



# Safety, Security & Business Continuity Report 2024



# This report

EDP – Energias de Portugal, S.A. (here in after referred to as EDP), with its head office in Lisbon, at no. 12 Avenida 24 de Julho and with its shares listed on the Euronext Lisbon stock exchange, the EDP group's activities are currently centered, on the one hand, in the areas of generation, transmission, distribution and supply of electricity and, on the other hand, in the area of supply of natural gas. In addition, the EDP group engages in activities in the areas of engineering, laboratory testing, professional training, energy services and real estate management.

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

The Safety, Security & Business Continuity report presents an overview of the most important activities undertaken by the EDP Group and the main indicators in 2024 in Safety, Security & Business Continuity matters.

This report complements the information of the main consolidated indicators in the Integrated Report 2023 according to the standards contained in the Global Reporting Initiative (GRI – Standard) – [EU 17, EU 18, EU 25, GRI 403-1a 403-10].



# Purpose

Our energy

Speaks of our stamina, our track record and what drives us to continuously deliver green energy

and heart

Highlights our people and their key role in delivering our commitment to our clients, partners and communities

drive a better

Reflects our ambition and leadership in making change happen

tomorrow

The reason why we work every day



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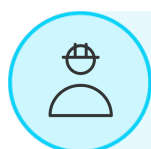
# SSBC Offsite 24

Safety, Security, and Business Continuity team from across the globe was gather for 3 days (10–12 Dec) in the 1<sup>st</sup> offsite SSBC.

Leaders from all Regions and Platforms gathered to align on strategy, share insights, design plans, and strengthen our mission. The energy, collaboration, and unwavering commitment to our shared goals were truly inspiring.



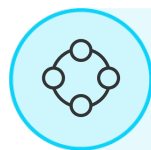
## Three powerful lessons to retain



Never underestimate the power of being in the field



Show genuine care for your people—they notice



Keep it simple, effective, efficient, and impact-oriented

## Clear purpose

EDP is deeply committed to zero serious injuries and fatalities across our operations because nothing is more important than protecting our people, our assets, and our business operations.



## 01 Our Safety



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Network Distribution  
Brazil



# 1. Our Safety

## 1.1. Safety in numbers

EDP Group	Employees + Service providers	
	Accidents	138
	Fr	1.72
	TSr	580
	Fatal accidents	6
	Near-misses reported	616
	Volume of OH&S training (hours)	172,541
	ISO certification 45001 – employees covered (%)	81

Iberia	Employees		Service providers	
	Accidents	18	Accidents	64
	Fr	1.32	Fr	3.12
	TSr	108	TSr	1,369
	Fatal accidents	0	Fatal accidents	4
	Volume of OH&S training (hours)	33,600	Volume of OH&S training (hours)	4,466
	ISO certification 45001 – employees covered (%)	99		

South America	Employees		Service providers	
	Accidents	8	Accidents	36
	Fr	1.21	Fr	1.25
	TSr	19	TSr	550
	Fatal accidents	0	Fatal accidents	2
	Volume of OH&S training (hours)	71,274	Volume of OH&S training (hours)	54,097
	ISO certification 45001 – employees covered (%)	38		

North America	Employees		Service providers	
	Accidents	0	Accidents	1
	Fr	0.00	Fr	0.24
	TSr	0	TSr	8
	Fatal accidents	0	Fatal accidents	0
	Volume of OH&S training (hours)	1,734	Volume of OH&S training (hours)	0
	ISO certification 45001 – employees covered (%)	94		



Rest of Europe	Employees		Service providers	
	Accidents	1	Accidents	7
	Fr	1.60	Fr	3.34
	TSr	29	TSr	64
	Fatal accidents	0	Fatal accidents	0
	Volume of OH&S training (hours)	4,417	Volume of OH&S training (hours)	805
	ISO certification 45001 – employees covered (%)	54		

APAC	Employees		Service providers	
	Accidents	0	Accidents	3
	Fr	0.00	Fr	2.06
	TSr	0	TSr	32
	Fatal accidents	0	Fatal accidents	0
	Volume of OH&S training (hours)	222	Volume of OH&S training (hours)	1,926
	ISO certification 45001 – employees covered (%)	80		



## 1.2. Occupational Health and Safety Policy

The Health and Safety of all those who contribute to the development of the companies that are part of the EDP Group – workers, suppliers, service providers, customers, and other stakeholders – is deemed a key value and a priority for the commercial success of the Group.

The Occupational Health and Safety Policy and approved principles apply to all companies in the EDP Group.

The development of a positive safety culture is only possible with the involvement of everyone through a participatory and collaborative attitude towards safety at work.

People are at the heart of EDP Group's strategic agenda, which accepts responsibility for guaranteeing the conditions necessary for them to adapt to the new work demands resulting from digitisation and the development of the business, especially in matters related to Occupational Health and Safety.

EDP Group makes a commitment based on the principles of sustainable development and, by applying the highest ethical standards, will achieve exceptional performance levels, making the EDP Group a progressively better place to work.

### The EDP Commitment

The business management of EDP Group is determined constantly to strengthen the culture of Occupational Health and Safety by developing awareness, cultivating 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 work-related risks, raising their awareness of compliance with safety standards and procedures;
- Safeguarding facilities and equipment by adopting the best techniques, combined with monitoring and updating operating procedures in order to eliminate or minimise risks to employees, service providers and stakeholders who might come into contact with 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 effectiveness of the safety policy and EDP Group's ongoing improvement in Occupational Health and Safety must be achieved with the involvement of all levels of management and the support and contribution of employees, service providers, suppliers and other stakeholders. To this end, the EDP Group requires everyone to adopt practices in line with the principles of this policy.

### Guidelines for the practice of safety within the EDP Group

Safety – understood as Occupational Health and Safety – is an integral part of the activity of EDP Group companies and is present at every stage of the decision-making process: in planning, construction, operation and maintenance, in staff management, procurement, commercial activities, customer relations, supplier relations and with the general public.

Safety is an attitude and a desire – inherent in everyone's activity – which is expressed at all times through respect for and compliance with legal requirements, standards, rules and procedures, and in the taking of initiative and contributions to its improvement.

Safety is intrinsic to line management, with line managers being responsible for enforcing regulations, making a visible, permanent personal commitment, promoting training and information for their employees and managing the work environment.

At all times and in any circumstances, each company undertakes its activities aiming at "zero accidents" through continuous improvement in safety management and performance, including the formulation of key milestones.

Safety at work should be achieved through the systematic analysis of risks involving the workers and their representatives, as well as service providers where applicable, so as to identify and deal with all potential risks during the preparation of jobs, in order to arrive at 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.

The investigation and analysis of incidents – accidents and near-misses – will be carried out systematically and conclusions will be drawn to prevent their repetition, an essential condition for ongoing improvement in the prevention of accidents in the workplace and adverse health effects.

No action shall be taken against any employee who expresses concern about an Occupational Health and Safety issue or is involved in a near-miss, unless s/he has consciously and intentionally carried out an illegal action or willfully disregarded a safety rule or procedure.

Safety procedures must be kept up to date at all times in accordance with existing risks and local regulations.

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



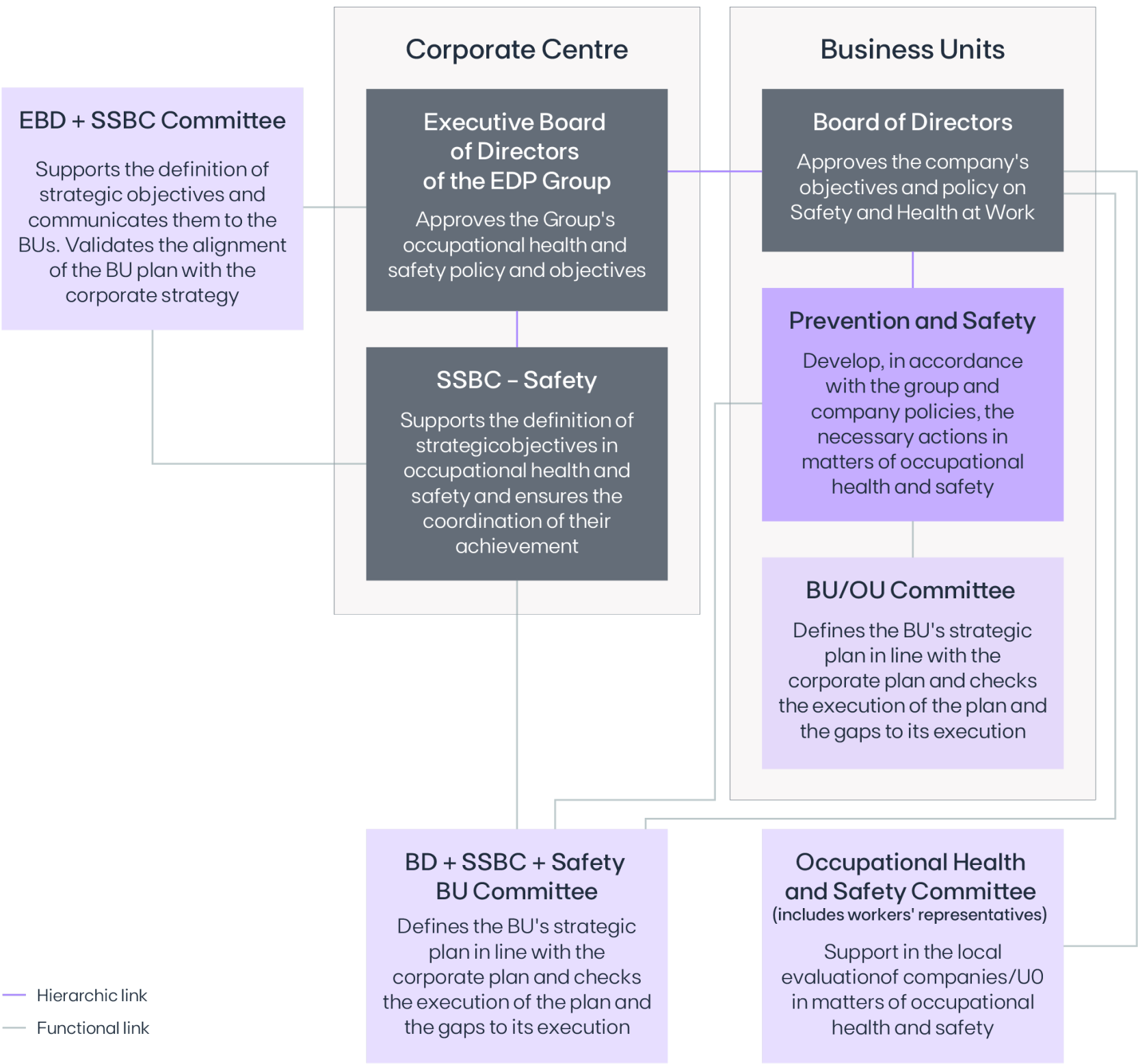
### 1.3. Organisation of Occupational Health and Safety in the EDP Group

EDP Group’s Occupational Health and Safety Policy demonstrates its commitment to a model of Occupational Health and Safety based on ongoing improvement and the conviction that working in a safe, healthy environment is crucial for employee satisfaction and provides added value in successful results.

The continuous improvement of EDP Group's performance in Occupational Health and Safety must be achieved with the involvement of all levels of management and the support and contribution of all.

The responsibility for the prevention and control of occupational risks rests with the boards of management at the Group’s member companies and is integrated into the corporate hierarchy.

Strategic coordination actions are managed within a corporate structure (Safety, Security & Business Continuity Department – 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.





### 1.4. Occupational Health and Safety management system

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

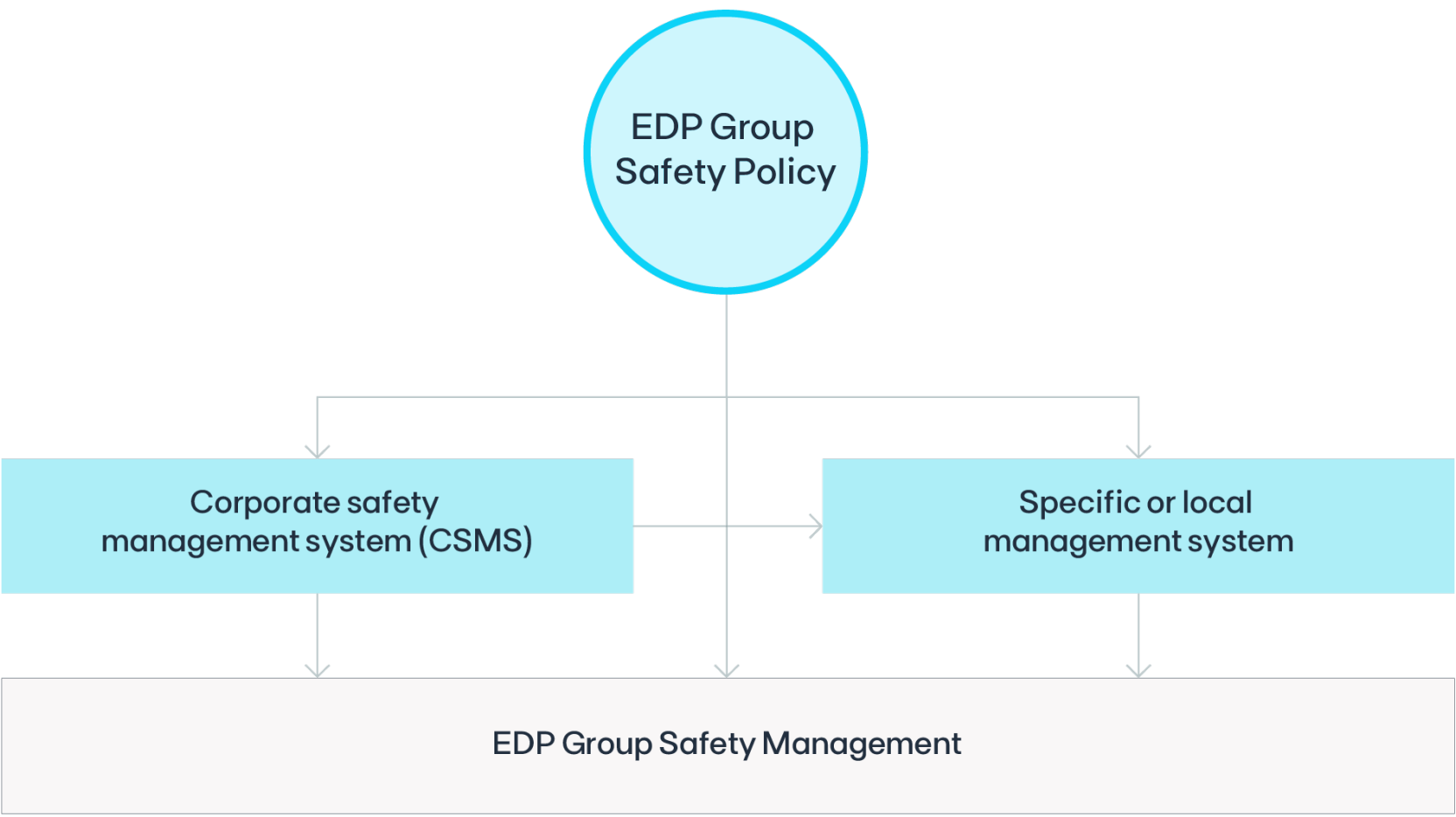
EDP Group's management of Occupational Health and Safety subscribes to the model and principles recommended in the ISO 45001:2018 specification, and to the recommendations of the International Labour Organization, expressed in the ILOOSH 2001 document and in Convention No. 155 on OHS, reinforcing the principle that Occupational Health and Safety issues are managed according to common and cross-cutting criteria in the EDP Group companies. The Corporate Safety Management System (CSMS) is certified by Lloyd's Register.

The CSMS reflects EDP Group's Occupational Health and Safety Policy and defines a set of procedures and actions with a view to:

- Promoting the integration of the management of prevention and safety in organisational management;
- Developing a culture of prevention and safety, contributing to the protection of workers against health hazards and diseases;
- Contributing to the sustainable development of EDP Group companies and reducing losses due to occupational incidents and diseases;
- Disclosing to all interested parties the responsible management of EDP Group regarding Occupational Health and Safety, acknowledging this as an essential aspect of sustainable development.

The CSMS is accessible and applicable to the EDP Group companies in Portugal. In other regions it is applicable according to local particularities, legal and regulatory requirements. Companies can choose to adopt the CSMS or take it as a reference from which to develop their own specific safety management system, according to their business. 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:



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



## Safety certifications

In 2024, the EDP group accounted for a total of 10,515 employees covered by ISO 45001:2018 certifications, which are distributed according to the following table:

GEOGRAPHY	EMPLOYEES COVERED (#)	EMPLOYEES COVERED (%)	SERVICE PROVIDERS COVERED (%)
Iberia	7,648	99	99
South America	1,232	38	38
North America	999	94	94
Rest of Europe	340	54	54
APAC	296	80	80
EDP Group	10,515	81	81

## Elements of the Safety management systems

In 2024, the EDP group counted a total of 16 Business Units (BU)/Platforms certified in occupational health and safety.

Business Units & Platforms	Is there an OHS Management System?	Scope of the system	Standard
E-Redes	Yes	Distribution of High, Medium and Low Tension electrical energy in continental, managed through distribution network infrastructures (Substations, Transformers, HT/MT Lines and LT network) and administrative office buildings	ISO 45001:2018
EDP Produção	Yes	Management of strategic plans, information and development in health and safety at work matters in EDP Produção activities	ISO 45001:2018
EDP Comercial	Yes Integrated Environmental and Safety System	Trading in energy and associated products and services, encompassing all the activities of EDP Comercial	ISO 14001:2015 ISO 45001:2018
EDP Global Solutions	Yes	Centralisation, development and optimised management of support and management processes in the areas of support to EDP group management, procurement, leasing and management of construction, improvement and remodelling of EDP's estates to support the group's activities. Integrated planning and management of the EDP group's property portfolio, in line with the BU's objectives. Generate revenue through the valuation and marketing of available real estate assets. Management of the portfolio of holding companies	ISO 14001:2015 ISO 45001:2018
SU Eletricidade	Yes	Sale and purchase of electric energy	ISO 14001:2015 ISO 45001:2018
EDP Inovação	Yes	Promotion and innovation in technology and the business model in EDP group strategic areas	ISO 14001:2015 ISO 45001:2018
Sãvida	Yes	Provision of services in primary care, in compliance with the EDP group's health plan	ISO 14001:2015 ISO 45001:2018
EDP SA	Yes	The corporate management of policies, commitments undertaken and environmental performance of the EDP group	ISO 14001:2015 ISO 45001:2018
EDP Gás SU	Yes	Trading in Natural Gas to customers in the regulated market, encompassing all the activities and services performed in the north coast concession area	ISO 14001:2015 ISO 45001:2018
Labelec	Yes Integrated Quality, Environmental and Safety System	Provision of laboratory and on-site testing services in the following areas – Testing of electrical equipment and systems; Examination of power transformers and cutting and manoeuvring equipment (VHT, HT and MT); Analysis of lubricating oils and insulators; Analysis of the insulating role of power transformers; Calibration of equipment in the electrical domain; Electromechanical and climatic tests; Energy quality monitoring; Ground thermographic tests and aerial inspections of power lines; Tests on electric energy meters; Audits of electric power metering systems; Provision of accreditation services and technical inspections of equipment, consulting in the field of energy and conducting studies of electrical power system networks and equipment; Provision of laboratory services for the collection and physicochemical and biological analysis of different types of water; analysis of sediments, residues and	ISO 14001:2015 ISO 45001:2018 ISO 9001:2015

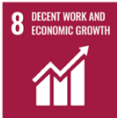
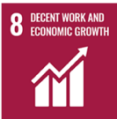



Business Units & Platforms	Is there an OHS Management System?	Scope of the system	Standard
		fuels; evaluation of the ecological quality of rivers, reservoirs and lakes	
EDP Espanha	Yes	All OHS activities carried out by the companies that make up EDP Spain and that have adopted EDP Spain´s joint prevention as a precautionary method, both for EDP employees and for external personnel who carry out their activities at the organisation's facilities	ISO 45001:2018
EDP Brasil	Yes	Administrative services to support the BU of generation, transmission, distribution, marketing and electric energy services in the organisation in Brazil	ISO 45001:2018
EDP Renewables EU&LT	Yes (Includes EDP R PT, ES, RO, IT, RU, PL, FR, BE, GR, HU, CL, CO and BR)	Production of energy through renewable technologies (wind and solar), operation and maintenance services at renewables facilities for electricity generation, office support activities for the generation of energy through renewable technologies, including but not limited to design management, development, and licensing and the management of construction activities	ISO 45001:2018
EDP Renewables North America	Yes	Provides a central location for information about Environment and Safety Policies for operational sites, including but not limited to Emergency Action Plans, EHS Policies, Standard Operating Procedures, Tracking of EHS Incidents	ISO 14001:2015 ISO 45001:2018
EDP Renewables Singapore	Yes	Design, Supply, Installation, Operation and Maintenance of Renewable Energy System (Solar Power Systems and Battery Energy Storage System). Leasing of Renewable Energy System (Solar Power System and Battery Energy Storage System)	ISO 45001:2018
EDP Renewables Vietnam	Yes	Production and distribution of solar energy electricity	ISO 45001:2018

The certification covers 86% of installed capacity in production activities (Portugal 8,183MW, Spain 4,264MW, Rest of Europe 1,631MW, South America 2,446MW, North America 6,371MW and 393MW).

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

Goals and targets

Alignment with the SDGs	Objectives	KPI 2024	Target 2024	Target 2030
	Fatal Accidents (EDP Employees and Service Providers)	6	0	0
	Frequency rate (EDP employees and Service Providers)	1.72	1.60	<1.00
	Total severity rate (EDP employees and Service Providers)	580	215	<150

The setting-out of Occupational Health and Safety goals and the action programmes needed to achieve them is carried out in accordance with the internal procedure “Management Objectives and Programmes” of 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/organisational unit, approved by the respective Boards of Directors and in line with corporate objectives.

The Occupational Health and Safety is fundamental to ensuring a safe and healthy environment for EDP Group employees. In this context, establishing clear goals and targets is essential to direct efforts and monitor results.

The Occupational Health and Safety objectives are broad, reflecting long-term results and aligned with international work safety standards.



The Safety at Work Actions Operating Plan sets forth the commitments and initiatives undertaken by the organisational units for implementation of the 6 strategic pillars defined at strategic and corporate level, in terms of Prevention and Safety approved for 2020/24:

- i. Managerial commitment to OHS;
- ii. Behaviours, preventive activities and learning from mistakes;
- iii. Streamlining, digitising and standardising OHS processes in the EDP Group;
- iv. Skills;
- v. Communication and involvement;
- vi. OHS management in contracts with ESPs.

## Main Objectives

The implementation of EDP's annual occupational health and safety program was based on a series of actions aimed at preventing workplace accidents:

- i. Reduction of Accidents
  - Eliminate fatal and severe accidents;
  - Significantly reduce the frequency rate and total severity rate.
- vii. Promotion of Safety Culture
  - Promote a safety culture where safety is a priority and part of our people's daily lives;
  - Integrate safety as a fundamental value in the organization's operations and decisions.
- viii. Monitoring and Continuous Improvement
  - Conduct regular audits to identify risks and implement corrective actions;
  - Track and share results to support transparency and commitment to safety.
- ix. Risk Management
  - Identify, assess, and mitigate risks in high-complexity operations and activities;
  - Monitor working conditions that may impact the health of our workers.
- x. Engagement at All Levels
  - Engage our leaders in promoting safe practices;
  - Ensure all workers are aware of and committed to the risks they are exposed to.
- xi. Compliance with Legislation and Standards
  - Ensure operations are aligned with local legislation and international standards;
  - Maintain certifications in accordance with ISO 45001:2018.

The monitoring of the implementation of these objectives is ensured quarterly through the SSBC – Safety and quarterly at the level of the prevention and safety committees, which analyze the progress of actions and propose, if necessary, measures for their achievement.

These objectives were established at the EDP group level based on recent results and the development of key occupational health and safety KPIs, including inputs resulting from the analysis of accident rates and internal and external audits of safety management and work performed for EDP.

## Safety audits

EDP Group undertakes annually, by agreement with its 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 construction, maintenance or demolition of buildings or infrastructures for the generation and distribution of electricity and also 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 this, EDP Group is subject annually to a significant number of external audits resulting from safety management systems certification, and from inspection activities by external bodies such as insurers or Government institutions. In EDP Group, audits follow the guidelines laid down by ISO 19011:2018 reference standard.



The table below summarises the audits conducted in 2024:

GEOGRAPHY	AUDITS CONDUCTED BY EXTERNAL BODIES (#)	INTERNAL AUDITS (#)	INTERNAL AUDITS OF SERVICE PROVIDERS <sup>1</sup> (#)	AUDITED SERVICE PROVIDERS (#)
Iberia	40	258	48,849	7,241
South America	12	24	17,464	5,565
North America	8	37	7,574	NR
Rest of Europe	9	7	763	1,092
APAC	2	2	428	NR
<b>EDP Group</b>	<b>71</b>	<b>328</b>	<b>75,078</b>	<b>13,898</b>

<sup>1</sup>Includes Safety Observations, Safety Walks, SIF Visits, Site Safety Coordination, etc.  
NR – Not reported by geography

75,477  
Safety audits

Appropriate audit programmes have been determined (internal and external) in the various Business Units in Portugal, in compliance with their internal and corporate procedures. In accordance with the circumstances of the business, audits are carried out within the scope of management system certification and also at a more operational level (work in the field, facilities, ESP, etc.)

E-Redes has two audit procedures, one which determines the methodology for planning and carrying out internal OHS audits in order to verify that the management system conforms to the organisation's own requirements and the requirements of standard NP ISO 45001:2019. The second procedure is focused on operational planning and control, determines the method for operational surveys of administrative buildings, technical facilities, works on the distribution network and external service providers.

At EDP Spain, a schedule of audits is determined at the beginning of the year, taking into account the process of internal and external audit in the context of management system certification as well as operational activities.

At EDP Brazil, the audit programme is planned, established, implemented and maintained taking into consideration the risk analyses of the activities and the results of previous audits. Internal audits are carried out in order to determine whether the management system complies with the legal provisions that apply in Brazil and whether it is implemented and maintained effectively. EDP Brazil has an internal procedure that details the systematic planning, execution and registration of audits, as well as the monitoring activities and competencies of the auditors, and also:

- i. the activities and areas to be audited;
- ii. the responsibilities associated with managing and conducting the audits;
- iii. the reporting of audit results.

The process followed by EDPR EU&LA<sup>1</sup> for the development, planning, implementation, evaluation and recording of audits is in line with the management procedure system. The object of these audits is to obtain objective information on the functioning of the management system, allowing the detection and identification of possible deviations and/or anomalies and proposing corrective actions.

EDP Group considers Occupational Health and Safety audits as a means of assessing its systems' performance with the aim of continuing improvement and raising the awareness of every worker as to the importance of their role in this aspect. It is the audits which reveal not only the deficiencies, but also the strengths of the organization at any one time.

Audits reveal, at the moment, not only the deficiencies, but also the strengths of the organization. The satisfaction of internal and external clients is a priority for achieving success, but the satisfaction and motivation of workers are fundamental to maintaining a strong and cohesive safety culture.

This involvement is rooted at the individual level – each worker acts at all times by respecting and implementing standards, rules and instructions and helps to improve them as a result of their own initiative and contribution – and with workers' representatives acting 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 EDP Group.

<sup>1</sup>Includes EDPR RO, IT, RU, PL, FR, BE, GR, HU, COL, CH, BR, PT e ES



## 1.5. Hazard identification, risk assessment and incident investigation

[GRI 403-2]

### Occupational risk management

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 and other requirements, all stakeholders and best practice.

#### Main risks associated to EDP's activities:



The identification and assessment of occupational risks at EDP Production and EDP Global Solutions 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 may be affected by EDP's activities in the vicinity of the workplace. This assessment is conducted before any work is carried out or whenever situations are demonstrated involving:

- Changes to or introduction of new activities and procedures;
- Remodelling or introduction of new facilities;
- Occurrence of incidents;
- 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 is carried out through a systematic and duly documented methodology, which in general establishes the:

- i. Identification and characterisation of the activities surrounding particular jobs;
- ii. Identification of the risks associated with the identified activities;
- iii. 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;
- iv. Determination of risk acceptance and definition and implementation of complementary risk control measures, if the residual risk level determined with the existing control measures is not acceptable.

E-Redes identifies dangers and assesses risk according to internal procedure, involving the Organisational Units responsible for the activities and facilities that identify and define the most frequent risk activities carried out by employees.

At EDP Spain, risk identification and assessment is carried out in accordance with a procedure in its management system. A risk study and evaluation are carried out through visits to the various workplaces and facilities, directly observing the execution of the various activities, involving the employees and then presenting the results to those responsible for each area.

EDP Brazil identifies, classifies and evaluates the risks associated with the activities developed at its BU in accordance with a procedure in its management system.

At EDP Renewables North America (EDPR AN), the process of risk identification is carried out by the team through a safety analysis before each job. In addition to this process, EDPR NA has developed a risk assessment for each activity, both in solar and wind power, where the dangers and respective control measures are identified, including operating procedures and protective equipment.



In the remaining EDP Renewables geographies, the process for identifying dangers and risk assessment arising from the company's activity and facilities is developed in accordance with a management system procedure in which responsibilities and methodologies are identified to ensure the mitigation of risk.

Communication of risks to workers

At PT Generation and EDP Global Solutions, communication of risks to employees is done individually or through training sessions where the relevant risk cards are handed out and explained to employees. In the case of service providers, they are informed of existing risks before starting work at EDP facilities. Those responsible for hiring liaise with local prevention and safety departments so that they can provide the relevant training.

At E-Redes the communication of risks is carried out by line management when hiring employees, or when there is a change of activity, or through training/awareness-raising activities.

For the employees of EDP Comercial, risks are communicated after they join the company, when they receive by email their professional risk card, which contains all the information necessary for them to be aware of the risks.

At EDP Spain, once the workplace risk assessment has been completed, it is communicated through an internal preventive management tool, via email, which contains the document and a link to access the tool.

The communication of risks to EDP Brazil employees is made individually through a service order enclosing the risk assessment.

In North America, the risks associated with an activity are reviewed by all before work begins.

In Poland, Spain and Greece, when a new employee joins or changes jobs, Human Resources informs the OHS Department, which then prepares the risk assessment for the respective job and gives it to the employee.

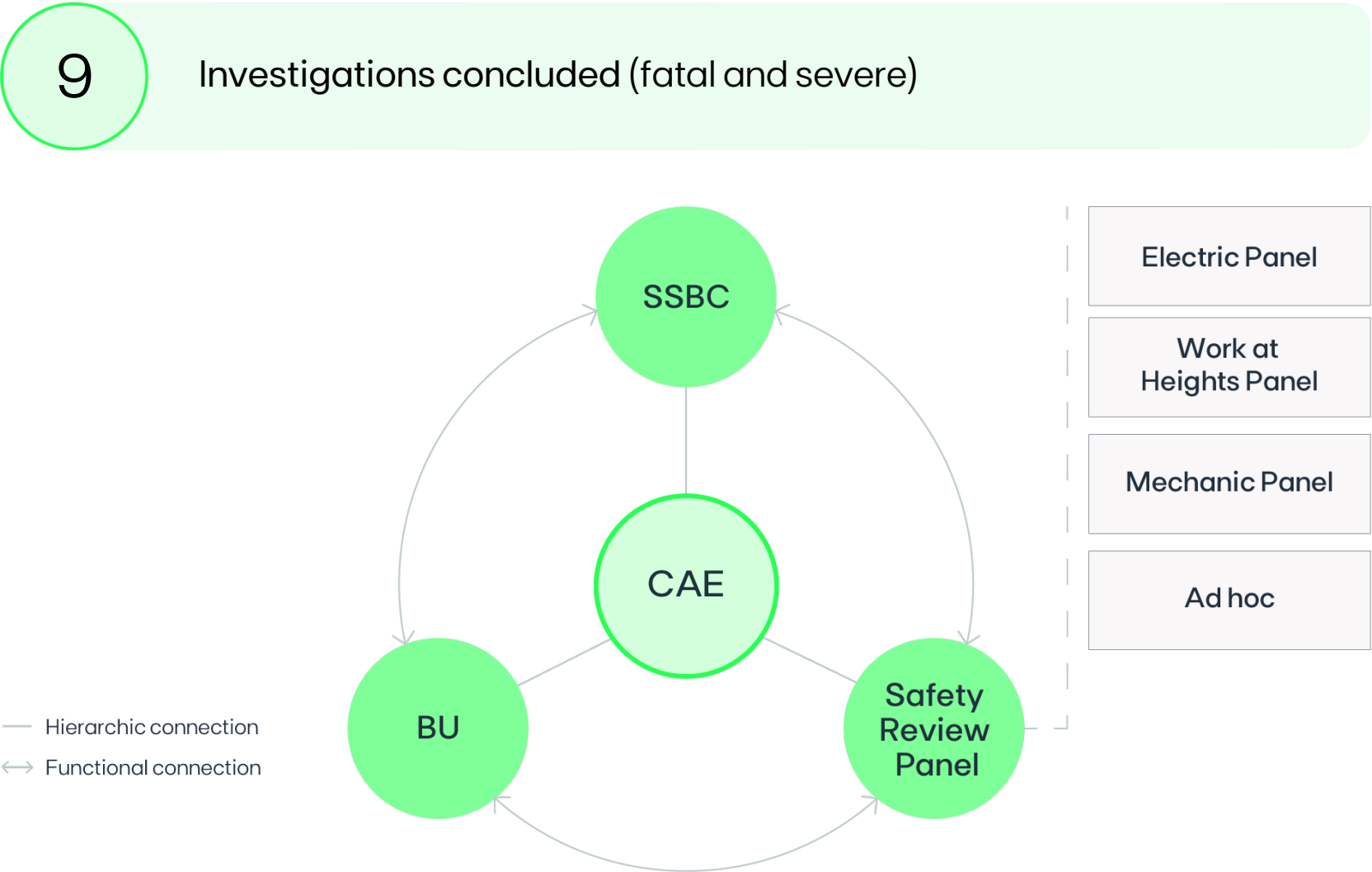
The remaining countries where EDP Renewables operates, risk assessments are communicated.

Incident investigation

The EDP group, as set out in its Safety Policy and ESG (Environmental, Social and Governance) objectives, has a strategic goal of achieving zero accidents. For this reason, it is essential that during the incident investigation process the root causes and adequate preventive measures are identified to avoid future occurrences. Monitoring the effectiveness of the measures implemented, and disseminating the lessons learned to all BUs, thus promotes the sharing of solutions and best practice that contribute to an EDP group-wide safety culture.

Within the scope of the Safety Review Panel's activities in 2024, 5 fatal accidents and 4 accidents with serious consequences were analyzed.

After reviewing the action plans for the accidents, experts suggested 47 additional actions to the respective plans, of which 22 were implemented, 6 are in the implementation phase, 11 are under analysis and 8 actions are considered not applicable to the businesses' reality.





## 1.6. Promotion of workers' health

[GRI 403-3; 403-6]

### Occupational medicine activities

In accordance with the legislation of each country, EDP Group companies comply with occupational health monitoring requirements with a view to promoting and safeguarding the health and well-being of employees. Various health monitoring programs guarantee the commitment made towards the prevention of occupational diseases, by complying with the plan for regular medical examinations, workplace inspections, participation in the Occupational Health and Safety and Internal Accident Prevention Committees, and through the implementation of a range of preventive campaigns.

6,811

Medical  
examinations– Iberia  
(includes EDPR PT & SP)

In Portugal, the occupational aspect is provided by a shared services company “EDP Global Solutions”. In this regard, it is worth noting that, in addition to the basic services for carrying out occupational medical exams, the health promotion and well-being programs available include 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 measures.

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 allied medical protocols, which take 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 subcommittee, committee and safety committee meetings. Whereas in the first area of action (assessment of the fitness of workers) the focus is on the worker, the main objective of analysis here is the work itself: noise, vibrations, lighting, thermal conditions, ergonomic design of the workstations, organisation of work (workflow, 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 activities 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 carcinoma) and which are carried out in conjunction with the human resources departments and prevention and safety divisions at EDP Group's various companies and, whenever requested, with external organisations, e.g., the Portuguese Diabetes Protection Association (APDP), the Portuguese Cardiology Foundation (FPC), or the intervention service for addictive behaviour and dependencies.

In Spain (EDPR Spain and EDP Spain), the occupational element is ensured by a specific occupational health department, composed of doctors and occupational nurses. This department is responsible for ensuring medical check-ups, health promotion and first-aid courses for internal employees. Regular examinations are made in accordance with legal requirements and EU legislation. These regular examinations are carried out in accordance with the risks identified in risk assessments.

286

Medical examinations– Rest of Europe (not including PT & SP)

Conforming with Romanian legislation, EDPR Romania complies with the legal requirements for occupational health management in order to promote and safeguard the health and well-being of employees. Doctors from the occupational health service are also involved in risk assessment, for a better overview of the risks related to occupational diseases. Medical examinations are carried out by an external partner, based on the assessment of risk in each job.



At EDPR Poland, prior to employment and on an established basis during employment, medical examinations are carried out in accordance with the specification issued by HR and the OSH area. The detailed description and scope of the examinations, as well as the frequency, are specified in the legal regulation.

At EDPR Italy, the monitoring of employees' health is managed through an external medical practice in compliance with the country's legal requirements.

Occupational health management at EDPR Hungary is ensured by an external organisation that carried out initial and regular examinations, in line with the legislation in the place. This body is also responsible for carrying out medical check-ups and first aid training at the request of EDPR Hungary. Also upon request, they may supply specific training courses and, furthermore, provide personal health advice to each employee following medical assessments.

At EDPR Greece, all employees who carry out work inside the turbines and who work at height must hold medical certificates indicating that they are fit for this type of work. In addition, all employees, regardless of their role, are subject to annual ophthalmological and musculo-skeletal examinations, in line with the legislation in place.

First aid training has been promoted in order to share the knowledge for helping people in need, also ergonomics training has been also promoted to inform and prevent employees from getting injured during working hours.

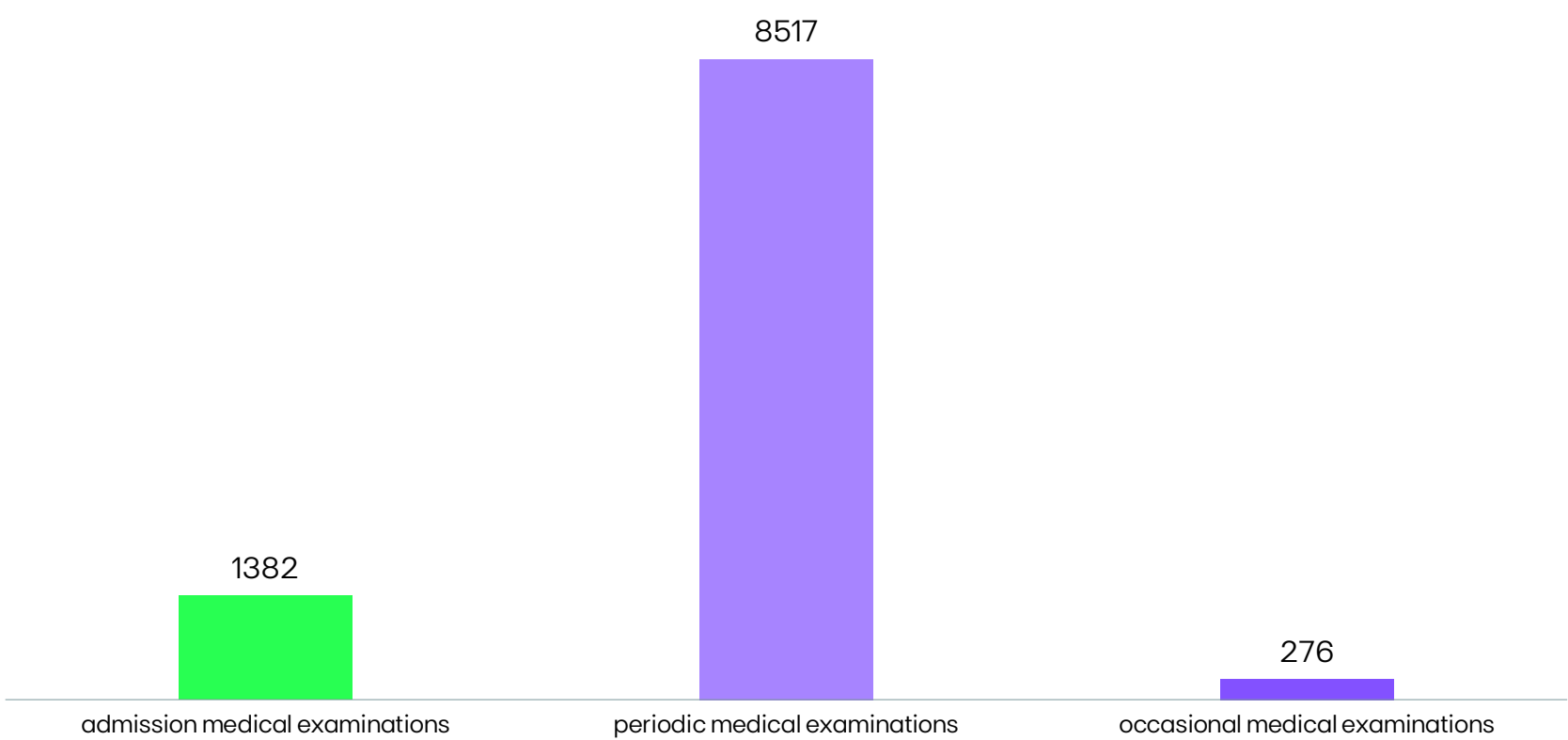
In the case of EDPR France and Belgium, the occupational health service is external, relying upon the support of a doctor in each region where there are EDPR employees. These services include site visits, health and safety advice and ergonomic studies (noise, vibration, etc).

At EDPR Chile, occupational health management is carried out in conjunction with mutual insurance and as well as the management of occupational health examinations, programmes are determined for the prevention of occupational diseases.

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 framing and obligations of occupational health matters for employees, thus ensuring that every employee is properly monitored.

During 2024, EDP Group carried out 10,175 medical examinations, 1,566 consultations with employees on nutrition programmes, 1,405 cardiovascular screenings and 3,548 vaccination programmes for influenza, hepatitis B and yellow fever, covering 995 employees. Also within the scope of occupational medicine 6,367 screening sessions for alcohol and drugs were carried out.

**Medical examinations carried out – EDP Group**



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



## Health care

In Portugal, a medical and prescription assistance scheme is maintained complementary to the health care provided or assured by the national health service or personal health subsystems.

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

Sãvida has central medical posts where some medical specialties and peripheral posts are located. The provision of health care is carried out at its own medical centres and client companies where, in certain cases, in addition to General Practice, there are doctors from other specialisms.

In addition to providing services at medical centres, Sãvida also has a large group of specialist doctors and private facilities (hospitals, clinics, etc.), with whom it has agreements in place.

Individual health insurance, in addition to ensuring a wide network of providers and the possibility of choosing a medical officer for the insurer, also gives access to a network of pharmacies that provide access to services and health care.

As in Portugal, EDP also offers its employees in Spain (EDPR and EDP Spain) health insurance additional to public health services.

EDPR Romania offers its employees a supplementary assistance scheme, which, through health insurance, provides services complementary to the national health system.

In Poland, EDPR also offers private medical insurance with family coverage.

EDPR Italy provides its employees with health insurance complementary to public health services.

In Greece, EDP provides private health insurance over and above medical appointments, diagnostic tests and medicines, which includes physiotherapy, hospital admissions, maternity care, etc.



## 1.7. Participation, consultation and communication

[GRI 403–3]

### Employees representatives

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

Furthermore, EDP Group's OHS Regulation provides for the setting up of OHS Committees and Subcommittees in their companies and large business units.

These committees and subcommittees are equal and comprise the workers' OHS representatives, 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 primarily use the channel provided by these representatives and the safety committees and subcommittees.

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

GEOGRAPHY	ELECTED REPRESENTATIVES (#)	WORKERS REPRESENTED (%)	MEETINGS HELD (#)
Iberia	75	79	6,135
South America	148	99	3,172
North America	14	28	292
Rest of Europe	15	41	256
APAC	5	36	134
<b>EDP Group</b>	<b>257</b>	<b>77</b>	<b>9,989</b>

### Safety at work topics covered by agreement with trade union organisations

Depending on each country's legislation and the existence of collective bargaining agreements, when existing, they cover, in principle, 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 unions covering 79% of the employees and in the following areas:

- Obligations of employees and companies;
- Representation 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.

### Prevention and safety committee

EDP's organisation and BU committees contribute to the decision-making process on two fronts:

- i. they are a source of information to support decision-making by the Executive Board of Directors, reflecting the opinion and information of organisational areas most affected by decision-making;
- ii. they are management tools used by an Organisational Unit (part of the Corporate Centre or a Business Unit) to support the process of information collection, alignment, decision making and implementation of policies and practices that have cross-cutting impact.



The corporate committee – this committee will be chaired by the Director of the Executive Board of Directors with responsibility for the area of Safety and administrated by the Director of the SSBC. It will support the management in Safety issues. The Committee met 2 times in 2024.

The BU committee – this committee will be chaired by the member of the Board with responsibility for Safety and administrated by the Director of the SSBC. Its mission will be to issue advice on proposals for determining objectives, activity plan and regulatory documents on prevention and safety at work. It evaluates the development of key indicators and proposes improvement actions. Apart from the BD and the SSBC, the BU’s OHS committee is also involved.

Communication to all stakeholders

Internal

EDP Group provides all its employees with a space for disseminating the main news on different topics of relevance to the company on its computer network, the “intranet”, which includes a dedicated space for OHS information including, 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.)

In 2024, a comprehensive internal communication plan was established for the EDP Group. This plan resulted in communications on relevant topics for the safety of our workers: Confined Spaces, Digital Era Safety, Electrical Risk, Road Safety, Importance of personal protective equipment, Precautions to take with high temperatures, and Fires: what to do if you are in one of the affected areas.

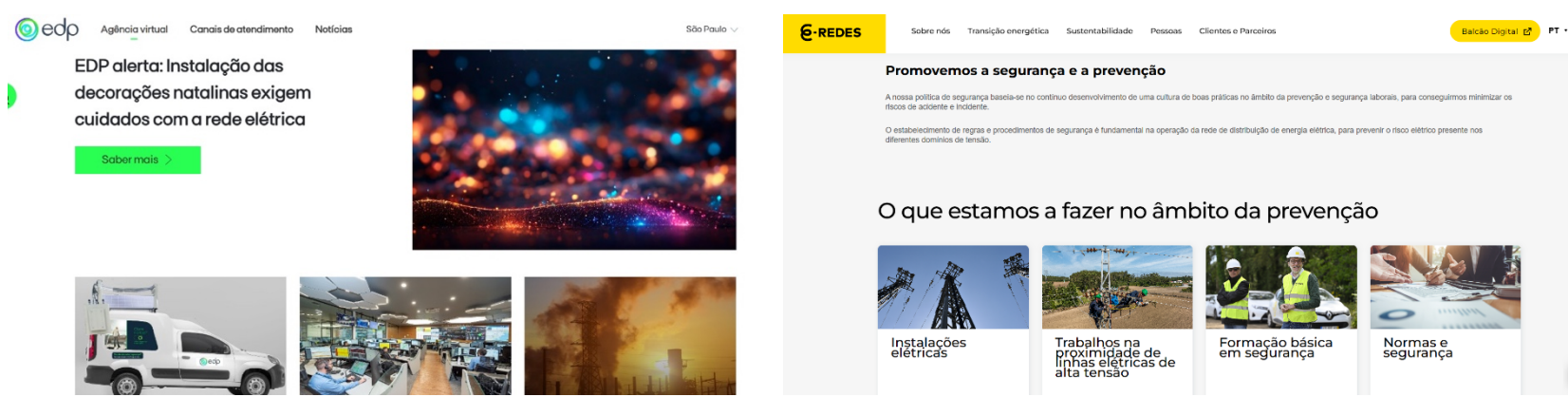
In addition to these communications, the results of the EDP group’s OHS performance are communicated monthly to all EDP group employees, as well as the summary of accidents and lessons learned.

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

External

On EDP’s internet site (edp.com), (<https://www.e-redes.pt/en>) and (<https://www.edpr.com/en>), there is a space reserved for the dissemination of information on Occupational Health and Safety specifically to customers and service providers.

For example, there is a space for dissemination of information on OHS for clients and ESP on EDP Brazil and E-Redes’ external website





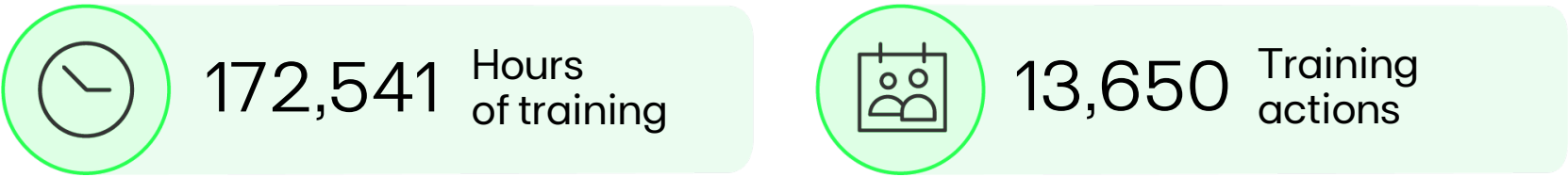
1.8. OHS training

[GRI 403-5]

OSH training for EDP employees

One of the commitments laid down in EDP Group’s Safety Policy and Code of Ethics concerned with providing suitable conditions for the sustainable development of its employees and service providers in matters of safety at work.

At the end of 2022, an enabling training matrix was established for the EDP Group in terms of Safety at Work. With the objective of ensuring that all employees are qualified to carry out their activities in line with the needs required for their job.



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

On the first day of work, an employee's line manager ensures that they are informed and made aware of:

- EDP Group's Safety Policy and its application in the workplace;
- Associated work risks and the existing 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 required for them to perform their job.

Training needs are identified in line with:

- i. change of function;
- ii. critical activities;
- iii. risks;
- iv. accident investigations;
- v. injury analysis data;
- vi. employee consultation;
- vii. legislation applicable in the geographical regions where EDPR NA has a presence.

The OHS division, together with the HR department, reviews training needs annually in matters of safety. The identification of individual training needs are carried out during feedback meetings, taking into account the technical and strategic needs of each employee.

In 2024, training on Occupational Health and Safety for EDP employees was delivered in an extensive program comprising:

GEOGRAPHY	ACTIONS (#)	EMPLOYEES INVOLVED (#)	HOURS OF TRAINING (#)	HOURS OF TRAINING/ EMPLOYEES (#)
Iberia	428	6,844	36,600	5.35
South America	479	2,832	71,274	25.17
North America	22	877	1,734	1.98
Rest of Europe	166	626	4,417	7.06
APAC	3	175	222	1.27
EDP Group	1,098	11,354	111,247	9.80

Note: The values shown in the table above only include training/awareness actions that were entered on to the system by EDP University.

In 2024, the Risk Factor training was launched for all EDP employees, with the main objective of empowering workers and encouraging them to play an active role in their own safety through a conscious decision-making process in all their daily activities, thus reducing the number of accidents.



The main purposes of the training are to:

- Empower participants to take responsibility for their own safety through a more conscious decision-making process that allows them to choose the safest option in daily actions and activities;
- Increase the level of risk awareness among all workers;
- Apply the learned methodology and tools in a safety routine.

Also in 2024, the Public Road Circulation training was launched for all EDP employees, with the aim of empowering and alerting workers to the dangers as users of motorcycles, scooters, bicycles, and even as pedestrians.

OHS training for ESP workers

With regard to service provider training and awareness-raising provided to service provider employees, 12,552 actions related to Health and Safety at Work were delivered, involving 57,282 employees, totaling 61,294 hours, as detailed in the table below.

GEOGRAPHY	ACTIONS (#)	EMPLOYEES INVOLVED (#)	HOURS OF TRAINING (#)	HOURS OF TRAINING/ EMPLOYEES (#)
Iberia	10,380	35,196	4,466	0.13
South America	1,264	19,404	54,097	2.79
North America	0	0	0	-
Rest of Europe	824	824	805	0.98
APAC	84	84	1,926	22.92
EDP Group	12,552	57,282	61,294	1.10

In Portugal and at EDP Brazil, contractors and subcontractors are obliged to respect the conditions set out in the specifications for safety and health at work in respect of the training and qualification of their employees, so EDP considers that all employees of its external service providers have received the training required to carry out their tasks in safety. This training is controlled using a document management platform.

EDP Spain’s ESP receive a document containing the specific criteria for training and is not permitted to participate in the work if these training criteria are not met.

External service providers are obliged to respect the conditions established in the OHS specifications in respect of the training and qualification of their employees. EDPR therefore requires all ESP employees to provide proof of how they have received the necessary training to carry out their ESP activities at EDPR Romania's facilities.

At EDPR Poland and Italy, service providers are obliged to follow the requirements set out in labour law.

The United Kingdom ensures that its ESP training is developed and carried out by accredited bodies, as does EDPR Hungary.

In the case of EDPR France e Belgium, mandatory training for each ESP employee working on wind farms is described in the internal procedures and prevention plan, signed jointly by EDPR and the ESP. In order to ensure that training is correctly carried out, EDPR FR&BL requires each ESP to upload evidence to that effect to the document management platform. In turn, the person in charge of the wind farm only authorises work if all ESP employees have had the compulsory training.

At EDPR NA, the SSQBC subject matter expert (SME) in conjunction with the People & Organization learning and development team review safety training needs and changes periodically (annually). Identifying individual training needs is accomplished during feedback meetings with field managers and input into the training matrices developed for field personnel (e.g., Solar Training Matrix, Wind Training Matrix).

EDP NA requires all service providers performing medium and high-risk job tasks to go through a safety contractor evaluation. Within this evaluation process we request a safety manual, procedures, policies and safety metrics to review compliance with EDP expectations for safety. In addition, we perform a sample of Supplier Performance Evaluations (SPET) in addition to safety inspections on suppliers where we evaluate training records to ensure the service provider has the necessary skill to perform work safely.

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



## 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 generation and distribution infrastructure, EDP requires, as a mandatory and priority requirement for service provider workers, attendance on a basic safety training course.

This training involves obtaining a certificate in basic safety skills acquired through successful attendance on a training course covering the most frequent risks in the workplace and relevant prevention and protection measures.



1.9. Preventive activities

[GRI 203-3; 403-6]

Emergency preparedness and response

Within the scope of emergency situation management, 578 drills were carried out across the EDP Group (268 in Iberia, 102 in South America, 146 in North America, 56 in the Rest of Europe and 6 in APAC), covering industrial plants, administrative facilities and works in progress, with the end 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, **574 training courses in first aid were delivered to EDP employees and External Service Providers**, involving:

GEOGRAPHY	FIRST-AID COURSES (#)	EMPLOYEES INVOLVED (PARTICIPATIONS) (#)
Iberia	92	812
South America	104	820
North America	342	317
Rest of Europe	36	155
APAC	0	0
EDP Group	574	2,104

Showroom mechanical protection footwear

Between April 1<sup>st</sup> and 3<sup>rd</sup>, the mechanical protection footwear showroom took place at the Ribatejo Combined Cycle Power Plant.

This showroom is one of the steps in the bidding process for the acquisition of safety footwear, whose result will determine the models to be used over the next five years.

Three types of footwear are planned to be contracted: a shoe and a boot for regular use in technical facilities, construction sites, power plants, and a waterproof boot for outdoor work, with greater water penetration resistance compared to the currently available models.

The main objective of this phase of the contest was to involve employees in choosing the most suitable models for their daily use. Similar to previous contests, visitors to this showroom evaluated the samples displayed. Employees from various BUs in Portugal participated in this showroom, including safety technicians, members of operational teams, and worker representatives on the Safety Commissions and Subcommissions.

As a result of this exposition, the best-evaluated models of each type of footwear will be indicated to the BUs for field testing, to verify their suitability before moving on to the negotiation phase.

It is important to note that the footwear was evaluated with a focus on the following characteristics:

- Suitability for activities (tread and sole material, boot height, toe reinforcement, etc.);
- Thermal and ergonomic comfort (including insole);
- Weight;
- Tightening system.





Eleven suppliers participated in this contest, presenting around 60 safety footwear models that meet the technical and regulatory requirements defined by the EDP Group.

Preventive safety observations

In the past two years, EDP has strengthened its commitment to operational safety through the structured and consolidated implementation of safety observations as a key preventive tool in managing behavioral risks. This process has facilitated a visible leadership presence in the field and provided valuable moments of interaction with operational teams, reinforcing the dialogue on safety.

During the observations, 346,600 safe behaviors were recorded and analyzed, with the following highlights:

- Personal protective equipment;
- Positions of people;
- People’s reactions.

On the other hand, 12,939 unsafe behaviors were recorded, with the most identified related to:

- Personal protective equipment;
- Positions of people;
- Orderliness standards.

In all cases, unsafe behaviors were addressed immediately, with an educational and constructive focus. Corrective actions and feedback sessions were also implemented, promoting active worker involvement in identifying solutions.

GEOGRAPHY	SAFETY OBSERVATIONS (#)	SAFE BEHAVIOURS (#)	UNSAFE BEHAVIOURS (#)
Iberia	10,249	321,632	5,138
South America	7,669	22,352	7,482
North America	1,125	NR	NR
Resto f Europe	245	2,616	319
APAC	NA	NA	NA
EDP Group	19,287	346,600	12,939

NR – Not Reported  
NA – Not applicable (2024 implementation year)

Safety observations are a strategic tool for incident prevention and for strengthening the culture of shared responsibility.



1.10. Work-related injuries and diseases

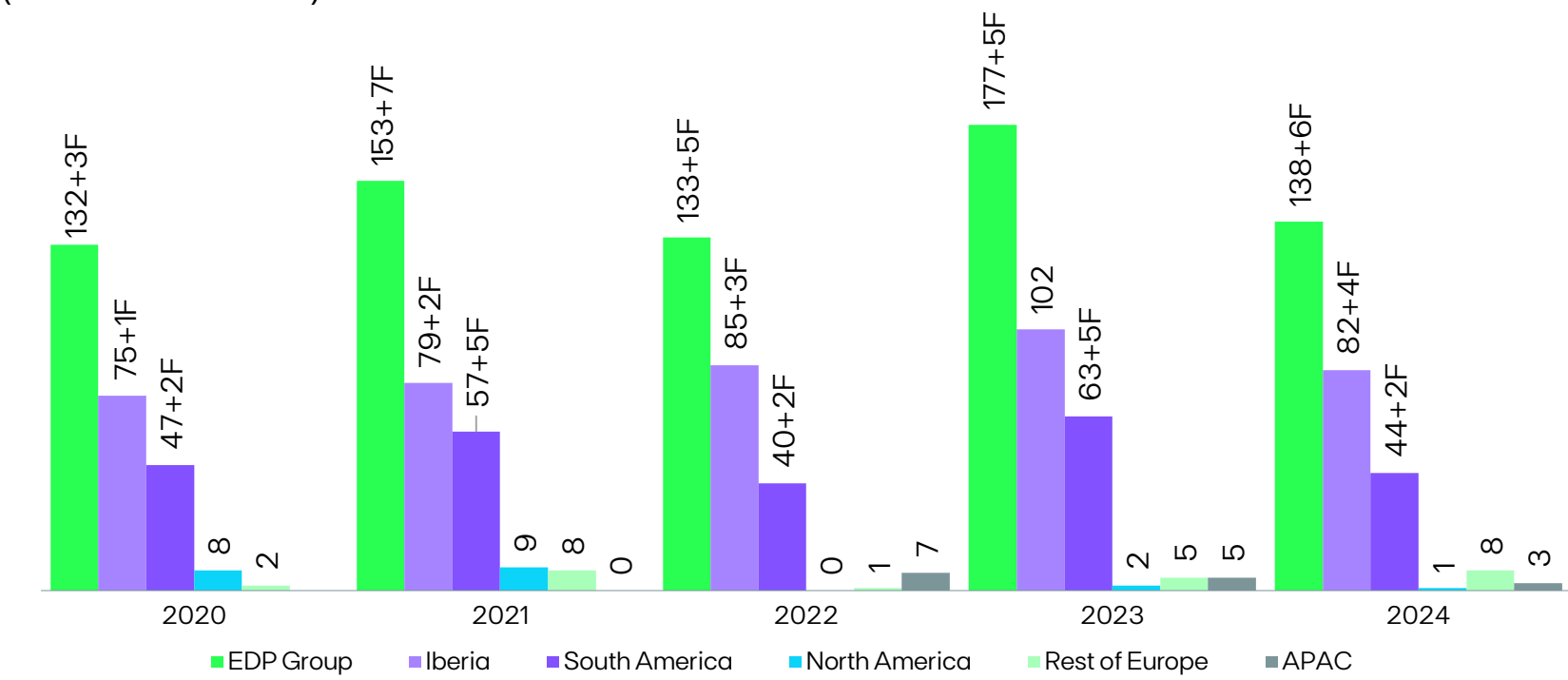
[EU17; EU25; GRI 403-9; GRI 402-10]

In EDP Group, 138 work-related accidents occurred, out of all EDP employees and service providers (ESP), representing a reduction of 22% compared with 2023. The frequency rate (FR) amongst EDP employees and service providers in 2024 decreased 17% compared with the previous year, but we didn't manage to achieve the goal  $\geq 1.60$  set for 2024.

In detail, the (FR) of EDP employees decreased, 1.15 accidents per million hours worked (-22% compared with 2023) and the (FR) relative to ESP also decreased, 1.95 accidents per million hours worked (-16% compared with 2023).

In 2024, there were 6 fatal accidents with PSEs, 2 in Portugal, 2 in Spain and 2 in Brazil (one more than the previous year).

Accidents in the workplace  
(With fall and fatal)



EDP Group

EDP Group: EDP Employees

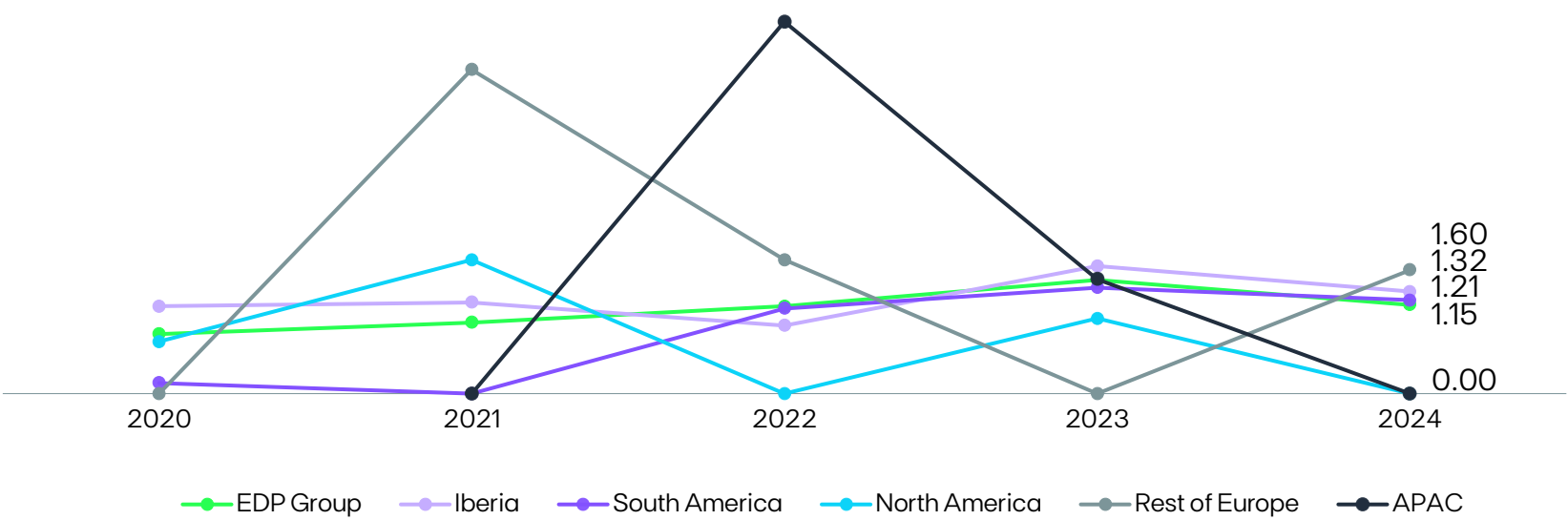
Accidents at work and accident rates – summary table:

CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY		ACCIDENTS	ACCIDENTS “WHILST COMMUTING”	FR	IR	SR	TSR	DAYS LOST
EDP Group	2024	27	17	1.15	2.05	62	68	1,465
	2023	37	30	1.47	2.67	78	81	1,978
	Δ	-27%	-43%	-22%	-23%	-21%	-16%	-26%
Iberia	2024	18	6	1.32	2.23	97	107	1,324
	2023	23	14	1.65	2.80	109	114	1,513
	Δ	-22%	-57%	-20%	-20%	-11%	-6%	-12%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2024	8	10	1.21	2.44	19	19	123
	2023	10	16	1.37	2.75	41	41	297
	Δ	-20%	-38%	-12%	-11%	-54%	-54%	-59%
North America (Canada, USA, Mexico)	2024	0	0	0.00	0.00	0	0	0
	2023	2	0	0.97	1.91	76	76	156
	Δ	-100%	-	-100%	-100%	-100%	-100%	-100%
Rest of Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2024	1	1	1.60	2.85	29	29	18
	2023	0	0	0.00	0.00	0	0	0
	Δ	>100%	>100%	>100%	>100%	>100%	>100%	>100%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2024	0	0	0.00	0.00	0	0	0
	2023	2	0	1.48	3.18	9	9	12
	Δ	-100%	-	-100%	-100%	-100%	-100%	-100%

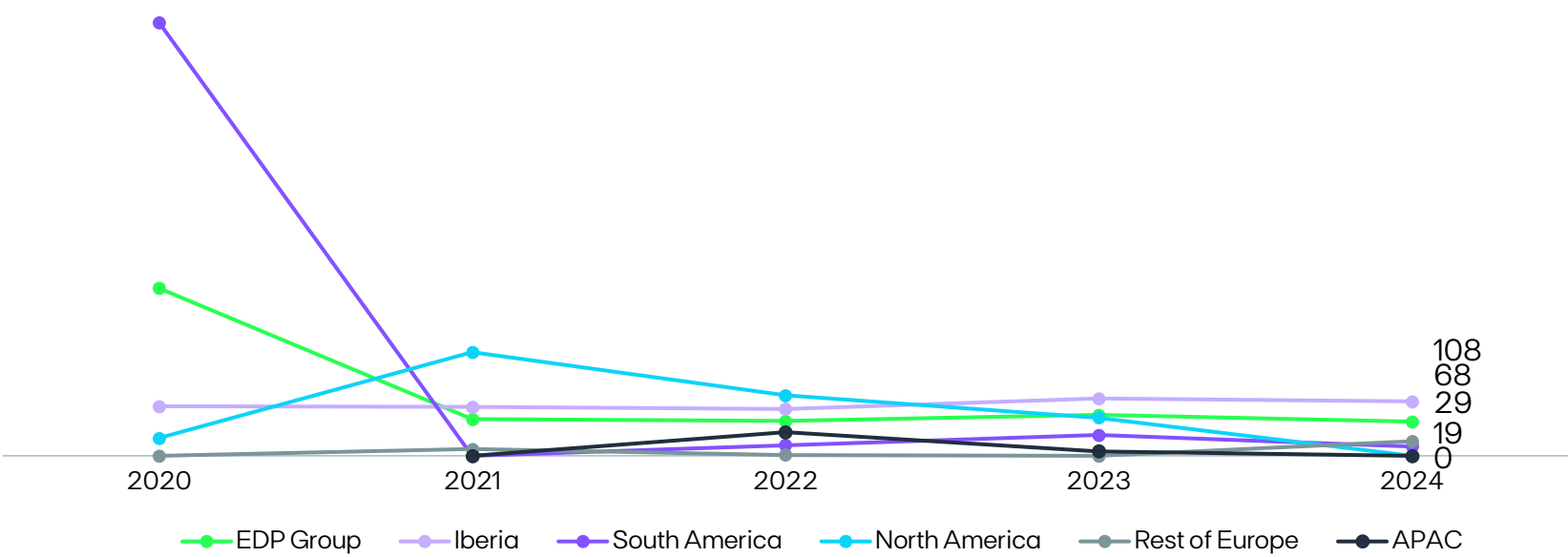
F – Fatal Accidents



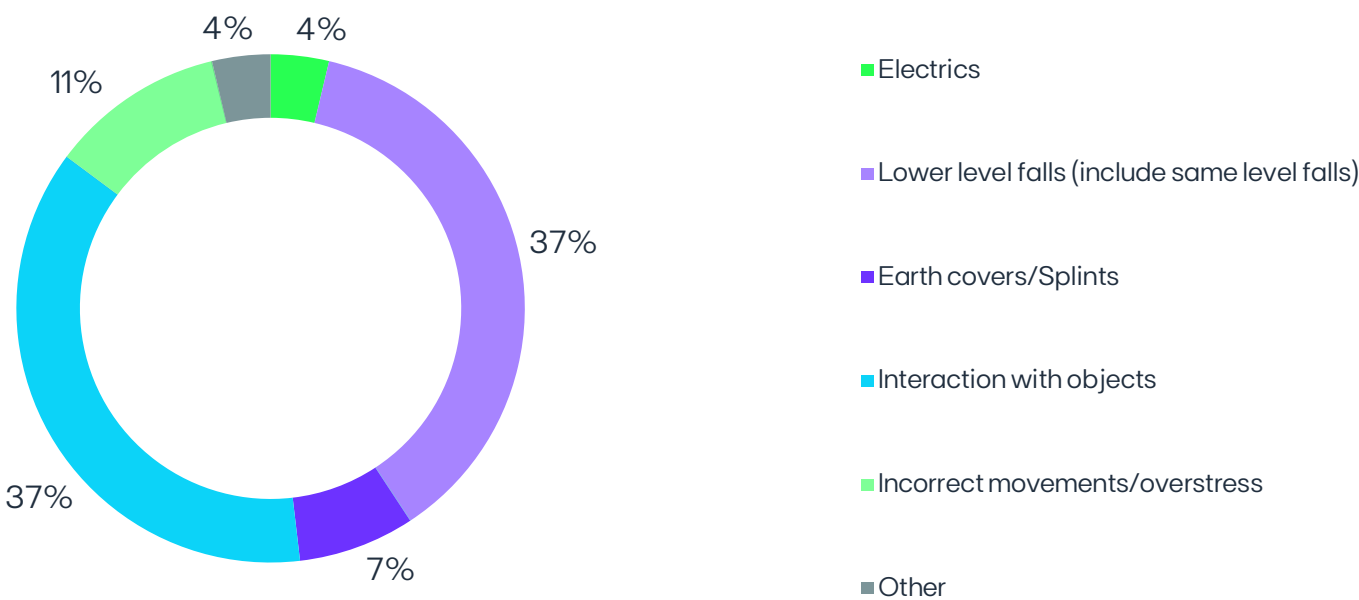
**Fr - Frequency rate**  
(accidents per million hours worked)



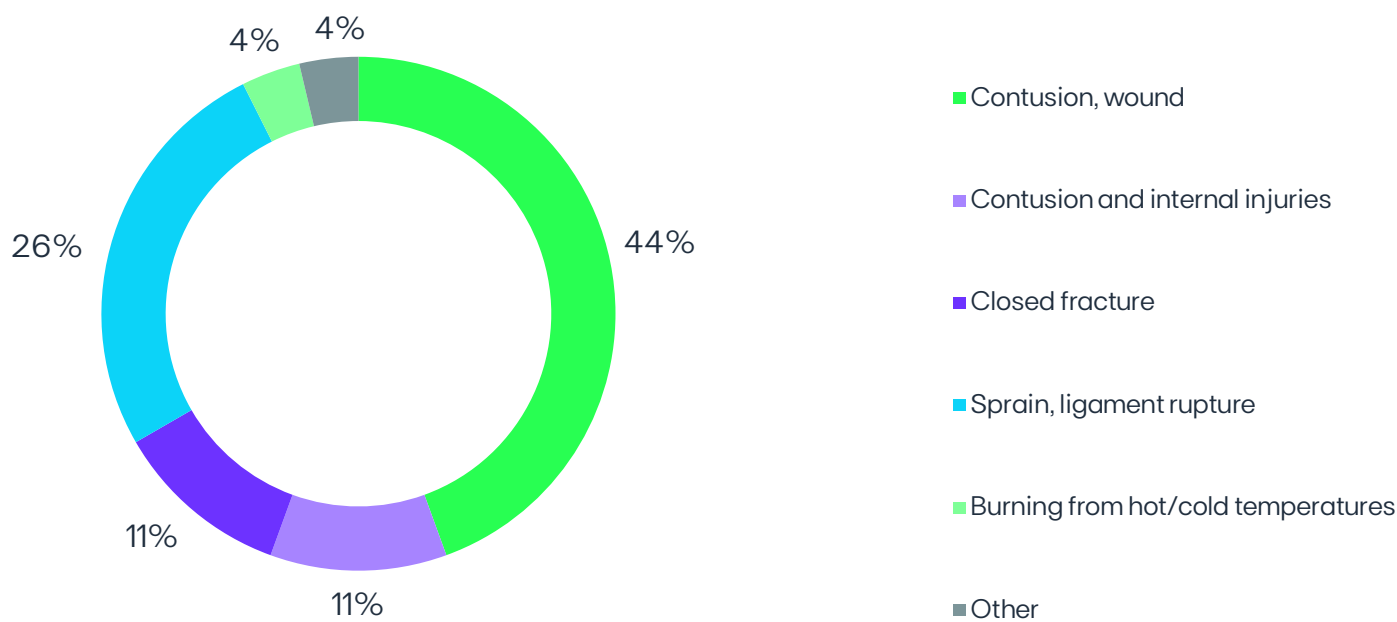
**Sr - Severity rate**  
(days lost per million hours worked)



**Types of accidents**



**Types of injuries**





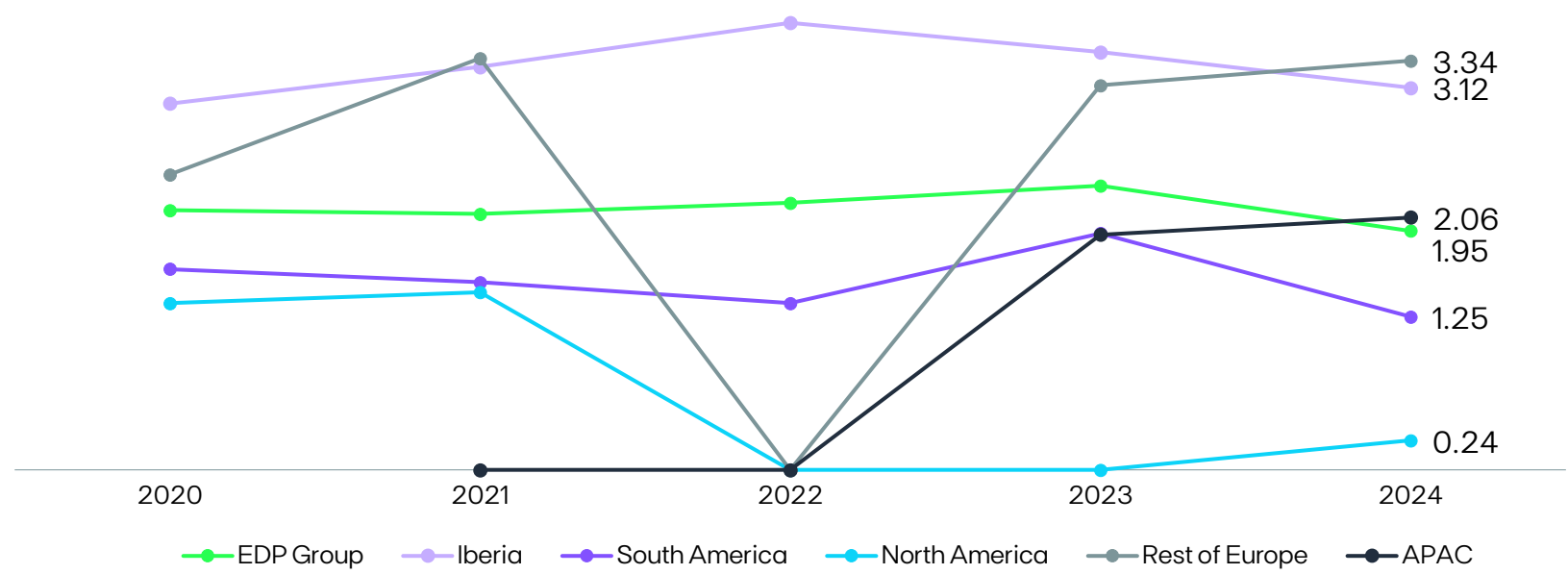
EDP Group: Service providers

Accidents at work and accident rates – summary table:

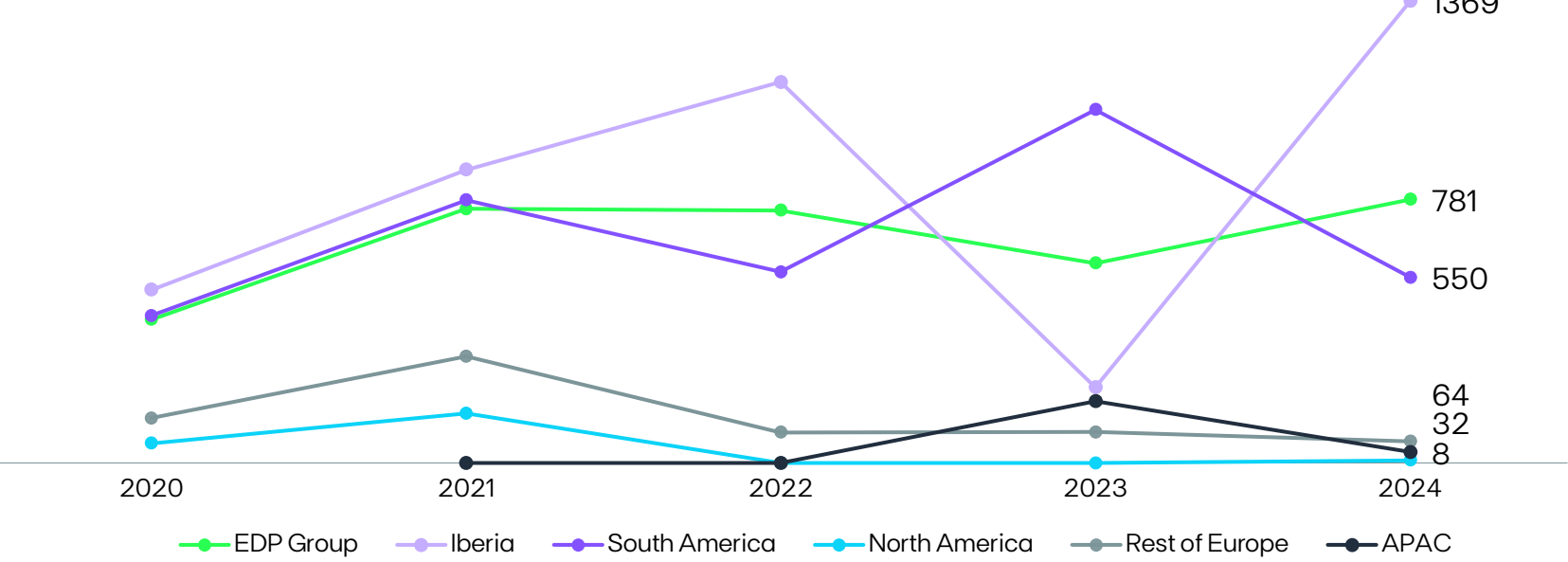
CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY		ACCIDENTS	FR	IR	SR	TSR	DAYS LOST
EDP Group	2024	111+6F	1.95	3.86	120	781	7,183
	2023	140+5F	2.32	4.58	106	592	6,639
	Δ	-21%	-16%	-16%	13%	32%	8%
Iberia	2024	64+4F	3.12	6.17	266	1.369	5,791
	2023	79	3.41	6.73	208	224	4,817
	Δ	-14%	-9%	-8%	28%	>100%	20%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2024	36+2F	1.25	2.46	39	550	1,181
	2023	53+5F	1.93	3.82	46	1047	1,388
	Δ	-34%	-35%	-36%	-15%	-47%	-15%
North America (Canada, USA, Mexico)	2024	1	0.24	0.48	8	8	31
	2023	0	0.00	0.00	0	0	0
	Δ	>100%	>100%	>100%	>100%	>100%	>100%
Rest of Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2024	7	3.34	6.59	64	64	134
	2023	5	3.14	6.20	92	92	147
	Δ	40%	6%	6%	-30%	-30%	-9%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2024	3	2.06	4.06	32	32	46
	2023	3	1.92	3.78	183	183	287
	Δ	0%	7%	7%	-83%	-83%	-84%

F – Fatal accidents

Fr – Frequency rate  
(accidents per million hours worked)

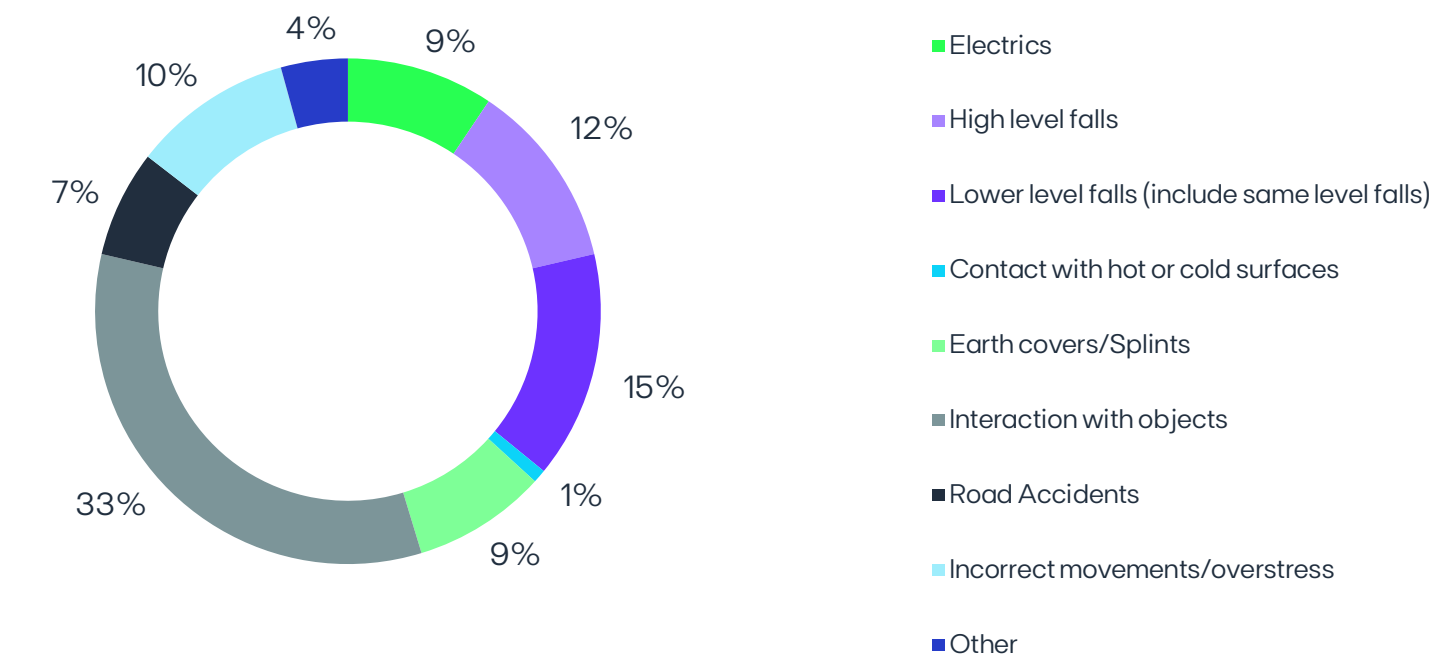


Sr – Severity rate  
(days lost per million hours worked)

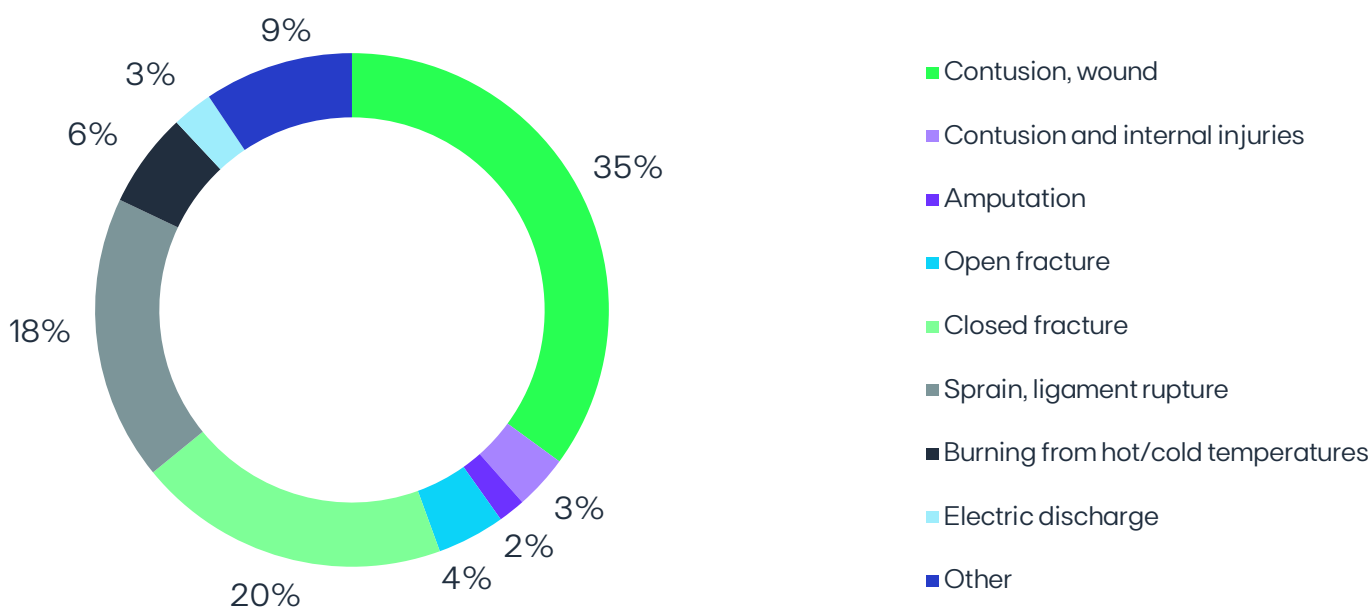




Types of accidents



Types of injuries



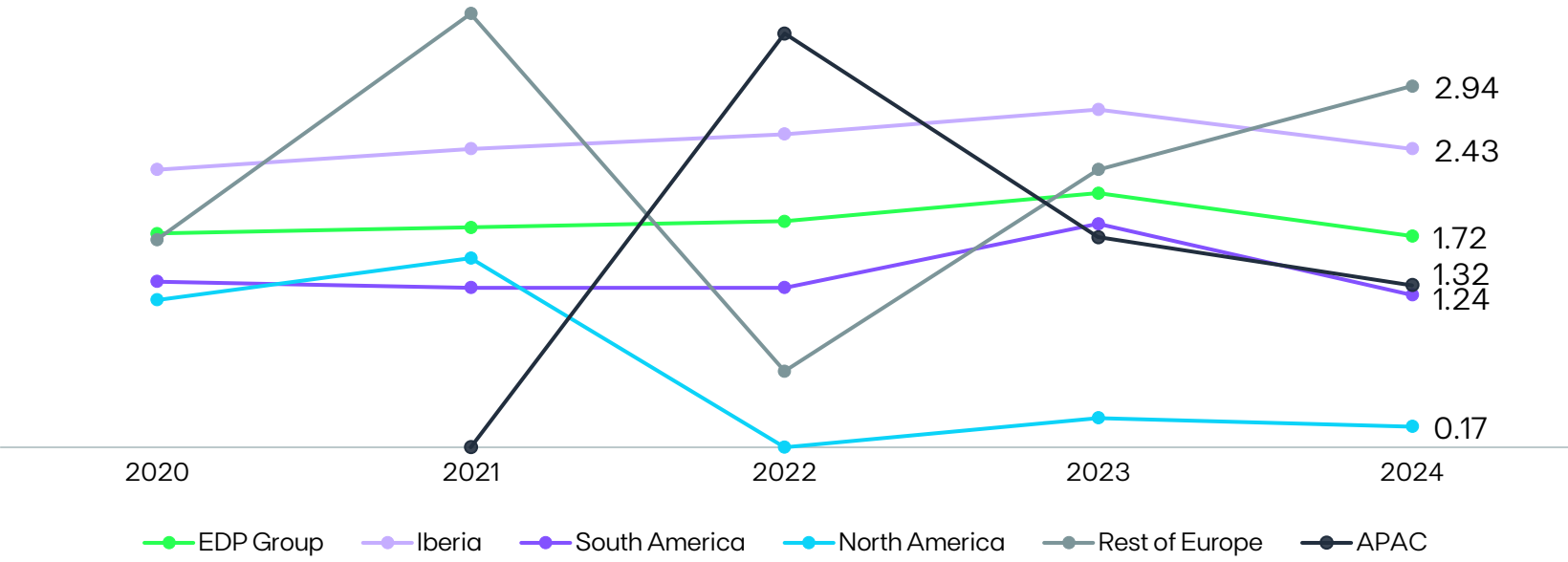
EDP Group: Employees + Service providers

Accidents at work and accident rates – summary table:

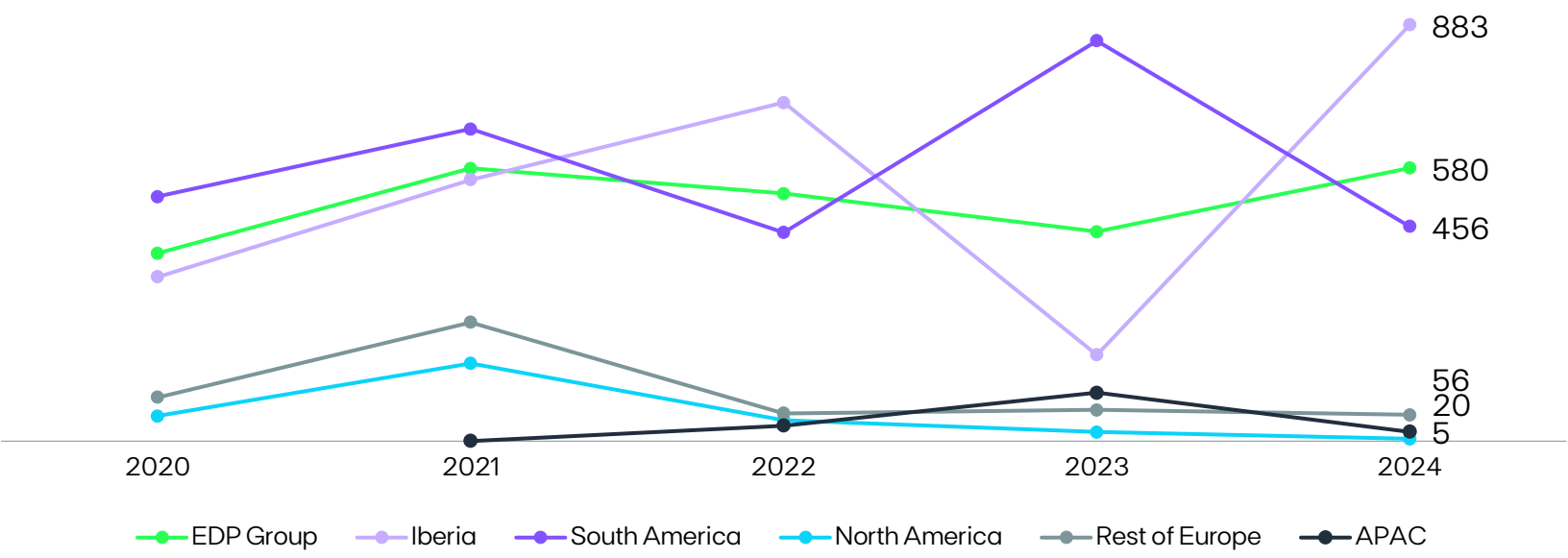
CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY		ACCIDENTS	FR	IR	SR	TSR	DAYS LOST
EDP Group	2024	138+6F	1.72	3.31	103	580	8,648
	2023	177+5F	2.07	4.00	98	445	8,617
	Δ	-22%	-17%	-17%	5%	30%	0%
Iberia	2024	82+4F	2.43	4.50	201	883	7,115
	2023	102	2.75	5.11	171	183	6,330
	Δ	-16%	-12%	-12%	18%	>100%	12%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2024	44+2F	1.24	2.46	35	456	1,304
	2023	68	1.82	3.61	45	850	1,685
	Δ	-32%	-32%	-32%	-22%	-46%	-23%
North America (Canada, USA, Mexico)	2024	1	0.17	0.32	5	5	31
	2023	2	0.24	0.48	19	19	156
	Δ	-50%	-29%	-33%	-74%	-74%	-80%
Rest of Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2024	8	2.94	5.66	56	56	152
	2023	5	2.26	4.34	66	66	147
	Δ	60%	30%	30%	-15%	-15%	3%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2024	3	1.32	2.66	20	20	46
	2023	5	1.71	3.52	103	103	299
	Δ	-40%	-23%	-24%	-81%	-81%	-85%

F – Fatal accidents

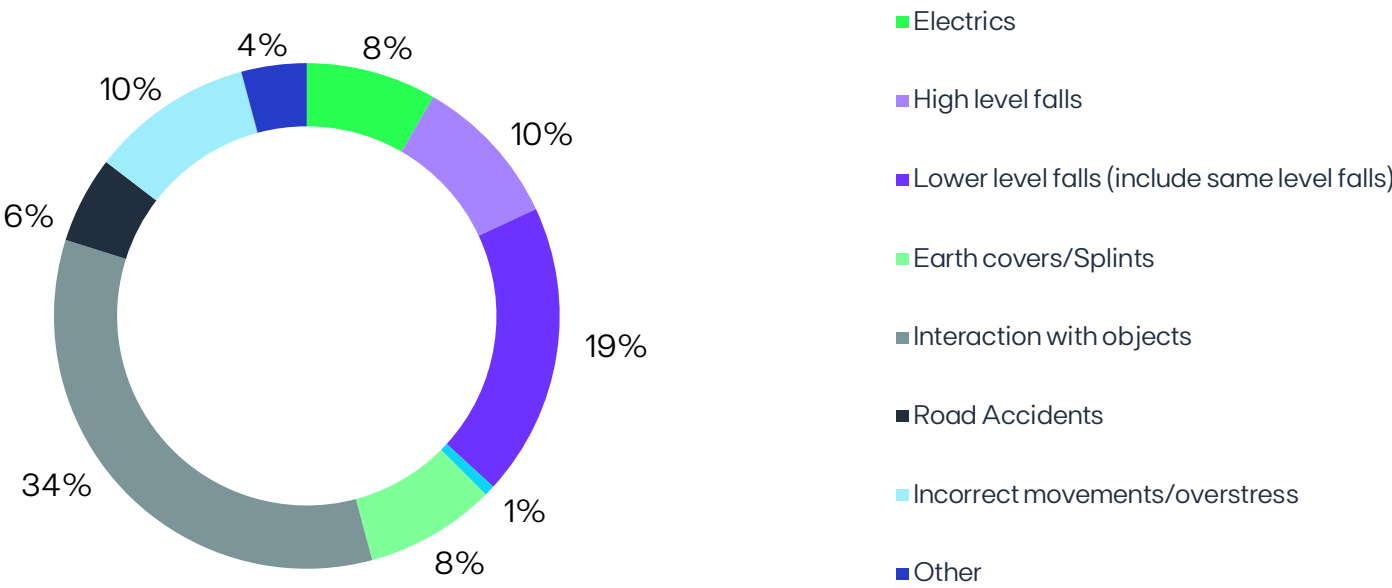
**Fr - Frequency rate**  
(accidents per million hours worked)



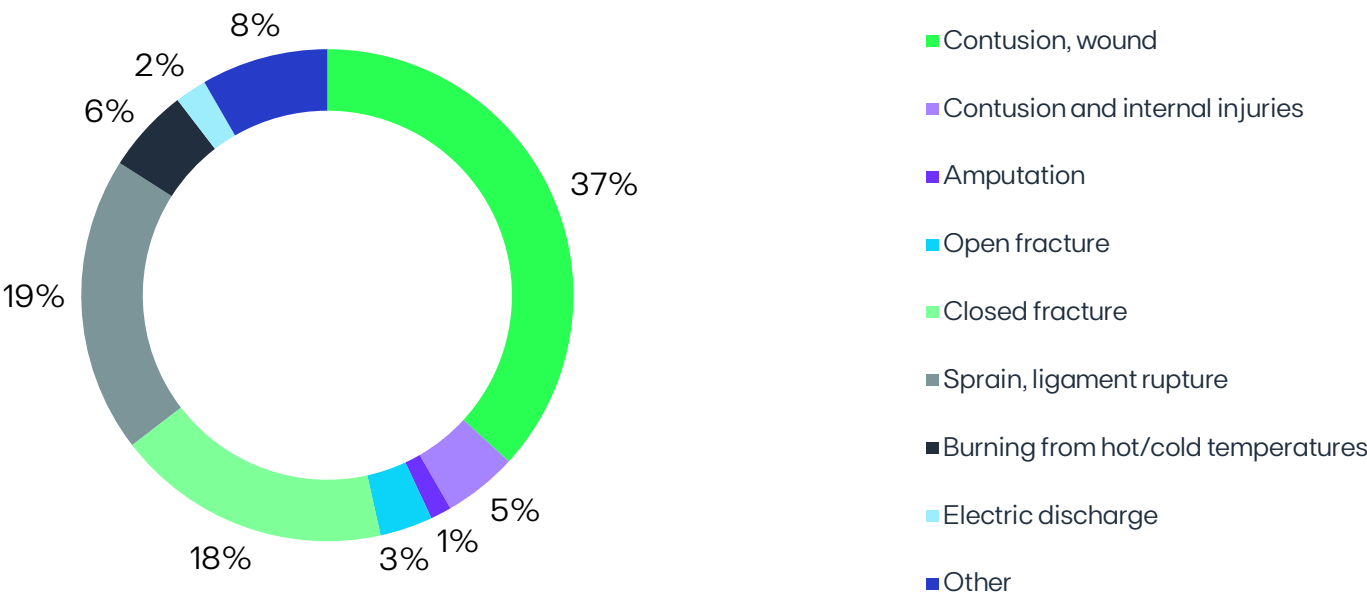
**Sr - Severity rate**  
(days lost per million hours worked)



**Types of accidents**



**Types of injuries**





Accidents that occurred due to falls at ground level and interaction with objects are responsible for 37% of the accidents involving EDP employees, followed by incorrect movements and overstepping, with 11%, and 7% due to trapping, with 8% resulting from other causes.

Among service providers, interactions with objects account for 33% of their accidents, followed by falls at ground level, with 15%, falls from height, with 12%, incorrect movements or overstepping, with 10%, electrical accidents, with 9%, and 21% resulting from other causes.

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

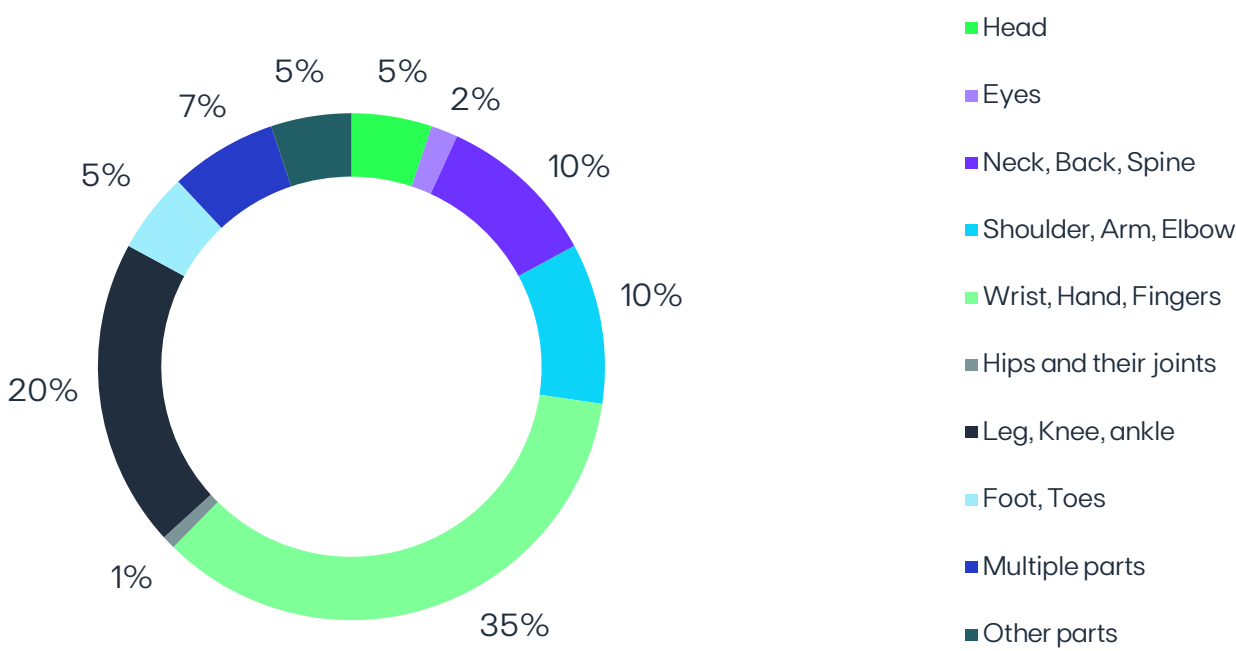
When looking at the type of injuries suffered by EDP employees, contusions and wounds account for 44%, sprains and ligament tears for 26%, closed fractures for 11%, and 19% resulting from other causes.

The most frequent injuries among service providers are contusions and wounds, accounting for 35%, closed fractures for 20%, sprains and ligament tears for 18%, and 27% resulting from other causes.

Affected body parts

The most affected body parts among EDP employees and service providers are hands, fingers, and wrists with 35%, followed by legs, knees, and ankles with 20%, and shoulders, arms, elbows, as well as neck, back, and spine each with 10%.

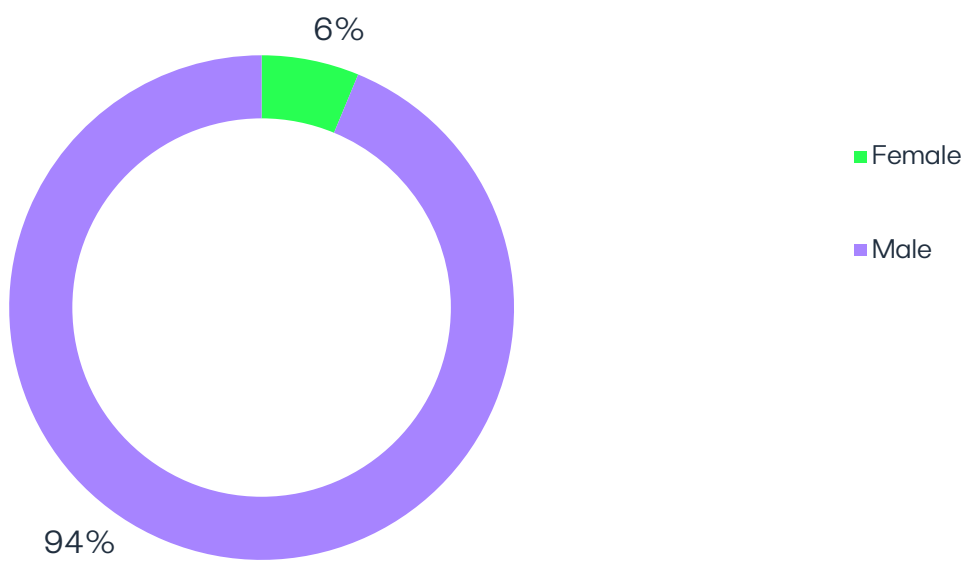
**Affected body parts**  
(EDP employees + Service providers)



By gender

When analyzed by gender, 94% of accidents came from men and 6% from women, with the most operational activities posing the greatest risk and being carried out largely by men.

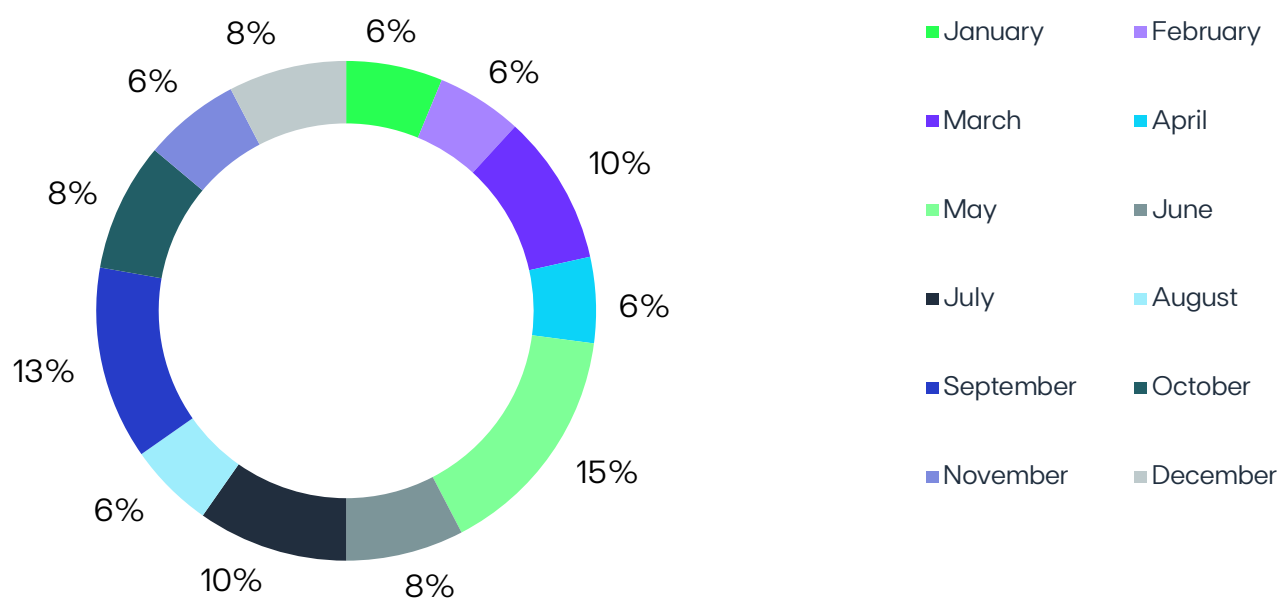
**Accidents by gender**  
(EDP Employees + Service providers)



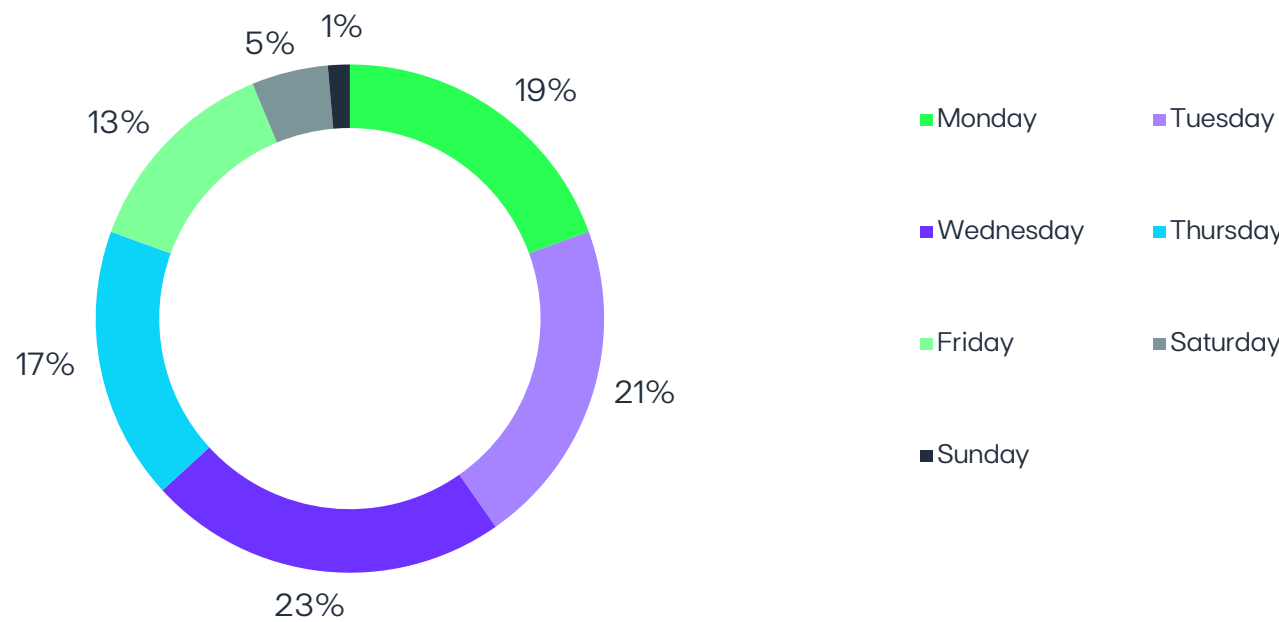
## By month and days of the week

During 2024, the months of May and September show the highest percentage of accidents, while the months of January, February, April, August, and November show the lowest. Wednesday (23%) and Tuesday (21%) are the days of the week with the most accidents.

Accidents by month  
(EDP employees + Service providers)



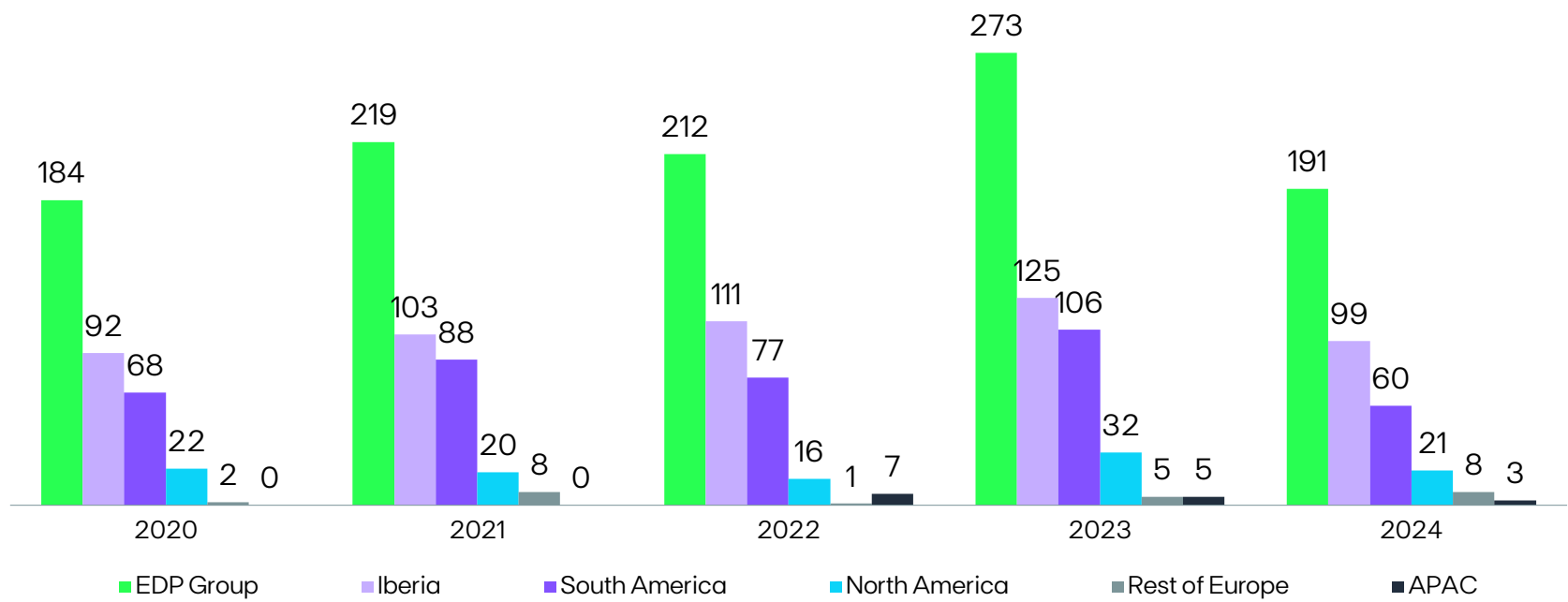
Accidents by day of the week  
(EDP employees + Service providers)



## Mandatory recordable accidents at work

The EDP group has consolidated the indicators for accidents at work that require reporting. Of the 360 accidents that occurred in 2024 (with absence, without absence and fatal), 191 are work-related accidents that must be reported, which is equal to 53% of EDP group's accidents.

Recordable accidents  
(EDP employees + Service providers)





The following table summarizes the numbers of recordable accidents at work

GEOGRAPHY	EDP EMPLOYEES (#)	SERVICE PROVIDERS (#)
Iberia	23	76
South America	8	52
North America	7	14
Rest of Europe	1	7
APAC	0	3
EDP Group	39	152

Accidents involving third parties

For EDP Group, the issue of public safety is crucial, given its impact on people’s lives. Minimizing the risks associated with the use of electricity ultimately depends on individual education and behavior. As such, EDP identifies and communicates the risks associated with its facilities and equipment. However, in 2024, there were 38 electrical accidents involving third parties (non-EDP persons) in EDP group's facilities or equipment, resulting in the death of 17 people. These accidents were the result of civil construction activities, tampering with the grid, leisure, and so on.

Brief description of fatal accidents in EDP Group

The six fatal accidents that occurred with service providers, 4 at Iberia and 2 in South America, resulted from falls from a height, electrical causes and collisions with objects.

Electrical cause

The worker was about to place a steel cable (to support the network cable) through the loops when he touched an energized cable placed on the pole arising from an illegal connection.

Fall from height

As part of the alteration to the MV overhead line, three workers were working on top of the pole when it broke, dragging with it the three operatives who were on it, causing the death of two of them.

Fall from height

The team was replacing a transformer pole. After installing the new pole, the electrician climbed the old pole for its deactivation when, upon cutting the neutral wire of the grid, it fell along with the worker.

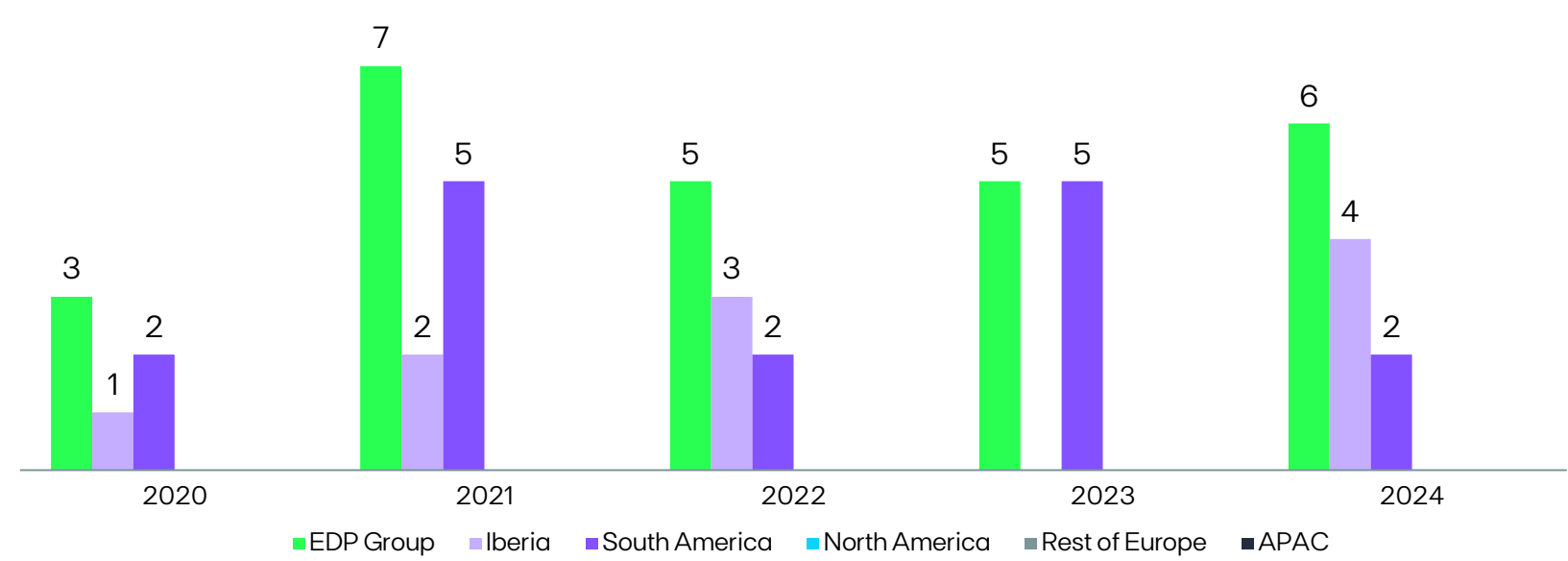
Fall from height

The worker was on the roof of a building to install skylight protection. At the end of the day, to access the mobile elevated platform that was 1.4 meters above the roof, the worker disconnected their line and, while trying to climb, slipped and fell from a height of 12 meters through one of the skylights that had not yet been protected.

Impact with objects

During the replacement of a support on a Medium Voltage Overhead Line, a train collided with a crane platform that had intruded into its path. The crane operator, a service provider, succumbed to injuries sustained from the collision between the train and the crane platform.

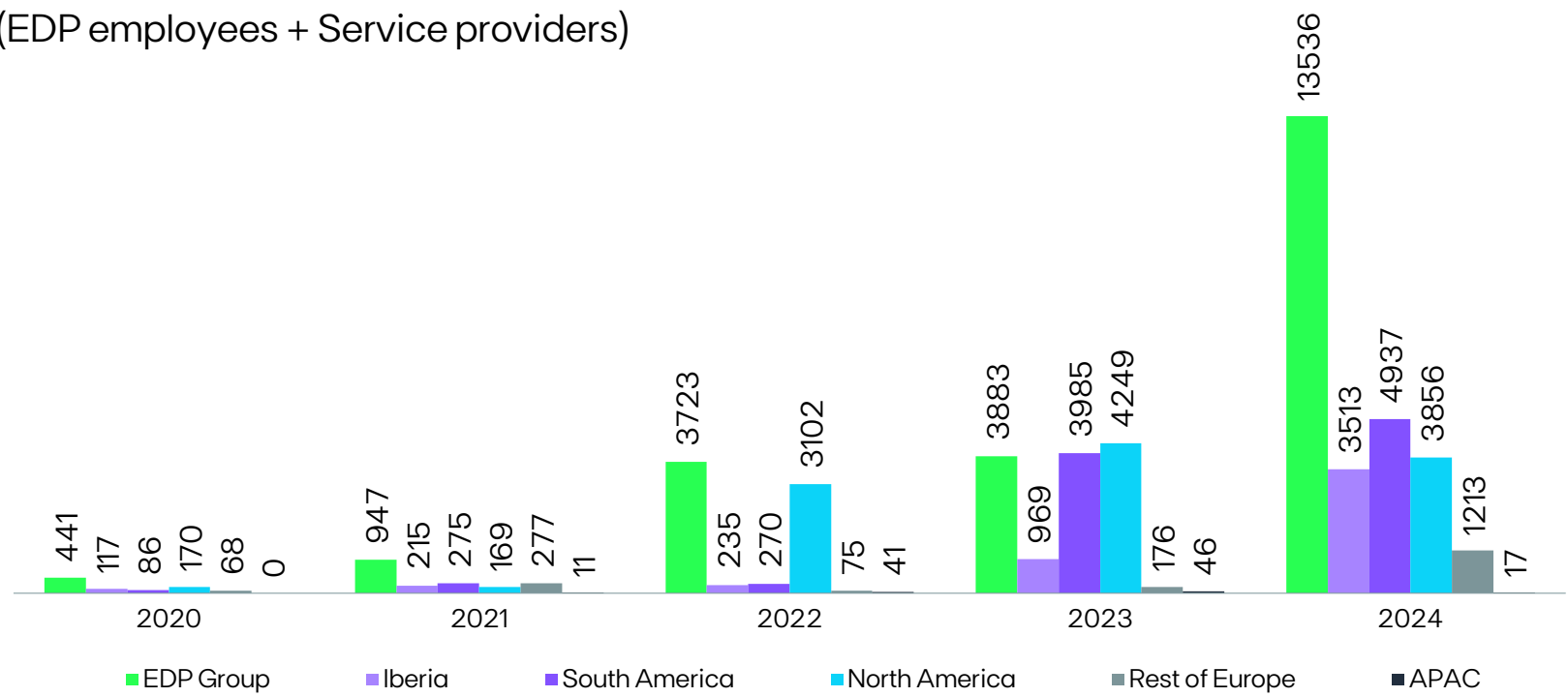
Fatal accidents at work  
(EDP employees + Service providers)



## Near-misses and hazardous situations

For EDP Group, the awareness, analysis and correction of near-misses are essential tools needed to achieve the goal of risk and personal injury reduction in EDP Group's operations.

### Near-misses and hazardous situations (EDP employees + Service providers)



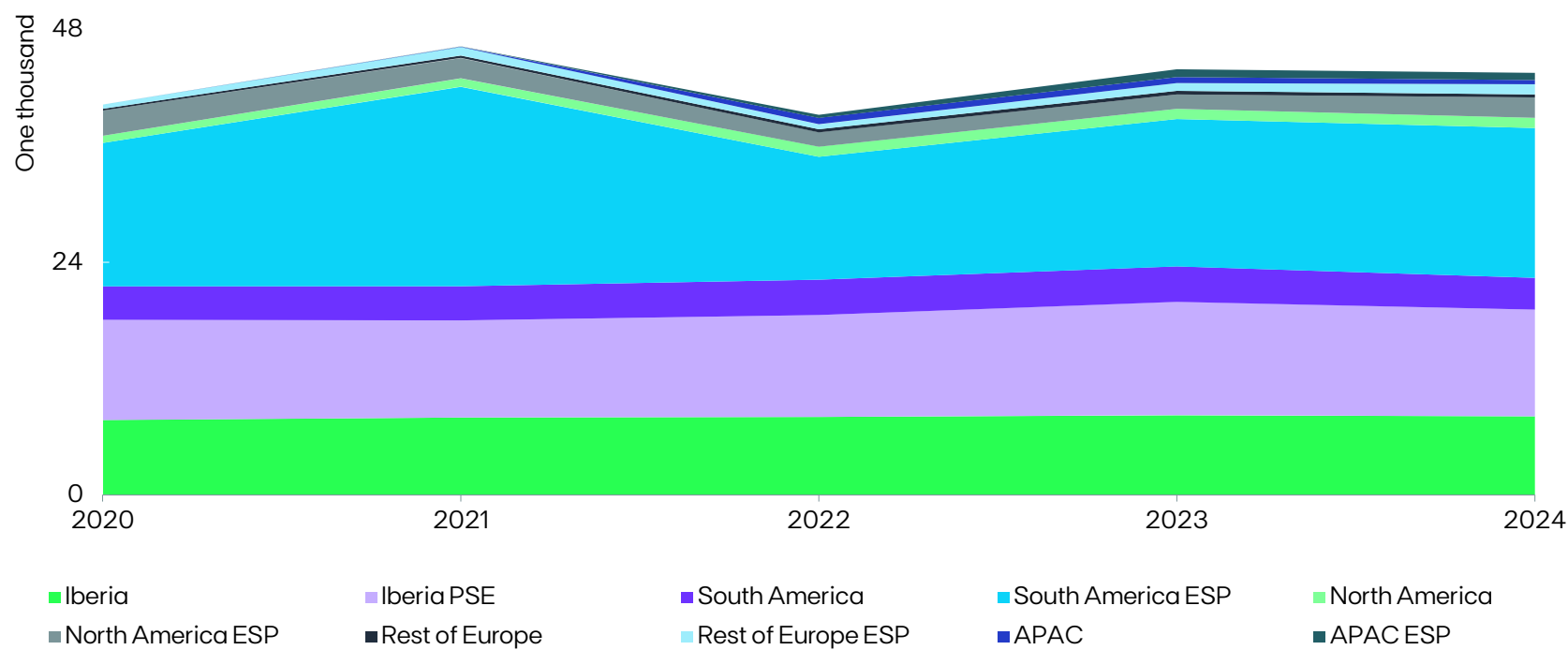
616 near-misses were reported (Iberia 316, South America 179, North America 67, Rest of Europe 44 and APAC 10). In 2023, in the same period, 538 incidents were reported.

Creating a culture of total transparency where near misses are recognized and reported will allow our organization to investigate, eliminate their causes, prevent them from becoming accidents and communicate the learnings.

## Average number of employees

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

### Effective average



The reduction of internal staff numbers and the increasing outsourcing of highly operational activities created new challenges in terms of Occupational Health and Safety in EDP Group.

For this reason, EDP Group ensures that its Service Providers comply with the management systems and are aligned with the Group's internal policies.

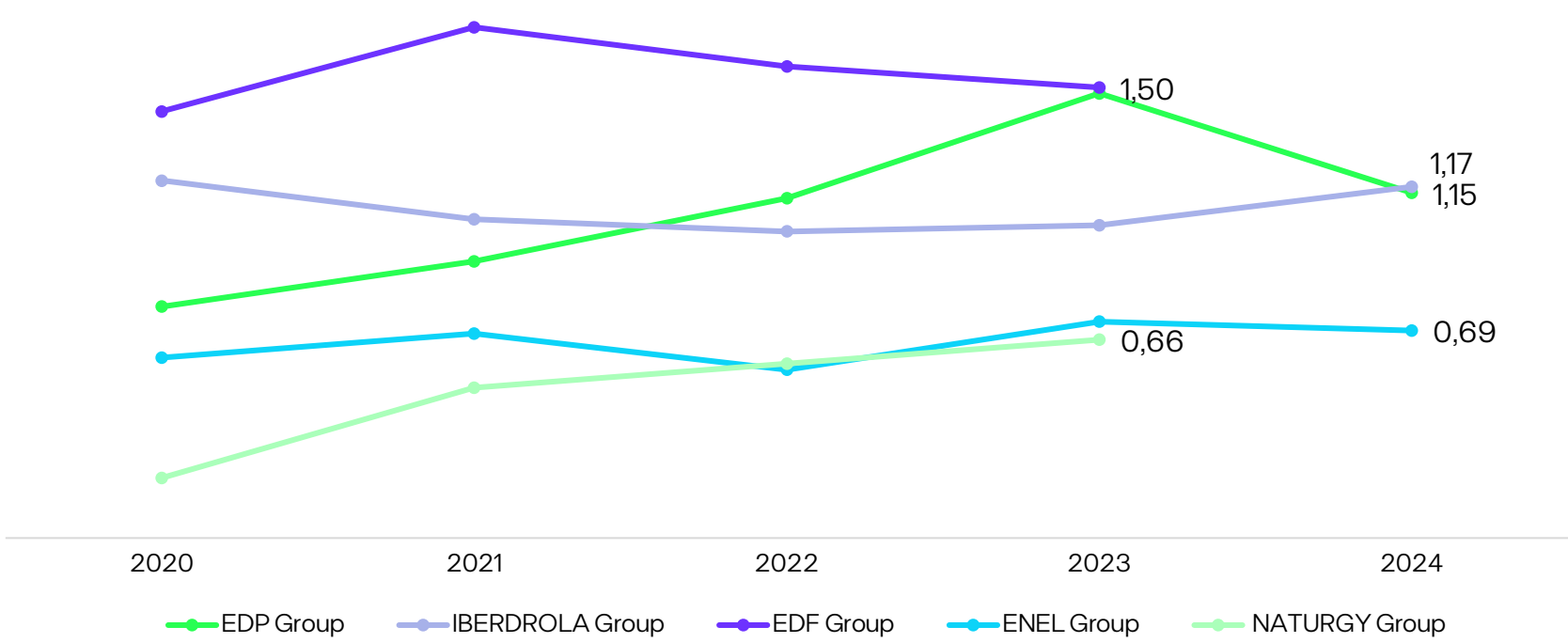
### The following table summarises the workforce by EDP Employee and Service Providers:

GEOGRAPHY	EDP EMPLOYEES (#)	SERVICE PROVIDERS (#)
Iberia	8,109	11,026
South America	3,285	15,438
North America	1,079	2,073
Rest of Europe	351	1,062
APAC	391	739
EDP Group	13,215	30,337

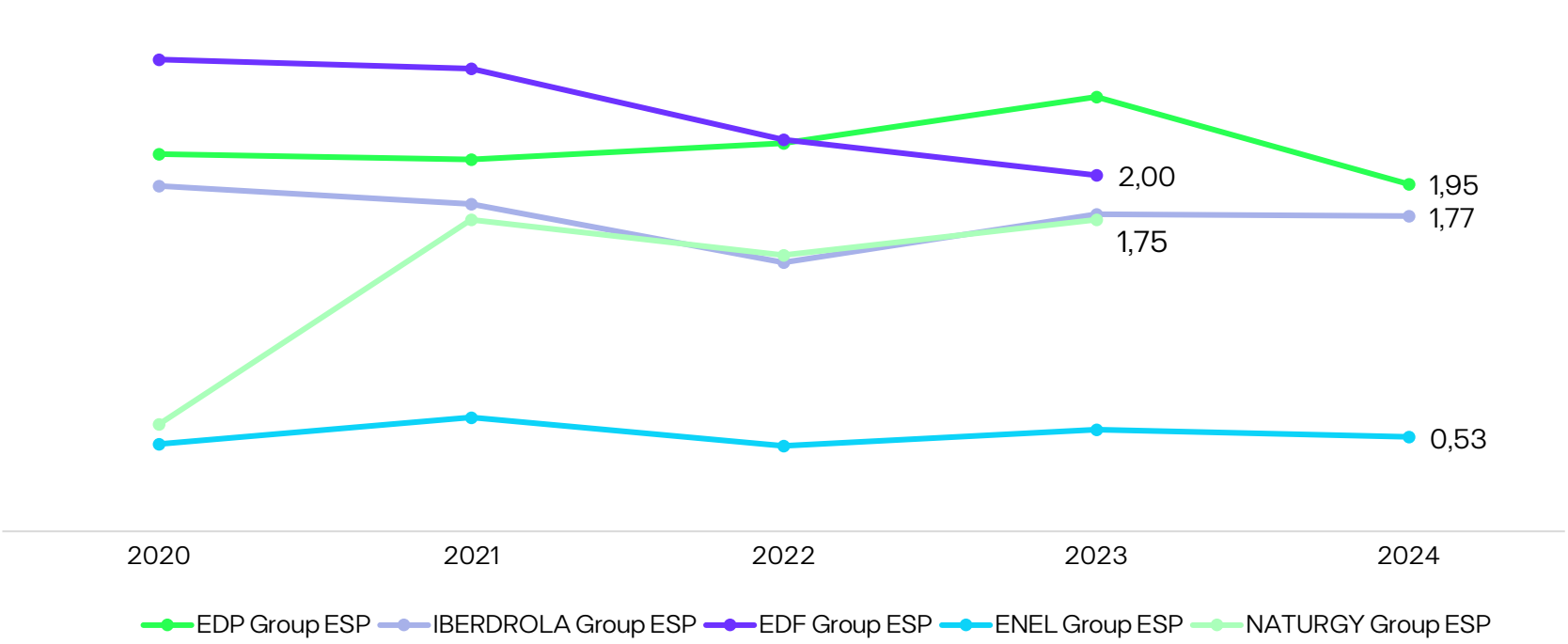


## Benchmarking – Frequency rate

### Employees



### Service providers



EDP Group Supplementary information

	UN	2024	2023	Δ
EDP EMPLOYEES				
In-service accidents at work				
Accidents resulting in absence	#	27	37	-27%
Fatal accidents	#	0	0	-
Accidents with serious consequences	#	1	3	-67%
Mandatory recordable accidents	#	39	60	-35%
Total days lost in the period	#	1,465	1,978	-26%
Hours worked	#	23,545.142	25,226.403	-7%
Indicators (accidents at work)				
Frequency (FR)	(i)	1.15	1.47	-22%
Severe Frequency (SFR)	(i)	0.04	0.12	-65%
Mandatory recording frequency (TFR)	(i)	1.66	2.38	-30%
Fatal Frequency (FFR)	(i)	0.00	0.00	-
Severity (SR)	(i)	62	78	-20%
Total severity (TSR)	(i)	68	81	-16%
SERVICE PROVIDERS				
In-service accidents at work				
Accidents resulting in absence	#	111	140	-21%
Fatal accidents	#	6	5	20%
Accidents with serious consequences	#	12	11	9%
Mandatory recordable accidents	#	152	213	-29%
Total days lost in the period	#	7,183	6,639	8%
Hours worked	#	59,946.113	62,546.729	-4%
Indicators (accidents at work)				
Frequency (FR)	(i)	1.95	2.32	-16%
Severe Frequency (SFR)	(i)	0.20	0.18	11%
Mandatory recording frequency (TFR)	(i)	2.54	3.41	-26%
Fatal Frequency (FFR)	(i)	0.10	0.08	25%
Severity (SR)	(i)	120	106	13%
Total severity (TSR)	(i)	781	592	32%
EDP EMPLOYEES + ESP				
In-service accidents at work				
Accidents resulting in absence	#	138	177	-22%
Fatal accidents	#	6	5	20%
Accidents with serious consequences	#	13	14	-7%
Mandatory recordable accidents	#	191	273	-30%
Total days lost in the period	#	8,648	8,617	0,4%
Hours worked	#	83,491.255	87,773.131	-5%
Indicators (accidents at work)				
Frequency (FR)	(i)	1.72	2.07	-17%
Severe Frequency (SFR)	(i)	0.16	0.16	-3%
Mandatory recording frequency (TFR)	(i)	2.29	3.11	-26%
Fatal Frequency (FFR)	(i)	0.07	0.06	20%
Severity (SR)	(i)	104	98	6%
Total severity (TSR)	(i)	580	445	30%
NEAR-MISSES	#	616	538	14%
ELECTRICAL ACCIDENTS WITH THIRD PARTIES	#	16	14	14%



## 1.11. Sharing best practice with EDP Group

Sharing experiences and information on the most relevant projects in Occupational Health and Safety issues between EDP group companies and geographical areas is an important tool for enhancing a widespread, cross-cutting adoption of existing best practice.

Occupational Health and Safety is regarded as materially relevant as it directly affects the creation of value for EDP Group. Hence, comprehensive corporate actions, which encompass all geographical areas, are identified and addressed every year, with the aim of:

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

The following are some of the projects and initiatives developed in 2024:

### E-Redes

#### Presence in the field – Safety observations and Safe Starts

One of E-REDES' priorities in 2024 was to increase presence in the field and proximity to External Service Providers (ESP) through the implementation of Preventive Safety Observations by all E-REDES leaderships and External Service Providers (ESP), and the reinforcement of Safety Inspections, as well as the achievement of Safe Starts conversations at the beginning of works on site. In addition, an App named "VOAS" (Visitas Operacionais de Ambiente e Segurança) was developed with the aim of providing work supervisors from Operational Directorates with a tool where they could record the safety conditions of the works.



Approximately 8,000 Preventive Safety Observations and around 20,000 safety inspections for network work were carried out by own teams and service providers. Furthermore, 340 Safe Starts were conducted, involving around 10,000 workers from External Service Providers.

#### Program – Safety Matters to Everyone

During 2024, a leadership awareness and training program called "Safety Matters to Everyone" was also developed, which aimed to provide communication tools to leaders and encourage rituals with teams to address safety topics. It included the participation of 200 leaders from E-REDES and External Service Providers.



#### Communication 2024

In terms of communication and engagement, the highlights for 2024 include the communication campaign "Who Loves, Uses PPE," the Regional Safety Olympics, the launch of the podcast "Sound of Alarm," and the Virtual SWATs (tutorial webinars demonstrating technical activities with a focus on safety). The Regional Safety Olympics, held in three different locations (Braga, Figueira da Foz, and Ourique), attracted over 600 participants and featured 15 operational teams competing (5 in each location) in the execution of their daily activities, with a focus on compliance with safety procedures.





## Recognition Program of Excellence in Safety

In 2024, the Program for Recognizing Excellence in Safety was also launched with the aim of valuing workers and teams that demonstrate the best performance in terms of safety. This recognition is carried out during field inspections, by awarding a sticker to workers who have not had any non-compliance issues in the last inspections, automatically entering them into a prize draw.



## Stop Work Authority

A new application and procedure related to Stop Work Authority, to be enhanced in 2025, were launched, allowing any E-REDES worker and External Service Providers (ESP) to immediately interrupt work whenever a situation is identified that poses a risk to the team or third parties. Despite being a common practice at E-REDES, the improvements introduced will encourage action in risky situations and be more agile in preventing future incidents.



## EDP Comercial

### Safety by Design

Safety by Design – Leading with knowledge and responsibility, aims to incorporate safety at every stage of the value chain, ensuring efficiency and protection from product conception to the end of the asset's life. It guarantees the creation of value in a sustainable manner, with support from various transversal areas, Risk and Compliance, Environmental Management, Security, Business Continuity, People Management, and Customer Experience.



Safety throughout the value chain from:

- i. conception, ensuring the identification of risks and the implementation of safety measures throughout the entire lifecycle;
- ii. ensuring that the products and solutions offered meet safety standards and promote risk prevention for customers and end-users;
- iii. ensuring that technical and constructive solutions are designed to prevent risks and ensure the safety of all stakeholders during execution and use;
- iv. implementing the procedures and safety measures defined in the project, ensuring the protection of workers and the work environment;
- v. so that operations are carried out safely, with procedures that prevent risks and ensure the integrity of equipment and the protection of workers;
- vi. in collaboration with all departments, ensuring that safety principles are incorporated throughout the value chain, enhancing the safety culture;
- vii. ensuring that the selection of suppliers, materials, and services meets safety standards, contributing to risk prevention throughout the entire value chain.



## EDP Comercial establishes protocol with the National School of Firefighters

EDP Comercial and the National School of Firefighters (NSF) formalized, in Sintra, the signing of a collaboration protocol in the field of fire safety in photovoltaic installations.

On the day of the formalization, a guided tour of the NSF facilities was conducted, including the simulation and virtual reality center, as well as the urban and industrial fire training field, where the new infrastructure for training in combating fires in photovoltaic panels, installed by EDP Comercial, was incorporated. This will allow trainees to practice firefighting measures in photovoltaic installations, especially those located on building roofs.

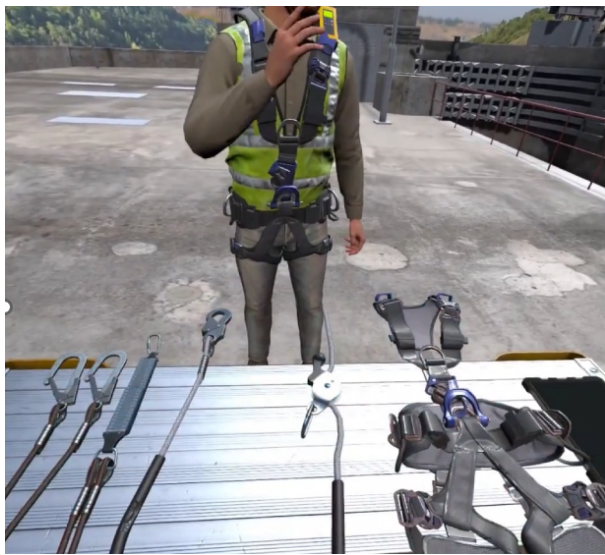


Thanks to this partnership, EDP will provide firefighters with all the necessary information and knowledge for effective and safe action in case of fire in various types of installations.

## EDP Produção

### Training in Virtual Reality – Working at Heights

An innovative training program for working at heights was developed and implemented using virtual reality (VR) technology, marking the first initiative of its kind in the sector. The training was designed based on the existing Building Information Modeling (BIM) structure of the Carrapatelo facilities, allowing for the precise recreation of the work-at-height scenario at the navigation lock of this facility.



The use of VR technology provided an immersive and realistic experience, simulating the real working conditions with high detail and safety. This approach allowed participants to familiarize themselves with the challenges, risks, and best practices associated with working at heights in a controlled and highly interactive environment.

Five training sessions were held throughout the year, with the participation of 22 people. The feedback received was extremely positive, highlighting the effectiveness of VR in improving learning, risk perception, and confidence in the practical application of acquired skills.

This innovative training represents a milestone in the use of advanced technology for OSH training, setting a new standard for training actions in working at heights. The success of this initiative underscores the potential for replicating this model in other facilities and work contexts, contributing to continuous evolution in occupational safety and health.

### “Taking Care of the Hand that Cares” – Awareness campaign in response to accidents with hand injuries

The "Taking Care of the Hand that Cares" project was an awareness campaign launched in response to the significant increase in hand injuries among EDP employees and external service providers (ESP), resulting from work accidents (WA) or near-accidents (NA). These injuries, which include crushes, bruises, lacerations, and fractures, underscored the need for a structured intervention to promote safe and responsible behaviors in the workplace.

Integrated into the PlayitSafe Generation program, the project aimed to create greater awareness about the importance of hands, both as essential work tools and as a means of human interaction, promoting appropriate and preventive behaviors.

The campaign stood out for its emotional impact, associating hands with care, touch, and human connection, beyond their technical and operational role. This humanized approach was essential to capture the attention of employees and promote a change in mindset.



Throughout its execution, the project proved to be a strategic pillar in reducing hand-related accidents and reinforced EDP's commitment to occupational safety and health.

The group will now function continuously, in automatic mode, adjusting its operation to the needs of the ecological flow launch. Additionally, the group's operation can also be conducted remotely via telecontrol. To ensure the launch of the established ecological flows, the operation of the DLCE is also managed by the plant's automaton, complementing this device, when justified, by the flow turbinated by the plant.

The work, awarded to EFACEC at the end of 2019 and initiating construction at the end of 2020, was only completed in 2024 due to the impact caused by the Covid-19 pandemic and the instability experienced by EFACEC itself in recent years.

## Labelec

### WhatsApp Group "PlayItSafe EDP Labelec"

In 2024, the PlayItSafe EDP Labelec community was created to facilitate communication regarding Occupational Health and Safety, Quality, and Environment.



## EDP Global Solutions

### Management Model for Legal Compliance Assessment

The Legal Compliance Assessment consists of an evaluation of the compliance status of companies and their respective workplaces (facilities) with environmental and occupational health and safety legal obligations.

A new approach to Environmental and Safety Legal Compliance Assessment was developed and applied for the first time in 2024.

Previously, the process had the following improvement needs:

- Redundancy of audits;
- Redundancy of evidence requests;
- Difficulty covering all workplaces (facilities);
- Manual process, done via Excel and email.

The created approach aimed to implement a governance model for the identification and assessment of legal requirements:

#### Focusing on

- Using the corporate tool Worldlex;
- Defining Workflow and assigning responsibilities.

#### With the following advantages

- Single process, without redundancy of audits and evidence requests;
- Process that uses the results of existing controls;
- Coverage of all workplaces (facilities) and companies annually.

## EDP Renewables Spain

### Harmonization of Safety Coordination Criteria in Construction Projects

Safety and health coordination during the execution phase in Spain is regulated by Royal Decree 1627/97, which sets the minimum safety and health requirements for construction sites.

In 2024, EDPR Spain appointed six Safety and Health Coordinators for the execution phase of construction projects, with these coordinators belonging to different companies.

We understood the importance of sharing best practices across all construction projects and identified differences in the management of each project from a safety perspective. Thus, we developed the following initiatives:

- Standardization of the monthly safety and health coordination report;
- Standardization of the monthly accident report for construction projects;



- Quarterly meetings to share best management practices with Safety and Health Coordinators and Project Managers of all projects;
- Training in SIF methodology for all safety and health coordinators;
- Creation of a TEAMS group to share information related to accidents, risk communication, and toolbox talks.

These initiatives facilitated the consolidation of monthly data reports. They also created an agile space to solve problems and establish unique criteria for the management of health and safety in EDPR Spain's construction projects.

## EDP Renewables Singapore

### Training Awareness by Solar PV Manufacturer Subject Matter Expert (SME)

A near-miss incident occurred in Singapore involving a fallen panel from a rooftop to the ground, attributed to a Sumatra Squall.

We have requested the Solar PV Manufacturer SME to conduct training sessions on the installation and technical handling of panels.

This session is catered for E&C and EPC to better understand the work and installation of the PV Solar Panels.

We believe this training awareness is helpful because this will remind the contractors of the fundamental work of PV Solar Panels.

The training will cover, but is not limited to, the following topics:

- Transportation
- Unboxing of Panels
- Proper Installation Techniques
- Proper Handling Procedures
- Structural Setup of Panels
- Cable Connections

The summary of this awareness training is that we have rediscovered on the PV Solar Panels installation. This enables and remind the team on the important of the basics.

## EDP Renewables Vietnam

### Safety Culture Promotion Campaign

The safety campaign was launched with the primary goal of raising awareness about workplace safety, promoting safe work practices, and reducing the risk of accidents and injuries. This initiative was designed to engage employees at all levels, train them about potential hazards, and provide practical tools to foster a culture of safety across the organization.



Key elements of the campaign include:

- i. Safety Training Workshops: Conducting a series of training to reinforce best practices and update everyone about HSE management system.
- ii. Safety Awareness Program: Lookout for information sessions and material aimed at increasing awareness about common safety hazards and preventive and control measures.
- iii. Recognition and Rewards: To motivate and acknowledge outstanding contributions to EDP safety culture, we will implement a recognition program for employees who demonstrate exceptional commitment to safety practices.



EDP Brasil

Generation (Lajeado)

Internal Hand and Finger Prevention Campaign

Awareness activity at the UHE Lajeado unit for own and partner employees during the maintenance period of the generating units through the installation of banners related to the theme at strategic points.



Emergency Team Training

Designation, Training and Implementation of the Emergency Team to carry out high-risk activities in Confined Spaces and Work at Height.





02  
Our Security



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Solar Park Inspection  
APAC



## 2. Our Security

### 2.1. Security Management

The EDP Group assumes the management of Security as a strategic function of high criticality for the pursuit of its objectives of safeguarding the people and physical and technological assets necessary for its operation in the different stages of its value chain, in the face of an increasingly broad and complex set of threats.

The diversity of business activities – generation (conventional and renewable), transmission, distribution, energy management and energy trading – supported by shared services (corporate and in units established for this purpose), results in an increased complexity in the management of the Security of assets with different characteristics, vulnerabilities, criticality and protection requirements.

The geographical distribution of EDP's business also entails additional challenges, exposing people, assets and local and regional operations to different threat contexts, whose knowledge and monitoring are crucial for a prompt and effective response to changes in the local, regional and global risk ecosystem.

The existence of a corporate area with responsibility for the transversal management of Security, in strict alignment with the Platforms, Regions, Global Business Services (GBS) and other Focal Points, reflects the relevance of this theme for the EDP Group, allowing the consolidation of shared guidelines and strategies.

In this context, the Security & Business Continuity area has the following main functions and objectives, in Security area:

- i. The definition and maintenance of Security policies and procedures together with the different Platforms, Regions, GBS and other Focal Points, in line with the legal and regulatory norms in force, and respective implementation;
- ii. The promotion of the identification and analysis of Security risks, together with the Platforms, Regions, GBS and other Focal Points, and the adoption of appropriate Security measures for their management;
- iii. The development of a Security culture across the entire EDP Group, through the establishment of appropriate training and awareness plans and content;
- iv. The promotion of plans and protocols for the protection of expatriate employees, as well as those traveling, and senior management of the EDP Group;
- v. The definition and operationalization of intelligence models to identify, prevent and mitigate Security risks;
- vi. The establishment and monitoring of relevant Security metrics and indicators, and their reporting.



## 2.2. Security Policy

Developed by SSBC in 2022, in close collaboration with the Platforms, Regions, GBS and other Focal Points, the Group's Security<sup>2</sup> Policy defines and formalizes the EDP Group's strategic guidelines at this level, establishing the principles and attributions in terms of Security.

With a view to the development of mechanisms for the prevention, detection, and mitigation of potential threats in the field of Security, the EDP Group's Security Policy establishes the following guiding principles:

- Pursue a Security by design approach, in the decision-making process and at the different management levels;
- Establish adequate levels of protection and resilience to mitigate the impact of adverse events, according to the adoption of international best practices and appropriate Security management initiatives;
- Promote an effective management of Security risks, through the performance of assessments that allow the identification of appropriate measures to minimize them, the registration and reporting of incidents and relevant occurrences, and the systematic monitoring of the application of the protection requirements implemented, in compliance with the applicable legislation and regulations in each geography where the EDP Group operates;
- Ensure and define the establishment of the appropriate channels to obtain information, internal and external, that allows the timely adoption of measures to prevent Security risks;
- Promote the development of an organizational Security culture, through awareness, education and training of employees and external entities, namely business partners, for the role to be played by all, in the pursuit of Security objectives;
- Promote the articulation with competent official entities, fostering the sharing of good Security practices and the proximity of action, thus contributing to the safeguarding of society;
- Establish a permanent dialogue with communities, governments, and key Security stakeholders, acting ethically and responsibly.

The Security Policy is applicable to all companies that are part of the EDP Group, and the operational management of Security measures remains under the responsibility of the different Platforms, Regions, GBS and other Focal Points.



<sup>2</sup> OS 8/2022/EBD— EDP Group's Security Policy

## 2.3. Highlights in 2024

The year 2024 was marked by the conclusion of key projects and initiatives, which allowed for a greater specification of the Security management objectives and activities to be assumed by SSBC, as well as by the Platforms, Regions, GBS and Focal Points of the EDP Group.

The reinforcement of the practice of holding regular alignment meetings between the SSBC and the Security teams of the Platforms, Regions, GBS and Focal Points, continued to be an effective measure to promote cooperation, exchange of experiences and sharing of initiatives and projects, as well as occurrences and incidents verified.

The development of a culture of Security is a fundamental aspect to achieve EDP's objectives in this area, and to increase the protection of its people and assets.

This forum continues to enable a greater and better knowledge of the main challenges and constraints in the different geographies, assets and operations, as well as about the Security controls and practices adopted to face them.

### Security Assessment | follow-up

With the aim of deepening knowledge about risks and the maturity of Security management across the different Platforms, Regions, GBS, and other Focal Points, and within the geographies where the EDP Group operates, EDP launched the Citadel Project (October 2022 to April 2023). The project enabled the identification of weaknesses, opportunities for improvement, and main risks and threats, as well as signaling and documenting security measures and controls – procedural, technological, and human – that have been successfully adopted and can be disseminated as reference practices at EDP.

Thus, the identification and analysis of vulnerabilities, the prevention of Security risks, the recommendation of additional measures, the proposal for a governance model, the improvement of internal processes, and the identification of solutions for the effective management of Security at EDP were some of the main objectives of this project.

Having had the participation of the most representative EDP Group companies in terms of assets, physical infrastructures and personal risk, this project resulted in a wide range of recommendations and opportunities for improvement for the EDP Group later embodied in action plans, the implementation of which SSBC has been and will continue to monitor.

The assessment carried out, as well as the recommendations and opportunities for improvement resulting from it, covered five major themes in terms of Security – namely Governance, Risk, Culture, Infrastructure and Operation – and are applicable to assets and operations in the different phases of their life cycle, from conception to decommissioning, in line with the principle of End-to-End Security.

In addition, the maturity assessment methodology specified and adopted during the Citadel project will serve as the basis for future assessments, with a view to periodically monitoring the evolution of security practices, controls and measures, in line with the EDP Group's Security Policy and associated regulations.

### Developing a Security Culture

The human factor is decisive for the successful adoption of Security practices and controls – procedural and technological. The development of a robust Security culture is therefore highly critical for the pursuit of the EDP Group's Security objectives, and it is essential to ensure:

- i. an adequate knowledge and follow-up/use of these practices and controls, contributing to the reduction of possible weaknesses/exposure to threats;
- ii. the ability to detect and communicate potential threats and risks, ensuring a faster and more targeted response, and reducing the negative consequences that could arise from them, including for their safety, that of colleagues and third parties.

The definition and implementation of a Security training and awareness program was and continues to be, for the reasons presented, one of the priorities of the SSBC, with a view to supporting local structures in promoting the Security culture and developing additional skills at this level.

This program, focused on awareness, combines actions of a different nature and target audiences, also investing in the involvement of reference entities at this level.



With a focus on the establishment and development of the Security culture, EDP has been promoting a set of awareness-raising actions, provided by the SIS – Security Intelligence Service, namely on:

- The Knowledge and Sensitive Information Protection Program, which aims to alert entities in Portugal to espionage threats and raise awareness of the importance of protecting knowledge and sensitive information;
- The Krítica program aims to contribute to the improvement of the protection of critical infrastructures and national hotspots in the face of potential terrorist threats.

## 2.4. Challenges for 2025

Boosted by the stabilization and maturation of Security management structures at global and local levels, 2025 will be characterized by the continued development and implementation of Security measures, both global and local, in alignment with the improvement opportunities resulting from the Security Assessment, as well as the roll-out of the security management framework, which will already reflect the new organizational structure planned for 2025.

The ability to anticipate and act proactively in the face of situations of potential negative impact on Security, in alignment both internally and with the competent entities and authorities, continues to be a pressing concern and priority in the EDP Group's performance.

In this sense, the development of processes and procedures that enable an effective risk assessment – substantiated in the identification and analysis of intrinsic vulnerabilities and threats present in the environment – as well as a prompt and adequate management of Security events, including incidents, will be decisive to respond to an increasingly changing and uncertain risk ecosystem.

The timely identification of emerging threats and risks, and their monitoring over time, therefore, requires the consolidation of the EDP Group's existing analytical capacity, taking the greatest possible advantage of the practices already adopted at the EDP Group level, to enhance the proactive response to the impacts arising from the geopolitical instability that is being felt worldwide.

At the same time, the need to ensure the continued evolution of the duty of care practices that already exist in the EDP Group is gaining greater prominence, motivated precisely by the geopolitical situation, whose risks for the protection of people must be properly identified, analyzed, and addressed, with the aim of mitigating their negative impacts.



03

Our Business  
Continuity &  
Crisis Management



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# 3. Our Business Continuity & Crisis Management

## 3.1. Crisis Management and Business Continuity

For several years now, Business Continuity management has assumed increasing relevance in a global context marked by instability and disruptions of different nature and dimensions. The ability to respond and recover appropriately from these disruptions, delimiting the negative impacts that may arise from them, ensuring people's well-being and the pursuit of EDP's objectives, through the continuity of its most critical and priority operations, is decisive for its resilience and sustainability, adding value to its stakeholders.

On the other hand, the multiplicity of adverse situations that EDP may face, as a result of its global positioning, has led it to assume Crisis Management as a strategic capability that enhances its response to anomalous situations, marked by high uncertainty and with a potential negative impact on its strategic and business commitments and objectives. and that requires urgent attention and action to protect the lives and physical integrity of people, the environment, assets and the reputation of the EDP Group.

SSBC's Security & Business Continuity area has the mission of supporting the Executive Board of Directors (EBD) in Business Continuity Management and Crisis Management, at a transversal level, supporting Platforms, Regions and Focal Points, in the adoption of the respective policies and associated methodologies.

Thus, regarding Business Continuity and Crisis Management, SSBC maintains the following objectives:

- i. The development, maintenance and implementation of the Business Continuity Policy and Crisis Management Policy, supporting the Platforms, Regions and Focal Points in this area;
- ii. The promotion, support and monitoring of the implementation of the EDP Group's Business Continuity Management methodology, with the Platforms, Regions and Focal Points;
- iii. The dissemination of best practices in these areas, supporting the development of relevant skills;
- iv. The definition and monitoring of relevant metrics and indicators, promoting periodic reporting to the main stakeholders;
- v. The promotion and monitoring of the Platforms, Regions and Focal Points, the design and execution of exercise programs with a view to improving plans and structures for responding to disruptions and crisis and pre-crisis situations; and
- vi. The fostering of a culture of resilience, Business Continuity and crisis management, through appropriate training and awareness initiatives, promoting the involvement of *relevant internal and external* stakeholders.

EDP guides its performance by the international benchmarks that protect Business Continuity Management, in particular the ISO of the ISO 2230x family, having established a transversal governance model and application methodology, since 2018, also covering the principles and guidelines for Crisis Management, in alignment with ISO 22361:2022 – Security and resilience – Crisis Management.

## Crisis Management and Business Continuity Government Model

The actual version of the Governance model<sup>3</sup> – Crisis Management and Business Continuity: Responsibilities, Policy and Methodology was approved in 2023, which addresses the EDP Group's commitment to these issues, establishing the management structures at a strategic, tactical and operational level, and respective responsibilities, scope and guiding principles, methodological approach and, in the case of crisis management, guidance on the criteria for escalation and communication.

This review aimed to clarify the responsibilities of stakeholders in terms of Business Continuity Management (BCM) as well as to improve the Business Continuity framework, considering the evolution of the maturity of these issues over the years in the EDP Group.

Thus, it is stipulated that the sponsor of the BC Management of the EDP Group is the member of the Executive Board of Directors who has in the areas under his responsibility the BC theme in the EDP Group, assisted by the Director with responsibility for supporting the development and continuous improvement of the BC in the EDP Group, currently included in the Safety, Security and Business Continuity (SSBC) – Corporate Global Unit.

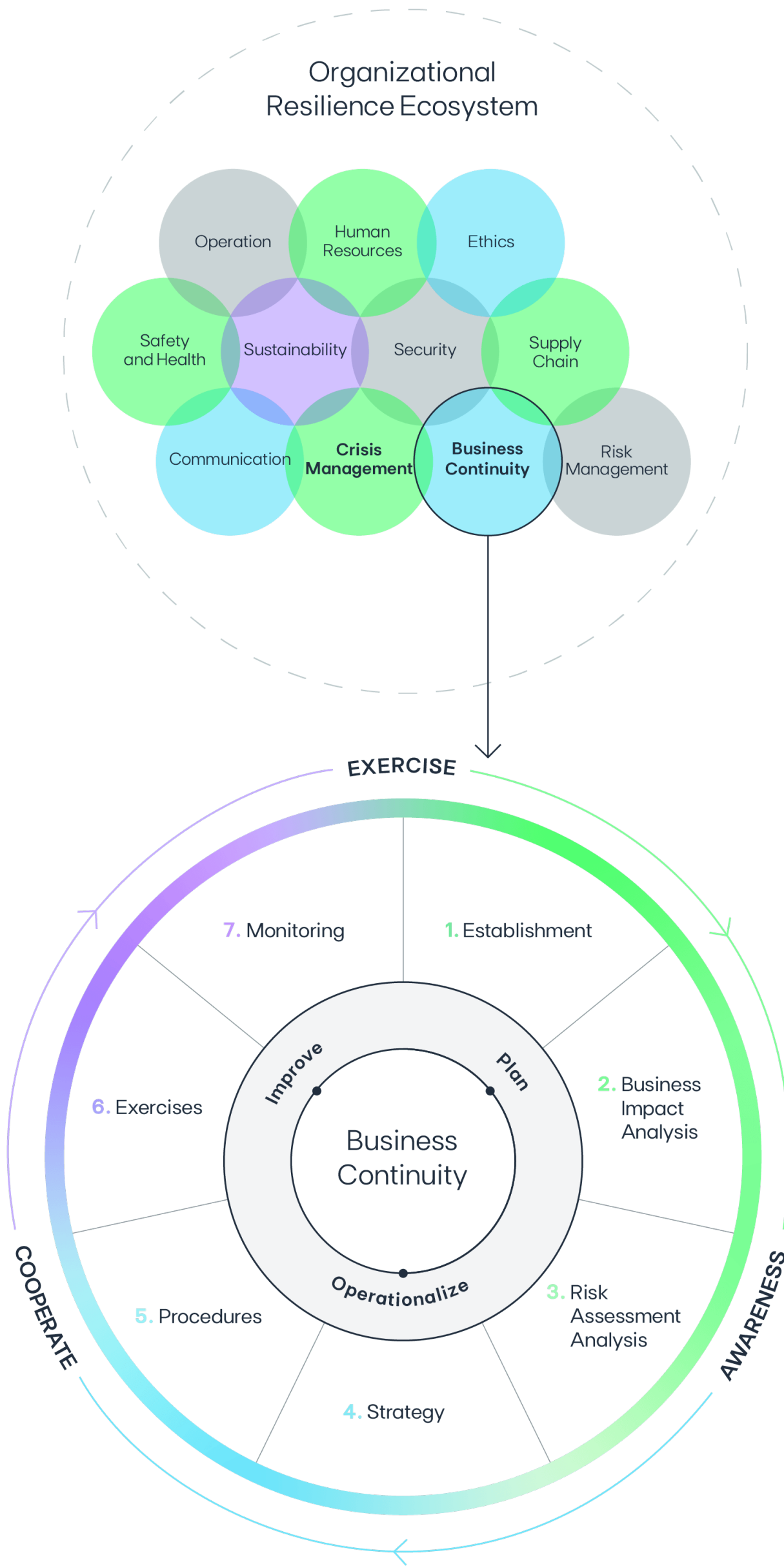
<sup>3</sup> OS 16/2023/EBD– Crisis Management and Business Continuity: Responsibilities, Policy and Methodology

The EDP Group's Business Continuity area, i.e., the manager and the BC team, is responsible for supporting the operationalization of the theme in the different the Platforms, Regions and Focal Points, defining, together with these, priorities and efforts to be developed, for monitoring the evolution of the maturity of the theme in the EDP Group, for the dissemination of good practices and incidents inside and outside the EDP Group and for supporting crisis management.

The purpose of materializing good practices in a Business Continuity Management System (BCMS), the protection, reduction of the probability of occurrence and/or impact, preparation, response and recovery from disruptive incidents, implies the definition of a framework of the model to be implemented in the EDP Group, which reinforces the interconnection of the elementary elements of Business Continuity in the organizational resilience ecosystem.

The figure below shows the framework of the BCMS in the EDP Group, reinforcing the continuous improvement in terms of awareness, cooperation and the performance of exercises and tests. However, this must be a joint effort of the organization in which the different disciplines cooperate and interact to achieve a common goal – organizational resilience.<sup>4</sup>

**Business Continuity Management Framework in the EDP Group**



<sup>4</sup> In alignment with ISO 22316:2017 Security and resilience – Organizational resilience: Principles and attributes



### 3.2. Business Continuity Policy

Business Continuity, as defined in ISO 22301:2019, is the "ability of an organization to continue to deliver products and services, in an acceptable timeframe, at a pre-defined capacity, during a disruption".

The EDP Group's Business Continuity Policy<sup>5</sup> was defined and adopted to manage its level of exposure to conditions that may result in disruptions with an impact on the pursuit of its business objectives – at a strategic, tactical and operational level – providing it with the ability to anticipate these situations, develop appropriate detection mechanisms and response and recovery strategies for its most critical and priority business processes. managing the operational, financial, and reputational impacts arising therefrom.

This policy is therefore based on five fundamental principles:

- i. Establish adequate levels of prevention and resilience in the most priority activities to mitigate the impact of disasters or other sources of disruption, through the implementation and maintenance, in accordance with international best practices, of Business Continuity Management;
- ii. Protect employees, assets (physical and technological infrastructures) and the business in the event of a disruption, and support the return of priority activities and their support functions within a pre-defined period of time, establishing action and communication procedures, documented in Business Continuity Management;
- iii. Resume normal business activities as soon as possible in order to meet strategic, operational, contractual, legal and regulatory requirements;
- iv. Promote the awareness of employees and external entities, namely business partners, to the role to be played by all in the scope of Business Continuity Management;
- v. Ensure that the procedures included in the management of Business Continuity are cyclically exercised and updated, with a view to their continuous improvement and alignment with the EDP Group's strategy.



Methodologically, the approach adopted by the EDP Group is in line with the requirements established in ISO 22301:2019, ensuring a definition of Business Continuity strategies and plans/procedures supported by a robust analysis of the impacts on the Business (BIA – Business Impact Analysis), of situations of disruption considering different time intervals, as well as an analysis and assessment of the risk associated with the processes identified in terms of BIA as the highest priority.

Both the analysis and planning phases (design of strategies and development of plans/procedures) consider four types of resources whose unavailability or conditional availability result in disruptive scenarios whose response must be planned: People, Physical Infrastructures (including equipment), Technological Infrastructures (IT, OT and associated or complementary services) and suppliers (internal and/or external to the EDP Group).

Critical to the success of Business Continuity planning is the performance of exercises or drills that confirm the adequacy of the plans and procedures developed, as well as train and empower the teams involved in their activation to act more quickly and in line with established practices. In addition, the definition of metrics and indicators for the regular monitoring of the different components of the Business Continuity Management System (BCMS) will allow an assessment of its success and evolution, with a view to its continuous improvement.

The multiplicity and complexity of the EDP Group's activities led to the design and adoption of a semi-decentralized governance model, with the SSBC having the role of defining and guiding the methodology, monitoring the implementation and maintenance of the BCMS of the Platforms, Regions and Focal Points, as well as improving the practices adopted, reporting to the EBD, promoting this theme at the Group level, contributing to the development of a culture of resilience, and collaboration with reference entities at national and international level.

<sup>5</sup>OS 15/2023/EBD – Business Continuity Policy  
[Business Continuity Policy | edp.com](#)

### 3.3. Crisis Management Policy

Crisis Management is the "strategic ability to manage an abnormal and unstable situation that threatens an organization's strategic objectives, viability, or reputation."

Crisis Management is assumed by EDP as a strategic activity, which allows it to anticipate and manage the impacts of serious anomalous situations, guided by high levels of uncertainty.

Recognizing Crisis Management as a fundamental capability for the effective minimization of any negative impacts and consequences that may arise from crisis situations or potential crises, the EDP Group formalized, in 2021, its Crisis Management Plan and Crisis Communication Plan<sup>6</sup>.

The crisis management plan, which is markedly strategic and transversal to the EDP Group, defines the pre-defined guidelines, strategies, structures and formal escalation channels, enhancing the ability to collect, process and structure information in a transparent and appropriate way for decision-making, in particularly challenging circumstances characterized by a high degree of uncertainty.

In turn, the crisis communication plan establishes the attributions and guidelines for the operationalization of a fundamental component of crisis management: effective communication, which ensures the delivery of transparent, consistent and coherent messages, in a timely manner and to the right target audiences, internal and external, using the most appropriate means and channels, about the actions developed by the EDP Group within the scope of crisis management.

Crisis management in the EDP Group foresees the existence of four phases, namely:

- Prevention/preparation phase: business-as-usual situation, during which crisis management activities are planned, with the aim of reducing the likelihood of negative consequences for the organization, in the event of a crisis situation or potential crisis; regular activities are the carrying out of awareness-raising actions, promotion of crisis management exercises and drills, and reviewing/updating plans and structures to reflect improvements;
- Pre-crisis phase: an unstable situation, of potential crisis, with an expected negative impact, during which actions are developed to monitor the evolution of the situation, and to contain and/or minimize possible negative consequences for the EDP Group. This situation can develop into a crisis situation; However, a crisis situation may also arise without the pre-crisis situation taking place;
- Response phase (to the crisis): a crisis situation, in which actions are put in place to deal with the actual needs and their consequences, including crisis communication, under the coordination of the EDP Group's crisis management office;
- Improvement phase (post-crisis): a situation of returning to the business-as-usual state (or other desired state) after a crisis situation, which includes the analysis of lessons learned and the implementation of identified improvement opportunities.

The different areas with operational capacity have been developing and/or adapting their crisis management and communication plans, to ensure alignment with the EDP Group's plans, formalizing the escalation process and channels for this purpose.

<sup>6</sup> OS 4/2021/EBD – Crisis Management Policy in alignment with ISO 22361:2022 – Security and resilience – Crisis Management



### 3.4. Highlights in 2024

During 2024, the focus of Business Continuity was on the consolidation of Business Continuity management practices and support to the Platforms, Regions and Focal Points that were implementing for the first time or revising their BCMS.

It is worth highlighting the significant step taken towards strengthening the capacity of SSBC and its teams in the analysis, planning, operationalization and monitoring of Business Continuity, through the implementation of a digital solution that makes it possible to optimize the effort and resources involved in these activities.

The main objectives of the digital Business Continuity Management solution – BCMSmart – are to support the management and improvement of the BCMS, in accordance with the EDP Group's BC methodology, enabling the teams to ensure the implementation of the processes established in this context.

Being a complex process, a pilot was first carried out with the direct involvement of 3 teams (including SSBC), during 2023/2024, with the subsequent progressive integration of the other Platforms, Regions and Focal Points, in dedicated streams.

#### Monitoring the evolution of geopolitical conflicts

Since February 2022, following the provisions of its Crisis Management Plan and Crisis Communication Plan, EDP has assumed that it is facing a Pre-Crisis Situation, motivated by the emergence of the Russia-Ukraine conflict, which has resulted in a worsening of geopolitical instability in Europe and in the world.

Initiating an intensive monitoring of the evolution of this situation, a monitoring group was established that includes different areas of the corporate center of EDP, S.A., and with the business units, particularly those that have a greater presence in the vicinity of the region. This monitoring is carried out at the level of topics such as the physical Security of people and assets, cybersecurity, business continuity, risk management, supply chain, energy management, finance, regulation and stakeholders, compliance, communication and social support.

This monitoring group is responsible for ensuring reporting to the EBD regarding the main risks existing at any given time, changes in the environment, and status of the implementation of the defined risk management measures, as well as measures proposed for adoption.

The presence of EDP Renewables and, EDP Comercial in countries bordering the conflict zone, led to the adoption of a set of immediate measures to safeguard its people in these regions and the people of the EDP Group from Ukraine and Russia who are in other operations, as well as its assets under construction and in operation. including Evacuation plans.

In addition to the analysis and monitoring of the situation by the different areas of EDP, EDP also opted for the use of entities specialized in the management of geopolitical conflicts, in order to acquire greater knowledge about potential developments and thus anticipate its response to potential risks or threats. Considering the possible scenarios of the evolution of geopolitical conflicts (including, among others, the situation in the Middle East), an assessment of the most relevant risks and impacts for EDP was adopted, as well as main risk management and impact mitigation measures, and is subject to frequent review and updating.

The uncertainty associated with the evolution of conflicts of this nature carries over to 2025 the maintenance of monitoring efforts and the adoption of measures to mitigate the risk and associated impacts.

## Developing a culture of Business Continuity & Crisis Management

EDP, through the Security & Business Continuity area, continues to promote a set of initiatives aimed at ensuring the strengthening of EDP's culture of resilience, across all geographies, considering the relevance that people have for the management of disruptions and crisis and pre-crisis situations.

The revision and updating of the training and awareness plan for the 2023–2025 horizon represents one of the key pieces for defining the strategic initiatives to be developed and for establishing a culture of resilience in the EDP Group.

Of the different initiatives developed, the following stand out:

- conducting, in 2023, a workshop in collaboration with the [Southern California Earthquake Center](#), focusing on good practices to adopt for earthquake preparedness and response;
- the organization of the conference "Resilience | Connecting the dots between entities", in 2023, which had the participation of the National Emergency and Civil Protection Authority and the Lisbon City Council, through its [ReSist program](#), allowing to bring together different visions, areas of knowledge and sharing of good practices;
- the holding of sessions dedicated to the theme of natural disasters, in particular the earthquake scenario, raising awareness of:
  - individual behaviors and responsibilities;
  - the role of organizations;
  - the importance of good coordination between public and private entities.
- the annual participation in the seismic risk awareness exercise "[A Terra Treme](#)";



- ESG Talks | Resilience | Crisis Management at EDP: Floods in Brazil presented a practical example of how crisis management and business continuity operate in situations of natural disaster, detailing the organization involved in restoring the electrical grid, customer service, and event monitoring;

Additionally, the 7<sup>th</sup> Annual Business Continuity Meeting was held, focusing on business continuity and crisis management, with the aim of disseminating key initiatives, developments, and future actions within the scope of EDP and relevant Platforms, Regions, and Focal Points.

## National Critical Infrastructures

Directive 2008/114/EC defines "critical infrastructure" as "the element, system or part thereof located in the Member States which is essential for the maintenance of vital functions for society, health, safety and economic or social well-being, and the disruption or destruction of which would have a significant impact on a Member State given the impossibility of continuing to provide those functions".

EDP is responsible for a set of critical infrastructures in Spain and Portugal, which include electricity generation and distribution infrastructures (physical and control installations), as well as related customer service activities, and which were identified within the scope of the transposition of Directive 2008/114/EC into Spanish and Portuguese legislation.

It should be noted that a new European directive, Directive (EU) 2022/2557 of the European Parliament and of the Council of 14 December 2022 on the resilience of critical entities (repealing Directive 2008/114/EC with effect from 18 October 2024), was recently approved, awaiting transposition into national law.

Due to the diversity of critical infrastructures under its responsibility, EDP has proactively adopted strategies to respond to risks of different natures, such as physical risks (e.g., fires, earthquakes, atmospheric events, including extreme events), and technological risks (including, but not limited to, cybersecurity risks to operational systems and information systems).

In addition, the measures and tools adopted to mitigate these risks are diversified and of a different nature, adjusted to the specificities of the infrastructures, necessarily contemplating physical Security (*Safety* and *Security* aspects), technological Security and cybersecurity, as well as Business Continuity management, leveraged by a strong training and exercise component. EDP has developed, for each of the critical infrastructures, the respective security plan, supported by the conclusions of the risk analysis on them and the set of measures



implemented, in line with the provisions of Directive 2008/114/EC and in alignment with the recently revised national legislation DL 20/2022 (repealed DL 62/2011).

In addition, it is important to mention the role assumed by EDP in promoting the adoption of good critical infrastructure management practices in the sector, through their dissemination, but also through collaboration with external entities, participating in exercises and workshops relevant to the theme.

Also, in this context and following the approval of the Sendai Framework for Disaster Risk Reduction 2015–2030, EDP has participated, in Portugal, in the National Platform for Disaster Risk Reduction (PNRRC), under the responsibility of a Subcommittee coordinated by ANEPC (National Emergency and Civil Protection Authority).

We highlight the participation in the development of the "Sectoral Interdependencies in the Resilience of operators of essential services to society" Manual framed in the activities of the PNRRC for the 2021–2023 triennium (soon available on the PNRRC website), having been developed in the 2015–2017 triennium, the "Good Practices of Resilience of Critical Infrastructures – Private Sector and State Business Sector" Manual, also available on the PNRRC [website](#).

### 3.5. Challenges for 2025

During 2025, EDP will continue some of the initiatives and projects with genesis in 2023, also investing in the development of new initiatives to consolidate and strengthen EDP's Business Continuity and Crisis Management practices.

As a result of internal organizational changes, a review of the Business Continuity framework, as well as the Crisis Management and Communication Plans, is planned for 2025.

The continued implementation of the BCMSmart solution, through the effective incorporation of the SGCN of the different Platforms, Regions and BEF, in a phased manner, is assumed to be one of the most important objectives.

EDP's dependence on service providers and suppliers worldwide has led to the strengthening of its capacity to monitor risks and threats to its *supply chain*, with the objective of continuous improvement being the safeguarding of redundancy and contingency mechanisms in contracts.

Having reached a high level of maturity in terms of Business Continuity, EDP will continue to consolidate, during 2024, its capacity to respond to and recover from disruptive situations in different geographies.

The consolidation of Business Continuity and crisis management practices, through the development of a program of crisis management exercises, with a view to confirming and strengthening the capacity to respond to crisis and pre-crisis situations, is assumed by EDP as a strategic objective to be maintained in the coming years.

At the same time, it is also objective to promote and monitor, with the Platforms, Regions and Focal Points, the performance of Business Continuity management exercises, assuming them as critical to the success of the BCMS, ensuring the timeliness and adequacy of continuity plans and procedures, training the different teams to better respond to real disruption situations and identify improvements to be adopted.

The strengthening of a culture of resilience at EDP, supported by effective Business Continuity and Crisis Management, remains a critical aspect, and it is planned to continue the 2023–2025 training and awareness program on these topics, following up on initiatives already in place, such as the newsletter, knowledge sharing sessions and e-learning training, complementing them with additional initiatives.



### 3.6. Good Practices at EDP Group

Good Practices at EDP Group The sharing of good practices, experiences and successes allows us, as a Group, to challenge the Platforms, Regions and Focal Points to continue to evolve in these issues to, together, achieve the desired resilience.

#### E-REDES

##### Exercise Program

In accordance with the Business Continuity objectives established in E-REDES, the company has an area, and a team dedicated to the subject, having obtained the certification of its Business Continuity Management System, according to the ISO22301: Standard, since 2015.

Periodically subject to audits by external entities, the E-REDES Exercise Program has been highlighted in the evaluations carried out, due to its scope, level of involvement and reach, so we highlight this fundamental component of Business Continuity.

During 2024, a total of 153 exercises, drills or tests were carried out in this context, which mainly aimed to ensure the permanent training of the teams and the testing of the implemented capacities, to allow adequate training for the response to disruptive events.

Of the exercises carried out, a total of 20 were of high relevance to the objectives of E-REDES' Business Continuity, referring to the Contingency Plans and Operational Crisis Plans, established for the response to disruptive events, having involved more than 354 employees and representatives of business partners.

Among the company's most relevant plans, there is the POAC-RD (Operational Plan for Action in Crisis - Distribution Network), which establishes how the company reorganizes itself to respond to situations of serious interruption in the supply of electricity, in order to ensure a rapid normalization of the service, having been carried out a total of 6 exercises, in various locations in the country and involved different operational teams, responsible for coordinating the action in the field, and which also included the Service Providers of the Continuous Works Contract.





## EDP Spain

### Response to climatic events

#### Tempestade Karlotta

On February 8 and 9, 2024, the regions of Galicia, Asturias and Cantabria, were affected by winds of 180 km/h and gusts of up to 200 km/h, mainly affecting the HV/MV overhead network, a situation that worsened with the simultaneous occurrence of 5 fires that reached the power grid

Preventively and considering the forecasted weather conditions, the Operation and Maintenance, Dispatch, and Customer Support Center departments coordinated actions in a pre-alert phase.

When a worsening of the situation was expected and the number of customers without power exceeded 30,000, it was decided to activate, at 2:38 p.m. on the 8<sup>th</sup>, the Business Continuity Plan due to Unavailability of Network Elements of E-REDES Spain and deactivated on the 9<sup>th</sup> at 9:30 a.m.



There were 144 incidents of MV and 11 incidents of RTA, most of which were caused by trees falling on the lines, there were no casualties, about 284 internal employees and service providers, and the articulation and involvement of official entities and authorities was fundamental.

#### DANA

When a worsening of the situation was expected and the number of customers without power exceeded 30,000, it was decided to activate, at 2:38 p.m. on the 8<sup>th</sup>, the Business Continuity Plan due to Unavailability of Network Elements of E-REDES Spain and deactivated on the 9<sup>th</sup> at 9:30 a.m. Paterna, Manises, Ribaroja del Turia, Godella e Loriguilla, among others.

Considering the forecasted weather conditions, the Operation and Maintenance, Dispatch, and Customer Support Center departments coordinated actions. The most affected area was Valencia (Quart, Loriguilla, Manises, Aldaia, Bonaire, Benageber, Ribaroja), with the Business Continuity Plan due to Unavailability of Network Elements of E-REDES Spain being activated at 10:15 a.m. on the 30<sup>th</sup> and deactivated on November 8<sup>th</sup> at 4:00 p.m.

The restoration of one of the most sensitive customers, the Hospital of Manises, was carried out by 12:00 p.m. on October 31<sup>st</sup>, followed by the recovery of residential customers. Despite the deactivation of the plan, the restoration and recovery actions continued to be closely monitored by the Operation, Control Center, and Substations areas.

Regrettably, this catastrophe resulted in the loss of 227 human lives and several missing.





