



Healthy Workplace Report

2020

*For a renewed future,
a renewable present*

GRUPO RED
ELÉCTRICA

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Introduction

Red Eléctrica promotes occupational health and safety and well-being through the commitment and leadership of the management team. Its Healthy Workplace Management Model is aligned with the Company's Strategic Plan, with the Human Resources Master Plan and with Red Eléctrica Group's 2030 Sustainability Commitment. It aims to achieve healthy working environments from a single perspective of occupational and personal health. This goal is one of the core pillars of the value proposal for its employees and stakeholders.

The Healthy Workplace Management Model is deployed through a multi-year plan, whose goal is to continue the management model by constantly improving and consolidating Red Eléctrica Group as a leading company in good practices related to safety, health and well-being promotion.

The Healthy Workplace Management Model is aligned with the Company's **Strategic Plan**, with the **Human Resources Master Plan** and with the **2030 Sustainability Commitment** of the Red Eléctrica Group.

The main actions that will be taken to achieve this goal are:

1. To promote and establish in all stakeholders [internal and external] a preventive culture committed to becoming a 'zero accidents' Group.

To raise awareness and participation of all stakeholders regarding health and safety, developing conducts and attitudes to consolidate





Group Objective
**PROMOTE
A PREVENTIVE
CULTURE**
COMMITTED TO BECOMING
A 'ZERO' ACCIDENT GROUP

the commitment to the 'zero accidents' preventive culture, with specific actions for all groups. To redefine the training model for risk prevention, both for in-house and external employees of the companies who offer services to the different Group companies.

2. To promote and develop psychosocial risk management by integrating the emotional aspects in our preventive culture.

To define, integrate and promote actions that are focused on psychosocial risks, including emotional aspects in occupational safety activities. To standardise and incorporate the implementation in the action plans related to improving psychosocial risks management.

3. To position and develop the Healthy Workplace Model by consolidating the best practices of people's conciliation and well-being on all physical, mental and social levels.

To foster the Group's positioning as a benchmark of the Healthy Workplace Model by consolidating the best practices of people's conciliation and well-being on all physical, mental and social levels. To design and implement actions to encourage the sustainable contribution of all the professionals who belong to the Group throughout their whole working life.

This report aims to present the main actions taken in 2020 as an example of our solid efforts to promote a culture of excellence in the Health and Safety management systems.





1 — Planning of preventive actions —



Corporate modality of the prevention service

Red Eléctrica de España S.A.U.'s Prevention Services was created to ensure compliance with its workers' entitlement to occupational health and safety, as guaranteed under the Spanish Constitution, and promoted by the European Health and Safety Framework Directive 89/391/EEC, which was transposed by the Act 31/1995 on Occupational Risk Prevention.

In order to achieve better compliance with the Spanish legislation on occupational risks due to the expansion and consolidation of Red Eléctrica Group as a global operator of strategic electricity and telecommunications infrastructures, both in Spain and internationally, the Group decided to successfully create a Joint Prevention Service, formed by the following companies:

- RED ELÉCTRICA CORPORACIÓN
- RED ELÉCTRICA DE ESPAÑA S.A.U. (REE)
- RED ELÉCTRICA INFRAESTRUCTURAS CANARIAS (REINGAN)

- RED ELÉCTRICA INFRAESTRUCTURAS TELECOMUNICACIONES (REINTEL)
- RED ELÉCTRICA INTERNACIONAL
- ELEWIT (in the process of being integrated)

We take, as a reference, Section 21 of R.D. 39/1997, through which the Prevention Services Regulation is established whenever the following events occur:

“Belonging to the same business group, the Red Eléctrica Group, which develops the same business activities at the same facilities”.

Likewise, in compliance with Section 24 of Article 31/1995 on Occupational Risk Prevention, related to the coordination of business activities regarding risk prevention, preventive actions shall be coordinated among the abovementioned companies and other companies who carry out their activities at the Red Eléctrica Group facilities.

Red Eléctrica's Prevention Service was created to ensure compliance with the workers' entitlement to occupational health and safety.

The preventive activities shall be limited to the scope of the abovementioned companies, considering the Joint Prevention Service as an Internal Prevention Service according to Section 21 of R.D. 39/1997 through which the Prevention Services Regulation is established.



Participation bodies and consultation channels

Red Eléctrica de España S.A.U. has an **Occupational Health and Safety Committee**, as provided in Law 31/1995 on the Prevention of Occupational Risks. Its composition and functioning are established and developed in chapter VII of the X Collective Bargaining Agreement.

This Committee is a professional peer participation body aimed at regular and frequent consultation on the company's actions regarding the prevention of occupational risks. The Committee is made up of six company representatives and six prevention delegates chosen among workers' representatives representing 100% of the employees. In addition, the technicians of the own prevention service participate in the meetings of this committee.

The meetings are held quarterly [in accordance with Law 31/1995 on the Prevention of Occupational Risks], but may also take place



if any of the parties requests so. In 2019, the Committee held four meetings complying with the goals foreseen.

In these meetings, all preventive and health actions, resulting from the new applicable

regulations, are followed up. Internal processes and rules are reviewed, the occupational health and safety outcomes and programmes analysed, and safety equipment and materials are followed up.

Prevention delegates are asked their opinion on preventive policy, and planning and improvement proposals submitted by workers through the established communication channels are analysed. The committee is aware of the outcome of internal and external audits carried out and of the improvement measures implemented.

The committee held four meetings in 2020, achieving the intended targets, but they also held four informative meetings at the Company's representative request to provide information on all the preventive actions being taken against COVID-19.



Meeting minutes are available for all employees in a specific section of the corporate intranet miRED. This committee also receives the results of the internal and external audits that are carried out and any improvement actions that are implemented.

Additional consultation channels

To reinforce employee's participation, a consultation community [CIRI's, **Interactive Community for the Resolution of Occupational Health and Safety Concerns**] has been created on the corporate intranet to solve doubts regarding health and safety. The community also serves as a platform to disseminate and build knowledge within the process to continuously improve the Health and Safety management model, since it stresses content aspects related to operating processes.

For this reason, consultations on CIRI's require reflection and preparation, which is why they are analysed by the Consultations Resolution Group (GRC), cross-cutting to the Organisation, consisting of technicians from different organisational areas to standardise and homogenise answers, which are published on the internal website.

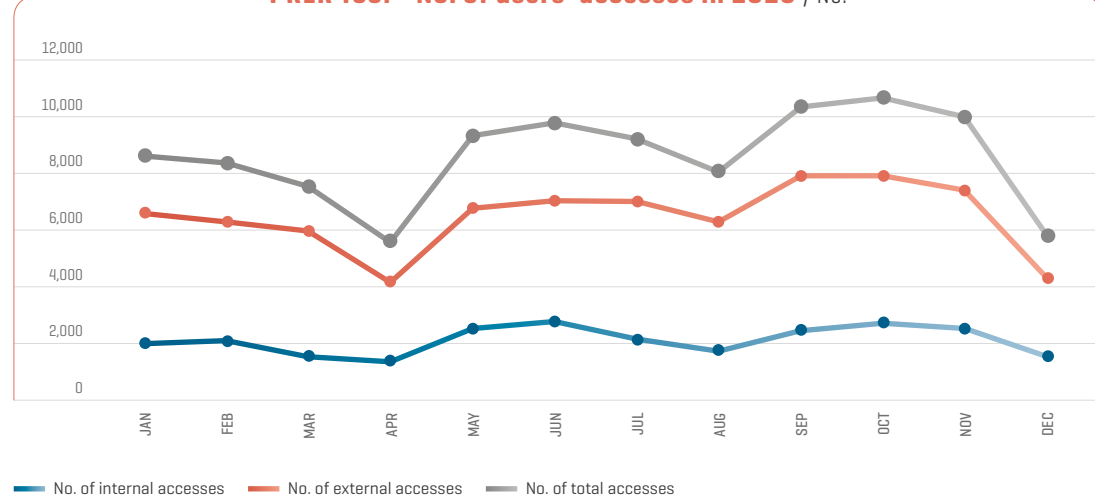
Enquiries and proposals are structured by areas (safety, healthy workplace, protection equipment, PRER [management tool], regulation and others) for subsequent analysis and decision-making in the planning of specific action programmes.

PRER is the prevention management tool used for traceability, it enables managing all safety model processes, in which participating agents, both internal and external, collaborate jointly in different activities.

PRER Procedures Managed in 2020

Safety studies carried out	86
Safety plans managed	429
Safety procedures managed	457
Accidents managed (workplace, en-route, with/without leave)	79
Incidents managed	86
Risk notifications issued	148
Work inspections carried out	10,285
Corrective actions	1,705

PRER Tool - No. of users' accesses in 2020 / No.





2

Healthy Workplace Management Model



The concept of Occupational Health and Safety

has broadened and changed as the result of a range of social changes and has now become an area of people management with its own features and with enough weight to require the development of several courses of action.

Identifying health as 'a state of complete physical, mental and social well-being, in harmony with the environment, and not just the absence of illnesses or disorders', has meant been a move away from an exclusive focus on analysing physical, chemical and biological risk factors towards a broader approach that combines these with other people management variables, given that people are a company's most important asset.

Among the basic principles and guidelines of Red Eléctrica Group are the following:

- Ensuring people's safety while they perform the duties associated with their jobs through training in the correct use of working equipment, the application of individual and group safety measures, and by promoting and safeguarding the protection of the employees, facilities and assets of the Red Eléctrica Group, in accordance with the risks identified and their proper comprehensive management in terms of both efficiency and quality.
- Designing, implementing and promoting a healthy workplace management model and



system by taking into account occupational health and safety, the promotion of health outside work considering the epidemiological features of each community group, as well as physical and psychological well-being with the involvement and participation of all stakeholders and the integration of people with disabilities, as well as the development and fostering of the work-life balance, as essential factors of social well-being.

These two basic guidelines in the Human Resources Policy of the Red Eléctrica Group

The model of a
HEALTHY COMPANY
pursues the full
safety and well-being of the

PEOPLE

TO ATTAIN HEALTHY
WORKPLACES FROM THE SOLE
PERSPECTIVE OF OCCUPATIONAL
AND PERSONAL HEALTH



Health and Safety guidelines are informed to the personnel working at the company and suppliers to promote a culture focused on the safety, health, and well-being of both their professionals and the environment.

establish the following commitments: the development of a management model for the promotion and protection of the health, safety and well-being of the Group's employees, and the sustainability of the working environment.

- Integrate health, safety and well-being at all hierarchical levels and in all activities, following business commitments and the regulation in force.
- Focus management on the involvement and participation of all stakeholders connected to the fulfilment of these guidelines.
- Ensure the highest levels of health and well-being for all its professionals through

the prevention of the risks associated with their professional duties, with the injuries or illnesses caused by both the physical and the psychosocial environment, and to provide health resources within the working environment, bearing in mind the legal, occupational and technological framework.

- Inform all personnel working for the Company and its suppliers/ contractors of these guidelines, to promote a culture focused on the safety, health and well-being of all their professionals and of the environment in which they operate.
- Ensure compliance with all the legal requirements applicable to occupational health

and safety, along with all the requirements set out in the Healthy Workplace Model.

- Provide all personnel with the professional tools and individual and general protection equipment required to perform their duties under safe and healthy conditions.
- Ensure that people have adequate training, so that they may complete the tasks associated with their job position in a safe and healthy environment, from both a physical and a psychosocial perspective.
- Foster employee participation and consultation in all aspects of the occupational health, safety and well-being management system.



- Promote the ongoing improvement of the occupational health and safety performance and management system and include this system among the general requirements for a healthy workplace.
- Maintain the certification of the management system through continually improved performance.

While health and safety management must begin with risk prevention in the workplace, the current focus is on all aspects of health, with the aim of creating, developing and generating healthy working environments in which attention is paid to the health and well-being of employees to improve their quality of life.

The Healthy Workplace management model enables organising all these actions in the most coherent and structured manner, in order to plan, follow up and assess all initiatives proving greater well-being to our employees and their closest environment, their family and the community.

Under this framework, the Healthy Workplace Model is established on four main courses of action:

The Healthy Workplace Management Model is deployed through **annual plans**, whose goal is to continue the management model by constantly improving and consolidating Red Eléctrica Group as a leading company in good practices related to safety, health and well-being.

Healthy Workplace Model Principles

PHYSICAL
WORK
ENVIRONMENT



HEALTH
RESOURCES



COMMUNITY
INVOLVEMENTS



PSYCHOSOCIAL
WORKING
ENVIRONMENT





Physical working environment

Physical working environment refers to, among other things, the structural design, air quality, machinery, chemical products and materials. The working environment also considers production processes during the working day; any factors that could affect the physical health and safety of the workers, as well as their mental health and well-being. It also includes issues that have traditionally been addressed by the technical areas of occupational risk prevention services.

For Red Eléctrica Group, **the prevention of occupational risks** is a differentiating element and an essential requirement to ensure the health and safety of its employees and partners.

Red Eléctrica has **a strategy and a specific action plan**, promoting best practices in health and safety during the execution of activities and works in the facilities. The goal is to go beyond legal compliance: training, informing

and raising awareness on obligations and responsibilities, and committing the whole Group to this goal.

During 2020, we have worked in updating the Action Plan for the health and safety improvement, setting a new horizon 2020-2023, to answer the strategic target of being a “Zero accidents” group, in which two main lines of action have been established: **Prevention and innovation culture.**

- **Prevention culture:** To consolidate a preventive culture focused on the well-being of the people who work at Red Eléctrica’s facilities, promoting a safe work environment, reinforcing the communication of all aspects that contribute to a greater safety while carrying out activities.
- **Innovation:** Red Eléctrica Group is now focused on innovation as a digital transformation tool regarding occupational





safety. Health and safety innovation is managed by making technology available to people.

Innovation management is carried out by seeking an impact on the health and safety procedures, promoting the use of technology with the support of Elewit, RE Group's IT company. Under this innovation and opportunity environment, two pilot projects were developed with Start-ups from the first edition of the Elewit's Advanced Venture-Client Programme. ONIRIX, with whom the use of its augmented reality technology on environments with electrical risks was explored, and NEURODIGITAL, with whom a training ecosystem with augmented reality was created.

We also develop proof of concept [PoC] with Big Data and Artificial Intelligence to take advantage of the digital footprint of the data in our management tools. The pREEvent project is intended to analyse the variables that affect the rate of accidents, giving us a risk level for each activity, which we can use when taking decisions. We have also collaborated with other units in similar projects with the 'connected worker' paradigm and in a multi-platform tool to eliminate risks associated with the creation of protected areas, through the certification and traceability of digital transactions using blockchain.

In the innovation and opportunities area provided by digital transformation, we are exploring the possibilities of applying technology to improve health and safety conditions through pilot projects and proof of concepts.

In order to progressively reduce accident rates and improving health and safety conditions, besides minimising the risks resulting from construction works and maintenance of facilities of the Group and in their areas of influence, Red Eléctrica particularly underlines:

- The training, awareness, consultation and participation (Health and Safety Committee, internal audits and workgroups, Safety Bulletins, CIRI's Community,...) improving behaviours and safety measures during the works carried out both by own personnel and external personnel [suppliers and contractors].

The continuous monitoring of the works and activities of a higher risk through safety inspection programmes, which is key to obtaining the required safety levels. To this respect, 10,285 safety

inspections were carried out on works and facilities in 2020, and issues were detected in 11.26% of them. As a result of all the activities performed to control and monitor works, over 1,700 corrective actions were required, of which over 85.34% have been resolved, and the rest are pending resolution.

Red Eléctrica considers that the knowledge obtained through the resolution of these corrective actions, and through cooperation, will enable all members of the value chain to improve their health and safety procedures and to strengthen their preventive culture with new shared knowledge. The continuous and proactive identification of the risks related to processes is an added value information source to determine risks and opportunities to improve the system.



Safety in the supply chain

Red Eléctrica Group promotes the development and excellence in the performance of safety of its suppliers, implementing measures aimed at **fostering prevention culture in the supply chain**.

All suppliers working at Red Eléctrica de España's facilities and work centres are qualified on occupational safety and, in case they carry out hazardous activities, those activities will be directed by the suppliers' officials who have been previously authorised by Red Eléctrica de España's Prevention Service. At the end of 2020, there were more than 2,544 forepersons and 487 contractor supervisors that provided their services.

In addition, Red Eléctrica randomly requests from its suppliers evidence of their employee's health and safety performance, as well as the inclusion of their employees on the supplier's database on the corporate occupation safety app (PRER), which allows automating the process to control access to works and facilities.

In order to foster the prevention culture and excellence of our suppliers, we have implemented a **new suppliers' prevention assessment**, to improve the safety outcome in the execution of works and help suppliers to apply the best prevention practices,



focusing on those activities of higher risks. They are included in KPI agreements that enable following up and controlling suppliers' activities and setting up improvement actions, if applicable. Additionally, we will have information on the global performance of suppliers for each activity carried out and obtain activity rates that allow us to face detected

situations and do awareness campaigns with all suppliers from the same activity, to continuously improve outcomes and develop and share the prevention best practices that each of them applies.

As a result of this model, aligned with the company's Sustainability commitment and complying with the priority of extending it to all the links in the supply chain (people, suppliers and customers), an awareness day on health and safety in forestry works was held. The focus was on preventing accidents in cutting-down works, disseminating main incidents occurred in the last years and sharing lessons learnt.

The challenge: To raise awareness and convey the "zero accidents" goal, as well as to improve health and safety levels of everyone working in our facilities.



Health resources

Health resources at work centres refer to processes, measures and tools aimed at preventing and driving improvements in the physical and mental health of Red Eléctrica Group's professionals contributing to their well-being. This includes direct interventions that affect the health of workers and that may or may not be related to their actual employment duties, addressing all aspects of prevention: primary, through the promotion of good health, providing information and incentivising healthy habits; secondary, through the early diagnosis of illnesses and the detection of risk factors, providing support for their monitoring and control; and tertiary, through the assistance, treatment and rehabilitation of employees while at work, using workplace medical services and providing health insurance for employees.



Red Eléctrica Group carries out a preventive monitoring of the health of its employees through different strategies on a permanent basis. The Group's companies in Spain have an **internal medical service**, which is responsible for monitoring their health through medical

check-ups and consultations. No incidents or risks of specific illnesses associated with the professional activities carried out or related to the workplace were identified thanks to the preventive measures applied.

The COVID-19 pandemic marked 2020. From the outset of the crisis, the medical service has evaluated and monitored all suspected, possible, probable or confirmed COVID-19 cases, as well as close contacts. The management of employees' health and cases and contacts has been performed taking into account all changes that have occurred thanks to a greater knowledge of the virus and its epidemiological behaviour, applying the "Red Eléctrica Group cases and contacts management", aligned with the "Strategy for the early detection, surveillance and control of COVID-19" and the "Action Procedure for Risk Prevention Services against the exposure to SARS-CoV-2".



This monitoring of cases and contacts for COVID-19 has enabled us to know about our employees' situation regarding the pandemic at all times, and to transfer the collected data to the Company's Management team.

According to the return plan, serological tests were first performed to critical employees of essential services and later to all the staff.

Promotion of health at work

Under this definition, we propose the integration of the promotion of health in all risk prevention actions, and we set a conceptual framework that allows us to organise and initiate health programmes within the company on all levels (individual, environment and company). As a member of the Healthy Workplace Networks, and in line with the European Agency for Safety and Health at Work [EASHW], after the recognition of good practices by this organisation, Red Eléctrica is committed to a concept of health promotion at work, to its full extent, through:

- A systematic design of programmes that improve the health of the worker and that of the company.

- The creation of a health culture that meets the needs of both the company and the worker.
- Health management that is integrated into the strategic plan of the company because it is good for the worker's health and for the productivity, efficiency and competitiveness of the company.



- A methodology that helps people achieve optimal health (emotional, physical, social, spiritual and intellectual).
- A methodology that uses diverse strategies to improve the knowledge that workers and other relevant stakeholders have regarding health and to make a working environment available that protects the health of people and supports and reinforces healthy choices.
- Improved working conditions, seeking sustainability and quality of work, where the health and safety of workers is ensured and in which the legal requirements of current regulations are met and exceeded.
- Healthy lifestyle habit initiatives that take into consideration how the working environment can facilitate and support habits, behaviours and abilities to live a healthy life.

Aware of the need to ensure health from a global perspective, and giving an important role to the impact that the pandemic could have on people's well-being, we designed a post-COVID-19 wellness plan that includes initiatives focused on physical, emotional and social well-being.



The company sets into motion different initiatives with the main goal to raise awareness on employees regarding the importance of doing exercise to improve well-being.

The most relevant aspects of 2020 have been, as in other scheduled activities, the programme's adaptive capacity to manage to keep the identified health and safety strategies, in spite of the circumstances. Therefore, sport activities, that were carried out remotely, either live or recorded were maintained, as well as the nutrition and physical condition consultations.

Main action lines for 2020

Cardiovascular risk prevention plan

Based on the general health data analysed, health campaigns are carried out annually aimed at increasing physical activity, reducing sedentary lifestyles and improving eating habits, among other things. It is important to note that these actions are not only intended to reduce the incidence of potential cardiovascular illnesses and their risk factors, but additionally, they have a significant impact on the prevention of other chronic pathologies, including cancer or certain psychological processes. Such actions help to ensure a better quality of life.

Moreover, in a year that was blighted by the pandemic and its consequences, the need to continue with the promotion of healthy habits was apparent, both for preventing the disease caused by COVID-19 and avoiding complications of the same.

Promotion of sports and physical activity

Integrating the practice of physical exercise as a healthy lifestyle habit is a clear necessity in view of the research that has been carried out into the reasons for the main chronic illnesses affecting developed societies, among which noteworthy are: cardiovascular disorders, cancer and problems arising from conditions of an orthopaedic nature. Under this perspective, in recent years, a special effort has been made to roll out a number of initiatives mainly aimed at raising awareness among employees of the importance of regular physical exercise in order to achieve improvements in their well-being and quality of life and therefore supplying the tools to start or maintain these habit.

Within this framework are included financial aids granted by Red Eléctrica to people who decide to take part in any of the sports group [basketball, cycling, yoga, indoor football, athletics...] that we have under the so-called "Sport season". In 2020, these subsidies were maintained until the month of March, when the state of emergency was declared, and due to further restrictions imposed as security measures, these subsidies have only been reactivated for those activities that can be performed virtually.



As relevant activities, we highlight:

- Communications with recommendations for virtual lessons, games and exercise plans during the lockdown period.
- Creation of an online ranking of people who enjoy running or riding a bike.
- Online yoga classes.
- Online races and challenges: taking part in the Carrera Popular del Corazón, Carrera de Aldeas Infantiles, Violencia de género.

Physical condition consultation

This initiative is especially aimed at people who do not do physical exercise regularly and/or with certain health issues on which physical exercise could have a positive impact [hypertension, hypercholesterolemia, excess weight and obesity, etc.]. A professional expert on physical activity and health will conduct an assessment of certain health parameters [flexibility, strength, cardio-respiratory fitness and balance] in order to determine their general physical condition.

Based on the results obtained, the expert will set a scale, issue a final report and suggest an action plan with recommendations of physical exercise, both individual and personalised.



Further monitoring is made after a couple of months in order to assess the results obtained. During 2020, 21 physical condition consultations were conducted, many of them in an online format to ensure the continuity of the activity.

Prevention regarding a healthy diet

Together with the actions for promoting physical exercise, and based on health surveillance studies, where an important incidence of cardiovascular risk factors among the Red Eléctrica staff has been found, since 2016 we have gone a step further with the implementation of a Healthy Diet Campaign that includes different group-oriented actions

[workshops and group sessions] and individual actions [individual nutritional assessment], in cooperation with the SEDCA [Spanish Dietary and Food Science Association]. Individual consultations can be carried out on-site or online to be able to assist anyone regardless of their workplace. In 2020, 66 individual consultations have been carried out, many of them online, with their corresponding action plans for improving health.

As a complement to individual consultations, we have boosted the platform "REactiva", through which we manage all the initiatives for health and well-being promotion, with videos and recommendations.



Every year, the company offers the whole workforce the option to be protected from the flu through a vaccination campaign.

Prevention of cerebrovascular diseases

The campaign for the prevention of cerebrovascular diseases is carried out together with the Stop Ictus Association [Asociación Freno al Ictus]. In 2020 we issued a statement to raise awareness on the importance and the relationship between cerebrovascular diseases and COVID-19 infection.

Cancer Prevention Plan

The prevention of cancer and the promotion of a healthy lifestyle to reduce the risk factors that lead

to cancer was included, several years ago, as part of the annual planning of health monitoring activities.

Highlighted are:

The **Prostate cancer** prevention programme: for men over 49, to which a PSA in blood measurement is applied. This programme has been especially important due to the rise in the average age of the staff.

Colon Cancer Prevention Campaign: Aimed at the working population over 49, it could not be carried out due to the pandemic.

Prevention of musculoskeletal injuries

Musculoskeletal injuries are one of the main factors impacting the health of Red Eléctrica staff, and is one of the work-based risks present in all workplaces and the main reason for absence due to common illness.

In order to start preventing this kind of injuries directly, but also to reduce the limitations caused by them, in April 2018, we implemented a physiotherapy consultation service, with a high degree of use and satisfaction. Given the pandemic, this consultation was active only until March 2020, with a total of 406 consultations until that point.

Campaign against seasonal flu

As usual, Red Eléctrica offers its entire workforce the chance to protect themselves against seasonal flu. Employees in the Community of Madrid can arrange to be vaccinated at La Moraleja work centre, while staff outside Madrid can arrange vaccinations through the Company's preventive healthcare society.



Psychosocial working environment

The psychosocial environment, which includes the organisation of work, the institutional culture and attitudes, values, beliefs and practices that are exhibited daily in the organisation and that affect employees' psychological and physical well-being. The improvement of people's psychosocial environment is crucial to achieving well-being.

Management of psychosocial risks

The management of psychosocial risks, the improvements in work conditions and its organisation, in order to attain an optimal working environment and control workers' levels of stress, are a priority for Red Eléctrica Group. To reach higher well-being rates, it is essential to work towards the promotion of emotional health, through the internalisation and learning of resources that help to manage daily tensions, as a pillar of individual well-being and efficient collective performance.

This is the main reason why we are considering the need to find the tools to allow us to detect situations of emotional risk to act in a preventive manner, through the control of emotions, since we are aware of the problems arising from unfavourable emotional conditions that may put people at risk. This may result in occupational

accidents or cause problems to third parties and the company's infrastructure and services.

In order to improve psychosocial well-being and avoid as much as possible occupational accidents due to emotional problems, as well as attaining the comprehensive well-being of our people,

The management of psychosocial risks, improvements in work conditions and its organisation, in order to attain an optimal working environment and control workers' levels of stress, are a priority for Red Eléctrica Group.



several emotional management methodologies have been assessed focused on the prevention of occupational accidents, both of own personnel or that of contractors, as well as observing fundamental aspects of the management of our activity, in order to avoid risk situations to people or to third parties. The implementation of a methodology that allows early detection and prevention of risk situations will contribute to improving safety and well-being in Red Eléctrica.

Being aware of the impact on the psychosocial health that the crisis could have, in the first months of the pandemic, we started the “EMPLOYEE SUPPORT PROGRAMME” (PAE), a programme that guaranteed online psychological assistance at any time through a consultation phone call, email or an App. This service was offered 24/7 and enabled us to reach everyone at Red Eléctrica Group, including LATAM companies, from that March.

Other initiatives related to emotional well-being that we have carried out are:

- A **mindfulness workshop**, comprising three two-hour sessions, involving people from different work centres who showed a high degree of satisfaction. During these workshops we worked towards the following goals:

- To focus and keep our attention on what we decide willingly and freely at the present time.



**EMPLOYEE
SUPPORT
PROGRAMME**
Implemented in 2020
GUARANTEES ONLINE
PSYCHOLOGICAL SUPPORT
BY TELEPHONE, EMAIL
OR USING AN APP

- To minimise the effect of distractions and interruptions.
- To face the excess of stress without losing energy and keeping our focus.
- To have a greater discernment capacity, improving the decision-making process.



- Good practices regarding **digital disconnection**, which were explained through a corporate communication and which include a set of recommendations to minimise the impact on health as a consequence of working with IT equipment and new technologies.
- Work-life **balance measures**.
- **Subsidy** called “help at home”. Addressed to all employees to help buying IT and office equipment, both from an ergonomic and a technological perspective.
- **Urban summer camps** for our employee’s children. Several schools and sports centres organised activities both on-site and online.

Management of the work-life Balance

Work-life balance is a strategy aimed at achieving the balance between work-life, family life [family and home] and personal life [health, leisure, social relationships, personal development, etc.]. Legislative measures and existing policies aimed at facilitating and ensuring the work-life balance are among the objectives that seek to promote and foster equal opportunities and treatment between women and men. But Red Eléctrica wants to go even further. The Work-life Balance Management Model of the Group has evolved and matured over a period of almost ten years since it was first implemented and represents one of



RECONCILIATION OF WORK AND PERSONAL LIFE

**INCLUDES WORK ORGANIZATION,
CORPORATE CULTURE AND
ATTITUDES, VALUES,
BELIEFS AND PRACTICES
THAT WE SEE EVERY DAY
IN THE ORGANIZATION**

**They affect the psychological
and physical health of people**

the main areas of action of the Group’s Diversity Plan and the Healthy Workplace Model, within its psychosocial environment, which includes the organisation of work, the institutional culture and attitudes, values, beliefs and practices that are exhibited daily in the organisation and have an impact on the psychological and physical well-being of people. It is, therefore, a key element of the management style, in order to attract and retain the best professionals and to create a framework that motivates them that, consequently, has a greater impact on the overall objectives of the Company.

Since 2009, the drafting of the associated internal regulations, Action Guide and Procedure, aims to guide the performance and management of the Human Resources Area in order to respond, in an integrated manner, to the work-life balance needs of our professionals through dynamic management and continuous improvement process, thus contributing to increase the level of commitment, efficiency and satisfaction of the people.

Within this framework, and after the approval in 2018 of the III Integral Work-life Balance Plan, 2020 has been marked by the deployment of the targets set for the year, with an 89.5% achievement level, where we could highlight a positive report to obtain the Excellence level ‘A’ of the EFR Certificate.



The set of measures, actions and initiatives that have been implemented ensure continuous improvement in management along with the strategic lines and defined objectives. According to the periodical assessment of the model, based on the certified EFR^[1] (Company responsible with family) process and its related standards, Red Eléctrica de España continues to be a Proactive (B+) company.

This management model is one of the fundamental pillars of the Healthy Company model and the Diversity model and includes over 70 work-life balance measures, structured into different blocks:

- Leadership and management styles.
- Quality employment.
- Time and location flexibility.
- Support to families.
- Personal and professional development.
- Equal opportunities.

The work-life balance management model is one of the fundamental pillars of the Healthy Workplace and the Diversity model and includes more than 70 work-life balance measures.



Many of the measures included in Red Eléctrica's Integral Work-life Balance Plan apply to the rest of the Group's companies.

It should be highlighted that Red Eléctrica de España shares its experience as an expert at the Observatorio para el Desarrollo de la Conciliación y la Corresponsabilidad, led by the Universidad Pontificia de Comillas (ICADE-ICAI). The goal is to work through the applied, interdisciplinary and high-quality research, to offer companies and institutions relevant information, data collated with international standards that help other organisations to guide their active work-life balance policies, based on proven specific sectorial studies.

[1] Made by MasFamilia Foundation, certificate to be renewed every 3 years.



Community involvement of the company

Companies are part of a community context

that have a direct influence on the health of people. Involvement in the community includes the activities that a company carries out for the employees' families and for the community in which it operates, taking into account the physical, social and environmental aspects that will improve the physical and mental health, safety and well-being of the company's professionals, their families and the community they belong to.

In this Healthy Workplace management model, this fourth dimension should be taken into consideration. We cannot be solely satisfied with improving health just within our organisation. We need to reach out further, exerting a positive influence on the different aspects that promote the well-being of our social environment, understanding this as the 'family unit', stakeholders, the local communities where the Company's activities have an impact and, ultimately, on society as a whole.

The Healthy Workplace Model goes beyond internal management, exerting a positive influence on the different aspects that promotes the well-being of our social environment, understanding this as the 'family unit', stakeholders and the local communities where the Company's activities have an impact.





Participation in
the community includes

PHYSICAL SOCIAL, AND ENVIRONMENTAL ASPECTS

In 2020 we took part in the following actions focused on the community's well-being:

- Accessibility to health services, health policies for the families of REE's employees. Apart from the National Health Service, Red Eléctrica has agreements with health insurance policies that are available for employees and their families.
- Management of disability: With the launch of the Disability Management Model, Red Eléctrica is contributing to the inclusion of

people with disabilities through awareness activities directed at raising consciousness among the company staff. As a result of the communication actions carried out in 2018, the Family Plan, a project for improving the integration of our employee's family members with a disability, has increased the number of beneficiaries from 17 to 22. We have initiated several corporate volunteering and disability actions, especially related to the vocational school [see section Corporate volunteering].

- Blood Donation Campaigns: At Red Eléctrica, we are aware of the need to foster blood donations, and this is the reason why we

organise blood donation campaigns at the head office twice a year.

Red Eléctrica is committed to the local communities where it develops its activity, taking part in actions that contribute to improve the well-being of people and their municipalities, by supporting the protection of basic needs, fostering sport and healthy lifestyle habits, and the conservation of their culture.

Red Eléctrica commits to the local communities in which it carries out activities, collaborating in actions that contribute to improving the well-being of people, fostering sport and healthy lifestyle habits, and the conservation of their culture.



Corporate volunteering

The Healthy Workplace Model of the Red Eléctrica Group includes the promotion of the well-being of people through actions that, in turn, represent the well-being of the closest areas, seeking to extend its commitment not only to its working environment, but also to the community.

In this regard, the Corporate Volunteering Model of the Red Eléctrica Group, approved in 2017, extends the Company's social action, promoting and enhancing the collaboration of as many people as possible in solidarity activities that respond to needs, problems and social interests that are defined in its primary courses of action.

The Corporate Volunteering Model has a strategic and transformational focus, so the actions rolled-out seek, on the one hand, channelling internal talent at the service of the corporate volunteering service, and, on the other hand, providing innovating solutions to social and environmental problems. In this regard, the actions carried out in 2019 have responded to the volunteers' interest and have contributed primarily to improving the quality of life of groups at risk of social exclusion, promoting employability and meeting the specific and real demands of society.

This model has a network of 24 volunteering ambassadors throughout Spain that manage, lead and disseminate initiatives among people in their geographical area.



The Corporate Volunteering Model extends the Company's social action, promoting and enhancing the collaboration in solidarity activities that respond to needs, problems and social interests.

As has happened in other areas of the company, the COVID-19 pandemic has had an important impact on the development of actions, since most of the actions that were initially envisaged in the annual plan required physical attendance and had to be replaced by other actions that were carried out remotely. The new measures that were designed also looked to mitigate the effects of the pandemic both in different social groups and on an environmental level.

This change has not stopped the volunteering actions carried out in 2020 reaching a participation of individual volunteers of 26.48%, which is far higher than the target set at the beginning of the year [20%].



Main corporate volunteering actions in 2020

Social volunteering

Donation campaign with Banco de Alimentos food bank

Virtual food collection campaign to mitigate the effects of the pandemic.

- 59 volunteers.
- €2,670 raised by volunteers, corresponding to 2,518.87 kg of food.

Day with CREATICA during the II Women's Week in Red

Promoting higher education among women teenagers belonging to vulnerable groups, with a special focus on STEM studies.

- Practical workshop on programming in which six volunteers took part.

"Letters against loneliness" in cooperation with HandOn Spain

Writing letters and doing drawings for older adults living in nursing homes.

- 25 volunteers.
- 25 letters written.

Donation campaign with Red Cross

Campaign for the virtual collection of essential products [food, hygiene and school material] to mitigate the effects of the pandemic.

- 106 volunteers.
- €5,000 raised.

Christmas activity with the Red Cross

Collection of 175 new books for children between 0 and 9 years of age in all territories.

- 175 volunteers.

Christmas activity with FDI [Development and Integration Foundation] and nursery homes.

Making Christmas cards for older adults living in nursing homes.

- 9 volunteers.
- 13 Christmas cards made.

Environmental volunteering

#Letsplant a new world with the Juan XXIII Foundation

Environmental and social project consisting of receiving a sustainable and compostable kit with seeds and materials, [prepared by people with disabilities], to plant at home.

- 368 volunteers.

STAY AT THE NEST with SEO/Birdlife

Getting to know the birds of the city, to highlight their importance for biodiversity. Virtual training workshop and use of the e-bird app.

- 6 volunteers

Nest boxes with SEO/Birdlife

Raising awareness among society about how important it is to look after urban biodiversity and make the different players [citizens, administrations, companies and associations] take part in its conservation.

- 8 volunteers.



3

Training, campaigns, events and conventions in 2020



Training in health and safety

Red Eléctrica considers training land awareness-raising in the field of occupational risk prevention essential to reduce accidents and guarantee occupational health and safety throughout its workforce.

The implementation of a **new training model on occupational health and safety** should also be highlighted focusing on empowerment by competencies depending on the activity carried

out by each person, implying an important improvement compared to the previous model, which was generally oriented to the position held by each person.

Occupational risk prevention training

In 2020, 9,600 training hours were taken up with Health and Safety, with a total of 1,219 participants and 39 courses out of those stated on the training on health and safety model [AM012], both on-site and online.

Nutrition campaign

- Recorded online workshops:
 1. Healthy diet in times of coronavirus.
 2. Guidelines for not putting on weight during the lockdown.
 3. Menu planning for all the family in quarantine.
 4. Antioxidants and healthy snacks during the lockdown.

Awareness campaign on health and safety at forestry worksites

- As part of the 2030 Commitment to Sustainability acquired by the company, and complying with the priority of extending this to all segments of the value chain (people, suppliers and customers), we held an awareness campaign on health and safety on logging works, focused on preventing accidents in that activity, disseminating the main issues that have taken place over the last few years and sharing the knowledge we gained from them.
- To raise awareness and convey the "zero accidents" goal, as well as to improve health and safety levels of everyone working at our facilities.

Health Campaigns in Chile and Peru

- We developed immunisation and quality of life campaigns with the support of a nutritionist.
- REactiva programme: for our collaborators to promote healthy lifestyle habits through games and sports activities. For this purpose, we created four teams: football [2], dance [1] and marathon [1].
- Institutional agreements: We entered into agreements with gyms and human training institutions for our collaborators and their families.



Campaigns, events and conventions

5th Conference on
Prevention, Health and
Safety at the Workplace

· Organised at the CEOE head office under the motto: "Health and safety: technology challenges on strategic areas".

AELEC

· Participation in the Working Group for the development of R&D in Electromagnetic Fields.

Occupational Health
Service in Castilla La
Mancha

· Meeting of the Occupational Health Working Group for drafting a Harassment Guideline.



Training in health and safety is essential to reduce accident risk.



4

Audit of the Management Systems



Red Eléctrica Group has set up a comprehensive risk management system with the aim of facilitating compliance with the company's strategies and goals governing the planning, implementation, follow-up and reporting process applicable to regulatory and internal audits carried out in the company to determine:

- compliance of the organisation's management system with auditing criteria;
- ability to ensure the organisation complies with applicable legal, regulatory and contractual requirements;
- the efficiency of management systems, under an on-going improvement methodology.

Audit of the ISO 45001:2018 certificate system

The Spanish Compliance Association [AENOR] carried out the Renovation Audit to the Health and Safety at the Workplace Management System of RED ELÉCTRICA DE ESPAÑA, S.A.U., where they certified the system's implementation according to the requirements set in the reference standard **ISO 45001:2018**.

The Red Eléctrica Group
has a
**COMPREHENSIVE
RISK
SYSTEM**
TO ENSURE COMPLIANCE
WITH THE COMPANY'S STRATEGY
AND OBJECTIVES



Healthy Workplace Management System

The Healthy Workplace Management System was audited. On the audit report, issued by AENOR, it is stated that the Healthy Workplace Management System is duly implemented, it complies with the requirements specified in the reference model, and it is effective in achieving the company's goals.

Audit of the EFR certificate system

The Maintenance Audit of the Work-life Balance Management System [EFR] of RED ELÉCTRICA DE ESPAÑA, S.A.U. was carried out to check the system's implementation regarding the requirements specified in the reference standard EFR 1000-1 ed.4.

Internal audits Health And Safety at the Workplace Management System

Internal audits have been carried out to verify the compliance with the requirements of the ISO Standard 45001:2018 and the implementation of Red Eléctrica's Health and Safety at the Workplace Management System at the following centres and facilities:

• Corporate procedures at central services.

We visited the buildings and facilities of the Head Office located in La Moraleja.



Red Eléctrica successfully completed the migration to the Health and Safety at the Workplace Management System, in compliance with ISO Standard 45001:2018.



• Balearic electric system

We visited the following facilities as a representative sample:

- Visit to the building and facilities where activities belonging to the Balearic Electric System are carried out, located at Edificio Mirall [Camino Son Fangos 100, 2ª planta], including the technical rooms [wastes room, UPS 1 and UPS 2 and generator set], located on the building's car park floor.

• Centre transport demarcation:

We visited the following works and facilities as a representative sample:

- Optical fibre deployment tasks at MUD-SSR and ARV-SSR [Mudarra-San Sebastián de los Reyes and Arroyo de la Vega-San Sebastián de los Reyes].

- Maintenance of the position GIS Fuencarral 220-CDA.

• Balearic transport demarcation:

We visited the following works and facilities as a representative sample:

- Oil pit emptying works at San Martín.
- Massive and isolated logging in different points of the lines.



5 Indicators





Indicators

Occupational health and safety indicators. Red Eléctrica Group

	2018 ^[1]	2019 ^[2]	2020 ^[2]
Hours worked (thousands)	2,919	3,146	3,480
Accidents with sick leave	9	13	10
Fatalities	0	0	0
Lost days due to hazard ^[3]	352	433	343
Accident frequency rate	3.08	4.13	2.87
Accident severity rate	0.12	0.14	0.10
Absenteeism rate due to common illness ^[4]	2.38	2.80	2.26
Absenteeism rate related to health and safety ^[5]	2.48	2.89	2.31

[1] Data for REE+REC+REI+REINTEL+REINCAN.

[2] Red Eléctrica Group.

[3] The calculation is based on 6,000 working days per fatal accident and 4,500 for total permanent incapacity, in accordance with National Institute for Health and Safety in the Workplace guidelines.

Serious accident: classified as serious by each doctor to issue a sick leave certificate.

Frequency rate: the number of work-related accidents resulting in sick leave per million hours worked.

Severity index: number of working days lost for work-related accidents + incapacity scale, per 1,000 hours worked.

Absenteeism rate:

[4] Days absent due to common TI (temporary incapacity) > 3 days + days absent TI < 3 days / average headcount x 365 x 100.

[5] Days absent due to common TI (temporary incapacity) TI < 3 days + days absent due to Work-related Accidents + Work-related Illness / average headcount x 365 x 100.

Note. The registering and reporting of accidents is carried out in accordance with Spanish law and as set out in the Red Eléctrica management system, certified according to OHSAS 18001.

Occupational health and safety indicators. Red Eléctrica Group Contractors

	2018	2019	2020
Average staff ^[1]	3,093	3,055	2,874
5,349	5,282	4,942	
35	35	26	
1	0	1	
Lost days due to hazard ^[2]	7,421	1,903	7,781
6.54	6.63	5.46	
1.39	0.36	1.57	

[1] Based on hours worked, considering 1,690 hours per worker.

[2] The calculation is based on 6,000 working days per fatal accident and 4,500 for total permanent incapacity, according to National Institute for Health and Safety in the Workplace guidelines.

Note. Companies index. RE Group (Red Eléctrica Group); REE (Red Eléctrica de España S.A.U.); REC (Red Eléctrica Corporación S.A.); REINCAN (Red Eléctrica Infraestructuras Canarias); REINTEL (Red Eléctrica Telecomunicaciones).

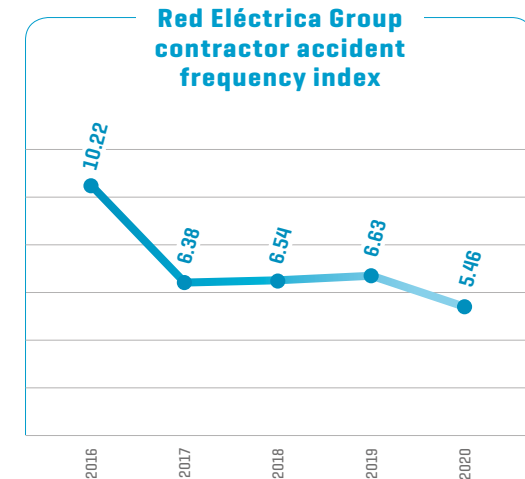
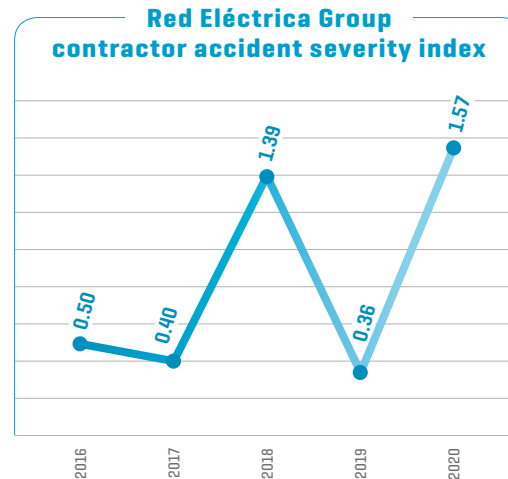
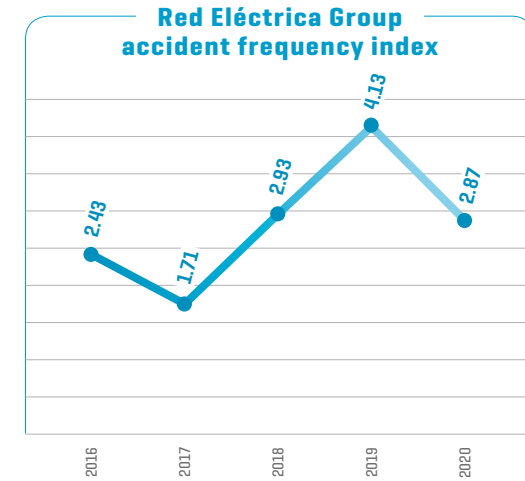
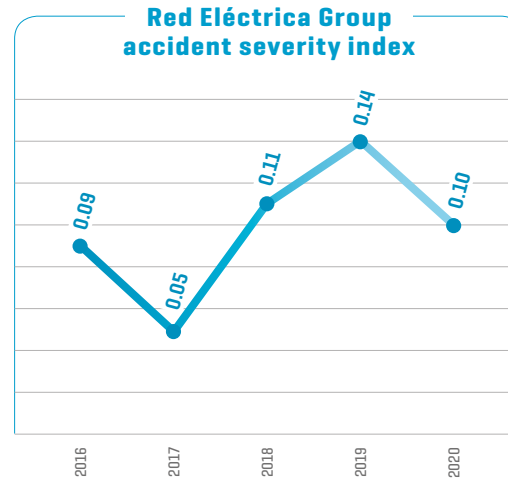


Main accident indexes

In 2020, the key accident rates for Group employees were 2.87 [frequency rate] and 0.10 [severity index], significantly improving in comparison with 2019 data.

In 2019, the key accident rates for Group suppliers were 5.46 [frequency rate] and 1.57 [severity index]. The reason for this increase of the severity index value for subcontractors is that we are applying an accident calculation scale of 6,000 working days lost, because of the fatal accident suffered by one employee of our contractor companies, the causes of which are under investigation. This event has caused a spike in the value of the severity rate of contractors, increasing it to 1.57, as its calculation was affected by a scale of 6,000 working days lost, without which the trend would have been linear.

As a consequence, the global severity rate at RE Group, including internal staff and suppliers, has been 0.96, increasing its value in comparison with 2019 [0.26].



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