



We  
Choose  
Earth





# This report

EDP – Energias de Portugal, S.A. (hereinafter referred to as EDP), with its head office in Lisbon, at no. 12 Avenida 24 de Julho and with its shares listed on the Euronext Lisbon stock exchange, the EDP group's activities are currently centered, on the one hand, in the areas of generation, transmission, distribution and supply of electricity and, on the other hand, in the area of supply of natural gas. In addition, the EDP group engages in activities in the areas of engineering, laboratory testing, professional training, energy services and real estate management.

The EDP Group operates in the energy sector, mainly in the European, American and APAC markets.

The Safety Security & Business Continuity report presents an overview of the most important activities undertaken by the EDP Group and the main indicators in 2023 in Safety Security & Business Continuity matters.

This report complements the information of the main consolidated indicators in the Integrated Report 2023 according to the standards contained in the Global Reporting Initiative (GRI – Standard) – [EU17, EU 18, EU 25, GRI 403-1 a 403-10].





# Purpose

## Our energy

Speaks of our stamina, our track record and what drives us to continuously deliver green energy

## and heart

Highlights our people and their key role in delivering our commitment to our clients, partners and communities

## drive a better

Reflects our ambition and leadership in making change happen

## tomorrow

The reason why we work every day







# Index

<b>01 Our Safety</b>	
Safety in numbers	7
Occupational Health and Safety Policy	9
Organisation of Occupational Health and Safety in the EDP Group	11
Occupational Health and Safety management system	12
Hazard identification, risk assessment and incident investigation	17
Promotion of workers' health	20
Participation, consultation and communication	23
OHS training	25
Preventive activities	28
Work-related injuries and diseases	29
Sharing best practice with in EDP Group	40
<b>01 Our Security</b>	
Security Management	47
Security Policy	48
Highlights in 2023	49
Challenges for 2024	51
<b>03 Our Business Continuity &amp; Crisis management</b>	
Crisis Management and Business Continuity	54
Business Continuity Policy	57
Crisis Management Policy	58
Highlights in 2023	59
Challenges for 2024	62
Good Practices at EDP Group	63





# Why we choose ocean

Offshore Wind Farm Moray  
East - UK







# Because We Choose Earth

## 01 Our Safety

Safety in numbers	7
Occupational Health and Safety Policy	9
Organisation of Occupational Health and Safety in the EDP Group	11
Occupational Health and Safety management system	12
Hazard identification, risk assessment and incident investigation	17
Promotion of workers' health	20
Participation, consultation and communication	23
OHS training	25
Preventive activities	28
Work-related injuries and diseases	29
Sharing best practice with in EDP Group	40





# Safety in numbers



## Employees + Service Providers

Accidents	177
Fr	2.07
TSr	445
Fatal Accidents	5
Near-misses reported	537
Volume of OH&S training (hours)	392,211
ISO certification 45001 - installed capacity (%)	92
ISO certification 45001 - employees covered (%)	78



## Employees

Accidents	21
Fr	2.07
TSr	117
Fatal Accidents	0
Volume of OH&S training (hours)	23,653
ISO certification 45001 - employees covered (%)	100

## Service Providers

Accidents	56
Fr	3.32
TSr	236
Fatal Accidents	0
Volume of OH&S training (hours)	3,404



## Employees

Accidents	2
Fr	0.53
TSr	107
Fatal Accidents	0
Volume of OH&S training (hours)	20,106
ISO certification 45001 - employees covered (%)	100

## Service Providers

Accidents	23
Fr	3.64
TSr	192
Fatal Accidents	0
Volume of OH&S training (hours)	325



## Employees

Accidents	0
Fr	0.00
TSr	0
Fatal Accidents	0
Volume of OH&S training (hours)	8,585
ISO certification 45001 - employees covered (%)	100

## Service Providers

Accidents	5
Fr	3.14
TSr	92
Fatal Accidents	0
Volume of OH&S training (hours)	203

- Poland
- Romenia
- Italy
- France
- Belgium
- UK
- Greece
- Hungary





South America

Chile  
Brazil  
Colombia

Employees

Accidents	10
Fr	1.37
TSr	41
Fatal Accidents	0
Volume of OH&S training (hours)	69,867
ISO certification 45001 - employees covered (%)	32

Service Providers

Accidents	53
Fr	1.93
TSr	1,047
Fatal Accidents	5
Volume of OH&S training (hours)	246,935

North America

Canada  
USA  
Mexico

Employees

Accidents	2
Fr	0.97
TSr	76
Fatal Accidents	0
Volume of OH&S training (hours)	17,715
ISO certification 45001 - employees covered (%)	100

Service Providers

Accidents	0
Fr	0.00
TSr	0
Fatal Accidents	0
Volume of OH&S training (hours)	0

APAC

Singapore  
Vietnam  
China  
Indonesia  
Japan  
Korea  
Malaysia  
Thailand  
Taiwan

Employees

Accidents	2
Fr	1.48
TSr	9
Fatal Accidents	0
Volume of OH&S training (hours)	1,364
ISO certification 45001 - employees covered (%)	20

Service Providers

Accidents	3
Fr	1.92
TSr	183
Fatal Accidents	0
Volume of OH&S training (hours)	54





# Occupational Health and Safety Policy

The Occupational Health and Safety Policy and approved principles apply to all companies in the EDP Group

The Health and Safety of all those who contribute to the development of the companies that are part of the EDP Group – workers, suppliers, service providers, customers, and other stakeholders – is deemed a key value and a priority for the commercial success of the Group. The development of a positive safety culture is only possible with the involvement of everyone through a participatory and collaborative attitude towards safety at work.

People are at the heart of EDP Group's strategic agenda, which accepts responsibility for guaranteeing the conditions necessary for them to adapt to the new work demands resulting from digitisation and the development of the business, especially in matters related to Occupational Health and Safety.

EDP Group makes a commitment based on the principles of sustainable development and, by applying the highest ethical standards, will achieve exceptional performance levels, making the EDP Group a progressively better place to work.

In 2019, EDP Group's Occupational Health and Safety Policy was revised in the light of the new reference standard "ISO 45001:2018 – Occupational Health and Safety Management Systems". The Policy was adjusted to the requirements of the new framework, in the following aspects: (i) inclusion of a commitment to worker participation and consultation; (ii) adaptation of the concepts of worker and stakeholders; (iii) clarification of the scope of the business; (iv) inclusion of sustainability and business ethics commitments.

## The EDP Commitment

The business management of EDP Group is determined constantly to strengthen the culture of Occupational Health and Safety by developing awareness, cultivating willingness and making available the resources required for:

- Ensuring a safe and healthy work environment guaranteed to prevent adverse health effects;
- Ensuring compliance with legislation and other requirements voluntarily undertaken by the EDP group;
- Promoting the training and informing of employees regarding work-related risks, raising their awareness of compliance with safety standards and procedures;
- Safeguarding facilities and equipment by adopting the best techniques, combined with monitoring and updating operating procedures in order to eliminate or minimise risks to employees, service providers and stakeholders who might come into contact with EDP Group's infrastructures;
- Ensuring the participation and consultation of workers and their representatives in planning, implementing and evaluating the performance of Occupational Health and Safety management.

The effectiveness of the safety policy and EDP Group's ongoing improvement in Occupational Health and Safety must be achieved with the involvement of all levels of management and the support and contribution of employees, service providers, suppliers and other stakeholders. To this end, the EDP Group requires everyone to adopt practices in line with the principles of this policy.

## Guidelines for the practice of Occupational Health and Safety with in EDP Group

1. Safety – understood as Occupational Health and Safety – is an integral part of the activity of EDP Group companies and is present at every stage of the decision-making process: in planning, construction, operation and maintenance, in staff management, procurement, commercial activities, customer relations, supplier relations and with the general public.
2. Safety is an attitude and a desire – inherent in everyone's activity – which is expressed at all times through respect for and compliance with legal requirements, standards, rules and procedures, and in the taking of initiative and contributions to its improvement.
3. Safety is intrinsic to line management, with line managers being responsible for enforcing regulations, making a visible, permanent personal commitment, promoting training and information for their employees and managing the work environment.
4. At all times and in any circumstances, each company undertakes its activities aiming at "zero accidents" through continuous improvement in safety management and performance, including the formulation of key milestones.



No situation or urgent service can justify endangering a person's life!

5. Safety at work should be achieved through the systematic analysis of risks involving the workers and their representatives, as well as service providers where applicable, so as to identify and deal with all potential risks during the preparation of jobs, in order to arrive at an acceptable level of risk. If safety conditions for the carrying out of a job are not sufficient, it must not be started or, if it is already in progress, it must be stopped.
6. The investigation and analysis of incidents – accidents and near-misses – will be carried out systematically and conclusions will be drawn to prevent their repetition, an essential condition for ongoing improvement in the prevention of accidents in the workplace and adverse health effects.
7. No action shall be taken against any employee who expresses concern about an Occupational Health and Safety issue or is involved in a near-miss, unless s/he has consciously and intentionally carried out an illegal action or wilfully disregarded a safety rule or procedure.
8. Safety procedures must be kept up to date at all times in accordance with existing risks and local regulations.







# Organisation of Occupational Health and Safety in the EDP Group

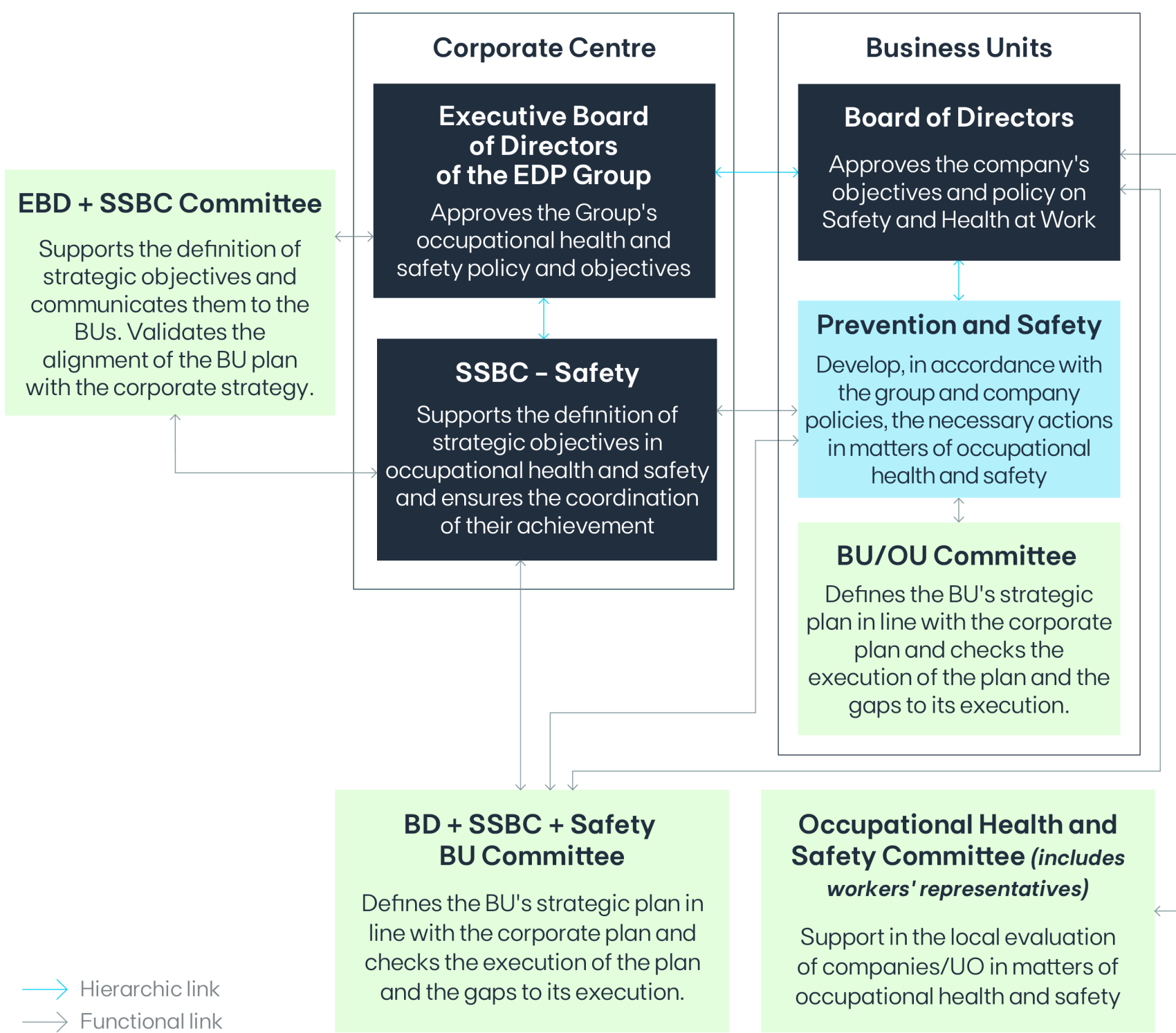
The continuous improvement of EDP Group's performance in OHS must be achieved with the involvement of all levels of management and the support and contribution of all.

EDP Group's Occupational Health and Safety Policy demonstrates its commitment to a model of Occupational Health and Safety based on ongoing improvement and the conviction that working in a safe, healthy environment is crucial for employee satisfaction and provides added value in successful results.

The continuous improvement of EDP Group's performance in Occupational Health and Safety must be achieved with the involvement of all levels of management and the support and contribution of all.

The responsibility for the prevention and control of occupational risks rests with the boards of management at the Group's member companies and is integrated into the corporate hierarchy.

Strategic coordination actions are managed within a corporate structure (Safety, Security & Business Continuity Department – Safety area) which supports the Executive Board of Directors and the Prevention and Safety Committee in the definition of strategic objectives and evaluation of results. In turn, the accident prevention and safety services in every Company/Organisational Unit (OU) adopt the initiatives proposed and agreed locally.







# Occupational Health and Safety management system

[GRI 403-1; 403-8]

In EDP Group, Occupational Health and Safety are imperative for the normal development of business activities.

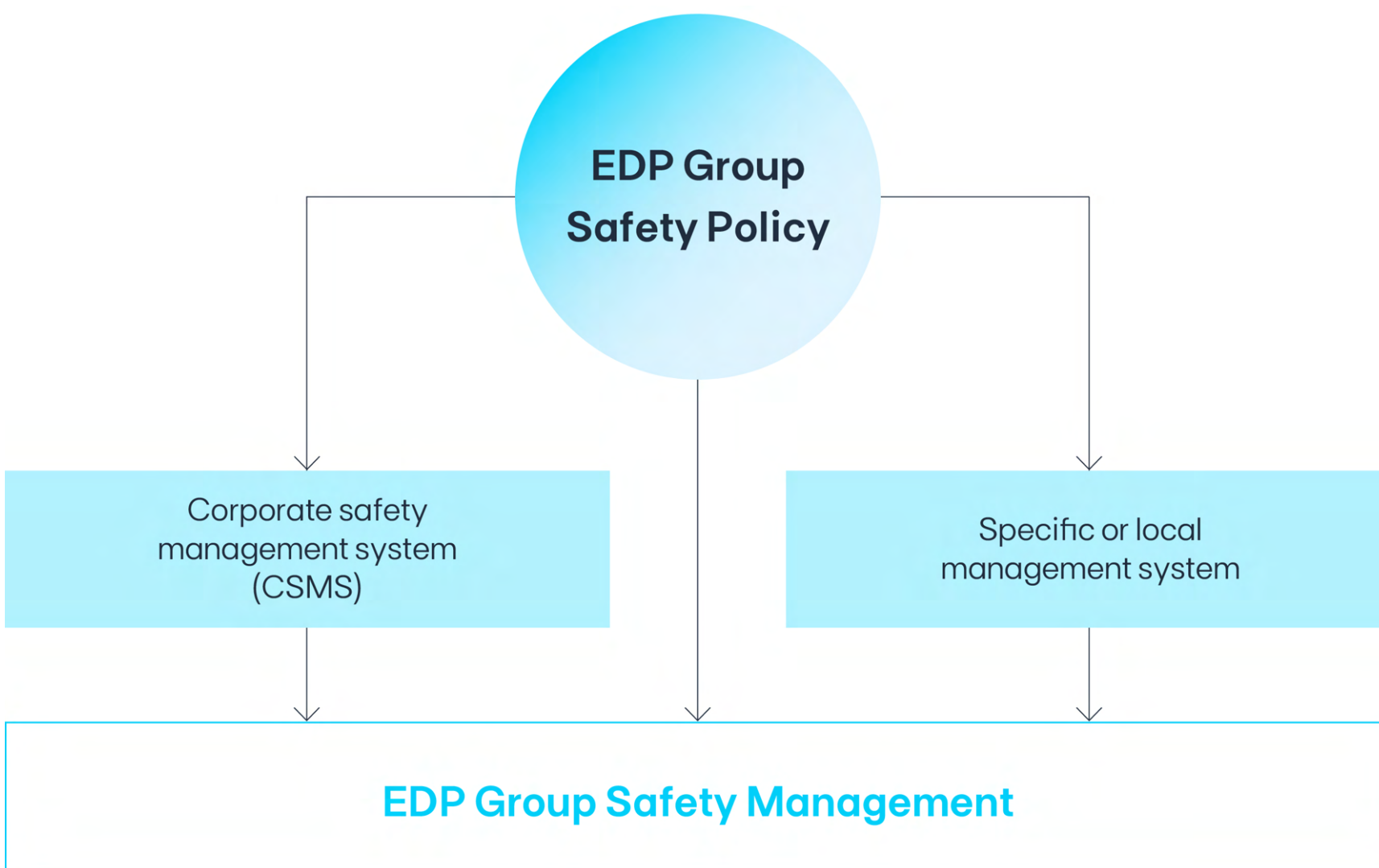
EDP Group's management of Occupational Health and Safety subscribes to the model and principles recommended in the ISO 45001:2018 specification, and to the recommendations of the International Labour Organization, expressed in the ILOOSH 2001 document and in Convention No. 155 on OHS, reinforcing the principle that Occupational Health and Safety issues are managed according to common and cross-cutting criteria in the EDP Group companies. The Corporate Safety Management System (CSMS) is certified by Lloyd's Register.

The CSMS reflects EDP Group's Occupational Health and Safety Policy and defines a set of procedures and actions with a view to:

- Promoting the integration of the management of prevention and safety in organisational management;
- Developing a culture of prevention and safety, contributing to the protection of workers against health hazards and diseases;
- Contributing to the sustainable development of EDP Group companies and reducing losses due to occupational incidents and diseases;
- Disclosing to all interested parties the responsible management of EDP Group regarding Occupational Health and Safety, acknowledging this as an essential aspect of sustainable development.

The CSMS is accessible and applicable to the EDP Group companies in Portugal. In other regions it is applicable according to local particularities, legal and regulatory requirements. Companies can choose to adopt the CSMS or take it as a reference from which to develop their own specific safety management system, according to their business. In this case, consistency must be ensured between the CSMS's guiding procedures and the procedures adopted within the scope of the Companies' own management systems.

The links between the CSMS and the health and safety management in companies can be illustrated as follows:



There are currently five safety management systems in Portugal which take the Corporate Safety Management System as a reference.





## Safety certifications

In 2023, the EDP group accounted for a total of 10,255 employees covered by ISO 45001:2018 certifications, which are distributed according to the following table:

GEOGRAPHY	EMPLOYEES COVERED (#)	EMPLOYEES COVERED (%)
Portugal	5,924	100
Spain	1,708	100
South America	1,150	32
North America	1,036	100
Rest of Europe	342	100
APAC	95	20
<b>EDP Group</b>	<b>10,255</b>	<b>78</b>

## Elements of the Safety management systems

In 2023, the EDP group counted a total of 15 Business Units (BU)/Platforms certified in occupational health and safety.

	Is there an OHS Management System?	Scope of the system	Standard
E-Redes	Yes	Distribution of High, Medium and Low Tension electrical energy in continental, managed through distribution network infrastructures (Substations, Transformers, HT/MT Lines and LT network) and administrative office buildings.	ISO 45001:2018
EDP Produção	Yes	Management of strategic plans, information and development in health and safety at work matters in EDP Produção activities.	ISO 45001:2018
EDP Comercial	Yes Integrated Environmental and Safety System (SIGAS)	Trading in energy and associated products and services, encompassing all the activities of EDP Comercial.	ISO 14001:2015 ISO 45001:2018
EDP Global Solutions	Yes (SIGAS)	Centralisation, development and optimised management of support and management processes in the areas of support to EDP group management, procurement, leasing and management of construction, improvement and remodelling of EDP's estates to support the group's activities. Integrated planning and management of the EDP group's property portfolio, in line with the BU's objectives. Generate revenue through the valuation and marketing of available real estate assets. Management of the portfolio of holding companies	ISO 14001:2015 ISO 45001:2018
SU Eletricidade	Yes (SIGAS)	Sale and purchase of electric energy	ISO 14001:2015 ISO 45001:2018
EDP Inovação	Yes (SIGAS)	Promotion and innovation in technology and the business model in EDP group strategic areas.	ISO 14001:2015 ISO 45001:2018
EDP Internacional	Yes (SIGAS)	Provision of advice and investment in international markets outside EDP's consolidated business platforms, excluding investments in wind and solar generation.	ISO 14001:2015 ISO 45001:2018
Sãvida	Yes (SIGAS)	Provision of services in primary care, in compliance with the EDP group's health plan.	ISO 14001:2015 ISO 45001:2018
EDP SA	Yes (SIGAS)	The corporate management of policies, commitments undertaken and environmental performance of the EDP group.	ISO 14001:2015 ISO 45001:2018
EDP Gás SU	Yes (SIGAS)	Trading in Natural Gas to customers in the regulated market, encompassing all the activities and services performed in the north coast concession area.	ISO 14001:2015 ISO 45001:2018
Labelec	Yes Integrated Quality, Environmental and Safety System	Provision of laboratory and on-site testing services in the following areas – Testing of electrical equipment and systems; Examination of power transformers and cutting and manoeuvring equipment (VHT, HT and MT); Analysis of lubricating oils and insulators; Analysis of the insulating role of power transformers; Calibration of equipment in the electrical domain; Electromechanical and climatic tests; Energy quality monitoring; Ground thermographic tests and aerial inspections of power lines; Tests on electric energy meters; Audits of electric power metering systems; Provision of accreditation services and technical inspections of equipment, consulting in the field of energy and conducting studies of electrical power system networks and equipment; Provision of laboratory services for the collection and physicochemical and biological analysis of different types of water;	ISO 14001:2015 ISO 45001:2018 ISO 9001:2015





Is there an OHS Management System?	Scope of the system	Standard
	analysis of sediments, residues and fuels; evaluation of the ecological quality of rivers, reservoirs and lakes.	
EDP Espanha	Yes All OHS activities carried out by the companies that make up EDP Spain and that have adopted EDP Spain's joint prevention as a precautionary method, both for EDP employees and for external personnel who carry out their activities at the organisation's facilities	ISO 45001:2018
EDP Brasil	Yes Administrative services to support the BU of generation, transmission, distribution, marketing and electric energy services in the organisation in Brazil.	ISO 45001:2018
EDP Renováveis EU&LT	Yes (Includes EDP Renewables PT, ES, RO, IT, RU, PL, FR, BE, GR, HU, CL, CO and BR) Production of energy through renewable technologies (wind and solar), operation and maintenance services at renewables facilities for electricity generation, office support activities for the generation of energy through renewable technologies, including but not limited to design management, development, and licensing and the management of construction activities	ISO 45001:2018
EDP Renováveis América do Norte	Yes (SIGAS) Provides a central location for information about Environment and Safety Policies for operational sites, including but not limited to Emergency Action Plans, EHS Policies, Standard Operating Procedures, Tracking of EHS Incidents.	ISO 14001:2015 ISO 45001:2018

The certification covers 92% of installed capacity in production activities (Portugal 8,410MW, Spain 4,380MW, Rest of Europe 1,819MW, South America 2,436MW, North America 6,370MW and 242MW).

In accordance with international standards, all certified management systems which cover the number of employees mentioned above are subject to internal and external audits.

## Goals and targets

The setting-out of Occupational Health and Safety goals and the action programmes needed to achieve them is carried out in accordance with the internal procedure "Management Objectives and Programmes" of EDP Group's CSMS.

These objectives may be defined at the corporate level, approved by the Executive Board of Directors (EBD), or at the level of each company/organisational unit, approved by the respective Boards of Directors and in line with corporate objectives.

The implementation of EDP's annual Occupational Health and Safety programme was based on a set of actions aimed at preventing occupational accidents, as measured by a reduction in frequency rates and the seriousness of accidents and occupational diseases, and included training for EDP employees and service providers, ongoing evaluation and control of labour risks and the implementation of an internal and external inspection and audit programme for EDP facilities and works.

The monitoring of these objectives' implementation is ensured on a quarterly basis through the Safety, Security & Business Continuity Department - Safety area, and every three months through the Prevention and Safety Committee, which analyses the progress of actions and proposes any measures necessary.

The Safety at Work Actions Operating Plan (SWAOP) sets forth the commitments and initiatives undertaken by the organisational units for implementation of the 6 strategic pillars defined at strategic and corporate level, in terms of Prevention and Safety approved for 2020/25.

1. Managerial commitment to OHS;
2. Behaviours, preventive activities and learning from mistakes;
3. Streamlining, digitising and standardising OHS processes in the EDP Group;
4. Skills;
5. Communication and involvement;
6. OHS management in contracts with ESPs.

These priorities were established at EDP Group level, by considering recent results and trends in the main KPIs for Occupational Health and Safety including, in particular, inputs from accident analyses and internal and external audits of safety management and works carried out for EDP.

Of those measures to be developed in EDP Group for 2023 with a view to strengthening the culture of safety, those associated with behaviours are highlighted as well as measures to encourage and facilitate service providers' risk management, the proposal to create performance indicators





associated with the results of safety at work and the prevention and control of psychosocial risk factors.

## Safety audits

EDP Group undertakes annually, by agreement with its various business units, a wide programme of internal audits for Occupational Health and Safety according to the importance and risk of ongoing activities and the results of previous audits, and covers construction, maintenance or demolition of buildings or infrastructures for the generation and distribution of electricity and also the operational activities of marketing and energy services, including EDP employees and service providers.

These audits, depending on their nature and scope, may take the form of system management audits, technical audits or inspection audits. In addition to these, EDP Group is subject annually to a significant number of external audits resulting from safety management systems certification, and from inspection activities by external bodies such as insurers or Government institutions. In EDP Group, audits follow the guidelines laid down by ISO 19011:2018 reference standard.

The table below summarises the audits conducted in 2023

GEOGRAPHY	AUDITS CONDUCTED BY EXTERNAL BODIES (#)	AUDITS CONDUCTED INTERNALLY (#)	INTERNAL AUDITS TO EXTERNAL SERVICE PROVIDERS (ESPS) (1) (#)	ESPS AUDITED (#)
Portugal	35	8,389	21,300	653
Spain	9	5	5,450	178
South America	11	19	10,972	140
North America	6	27	0	69
Rest of Europe	13	8	698	63
APAC	1	2	3	27
<b>EDP Group</b>	<b>75</b>	<b>8,450</b>	<b>38,423</b>	<b>1,130</b>

<sup>1</sup> Includes safety briefings (SPO, Safety Walks, etc); Others (coordination of safety at work, etc.)

### SAFETY AUDITS

74,643

Appropriate audit programmes have been determined (internal and external) in the various Business Units in Portugal, in compliance with their internal and corporate procedures. In accordance with the circumstances of the business, audits are carried out within the scope of management system certification and also at a more operational level (work in the field, facilities, ESP, etc.)

E-Redes has two audit procedures, one which determines the methodology for planning and carrying out internal OHS audits in order to verify that the management system conforms to the organisation's own requirements and the requirements of standard NP ISO 45001:2019. The second procedure is focused on operational planning and control, determines the method for operational surveys of administrative buildings, technical facilities, works on the distribution network and external service providers.

At EDP Spain, a schedule of audits is determined at the beginning of the year, taking into account the process of internal and external audit in the context of management system certification as well as operational activities.

At EDP Brazil, the audit programme is planned, established, implemented and maintained taking into consideration the risk analyses of the activities and the results of previous audits. Internal audits are carried out in order to determine whether the management system complies with the legal provisions that apply in Brazil and whether it is implemented and maintained effectively. EDP Brazil has an internal procedure that details the systematic planning, execution and registration of audits, as well as the monitoring activities and competencies of the auditors, and also: (1) the activities and areas to be audited; (2) the responsibilities associated with managing and conducting the audits; and (3) the reporting of audit results.

The process followed by EDPR EU&LA<sup>1</sup> for the development, planning, implementation, evaluation and recording of audits is in line with the management procedure system. The object of these audits is to obtain objective information on the functioning of the management system, allowing the detection and identification of possible deviations and/or anomalies and proposing corrective actions.

EDP Group considers Occupational Health and Safety audits as a means of assessing its systems' performance with the aim of continuing improvement and raising the awareness of every worker as to the importance of their role in this aspect. It is the audits which reveal not only the deficiencies, but also the strengths of the organization at any one time.

<sup>1</sup> Includes EDPR RO, IT, RU, PL, FR, BE, GR, HU, COL, CH, BR, PT e ES





This involvement is rooted at the individual level – each worker acts at all times by respecting and implementing standards, rules and instructions and helps to improve them as a result of their own initiative and contribution – and with workers’ representatives acting for occupational health and safety which include the Safety Committees and Subcommittees within the companies.

Employees, through their elected representatives, actively participate in the processes of planning, implementation and operation, verification and corrective actions and revision with a goal of ongoing improvement of the Occupational Health and Safety Management Systems within EDP Group.







# Hazard identification, risk assessment and incident investigation

[GRI 403-2]

## Occupational risk management

### Main risks associated to EDP's activities:

- Electrical risk
- Fall from height
- Cargo handling

EDP Group has established and implemented processes for the identification of hazards, risk assessment and opportunities for Occupational Health and Safety, according to the nature of the different activities carried out within the EDP Group, legal and other requirements, all stakeholders and best practice.

The identification and assessment of occupational risks at EDP Production and EDP Global Solutions is carried out in accordance with CSMS's internal "Occupational Risk Management" procedure, involving routine and one-off activities and for all people who have access to the workplace (service providers and

visitors), or who may be affected by EDP's activities in the vicinity of the workplace. This assessment is conducted before any work is carried out or whenever situations are demonstrated involving:

- Changes to or introduction of new activities and procedures;
- Remodelling or introduction of new facilities;
- Occurrence of incidents;
- Non-conformities or dangerous situations and implementation of corrective actions

and, at least once a year, as part of the review of Occupational Health and Safety management systems.

This is carried out through a systematic and duly documented methodology, which in general establishes the:

1. Identification and characterisation of the activities surrounding particular jobs;
2. Identification of the risks associated with the identified activities;
3. Risk analysis carried out by combining the probability of an accident occurring with the severity of the respective injury or associated disease, taking into account the control measures which are available to the worker;
4. Determination of risk acceptance and definition and implementation of complementary risk control measures, if the residual risk level determined with the existing control measures is not acceptable.

E-Redes identifies dangers and assesses risk according to internal procedure, involving the Organisational Units responsible for the activities and facilities that identify and define the most frequent risk activities carried out by employees.

At EDP Spain, risk identification and assessment is carried out in accordance with a procedure in its management system. A risk study and evaluation are carried out through visits to the various workplaces and facilities, directly observing the execution of the various activities, involving the employees and then presenting the results to those responsible for each area.

EDP Brazil identifies, classifies and evaluates the risks associated with the activities developed at its BU in accordance with a procedure in its management system.

At EDP Renewables North America (EDPR AN), the process of risk identification is carried out by the team through a safety analysis before each job. In addition to this process, EDPR NA has developed a risk assessment for each activity, both in solar and wind power, where the dangers and respective control measures are identified, including operating procedures and protective equipment.

In the remaining EDP Renewables geographies, the process for identifying dangers and risk assessment arising from the company's activity and facilities is developed in accordance with a management system procedure in which responsibilities and methodologies are identified to ensure the mitigation of risk.

## Communication of risks to workers

At PT Generation and EDP Global Solutions, communication of risks to employees is done individually or through training sessions where the relevant risk cards are handed out and





explained to employees. In the case of service providers, they are informed of existing risks before starting work at EDP facilities. Those responsible for hiring liaise with local prevention and safety departments so that they can provide the relevant training.

At E-Redes the communication of risks is carried out by line management when hiring employees, or when there is a change of activity, or through training/awareness-raising activities.

For the employees of EDP Comercial, risks are communicated after they join the company, when they receive by email their professional risk card, which contains all the information necessary for them to be aware of the risks.

At EDP Spain, once the workplace risk assessment has been completed, it is communicated through an internal preventive management tool, via email, which contains the document and a link to access the tool.

The communication of risks to EDP Brazil employees is made individually through a service order enclosing the risk assessment.

In North America, the risks associated with an activity are reviewed by all before work begins.

In Poland, Spain and Greece, when a new employee joins or changes jobs, Human Resources informs the OHS Department, which then prepares the risk assessment for the respective job and gives it to the employee.

The remaining countries where EDP Renewables operates, risk assessments are communicated

### Incident investigation

The EDP group, as set out in its Safety Policy and ESG (Environmental, Social and Governance) objectives, has a strategic goal of achieving zero accidents. For this reason, it is essential that during the incident investigation process the root causes and adequate preventive measures are identified to avoid future occurrences. Monitoring the effectiveness of the measures implemented, and disseminating the lessons learned to all BUs, thus promotes the sharing of solutions and best practice that contribute to an EDP group-wide safety culture.

It was in this context that a Safety Review Panel was set up under the coordination of the SSBC, to analyse the action plans drawn up by the BU.

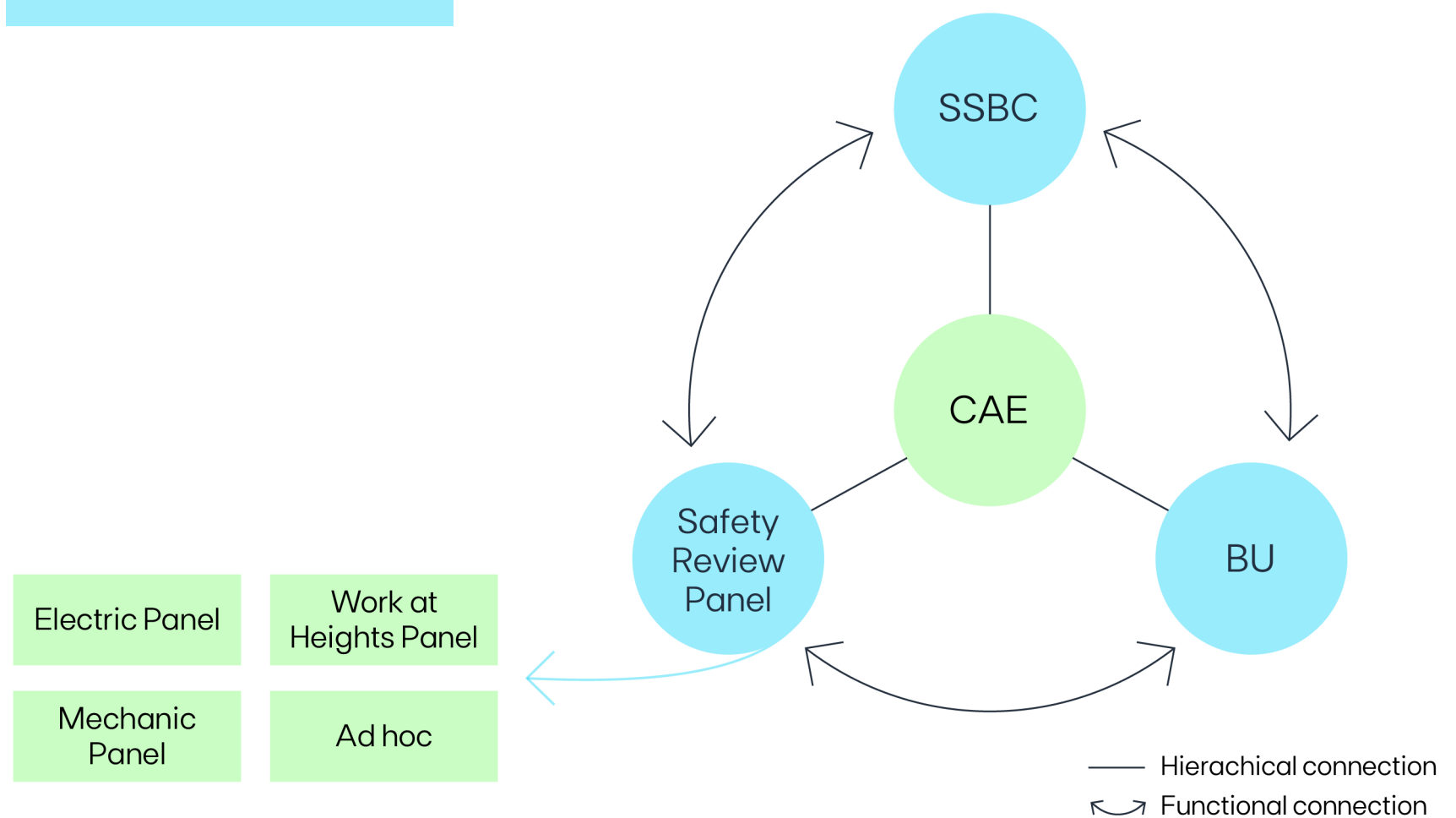
**INVESTIGATIONS CONCLUDED**

**18**

(FATAL AND SEVERE)

O *Safety Review Panel* é um órgão com um papel consultivo para todo o grupo EDP e é constituído por especialistas internos (das UN) e/ou externos com reconhecimento comprovado em áreas específicas de risco/atividade. Este *Safety Review Panel* é independente das UN e reporta os resultados da análise dos incidentes ao CAE.

EDP Group's Safety policy recognises and establishes the



principle that the ongoing investigation and analysis of incidents – accidents and near-misses or hazardous situations – systematically conducted are essential conditions for ongoing improvement in the prevention of occupational accidents and occupational diseases.

Every incident is indicative of possible failures or imperfections in the organisation and/or execution of the work. The investigation of the incident consists of identifying them and establishing the facts to eliminate or neutralise them.

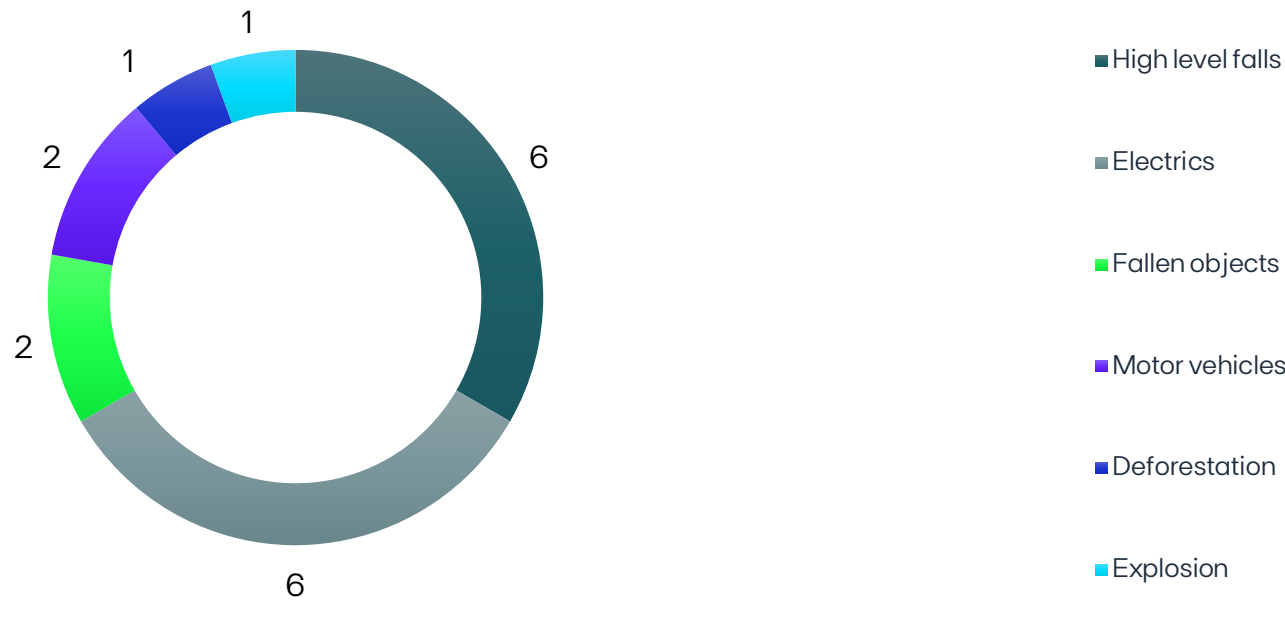
The Safety Review Panel analyzed 6 fatal accidents and 12 accidents with serious consequences.





After analyzing the action plans of the accidents, the experts suggested 122 extra actions to the respective plans, of which 50 have been implemented, 53 are in the process of being implemented, 7 are under analysis and 12 actions that the businesses do not consider applicable to their reality.

### Type of accident







# Promotion of workers' health

[GRI 403-3; 403-6]

## Occupational medicine activities

In accordance with the legislation of each country, EDP Group companies comply with occupational health monitoring requirements with a view to promoting and safeguarding the health and well-being of employees. Various health monitoring programmes guarantee the commitment made towards the prevention of occupational diseases, by complying with the plan for regular medical examinations, workplace inspections, participation in the Occupational Health and Safety and Internal Accident Prevention Committees, and through the implementation of a range of preventive campaigns.

In Portugal, the occupational aspect is provided by a shared services company “EDP Global Solutions”. In this regard, it is worth noting that, in addition to the basic services for carrying out occupational medical exams, the health promotion and well-being programmes available include giving up smoking, nutrition, prevention and control of alcohol consumption and drug addiction, and correction of posture.

Doctors from the occupational health service are all occupational health specialists and are advised by nurses who are specialised in public health, who carry out a set of activities, mandated by law, which are grouped into three main areas of activity:

- Workers' fitness assessment;
- Assessment of working conditions;
- Training and health promotion measures.

With regard to assessing the fitness of workers, the EDP Group has an “Occupational health protocols” procedure in which it establishes different types of examinations and allied medical protocols, which take into account the different risk factors associated with the professional activity of each worker.

The assessment of working conditions is carried out in collaboration with the Prevention and Safety areas of each company, whether during visits to workplaces or in subcommittee, committee and safety committee meetings. Whereas in the first area of action (assessment of the fitness of workers) the focus is on the worker, the main objective of analysis here is the work itself: noise, vibrations, lighting, thermal conditions, ergonomic design of the workstations, organisation of work (workflow, breaks, etc.). In subcommittee, committee and safety committee meetings, occupational medicine contributes to the analysis of absenteeism – illness, accidents, safety equipment, etc.

Training and health promotion activities aimed at the adoption of healthy habits and lifestyles by workers in order to substantially reduce the risk of developing preventable diseases (cardiovascular, pulmonary, metabolic and carcinoma) and which are carried out in conjunction with the human resources departments and prevention and safety divisions at EDP Group's various companies and, whenever requested, with external organisations, e.g., the Portuguese Diabetes Protection Association (APDP), the Portuguese Cardiology Foundation (FPC), or the intervention service for addictive behaviour and dependencies.

In Spain (EDPR Spain and EDP Spain), the occupational element is ensured by a specific occupational health department, composed of doctors and occupational nurses. This department is responsible for ensuring the medical check-ups, health promotion and first-aid courses for internal employees. Regular examinations are made in accordance with legal requirements and EU legislation. These regular examinations are carried out in accordance with the risks identified in risk assessments.

**MEDICAL EXAMINATIONS - SPAIN**

**1,896**

Includes EDPR ES

At EDPR NA, the occupational element is ensured through an external partner that develops programmes, exercises and aptitude evaluations for its own employees.

During 2023, EDPR NA carried out ergonomic campaigns aimed at promoting stretching and bending exercises that were developed specifically for wind and solar energy technicians. The ergonomic campaigns were launched and led by an industrial athletic trainer who provided operation sites and office workers with weekly information on ergonomics in the workplace (maintaining back and knee health while carrying out work in the field). These campaigns covered topics such as “How to protect your knees”, “Nutritional tips to reduce inflammation”, “Working in confined spaces” and “Preparing for climbing”.

Conforming with Romanian legislation, EDPR Romania complies with the legal requirements for occupational health management in order to promote and safeguard the health and well-being of employees. Doctors from the occupational health service are also involved in risk assessment, for





a better overview of the risks related to occupational diseases. Medical examinations are carried out by an external partner, based on the assessment of risk in each job.

**MEDICAL EXAMINATIONS - EU&LT**

**229**

Not including PT and SP

At EDPR Poland, prior to employment and on an established basis during employment, medical examinations are carried out in accordance with the specification issued by HR and the OSH area. The detailed description and scope of the examinations, as well as the frequency, are specified in the legal regulation.

There is no legal requirement in the UK to make health surveillance compulsory for office workers. However, in 2023, medical check-ups and awareness campaigns were implemented for all in-house workers.

At EDPR Italy, the monitoring of employees' health is managed through an external medical practice in compliance with the country's legal requirements.

Occupational health management at EDPR Hungary is ensured by an external organisation that carried out initial and regular examinations, in line with the legislation in the place. This body is also responsible for carrying out medical check-ups and first aid training at the request of EDPR Hungary. Also upon request, they may supply specific training courses and, furthermore, provide personal health advice to each employee following medical assessments.

At EDPR Greece, all employees who carry out work inside the turbines and who work at height must hold medical certificates indicating that they are fit for this type of work. In addition, all employees, regardless of their role, are subject to annual ophthalmological and musculo-skeletal examinations, in line with the legislation in place.

In 2023, they held two training sessions in first aid and ergonomics.

In the case of EDPR France and Belgium, the occupational health service is external, relying upon the support of a doctor in each region where there are EDPR employees. These services include site visits, health and safety advice and ergonomic studies (noise, vibration, etc).

At EDPR Chile, occupational health management is carried out in conjunction with mutual insurance and as well as the management of occupational health examinations, programmes are determined for the prevention of occupational diseases.

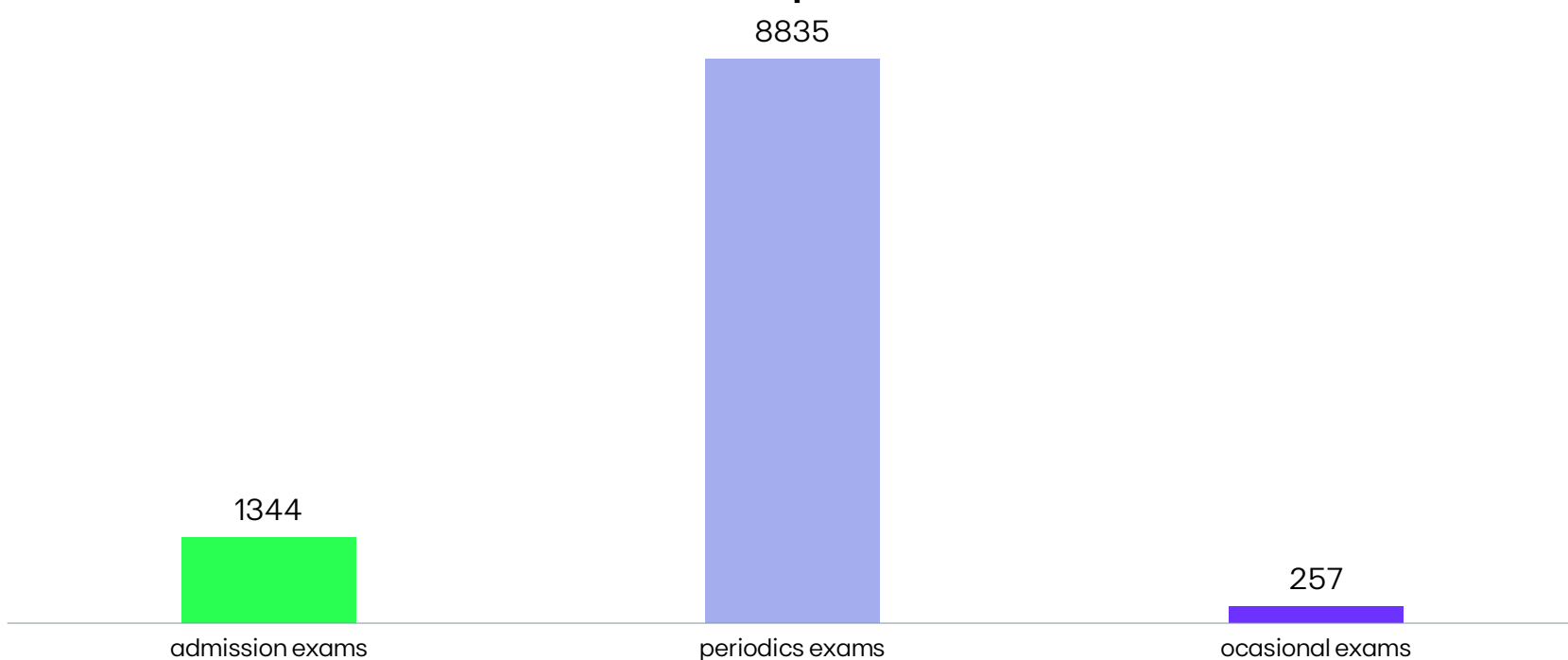
Through its contractual conditions, EDP Group requires that its whole service provider chain complies with the legal requirements in place in each country related to the framing and obligations of occupational health matters for employees, thus ensuring that every employee is properly monitored.

During 2022, EDP Group carried out 10,436 medical examinations, 1,940 consultations with employees on nutrition programmes, 1,973 cardiovascular screenings and 2,841 vaccination programmes for influenza, hepatitis B and yellow fever, covering 1,418 employees. Also within the scope of occupational medicine 398 screening sessions for alcohol and drugs were carried out.

The EDP Group monitors and follows up the occurrence of occupational diseases. In 2023, no cases of occupational diseases were recognized.

However, in general terms, the EDP Group believes that in the undertaking of its activities and the proper implementation of existing control measures, employees are not exposed to occupational or work-related diseases which may be considered high incidence or high risk.

**Medical examinations carried out - EDP Group**



**Health care**

In Portugal, a medical and prescription assistance scheme is maintained complementary to the health care provided or assured by the national health service or personal health subsystems.





EDP Portugal offers its workers health care in terms of assistance through individual health insurance and through “Sãvida – Medicina Apoiada SA”, an EDP Group company which provides services in the health care field, thus complying with the EDP health plan in Portugal.

Sãvida has central medical posts where some medical specialties and peripheral posts are located. The provision of health care is carried out at its own medical centres and client companies where, in certain cases, in addition to General Practice, there are doctors from other specialisms.

In addition to providing services at medical centres, Sãvida also has a large group of specialist doctors and private facilities (hospitals, clinics, etc.), with whom it has agreements in place.

Individual health insurance, in addition to ensuring a wide network of providers and the possibility of choosing a medical officer for the insurer, also gives access to a network of pharmacies that provide access to services and health care.

As in Portugal, EDP also offers its employees in Spain (EDPR and EDP Spain) health insurance additional to public health services.

EDPR Romania offers its employees a supplementary assistance scheme, which, through health insurance, provides services complementary to the national health system.

In Poland, EDPR also offers private medical insurance with family coverage.

EDPR Italy provides its employees with health insurance complementary to public health services.

In Greece, EDP provides private health insurance over and above medical appointments, diagnostic tests and medicines, which includes physiotherapy, hospital admissions, maternity care, etc.





# Participation, consultation and communication

[GRI 403-3]

## Employees representatives

Depending on each country's legislation, the EDP Group companies include the participation and consultation of employees in their safety management system.

Furthermore, EDP Group's OHS Regulation provides for the setting up of OHS Committees and Subcommittees in their companies and large business units.

These committees and subcommittees are equal and comprise the workers' OHS representatives, elected in accordance with legally established requirements, and representatives of the companies, meeting at the intervals established by the respective regulation.

The consultation and employee participation processes in Occupational Health and Safety primarily use the channel provided by these representatives and the safety committees and subcommittees.

The following table shows the representation and intervention of staff representatives in EDP Group:

GEOGRAPHY	ELECTED REPRESENTATIVES (#)	WORKERS REPRESENTED (%)	MEETINGS HELD (#)
Portugal	47	84	49
Spain	20	81	48
South America	106	65	283
North America	0	0	0
Rest of Europe	18	72	14
APAC	0	0	0
<b>EDP Group</b>	<b>205</b>	<b>69</b>	<b>405</b>

## Safety at work topics covered by agreement with trade union organisations

Depending on each country's legislation and the existence of collective bargaining agreements, when existing, they cover, in principle, all employees with regard to occupational health and safety clauses.

Accordingly, in Portugal and Spain, EDP has established agreements in the field of Occupational Health and Safety with trade unions covering 100% of the employees and in the following areas:

- Obligations of employees and companies;
- Representation of workers for Occupational Health and Safety;
- Responsibilities of prevention and safety services;
- Safety standards and equipment;
- Industrial hygiene;
- Training, information and awareness-raising on Occupational Health and Safety;
- Occupational Health and Safety indicators;
- Risk factors for employees.

## Prevention and safety committee

EDP's organisation and BU committees contribute to the decision-making process on two fronts:

- they are a source of information to support decision-making by the Executive Board of Directors, reflecting the opinion and information of organisational areas most affected by decision-making
- they are management tools used by an Organisational Unit (part of the Corporate Centre or a Business Unit) to support the process of information collection, alignment, decision making and implementation of policies and practices that have cross-cutting impact.





The corporate committee – this committee will be chaired by the Director of the Executive Board of Directors with responsibility for the area of Safety and administrated by the Director of the SSBC. It will support the management in Safety issues. The Committee met 3 times in 2023.

The BU committee<sup>(2)</sup> – this committee will be chaired by the member of the Board with responsibility for Safety and administrated by the Director of the SSBC. Its mission will be to issue advice on proposals for determining objectives, activity plan and regulatory documents on prevention and safety at work. It evaluates the development of key indicators and proposes improvement actions. Apart from the BD and the SSBC, the BU's OHS committee is also involved.

## Communication to all stakeholders

### Internal

EDP Group provides all its employees with a space for disseminating the main news on different topics of relevance to the company on its computer network, the “intranet”, which includes a dedicated space for OHS information including, in addition to all the information on this topic, all the documentation that makes up the corporate safety management system (CSMS).

Each person responsible for the organizational units, with the support of the prevention and safety areas, fosters the communication of the relevant information of the safety management system (safety policies, safety objectives, performance of the safety management system, etc.)

In 2023, an internal communication plan across the EDP group was established. This plan is based on the monthly communication of risks and types of work articulated in all the BUs.

In addition to these communications, the results of the EDP group's OHS performance are communicated monthly to all EDP group employees, as well as the summary of accidents and lessons learned.

The development of communication and dissemination actions with health repercussions for workers (effects of tobacco, alcohol, etc.) are the responsibility of the occupational medicine department.

### External

On EDP's internet site ([edp.com](https://www.edp.com)), (<https://www.e-redes.pt/en>) and (<https://www.edpr.com/en>), there is a space reserved for the dissemination of information on Occupational Health and Safety specifically to customers and service providers.

For example, there is a space for dissemination of information on OHS for clients and ESP on EDP Brazil and E-Redes' external website.





# OHS training

[GRI 403-5]

## OSH training for EDP employees

### HOURS OF TRAINING

392,211

One of the commitments laid down in EDP Group's Safety Policy and Code of Ethics concerned with providing suitable conditions for the sustainable development of its employees and service providers in matters of safety at work.

At the end of 2022, an enabling training matrix was established for the EDP Group in terms of Safety at Work. With the objective of ensuring that all employees are qualified to carry out their activities in line with the needs required for their job.

For EDP employees, the identification of training needs is carried out at the start of an activity or new role and during employee performance evaluations.

On the first day of work, an employee's line manager ensures that they are informed and made aware of:

- EDP Group's Safety Policy and its application in the workplace;
- Associated work risks and the existing operational means of control, including individual and collective protection;
- Procedures of the corporate safety management system, including the operational control documents applicable to its activity;
- Workplace emergency and evacuation plan;
- The training required for them to perform their job.

### TRAINING ACTIONS

9,688

Training needs are identified in line with: (1) change of function, (2) critical activities, (3) risks, (4) accident investigations, (5) injury analysis data, (6) employee consultation and (7) legislation applicable in the geographical regions where EDP NA has a presence.

The OHS division, together with the HR department, reviews training needs annually in matters of safety. The identification of individual training needs are carried out during feedback meetings, taking into account the technical and strategic needs of each employee.

In 2023, training on Occupational Health and Safety for EDP employees was delivered in an extensive programme comprising:

GEOGRAPHY	ACTIONS (#)	EMPLOYEES INVOLVED (#)	HOURS OF TRAINING (#)	HOURS OF TRAINING/EMPLOYEES (#)
Portugal	410	9,587	23,653	2.47
Spain	538	5,915	20,106	3.40
South America	908	5,910	69,867	11.82
North America	534	9,311	17,715	1.90
Rest of Europe	199	2,545	8,585	3.37
APAC	13	70	1,364	19.49
<b>EDP Group</b>	<b>2,602</b>	<b>33,338</b>	<b>141,290</b>	<b>4.24</b>

Note: The values shown in the table above only include training/awareness actions that were entered on to the system by EDP University.





## OHS training for ESP workers

With regard to service provider training and awareness-raising provided to service provider employees, 7,086 actions related to Health and Safety at Work were delivered, involving 24,141 employees, totalling 250,921 hours, as detailed in the table below.

GEOGRAPHY	ACTIONS (#)	EMPLOYEES INVOLVED (#)	HOURS OF TRAINING (#)	HOURS OF TRAINING/EMPLOYEES (#)
Portugal	5,199	11,264	3,404	0.30
Spain	168	1,050	325	0.31
South America	1,480	10,509	246,935	23.50
North America	0	0	0	-
Rest of Europe	226	763	203	0.27
APAC	13	555	54	0.10
<b>EDP Group</b>	<b>7,086</b>	<b>24,141</b>	<b>250,921</b>	<b>10.39</b>

In Portugal and at EDP Brazil, contractors and subcontractors are obliged to respect the conditions set out in the specifications for safety and health at work in respect of the training and qualification of their employees, so EDP considers that all employees of its external service providers have received the training required to carry out their tasks in safety.

This training is controlled using a document management platform.

EDP Spain’s ESP receive a document containing the specific criteria for training and is not permitted to participate in the work if these training criteria are not met.

External service providers are obliged to respect the conditions established in the OHS specifications in respect of the training and qualification of their employees. EDPR therefore requires all ESP employees to provide proof of how they have received the necessary training to carry out their ESP activities at EDPR Romania's facilities.

At EDPR Poland and Italy, service providers are obliged to follow the requirements set out in labour law.

The United Kingdom ensures that its ESP training is developed and carried out by accredited bodies, as does EDPR Hungary.

In the case of EDPR France e Belgium, mandatory training for each ESP employee working on wind farms is described in the internal procedures and prevention plan, signed jointly by EDPR and the ESP. In order to ensure that training is correctly carried out, EDPR FR&BL requires each ESP to upload evidence to that effect to the document management platform. In turn, the person in charge of the wind farm only authorises work if all ESP employees have had the compulsory training.

EDPR NA has established a training matrix for solar and wind energy technicians.

In addition to the training delivered by their employers, external service provider employees undertake complementary actions on safe behaviour and specific risk prevention in certain activities or facilities, jointly with EDP employees.

## Training on specific hazards related to our activities

For all EDP workers and service providers who have to perform any type of work of an electrical nature in live facilities without electric power or in the vicinity of live electrical facilities, or of a non-electrical nature in the presence or in the vicinity of live facilities or likely to be live, EDP requires that they hold a valid “Electrical Qualification Licence”.

For construction, maintenance or demolition work on the electricity generation and distribution infrastructure, EDP requires, as a mandatory and priority requirement for service provider workers, attendance on a basic safety training course.

This training involves obtaining a certificate in basic safety skills acquired through successful attendance on a training course covering the most frequent risks in the workplace and relevant prevention and protection measures.





Employee training is organised in training sub-areas, the details of which are shown in the table below.

CATEGORIES	ACTIONS (#)	EMPLOYEES INVOLVED (#)	HOURS OF TRAINING (#)	HOURS OF TRAINING/EMPLOYEES (#)
Prevention management	147	4,341	10,226	2.36
Emergency management	75	2,762	2,585	0.94
Hygiene and ergonomics at work	15	276	449	1.63
Psychosociology at work	2	242	139	0.57
Safety at work	2,299	25,670	126,053	4.91

The following courses are covered in the subareas described in the table above: Working at height and rescue of injured persons; Electrical risk prevention; Vegetation clearance; First aid; Driving electric forklifts; Operation of mobile lifting platforms; Safety in the Use of Scaffolding and Work Platforms; Action in the event of fire; Preventive safety observations; Defensive driving.





# Preventive activities

[GRI 203-3; 403-6]

## Emergency preparedness and response

Within the scope of emergency situation management, 460 drills were carried out across the EDP Group (153 in Portugal, 106 in Spain, 114 in South America, 100 in North America, 57 in the Rest of Europe and 7 in APAC), covering industrial plants, administrative facilities and works in progress, with the end purpose of testing the effectiveness of the respective emergency plans.

These drills involved external agencies, such as civil protection, fire fighters and police and public security forces.

**In addition to the above training, 285 training courses in first aid were delivered to EDP employees and External Service Providers, involving:**

GEOGRAPHY	FIRST-AID COURSES (#)	EMPLOYEES INVOLVED (PARTICIPATIONS) (#)
Portugal	19	161
Spain	95	833
South America	97	446
North America	50	209
Rest of Europe	21	136
APAC	3	19
<b>EDP Group</b>	<b>285</b>	<b>1,804</b>

## Safety management of suppliers

The management of sustainability in EDP Group’s relationships with suppliers is a strategic factor in the Group's activity. The management process privileges the building of relationships of trust with suppliers based on a partnership approach that embraces the principles of ethics, transparency, and sustainability. The priorities of sustainability in management are defined in the "Sustainable Procurement Policy" and the "Supplier Code of Conduct".

The performance of our External Service Providers (ESPs) is considered a key to the success of EDP Group. We believe that a relationship based on trust, co-operation and value creation shared with our External Service Providers results in the joint ability to innovate and enhance Corporate Social Responsibility policies, while improving the quality of the service provided to our clients.

EDP apportions the minimum sustainability requirements specific to each contract, applying demanding standards. Each contracted activity is judged in relation to the supplier's access to EDP customers, to EDP's technical equipment/workplaces, to sensitive data, to Health and Safety risk exposure, Environmental risks and Ethical risks, to Labour and Human Rights.

Regardless of the type and size of the work to be done, every stage of procurement outsourcing always involves a strict quality control of the service rendered, in which Occupational Health and Safety (OHS) is embedded as a decisive factor.

In this area, EDP has the following mechanisms to regulate the activity of its ESPs with regard to OHS:

- During the registration and selection processes of suppliers, information is requested from Companies for the review and evaluation of the most relevant OHS aspects;
- In procurement processes, binding documentation is included related to the health and safety obligations of ESPs, including organisational, technical and training matters;
- Whilst contracted works are in progress, ESPs’ OHS performance is monitored using various methodologies including audits that help evaluate their level of safety and check their compliance with applicable legal requirements;
- Depending on the nature and duration of the works, the evaluation of ESPs’ OHS performance is undertaken at different times. This evaluation is based on criteria ranging from a review of documents and prevention methods used to accident rates achieved during the supply period at EDP.





# Work-related injuries and diseases

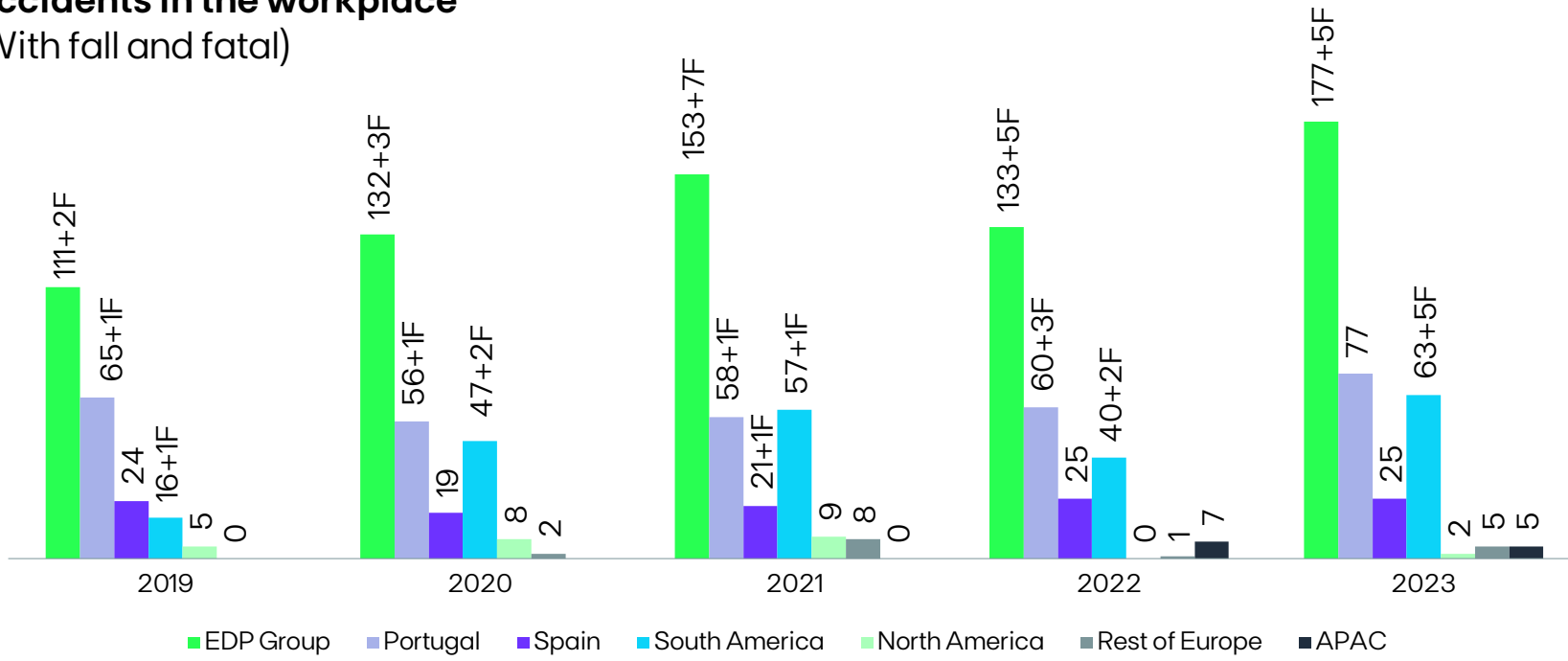
[EU17; EU25; GRI 403-9; GRI 402-10]

In EDP Group, 177 work-related accidents occurred, out of all EDP employees and service providers (ESP), representing a reduction of 33% compared with 2022. The frequency rate (FR) amongst EDP employees and service providers in 2023 grew 13% compared with the previous year, consequently we were unable to achieve the target of  $\geq 1.64$  set for 2023.

In detail, the (FR) of EDP employees increased, 1.47 accidents per million hours worked (+30% compared with 2022) and the (FR) relative to ESP also increased, 2.32 accidents per million hours worked (+6% compared with 2022).

In 2023, there were 5 fatal accidents with PSEs in South America (the same as in 2022).

## Accidents in the workplace (With fall and fatal)



## EDP Group

### EDP Group: EDP Employees

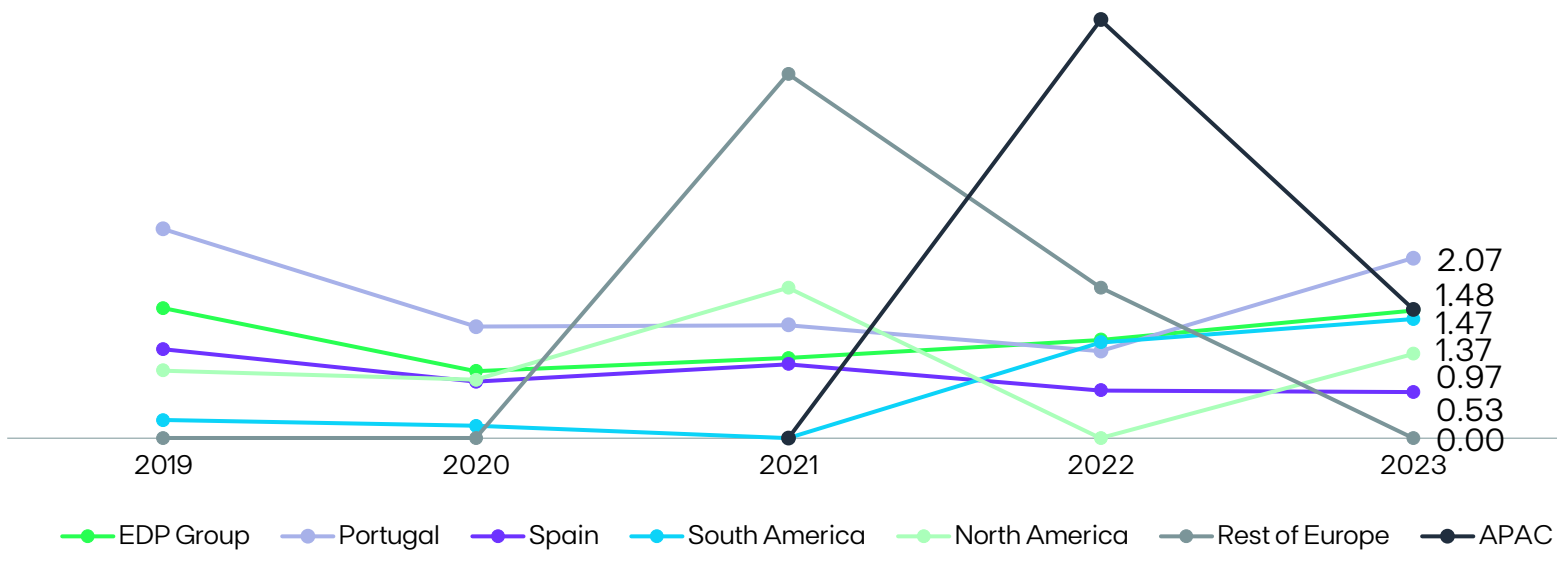
#### Accidents at work and accident rates – summary table:

CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY	ACCIDENTS	ACCIDENTS "WHILST COMMUTING"	FR	IR	SR	TSR	DAYS LOST	
EDP Group	2023	37	30	1.47	2.67	78	81	1,978
	2022	28	18	1.13	2.05	65	69	1,594
	Δ	32%	67%	30%	30%	20%	17%	24%
Portugal	2023	21	13	2.07	3.48	110	117	1,111
	2022	10	4	1.00	1.68	97	109	971
	Δ	>100%	>100%	>100%	>100%	13%	7%	14%
Spain	2023	2	1	0.53	0.92	107	107	402
	2022	2	2	0.55	0.96	51	51	188
	Δ	0%	-50%	-4%	-4%	>100%	>100%	>100%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2023	10	16	1.37	2.75	41	41	297
	2022	8	12	1.10	2.21	21	21	155
	Δ	25%	33%	25%	24%	95%	95%	92%
North America (Canada, USA, Mexico)	2023	2	0	0.97	1.91	76	76	156
	2022	0	0	0.00	0.00	120	120	210
	Δ	>100%	-	>100%	>100%	-37%	-37%	-26%
Rest of Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2023	0	0	0.00	0.00	0	0	0
	2022	1	0	1.73	3.13	2	2	1
	Δ	-100%	-	-100%	-100%	-100%	-100%	-100%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2023	2	0	1.48	3.18	9	9	12
	2022	7	0	4.81	10.88	47	47	69
	Δ	-71%	-	-69%	-71%	-81%	-81%	-83%

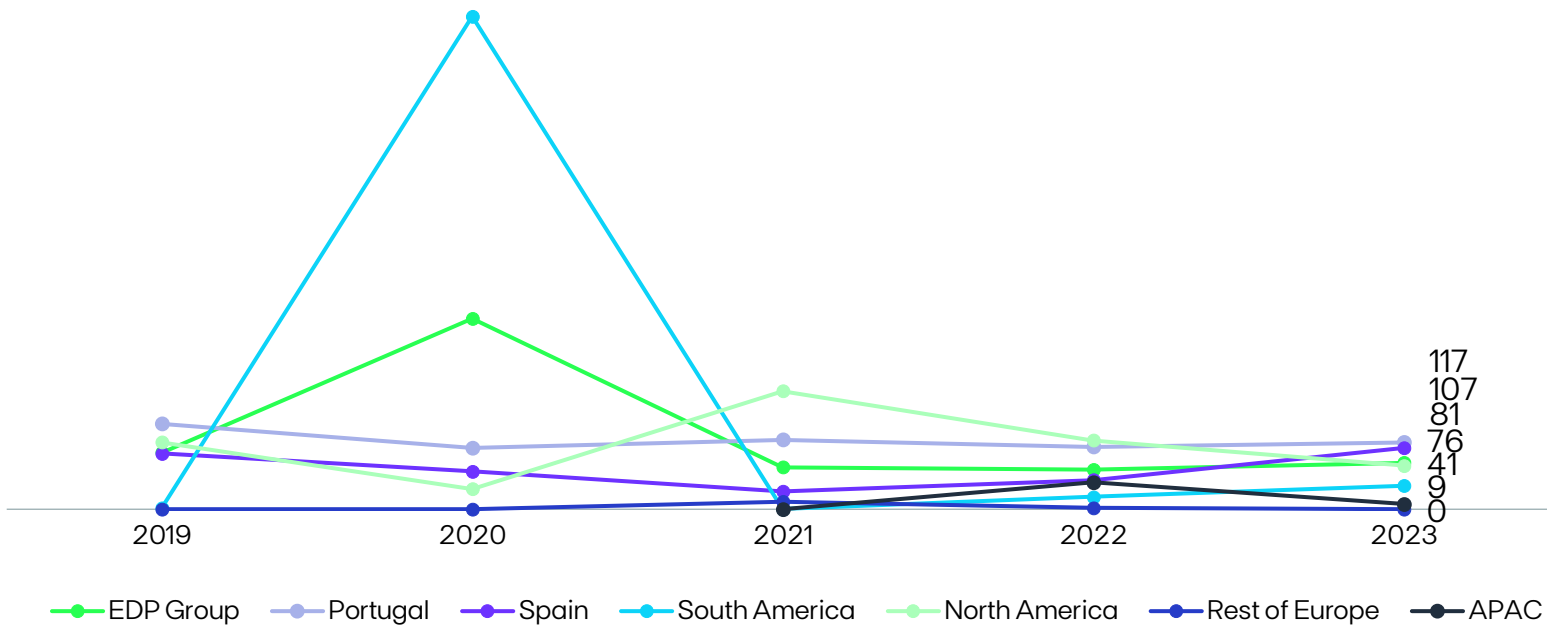
F – Fatal Accidents



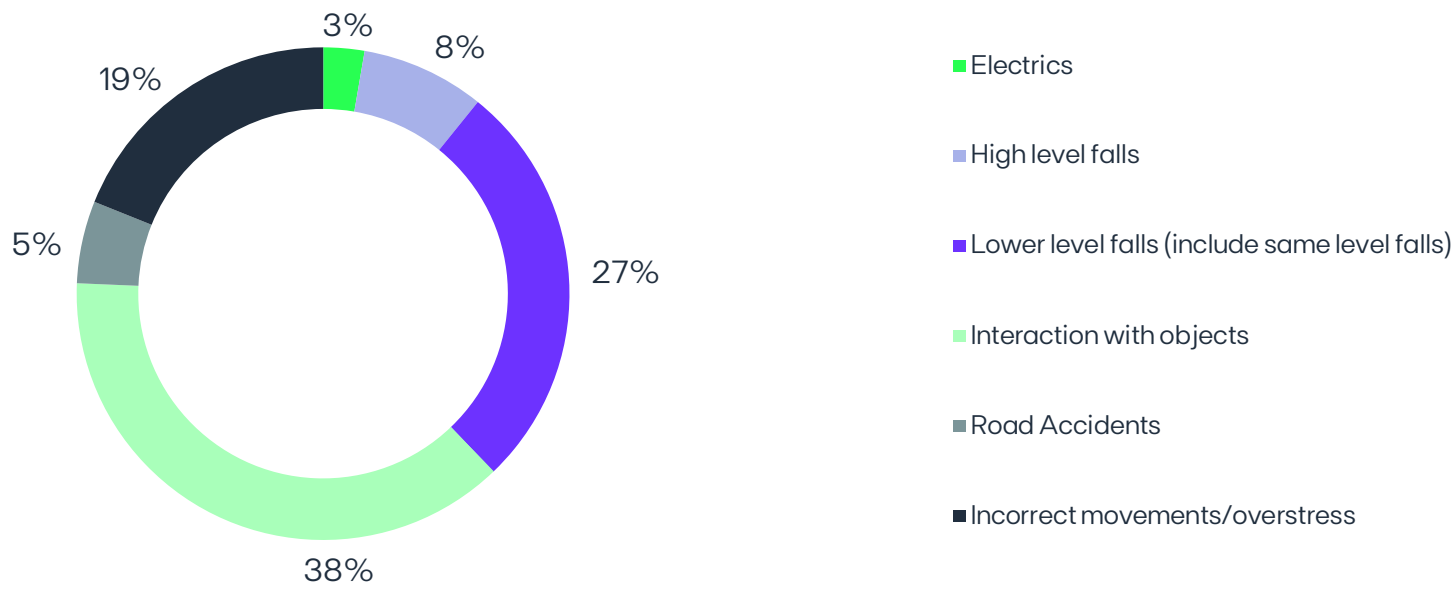
**Fr - Frequency rate**  
(accidents per million hours worked)



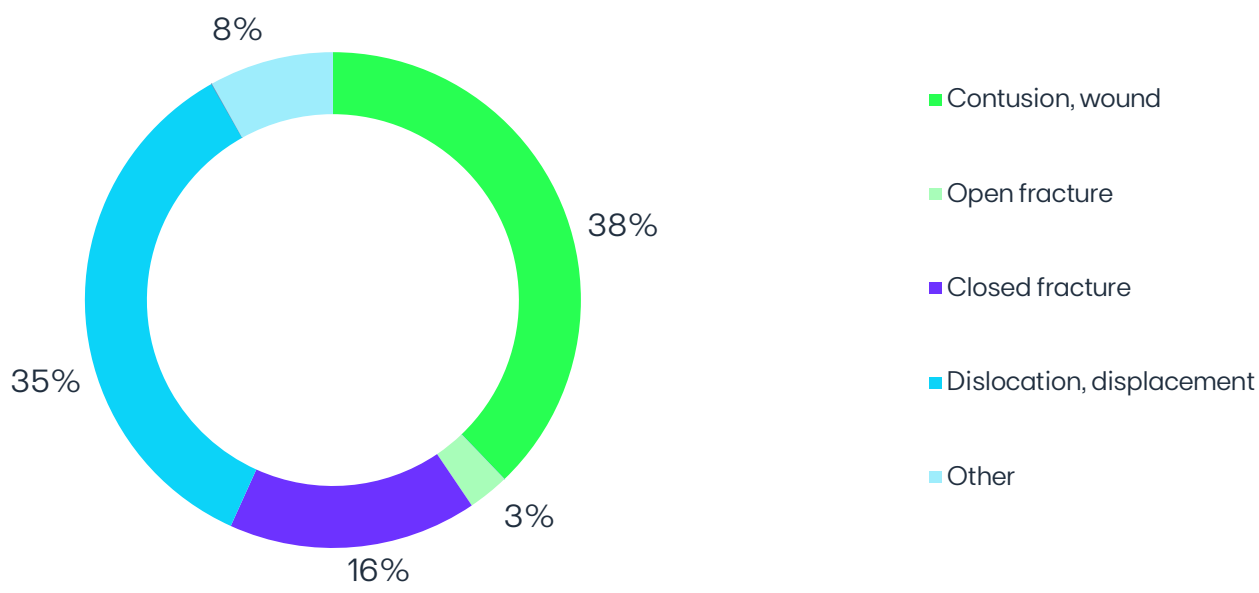
**Sr - Severity rate**  
(days lost per million hours worked)



**Types of accidents**



**Types of injuries**







## EDP Group: Service providers

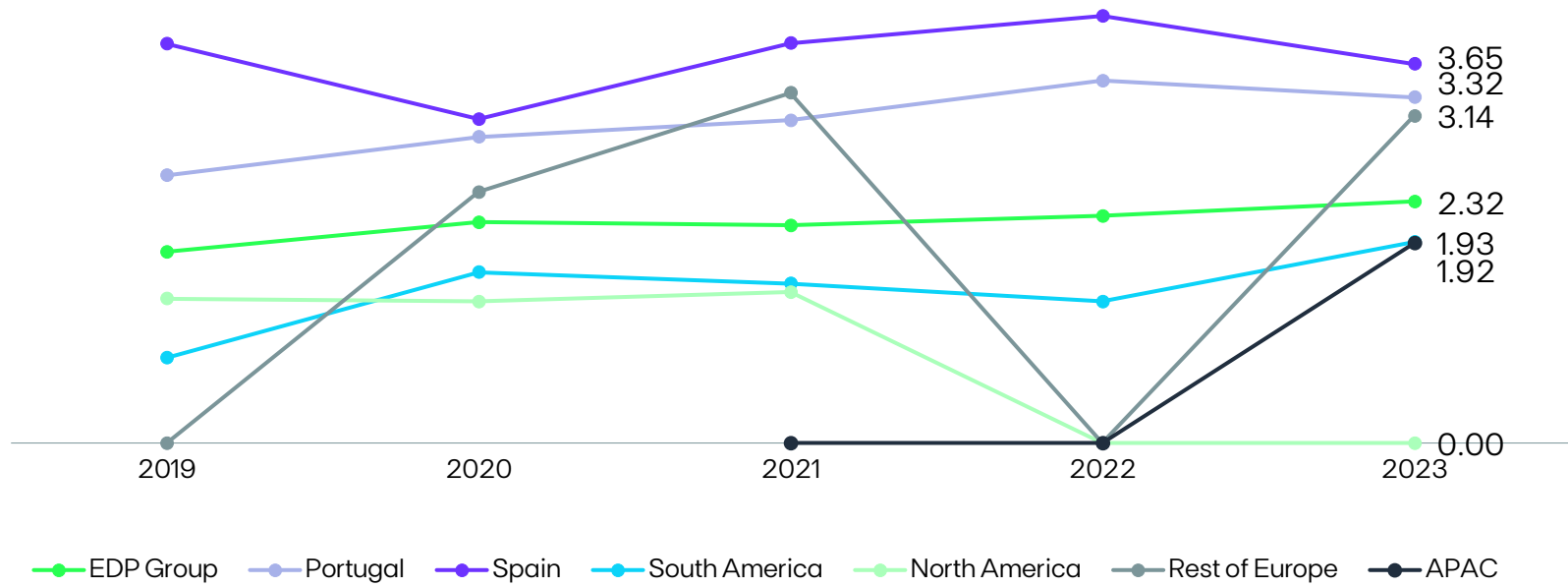
### Accidents at work and accident rates – summary table:

CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY		ACCIDENTS	FR	IR	SR	TSR	DAYS LOST
EDP Group	2023	140+5F	2.32	4.58	106	592	6,639
	2022	105+5F	2.18	4.31	144	749	7,260
	Δ	32%	6%	6%	-26%	-21%	-9%
Portugal	2023	56	3.32	6.56	214	236	3,602
	2022	50+3F	3.48	6.88	208	1,412	3,166
	Δ	6%	-5%	-5%	3%	-83%	14%
Spain	2023	23	3.64	7.20	192	192	1,215
	2022	23	4.10	8.10	361	361	2,025
	Δ	-	-11%	-11%	-47%	-47%	-40%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2023	53+5F	1.93	3.82	46	1,047	1,388
	2022	32+2F	1.36	2.68	79	566	1,975
	Δ	71%	42%	43%	-42%	85%	-30%
North America (Canada, USA, Mexico)	2023	0	0.00	0.00	0	0	0
	2022	0	0.00	0.00	0	0	0
	Δ	-	-	-	-	-	-
Rest of Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2023	5	3.14	6.20	92	92	147
	2022	0	0.00	0.00	91	91	94
	Δ	>100%	>100%	>100%	1%	1%	56%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2023	3	1.92	3.78	183	183	287
	2022	0	0.00	0.00	0	0	0
	Δ	>100%	>100%	>100%	>100%	>100%	>100%

F – Fatal accidents

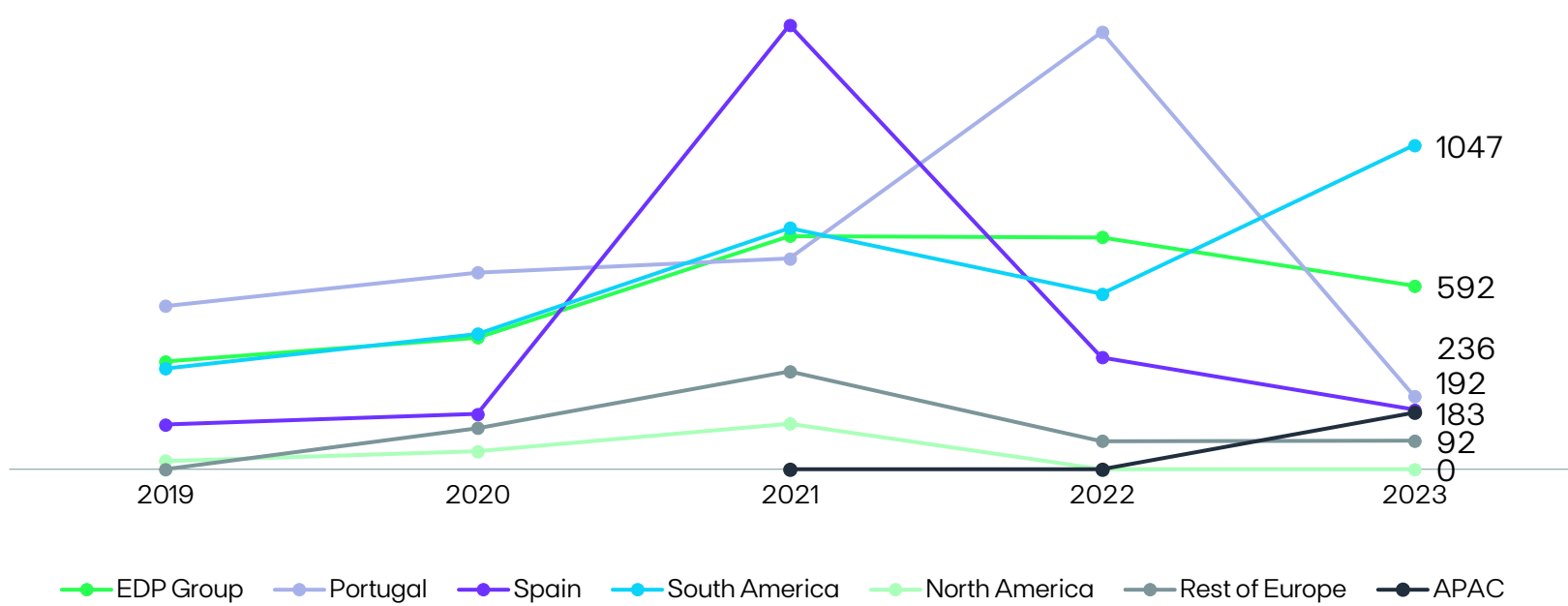
#### Fr – Frequency rate

(accidents per million hours worked)



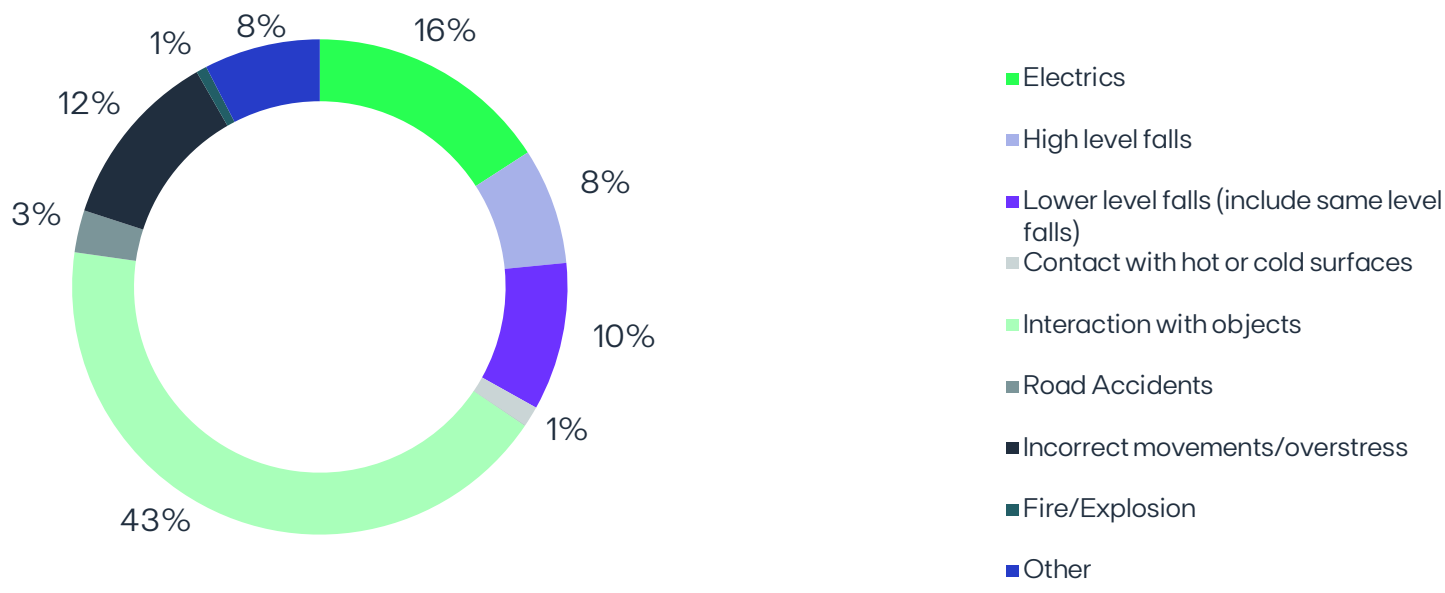
#### Sr – Severity rate

(days lost per million hours worked)

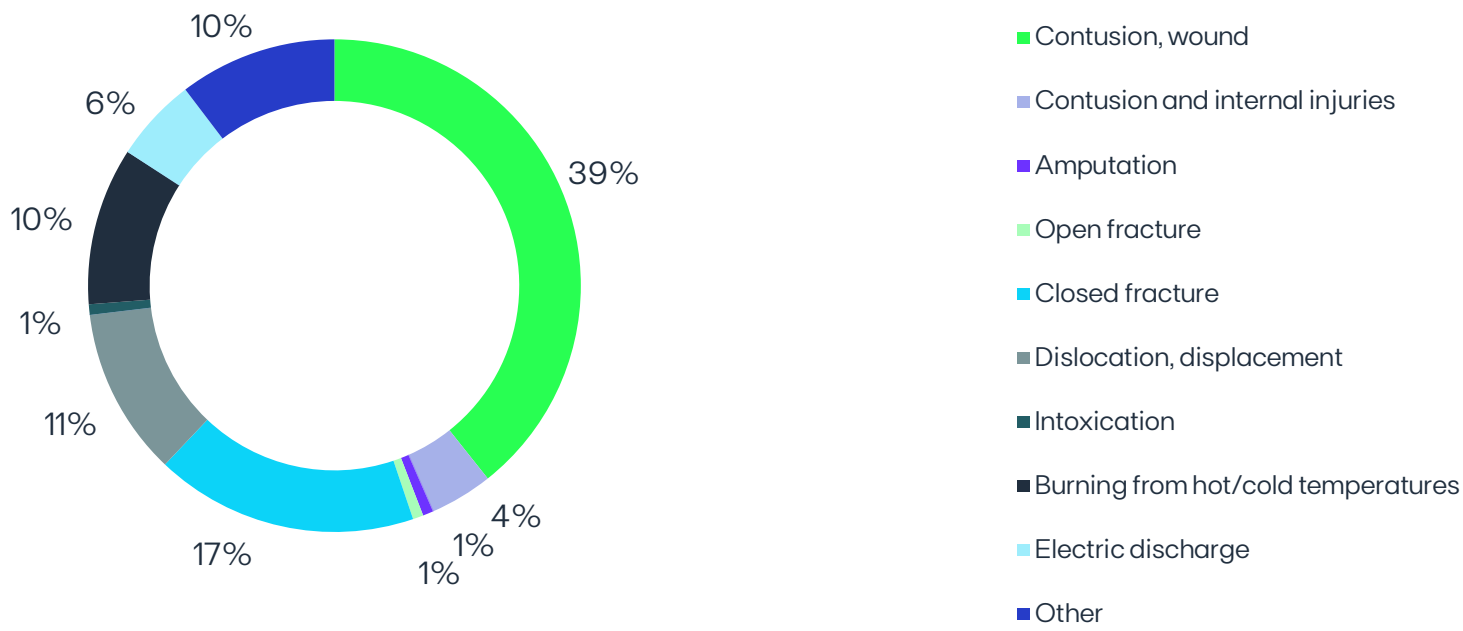




**Types of accidents**



**Types of injuries**



**EDP Group: Employees + Service providers**

**Accidents at work and accident rates – summary table:**

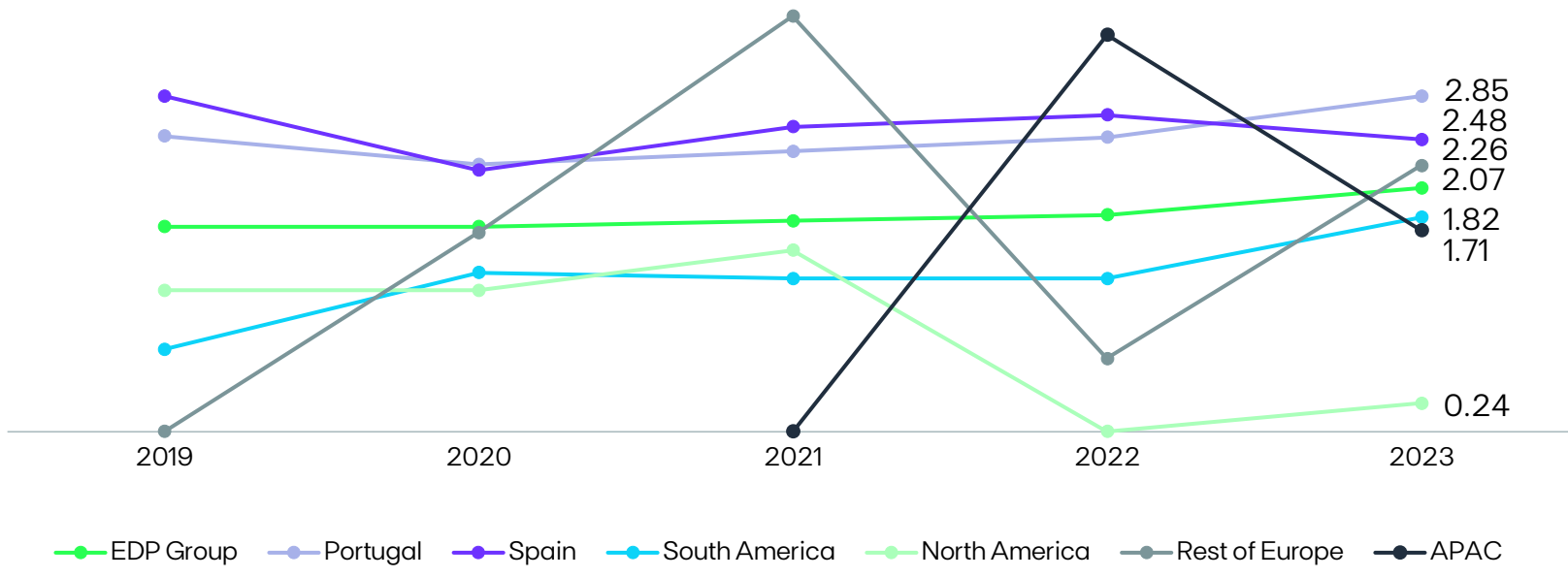
CHANGES IN THE MAIN INDICATORS BY GEOGRAPHY		ACCIDENTS	FR	IR	SR	TSR	DAYS LOST
EDP Group	2023	177+5F	2.07	4.00	98	445	8,617
	2022	133+5F	1.84	3.52	118	526	8,854
	Δ	32%	13%	14%	-17%	-15%	-3%
Portugal	2023	77	2.85	5.28	175	191	4,713
	2022	60+3F	2.50	4.61	164	896	4,137
	Δ	22%	14%	15%	7%	-79%	14%
Spain	2023	25	2.48	4.66	160	160	1,617
	2022	25	2.69	5.07	239	239	2,213
	Δ	-	-8%	-8%	-33%	-33%	-27%
South America (EDP BR, EDPR BR, EDPR COL e EDPR CHL)	2023	63+5F	1.82	3.61	45	850	1,685
	2022	40+2F	1.30	2.58	66	443	2,130
	Δ	62%	40%	40%	-32%	92%	-21%
North America (Canada, USA, Mexico)	2023	2	0.24	0.48	19	19	156
	2022	0	0.00	0.00	45	45	210
	Δ	>100%	>100%	>100%	-58%	-58%	-26%
Resto f Europe (RO, IT, UK, PL, FR, BE, GR, HU e NL)	2023	5	2.26	4.34	66	66	147
	2022	1	0.62	1.19	59	59	95
	Δ	>100%	>100%	>100%	12%	12%	55%
APAC (SGP, VNM, CN, ID, JP, KO, MY, TH, TW)	2023	5	1.71	3.52	103	103	299
	2022	7	3.37	7.32	33	33	69
	Δ	-29%	-49%	-52%	>100%	>100%	>100%

F – Fatal accidents

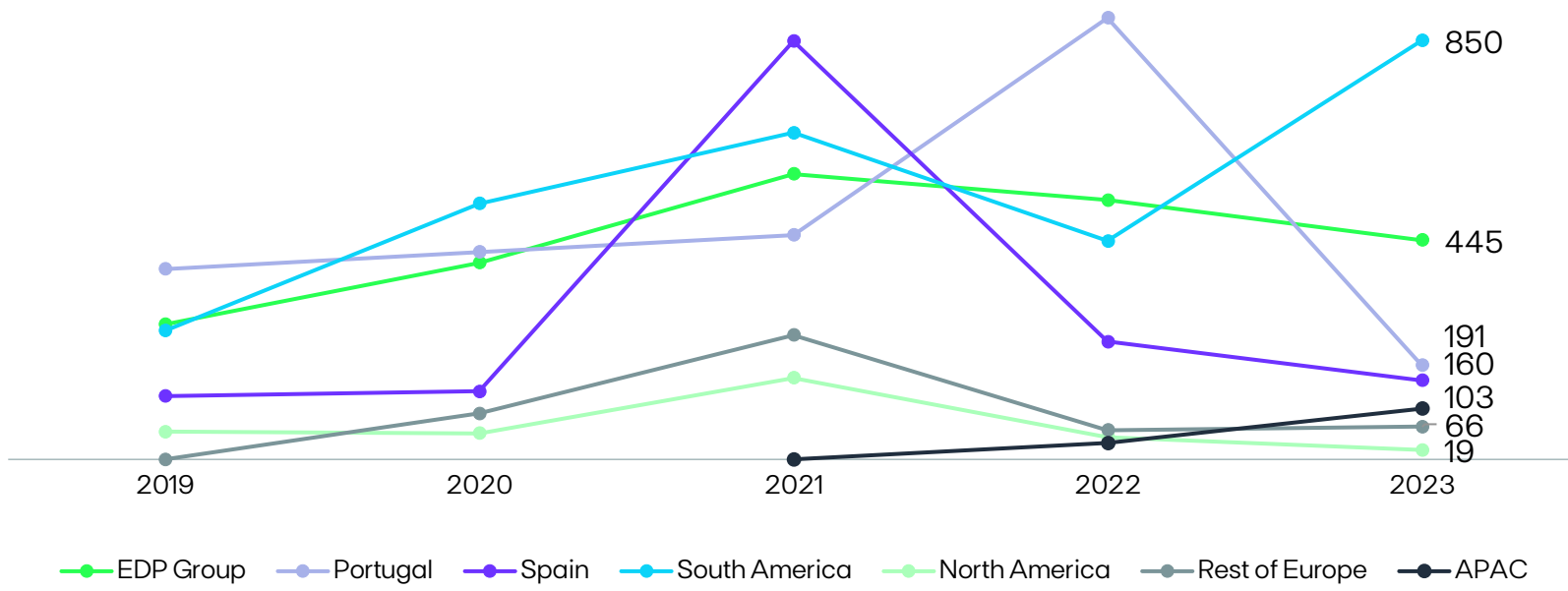




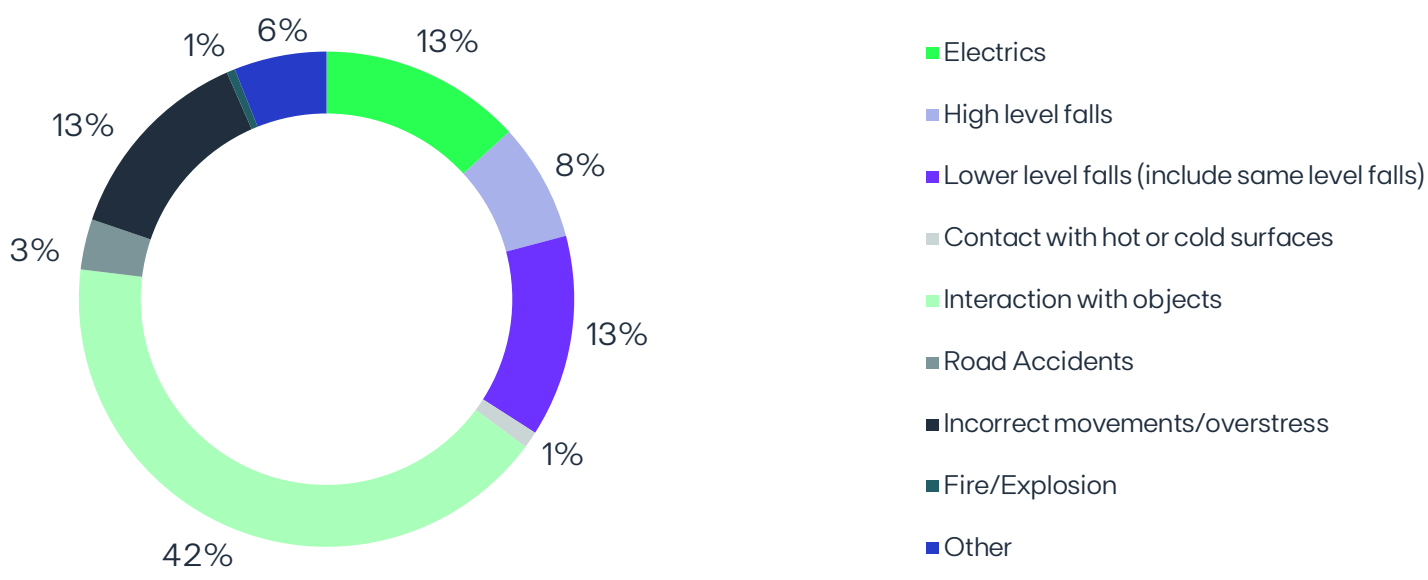
**Fr - Frequency rate**  
(accidents per million hours worked)



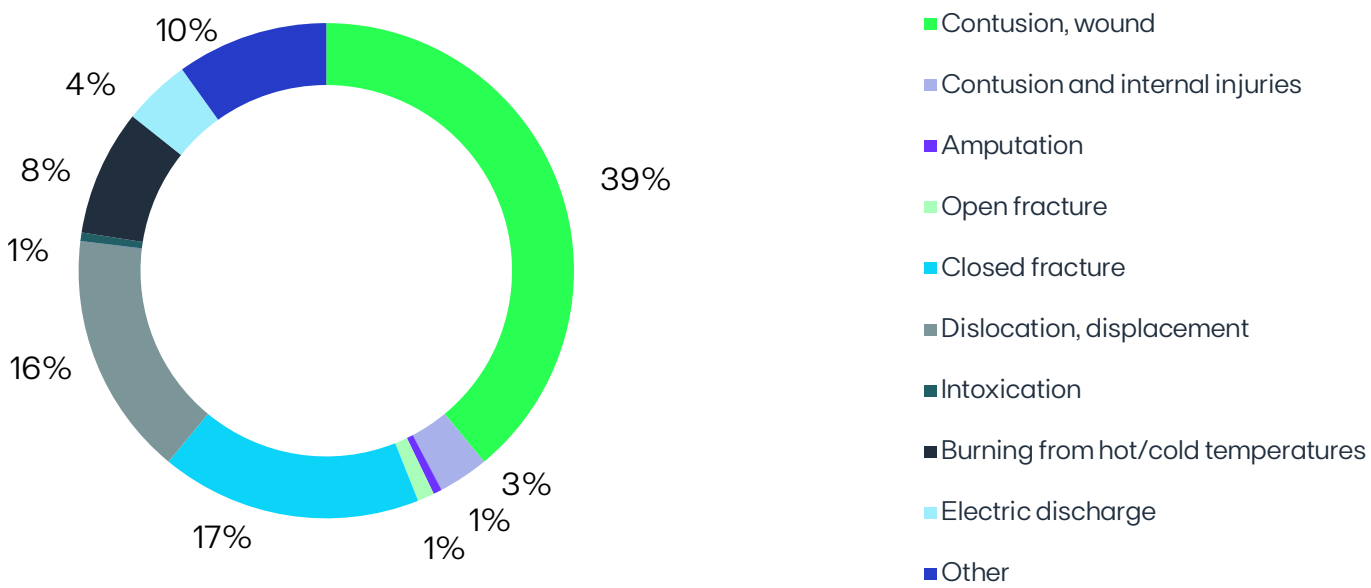
**Sr - Severity rate**  
(days lost per million hours worked)



**Types of accidents**



**Types of injuries**





Accidents that occurred due to falls at ground level are responsible for 27% of accidents involving EDP employees, followed by interaction with objects, with 24%, and 19% due to incorrect movements and overstressing, with 30% being other causes.

Where service providers are concerned, interactions with objects are responsible for 39% of their accidents, followed by electrical accidents, at 16%, inexact movement at 12%, falls at ground level, at 10% and 34% resulting from other causes.

It should be noted that the risks of occupational accidents include, in addition to those associated with activities carried out on site during work hours, those related to commuting to and from work, as well as journeys and time taken at lunch break.

When looking at the type of injuries suffered by EDP employees, contusions and wounds account for 38%, dislocations and dislocations 35%, closed fractures 16% and 8% resulting from other causes.

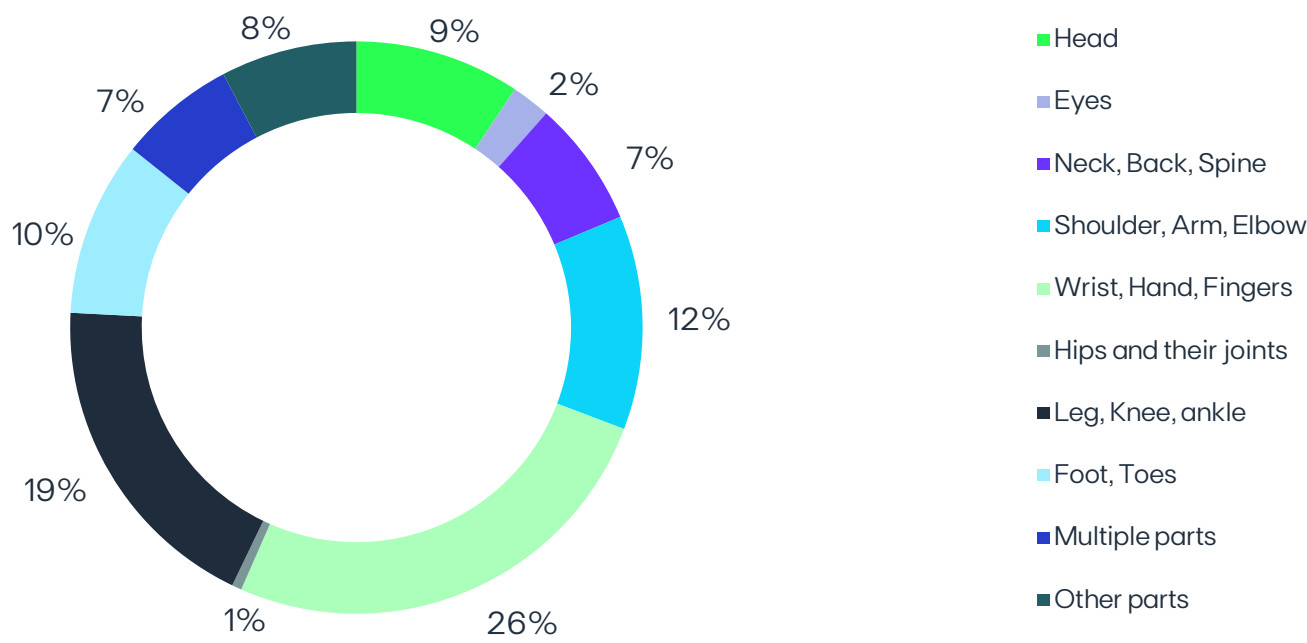
The most frequent injuries among service providers are contusions and wounds, accounting for 39%, closed fractures 17%, dislocations and dislocations 11%, with the remaining causes accounting for 33%.

### Affected body parts

The most affected body parts among EDP employees are the legs, knees, ankles group with 30%, followed by the neck, back and spine and the wrist, hand and fingers group with 16% each, the head and the shoulders, arm, elbow group with 11% each, while the remaining body parts account for 16%. In service providers, the most affected body parts are the wrist, hand and fingers group with 28%, followed by the leg, knee, ankle with 16%, the shoulder, arm, elbow group with 12% and the remaining body parts account for 44%.

#### Affected body parts

(EDP employees + Service providers)

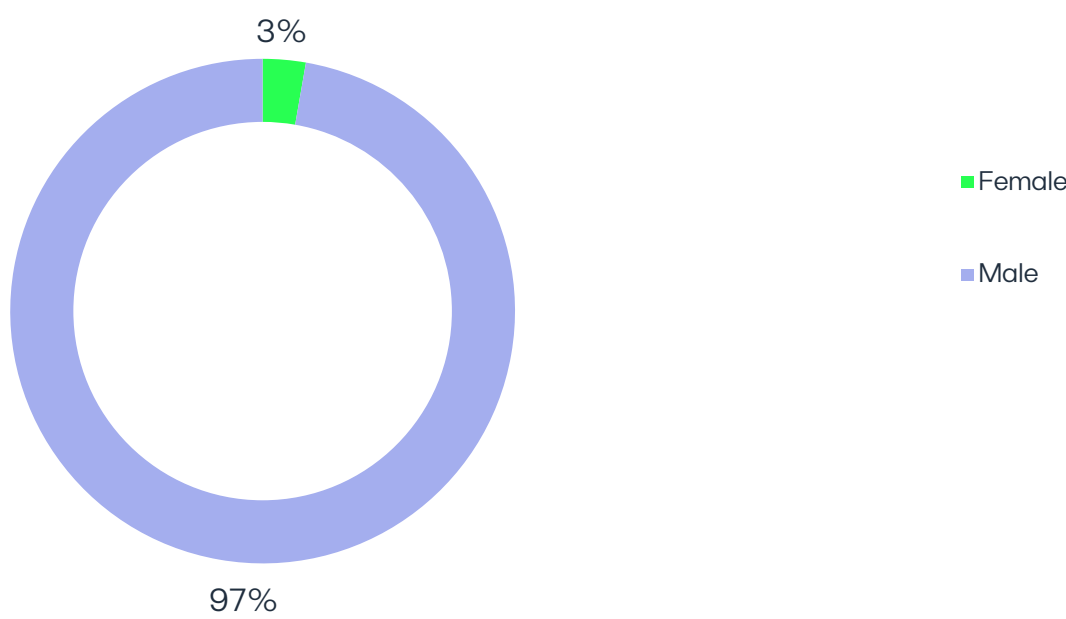


### By gender

When analyzed by gender, 97% of accidents came from men and 3% from women, with the most operational activities posing the greatest risk and being carried out largely by men.

#### Accidents by gender

(EDP Employees + Service providers)







## By month and days of the week

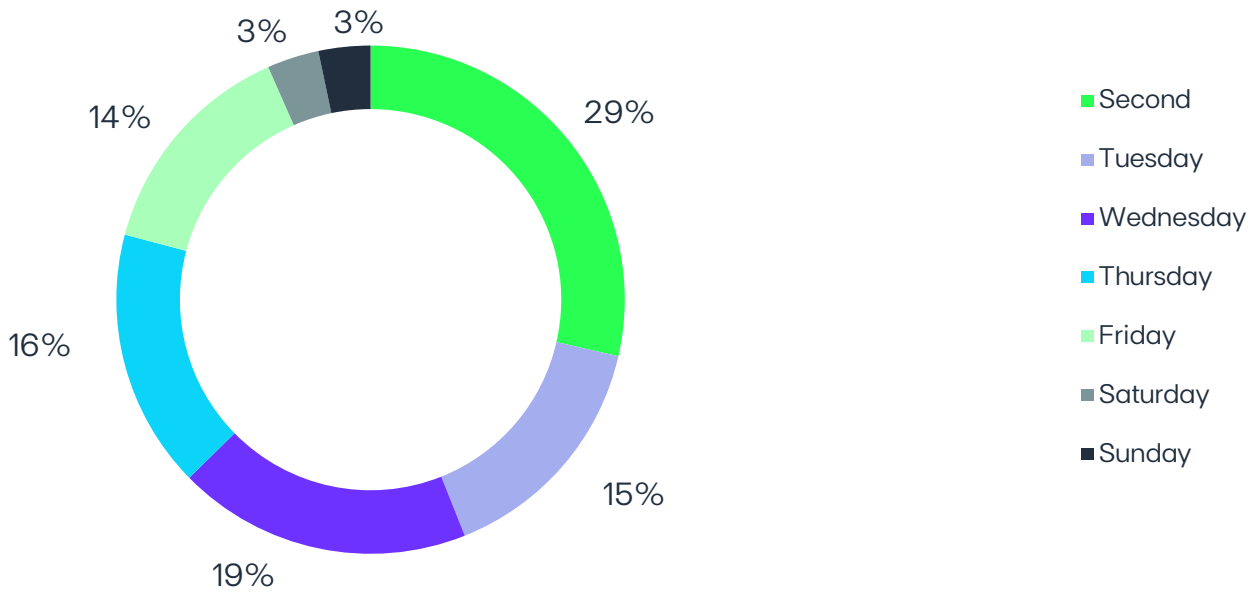
During 2023, the months of March and October have the highest percentage of accidents, while February and August have the lowest. Monday and Wednesday are the days of the week with the most accidents, 29 and 19% each.

### Accidents by month

(EDP employees + Service providers)

### Accidents by day of the week

(EDP employees + Service providers)

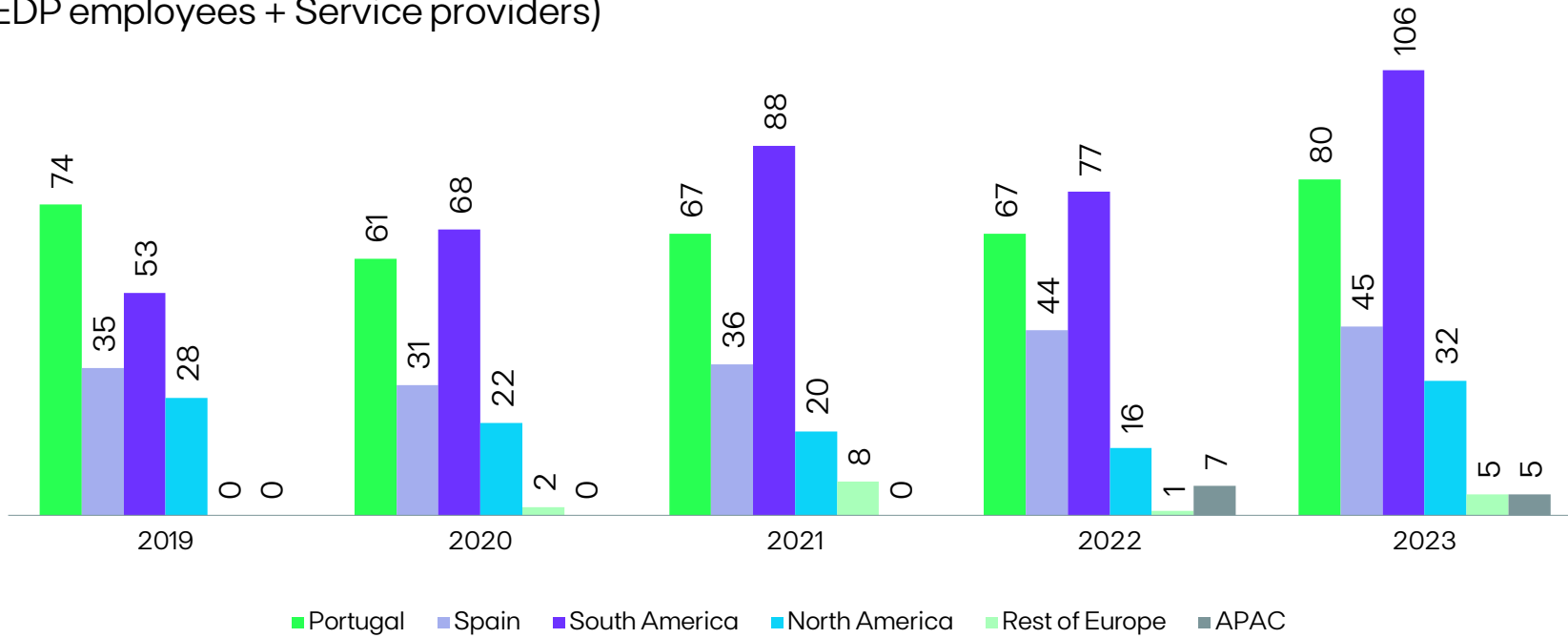


## Mandatory recordable accidents at work

The EDP group has consolidated the indicators for accidents at work that require reporting. Of the 387 accidents that occurred in 2023 (with absence, without absence and fatal), 273 are work-related accidents that must be reported, which is equal to 71% of EDP group's accidents

### Recordable accidents

(EDP employees + Service providers)





The following table summarizes the numbers of recordable accidents at work

GEOGRAPHY	EDP EMPLOYEES (#)	SERVICE PROVIDERS (#)
Portugal	23	57
Spain	7	38
South America	14	92
North America	14	18
Rest of Europe	0	5
APAC	2	3
<b>EDP Group</b>	<b>60</b>	<b>213</b>

### Accidents involving third parties

For EDP Group, the issue of public safety is crucial, given its impact on people’s lives. Minimising the risks associated with the use of electricity ultimately depends on individual education and behaviour. As such, EDP identifies and communicates the risks associated with its facilities and equipment. However, in 2023, there were 46 electrical accidents involving third parties (non-EDP persons) in EDP group's facilities or equipment, resulting in the death of 14 people. These accidents were the result of civil construction activities, tampering with the grid, leisure, and so on.

### Brief description of fatal accidents in EDP Group

The five fatal accidents that occurred with service providers in South America were the result of falls from a height, electrical causes, collisions with objects and falling objects.

#### Electrical cause

During maintenance work on the overhead network, a worker suffered an electric shock.

#### Electrical cause

While troubleshooting a fault, a worker suffered an electric shock.

#### Fall from height

During maintenance work on the low-voltage overhead network, a worker fell from a height.

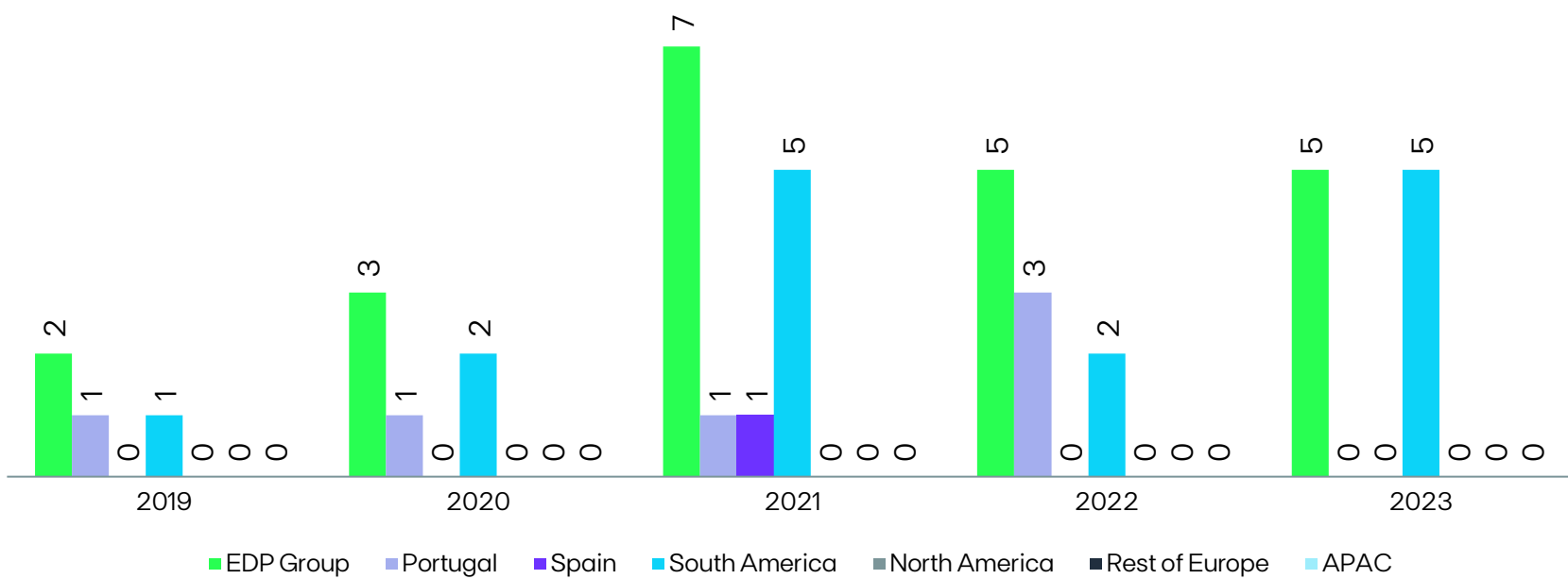
#### Impact with objects

While cutting down trees, a worker was hit by a tree that was 10 meters away from where he was working. The tree that caused the accident had dried out its roots due to a fire.

#### Fallen objects

While closing the gate (manually) to access the solar park, the gate fell on the worker, causing his death.

**Fatal accidents at work**  
(EDP employees + Service providers)



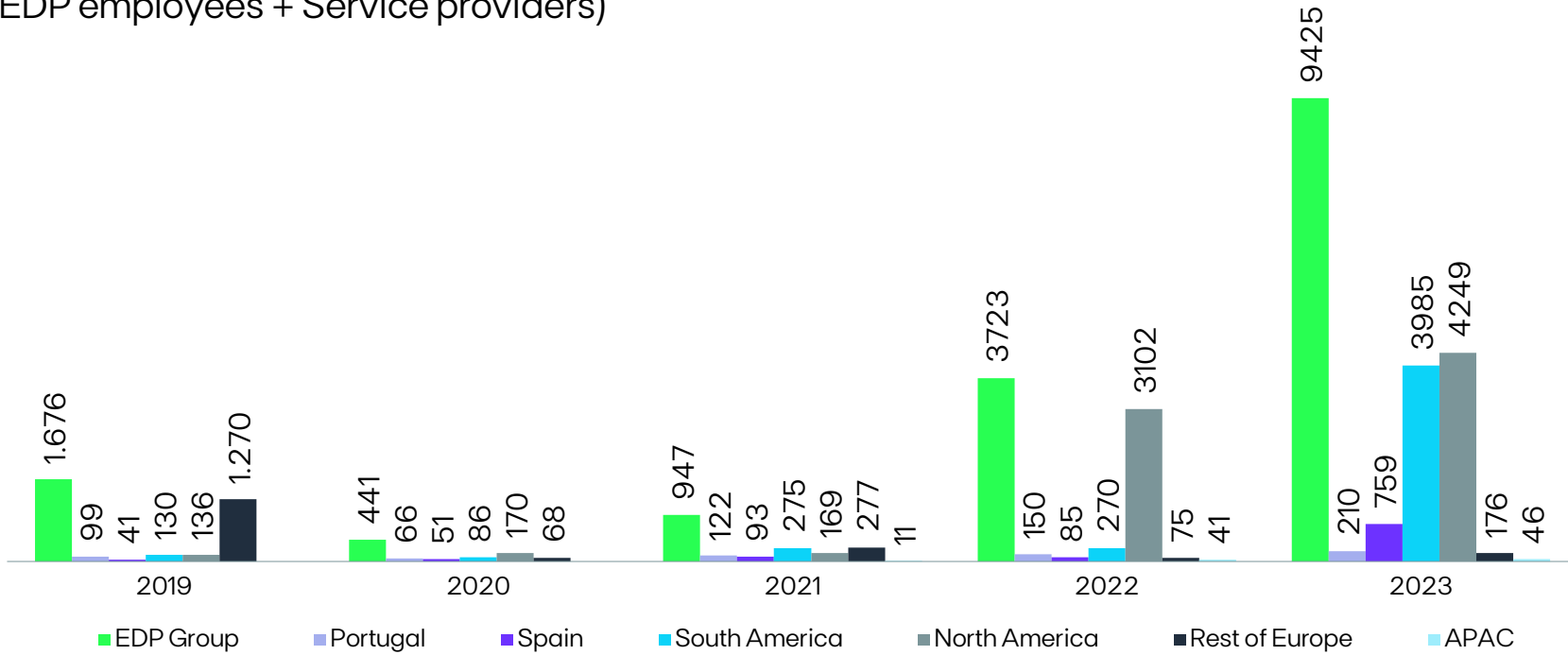




## Near-misses and hazardous situations

For EDP Group, the awareness, analysis and correction of near-misses are essential tools needed to achieve the goal of risk and personal injury reduction in EDP Group’s operations.

### Near-misses and hazardous situations (EDP employees + Service providers)



537 near-misses were reported (Portugal 169, Spain 108, South America 120, North America 112, Rest of Europe 27 and APAC 1). In 2022, in the same period, 471 incidents were reported.

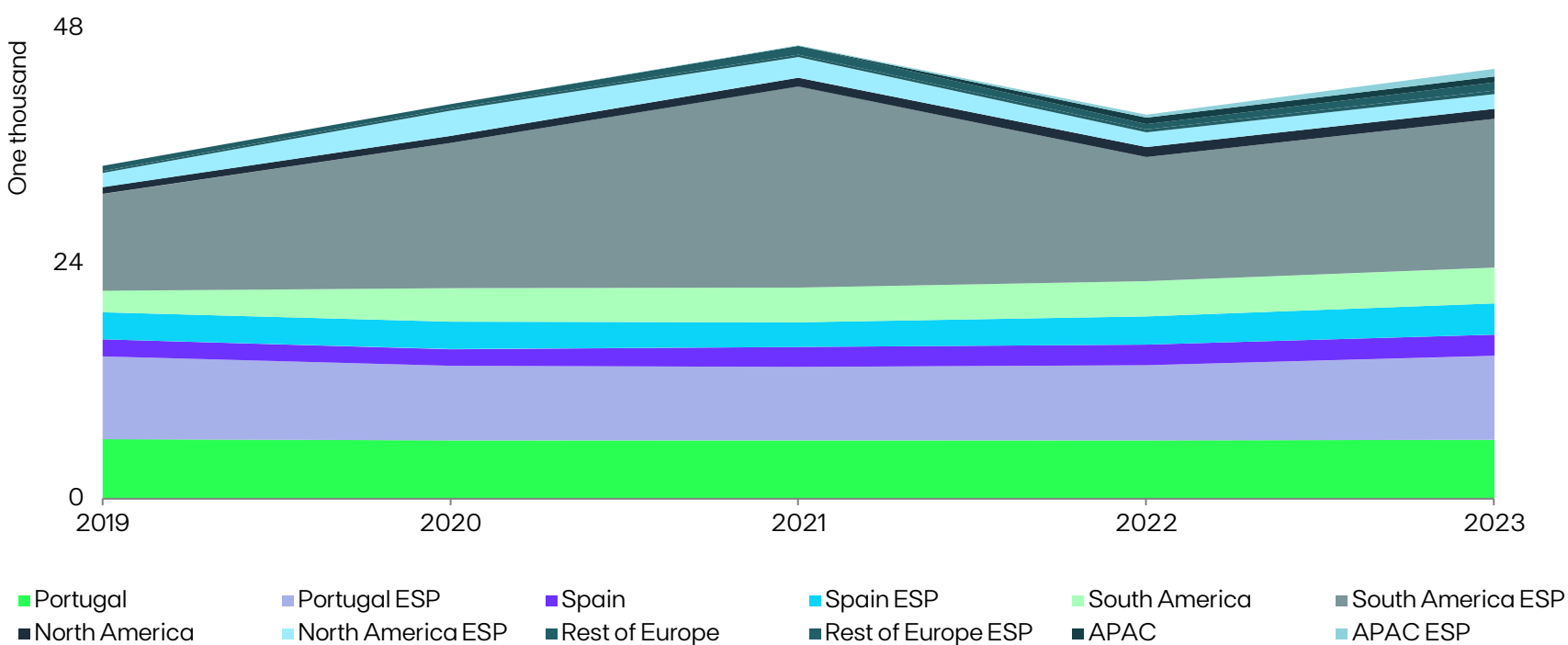
Creating a culture of total transparency where near misses are recognized and reported will allow our organization to investigate, eliminate their causes, prevent them from becoming accidents and communicate the learnings.

In 2024, the EDP Group will launch a robust program to encourage the reporting of near misses, to reinforce our safety and risk management culture.

## Average number of employees

The following graph represents the equivalent workforce (EWF) in the EDP Group, with the ESP values calculated from the number of hours worked, in light of the hours worked in EDP.

### Effective average



The reduction of internal staff numbers and the increasing outsourcing of highly operational activities created new challenges in terms of Occupational Health and Safety in EDP Group.

For this reason, EDP Group ensures that its Service Providers comply with the management systems and are aligned with the Group’s internal policies.

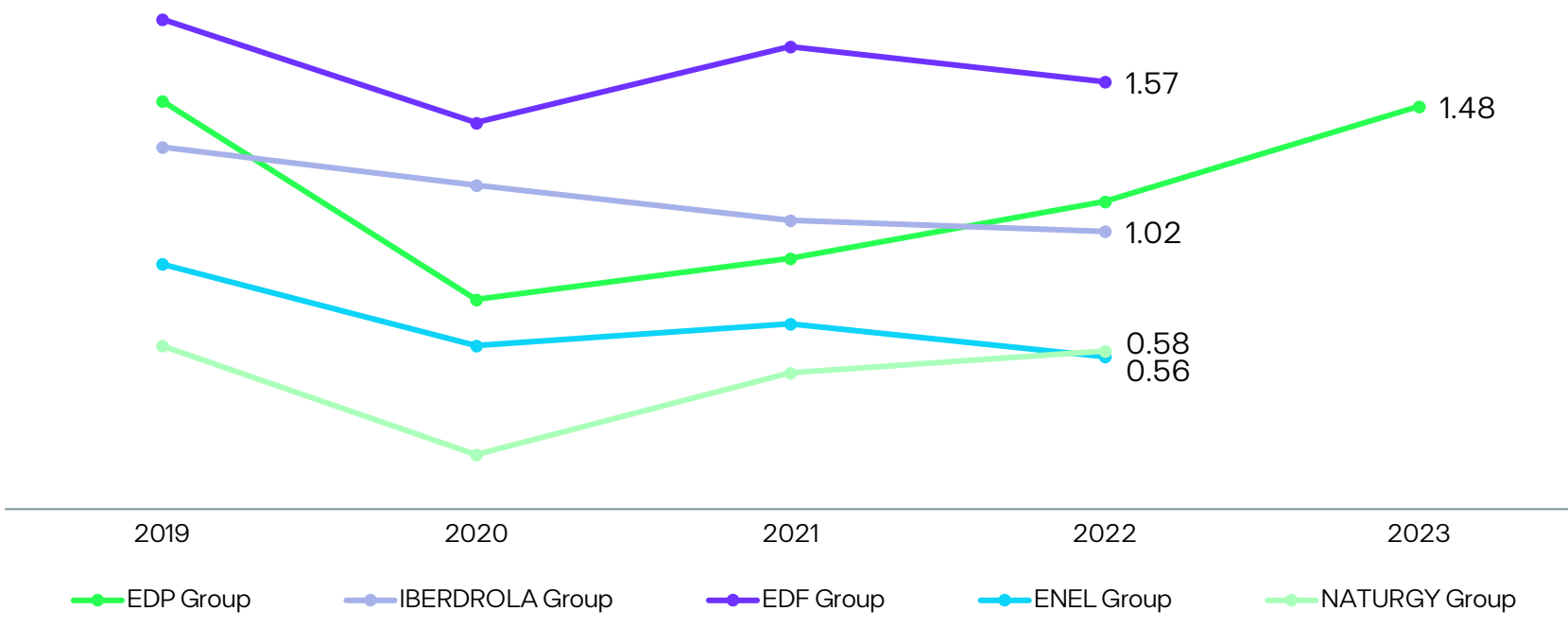
The following table summarises the workforce by EDP Employee and Service Providers:

GEOGRAPHY	EDP EMPLOYEES (#)	ESP (#)
Portugal	6,039	8,536
Spain	2,174	3,196
South America	3,640	15,176
North America	1,050	1,526
Rest of Europe	347	806
APAC	628	793
<b>EDP Group</b>	<b>13,878</b>	<b>30,032</b>

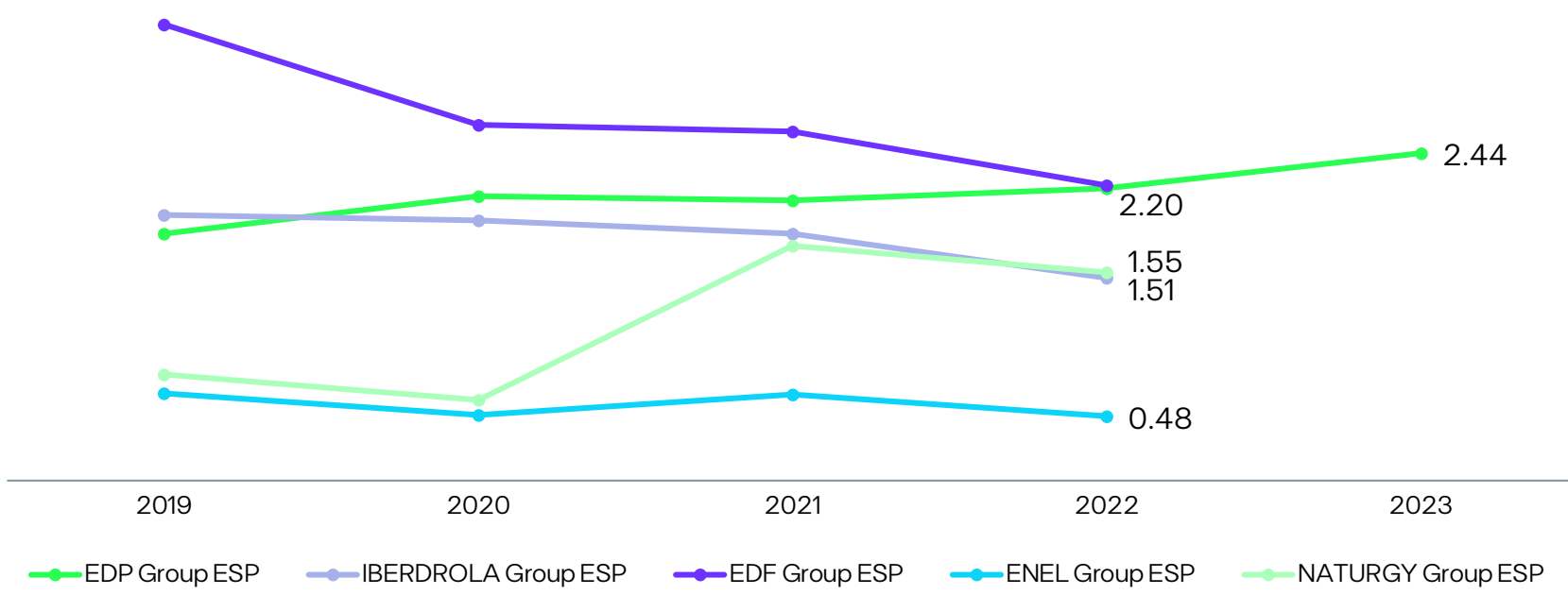


## Benchmarking – Frequency rate

### Employees



### Service providers







## EDP Group Supplementary information

[EU17; EU25; GRI 403.9; GRI 403-10]

	UN	2023	2022	Δ
<b>EDP EMPLOYEES</b>				
In-service accidents at work				
Accidents resulting in absence	#	37	28	32%
Fatal accidents	#	0	0	-
Accidents with serious consequences	#	3	0	-
Mandatory recordable accidents	#	60	51	18%
<b>Total days lost in the period</b>	<b>#</b>	<b>1,978</b>	<b>1,594</b>	<b>24%</b>
<b>Hours worked</b>	<b>#</b>	<b>25,226.403</b>	<b>24,673.057</b>	<b>2%</b>
Indicators (accidents at work)				
Frequency (FR)	(i)	1.47	1.13	30%
Severe Frequency (SFR)	(i)	0.12	0.00	>100%
Mandatory recording frequency (TFR)	(i)	2.38	2.07	15%
Fatal Frequency (FFR)	(i)	0.00	0.00	-
Severity (SR)	(i)	78	65	21%
Total severity (TSR)	(i)	81	69	18%
<b>SERVICE PROVIDERS</b>				
In-service accidents at work				
Accidents resulting in absence	#	140	105	33%
Fatal accidents	#	5	5	-
Accidents with serious consequences	#	11	10	10%
Mandatory recordable accidents	#	213	161	32%
<b>Total days lost in the period</b>	<b>#</b>	<b>6,639</b>	<b>7,260</b>	<b>-9%</b>
<b>Hours worked</b>	<b>#</b>	<b>62,546.729</b>	<b>50,470.660</b>	<b>24%</b>
Indicators (accidents at work)				
Frequency (FR)	(i)	2.32	2.18	6%
Severe Frequency (SFR)	(i)	0.18	0.20	-12%
Mandatory recording frequency (TFR)	(i)	3.41	3.19	7%
Fatal Frequency (FFR)	(i)	0.08	0.10	-20%
Severity (SR)	(i)	106	144	-26%
Total severity (TSR)	(i)	592	749	-21%
<b>EDP EMPLOYEES + ESP</b>				
In-service accidents at work				
Accidents resulting in absence	#	177	133	33%
Fatal accidents	#	5	5	-
Accidents with serious consequences	#	14	10	40%
Mandatory recordable accidents	#	273	212	29%
<b>Total days lost in the period</b>	<b>#</b>	<b>8,617</b>	<b>8,854</b>	<b>-3%</b>
<b>Hours worked</b>	<b>#</b>	<b>87,773.131</b>	<b>75,143.716</b>	<b>17%</b>
Indicators (accidents at work)				
Frequency (FR)	(i)	2.07	1.84	13%
Severe Frequency (SFR)	(i)	0.16	0.13	23%
Mandatory recording frequency (TFR)	(i)	3.11	2.82	10%
Fatal Frequency (FFR)	(i)	0.06	0.07	-19%
Severity (SR)	(i)	98	118	-17%
Total severity (TSR)	(i)	445	526	-15%
NEAR-MISSES	#	537	471	14%
ELECTRICAL ACCIDENTS WITH THIRD PARTIES	#	15	14	7%



# Sharing best practice with in EDP Group

Sharing experiences and information on the most relevant projects in Occupational Health and Safety issues between EDP group companies and geographical areas is an important tool for enhancing a widespread, cross-cutting adoption of existing best practice.

Occupational Health and Safety is regarded as materially relevant as it directly affects the creation of value for EDP Group. Hence, comprehensive corporate actions, which encompass all geographical areas, are identified and addressed every year, with the aim of:

- Reducing accidents involving ESP workers;
- Improving service efficiency and quality with an impact on cost reduction;
- Improving working conditions that impact on the reduction of accidents and absenteeism;
- Complying with legal requirements.

The following are some of the projects and initiatives developed in 2023:

## E-Redes

### Safety Olympics

On World Day for Safety and Health at Work, E-REDES held the first edition of the Safety Olympics, which brought together E-REDES employees and partners with the aim of raising awareness of the prevention of accidents at work. In this event, five teams competed against each other in carrying out their day-to-day activities, focusing on compliance with safety procedures. Also, as part of the celebrations for World Day for Safety and Health at Work, several events were held at E-REDES that week, such as an interview with João Garcia (a Portuguese mountaineer), who discussed the risk management associated with his profession, a demanding activity with many challenges.



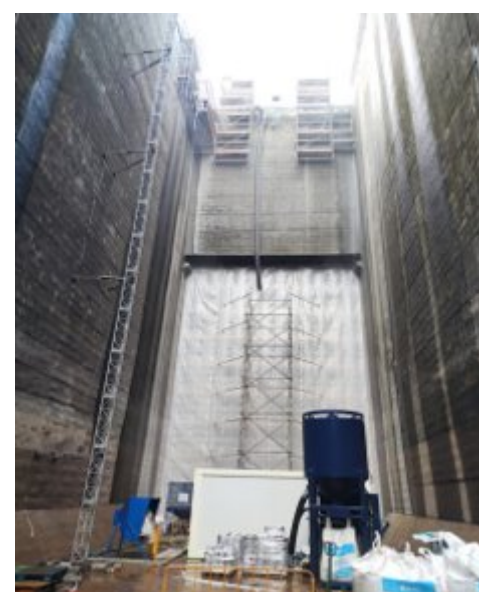
## EDP Produção

### Improvement of flood spillways at the Crestuma Hydroelectric Power Plant

The improvement of the spillways is carried out to ensure the maintenance of the discharge mechanisms at the Crestuma hydroelectric Power Plant.

This repair/upgrade was carried out on different fronts and involved more than 40 external workers. EDP Produção, aware of its commitment to zero accidents, has carefully planned the different phases/activities, ensuring the following measures:

- Analysis of safety documentation for work carried out by external entities
- Implementation of the preventive and emergency measures identified in the safety documentation
- Setting up the necessary means of access and boundaries to ensure the safe execution of the work
- Implementation of protection measures against the risk of falling from a height (scaffolding)
- Checking and testing equipment for lifting loads and people (suspended platform, lifting accessories, portico/ crane)







- Signaling work fronts
- Awareness-raising prior to starting work
- Work authorization for the different fronts
- Last minute risk assessments (LMRA) for the various activities
- Authorizations for work involving special risks
- Monitoring of work by the safety department

## EDP Comercial (EDPC)

### EDP Client Solutions Platform Europe launches security program across all its geographies

The Client Solutions EU Platform has grown significantly since 2019, evolving from EDP Comercial exclusively being in Portugal to a multi-geographical reality with a presence in several European countries. To ensure a single, transversal strategy, Moving towards a mature Safety culture was created, a program that aims to ensure a global culture focused on safety issues.



Safety is a critical aspect of any business, but it is particularly important in the energy sector. At EDP, protecting our people is our priority, our mission and what motivates us to continually look for new ways to improve our performance across the company. As such, it is crucial to prioritize safety in all aspects of the operation, ensuring the proper protection of employees, partners, customers and the community in general.

The speed that the market demands of us often calls into question the appropriate procedures derived from increasingly demanding deadlines. This reality has led EDPC's Sustainability team to review the safety and environmental management process in its entirety so that it can be properly adapted to the changing times we are experiencing, thus preventing any procedures from being called into question.

Through a specific Client Solutions EU project promoted with the support of the consultant dss+ (which also supports EDP under the PlayItSafe corporate program), two streams were promoted:

- The main objective of the first stream was to re-evaluate existing practices – traditionally, there had been a greater focus on field service activities, whereas in reality monitoring should be ensured throughout the organization's value chain. There was therefore a need to review and update safety and environmental management practices, as well as to develop new tools that could be extended to employees and suppliers (creation of the Sustainability by Design Guidelines).
- The main objective of the second stream was training – after reviewing the practices, it was necessary to ensure that the teams involved were trained on them. In addition, in parallel to the first stream, on-the-job training was carried out to work on the leadership skills of the operational teams (carrying out Preventive Safety Opportunities in a construction context), and classroom training was also carried out for the management team to equip participants with the sustainability culture that exists in the EDP Group and the Client Solutions Platform.

As part of this project, two parallel initiatives were carried out in Italy and Poland, in April and May, to ensure that teams were trained and made aware of the EDP culture with a focus on safety issues. Visits were also made to projects in these countries, with the participation of EDPC's sustainability team and local field service teams. The aim was to promote the continuous improvement of environmental and safety performance, especially in the new companies that are part of Client Solutions EU, benefiting the creation of value for stakeholders and increasing the competitiveness of the solutions presented to the market.

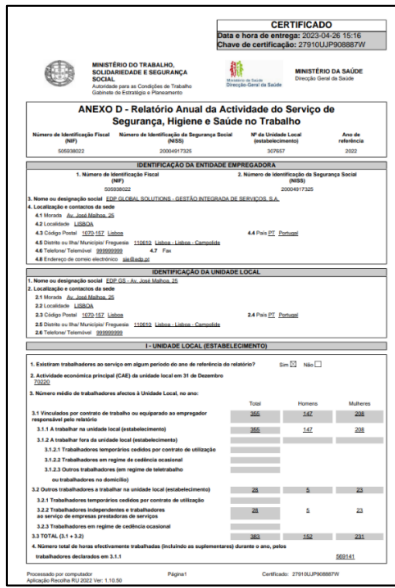






## EDP Global Solutions

### Automating the completion and delivery of the Single Report (RU) of OSH



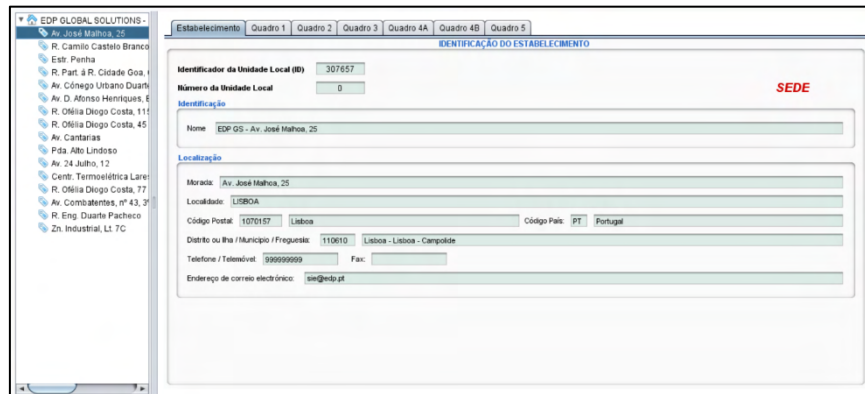
The submission of the Single Report (RU) is an annual legal obligation in Portugal for companies to provide information on their social activity. This document gathers information on the employer's activity for the previous year. The information presented in the RU makes it possible to identify, among other things, the turnover, the employees and occupational health and safety activities.

The Prevention, Safety and Sustainability (PSS) area of EDP Global Solutions'(EDPGS) Corporate Services (CS) reports the RU of 9 companies and 52 facilities. The RU is carried out by company and by facility, involving the completion of around 17,400 fields, and is therefore a time-consuming process when carried out manually.

To make this task easier, PSS has developed a Robotic Process Automation (RPA) together with the automation area, thus making this procedure more efficient.

The RPA will collect information from various sources and load it into the following tabs:

- Identification and location of the company's headquarters in the "Establishment" tab;
- Identification of the facility(ies) where the company has employees in the "Table 1" tab;
- Organization of OSH services in the "Table 2" tab;
- Identification of the company's occupational medicine and occupational health and safety technicians in the 'Table 3' tab;
- Identification of the activities of occupational safety, hygiene and health services in the "Table 4A" and "Table 4B" tabs;
- Identification of accidents at work and occupational diseases in the "Table 5" tab.



Once uploaded, the RPA will submit Annex D on the platform of the Strategy and Planning Office. The activity involved defining the requirements of the process and automating the task so that it could be tested when EDPGS reported the RU for 2023 and become productive in the following years, being extended to the rest of the Group's companies.

## EDP Brazil

### Distribution

#### Sendi and the VIII Electricians' Rodeo

In November 2023, the VIII Electricians' Rodeo was held in Brazil. Four days of the biggest Electricity Distribution event in Latin America. The São Paulo Distribution team won the 2023 championship.

**SENDI 2023**  
XXIV SEMINÁRIO NACIONAL DE DISTRIBUIÇÃO DE ENERGIA ELÉTRICA



- Digitalização;
- Eficiência energética;
- Energias limpas e renováveis;
- Tecnologias exponenciais;



**VIII Rodeio dos Eletricistas**




- 4 dias do maior evento de distribuição de energia elétrica da América Latina;
- Rodeio com os eletricistas de todo o Brasil;
- Principais inovações em distribuição de energia;
- EDP – Pavilhão de Carapina no Espírito Santo





## Transmission

### ISO 45001 certification

In 2023 EDP Transmissão certified all EDP Transmissão Goiás and Aliança transmission facilities and lines.



## Generation

### SIPAT – Internal Week for Accident Prevention

The Internal Week for Accident Prevention took place over the course of a week and involved all of EDP Brasil's units.

A week dedicated to the prevention of accidents at work and occupational illnesses.

This event is promoted by CIPAA (Internal Commission for the Prevention of Accidents and Harassment), a commission made up of representatives of the employer and members elected by the workers, with annual elections.



## Client Solutions

### Safety campaigns

In 2023, several safety campaigns were carried out, involving the workers and service providers themselves, with the aim of making them aware of the various risks of their activities.



## EDP Renewables

### EDP Renewables Portugal

### Safety workshops

The workshops were run by a psychologist and a safety technician from an external training company.





The subjects covered by the psychologist focused on the behavioural area of the workers in the face of the risks to which they are exposed on a daily basis.

The subjects covered by the safety technician were based on the presentation of a practical case with a work accident scenario. The workers were asked, in small groups, to analyze the accident and then identify the possible causes and propose preventive measures to avoid similar occurrences in the future.

Over the course of 2023, a total of 21 workshops were held, 11 with workers from Service Providers with wind farm maintenance contracts and 10 with workers from Service Providers and subcontractors involved in substation and photovoltaic plant construction work.

### EDP Renewables France and Belgium

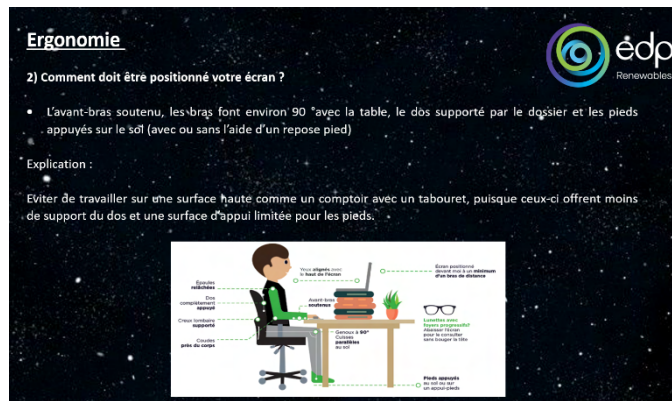
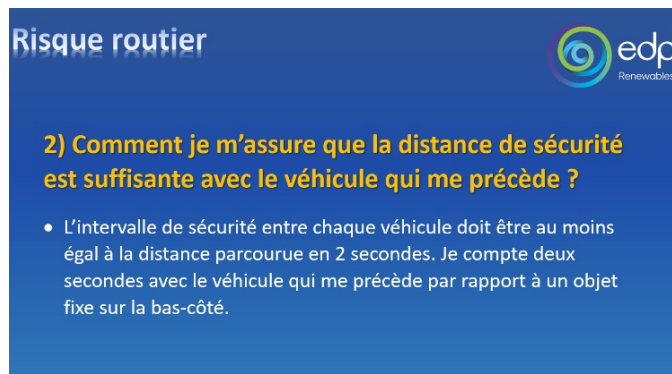
#### World Day for Occupational Health and Safety

On April 27, EDPR Fr&Be celebrated the World Day for Occupational Health and Safety, developing several activities with EDPR Fr&Be employees with the aim of communicating, reminding good practices, regulatory obligations, policies and documentation related to health and safety in a fun and playful way.

The activities consisted of two games taken from two popular television programs:

“Who wants to be a millionaire?” became “Who wants to win at prevention?”

“The question for a champion” became “Prevention for champions”.







# Why we choose sun



Solar Park in Brazil



# Because We Choose Earth

## 02 Our Security

Security Management	47
Security Policy	48
Highlights in 2023	49
Challenges for 2024	50
Crisis Management and Business Continuity	51





# Security Management

The EDP Group assumes the management of *Security* as a strategic function of high criticality for the pursuit of its objectives of safeguarding the people and physical and technological assets necessary for its operation in the different stages of its value chain, in the face of an increasingly broad and complex set of threats.

The diversity of business activities – generation (conventional and renewable), transmission, distribution, energy management and energy trading – supported by shared services (corporate and in units established for this purpose), results in an increased complexity in the management of the *Security* of assets with different characteristics, vulnerabilities, criticality and protection requirements.

The diversity of business activities results in an increased complexity in the *Security* management of assets with different characteristics, vulnerabilities, criticality and protection

The geographical distribution of EDP's business also entails additional challenges, exposing people, assets and local and regional operations to different threat contexts, whose knowledge and monitoring are crucial for a prompt and effective response to changes in the local, regional and global risk ecosystem.

The existence of a corporate area with responsibility for the transversal management of *Security*, in strict alignment with the Platforms/Business Units (BU), Shared Services Units (SS) and other departments of the Corporate Center (CC), reflects the relevance of this theme for the EDP Group, allowing the consolidation of shared guidelines and strategies.

In this context, the *Security & Business Continuity area* has the following main functions and objectives, in *Security* area:

- a. The definition and maintenance of *Security* policies and procedures together with the different Platforms, BU, Ss and CC departments, in line with the legal and regulatory norms in force, and respective implementation;
- b. The promotion of the identification and analysis of *Security* risks, together with the Platforms, BU, SS and CC departments, and the adoption of appropriate *Security* measures for their management;
- c. The development of a *Security* culture across the entire EDP Group, through the establishment of appropriate training and awareness plans and content;
- d. The promotion of plans and protocols for the protection of expatriate employees, as well as those traveling, and senior management of the EDP Group;
- e. The definition and operationalization of *intelligence* models to identify, prevent and mitigate *Security* risks; and
- f. The establishment and monitoring of relevant *Security* metrics and indicators, and their reporting.





# Security Policy

Developed by SSBC in 2022, in close collaboration with the Platforms, BU, SS and CC departments with operational functions, the Group's *Security*<sup>2</sup> Policy defines and formalizes the EDP Group's strategic guidelines at this level, establishing the principles and attributions in terms of *Security*.

With a view to the development of mechanisms for the prevention, detection, and mitigation of potential threats in the field of *Security*, the EDP Group's Security Policy establishes the following guiding principles:

- Pursue a *Security by design approach*, in the decision-making process and at the different management levels;
- Establish adequate levels of protection and resilience to mitigate the impact of adverse events, according to the adoption of international best practices and appropriate Security management initiatives;
- Promote an effective management of *Security risks*, through the performance of *assessments* that allow the identification of appropriate measures to minimize them, the registration and reporting of incidents and relevant occurrences, and the systematic monitoring of the application of the protection requirements implemented, in compliance with the applicable legislation and regulations in each geography where the EDP Group operates;
- Ensure and define the establishment of the appropriate channels to obtain information, internal and external, that allows the timely adoption of measures to prevent *Security risks*;
- Promote the development of an organizational *Security culture*, through awareness, education and training of employees and external entities, namely business partners, for the role to be played by all, in the pursuit of *Security objectives*;
- Promote the articulation with competent official entities, fostering the sharing of good *Security practices* and the proximity of action, thus contributing to the safeguarding of society;
- Establish a permanent dialogue with communities, governments, and key *Security stakeholders*, acting ethically and responsibly.

The *Security Policy* is applicable to all companies that are part of the EDP Group, and the operational management of *Security* measures remains under the responsibility of the different Platforms, BU, SS and relevant CC departments.



Pursue a **Security by design** approach



Establish **adequate levels of protection and resilience**



Promote effective **management of Security risks**



Ensure and define the establishment of **adequate channels**



Promote the development of an **organisational Security culture**



Promote the **articulation with official entities and establish a permanent dialogue**

<sup>2</sup> OS 8/2022/EBD – EDP Group's Security Policy



# Highlights in 2023

The development of a culture of *Security* is a fundamental aspect to achieve EDP's objectives in this area, and to increase the protection of its people and assets.

The year 2023 was a year of consolidation of the Security & Business Continuity function and area, marked by the conclusion of key projects and initiatives, which allowed for a greater specification of the Security management objectives and activities to be assumed by SSBC, as well as by the Platforms, Business Units (BU), Shared Services Units (SS) or departments of the Corporate Center (CC) of the EDP Group.

The reinforcement of the practice of holding regular alignment meetings between the SSBC and the *Security* teams of the Platforms, BU, SS and CC departments, continued to be an

effective measure to promote cooperation, exchange of experiences and sharing of initiatives and projects, as well as occurrences and incidents verified.

This forum continues to enable a greater and better knowledge of the main challenges and constraints in the different geographies, assets and operations, as well as about the Security controls and practices *adopted* to face them.

## Citadel Project

The Citadel Project (October 2022 to April 2023) was born out of the need to deepen knowledge about the risks and maturity of *Security* management in the different Platforms, BU, SS and CC departments, and in the various geographies in which the EDP Group operates, in order to enable the identification of weaknesses, opportunities for improvement and main risks and threats, as well as signaling and documenting Security measures and controls – procedural, technological and human – that have been successfully adopted and that can be disseminated as reference practices at EDP.

Thus, the main objectives of this project included, among others:

- a. Obtaining an insight into the main vulnerabilities, threats and risks by type of infrastructure/asset, also considering the geographical context;
- b. The identification of the current means of prevention and mitigation of these risks, and their adequacy to EDP's needs in terms of Security;
- c. The recommendation of additional or complementary Security measures should be considered, and in what contexts;
- d. The analysis and proposal of the governance model for the management of Security that best suits the EDP reality;
- e. The development and/or improvement of internal processes for identifying, analysing and dealing with Security risks and;
- f. The identification of solutions that support the effective management of Security, in terms of monitoring and reporting on the main threats and risks to which EDP is exposed (for example, *Security threat intelligence*).

Having had the participation of the most representative EDP Group companies in terms of assets, physical infrastructures and personal risk, this project resulted in a wide range of recommendations and opportunities for improvement for the EDP Group (and its BU, SP and CC boards), later embodied in action plans, the implementation of which SSBC has been and will continue to monitor.

The assessment carried out, as well as the recommendations and opportunities for improvement resulting from it, covered five major themes in terms of Security – namely Governance, Risk, Culture, Infrastructure and Operation – and are applicable to assets and operations in the different phases of their life cycle, from conception to decommissioning, in line with the principle of End-to-End Security.

In addition, the maturity assessment methodology specified and adopted during the Citadel project will serve as the basis for future assessments, with a view to periodically monitoring the evolution of security practices, controls and measures, in line with the EDP Group's Security Policy and associated regulations.

## Developing a *Security Culture*

The human factor is decisive for the successful adoption of Security practices and controls – procedural and technological. The development of a robust *Security* culture is therefore highly critical for the pursuit of the EDP Group's Security objectives, and it is essential to ensure:

- a. an adequate knowledge and follow-up/use of these practices and controls, contributing to the reduction of possible weaknesses/exposure to threats.





b. the ability to detect and communicate potential threats and risks, ensuring a faster and more targeted response, and reducing the negative consequences that could arise from them, including for their safety, that of colleagues and third parties.

The definition and implementation of a Security training and awareness program was and continues to be, for the reasons presented, one of the priorities of the SSBC, with a view to supporting local structures in promoting the Security culture and developing additional skills at this level.

This program, with a duration of 3 years, and focused in a first phase, on awareness, combines actions of a different nature and target audiences, also investing in the involvement of reference entities at this level.

With a focus on the establishment and development of the *Security* culture, EDP has been promoting a set of awareness-raising actions, provided by the SIS – Security Intelligence Service, namely on:

- The Knowledge and Sensitive Information Protection Program, which aims to alert entities in Portugal to espionage threats and raise awareness of the importance of protecting knowledge and sensitive information; and
- The *Krítica* program aims to contribute to the improvement of the protection of critical infrastructures and national hotspots in the face of potential terrorist threats.



# Challenges for 2024

Boosted by the stabilization and maturation of Security management structures at global and local levels, 2024 will be characterized by a commitment to the development and implementation of global and local Security measures, in alignment with the improvement opportunities resulting from the Citadel project, as well as with the operational needs identified during 2023.

The ability to anticipate and act proactively in the face of situations of potential negative impact on Security, in alignment both internally and with the competent entities and authorities, continues to be a pressing concern and priority in the EDP Group's performance.

In this sense, the development of processes and procedures that enable an effective risk assessment – substantiated in the identification and analysis of intrinsic vulnerabilities and threats present in the environment – as well as a prompt and adequate management of Security events, including incidents, will be decisive to respond to an increasingly changing and uncertain risk ecosystem.

The timely identification of emerging threats and risks, and their monitoring over time, therefore, requires the consolidation of the EDP Group's existing analytical capacity, taking the greatest possible advantage of the practices already adopted at the EDP Group level, to enhance the proactive response to the impacts arising from the geopolitical instability that is being felt worldwide.

At the same time, the need to ensure the continued evolution of the duty of care practices that already exist in the EDP Group is gaining greater prominence, motivated precisely by the geopolitical situation, whose risks for the protection of people must be properly identified, analyzed, and addressed, with the aim of mitigating their negative impacts.





# Why we choose wind



Livaldi wind farm in Greece





# Because We Choose Earth

## 03 Business Continuity & Crisis management

Crisis Management and Business	54
Business Continuity Policy	57
Crisis Management Policy	58
Highlights in 2023	59
Challenges for 2024	62
Good Practices at EDP Group	63





# Crisis Management and Business Continuity

For several years now, Business Continuity management has assumed increasing relevance in a global context marked by instability and disruptions of different nature and dimensions. The ability to respond and recover appropriately from these disruptions, delimiting the negative impacts that may arise from them, ensuring people's well-being and the pursuit of EDP's objectives, through the continuity of its most critical and priority operations, is decisive for its resilience and sustainability, adding value to its *stakeholders*.

On the other hand, the multiplicity of adverse situations that EDP may face, as a result of its global positioning, has led it to assume Crisis Management as a strategic capability that enhances its response to anomalous situations, marked by high uncertainty and with a potential negative impact on its strategic and business commitments and objectives. and that require urgent attention and action to protect the lives and physical integrity of people, the environment, assets and the reputation of the EDP Group.

SSBC's Security & Business Continuity *area* has the mission of supporting the Executive Board of Directors (EBD) in Business Continuity Management and Crisis Management, at a transversal level, supporting Platforms/Business Units (BU), Shared Services Units (SS) and other departments of the Corporate Center (CC), in the adoption of the respective policies and associated methodologies.

Thus, regarding Business Continuity and Crisis Management, SSBC maintains the following objectives:

- a. The development, maintenance and implementation of the Business Continuity Policy and Crisis Management Policy, supporting the Platforms, BU, SS and CC departments in this area;
- b. The promotion, support and monitoring of the implementation of the EDP Group's Business Continuity Management methodology, with the Platforms, BU, SS and CC departments;
- c. The dissemination of best practices in these areas, supporting the development of relevant skills;
- d. The definition and monitoring of relevant metrics and indicators, promoting periodic reporting to the main stakeholders;
- e. The promotion and monitoring of the Platforms, BU, SS and CC departments, the design and execution of exercise programs with a view to improving plans and structures for responding to disruptions and crisis and pre-crisis situations; and
- f. The fostering of a culture of resilience, Business Continuity and crisis management, through appropriate training and awareness initiatives, promoting the involvement of *relevant internal and external* stakeholders.

EDP guides its performance by the international benchmarks that protect Business Continuity Management, in particular the ISO of the ISO 2230x family, having established a transversal governance model and application methodology, since 2018, also covering the principles and guidelines for Crisis Management, in alignment with ISO 22361:2022 – Security and resilience – Crisis Management.

## Crisis Management and Business Continuity Government Model

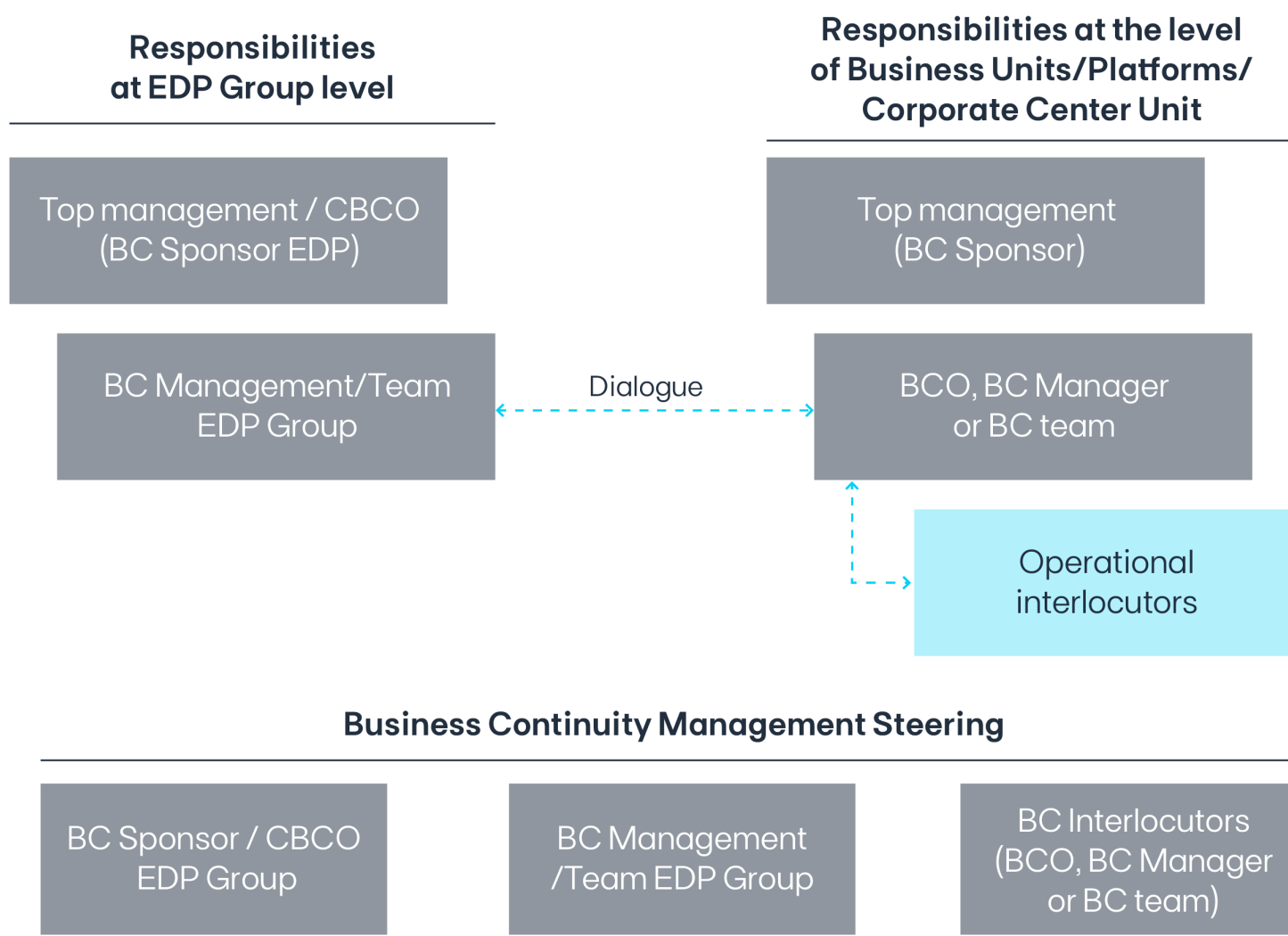
In 2023, the revision of the Governance model<sup>3</sup> – *Crisis Management and Business Continuity: Responsibilities, Policy and Methodology* was approved, which addresses the EDP Group's commitment to these issues, establishing the management structures at a strategic, tactical and operational level, and respective responsibilities, scope and guiding principles, methodological approach and, in the case of crisis management, guidance on the criteria for escalation and communication.

This review aimed to clarify the responsibilities of stakeholders in terms of Business Continuity Management (BCM) as well as to improve the Business Continuity framework, considering the evolution of the maturity of these issues over the years in the EDP Group.

The following figure shows the structure of responsibilities and interlocution within the scope of Business Continuity in the EDP Group.

<sup>3</sup> OS 16/2023/EBD– Crisis Management and Business Continuity: Responsibilities, Policy and Methodology





Responsibility, Structure and interlocation in the EDP Group

Thus, it is stipulated that the sponsor of the BC Management of the EDP Group is the member of the Executive Board of Directors who has in the areas under his responsibility, expressed in the Organization Manual, the BC theme in the EDP Group – the Chief Business Continuity Officer (CBCO), assisted by the Director with responsibility for supporting the development and continuous improvement of the BC in the EDP Group, currently included in the Safety, Security and Business Continuity (SSBC) – Corporate Global Unit.

The EDP Group's Business Continuity area, i.e., the manager and the BC team, will be responsible for supporting the operationalization of the theme in the Platforms, BU, SS and CC departments, defining, together with these, priorities and efforts to be developed, for monitoring the evolution of the maturity of the theme in the EDP Group, for the dissemination of good practices and incidents inside and outside the EDP Group and for supporting crisis management.

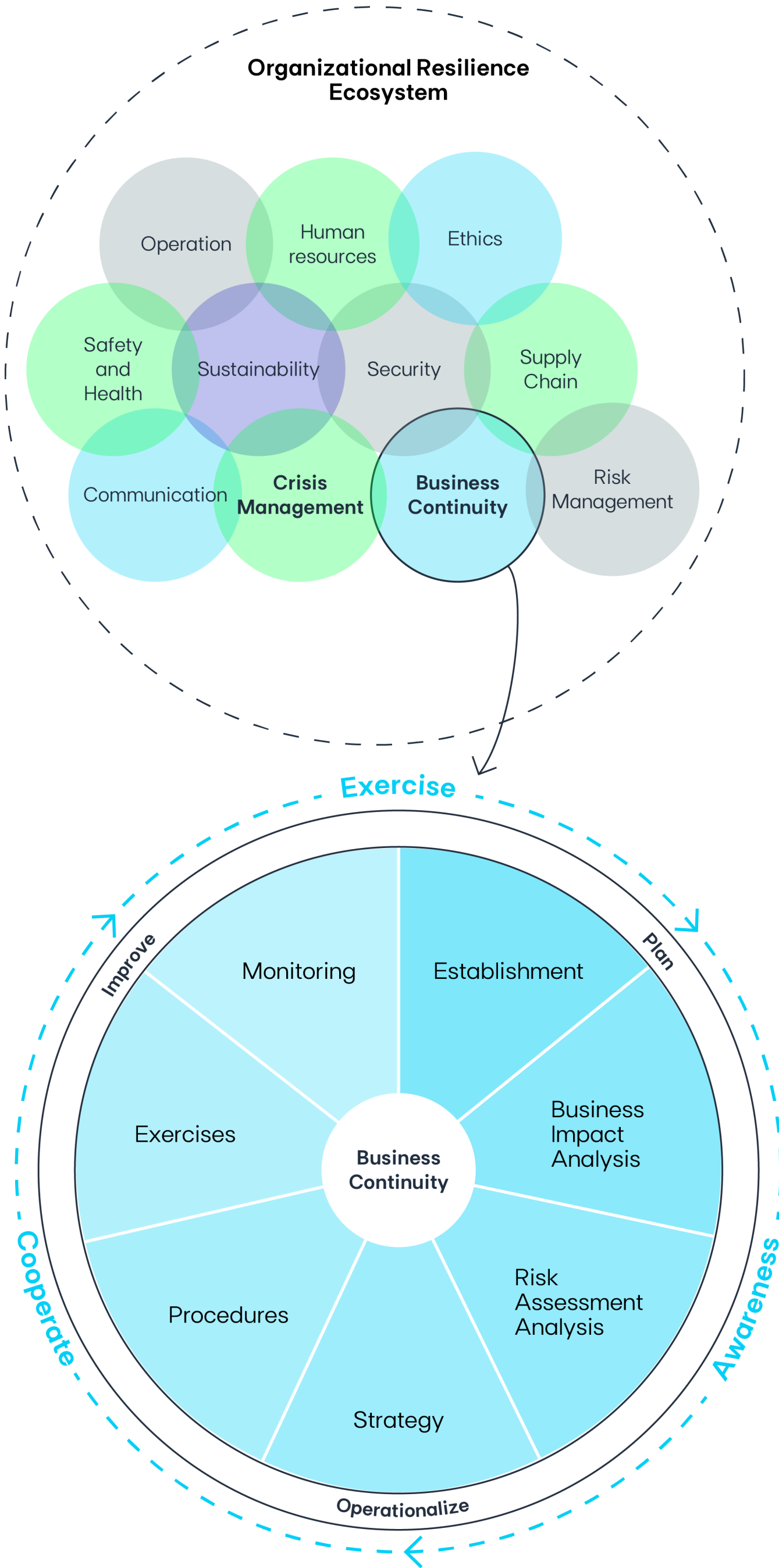
For an effective practice of the BC, the Platforms, BU, SS and departments of the CC of the EDP Group must designate the respective interlocutors for the BC, i.e., *Business Continuity Officers* (BCO).

The purpose of materializing good practices in a Business Continuity Management System (BCMS), the protection, reduction of the probability of occurrence and/or impact, preparation, response and recovery from disruptive incidents, implies the definition of a *framework* of the model to be implemented in the EDP Group, which reinforces the interconnection of the elementary elements of Business Continuity in the organizational resilience ecosystem.

The figure below shows the *framework* of the BCMS in the EDP Group, reinforcing the continuous improvement in terms of awareness, cooperation and the performance of exercises and tests. However, this must be a joint effort of the organization in which the different disciplines cooperate, interact to achieve a common goal – organizational resilience.<sup>4</sup>

<sup>4</sup> In alignment with ISO 22316:2017 Security and resilience – Organizational resilience: Principles and attributes





Business Continuity Management Framework in the EDP Group





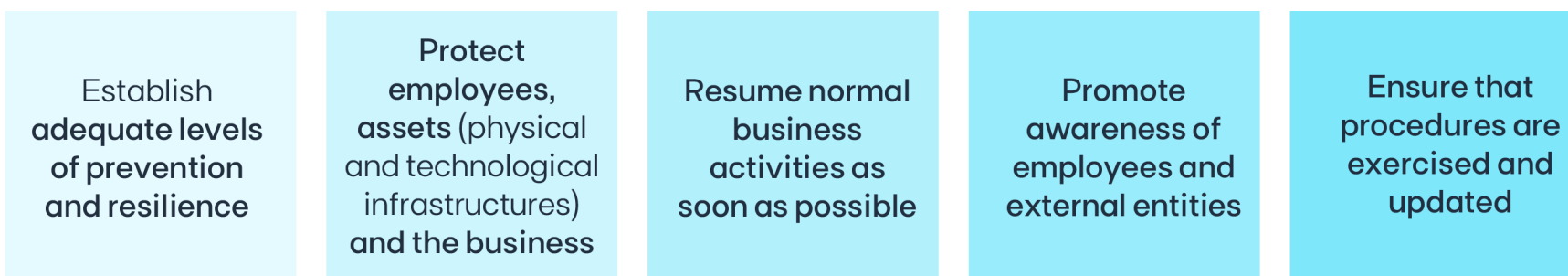
# Business Continuity Policy

Business Continuity, as defined in ISO 22301:2019, is the "ability of an organization to continue to deliver products and services, in an acceptable timeframe, at a pre-defined capacity, during a disruption".

The EDP Group's Business Continuity Policy<sup>5</sup> was defined and adopted to manage its level of exposure to conditions that may result in disruptions with an impact on the pursuit of its business objectives – at a strategic, tactical and operational level – providing it with the ability to anticipate these situations, develop appropriate detection mechanisms and response and recovery strategies for its most critical and priority business processes. managing the operational, financial, and reputational impacts arising therefrom.

This policy is therefore based on five fundamental principles:

- a. Establish adequate levels of prevention and resilience in the most priority activities to mitigate the impact of disasters or other sources of disruption, through the implementation and maintenance, in accordance with international best practices, of Business Continuity Management;
- b. Protect employees, assets (physical and technological infrastructures) and the business in the event of a disruption, and support the return of priority activities and their support functions within a pre-defined period of time, establishing action and communication procedures, documented in Business Continuity Management;
- c. Resume normal business activities as soon as possible in order to meet strategic, operational, contractual, legal and regulatory requirements;
- d. Promote the awareness of employees and external entities, namely business partners, to the role to be played by all in the scope of Business Continuity Management;
- e. Ensure that the procedures included in the management of Business Continuity are cyclically exercised and updated, with a view to their continuous improvement and alignment with the EDP Group's strategy.



Methodologically, the approach adopted by the EDP Group is in line with the requirements established in ISO 22301:2019, ensuring a definition of Business Continuity strategies and plans/procedures supported by a robust analysis of the impacts on the Business (*BIA – Business Impact Analysis*), of situations of disruption considering different time intervals, as well as an analysis and assessment of the risk associated with the processes identified in terms of *BIA* as the highest priority.

Both the analysis and planning phases (design of strategies and development of plans/procedures) consider four types of resources whose unavailability or conditional availability result in disruptive scenarios whose response must be planned: People, Physical Infrastructures (including equipment), Technological Infrastructures (IT, OT and associated or complementary services) and suppliers (internal and/or external to the EDP Group).

Critical to the success of Business Continuity planning is the performance of exercises or drills that confirm the adequacy of the plans and procedures developed, as well as train and empower the teams involved in their activation to act more quickly and in line with established practices. In addition, the definition of metrics and indicators for the regular monitoring of the different components of the Business Continuity Management System (BCMS) will allow an assessment of its success and evolution, with a view to its continuous improvement.

The multiplicity and complexity of the EDP Group's activities led to the design and adoption of a semi-decentralized governance model, with the SSBC having the role of defining and guiding the methodology, monitoring the implementation and maintenance of the BCMS of the Platforms, BU, SS and CC departments, as well as improving the practices adopted, reporting to the EBD, promoting this theme at the Group level, contributing to the development of a culture of resilience, and collaboration with reference entities at national and international level.

<sup>5</sup>OS 15/2023/EBD – Business Continuity Policy  
[Business Continuity Policy | edp.com](https://www.edp.com)





# Crisis Management Policy

Crisis Management is the "strategic ability to manage an abnormal and unstable situation that threatens an organization's strategic objectives, viability, or reputation."

Recognizing Crisis Management as a fundamental capability for the effective minimization of any negative impacts and consequences that may arise from crisis situations or potential crises, the EDP Group formalized, in 2021, its Crisis Management Plan and Crisis Communication Plan<sup>6</sup>.

Crisis Management is assumed by EDP as a strategic activity, which allows it to anticipate and manage the impacts of serious anomalous situations, guided by high levels of uncertainty.

The crisis management plan, which is markedly strategic and transversal to the EDP Group, defines the pre-defined guidelines, strategies, structures and formal escalation channels, enhancing the ability to collect, process and structure information in a transparent and appropriate way for decision-making, in particularly challenging circumstances characterized by a high degree of uncertainty.

In turn, the crisis communication plan establishes the attributions and guidelines for the operationalization of a fundamental component of crisis management: effective communication, which ensures the delivery of transparent, consistent and

coherent messages, in a timely manner and to the right target audiences, internal and external, using the most appropriate means and channels, about the actions developed by the EDP Group within the scope of crisis management.

Crisis management in the EDP Group foresees the existence of four phases, namely:

- Prevention/preparation phase: *business-as-usual* situation, during which crisis management activities are planned, with the aim of reducing the likelihood of negative consequences for the organization, in the event of a crisis situation or potential crisis; regular activities are the carrying out of awareness-raising actions, promotion of crisis management exercises and drills, and reviewing/updating plans and structures to reflect improvements;
- Pre-crisis phase: an unstable situation, of potential crisis, with an expected negative impact, during which actions are developed to monitor the evolution of the situation, and to contain and/or minimize possible negative consequences for the EDP Group. This situation can develop into a crisis situation; However, a crisis situation may also arise without the pre-crisis situation taking place;
- Response phase (to the crisis): a crisis situation, in which actions are put in place to deal with the actual needs and their consequences, including crisis communication, under the coordination of the EDP Group's crisis management office;
- Improvement phase (post-crisis): a situation of returning to the *business-as-usual state* (or other desired state) after a crisis situation, which includes the analysis of lessons learned and the implementation of identified improvement opportunities.

The Platforms, BU, SS and CC departments with operational capacity have been developing and/or adapting their crisis management and communication plans, to ensure alignment with the EDP Group's plans, formalizing the escalation process and channels for this purpose.

<sup>6</sup> OS 4/2021/EBD – Crisis Management Policy in alignment with ISO 22361:2022 – Security and resilience – Crisis Management





# Highlights in 2023

During 2023, the focus of Business Continuity was the consolidation of Business Continuity management practices and support to the Platforms, BU, SS and CC departments that were implementing for the first time or revising their BCMS.

It is worth highlighting the significant step taken towards strengthening the capacity of SSBC and its teams in the analysis, planning, operationalization and monitoring of Business Continuity, through the implementation of a digital solution that makes it possible to optimize the effort and resources involved in these activities.

The main objectives of the digital Business Continuity Management solution – BCMSmart – are to support the management and improvement of the BCMS, in accordance with the EDP Group's BC methodology, enabling the teams to ensure the implementation of the processes established in this context.

Being a complex process, a pilot was first carried out with the direct involvement of 3 teams (including SSBC), during 2023/2024, with the subsequent progressive integration of the other Platforms, BU, SS and relevant CC departments, in dedicated *streams*.

## Monitoring the evolution of geopolitical conflicts

Since February 2022, following the provisions of its Crisis Management Plan and Crisis Communication Plan, EDP has assumed that it is facing a Pre-Crisis Situation, motivated by the emergence of the Russia-Ukraine conflict, which has resulted in a worsening of geopolitical instability in Europe and in the world.

Initiating an intensive monitoring of the evolution of this situation, a monitoring group was established that includes different areas of the corporate center of EDP, S.A., and with the business units, in particular, those that have a greater presence in the vicinity of the region. This monitoring is carried out at the level of topics such as the physical Security of people and assets, cybersecurity, business continuity, risk management, supply chain, energy management, finance, regulation and *stakeholders*, *compliance*, communication and social support.

This monitoring group, under the coordination of the SSBC, is responsible for ensuring reporting to the EBD regarding the main risks existing at any given time, changes in the environment, status of the implementation of the defined risk management measures, as well as measures proposed for adoption.

The presence of EDP Renewables and, more recently, EDP Comercial in countries bordering the conflict zone, led to the adoption of a set of immediate measures to safeguard its people in these regions and the people of the EDP Group from Ukraine and Russia who are in other operations, as well as its assets under construction and in operation. including Evacuation plans.

In addition to the analysis and monitoring of the situation by the different areas of EDP, EDP also opted for the use of entities specialized in the management of geopolitical conflicts, in order to acquire greater knowledge about potential developments and thus anticipate its response to potential risks or threats. Considering the possible scenarios of the evolution of geopolitical conflicts (including, among others, the situation in the Middle East), an assessment of the most relevant risks and impacts for EDP was adopted, as well as main risk management and impact mitigation measures, and is subject to frequent review and updating.

The uncertainty associated with the evolution of conflicts of this nature carries over to 2024 the maintenance of monitoring efforts and the adoption of measures to mitigate the risk and associated impacts.

## Development of Business Continuity & Crisis Management Culture

Of the different initiatives developed, the following stand out:

- the holding of sessions dedicated to the theme of natural disasters, in particular the earthquake scenario, raising awareness of:
  - individual behaviors and responsibilities,
  - the role of organizations and,
  - the importance of good coordination between public and private entities.
- the annual participation in the seismic risk awareness exercise "[A Terra Treme](#)",





- conducting a *workshop* in collaboration with the [Southern California Earthquake Center](#), focusing on good practices to adopt for earthquake preparedness and response.



- the organization of the conference "*Resilience | Connecting the dots between entities*", which had the participation of the National Emergency and Civil Protection Authority and the Lisbon City Council, through its [ReSist program](#), allowing to bring together different visions, areas of knowledge and sharing of good practices.



At the same time, the publication of quarterly newsletters was ensured, particularly focused on Business Continuity and Crisis Management, and also incorporating *Security* and *Safety* topics, developed collaboratively with the teams of the Platforms, BU, SS and CC boards, with the aim of disseminating the main news and developments in these themes, at EDP level.

## National Critical Infrastructures

Directive 2008/114/EC defines "critical infrastructure" as "the element, system or part thereof located in the Member States which is essential for the maintenance of vital functions for society, health, safety and economic or social well-being, and the disruption or destruction of which would have a significant impact on a Member State given the impossibility of continuing to provide those functions".

EDP is responsible for a set of critical infrastructures in Spain and Portugal, which include electricity generation and distribution infrastructures (physical and control installations), as well as related customer service activities, and which were identified within the scope of the transposition of Directive 2008/114/EC into Spanish and Portuguese legislation.

It should be noted that a new European directive, Directive (EU) 2022/2557 of the European Parliament and of the Council of 14 December 2022 on the resilience of critical entities (repealing Directive 2008/114/EC with effect from 18 October 2024), was recently approved, which is awaiting transposition into national law.

Due to the diversity of critical infrastructures under its responsibility, EDP has proactively adopted strategies to respond to risks of different natures, such as physical risks (e.g., fires, earthquakes, atmospheric events, including extreme events), and technological risks (including, but not limited to, cybersecurity risks to operational systems and information systems).

In addition, the measures and tools adopted to mitigate these risks are diversified and of a different nature, adjusted to the specificities of the infrastructures, necessarily contemplating physical Security (*Safety* and *Security* aspects), technological Security and cybersecurity, as well as Business Continuity management, leveraged by a strong training and exercise component. EDP





has developed, for each of the critical infrastructures, the respective security plan, supported by the conclusions of the risk analysis on them and the set of measures implemented, in line with the provisions of Directive 2008/114/EC and in alignment with the recently revised national legislation DL 20/2022 (repealed DL 62/2011).

In addition, it is important to mention the role assumed by EDP in promoting the adoption of good critical infrastructure management practices in the sector, through their dissemination, but also through collaboration with external entities, participating in exercises and workshops relevant to the theme.

Also, in this context and following the approval of the Sendai Framework for Disaster Risk Reduction 2015–2030, EDP has participated, in Portugal, in the National Platform for Disaster Risk Reduction (PNRRC), under the responsibility of a Subcommittee coordinated by ANEPC (National Emergency and Civil Protection Authority).

We highlight the participation in the development of the "Sectoral Interdependencies in the Resilience of operators of essential services to society" Manual framed in the activities of the PNRRC for the 2021–2023 triennium (soon available on the PNRRC website), having been developed in the 2015–2017 triennium, the "Good Practices of Resilience of Critical Infrastructures – Private Sector and State Business Sector" Manual, also available on the PNRRC website.





# Challenges for 2024

During 2024, EDP will continue some of the initiatives and projects with genesis in 2023, also investing in the development of new initiatives to consolidate and strengthen EDP's Business Continuity and Crisis Management practices.

The continuation of the implementation of the BCMSmart solution, through the effective incorporation of the BCMS of the different Platforms, BU, SS and CC directions, in a phased manner, will be one of the most relevant objectives.

EDP's dependence on service providers and suppliers worldwide has led to the strengthening of its capacity to monitor risks and threats to its *supply chain*, with the objective of continuous improvement being the safeguarding of redundancy and contingency mechanisms in contracts.

Having reached a high level of maturity in terms of *Business Continuity*, EDP will continue to consolidate, during 2024, its capacity to respond to and recover from disruptive situations in different geographies.

The consolidation of Business Continuity and crisis management practices, through the development of a program of crisis management exercises, with a view to confirming and strengthening the capacity to respond to crisis and pre-crisis situations, is assumed by EDP as a strategic objective to be maintained in the coming years.

At the same time, it is also objective to promote and monitor, with the Platforms, BU, SS and CC directions, the performance of Business Continuity management exercises, assuming them as critical to the success of the BCMS, ensuring the timeliness and adequacy of continuity plans and procedures, training the different teams to better respond to real disruption situations and identifying improvements to be adopted.

The strengthening of a culture of resilience at EDP, supported by effective Business Continuity and Crisis Management, remains a critical aspect, and it is planned to continue the 2023–2025 training and awareness program on these topics, following up on initiatives already in place, such as the newsletter, knowledge sharing sessions and e-learning training. complementing them with additional initiatives.





# Good Practices at EDP Group

The sharing of good practices, experiences and successes allows us, as a Group, to challenge the Platforms, BU, SS and CC departments to continue to evolve on these issues in order to, together, achieve the desired resilience.

## E-REDES

### Exercise Program

During 2023, a total of 135 exercises, drills or tests were carried out in this context, which mainly aimed to ensure the permanent training of the teams and the testing of the implemented capacities, in order to allow adequate training for the response to disruptive events.

In accordance with the Business Continuity objectives established in E-REDES, the company has an area and a team dedicated to the subject, having obtained the certification of its Business Continuity Management System, according to the ISO22301:2019 Standard, in 2015.

Periodically subject to audits by external entities, the E-REDES Exercise Program has been highlighted in the evaluations carried out, due to its scope, level of involvement and reach, so we highlight this fundamental component of Business Continuity.

Of the exercises carried out, a total of 23 were high relevance to the objectives of E-REDES' Business Continuity, referring to the Contingency Plans and Operational Crisis Plans, established for the response to disruptive events, having involved more than 250 employees and representatives of business partners.

Among the company's most relevant plans, there is the POAC-RD (Operational Plan for Action in Crisis - Distribution Network), which establishes how the company reorganizes itself to respond to situations of serious interruption in the supply of electricity, in order to ensure a rapid normalization of the service, having been carried out a total of 8 exercises, in various locations in the country and involved different operational teams, responsible for coordinating the action in the field, and which also included the Service Providers of the Continuous Works Contract.



Olissipo'23 stands out from these exercises, which took place on June 2 in the Parque Eduardo VII area, in Lisbon, and was developed in the form of a Full-Scale Exercise, and which aimed to test and train the response capacity of the internal teams and their respective involvement and communication with the various external entities. usually involved in the response to exceptional events and crisis situations, serving as preparation for the events associated with World Youth Day, held in Lisbon.

This exercise included the simulation of a fire in a substation, which resulted in the interruption of the power supply to several areas of the surrounding area, including priority customers who needed the support of E-REDES.

During the actions necessary for the reconfiguration of the distribution network, for the restoration of the electricity supply, there were several incidents and constraints in the development of the actions, which motivated the need for intervention and support from the emergency services and Security forces, to support operations on the field. This exercise had the involvement and active participation of external entities responsible for rescue and civil protection and Security forces, in a total of 119 participants.







# EDP Spain

## Certification



EDP Spain has an ongoing Business Continuity acceleration project with the aim of defining a reference *framework* and consecutively increasing its resilience.

As a result of the work that has been carried out in this area, EDP Redes Spain obtained in December 2023 the certification, by AENOR, of its Business Continuity Management System, according to the ISO22301:2019 standard.

EDP Redes España has included in its scope the processes of Operation and Maintenance of the Network, as well as customer service in the event of a breakdown. More than 25 activities associated with these processes were analysed within the scope of the *BIA*, of which 12 were considered critical.

Em dezembro de 2023, a EDP Redes Espanha obteve a certificação em Continuidade do Negócio, segundo o referencial ISO22301:2019

This is considered a very significant achievement, because it is the first company in the electricity sector in Spain to obtain the ENAC seal on its certificate, as it focuses on Business Continuity in distribution processes.



ENAC accompanied the certification audit to extend AENOR's accreditation to the sector "25 - Production and distribution of electricity".

The key to the success of this result were the awareness sessions given to more than 100 people in the business and the involvement of the Management and the Business Continuity interlocutors (process owners).

To achieve a more mature and resilient coordination, a study was also carried out on the traceability of all the company's plans, allowing interconnections between the different plans and integrating them into its operational offices.