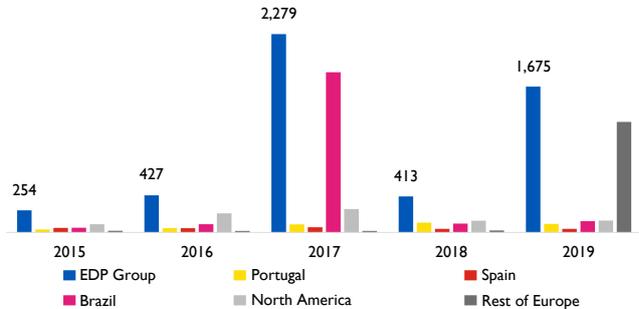
For the EDP Group, the knowledge, analysis and correction of near-accidents is an essential tool in order to achieve the goals and targets of reducing risks and personal injuries in the operations carried out in the EDP Group companies.

427 occurrences of near-accidents were reported (Portugal 98, Spain 41, Brazil 117, North America 136 and Rest of Europe 35).

The reduction in Brazil is related to the fact that it no longer considers hazardous conditions in the count. This includes only the situations in which that occurred.

The number of reported cases continues to be low when related to the number of accidents with injuries.

### NEAR MISSES AND HAZARDOUS SITUATIONS – EMPLOYEES + CONTRACTORS



GEOGRAPHY	WORK ACCIDENTS WITH ABSENCE (#)	WORK ACCIDENTS WITHOUT ABSENCE (#)	NEAR MISSES (#)
Portugal	67*	49	98
Spain	24	30	41
Brazil	17*	81	117
North America	5	23	136
Rest of Europe	0	4	35
<b>EDP Group</b>	<b>113*</b>	<b>187</b>	<b>427</b>

\* INCLUDES FATAL ACCIDENTS

### 2020 GOALS

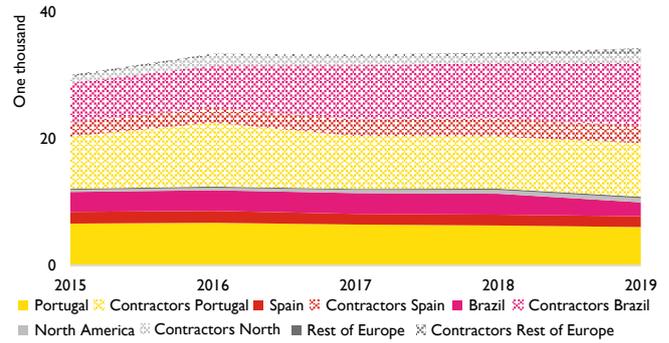
**Development of a mobile application for reporting near-accidents, with the aim of facilitating the process and, therefore, increasing the reporting of those situations that may have a high potential to cause accidents in the future.**

### 7.4 AVERAGE STAFF MEMBER

The following graph represents the equivalent workforce (EWF) in the EDP Group, with the SPs values calculated from the number of hours worked, in light of the hours worked in EDP.

The reduction of internal staff and the increasing outsourcing of highly operational activities created new challenges in terms of occupational health and safety in the EDP Group.

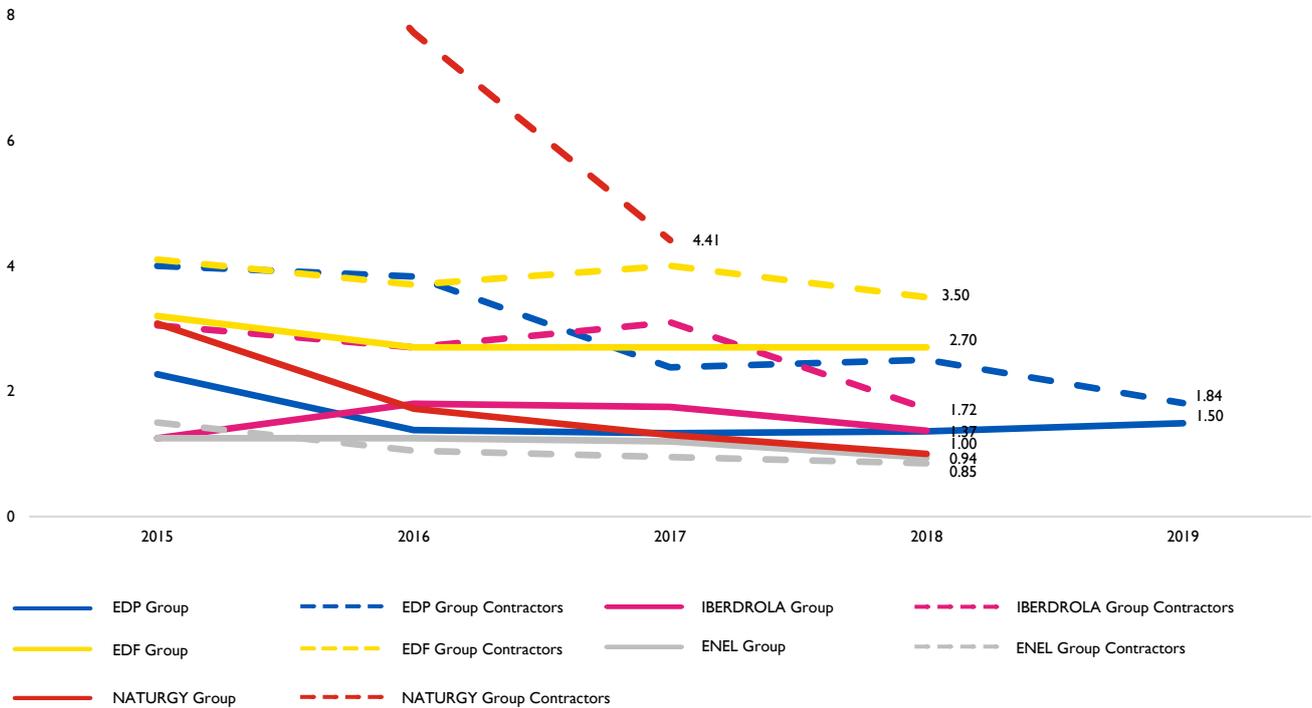
In this sense, the EDP Group ensures that its Service Providers comply with the requirements of the management systems and are aligned with the group’s internal policies.



AVERAGE STAFF		
GEOGRAPHY	EMPLOYEES	CONTRACTORS
Portugal	6.085	8.469
Spain	1.717	2.774
Brazil	2.189	9.891
North America	675	1.460
Rest of Europe	190	554

### 7.5 BENCHMARKING – FREQUENCY RATE

#### EDP GROUP AND COUNTERPART COMPANIES\*



\* Source: Sustainability reports/Annual report, available online.  
 Note: Values of the congeners will be updated when the information is made available

9



# SHARING GOOD PRACTICES WITHIN THE EDP GROUP

Sharing experiences and information on the most relevant projects in occupational health and safety issues between the EDP Group companies and geographical areas is an important tool for enhancing a widespread, cross-cutting adoption of existing best practices.

Occupational health and safety being regarded as a materially relevant topic since it directly affects the creation of value for the EDP Group, every year comprehensive corporate actions, cross-cutting all geographies, are identified and addressed, with the aim of:

- Reducing accidents to ESP workers;
- Improving service efficiency and quality with an impact on cost reduction;
- Improving working conditions that have an impact on the reduction of accidents and absenteeism;
- To comply with legal requirements.

The following are some of the projects and initiatives developed in 2019:

## EDP DISTRIBUIÇÃO

### IMPLEMENTATION OF THE SAFETY MANAGEMENT SYSTEM

In 2019, EDP *Distribuição* started work on the implementation of a Safety Management System in the company, in accordance with the requirements of the ISO 45001 Standard, aiming to obtain its certification in 2020. The project was presented to top management at the Safety Committee meeting held on 17/6/2019, and the collaboration and commitment of all the company's OUs was requested to achieve the ambitious objective of obtaining certification by the end of 2020.

At this meeting, a brief presentation of the ISO 45001 Standard was made and emphasis was placed on the requirements with the greatest impact in terms of EDP *Distribuição*'s activity, and the timetable with the main stages was presented. One of the most prominent aspects, as it is a legal requirement and implies a great effort for the entire company, was related to Work Equipment Management.

Due to the importance of this topic, the safety Workshops held in 2019, which this year only contained internal employees in attendance, particularly line managers, team managers and employees in the area of prevention and safety of the operational departments, had the theme "Safety Management System – Work equipment management".

The purpose of these Workshops was to involve, raise awareness and mobilize employees for the implementation of the SMS, which in 2020 will go through decisive stages in the process of obtaining its certification, to take place by the end of the year.

Additionally, it was also intended to present the Work Equipment Management procedure, clarify doubts and stipulate the next steps to implementing it, with the aim of ensuring the surveying of all work equipment and its verification, according to Decree-Law no. 50/2005.

Two Workshop sessions were held in Lisbon, attended by 57 people, and one session in Porto, attended by 82 people. These sessions, which were held in the Auditoriums of EDP *Distribuição*'s Lisbon and Porto head office buildings, took place in a very participatory manner, to allow doubts to be clarified and to receive various contributions and suggestions for improvement.

**“GENERAL SAFETY PRINCIPLES” COURSE**

In addition to the implementation of the SMS, in 2019, 15 classes of the “General Safety Principles” course can also be highlighted, with a total of 177 trainees. The holding of these classes has made it possible to cover 100% of new admissions and, considering the sessions of previous years, to train a total of 476 people, representing approximately 16% of EDP *Distribuição*’s permanent staff.

The “General Safety Principles” course lasts for two days. On the first day, the accident data from recent years are presented, the relevant safety issues, as well as the main risks of the activities carried out at EDP *Distribuição* and the respective preventive measures. On the second day, taught by the National Firefighters School, the topics of Basic Life Support and Use of fire extinguishers are broached.



**EDP PRODUÇÃO**

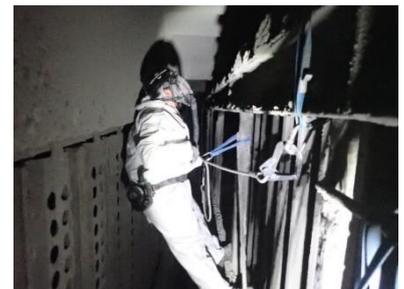


**TEMPORARY LIFELINES**

The Sines Thermal Power Station incorporated within its high risk activities, particularly in work on roofs and in confined spaces with a risk of falling from a height, certified lifelines, allowing for a rapid reduction of risk and the carrying out of that activity in safety.

**USE OF RESPIRATORY PROTECTION UNITS WITH MECHANICAL VENTILATION**

When working in confined spaces heavily contaminated with fly ash (inside precipitators), the Sines Thermal Power Plant adopted a respiratory protection system with mechanical ventilation (with protection for the eyes and respiratory tract).



**ANALYSIS OF THE PRESENCE OF HEXAVALENT CHROMIUM**



Lares Thermal Power Plant

A Work Procedure was created in the Presence of Hexavalent Chromium containing protection, identification and decontamination measures for the product. These maintenance works involved risks associated with working in confined spaces, cargo handling (maximum load of 96 tonnes), direct and indirect contacts, overloads and stress, exposure to hazardous substances, cuts and welding and work at heights involving the participation of the Authority for Working Conditions (ACT).

**WORKING AT HEIGHT TRAINING**

The training, organized by UEDP in conjunction with APS for DCL workers, was provided by Tecniquitel, a company specializing in working at height.



## EDP COMERCIAL

### IMPLEMENTATION OF SAFETY CONSTRAINTS ANALYSIS BEFORE THE PREPARATION OF COMMERCIAL PROPOSALS FOR PROJECTS/WORKS

In order to ensure that the commercial proposals entered into with customers have covered all occupational health and safety requirements, a site survey was carried out to analyse the issues in question. It is intended in this way to detect any existing constraints, proceeding with the definition of control measures, the cost of which must be transferred to the contracts to be concluded with customers and suppliers.



### CREATION OF INFORMATION PANELS FOR WORKS OF HIGHER RISK IDENTIFYING SAFETY AREAS AND RULES TO BE COMPLIED WITH.



In order to ensure that the various stakeholders are duly informed/made aware of to the places where they will could be accessing higher risk worksites, a safety panel model with information specific to each project was developed. The panel shows areas of safety, areas of risk, and the respective control measures to ensure that all stakeholders know exactly which areas they can access and how they should proceed.

### MOBILISATION OF A PROGRAMME TO IMPROVE SAFETY CONDITIONS IN SMART HOME TECHNICAL SERVICES

Following the irregularities detected in the operational monitoring of the Smart Home Technical Services, a workshop was held with suppliers and service managers in order to analyse problems and specify solutions to increase safety performance in the activity in question. An action plan has been drawn up that is being implemented by the various stakeholders.



## EDP BRAZIL

### VIVA PROGRAMME - LIFE ALWAYS COMES FIRST!

EDP Brasil aims to achieve high standards of operational excellence and ensure a sustained reduction in labour accidents.

In December 2018, the VIVA safety programme was implemented. This project had been carried out in partnership with DuPont until the end of 2019. The implementation of this project started with a diagnosis of EDP Brazil's safety culture, which resulted in the identification of three critical aspects:

- Culture, Organization and Awareness;
- Risk management and control measures;
- Continuous improvement.

This project is based on four pillars: (i) Rules and procedures; (ii) Actions; (iii) Beliefs and attitudes; (iv) Situational awareness. For each of these pillars, initiatives were defined to improve and reinforce the safety culture at EDP Brasil.

Since the beginning of the implementation of the VIVA programme, there has been a 50% reduction in the occurrence of service accidents involving sick leave (EDP Workers and Service Providers), compared to 2018. Unfortunately, a fatal accident occurred with a service provider in the distribution business, while the number of fatal accidents in relation to internal workers remained at zero.

EDP Brasil continues to work together with its service providers and employees in order to achieve zero accidents.

In addition to the actions of the VIVA programme, some operational actions were carried out: (i) training in legal requirements; (ii) review of procedures with the aim of improving procedures on the ground; (iii) reinforcement of field safety inspections for all businesses; (iv) assessment of legal compliance; (v) training in first aid in partnership with the EDP University; (vi) ongoing analysis of dangers and interaction with teams, according to the activities carried out at each location.

EDP Brasil is in the process of developing its safety culture. The initiatives implemented by the VIVA Programme, in 2019, have enabled the executive and occupational health and safety team to continue its work in consolidating internal safety processes.

It is planned to consolidate the VIVA Programme in the more operational areas through the next steps, which involve applying all the tools and methods acquired throughout the programme.

**EDP RENOVÁVEIS**

As part of the activities proposed for 2019 at EDP *Renováveis* PT, a workshop was held on the 25th of October on the topic “Raising the Safety Culture in EDP *Renováveis*’ Works”.

The Prevention and Safety area was responsible for organizing a workshop, in which about thirty employees participated, from service providers with O&M contracts and contractors who usually undertake works for EDP *Renováveis*.

The topics covered focused on several practical cases (incidents), with participants being asked to analyse each case in groups of five members and formulate proposed measures to be implemented to avoid similar occurrences. After completing the case study, the speaker for each group shared the conclusions of the work carried out with the rest of the participants, thus providing a debate and the exchange of opinions between everyone.

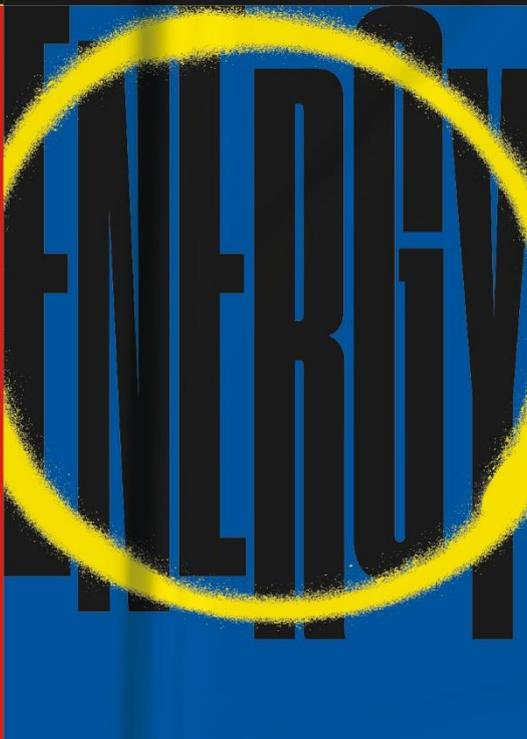
In addition, this initiative provided the opportunity for meeting and interaction between workers of companies which work in the same areas of activity, enabling the exchange of experiences among everyone.



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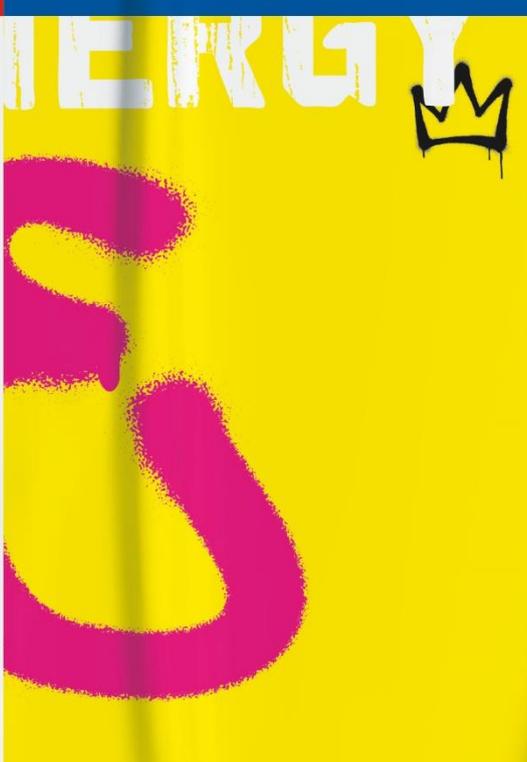


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