



# Healthy Workplace Report 2022

**redeia**  
Valuing the essentials

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# Introduction

Guided by the commitment and leadership of the management team, Redeia promotes best practices in safety, health and well-being through the Healthy Workplace Management System, aligned with the Strategic Plan of Redeia, with the Operational Plan for People and Culture and with Redeia's Sustainability Commitment 2030.

The Healthy Workplace Model, established in Redeia since 2015, set a path towards excellence in the management of health, safety and well-being at work through continuous improvement, marking the guidelines and principles to be followed.



In 2022 the Healthy workplace model has evolved to become the Healthy Workplace Management System, consolidating Redeia as a leading company in good practices in safety, health and well-being.

This model has evolved to become the Healthy Workplace Management System, whose purpose goes beyond the prevention of injuries and health decline of employees, extending to personal and family lifestyles and implementing the appropriate culture

## Pillars of the Healthy Workplace system

### Health and safety of the people in the organisation

Providing the necessary means to carry out job functions in optimal safety conditions

### Lifestyle

Implementing management and work organisation tools and resources that promote the physical and psychosocial well-being of employees

### A culture focused on the well-being of the organisation

Providing staff with tools to improve physical and mental health, contributing to their well-being and quality of life

### Commitment to the community

Developing initiatives by the company that positively impact the health and well-being of the families of its employees and the communities in which it operates

to be a Healthy Workplace, thus also achieving an improvement in the communities in which Redeia has a presence.

In 2022, we have evolved from the Healthy Company Model to the Healthy Workplace Management System. This evolution reinforces the purpose of going beyond the prevention of damage and deterioration of people's health. The system thus extends to personal and family lifestyles, the culture of well-being and the improvement of the communities in which Redeia is present.

This report presents the main actions carried out during the year 2022, as an example of our determined effort to promote a culture of excellence in health, safety and well-being.

# 1.

## Planning of Preventive Actions



## 1.1

# Format of the Prevention Service

In order to comply with legislation on occupational risk prevention, and within the context of the expansion and consolidation of Redeia as a global operator of strategic electricity and telecommunications infrastructures, Redeia has a Joint Prevention Service (SPM) in Spain, which provides services to the following companies:

- Red Eléctrica Corporación, S.A.
- Red Eléctrica de España S.A.U.
- Red Eléctrica Infraestructuras en Canarias, S.A.U.
- Red Eléctrica Infraestructuras de Telecomunicación, S.A.
- Red Eléctrica de Telecomunicaciones, Innovación y Tecnología, S.A.
- Red Eléctrica Sistemas de Telecomunicaciones, S.A.
- Hispasat, S.A.
- Hispasat Canarias, S.L.U.
- Hispamar Exterior, S.L.



The preventive activity of the Joint Prevention Service (SPM) is limited to the participating companies, being considered as the **Own Prevention Service of each and every one of the companies that constitute it**, by virtue of that established in section 3 of Article 21 of the Prevention Services Regulations, modified by Royal Decree 337/2010, of 19th March.

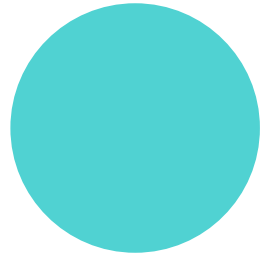
The Joint Prevention Service (SPM) provides the necessary advice and support to the company within the framework of the provisions of art. 31 of Law 31/1995, which include:

- The design, implementation and application of an **occupational risk prevention** plan that allows the integration of prevention in the company.
- **The evaluation of risk factors** that may affect the health and safety of workers in the terms set out in article 16 of this Act.
- The **planning of preventive actions** and the determination of priorities in the adoption of preventive measures and the monitoring of their effectiveness.
- The briefing and training of workers under the terms provided for in Articles 18 and 19 of this Act.
- The provision of **first aid and emergency plans**.

The SPM acts as a **driving force for the integration of preventive activity** in all phases of the production process of the company, being able to count on the support of experts and external entities, complying in all cases with the regulatory requirements established for the better development of its activities.

The SPM acts in **coordination with the workers designated by the company**, who, having the legally required training and experience, carry out certain preventive functions on a shared dedication basis.

In Redeia's companies located in Latin American countries (LATAM) there is a preventive organisation that complies with the legislation of each country.



# 1.2

## Participation Bodies and Consultation Channels



Red Eléctrica Corporación, S.A., Red Eléctrica de España, S.A.U, Red Eléctrica de Telecomunicación, S.A.U., and Hispasat, S.A., each have an **Occupational Health and Safety Committee (CSSL)** in accordance with current legislation in this area, being joint and collegiate participation bodies for regular and periodic consultation on the actions of the company in the area of occupational risk prevention.



- The Red Eléctrica Corporación, S.A. committee is made up of three representatives proposed by the company and three prevention delegates.
- The Red Eléctrica de España, S.A.U. committee is made up of six representatives proposed by the company and six prevention delegates (a number exceeding the representation required by law).
- The Red Eléctrica de Telecomunicación, S.A.U. committee is made up of two representatives proposed by the company and two elected prevention delegates.
- The Hispasat S.A. committee is made up of two representatives proposed by the company and two prevention delegates.

In all instances, the prevention delegates are elected from among the workers' representatives representing 100% of the employees of each of these companies.

## Meetings Held in 2022

BY CONSTITUTED OCCUPATIONAL SAFETY AND HEALTH COMMITTEES

5

Red Eléctrica  
de España,  
S.A.U.

5

Red Eléctrica de  
Telecomunicación,  
S.A.U.

4

Red Eléctrica  
Corporación,  
S.A.

4

Hispasat,  
S.A.

In addition, technicians from the Redeia joint prevention service participate in the meetings of these committees. The meetings are held on a quarterly basis (in accordance with Law 31/95 on Occupational Risk Prevention), but are also held whenever requested by any of the parties. At these meetings, all preventive and health surveillance activities, as well as the new applicable legal regulations, are monitored, along with the review of processes and internal regulations, the analysis and monitoring of occupational health and safety results and programmes, and the monitoring of safety equipment and materials. The minutes of these meetings are available to all employees in a specific section on the corporate intranets. Likewise, the results of the internal and external audits carried out and the improvement actions implemented are also available to employees.

### ADDITIONAL CONSULTATION CHANNELS

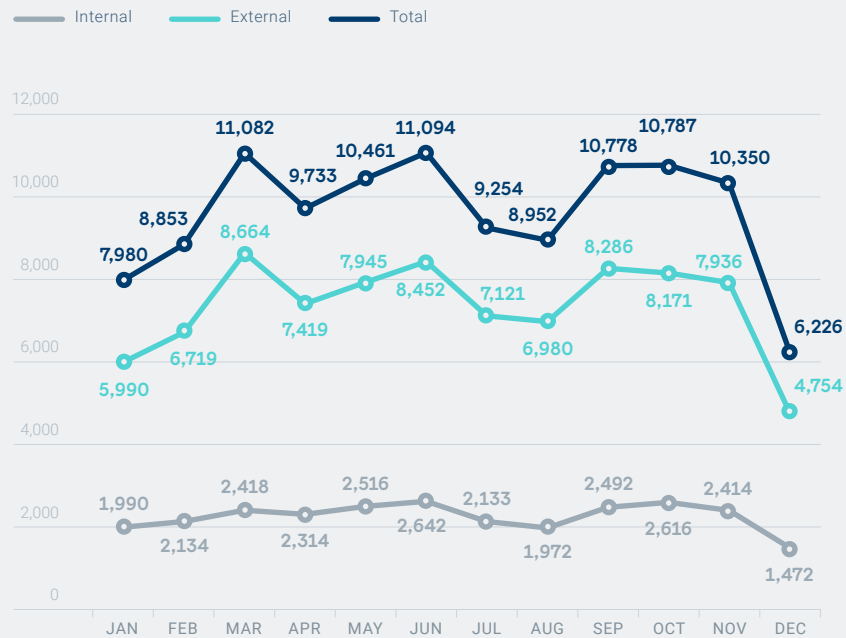
There are internal communication and consultation channels available to reinforce the participation of **Redeia** employees, through which suggestions, doubts and proposals for improvement related to safety are channelled, and that are adapted to each business reality. The consultation community (**CIRI's**) plays a crucial role in both disseminating and generating knowledge within the process of continuous improvement of the Health and Safety Management System, by influencing relevant aspects of its operational processes.

The queries made in CIRI's require reflection and elaboration, which is why they are analysed in the Query Resolution Group (GRC), transversal to the entire organisation, made up of technicians from different Organisational Units, with the aim of standardising and homogenising the responses, which are published on the internal website.

As a novelty, at the end of 2022, the Zapiens tool was implemented, which automates the management of the knowledge of the CIRI's Community by means of Artificial Intelligence (AI). The tool acts as a chatbot that generates answers based on the information contained in its database, validated by the resolution team, given the uniqueness and precision required in the answers. This artificial intelligence (AI) provides dynamism and agility to the two-way communication process and improves awareness and sensitisation in the organisation. It is currently undergoing testing with the participation of facility maintenance staff.

To reinforce the knowledge of Redeia's employees regarding internal rules, protocols and plans related to health and safety, the information on these matters is accessible and available to all employees on the intranets of the different companies.

Likewise, any queries in this regard or any suggestions for improvement made by employees are channelled through the prevention delegates or the mailboxes set up for this purpose.



Number of single user accesses to the PRER platform during 2022 (n°)

## PRER

is the prevention management tool providing traceability and allowing the management of all the processes of the Health and Safety model. Its collaborative nature allows for the involvement of all parties involved in various internal and external activities.

### PRER / Main Processes Managed

	2022
Safety studies conducted	171
Security Plans (1) managed	507
Security Procedures (2) managed	549
Accidents managed (occupational, on the way to and from work, with/without sick leave)	64
Incidents (3) managed	107
Risk Warnings issued	241
Work Inspections carried out	11,740
Corrective Actions resulting from inspections	1,450

(1) Document in which the risks and preventive measures for the execution of construction works are set out.

(2) Document in which the risks and preventive measures specific to maintenance work are included.

(3) Sudden, undesired event that does not cause injury to persons.

# 2.

## Healthy Workplace Management System



The concept of 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 characteristics and with enough weight to require the development of several courses of action. By defining health as "a state of complete physical, mental and social well-being, in harmony with the environment, and not merely the absence of conditions or diseases", we move from an exclusive focus on the analysis of physical, chemical and biological risks, to a broader perspective that encompasses other additional aspects that also have an impact on the well-being of people.

The Healthy Workplace Management System has a purpose that goes beyond injury prevention and people's health decline, extending to personal and family lifestyles, with the aim of creating a Healthy Organisation culture.

The purpose of the **Healthy Workplace Management System** goes beyond the prevention of injuries and health decline of employees, extending to personal and family lifestyles and implementing the appropriate culture to be a Healthy Workplace, thus also achieving an improvement in the communities in which Redeia has a presence.

This cultural transformation requires the commitment and leadership of the management team as well as an alignment with the values, objectives and strategies of Redeia, such as the Strategic Plan of the company, the Sustainability Plan with the People and Culture Operational Plan and with Redeia's Commitment to Sustainability 2030.

The basic principles and guidelines of the People Policy, approved by the Executive Committee, include:

- Guaranteeing the physical safety of personnel in the performance of their duties, promoting a culture of zero accidents, encouraging continuous training and the ongoing improvement of safety procedures and processes, as well as of work equipment and personal and collective safety means, seeking at all times to apply innovation as a lever for differential improvement.
- To promote a Healthy Workplace Management System and model that fosters best practices in terms of safety and physical, mental and social well-being, with the involvement and participation of all stakeholders, as well as the development and promotion of work-life balance as key elements of well-being.

These are expressed in the following commitments:

- To integrate safety, health and well-being at all hierarchical levels and activities, in accordance with current regulations and company commitments.
- To focus management on the involvement and participation of all stakeholders connected to the fulfilment of these guidelines.
- To provide its employees with the highest level of health and well-being by preventing risks associated with their jobs and injuries or illnesses arising from both the physical and psychosocial environment, and to provide health resources in the work environment, taking into account the legal, labour and technological framework.
- To communicate the content of these guidelines to the company's staff and its supplier companies, with the aim of promoting a culture oriented towards the safety, health and well-being of all its employees and their environment.
- To ensure compliance with the applicable legal requirements regarding occupational health and safety and those related to the Healthy Workplace Management System.
- To provide all personnel with the work equipment and means of personal and collective safety necessary to carry out their work in safe and healthy conditions.
- To ensure adequate training for the performance of the activities associated with the jobs in a safe and healthy environment, from a physical and psychosocial point of view.
- To encourage the participation and consultation of employees in the elements of the safety, health and well-being management system.
- To promote continuous improvement of the occupational health and safety management and performance system and to integrate this system with the overall Healthy Workplace requirements.
- To maintain the certification of management systems through continuous improvement of performance.





The People Policy is published and disseminated as part of Redeia's Strategic Plan. This policy is complemented by the Occupational Safety Guide AM025 and the Health Monitoring Guide AM038, which elaborate on the specific aspects of Health and Safety in the Workplace. These guides apply to all Redeia companies.

Within this framework, the Healthy Organisation System enables a coherent and structured organisation, planning, monitoring and evaluation of all initiatives to improve the well-being of our employees and their immediate environment, their families and the community.

The system revolves around four main lines of action:

- **Health and safety of the people in the organisation:** Providing the necessary means to carry out the duties inherent to the jobs in the best safety conditions.
- **Commitment to the community:** Actions undertaken by the company with an impact on improving the health and well-being of the families of its employees and the communities in which it operates.
- **Culture focused on the well-being of the organisation:** Providing the workforce with tools to improve the state of physical and mental health, contributing to their well-being and quality of life.
- **Lifestyle:** Implementing management and work organisation tools and resources that favour the physical and psychosocial well-being of workers.

The system is deployed through annual programmes designed to provide continuity to the management model through continuous improvement and to consolidate Redeia as a leading company in good practices in safety, health and well-being.

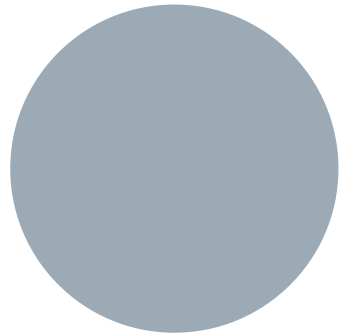
# 2.1

## Health and safety of the people in the organisation

### PHYSICAL WORK ENVIRONMENT: SAFETY OF PEOPLE IN THE ORGANISATION

Redeia has a strategy and a specific action plan to guarantee the health and safety of employees and collaborators, the **Workplace Safety Action Plan 2020 – 2023**, which promotes best practices in the area of occupational risks during the execution of activities and work in its facilities. Its objective is to go beyond





legal compliance, training, informing and raising awareness of the obligations and responsibilities and committing all personnel, collaborators and suppliers.

Continuous monitoring of high-risk work and activities with safety inspection programmes, as well as the improvement of supplier qualification requirements, is key to achieving the high levels of safety required. In 2022, 11,740 safety inspections were carried out in jobs and facilities in order to anticipate and detect possible risk situations and prevent accidents from occurring. As a result of all the activities carried out for the control and monitoring of work, more than 1,450 corrective actions have been generated, of which more than 89.5% have been resolved, the rest being in the closure phase.

The learning obtained in the resolution of these corrective actions, in a collaborative manner, allows all members of the value chain to improve their health and safety processes, strengthening the preventive culture with new shared knowledge.

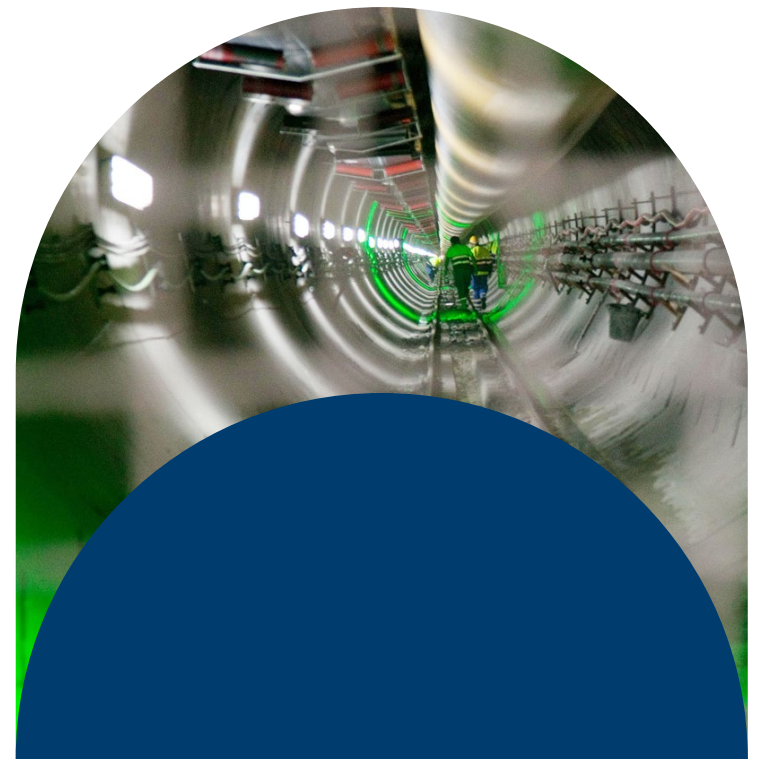
In 2022, as part of the objective of **improving the integration of prevention in the processes and culture of Redeia with the goal of achieving the "zero accidents" objective**, major actions were carried out in relation to the organisational model of prevention, the improvement of communication and awareness of people and the incorporation of new technologies and digital transformation.

This is demonstrated by the reduction in the overall accident rate indicators, which include both our own staff (severity index: 0.06) and contractors (severity index: 0.39), with the values for 2022 being the lowest in the entire statistical series.

In 2022

**11,740**  
safety  
inspections

have been completed for jobs at facilities that have generated more than 1,450 corrective actions, 89.5% of which have been resolved





## • • • • • Outstanding actions related to personal safety 2022 • • • • •

### Review of the organisation and occupational risk prevention model of Redeia

- Adaptation to the new structure and size of the company to meet the challenges of the Strategic Plan, with a view to ensuring the sustainability of the Model. The company has carried out an exhaustive analysis of each and every one of its activities in order to internalise those with the greatest added value and carry out an appropriate optimisation of external resources in terms of the coordination of business activities. This new organisation allows Redeia to respond to its businesses in a flexible, global and homogeneous way.

### Improved communication and awareness-raising of people

- Training, awareness-raising, consultation and participation (Health and Safety Committee, internal audits and work groups), improving behaviour and safety measures during the performance of work by our own and external personnel and developing actions aimed at reducing accidents in the execution phases of the work.
- Communication actions under the slogan "Preventive Attitude: in risk prevention, there are gestures that make a difference", including the organisation of the 2nd Prevention Week in Redeia with the participation of more than 450 people.
- Launch of a manifesto including the main points of the prevention culture in Redeia.
- Creation of a specific prevention community.
- Publication of a series of podcasts on safety issues, with content ranging from recommendations on high temperatures and road safety to psychosocial aspects.
- Inclusion of forms to guide a brief reflection on safety aspects prior to the start of work on the tablets used by field personnel.
- Sessions held with suppliers to monitor accidents and share lessons learned and possible improvements. During 2022, two sessions were held on line construction: civil works and structure assembly.
- Incorporation of emotional management in accident prevention. *EMOCIÓN* Project.

### New technologies and digital transformation

- Implementation of the ZAPIENS-CIRIS health and safety virtual assistant, which automates the management of the CIRI's Community's knowledge through Artificial Intelligence (AI).
- Inspector Safe pilot, implemented in collaboration with the startup SIALI, which uses cameras with artificial vision to autonomously monitor the correct use of certain personal protective equipment (PPE) (safety helmet and reflective waistcoat, initially) on the perimeter of defined work areas. This technology improves the supervision and autonomous control of the use of PPE and makes it possible to understand its possible application to more decisive environments, such as jobs with special risks (electrical, different levels, confined spaces).
- Development of a new corporate platform, Protected Zones, to continue improving the execution and traceability of the operations of the electrical "5 golden rules" process, necessary to modify the electrical status of the transmission network facilities. Integration is expected in 2023.

### Supply chain security

Redeia promotes development and excellence in the safety performance of its suppliers, implementing measures aimed at fostering a culture of prevention throughout the supply chain.

All suppliers working at the facilities and work centres are trained and qualified in occupational safety and, in the case of activities involving risk, such activities are managed by the supplier's work managers who have been previously authorised by the Prevention Service of Redeia.

All suppliers working at Red Eléctrica's facilities are qualified in occupational safety, and there are more than 3,500 work supervisors qualified for the highest-risk activities.

As part of our ongoing collaboration with suppliers, more than 3,500 work supervisors have been authorised for the highest risk activities, and this group plays a fundamental role in ensuring compliance with safety measures during the work carried out. The authorisation involves a review and verification of training, qualification and experience.

In addition, the company randomly requests its suppliers for evidence of the health and safety training of their employees, as well as their incorporation into the database of the corporate occupational safety applications (PRER, and 6 Conecta for Hispasat) for better control of the operational processes of coordination of business activities.

All accidents and incidents occurring at any Redeia facilities involving suppliers are investigated and analysed with a view to implementing the necessary corrective measures to ensure that they cannot be repeated in the future.



# 2.2

## Culture focused on the well-being of the organisation

### MONITORING AND PROMOTION OF HEALTH AND WELL-BEING

Redeia permanently carries out preventive monitoring of the health of its employees, using different tools that show the state of health based on the risks inherent to the jobs and also extend the care of employees beyond the work activity, with emphasis on the prevention of chronic diseases.



Since the beginning of the pandemic, Redeia has carried out permanent preventive monitoring of the health status of employees. In 2022, the medical service continued to monitor all suspected, possible, probable or confirmed cases of COVID-19, as well as close contacts, applying the Case and Contact Management Protocol of the group, as long as the pandemic data and the strategies at national level so indicated.

The return to normality after the pandemic has allowed the resumption of health and wellness activities and initiatives aimed at promoting health from a holistic perspective (physical, emotional and social well-being). The campaign to promote physical activity and reduce sedentary lifestyles and the workshops to raise awareness of the importance of physical exercise are just some of the examples which, together with other initiatives such as nutrition, physical fitness and physiotherapy



## Outstanding actions to prevent and promote **HEALTH AND IMPROVE WELL-BEING 2022**



Medical check-ups,  
medical and nursing  
consultations



Healthy  
nutrition  
consultations



Physical  
fitness  
assessment



Promotion  
of physical  
activity



Prostate  
cancer  
prevention



Physiotherapy  
consultation



Flu  
vaccination



All health campaigns have as a main purpose the incorporation of healthy lifestyles geared towards health improvement and quality of life.

consultations, show the broad perspective with which work is being carried out in this area.

All health campaigns are implemented in response to the analysis of the different health indicators evaluated annually, to the data on absenteeism due to illness and to other previously identified needs, the main objective of which is the incorporation of healthy lifestyle habits to improve health and quality of life.

### PSYCHOSOCIAL WORKING ENVIRONMENT

The psychosocial work environment includes the organisation of work, the institutional culture and the attitudes, values, beliefs and practices that are exhibited daily in the company and affect the psychological and physical well-being of people. The improvement of the psychosocial environment of individuals is essential to achieve well-being.

**The management of psychosocial risks**, improvements in working conditions and their organisation, in order to achieve an optimal working environment and control the level of stress among workers, is a priority at Redeia. In order to achieve the highest levels of well-being, it is essential to work on promoting emotional health, by internalising and learning resources that help

to manage day-to-day tensions, as a basis for individual well-being and effective collective functioning.

This is the fundamental reason for considering the need to look for tools that help detect situations of emotional risk in order to act in prevention through the control of emotions, being aware that the problems derived from unfavourable emotional situations can put people at risk, giving rise to accidents at work, or causing problems for third parties and in the infrastructures and services of the Group.

Following the psychosocial risk assessment carried out in Redeia at the end of 2021, and completed with Hispasat at the beginning of 2022, an action plan was established and developed throughout 2022.

Following the communication of the results, the "Emoción" project was launched, with the aim of incorporating emotional management into occupational risk prevention in those activities with the highest risk. This project is deployed in three areas:

- Inclusion of emotional perception in safety talks before starting work.
- Training leaders in emotional management.

- Implementation in the prevention of occupational risks through the evaluation of the emotional profile of each participating group and the determination of their safety competencies, through a methodology that relates personality and accident rate. As we are aware that the human factor is behind a high number of accidents, acting on this correlation becomes decisive. Areas for improvement related to skills and behaviours that can lead to accidents are identified in this vertical, especially those related to higher-risk activities.





(1) Created by the Másfamilia Foundation, the certificate is renewed every 3 years.

A support service for employees has been reactivated as part of the psychosocial risk management tools. This psychological support service was set up in response to the impact that the COVID-19 pandemic could have on psychosocial health and has now been reintroduced. The service guarantees remote psychological assistance, via telephone or email. This service is available to all Redeia members, including LATAM companies.

### WORK-LIFE BALANCE

Work-life balance is strategically relevant for individuals to achieve a fulfilling life that encompasses both their professional and personal aspects (family, 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 Redeia wants to go one step further. The work-life balance management model has changed and matured over the time since its implementation and represents one of the main areas of action of the Healthy Workplace System, as well as of the Integral Diversity Plan. It is essential in promoting the well-being of employees. Work-life balance management is a key element of our management style. Our aim is to build loyalty and attract the best professionals by creating a framework that supports their motivation, resulting in a greater contribution to the company's objectives.

Since 2009, the corresponding internal regulations aim to guide the actions and management of the People and Culture Department in order to respond, in an integrated manner, to the work-life balance needs of the workforce through a dynamic process of management and continuous improvement. This has led to an increase in staff commitment, efficiency and satisfaction. For the deployment and management of all this, we have opted for the EFR<sup>(1)</sup> (Family Responsible Company) certification and its associated standards.

The Work-Life Balance Management Model includes more than 70 work-life balance measures and other actions, most of which are applicable to all the different companies in the Group. They are structured in different blocks:

- **Quality in employment**, with a commitment to stability (99.2% of positions are permanent), low undesired external turnover (3.1%) and average length of service of our employees (14.5 years) support these policies. Various health and well-being measures are implemented (nutrition consultations, fitness consultations and subsidised sports activities, psychological support service, etc.).

- **Flexibility of time and location**, with flexible working hours, highlighting that 85% of the workforce has a real and effective working day of 1,690 hours per year, which is distributed taking into account the circumstances of each work centre, with ample flexibility in the time of entry (from 07.30 hours) and exit (from 14.00 hours). With regard to geographical flexibility, 54% of the workforce has the possibility of working remotely for around 47% of their annual working days, being able to choose to do so from up to two different locations (generally first and second residences). Similarly, employees have the possibility of requesting a reduction in their annual working hours, with improved percentages with respect to current legislation, in the event of birth, adoption, foster care or guardianship, until the infant reaches the age of nine months, or for the direct care of a child under thirteen years of age or a disabled person who is not in paid employment, or due to their own illness.
- **Support for the family**, with different measures such as paid leave for the care of family members that substantially improve the leave established by law, either because they are not contemplated in the law, because they increase the number of days beyond what is required by law or because they make their use more flexible, such as the following, for example:
  - Leave for decease, serious accident or illness or hospitalisation of relatives up to the second degree of consanguinity or affinity of up to 7 days if travelling is needed.
  - Leave to accompany a family member up to the first degree of consanguinity or affinity to a medical consultation of up to 15 hours and without limitation of hours in the case of a family member with a recognised disability of at least 66%.



- Leave for surgery without hospitalisation requiring home rest for relatives up to the second degree of consanguinity or affinity, of up to 5 days if travelling is needed.
- Paid parental leave to supplement social security benefits during the period when the contract is suspended due to the birth of a child, up to 100% of the salary.
- Infant care leave, which is improved with respect to the law, in that it allows for its accumulation in full working days and the period of paid leave can be taken uninterrupted until the infant reaches 12 months of age.

Work-life balance management is a key element of the management style, with a view to attracting and retaining the best professionals, and creating a framework that favours their motivation and consequently a greater contribution to the company's goals.





Similarly, family support measures include the following:

- Childcare vouchers, as part of the flexible compensation package, for children up to the age of 3. The advantage of this service is that it is entirely tax-free, which means that employees do not have to pay taxes on the amount requested.
- Health insurance, also part of the flexible compensation package, with a tax-free payment of up to 1,500 euros per year.
- Financial aid for families in special situations, directed at employees who have a recognised disability of at least 33% or who have direct dependents up to the second degree of affinity or consanguinity with a recognised disability of at least 33%.
- **Personal and professional development**, highlighting our clear commitment to functional mobility as a lever for professional growth and development (5.8% mobility rate).
- **Equal opportunities**, with actions aimed at the promotion of women in positions of responsibility, equal pay for men

and women, equal opportunities for people with disabilities, generational or cultural diversity, the promotion of joint responsibility, the prevention of moral, sexual and gender-based harassment and the prevention of gender-based violence.

The year 2022 has been characterised by the achievement of the annual objectives identified in the area of work-life balance, with 90% of these objectives being met. In addition, the work-life balance Survey was launched with a participation rate of 51.2%. The results have highlighted the key role of leaders in work-life balance management, with 80% of respondents considering that their direct manager acts as a facilitator of work-life balance.

Additionally, during 2022, Hispasat España continued working on different actions aimed at obtaining the EFR certificate, in accordance with the requirements of the 1000-1 standard.

Redeia is proud to share its expertise as an expert in the **Observatory for the Development of Work-Life Balance and Co-responsibility**, led by the Comillas Pontifical University (ICADE-ICAI). Our goal is to offer companies and institutions

## Areas of work-life balance measures



Leadership and management styles



Family support



Quality of employment



Personal and professional development



Flexibility of time and location



Equal opportunities

relevant information and reliable data compared with international standards to help them in creating effective work-life balance policies based on sectoral studies.

### DIGITAL DISCONNECTION

As a clear commitment to promoting digital disconnection, the **Digital Disconnection Protocol**, came into force in 2021, which defines the modalities for exercising this right and the training and awareness-raising actions to be carried out on the proper use of technology tools. Together with the flexible working hour that employees are entitled to, this Protocol means that staff may enjoy a better balance between their personal and professional lives.

To ensure its correct implementation, it comes with a communication plan to raise awareness among employees on the importance of digital disconnection and with measures deployed to improve health and quality, with advice to employees on how to implement digital disconnection effectively.



The Digital Disconnection Protocol and flexible working hours allow for a balance between the personal and professional lives of employees.

# 2.3

## Lifestyle

### PROMOTION OF HEALTH AT WORK

This concept proposes the integration of health promotion in occupational risk prevention interventions, and establishes a conceptual framework that helps to organise and undertake health and well-being programmes in the organisational environment at all levels (individual, environment and organisation). As a member of the Healthy Workplace Network aligned with the European Network for Workplace Health Promotion (ENWHP), which accredited our good practices, Redeia is committed to a concept of health promotion in the workplace as a whole with:

- A systematic design of programmes that improve the health of workers and the organisation.
- The creation of a health culture that meets the needs of both the company and its employees.



## As a member of the Healthy Workplace Network, Redeia is committed to a full-scope vision of health promotion in the workplace.



- Health management integrated into the strategic plan of the company as it is beneficial for employee health as well as for the productivity, efficiency and competitiveness of the company.
- A methodology that helps people to achieve comprehensive health and well-being.
- A methodology that uses a variety of strategies to improve the health knowledge of employees and other relevant actors and to provide them with a working environment that protects health and supports and encourages beneficial choices.
- Improved working conditions, seeking the 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 habits that take into consideration how the working environment can facilitate and support healthy living habits, behaviours and abilities.

Following the return to normality after the end of the pandemic, a series of activities that were cancelled or carried out remotely were once again implemented in 2022. In this regard, nutrition consultations have been maintained remotely, but face-to-face activities such as physiotherapy consultations, physical fitness consultations and various sports activities co-financed by the company have been resumed.

### Main lines of action in 2022:

#### - Cardiovascular risk prevention

Based on the general health data analysed, different 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 point out that these actions not only aim to reduce the prevalence of possible cardiovascular diseases and their risk factors, but also have an important impact on the prevention of other chronic pathologies such as cancer or certain psychological processes, thus improving the overall quality of life.

Furthermore, the year 2022, still marked by the consequences of the pandemic, revealed the need to continue promoting healthy habits, both to prevent the disease caused by Covid19 and to avoid its complications.

#### - 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 is: cardiovascular disorders, cancer and problems arising from conditions of an orthopaedic nature. From this perspective, in recent years a special effort has been made to deploy different initiatives with the main objective of making employees aware of the importance of doing physical exercise to improve their well-being and quality of life and to provide tools that allow them to start or continue with this habit.

In 2022, after 2 years, the sports activities co-financed by the company have been resumed, and more than 400 people

are currently benefiting from them, participating in collective activities with other colleagues, such as paddle tennis, tennis, yoga, pilates, football or functional training, among others. In addition, Redeia joined the European Sports Week initiative of the Spanish Sports Council (CSD) for launching these activities, publicising them and complementing them with awareness-raising talks on the importance of physical activity for the prevention of premature ageing.

#### - Physical Fitness Consultation and REactivAPP Physical Activity App

The initiative is aimed especially at people who do not exercise regularly and/or have certain health factors where physical exercise could have a positive impact (hypertension, hypercholesterolemia, overweight and obesity, etc.). A professional expert in physical exercise and health carries out an assessment of certain health parameters (flexibility, strength, cardiorespiratory capacity and balance) to determine their general physical condition.



More than 400 people are currently benefiting from the sports activities co-financed by the company, taking part in collective activities with coworkers, such as paddle tennis, tennis, yoga, pilates, football or functional training, among others.

According to the results obtained, a scale is established, a final report is drawn up, and an action plan is proposed with individual and personalised physical exercise recommendations. After a few months, a follow-up is carried out to evaluate the results achieved. During 2022, physical fitness consultations have continued, both in virtual and face-to-face format.

#### - Prevention through Healthy Eating

In parallel with the actions to promote physical exercise and as a result of health surveillance studies revealing a high incidence of cardiovascular risk factors among Redeia employees, a further step was taken in 2016 with the implementation of a Healthy Eating Campaign that includes different collective actions (workshops and group sessions) and individual actions (individualised nutritional advice), in collaboration with the SEDCA (Spanish Society of Dietetics and Food Sciences). Individual consultations are available both face-to-face or online to cater to all employees, regardless of their place of work. In 2022, 93 individual consultations were carried out online, with their corresponding health improvement action plans. Of the total number of consultations carried out, 87 were conducted in Spain and 9 in Chile and Peru.



#### - Cancer prevention plan

Cancer prevention and the promotion of healthy habits to reduce the risk factors that cause cancer have been included in the annual planning of health surveillance activities for several years.

Of particular note is the **Prostate cancer** prevention programme, aimed at men over 49 years of age, who undergo a PSA blood test. This programme is particularly important given the increase in the average age of the workforce.

#### - Prevention of musculoskeletal injuries

Musculoskeletal disorders are one of the main reasons that seriously affect the health of Redeia's employees and are also one of the primary risk factors for occupational injuries across all job types and the main reason for absence due to common contingencies.

To start to prevent this type of disorders directly, but also to reduce the limitations associated with suffering from them, in April 2018, the physiotherapy consultation was implemented at the head office, with a high degree of use and satisfaction. After the pandemic and with the return to routine, the physiotherapy service was resumed in October 2021. Throughout 2022, 837 consultations were carried out.

#### - Flu vaccination campaign

As usual, all staff are offered the possibility of protection against seasonal flu, in both Spanish and LATAM companies.

# 2.4

## Commitment to the community

### COMMUNITY INVOLVEMENT OF THE COMPANY

Companies are part of a community environment that directly influences the health of individuals.

Redeia maintains a commitment to the local communities where it operates, collaborating in actions that contribute to improving the well-being of persons and their municipalities through support for the protection of basic needs, the promotion of sports and healthy habits, and the preservation of their culture.

Participation in the community includes the activities carried out by the company aimed at the families of its workers, as well as the community where it is located, taking into consideration both



## Within the Healthy Workplace Management System, it is necessary to go further by positively influencing aspects aimed at the well-being of our social environment.

physical and social and environmental aspects, which improve the physical and mental health, safety and well-being of the people of Redeia, their families and the community to which they belong.

This fourth dimension must be addressed as part of the Healthy Workplace Management System. Simply improving health inside our organisation is not enough. It is necessary to go further by positively influencing different aspects aimed at the well-being of our social environment, understood as the family, stakeholders, local communities where the activities of the organisation have an impact and, in short, society as a whole.

During the year 2022, we participated in the following actions aimed at the well-being of the community:

- Accessibility to health services, health policies for the families of Redeia employees: In addition to the Public Health Service, Redeia has arranged health insurance policies that it makes available to employees and extending them to their families, also in LATAM.







- Management of disability: With the implementation of the Disability Management Model, Redeia contributes to the inclusion of people with disabilities and normalisation through awareness-raising actions aimed at the company's staff. The Familia Plan, a project designed to provide support measures aimed at improving the integration of disabled family members of employees, has increased its number of beneficiaries from 25 to 27 people.
- Blood donation campaigns: Redeia is aware of the need to encourage blood donations, which is why, twice a year, blood donation campaigns are carried out within the head office facilities.

### Corporate volunteering

The Redeia Healthy Workplace Management System includes the promotion of the well-being of persons through actions that also involve the well-being of their immediate environment, seeking to extend its commitment not only to their work environment but also to the community.

Thus, the corporate volunteering model of Redeia extends the social action of the company, promoting and strengthening collaboration in solidarity activities that respond to social needs, problems and interests that are defined in its master lines of action.

The corporate volunteering model has a strategic and transformational focus aimed at promoting volunteering actions which, on the one hand, channel internal talent into corporate volunteering and, on the other, provide innovative solutions to social and environmental problems.

The actions carried out in 2022 were in response to the interest shown by participating volunteers and were targeted primarily at improving the quality of life for groups at risk of social exclusion, fostering employability and meeting specific, real needs of society.

However, the COVID-19 pandemic has had a major impact on the development of this type of actions, as during the first months of 2022, they could only be carried out in virtual formats or in small family groups. However, the company has achieved a level of participation of 26.7% of individual volunteers (compared to 23% in 2021), once again exceeding the target set at the beginning of the year (20%).



The company has reached a single volunteer participation level of 26.7% (compared to 23% in 2021), exceeding the targeted 20%.

## Main corporate volunteering actions in 2022

### Role-play with socially excluded women

5 female volunteers worked alongside women at risk of social exclusion, in partnership with the Quiero Trabajo Foundation, to help them access employment and improve and promote their autonomy and confidence, with the ultimate goal of integrating them into the labour market.

### Solidarity virtual race

12 volunteers took part in this competition in support of the Aldeas Infantiles Foundation, in which the distances covered by the participating companies were converted into financial contributions.

### Collaboration with the Ukrainian people

Donation of a total of €2,750 to the International Red Cross through the MTB Meandros de Sástago sporting event, in collaboration with Club Ciclista Sástago.

### Solidary magic workshops

8 volunteers participated in magic workshops with the Fundación Abracadabra de Magos Solidarios in homes for people with disabilities and in older adults' homes.

### Food collection

Collection of 70 kg of food for the Associació Tardor de Palma de Mallorca soup kitchen and 3,468 litres of milk donated to different food banks, benefiting 1,850 families.

### Creation of "Superhero Kits" for hospitalised children

Creation of 260 "superhero kits" together with the Pequeño Foundation for hospitalised children with a serious prognosis.

### Christmas activity: Collection of books for children and gifts for the elderly

Christmas activity to provide books for children and gifts for the elderly in collaboration with the Red Cross and *Mensajeros de la Paz*.

110 gifts have been collected.

# 3.

## Health and safety training 2022



## TRAINING AND AWARENESS-RAISING IN HEALTH AND OCCUPATIONAL RISK PREVENTION

Redeia considers training and awareness-raising to be essential to reduce accidents and preserve the health and safety of its entire team. In 2022, Redeia held more than 170 sessions amounting to a total of more than 12,500 hours of training in this area, compared to 9,352.5 hours in 2021. This training is offered in a portfolio of 90 courses, some of them qualifying for special risk jobs, and the rest focused on other aspects related to the prevention of occupational risks and health-related factors.



In 2022, Redeia held more than 170 sessions, amounting to more than 12,500 hours of occupational health and safety training.

## Outstanding training and awareness-raising actions 2022

### Training in occupational risk prevention

Courses established in the Occupational Health and Safety Training and Capacity Building Model.

Training on stress management, road safety, protected areas and forest fires.

### Prevention of ageing

Awareness-raising talk on the importance of physical activity for health and the prevention of premature ageing.

### Nutrition campaign

Online workshop on different areas of healthy eating.

## Company AND TRAINING HOURS

1,328

Red Eléctrica  
Corporación

10,550

Red Eléctrica  
de España

82

Red Eléctrica  
Infraestructuras de  
Canarias

48

Red Eléctrica y de  
Telecomunicaciones,  
Innovación  
y Tecnología

247

Red Eléctrica  
Infraestructuras de  
Telecomunicación

19

Red Eléctrica  
Sistemas de  
Telecomunicaciones

318

Red Eléctrica  
Andina

21

Red Eléctrica  
Brasil

44

Red Eléctrica  
Chile

537

Hispatat

# 4.

## Auditing of Management System

Redeia has established a Comprehensive Risk Management System to facilitate compliance with the strategies and objectives of the company, which regulates the process of planning, conducting, monitoring and reporting on the regulatory and internal audits carried out in the company in order to determine:

- the conformity of the management system of the organisation with the audit criteria;
- the ability to ensure that the organisation complies with applicable legal, regulatory and contractual requirements;
- the effectiveness of the management systems under a continuous improvement methodology.

In addition to the audits corresponding to the ISO 45.001 OSH Management System, this year, the mandatory legal audits have been carried out as a consequence of the constitution of the Joint Prevention Service for the Group companies in Spain.

In 2023, audits were carried out on the Occupational Health and Safety Management System following the requirements of the ISO 45001:2018 Standard, the Healthy Organisation Management System (SIGOS), the Family Responsible Company (EFR) and regulatory audits on occupational risk prevention, in accordance with the legislation in force in each country in which Redeia is deployed, all with satisfactory results.

# In 2023, the Occupational Health and Safety Management System

was audited following the requirements  
set by the ISO 450001:2018 standard



# 5.

## Indicators

## Occupational health and safety indicators.

	2020			2021			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Average workforce	1,302	739	2,041	1,522	553	2,075	1,622	628	2,250
Hours worked (thousands)	2,220	1,260	3,480	2,593	944	3,537	2,765	1,070	3,835
Accidents with sick leave	9	1	10	7	0	7	3	2	5
Fatal accidents	0	0	0	0	0	0	0	0	0
Days lost due to accidents (1)	173	170	343	4,699	0	4,699	143	75	218
Accident frequency rate	3.52	1.08	2.87	2.70	0.00	1.98	1.08	1.87	1.30
Accident severity index	0.07	0.18	0.10	1.81	0.00	1.33	0.05	0.07	0.06
Absenteeism rate due to common illness (a)	2.26	2.25	2.26	2.35	2.95	2.52	2.32	3.14	2.54
Absenteeism rate related to health and safety (b)	2.29	2.34	2.31	2.37	2.97	2.58	2.37	3.18	2.59

(1) Calculation based on 6,000 working days per fatal accident and 4,500 for total permanent incapacity.

Frequency rate: number of work-related accidents with leave of absence per million hours worked.

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

Absenteeism rate:

(a) Days absent due to common TI (temporary incapacity) > 3 days + days absent TI < 3 days/average staff \*365\*100.

(b) Days absent due to common TI (temporary incapacity) > 3 days + days absent due to TI < 3 days + days absent due to AT+EP/average staff \*365\*100.

## Occupational health and safety indicators for contractors

	2020	2021	2022
Average workforce	2,874	3,004	3,053
Hours worked (thousands)	4,942	5,225	6,351
Accidents with sick leave	26	31	24
Fatal accidents	1	0	0
Work days lost due to accidents (1)	7,781	2,181	2,111
Accident frequency rate	5.46	5.93	4.48
Accident severity rate	1.57	0.42	0.39

(1) Calculation based on 6,000 working days per fatal accident and 4,500 for total permanent incapacity.

A new safety, health and well-being indicator chart has been designed for 2023 (Redeia employees data).

Indicator	2022	Target value 2023	Healthy Workplace Management System Action Line
Accident frequency rate	1.30	2.62	Health and safety of the people in the organisation
Accident severity rate	0.06	0.22	
Absenteeism rate related to health and safety	2.59	<3.5	
% Health examinations	62.12%	63%	Lifestyle
% Obesity	16.2%	15%	
% Days off work due to traumatological pathologies	35.51%	<42.5%	Culture focused on the well-being of the organisation
% Days off work due to psychological pathologies	14.20%	<15.04%	
Well-being index (to be defined in 2023)	-	To be defined in 2023	Commitment to the community
Corporate volunteering participation rate	26.7%	>20%	



## MAIN ACCIDENT RATES.

In 2022, the overall accident rate indicators were reduced, which include both own staff (severity index: 0.06) and contractors (severity index: 0.39), with the values for 2022 being the lowest in the entire statistical series.



### Redeia accident severity rate



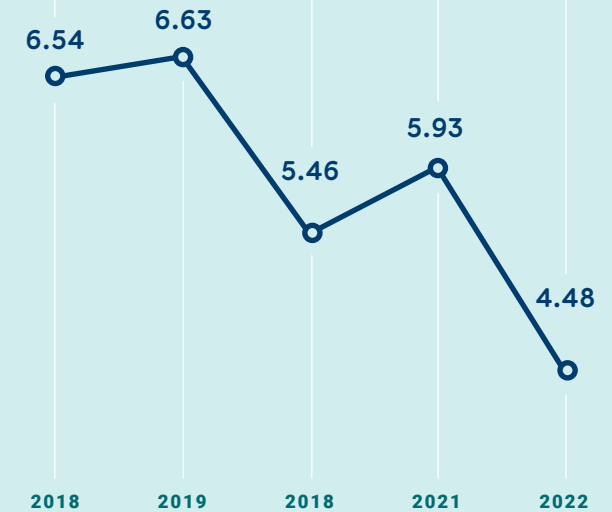
### Contractors accident severity rate



### Redeia accident frequency rate



### Contractors accident frequency rate





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