

GENERATE ECONOMIC VALUE

Achieve 76% of clean capacity by 2020				
	2017	2018	2019	2020
Renewable capacity	74%	74%	74%	→ 76%
Invest €200M in innovative projects by 2020				
	2017	2018	2019	2020
Investment in R&D (accumulated)	137M€	212M€	374M€	→ 200M€
Surpass 90% of smart meters in Iberia by 2020				
	2017	2018	2019	2020
Smart meters	28%	38%	48%	→ 90%
Provide energy efficiency products to reduce overall consumption by 1 TWh before 2020 (versus 2015 levels)				
	2017	2018	2019	2020
Saved energy by customers (accumulated)	0.5TWh	1.4TWh	3TWh	→ 1TWh


MANAGE CLIMATE AND ENVIRONMENTAL ACTION

Reduce CO ₂ specific emissions				
	2017	2018	2019	2020
CO ₂ specific emissions variation vs. 2005	-47%	-59%	-66%	→ -75%
Achieve 100% environment certification of the Group's operational activities (including suppliers exposed to high risks)				
	2017	2018	2019	2020
Certification according to ISO 14001 (certified total assets)	88%	96%	96%	→ 100%
Certified suppliers exposed to high risks	75%	68%	79%	→ 100%
Internalize the concept of circular economy				
	2017	2018	2019	2020
Specific waste variation vs 2015 (per generated MWh)	-9%	-32%	-55%	→ -20%

DEVELOP OUR PEOPLE

Keep employee engagement level high				
	2017	2018	2019	2020
Engagement level	75%	72%	73%	→ 275%
Promote diversity (increase +15% of women)				
	2017	2018	2019	2020
Female employees	24%	25%	25%	→ 27%
Achieve 100% of H&S certification (including suppliers exposed to high risks)				
	2017	2018	2019	2020
Certification according to OHSAS 18001 (employees covered by certifications) ⁽¹⁾	36%	44%	60%	→ 100%
Certified suppliers exposed to high risks	49%	62%	64%	→ 100%
Continuously reduce accidents (employees and contracted workers)				
	2017	2018	2019	2020
Frequency Index (FI) ⁽²⁾	2.03	2.11	1.84	→ ≤2.00

IMPROVE TRUST

Achieve >80% of Clients satisfaction and promote energetic inclusion				
	2017	2018	2019	2020
Clients satisfaction	76%	78%	77%	> 80%
Maintain EDP's recognition as one of the most ethical companies of the world				
	2017	2018	2019	2020
Maintain ethical recognition by the Ethosphere initiative	✓	✓	✓	
Protect Human Rights in the supply chain ⁽³⁾	2 nd stage	2 nd stage	3 rd stage	4 th stage (100%)
Implement full stakeholders consultation ⁽⁴⁾				
	2017	2018	2019	2020
BU coverage	2 nd stage	2 nd stage	3 rd stage	4 th stage (100%)
Promote volunteering, especially volunteering of skills				
	2017	2018	2019	2020
Employees participating in volunteering	20%	18%	24%	20%
Volunteering in hours/year	24,932h	19,375h	23,258h	20,000h
Invest in the community, namely in the promotion of volunteering, social businesses and initiatives towards sustainable lifestyles				
	2017	2018	2019	2020
Investment in the community (L30) (accumulated)	83M€	110M€	136M€	100M€
Assess and audit suppliers				
	2017	2018	2019	2020
Assess critical suppliers by ESG criteria	75%	76%	100%	100%
Audit contractors with ESG risks	44%	n.o.	58%	100%

(1) Employees covered by OHSAS 18001.

(2) Accidents with EDP co-workers and outsourcing workers for a million worked hours.

(3) 1st stage - Impact Study; 2nd stage - Supplier's Code of Conduct; 3rd stage - Supplier's assessment in the Human Rights dimension; 4th stage - Plans for improvement in relevant cases; adjustment of purchasing policies.

(4) 1st stage - Definition of a stakeholder consultation methodology; 2nd stage - Implementation of the methodology in all Business Units in Portugal; 3rd stage - Implementation of the methodology in all Geographies; 4th stage - Cover all segments of the EDP Group's stakeholders.