

Commitment to stakeholders



Regulatory bodies and the public administration

- Independence of the System Operator.
- Transparency, reliability, accuracy, integrity and promptness of information.
- Proactivity in analysing problems and proposing solutions.
- Respect for the principle of legality, compliance and respect for international standards of business conduct.
- Provision of advice and collaboration with European and national institutions.
- Good corporate governance.
- Driving the energy transition in Spain.
- Contribution to sustainable economic, environmental and social development.



Economic and financial ecosystem

- Application of best practices in corporate governance and risk management.
- Voluntary adoption of the Code of Good Governance of Listed Companies.
- Ethical conduct.
- Transparency and rigour in information.
- Quality and security in operations.
- Financial solvency in the medium and long term.
- Long-term relationships based on trust.
- Creation of economic value in the short and long term.
- Dividend policy (profit distribution).
- Sustainable financing by 2030.
- Provision of information promptly and under equal conditions.
- Fluid, transparent and close dialogue.



Employees

- Ethical culture and integrity, favourable to diversity and equal opportunities.
- Compliance with legislation and with collective bargaining agreements.
- Continuity of the business project and job stability.
- Talent management and professional development.
- Healthy work environments from a unique perspective of comprehensive well-being.
- Work-life balance.
- Two-way dialogue based on fluid and close communication.
- Facilitating free association and direct dialogue with the management team.
- Participation in the management of the Company through workers' representatives.
- Visibility of management.
- Adequate and timely response to requests and requirements.
- Attention to specific needs: provision of solutions.



Customers

- Acting as a driver and facilitator of the energy transition in Spain.
- Respect for the principle of legality and regulatory compliance.
- Proactivity acting as a facilitator for legal compliance.
- Excellence in all processes and services.
- Equal treatment for all electricity system users.
- Transparency, security, reliability, rigour and veracity of information.
- Capacity for close dialogue and active listening and the provision of useful information.
- Confidentiality of information.
- Compliance in terms of deadlines and quality with the functions assigned in the transmission grid planning process and in the commissioning of facilities.
- Efficient management (in due time and form) of incidents, enquiries and claims.
- Creation of shared value.



Suppliers

- Guarantee of equal competition, fair treatment and non-discrimination.
- Proportionality in the procurement model.
- Compliance with contractual commitments.
- Guarantee, solvency, payment made in due time and form.
- Ethical conduct, transparency and integrity.
- Visibility of needs and resources with the fair and necessary anticipation.
- Act as a driver of change.
- Promotion of responsible practices throughout the supply chain: sustainability criteria and extension of the commitment to sustainability to all links in its supply chain.



Business ecosystem

- Respect for the principle of legality and regulatory compliance.
- Transparency, rigour and reliability regarding the information shared.
- Ethical conduct and honesty in the defence of the interests of associations and their members.
- Professionalism, commitment and representation in working groups.
- Active participation in projects seeking common objectives regarding efficiency and effectiveness in the face of common processes and challenges.
- Generation of alliances in the quest for solutions.
- Trust, active listening and closeness.
- Systematic dialogue, strengthening communication channels.



Social ecosystem

- Respect for the principle of legality and regulatory compliance.
- Identification of local communities and vulnerable groups that may be affected by the company's activities
- Generation of social, environmental and economic value in the areas surrounding the facilities and in projects for the benefit of local communities and/or vulnerable groups.
- Transparency of the Company's information in a clear, timely, complete, relevant, orderly and simple manner.
- Creation of spaces or fluid dialogue and prior consultation, favouring participation, guaranteeing a swift response, proximity, active listening and identifying and analysing needs. Creation of channels to collect their requests or complaints.
- Prevention and mitigation of the effects and impacts of works and facilities.
- Rapid response to incidents and emergencies.
- Allocation of the necessary resources for the fulfilment of the commitments undertaken.