

Integrated Policy for Quality, Health, Safety, Environment Anti-bribery and Information Security

Enel X Global Retail mission is to develop new technologies and solutions in the field of energy supply, energy management and innovative services, by defining new business models and scouting new opportunities, aiming at maximizing customer value and operational efficiency both in existing and new countries. Enel X Global Retail assist residential consumers, businesses and municipalities throughout the energy transition, offering an ecosystem of modular and integrated products and services, built around customer needs, promoting the electrification of uses and digitalization.

Enel X Global Retail is committed to comply with applicable regulations, implementing voluntary proactive initiatives, and adopting an Integrated Management System based on the principle of continuous improvement and adherent to the most appropriate quality, health, safety, environmental, anti-bribery and information security standards.

In accordance with Enel Group principles and guidelines, **Enel X Global Retail** considers health, safety and psychophysical integrity of people its most valuable asset and therefore operates for guaranteeing a healthy, safe and sustainable environment for all the people involved or impacted by its activities, with an important focus on stakeholders' needs. **Enel X Global Retail** - being aware that corruption represents an obstacle to economic, political and social development - is constantly engaged in establishing a culture of integrity, transparency and compliance in respect of applicable regulations and Enel Group ethical principles. **Enel X Global Retail** is committed to implementing and maintaining a management system aimed at the security and protection of data and information in order to grant their confidentiality, integrity and availability.

In executing its mission, Enel X Global Retail is fully committed to:



promote and reinforce a culture of health, safety and environment for the benefit of everyone involved in its business, raising prevention and management of the existing risks and questioning attitude in activities preparation and realization, in order to deliver high-quality work without accidents. Providing all staff and contractors the authority to stop promptly any activity that may endanger the health and safety of people and local communities or that might cause damage to the environment;



promote and diffuse an innovation culture within processes, technologies, development and scouting of high added value products and services, leveraging on internal activities and collaboration with external partners;



adopt work methods and processes inspired by quality and efficiency, ensuring their dissemination through effective training and education. Promote the raising of a culture of product safety, certification and environmental compliance, respecting the applicable regulation in the countries where the Enel X Global Retail products are commercialized;



guarantee the sustainability of its business, promoting the engagement of employees, customers and relevant stakeholders in order to generate shared value for the communities, future generations and Enel Group;



protect the environment by reducing environmental impact and promoting improvement opportunities and business through the adoption of the Enel Group Climate and Biodiversity strategies, and the application of the best standards and available technologies in all the stages of the business together with contractors and suppliers, taking into consideration a life cycle analysis approach and the circular economy concept;



establish a rigorous process for the identification, selection and management of contractors and suppliers, adopting a relationship of mutual cooperation and trust and monitoring regularly their activities in order to ensure the desired quality levels and align their operative, health, safety and environmental standards to those of Enel Group;



prohibit and strive to prevent any conduct that could be classified as corruption or attempted corruption, identifying also the anti-bribery compliance function, which is guaranteed full authority and independence;



encourage the reporting of suspected corrupt conducts and practices without any fear of retaliation, and sanction any conduct that does not comply with anti-bribery principles of "Code of Ethics" the "Zero Tolerance of Corruption Plan" of the Enel Group and the "Organizational Model pursuant to Italian Legislative Decree No 231", which, together with the "Enel Global Compliance Program" for non-Italian subsidiaries, constitute the pillars of its Anti-bribery Management System;



guarantee the confidentiality and integrity of information and personal data, granting their availability only to duly authorized persons and by means of specific processes and IT tools, preserving the consistency and reliability of data managed and stored and ensuring their protection and security.

In doing so, Enel X Global Retail pays constant attention to customers, and to all those who come or will come into contact with its business ensuring the respect of their needs and providing products and services with high level quality standards.

The present policy shall be promoted and diffused within the whole organization and stakeholders.

I consider it essential that all Enel X Global Retail colleagues support these principles, actively contributing to the achievement of the set objectives. Accordingly, commitment, effectiveness and implementation of this policy will be periodically reviewed in order to always ensure its full compliance with the Enel X Global Retail strategies and context evolution.