



SUSTAINABLE DEVELOPMENT PRINCIPLES OF THE EDP GROUP

1. Economic and social value

- Constantly create value for our shareholders.
- Increase efficiency in resource use and reduce risk exposure.
- Contribute to improving competitiveness, by providing services of excellence and anticipating customers' needs and expectations.
- Include environmental and social aspects in the planning and decision-making processes.
- Contribute to improving the quality of life of people.

2. Eco-efficiency and environmental protection

- Encourage the use of renewable energy sources and cleaner and more efficient energy technology.
- Encourage the improvement of energy efficiency at the consumption end.
- Manage the impact of activities, seeking a positive environmental balance.
- Actively contribute to the protection of the environment and biodiversity.
- Encourage the improvement of environmental management practices in the value chain.

3. Innovation

- Encourage innovation and creativity, in the search for new market opportunities and the improvement of processes.
- Promote collaborative practices in all phases of design, production and delivery of services.
- Promote technological research and development and knowledge management in the energy field.

4. Integrity and good governance

- Comply with legislation and established ethical and moral standards.
- Respect and foster the respect for human rights, within our sphere of influence.
- Ensure the participatory, competent and honest governance of our business.

5. Transparency and dialogue

- Ensure an open and trusting relationship with all stakeholders.
- Promote consultation and communication channels with stakeholders and take their contributions and expectations into consideration.
- Report economic, environmental and social performance in a transparent and objective manner.

6. Human capital and diversity

- Encourage integrity, rigour, individual responsibility and teamwork, fostering diversity.
- Encourage the development of employees' capacities and reward excellence and merit.
- Improve health and safety conditions and the well-being of employees.
- Reject abusive and discriminatory practices, guaranteeing equal opportunities.
- Promote employee satisfaction and motivation.



7. Access to energy

- Promote access to energy, in a reliable and safe manner and with quality.
- Adapt commercial policies to the specific social nature of the market.
- Ensure equity in the access to energy and energy systems.

8. Social development and citizenship

- Promote social innovation, maximising the positive social impact of the business.
- Support social and cultural initiatives, based on transparent criteria for assessing the social return of the invested resources.
- Cooperate in the sustainable development of societies.

These **Sustainable Development Principles of the EDP Group** were approved by the Executive Board of Directors at its meeting of 31 May 2011 and they replace those that were in force since 1 March 2004.

They apply, in the precise terms in which they are formulated, in all EDP Group companies, including foundations, as well as in all companies controlled by EDP.

The Executive Board of Directors