



MATERIAL TOPIC	DETAIL
CORPORATE GOVERNANCE	- Set of rules and principles governing the design/structure, integration and operation of the company's governing bodies, including aspects such as independence and diversity.
BUSINESS SUSTAINABILITY	- Assessment of the direct return on investment generated and return distributed. This includes aspects related to solvency and financial liquidity, as well as new investment projects.
BUSINESS ETHICS	<ul style="list-style-type: none"> <li>- Efficient and confidential complaint management, guaranteeing effective mechanisms to report unethical or illegal behaviour for different groups of stakeholders. Existence of a code of ethics/conduct.</li> <li>- Measures established to avoid and minimize risks associated with illegal conduct (corruption, conflict of interests, fraud, money laundering, embezzlement, concealment and obstruction of justice, influence peddling) of employees and/or company representatives.</li> <li>- Promotion of ethical culture, in particular through measures to raise awareness and communicate business ethics, both internally and together with service providers.</li> <li>- Not using undue influence with parties and public policies, avoiding behaviours such as manipulation, intimidation and coercion, which may negatively influence the public political process.</li> <li>- Respect for both physical and intellectual property rights, including interest in land and other physical assets, copyrights, patents, funds, moral rights and other rights. This also includes traditional knowledge of specific groups, such as indigenous peoples, or employees' intellectual property.</li> <li>- Encouraging innovation and efficiency through fair and generalized competitive practices, allowing for a reduction in the costs of products and services. Ensure that all organizations have equal opportunities by encouraging the development of new or improved products or processes that, in the long run, can improve economic growth and living standards.</li> <li>- Measures to ensure the security and privacy of information, namely data protection, with the aim of preserving its value at both the individual and organizational level (company). Promote confidentiality and integrity of information. This includes safeguarding customer privacy rights by limiting the types of information collected and the ways in which such information is obtained, used and maintained securely.</li> <li>- Composition of the company's human resources structure and mechanisms to ensure equality and non-discrimination of conditions and opportunities, without distinguishing between gender, age, minority groups or other indicators of diversity.</li> </ul>
INNOVATION AND RESEARCH	<ul style="list-style-type: none"> <li>- Measures to foster research through project co-operation and financing agreements, contributing to the development of knowledge, skills and technology (e.g. smart metering, electric mobility, improvements in generation efficiency, demand management research and improvements in accumulation energy, research and innovation in products, collective agreements, university chairs, etc.).</li> <li>- Measures to encourage research into innovative technologies, including in the field of mobility; integral networks; production of energy from renewable sources, such as off-shore wind, photovoltaic and wind power in decentralized production.</li> </ul>
SUPPLIER MANAGEMENT	<ul style="list-style-type: none"> <li>- Inclusion of sustainability criteria in supplier selection, including health and safety/wellness measures necessary to minimize risks that may affect suppliers or subcontractors in the course of their work activity. Ensure that suppliers' sustainability practices are valued by comparing product and service offerings (occupational accidents, environmental management, ethics, social responsibility).</li> <li>- Fair treatment of the relationship with suppliers, in particular, measures to support suppliers regarding procurement practices and compliance with contractual conditions in order to ensure a stable relationship. Payment policy, relationship stability, co-operation, reliability, and competitive ethics define the relationship with suppliers.</li> </ul>
ENERGY INFRASTRUCTURES	<ul style="list-style-type: none"> <li>- Measures to maintain the quality of service, i.e. the supply of reliable and quality electricity according to indicators such as TIEPI (installed capacity equivalent interruption time).</li> <li>- Initiatives that promote distributed or decentralized generation, such as the use of small energy sources near the end consumer, which can be connected to any low voltage grid point.</li> </ul>
DIGITAL TRANSFORMATION	- Integration of digital technology in all areas of the company, resulting in changes both in the way it operates and in creating value for customers. This also includes a cultural change and process change, capable of managing digital challenges and opportunities.
CLIMATE CHANGE	- Initiatives to mitigate and adapt to climate change, namely the definition of a strategy and actions implemented by the company for the development of renewable energies considering indicators such as MW of projected clean energy or tons of CO2 avoided by the use of renewable energies. Create cities that are resilient to climate change. Mitigation of the impacts of climate change.
PROMOTION OF RENEWABLE ENERGY	- Strategy and mechanisms to minimize the company's contribution to climate change, such as risk assessment, energy efficiency measures, avoided emissions, carbon footprint, CO2 capture and storage projects, etc.
ENERGY EFFICIENCY	- Measures to improve the company's energy efficiency, namely the reduction of the energy needs of buildings, transport, production processes, equipment, etc. Development of energy efficiency initiatives among company stakeholders, namely replacement of equipment or education/awareness actions.

ENVIRONMENTAL MANAGEMENT	<ul style="list-style-type: none"> <li>- Use of natural resources at a rate equal to or less than their natural replacement rate. This includes efficiency in the use of materials, water conservation, use of and access to water.</li> <li>- Protection of the environment and biodiversity, including restoration of natural habitats and ecosystem services and functions (such as food and water, thermal regulation, soil formation and recreational opportunities). Key aspects include environmentally sound rural and urban development.</li> <li>- Population prevention actions that include atmospheric emissions (Sox, Nox, etc.); water management and waste management.</li> </ul>
COMMUNICATION AND TRANSPARENCY	<ul style="list-style-type: none"> <li>- Communication of company performance in different areas, promoting openness to society with readiness to share information. Respect for the rules of healthy competition and responsible marketing in the context of product/service promotion.</li> <li>- Clarification of the regulatory risks of subsidies obtained by the company and the rates to which the business is subject and/or exempt. Importance of the impact of regulatory changes on the company's financial/operating performance.</li> </ul>
COMMUNITY INVOLVEMENT AND DEVELOPMENT	<ul style="list-style-type: none"> <li>- Development of community initiatives that respond to its needs from a shared value perspective. This includes measures related to culture, education and awareness, donations, investments in the community, commercial initiatives such as sponsorships, support to universities or other institutions.</li> <li>- Proactive community intervention aimed at preventing and solving problems, responding to community needs, favouring partnerships with local organizations and stakeholders. Management of impacts generated in society and the environment, ensuring an offset for business externalities. It also includes measures to manage the relationship and rights of indigenous communities and minority communities as well as any impacts on them due to the company's activity.</li> </ul>
PEOPLE MANAGEMENT	<ul style="list-style-type: none"> <li>- Ability to attract and retain talent, as well as capacity building to acquire new skills, broadening people's choices and expanding their capabilities. Recognition of employee competencies and practices by meritocracy and remunerative justice. It also includes the issues of appropriate remuneration and recognition.</li> <li>- Mechanisms to evaluate employee satisfaction and manage employee complaints.</li> <li>- Initiatives that promote reconciliation of work with family life, such as timetable flexibility or additional measures to paternity/maternity leave.</li> <li>- Stability in employment and measures to minimize negative impacts, in cases such as relocations or restructuring.</li> <li>- Management of the relationship between employee and employer (examples: existence and relationship with unions, collective bargaining agreements, committees, etc.).</li> <li>- Control and proper management of workload and quantity of work per employee.</li> <li>- Initiatives to share profits with employees.</li> </ul>
HUMAN RIGHTS	<ul style="list-style-type: none"> <li>- Due diligence process to identify and prevent real or potential impacts on human rights as a result of company activity. Provide means to assess human rights practices in the organization; means of tracking performance and actions to address the negative impact of company decisions and activities.</li> <li>- Mechanisms to ensure the inclusion of vulnerable groups, including non-discrimination, exclusion or preference, which restrict equal treatment or opportunities.</li> </ul>
SATISFACTION AND CUSTOMER SERVICE	<ul style="list-style-type: none"> <li>- Improved customer satisfaction by providing exceptional service and care.</li> <li>- Mechanisms and channels that allow adequate transmission and management of complaints by customers.</li> <li>- Development of training and awareness actions with practical advice on changes in consumption patterns.</li> <li>- Perceived fair prices of energy, clarification of price formation (greater transparency).</li> <li>- Providing new energy services that can meet the needs/expectations of customers.</li> </ul>
VULNERABLE CUSTOMERS	<ul style="list-style-type: none"> <li>- Mechanisms that allow differential treatment in the case of vulnerable customers, including: prices and charges; transparent operation; and provision of support for technical problems.</li> <li>- Mechanisms to facilitate access to energy for all customers, regardless of where they live. Ensure network expansion to guarantee access to energy, but also provide good quality service conditions without discrimination.</li> <li>- Development of fair contractual procedures, which protect the legitimate interests of customers, mitigating the imbalance of contractual power between the parties.</li> </ul>
HEALTH AND SAFETY	<ul style="list-style-type: none"> <li>- Implementation of measures to eliminate or minimize the occurrence of occupational incidents and illnesses with employees, service providers and third parties that may be affected by the normal development of EDP's activities. This includes environmental aspects (air quality, noise, lighting, ergonomic aspects) and facility security (fire protection, emergency response plans).</li> <li>- Prevention of medical aspects associated with work, including health surveillance and promotion of healthy living conditions for workers (nutrition and smoking cessation programmes, cardiovascular screening, vaccination programmes).</li> <li>- Concern about security aspects of the public and the communities surrounding the company premises. Associated with concerns with local communities, in particular, emergency response concerns related to all aspects.</li> </ul>