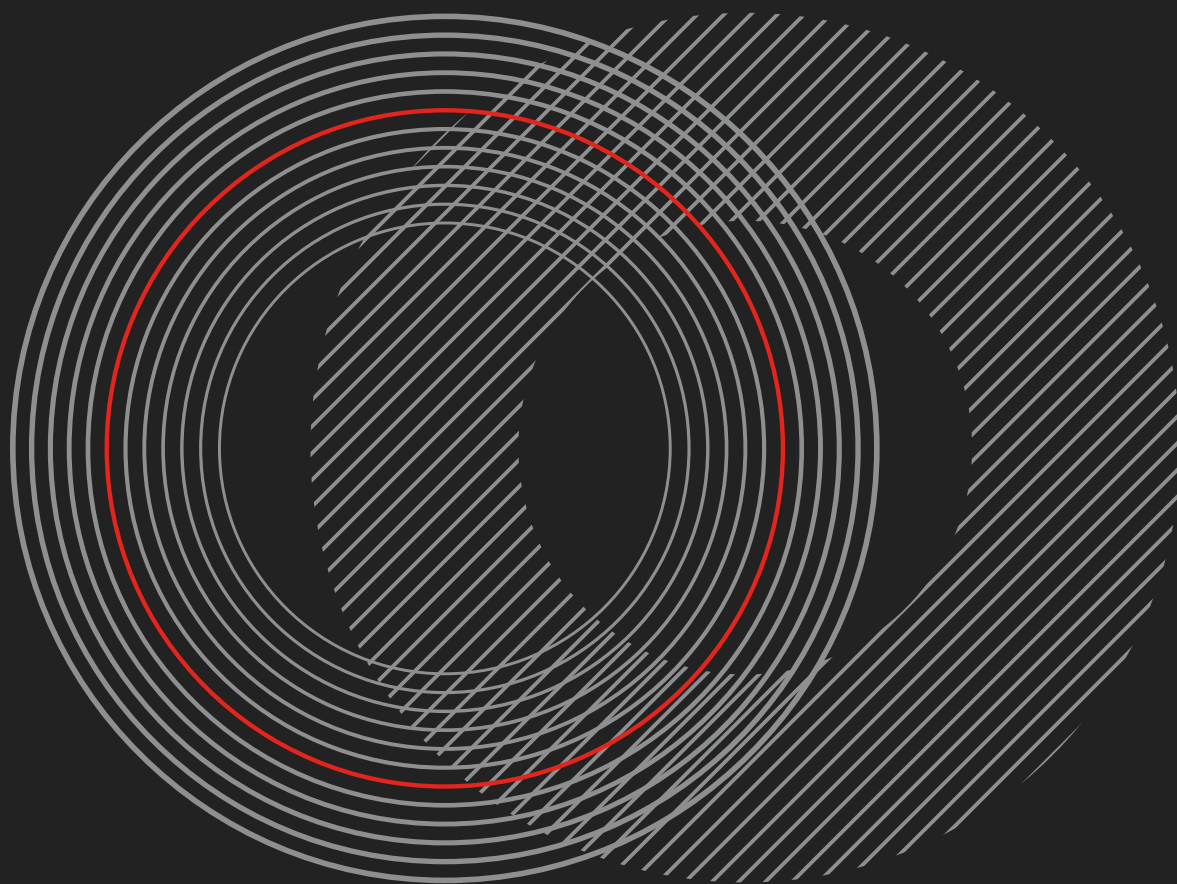


NEVERENDING ENERGY

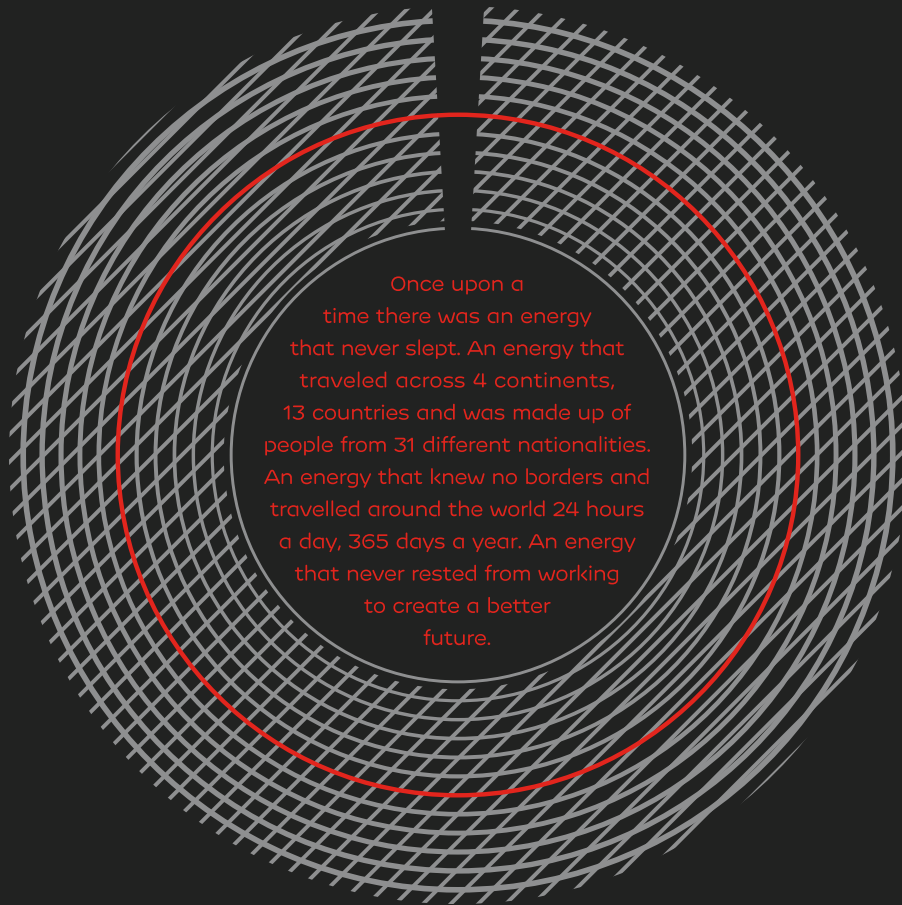


SOCIAL REPORT

2013

edp

NEVERENDING ENERGY



Once upon a
time there was an energy
that never slept. An energy that
traveled across 4 continents,
13 countries and was made up of
people from 31 different nationalities.
An energy that knew no borders and
travelled around the world 24 hours
a day, 365 days a year. An energy
that never rested from working
to create a better
future.

edp

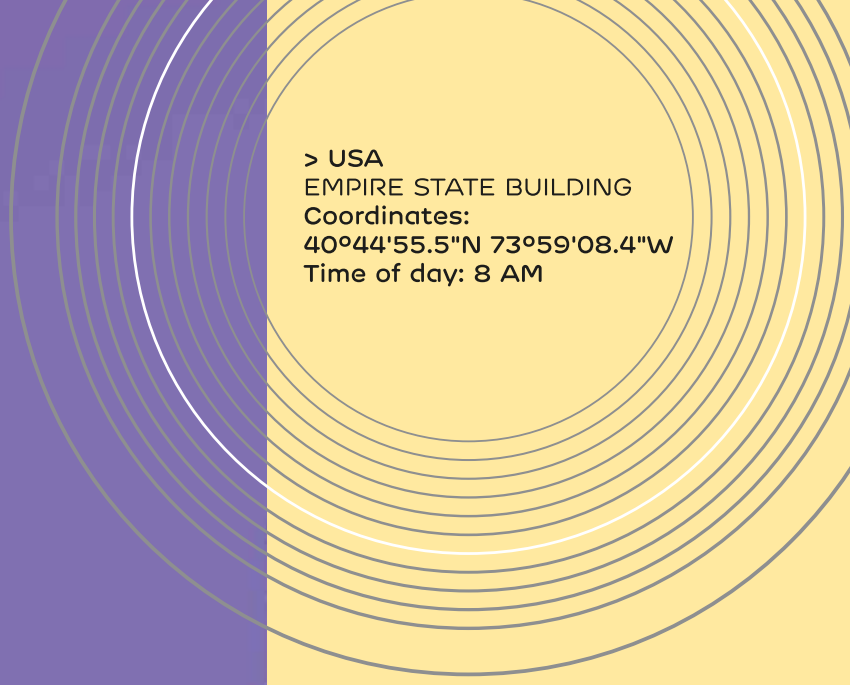
01

INDEX

OPENING STATEMENT	5
BALANCE OF 2013 AND PRIORITIES FOR 2014	7
COMMITMENTS	19
HUMAN RESOURCES MANAGEMENT AND DIVERSITY	27
REMUNERATION, BENEFITS AND HEALTH IN THE WORKPLACE	41
CONTRIBUTIONS TO THE COMMUNITY	81
ANNEXES	91



> USA
EMPIRE STATE BUILDING
Coordinates:
40°44'55.5"N 73°59'08.4"W
Time of day: 8 AM



OPENING STATEMENT



EDP is human, sustainable and innovative. This report reflects these values and the path we are following to support continuous improvement in fairness, diversity, reconciliation, efficiency, development and productivity.

In 2013 we consolidated our leadership position in the Dow Jones Sustainability Index, in which we have figured for the last six years. We are the global No. 1 in the utilities sector. We were also distinguished by Ethisphere as one of the most ethical companies in the world.

On January 18, following a demanding and rigorous process, EDP Portugal was certified by Fundação MásFamília as a conciliatory company that promotes equality and family-friendly policies. The Group has therefore strengthened its position in this area. In addition to EDP Portugal, Naturgás, HC Energia and EDP Renováveis have this certification.

Also in 2013 the Group's Diversity Policy was developed and published after EDP joined the Forum of Companies for Equality (IGEN), an initiative promoted by the Commission for Equality in Work and Employment.

Some 1,700 employees participate in corporate voluntary actions, devoting a total of 13,506 hours to this cause and spurring the involvement of about 236 thousand people.

Our priority is to manage, develop, support and promote the quality of life of our 12,179 employees so that they feel fulfilled, motivated and content. We know that productivity is directly related to the involvement of people who work and make organizations grow.

The results of the biennial employee satisfaction survey carried out last year, confirm that the company and its employees are aligned with each other. With the highest ever participation rate, 89 %, we recorded an overall satisfaction rate of 80 %.

However, we have more work to do.

The prevailing social environment, the economic crisis that struck markets, businesses and households, brings us daily challenges. The resources available to invest have decreased but needs continue to grow.

Not everything was positive, therefore, and there was a reduction in employee training hours from 503,000 hours in 2012 to 410,000 in 2013. This decrease is also due in part to the restructuring of the training area with its full integration into the EDP University.

Nor should we forget, those we have lost. In 2013, four employees and eight service providers lost their lives while working with and for EDP.

The results obtained and their external recognition by reputable entities make us proud and give us motivation to continue and improve.

We must do more with less. We must be more creative and effective.

Our determination and enthusiasm remain strong. We will always seek to do better.

António Pita de Abreu



02

BALANCE OF 2013 AND PRIORITIES FOR 2014

ORGANIZATIONAL STRUCTURE 9

RELEVANT SOCIAL EVENTS IN 2013 10

KEY INDICATORS OF SOCIAL PERFORMANCE (SUMMARY) 15

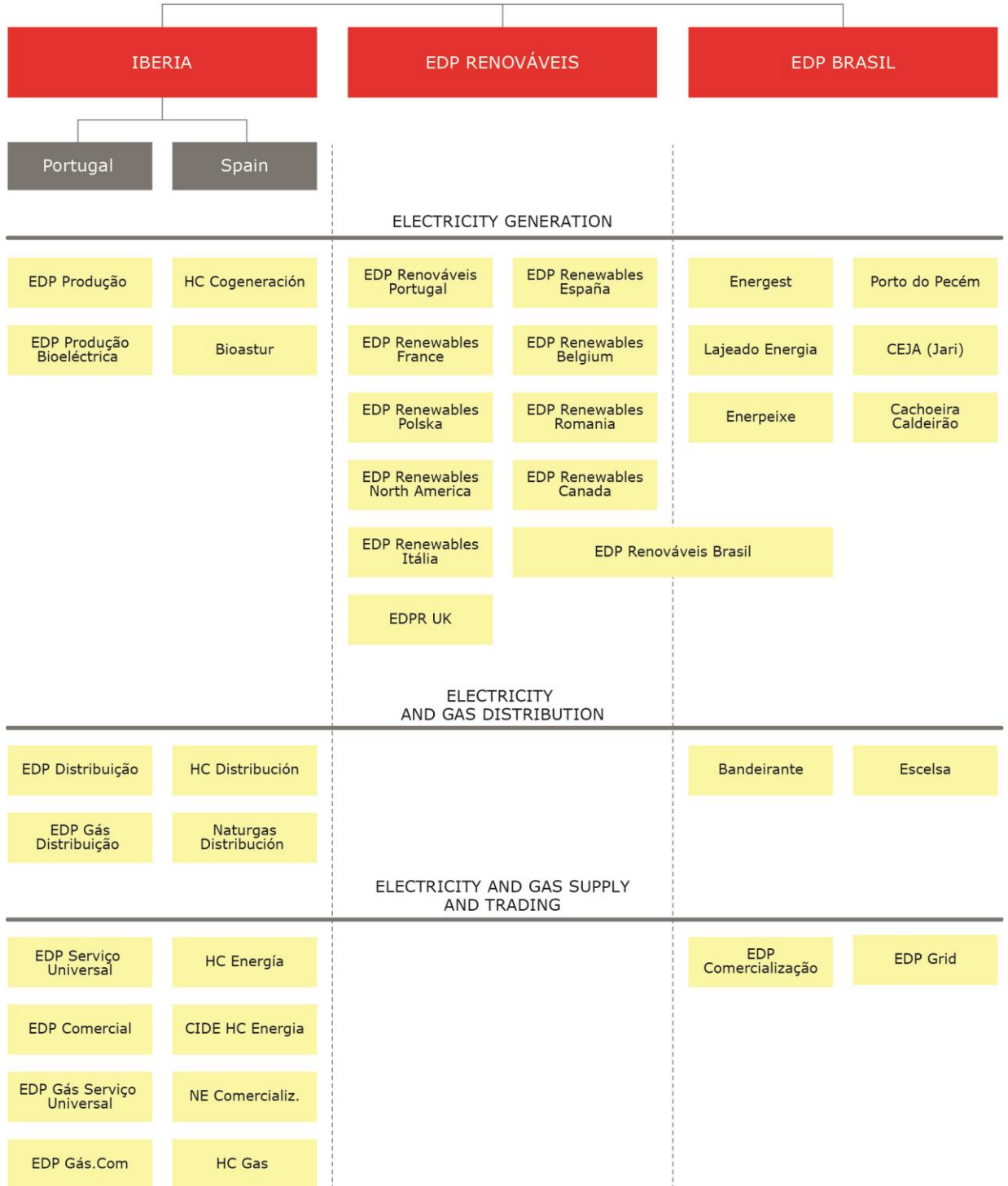
PRIORITIES FOR 2014-2015 17



> BRAZIL
OCTÁVIO FRIAS
DE OLIVEIRA BRIDGE
Coordinates:
23°36'46.3"S 46°41'53.6"W
Time of day: 9 AM



ORGANIZATIONAL STRUCTURE



RELEVANT SOCIAL EVENTS IN 2013

JANUARY

EDP Diversity Policy – commitment approved

The policy, approved by the Board of Executive Directors, outlines the Group's key commitments in this area and identifies priority action areas: gender equality, diversity of nationality, recruitment of people with disabilities and from other vulnerable sectors. The general principles are to promote mutual respect, equal opportunities and diversity; recognition of differences as a means of strengthening the human potential and the contribution of diversity in the Organization, its management and strategy, and also investment in awareness-raising within the Group and in the community, so that the diversity policy is put into effect.

Linhas sobre rodas Project (Threads on Wheels)

This initiative is a collaboration between the Fundação EDP Social Lab and the Social Entrepreneurs Agency. With the aim of creating jobs for high quality seamstresses, in precarious situations, the project is based on delivery and collection of sewing alterations in the workplace and in the customer's home.

EDP Produção supports a charitable institution in Caniçada

As a result of the deforestation during the work of reinforcement of the power of the Salamonde dam (Salamonde II), on January 29 a truckload of firewood was delivered to the Social Solidarity Centre of Valdozende, located in Caniçada, Braga district.

Innovative solutions in the SuSTAINABLE Project

Led by EDP Distribuição as part of an international consortium, the SUSTAINABLE project, which kicked off on 23 January, aims to develop innovative solutions for Smart Distribution Networks. SuSTAINABLE will seek, over the next three years, to develop innovative solutions for Smart Distribution Networks.

EDP Renováveis Brasil: an innovative company

In 2013, EDPR Brasil, the owner of the Ceneael wind farm, in Santa Catarina, was once again included in the "Champions of Innovation" ranking and is among the 50 most innovative companies in southern Brazil, according to a survey carried out by the Magazine Amanhã. EDP adopts innovation designs as the basic foundations of its business strategy in several areas: environmental, economic and social. An example is the EDP Innovation Award 2020.

EDP in Portugal certified as a family-friendly company

EDP received certification as a company that promotes Reconciliation and Equality, recognition of the adoption of a set of more than 170 measures promoted internally among all employees under the motto "Happier people are more productive employees and socially sustainable companies are more competitive."

FEBRUARY

Excelência no Trabalho (Excellence at Work) Award

The EDP Group won first prize in the Excelência no Trabalho Award, in the category of "Large Companies, with more than 1,000 employees." EDP was therefore judged, among 198 candidates, the company that contributes most to the professional and personal development of its employees. This is a recognition of the clear commitment to value and develop the talents of all those who are part of the EDP universe.

EDP on – now also on the radio

On 6 February EDP launched itself on the radio. Music, information, ideas and suggestions on cultural matters, in addition to full coverage of all EDP Group activities, are broadcast by this communication channel.

Launch of the new EDP Group Intranet

The new intranet was launched on 25 February, 2013. It enables employees to customize it to their liking, bring it closer to their contacts and facilitate their day to day work. Above all, it is a network that brings together all the Group's employees in all parts of the world.

Membership or the Forum of Companies for Equality (IGEN)

EDP is a member of IGEN, sponsored by the Commission for Equality in Work and Employment (CITE), in which it is committed to working to improve its performance in the field of Gender Equality.

EDP Renováveis Launches the Recompensa Total (Total Reward) Project

EDPR has launched a project whose objective is to provide all employees with detailed information about their salary packages. The Recompensa Total project has two basic objectives: to quantify the overall total fixed salary, along with all variable items and give full information on the social benefits offered by the company. Through this projection, EDPR is also promoting good use of the social benefits offered to employees.

MARCH

EDP recognised as one of the most ethical companies in the world

In 2013, Ethisphere recognized the EDP Group, for the second consecutive year, as one of the three most ethical companies in the world in the power sector. EDP is therefore listed in the international ranking of "The World's Most Ethical Companies - WME." It is, in the words of the organization making the award, a company that goes beyond statements of intent on "ethically" correct business to actually putting those words into action. The honoured companies "exceed the minimum standards of legal compliance and shape the future industry standards through the immediate adoption of best practices."

"Turma do Bem" (Gang for Good) performs screening with 50,000 youngsters in need

Sponsored by the NGO Turma do Bem, the event that took place on 18 March, simultaneously in Brazil and Portugal and in 10 other countries in Latin America, is the largest dental screening in the world. Altogether, more than 50,000 teenagers from low-income families, aged between 11 and 17, underwent screening for free dental treatment.

EDP University wins an international award

The EDP University received the bronze award in the category "Best Corporate University embodying the identity, the culture and the brand of the organization in its stakeholders," awarded by the Global Council of Corporate Universities. GlobalCCU, a prestigious international association of corporate universities, awards prizes to recognize, at global level, corporate universities distinguished by their level of excellence and creation of strategic value for the companies themselves, individuals and society in general.

EDPR employees volunteering in Houston

In 2013 a group of 11 EDPR North America employees, their friends and family, took part in "Houston Employees Clean Up Local Creek," collecting rubbish along Japhet Creek in Houston, Texas. Once a year, a large number of volunteers meets throughout Texas to help with volunteer work cleaning the environment through participation in the biggest event in the state to educate the public on the importance of water resources.

Volunteering through EDP Soluções Comerciais

EDP Soluções Comerciais (EDP Business Solutions) carried out, on Women's Day, a voluntary action aimed at users of the Casa de Santo António, a Private Charitable Institution (IPSS) which supports pregnant teenagers.

Portugal wins Junior Achievement YE Europe Trade Fair 2013

EDP represented Portugal at the annual meeting of Junior Achievement Europe, as an associate company, in a meeting that coincided with the victory of the Junior Achievement Portugal student group in the JA-YE Europe Trade Fair 2013 in Riga, Latvia. The national team was the winner of the Best Overall Company Award, out of 46 applicants and a total of 250 students from across Europe and Botswana.

EDPR considered the best company to work for in Poland in 2013

Great Place to Work named EDPR Poland as the best firm to work for in 2013. The award was in the category of companies with fewer than 50 employees.

APRIL

Knowledge Promotion

As part of the attractiveness strategy, EDP launched the Knowledge Promotion workshop, an initiative aimed at students in secondary/technical vocational education and a benchmark for the Group. The initiative seeks to inform EDP and the energy sector and contribute to skills development in students to prepare them for recruitment processes.

EDP Renováveis: first place in the world FTSE4Good index

EDP Renováveis, the global leader in the renewable energy sector and the third largest wind power producer in the world, won first place, at world level, among the FTSE4Good utilities. FTSE4Good is a stock market listing of companies that are notable for their sustainable practices and corporate social responsibility.

Tejo-Mondego Production Centre donates prize to a Charitable Institution

Employees honoured for their work implementing a remote metering system under the SKIPPER project, chose to donate the prize money received, 1,500 Euros, to the CIRE - Centre for Integration and Rehabilitation, in Tomar. The charity works in the promotion of services and activities on behalf of people with disabilities.

Portugal EDP receives the Good Retirement Practice certificate

The Portuguese Association of Pension and Equity Investment Funds (APFIPP) has established Good Retirement Practice Certificates to recognize the merit and commitment of companies whose funded pension plans uphold the well-being of their employees when their active service ends, thus invigorating the so-called third pillar of social security.

MAY

Dia Verde (Green Day) at the Electricity Museum gardens

On 26 May the Electricity Museum Gardens hosted another version of Green Day. Second-hand and swap organic product markets, music and street entertainment, wellness workshops, healthy eating and activities for children made this great eco party a special attractive event for all generations.

Lead Now Program

The Lead Now Program, aimed at employees recently appointed to leadership roles with the aim of supporting their transition, awareness-raising and adjustment to a new role in the team, was designed and implemented and this year's first edition covered 36 employees.

Internal Coaching Program

The Internal Coaching Program started, with the certification of 35 employees as coaches serving the development needs of different segments. Over a year, the first pool of internal coaches has supported the new EDP leaders participating in the Lead Now Program.

Movement for employability

The EDP Group is a member of the Movement for Employability - IEFP. An initiative promoted by the Calouste Gulbenkian Foundation and COTEC, in collaboration with the IEFP, which aims to raise levels of employability among unemployed qualified young people, by providing apprenticeships lasting a year in different areas of the Group.

EDP Renováveis Spain and Scotland the best places to work in 2013

Great Place to Work recognised EDP Spain and Scotland as two of the best places to work in 2013, in the categories of companies with 250-500 employees (Spain), and with fewer than 50 employees (Scotland). EDP received one of the best scores among Spanish companies. The prize is based on an organizational study that examines equal opportunities, flexibility, integrity, working environment, among other evaluation categories.

Diversity Project Action Plan

Within the Diversity Project a set of measures was approved covering the following Diversity priorities: Gender equality, nationality diversity, recruitment of people with disabilities and from other vulnerable socio-economic groups. These initiatives, to be implemented during 2013-2015, involve training and development, internal and external awareness-raising and reconciliation. Supporting the training and promotion of women within the organization, awareness-raising of students for courses traditionally studied by males and training of females managers, are some of the goals.

EDP Microgeneration competition

After an initial phase of voting on the EDP website, the Alternative Association of Sintra, the Cultural and Popular Education Association of Viana do Castelo and the Carnide Lisbon Parish Social Centre were the winners of the EDP Microgeneration Contest, in partnership with ENTRAJUDA. The three institutions each received a free PV microgeneration solar system, so that they could start to produce their own solar energy.

JUNE

EDP Group Volunteers cleaning beaches and forests

Throughout June, hundreds of EDP Group volunteers, accompanied by their families and friends, come together to clear six forests and five beaches from the north to the south of Portugal, an action that also involved business partners and local agents.

PowerTrade Final

The team of the Higher Technical Institute won the PowerTrade Universities 2013 with the High Altitude Wind Energy Project, developed in conjunction with EDP Inovação. The winners were awarded professionals internships in EDP. Given the potential identified in this year's version, internships were also awarded to other participants whose performance stood out. PowerTrade Universities is a game that simulates the electricity market in a competitive environment, aimed at Masters finalists. The selected teams, in the simulation phase, carry out a business case in one of the Group companies.

EDP Solidarity Programme supports over 51 projects

The 2013 winners were selected from a pool of 1,211 applications - a record number in a year in which, given the difficult Portuguese economic and social situation, Fundação EDP decided to invest 1.5 million Euros in the programme, tripling the support provided the previous year. The projects supported guarantee full coverage of all districts in the country.

Volunteering up

EDP Spain volunteers provided technical, economic and legal knowledge to design and implement a project for the installation of 220 photovoltaic panels to provide free energy to a city of 1,000 orphans and abandoned children in the poorest neighbourhoods of Nairobi and also a hundred elderly people living in an eco village created especially for this highly vulnerable group. Also in this context, as a response to the EDP Group Volunteering Day, volunteers in the Basque Country and Asturias participated in two social responsibility initiatives.

EDP in Brazil devotes a month of activities to the Environment

Parte de Nós - Meio ambiente (It Starts with Us - Environment), a project conducted in June, involves volunteer work, cleaning squares and lectures on environmental issues, among other activities.

25 years of EDP

This tribute to employees who have been part of the EDP Group for 25 years took place on 1 June, at the Quinta da Dança, Castelo Branco. This quarter century was duly celebrated in an event that took place in an area of entertainment, meetings and celebrations.

Winter Clothing Campaign 2013

EDP Brasil and Instituto EDP once again supported and participated in the Winter Clothing Campaign, inviting all employees to contribute to raise the numbers of donations of clothing to the poor.

JULY

End of the FabLab challenge

EDP awarded professional internships to the winners of the 2nd year of the FabLab Challenge, a competition for finalists of technical courses, secondary schools or benchmark professionals. Students are challenged to develop a project in the area of renewable energy and/or energy efficiency, by developing their prototype in the EDP FabLab. The winning team in 2013, students from the electrical installations technical course of the Rio Maior Vocational School, was awarded internships that started at the end of the year.

EDP Wins Four APCE 2013 Awards

The Group's intranet, corporate TV, Annual Report and Accounts 2011 and the "We Are EDP" corporate image (in partnership with the Global Challenge partner) were company projects that won the recognition of the APCE jury.

EDP wins the Meios e Publicidade Magazine Company of the Year Grand Prize

The company received a total of seven awards in communication prizes, awarded by the Meios e Publicidade Magazine, including the Grand Prize for Company of the Year.

EDP Gás Distribuição voluntary action with a charity

The EDP Gás Distribuição Networks Sales Department (DCR) invited its partner companies to take part in a team-building exercise consisting of an 'ABC Work' for the redevelopment and refurbishment of several areas of the institution.

AUGUST / SEPTEMBER

It Starts with Us Environment: over 9000 hours' volunteering

It Starts with Us environment 2013 involved over 1,600 volunteers in several countries, in a total of 30 actions and more than 9,000 volunteer hours. Beaches and forests were cleaned in Portugal, indigenous birds were protected in Spain and wild orchids protected in the UK. Trees were also planted in Poland, waste was collected from beaches in Brazil, and an urban garden was created in Italy.

World "Utilities" leader in the Dow Jones sustainability indices

For the last 6 years EDP has held a prominent position in the Dow Jones Sustainability Index, at global and European level, which makes it one of the most sustainable utilities. Its score of 90/100 points obtained in September 2013 means that EDP can assume the position of "Industry Group Leader" – Electric Utilities in 2014 after, having been the leader in the Electricity Sector in two consecutive years (2010 and 2011).

The best intranet in Europe

The edpON intranet won the Digital Communication Awards 2013 in the intranet category. On the short-listed, competing with EDP, were Coca-Cola Enterprises with "iConnect Mobile" and Beiersdorf Shared Services GmbH, with "BSS live".

OCTOBER

CEMS Business Project of the year

For the first time, the New University of Lisbon, in partnership with the EDP Risk Management Directorate, won the "CEMS Business Project of the Year" prize with the project "Optimal Capital Structure and Liquidity Levels" project. This involved supporting a team of students of different nationalities from the CEMS Master in International Management, analysing a real business problem suggested by the Company. The objective was to present an action plan. The project was one of more than 200 submitted by Companies and International Universities.

2070 school kits delivered to children in Portuguese schools

EDP delivered 2070 school kits to primary schools in 11 Portuguese municipalities, the winners of the "Pedal for your school" campaign, promoted by EDP during the 75th year of the Tour of Portugal cycle race. On passing through these municipalities which this year will host the Tour, EDP challenges the populations of each municipality to choose the primary school of their choice. At the end of each day, all the votes are counted and the winning school elected.

NOVEMBER

EDP wins Global Management Challenge National Final 2013

The EDP team of five EDP Produção employees won the national final, representing Portugal in the international event of the Global Management Challenge, held in April 2014 in Sochi, Russia.

EDP annually supports a number of teams of university students and employees in this game, which simulates the entrepreneurial context and promotes the development of management skills.

Release of Re:dy

November saw the release of Re:dy, an innovative service that helps customers to manage all the energy in their homes together with their equipment, wherever it is, intuitively and in real time.

Edpon magazine wins award in Brazil

The 7th edition of the Allianz Insurance Journalism Award was won by the On Brasil magazine in the Corporate Communications category, on the theme "Sustainability - Environmental Change". The award-winning cover story "Energia do Bem" (Energy for Good), covers the work carried out by Instituto EDP in its five years of activity.

EDP Renováveis wins Gold in SAPO Awards 2013

The EDP Renováveis corporate website won Gold in the SAPO Awards 2013 in the "Services" category. These awards recognise the best work in the area of online creativity in the field of business communication in Portugal.

World's best company in financial reporting

According to the "2013 IR Global Rankings", EDP is considered the world's best company in terms of financial reporting for investors and analysts, from more than 300 globally listed companies that were scrutinized by the "IR Global Rankings" analysts. In this category, EDP is an example of excellence, not only in terms of rigour, transparency and consistency, but also in the quality of the information provided.

DECEMBER

EDP Communication wins six awards at the FEIEA Grand PRIX 2013

EDP won six awards at the FEIEA Grand PRIX 2013 which distinguishes the best corporate communication projects in Europe: first place in the "Internal Regular Multi-Language Publication," with the edpON magazine, and "Intranet Site," with the "edpON Intranet"; distinction as runner-up in the category dedicated to Audiovisual Communication, with "edpON tv" and ex aequo runner-up in the "Ongoing Communication Strategy" category, with the Conciliar Program; 3rd place in the "Internal Communication Strategy" category, with the EDP Volunteer Programme; and Special Prize Major Player, delivered to EDP and the Global Activism Challenge for the work "We are EDP," the design for internal meetings and events.

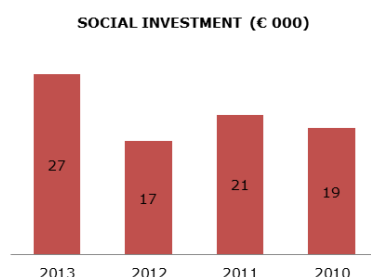
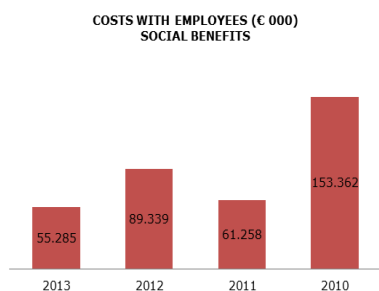
Parte de Nós Natal (It Starts With Us) Christmas 2013

Parte de Nós Natal is one of many of the EDP volunteering Group's campaigns. As always, it takes place in December from the north to the south of the country - Aveiro, Beja, Braga, Bragança, Castelo Branco, Coimbra, Évora, Faro, Leiria, Lisbon, Portalegre, Porto, Santarém, Setúbal, Viana do Castelo, Vila Real and Viseu, with the participation of over 850 volunteers.

Planting trees in Porto

On 18 December another volunteer action in the Futuro project took place - 100,000 trees in the Porto Metropolitan Area. The planting site was the Avioso - S. Pedro Park (Maia).

KEY INDICATORS OF SOCIAL PERFORMANCE (SUMMARY)



	Units	2013	2012	2011	2010
SOCIAL INDICATORS (a)					
EMPLOYMENT					
Employees	#	12,179	12,275	12,168	12,043
Female Employee	%	23	22	22	21
Overall satisfaction index		80	n/a	81	n/a
Turnover index	%	6,16	5,57	5,73	5,76
Average employee age	years	46	46	46	46
Average length of exit	years	23	20	17	30
Absenteeism rate	%	3,26	3,16	3,35	3,52
Personnel costs	thousand €	583.231	582.197	573.642	575.408
Social Benefits	thousand €	55.285	89.340	61.258	153.362
Gratuities (Portugal)	thousand €	33.839	34.636	34.429	33.763
TRAINING					
Total training hours	hours	410.734	503.272	477.091	419.737
Average training volume per employee	h/p	34	41	39	35
Employees with training	%	86	88	80	95
Total costs with training	thousand €	7.930	10.354	8.026	8.940
Labour productivity	€/h	220	221	230	233
INDUSTRIAL RELATIONS					
Collective Labour Agreements	%	82	83	84	87
Unionization	%	38	51	53	55
Union structures	#	37	36	39	37
PREVENTION AND SAFETY					
OSHAS 18001 (installed power)	%	73	72	58	60
Accidents in the workplace	#	42	38	46	44
Fatal accidents at work	#	4	5	2	1
EDP attendance index		1,98	1,82	2,17	2,08
EDP severity index		128	109	180	117
Total lost days due to accidents	#	2725	109	180	117
Fatalities of service providers	#	8	13	4	6
Working days of PSE	#	5.632.310	5.230.811	4.444.208	3.738.078
EDP and PSE attendance index		4,01	4,17	4,65	4,92
COMMUNITY					
Social investment	Millions of euros	27	17	21	19

PSE - External Service Providers

(a) 2013 amounts have not yet been validated by Corporate Citizenship

2013 once again reflected the EDP Group's determination to continue its commitment to sustainable development, recognisably valid business ethical principles and indicators of responsible management, thus ensuring its ongoing status as a benchmark organization.

The numbers and events prove this commitment and the continuing adherence to these principles. Although the overall situation of the economy is hardly one for excessive optimism, the number of Group employees showed good rates of stability: 12,179 employees, 96 fewer than in 2012, representing a decrease of 0.78 %, but still above the 2011 figures. It should be noted that there was a slight increase in the number of women to 23% of the workforce and the number of people with disabilities held steady, reaffirming the EDP's equal opportunities policy commitment.

EDP is the best world company in the Dow Jones Sustainability Index in the utilities sector (electricity, water and gas) and in 2013 achieved its best ever score. The companies in the list are those deemed most able to create long-term shareholder value. EDP has been in this list for six consecutive years and has been the leader three times in the electricity sector and in the most recent list was top of the utilities with 90 points, three more than in 2012. This is an international recognition of excellent performance in the areas the company prioritised in its sustainable development strategy. The composition of the indices is the result of an evaluation by SAM – Sustainable Asset Management, based on the degree of compliance with sustainability criteria in three dimensions: economic, social and environmental.

In the social dimension, EDP is also the leading utility, with the maximum score in "Human Capital Development." In this chapter, training was of particular relevance, as the numbers show: in 2013, we reached 410,734 hours' training in all countries (above all Brazil, where we guarantee 60 hours' training per employee/year, and EDP Renováveis, with an overall increase of 10,000 training hours).

The Group had 19,596 trainees in 3,953 training sessions, as in previous years dominated by Technical training, followed by Management, Behavioural, and Organizational training. These figures reflect overall investment of nearly 5 million Euros.

Still in the area of training, it should be noted that there was a significant increase in the number of school placements from 441 to 680. EDP invests heavily in training and in the personal and professional development of its

employees – and it was in this context that the EDP University was created and developed. In 2013 the University was reorganized to centralize all units that had already dedicated themselves to management training and documentation and specialized information services. The EDP University, the first of its kind to be established in Portugal, today consists of 7 schools and in 2013 received the bronze award in the category of “Best Corporate University embodying the identity, the culture and the brand of the organization in its stakeholders”, in the Global Council of Corporate universities Awards (GlobalCCU), a prestigious international association of corporate universities.

The Group has been establishing itself in international markets and among socially responsible investors. EDP is highly rated by most world financial agencies specialized in sustainable investment and is recommended as socially responsible investment option by the overwhelming majority and is listed in the respective indices.

In this context, EDP is the only company in its sector (Electrical Utilities) occupying the “GOLD” rating in the annual list produced by SAM. SAM, which specializes in investment management of sustainability-focused assets, compiles an annual list of the most sustainable companies in the world, based on scores obtained in the annual Sustainability Evaluation of companies, grouped in 59 industries.

In 2013 EDP Portugal also received the Family-Friendly Company Certificate (EFR), awarded by the Fundação Másfamilia, confirming and completing the certification Family-Friendly Company process announced in 2012. In 2011, EDPR Renováveis, HC Energia and Naturgas Energía also received EFR certification.

This certificate is recognition of the adoption of a set of more than 170 measures promoted internally among all employees under the motto “Happier people are more productive employees and socially sustainable companies are more competitive.”

In this field we can note the low rate of absenteeism, in line with previous years, and the very significant drop in the number of hours lost due to strikes: from 8,475 to 1,763, a fall resulting from the strong contributions of EDP Portugal and EDP Spain and the rate of collective bargaining agreements (82 %).

For the Group, job satisfaction is directly related to health and safety at work, fields in which we continue to develop vast action programmes and increasingly rigorous measures for improving the quality of life of our employees and to limit the risk of accidents, in fulfilment of the strategic objective “Zero accidents, no personal injury”. The importance that EDP attaches to this issue goes beyond the mere observance of legal requirements and is clearly stated in its health and safety at work policy.

Even so, there were some incidents, which slightly increased the number of accidents with EDP employees (42 in 2013). These numbers, while always regrettable, are limited when compared to the overall number of work hours of the Group (the consolidated frequency index of the firms in the various regions and the respective service providers was 4.00 accidents per million hours worked).

Sponsorship, charity work and community contributions continue to be part of EDP’s DNA. Centred on the Group’s Foundations, these areas showed strong performance in 2013. They are so much more than mere tools for the EDP Group to facilitate the planning and execution of its social investment in the community; in essence, they are the practical result of applying the values, ethics and mission of a business group that reaches out beyond its business and is aware of its relevance in the balance and success of the communities in which it operates.

In this context, the Group has three foundations: Fundação EDP (Portugal), Fundación EDP (Spain) and Instituto EDP (Brazil).

Throughout this report we can see the result of some major projects developed and supported by each of the Foundations, as well as the other EDP Group business units in the areas of culture, education, social innovation, science, environment, among others – but we should also underline our investment in volunteer Programmes, covering all the Group’s countries, which in 2013 involved 1763 employees in a 13,506 work hours devoted to social causes through volunteering. Between 2011 – 2013 the number of hours assigned to volunteering rose from 177,239 Euros to 410,636 Euros.

PRIORITIES FOR 2014-2015

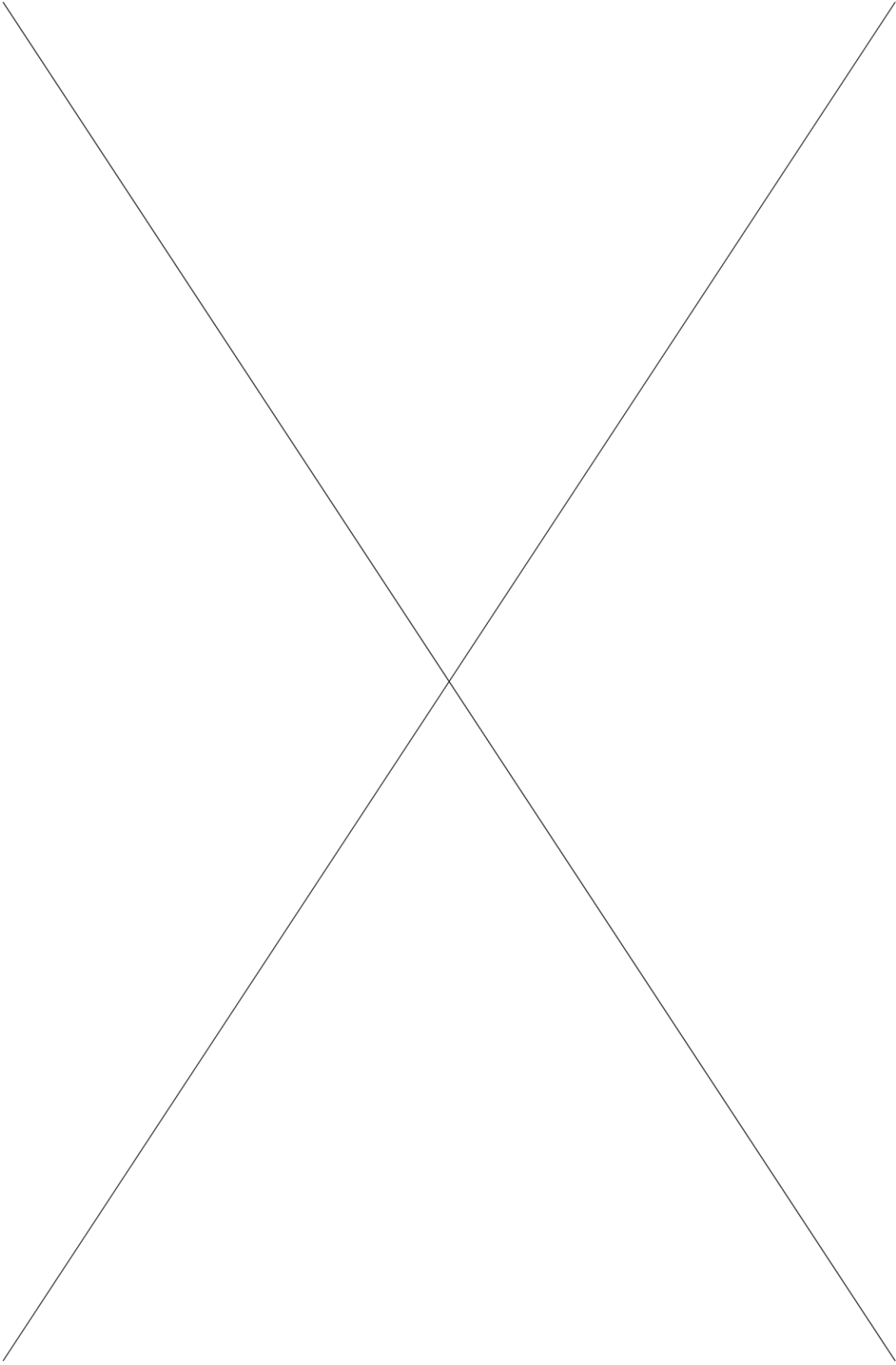
Priorities for 2014-2015

SOCIAL COMMITMENTS

FUTURE OBJECTIVES/GOALS

HUMAN CAPITAL, DIVERSITY, RECONCILIATION AND COMMUNICATION

Career management	<p>Define the EDP Group population segmentation model aligned with all geographies.</p> <p>Implement the new Collective Labour Agreement (CLA) in Portugal.</p> <p>Implementing the Model of Functional Families in all geographies of the Group.</p>
Succession management	<p>Review the process of identifying successors by creating succession committees.</p>
Mobility	<p>Promote internal mobility through the implementation of a comprehensive program, with cross-cutting initiatives, which aim to meet the needs of different businesses and increase diversity of opportunity for employee development.</p> <p>Review current international mobility policy.</p>
Management of leadership and potential	<p>Review the offering of development programs for different segments.</p> <p>Define offering of development for the Top Leadership segment.</p> <p>Strengthen the role of mentoring in promoting internal networking.</p>
Evaluation of performance and potential	<p>Implement 270° evaluation for all middle management.</p>
Attractiveness	<p>Implement LinkedIn as external recruitment tool for EDP Group, with the objective of positioning the Group as Employer of First Choice and strengthen/improve attraction of candidates worldwide.</p> <p>Implement the 2nd edition of the EDP Trainee Program, extending the number of positions and the scope of the program to EDP Spain and EDP R.</p>
Information and Technology to support HR Management	<p>Implement system on a platform of HR indicators for the entire EDP Group.</p> <p>Consolidate and extend the Recruitment model on the Talent Management platform to the entire EDP Group.</p> <p>Implement and develop the new EDP Group Mobility model on the Talent Management platform.</p>
Employee satisfaction	<p>Keep Overall Employee Satisfaction over 80% on 2015 climate survey.</p> <p>Ensure the development and implementation of improvement plans in all Group companies, based on 2013 survey.</p>
Diversity	<p>Continue to implement diversity policy's action plan.</p> <p>Analyze the evolution of several indicators for the Group's Diversity and propose additional measures.</p> <p>Ensure equal opportunity for employees representing minority groups within EDP.</p>
Safety and Hygiene at Work	<p>Continue the program of realization of thematic workshops on prevention and safety with the participation of service providers, with an expected 5% reduction in the frequency of workplace accidents involving EDP employees and service providers.</p>
Conciliation	<p>Promote measures covering various segments of EDP employees in terms of age, region, marital status and household makeup.</p> <p>Promote the implementation of measures to build awareness and prepare employees to balance their professional and personal time.</p> <p>Promote actions that will bring the company and family of employees closer together.</p> <p>Ensure socio-economic support for employees over with proven needs.</p> <p>Improve communication concerning EDP's value proposition in term of "family-responsible company" measures.</p> <p>Empowering employees to practice corporate volunteering.</p> <p>Promote flexibility of spatial and temporal work.</p> <p>Promote knowledge transfer related to "family-responsible company" to company leaders.</p> <p>Ensure working conditions and a positive shift of employees from Lisbon to the new headquarters.</p> <p>Promote awareness raising with partners/suppliers with the aim of sharing best "family-responsible company" practices in its organizations.</p>
Communication and involvement	<p>Develop EDP brand at employee level.</p> <p>Promote positive view of application of a global ACT applicable to all Group employees in Portugal.</p> <p>Promote overall communication within the EDP Group through various media, to ensure the consolidation of the Company's culture.</p> <p>Restructure edpON TV, via a single issue, but differentiated by geography through a labelling system.</p> <p>Restructure edpON magazine.</p> <p>Create a new Group site covering all Company information on a single channel.</p>
Training and development	<p>Design training offerings for Technical Staff at EDP University Schools.</p> <p>Have an offering that covers all geographies where EDP has a presence (continuing with developing of EDP University Brazil).</p> <p>Expand Campus Online to other geographies for management of all Group training.</p> <p>Get up to cruising speed with the Content Management process and production and deployment of e-learning courses.</p> <p>Launch a knowledge management project.</p> <p>Review the support system for documentation service.</p> <p>Revisit training offerings at schools that were initially started up, namely the Director Development School, while restarting the process of discussion on the convergence between training offerings at different schools.</p>



03

COMMITMENTS

COMMITMENTS TO EXTERNAL ENTITIES	21
BUSINESS ETHICS	24
1. Protection and respect for Human Rights	24
2. Combatting corruption and bribery	24



> PORTUGAL
TORRE DE BELÉM
Coordinates:
38°41'30.5"N 9°12'57.6"W
Time of day: 13 PM



COMMITMENTS TO EXTERNAL ENTITIES

The involvement of stakeholders with EDP is a strategic priority for the Group in maintaining open and transparent dialogue with all those with whom it interacts. EDP's objectives are to build and consolidate relationships of trust, by sharing knowledge and relevant information, anticipating challenges and identifying new opportunities for cooperation with our stakeholders.

By developing a Stakeholders Relationship Policy, EDP has also taken on the mission to create value for its various stakeholders, in all countries.

2013 was, once again, a year in which this policy was strengthened: following the creation in 2012 of the DRIS - Department of Institutional Relations and Stakeholders (which acts together with, and in coordination with the various business units in all countries) and as part of the further development of this Relationship Policy, in 2013 a deep and rigorous process of listening to a set of relevant external stakeholders was developed.

This work culminated in the preparation of the first report of the EDP Group's stakeholders, with three main sections: EDP's internal view on its stakeholders relationship; stakeholder views on their relationships with EDP; and the identification of risks and/or opportunities to the relationship between them.

In the design of this project – and given that it would be impossible, from the operational point of view, to convene the whole group of stakeholders – among the many groups of EDP stakeholder, the DRIS opted to canvass the opinions of the following: Municipalities, Universities, Deputies, MEPs, Consumer Associations, Business Associations and Suppliers.

The internal report explores in detail all the work carried out, but in general we can state that while there is certainly a lot to be developed in relations with stakeholders, the majority of the agencies queried value their relationship with EDP positively, considers the EDP Group to be a trusted entity which is easy to communicate with, and they emphasize the effectiveness of the existing channels. There are differences in the perception that the different entities have of the group, but most consider EDP is going in the right direction in this relationship, which is intended to be as fruitful as possible.

In future years, the Stakeholders Report will seek to expand the group from which it collects ideas and opinions, both with regard to business units and with regard to stakeholder groups. The objective is to improve the quality and visual field of the image of how EDP perceives its stakeholders and how it is viewed by them.

With the publication of this report, the DRIS completes a cycle of work whose main milestones were as follows:

- The creation of the Stakeholders Management Committee;
- The approval of the EDP Group Stakeholders Segmentation Model;
- The publication of the EDP Group Stakeholders Policy.

All these achievements embody a strategic EDP decision to enhance its relationship with its stakeholders, by strengthening dialogue and cooperation with these entities and contributing to the company's excellent performance.

How we relate to one another: four major Guiding Commitments determine how EDP relates to the different stakeholders: Understand, Communicate, Trust and Collaborate.

UNDERSTAND, COMMUNICATE

We dynamically and systematically identify the stakeholders that influence and are influenced by the Company, and we analyse and seek to understand their expectations and interests in the decisions that directly affect them.

We are committed to promoting a two-way dialogue with stakeholders through advisory and informative actions. We listen, inform and respond to stakeholders consistently, clearly, rigorously and transparently, in order to build close, strong and lasting relationships. We listen, inform and respond to stakeholders consistently, clearly, rigorously and transparently, in order to build close, strong and lasting relationships.

In the Group's mission in this chapter, we always seek to:

- Be accountable to those on whom the organization has an impact and those that have an impact on the organization, ensuring that minorities have the same capacity for involvement as other stakeholders;
- Dynamically and systematically identify the stakeholders that directly and indirectly influence, and are influenced by, the company and its activities, as well as the issues raised by relevant stakeholders;
- Fairly prioritize the stakeholders and the issues raised by them as relevant;
- Ensure that stakeholders have access to information, establishing bidirectional, direct and efficient communication channels, by actively providing clear, understandable and accurate information to the various stakeholders;
- Proactively and continuously look and listen to the concerns, interests and expectations of stakeholders, to prepare consultation plans and engagement strategies tailored to the characteristics of the different stakeholders;

- Respond to relevant issues identified by stakeholders within a reasonable time, given the characteristics of the stakeholders involved.

TRUST, COLLABORATE

We believe that promotion of a climate of trust with our stakeholders is crucial to establishing stable and long-term relationships. Our relationship is based on clear values: transparency, integrity, mutual respect.

Our ambition is to collaborate with our stakeholders to build strategic partnerships that pool and share knowledge, skills and tools that are useful to both parties, thereby promoting the creation of shared value in a differentiated and relevant manner. In this context, the following are fundamental to our daily approach:

- Establishing transparent relationships with stakeholders, ensuring that they know and understand the company's goals;
- Informing stakeholders about the economic, environmental and social impacts of the organization (or of specific projects), where they can significantly influence the relationship between both;
- Respecting the opinions and rights of stakeholders, treating them fairly, without discrimination, respecting diversity and their legal rights;
- Ensuring that engagement actions are based on EDP's values, policies and ethical principles;
- Integrating the relevant inputs identified by stakeholders in the company's strategy;
- Sharing knowledge and skills with stakeholders;
- Working cooperatively to build solutions, by establishing strategic partnerships that produce positive results for both parties;
- Sharing the results of the company's performance, as well as the results of the different stakeholder engagement processes, providing, where appropriate, information on performance achieved.

5 EXAMPLES OF ACTIONS TAKEN IN CONJUNCTION WITH STAKEHOLDERS

1. Fundação EDP supports cancer units in four public hospitals

Investment of around one million Euros will enable cancer patients in the Lisbon IPO and the Santo António Hospital in Porto to be treated in a more humane and dignified atmosphere and provide cutting-edge equipment to support the creation of two new centres of excellence in the pioneering treatment of oncological diseases: the National Centre for Ocular Tumours at the University Hospital Centre of Coimbra and the Setúbal Peninsula Hospital Centre, based at the Garcia de Horta Hospital in Almada.

This is the implementation of the intervention priorities chosen by Fundação EDP for 2013: oncological health.

Together with a set of prevention and information campaigns with the group's employees, the Foundation decided, once again, to extend its contribution to the whole of society, by supporting these four public hospitals.

From the outset, the initiative enjoyed the support of the Health Minister, Paulo Macedo, and the strong commitment of the governing bodies of the four units involved. There was also an essential contribution from the sponsors, the Claude and Sofia Marion Foundation and Rui Nabeiro.

On the subject of this initiative, António de Almeida, President of Fundação EDP, said: "The continuous improvement of the healthcare of the Portuguese people is a matter of national consensus. The effort made by the State in health, irrespective of Government, is remarkable, but civil society remain at the margins of this effort."

2. Centre for Arts and Technology – EDP Imobiliária

Transforming the campus of the Tejo Power Station into a brand new, modern scientific and cultural centre led to the construction of the Centre for Arts and Technology, a project whose first phase (demolition and excavation) was launched last December with phase 2 due to start (construction) in the first half of 2014.

Lisbon will, therefore soon have a new centre available for its artistic, scientific, cultural and educational communities as well as the general public, in a prime location. Moreover, its organic architecture creates a topographic form that blends into the landscape, establishing a fluid and natural relationship between the city and the river, overcoming the current physical barrier formed by the existing buildings.

The roof is transformed into a public and observation area, with privileged panoramic views over the river, as well as over the surrounding area, leading to the creation of a connection, via a pedestrian and cycling bridge, with the Ajuda and Belém neighbourhoods.

Designed for minimal visual impact, the building accentuates the horizontal emphasis of the river front and establishes a harmonious relationship with the Electricity Museum without volumetric impact, although with a different architectural language.

3. Sounding Board – Crisis Management and Business Continuity Project

Promotion of knowledge and stakeholder awareness-raising for cases of Crisis Management was the starting point for EDP Soluções Comerciais (Business Solutions) to hold the "Sounding Board – Project Crisis Management and Business Continuity" meeting, which hosted several internal and external stakeholders.

The initiative was attended by the Directors of EDP SC, EDP SU, EDP Gas and EDP D, the Departments of the Holding (DSI and DGR), the different Service Providers that support the activities of EDP SC (CGI, Accenture,

Randstad, TempoTeam, Ludinamic, Norleituras, Litoral Leituras, CTT Express, Reditus, Egor and Contact) and the macrostructure of EDP SC.

One of the highlights of this stakeholder involvement action was a lively and productive round table which saw the participation of the Directors of the partner/customer Companies, Service Providers and Directors of EDP SC. Cross-cutting risks in situations of disruptive scenarios were debated, with reference to the business of the companies present and desirable future mitigation actions were identified.

4. Annual Meeting of EDP Serviço Universal on Energy Efficiency

On 20 November, 2013, in Coimbra, EDP Serviço Universal (EDP SU) held its annual meeting on the theme of energy efficiency, with the participation of several stakeholders who work with the company in this area.

The opening session was led by Miguel Stilwell de Andrade, a member of the Executive Board of Directors that oversees EDP SU.

The closing speech was made by the company president, João Aguiar, followed by a visit to Coimbra University, including the library.

The programme featured several presentations on the subject of energy efficiency, among others, by the Director General of ADENE, Filipe Vasconcelos and the director in the Energy Services Regulatory Authority (ERSE) responsible for the PPEC (Efficient Consumption Promotion Plan), Pedro Verdelho.

5. Parte de Nós Natal

Small gestures can inspire great moments: this was true of the "Parte de Nós Natal" campaign organized by EDP Gas, which provided 150 homeless people in Porto with the comfort and human warmth that the season calls for: dinner, warm clothing and a deep sense of support.

The initiative was organized in partnership with the Colégio do Rosário, an educational institution that throughout the year organizes a Social Support Project, known among the Porto homeless as 'Carrinha Amarela' (Yellow Van). The Parte de Nós Natal and Carrinha Amarela teams consisted of volunteers from EDP Gas and from the Colégio do Rosário.

Of course, to carry out this operation and to ensure its ultimate success, the participation of other companies was decisive: Jerónimo Martins, through the Pingo Doce chain, offered all the ingredients for the preparation of the meal, which was cooked and served by volunteers and supervised, freely, by the company AC Catering. Transport was provided, also charitably, by the Espírito Santo carrier, together with a kit supplied by the brands EDP Gas, Pingo Doce, Asics and a number of other companies associated with the event.

BUSINESS ETHICS



Ethics and integrity as core values, a culture of transparency that inspires confidence in relationships and in business – this is what the EDP Group has been developing and consolidating, in a management system of ethical performance that seeks to ensure a high degree of individual awareness, minimizing the risk of bad practices and the maintenance of a culture generating transparency, trust and responsibility through the consequences of decisions and actions taken.

During 2013 there were a number of significant developments, which are systematized in this Report and are detailed in the publication of the Ombudsman' Annual Report.

Likewise, the Group's overall policy for the protection of and respect for human rights reflects a continued commitment to best practice in this field, to ensure that EDP remains a benchmark company in the values of diversity, respect for human rights and equal opportunities.

For the second year running, in 2013 EDP was included in the "World Most Ethical Companies" list, following the rating conducted by "Ethisphere Institute" in the U.S.. In the comparative analysis with the previous year, the indicator evaluating the maturity of EDP's management of its ethical performance, calculated by this institution, shows an increase of about 15%, significantly higher than the average of the listed companies in the period. EDP Brasil also maintains, since 2011, the "Ethical Seal" awarded by the "Controller General of the Union" and will be subject to further review in 2014.

1. PROTECTION AND RESPECT FOR HUMAN RIGHTS

A benchmark company is not just a company that manages its business in a transparent and ethically rigorous way – it is also a Company that complies with codes of conduct in working practice in accordance with the highest standards.

To achieve this, it guides its practice based on Agreements and Treaties which over the years were fundamental to democratic societies: the United Nations Universal Declaration of Human Rights, the International Labour Organization and the Global Compact.

EDP scrupulously follows the recommendations and practices of these documents in its businesses as well as in its relationships with communities, suppliers and other stakeholders. But it does not stop there: by creating, in 2005, its own Code of Ethics (revised in 2013), it ensured that within the EDP Group there was not, nor would there be, any form of discrimination or differential treatment based on race, ethnic or social origin; gender, age, marital status; sexual, religious or political orientation; disability or union membership.

With the aim of supporting improvements in the management of EDP's ethical performance and in order to survey and disclose good practices in the field of business ethics, a Cooperation Memorandum was signed with the Centre for Management and Applied Economics Studies of the Portuguese Catholic University. This Protocol has a medium-term perspective (2013/2015) and reinforces coordination between the Company and the University in matters of great importance, both for business management and for the academic community.

But a business Group that upholds these principles must not allow itself to have relationships with companies that do not follow the same precepts. To this end, EDP has created a Supplier Registration System (SRF) to ensure that third parties are made aware, not just of our Code of Ethics, but also of the declaration of acceptance of the principles and standards that guide it.

Also in the area of good practice in the Group's management, EDP endorses the Antimobbing Protocol - a tool for the protection of employees in cases of bullying in the workplace, psychological violence or attitudes that in some way inhibit or discriminate against employees on the basis of their beliefs. The rules of the Code of Ethics include devices that employees should activate whenever they feel affected by any of these practices: reporting and confirmation of offences, investigation and corrective action are part of the process to settle any wrongdoing.

2. COMBATTING CORRUPTION AND BRIBERY

The Code of Ethics sets out the ethical principles and limits on the Group's operations anywhere in the world as well as the commitments it assumes in relation to its stakeholders. In 2013 the EDP Code of Ethics underwent review to clarify these principles and commitments, to standardize them in the context of the operation of the Group's various business units and to explain themes that are therefore of special relevance for the business. This review was approved by the General and Supervisory Board in the last quarter of the year. In 2014 it was widely disseminated to internal and external stakeholders.

TRAINING AND AWARENESS FOR WINNING

As planned, the theme of business ethics was included in the training for new recruits in 2013. In this context a specific training/awareness-raising module was developed with active participation of the Ombudsman. The preparation of supplier training/awareness underwent a change of schedule, with its implementation planned for 2014.

In order to share their knowledge and experience in the area of business ethics, EDP is continuing its support for the AESE / EDP Chair "Ethics in business and society" and also participated in advanced training and master's degrees, delivered by different educational institutions.

Furthermore: EDP actively participated in the "gestão transparente.org" initiative (transparent management), now available in English, in order to strengthen its dissemination within the supply chain. The Practical Guide to Corruption Prevention aims to enable businesses and organizations assess the risks of corruption in business contexts and promote best practices in transparency. In accordance with the provisions of the Code of Ethics Regulation, in 2013 EDP established a Corporate Ethical Performance Index (Ethicis) whose value for the year will form the basis for assessment of progress and planning of improvements in this area.

As part of the evaluation and external benchmarking of the maturity of its ethical performance management system, EDP obtained the highest score in the "Bribery Prevention" theme in the FTSE4Good index, and again achieved an excellent grade in the "Codes of Conduct/Compliance/Corruption and Bribery" criterion of the Dow Jones Sustainability indices.

FEWER ETHICAL COMPLAINTS, GREATER COMMITMENT

In 2013 185 complaints were registered in several of the Group's ethical complaint communication channels. There was a significant decrease of 11% compared to 2012. Of the complaints registered, 60% were from Portugal, 7% from Spain and 33% Brazil.

Of these complaints, only 35 led to processes submitted to the EDP Ethics Committee, in accordance with the regulations (standardized procedures), while the remaining were processed appropriately with the Business Units concerned, as they did not involve ethical matters.

The number of standardized procedures opened in 2013 increased by about 30% on the previous year.

The analysis of these procedures shows that the majority were presented by Customers (37%), followed closely by Employees (23%) – which represents an inversion of the order of the previous year, possibly related to the process of acceleration of the liberalization of the energy market in Portugal.

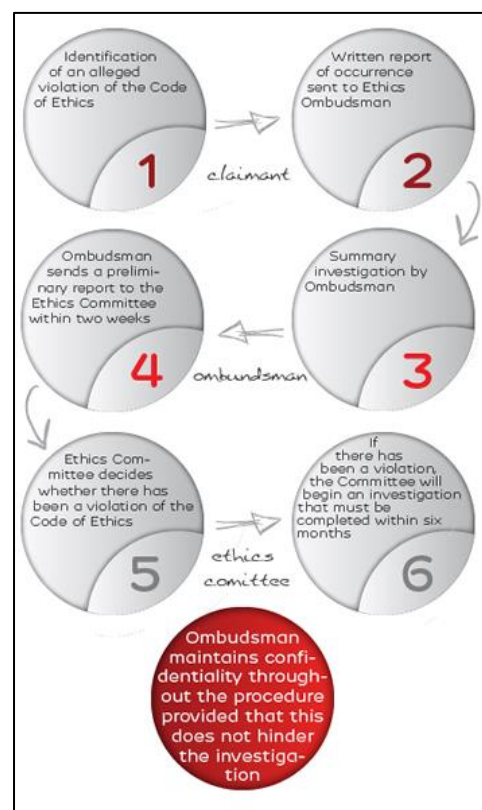
With regard to the classification of the subjects of complaint, the categories "fairness of solutions" (about 43%) and "negligence or disrespect" (31%) are those that remain the most significant.

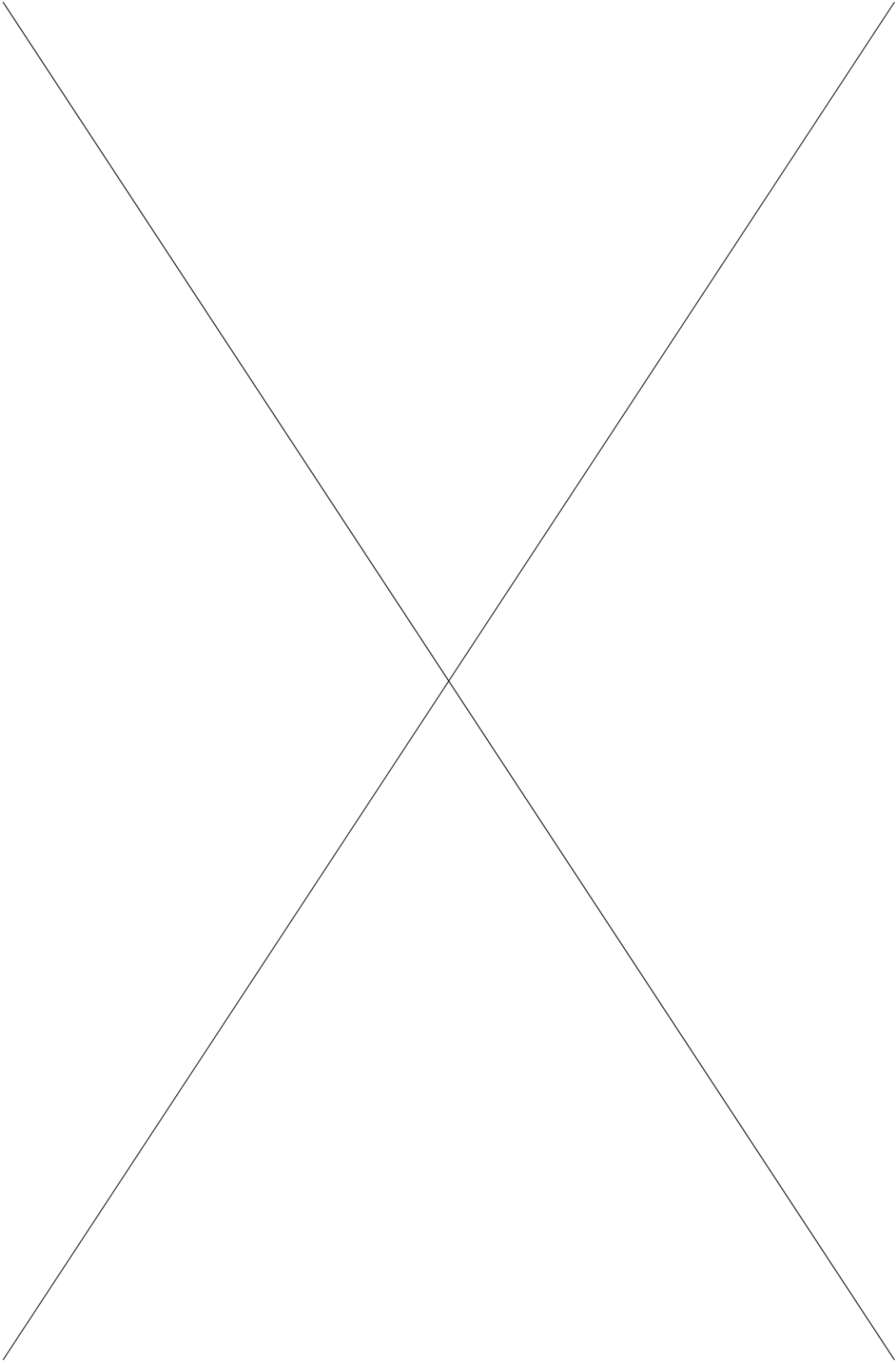
Regarding the 27 ethics complaints procedures closed in 2013, the following Ethics Committee decisions were recorded: Upheld 18 (67%); Dismissed 7 (26%); Inconclusive 2 (7%).

The actions determined following review of these procedures were mostly for review and improvement of procedures and training/skills building of employees or suppliers. There was also a significant number of actions classified as "other" including monitoring of the performance of procedures, evaluation of effectiveness of initiatives, reporting to the criminal investigation authority, etc.

It is expected that the implementation of the actions decided by the Ethics Committee and the initiatives planned as part of the communication of EDP's new Code of Ethics and the training/awareness raising for employees and suppliers that will take place in 2014, shall contribute to improvement in the Group's ethical performance in accordance with the management objectives established in this area.

In 2013, for the first time, EDP published the Ethics Ombudsman's Annual Report, thus seeking to make a significant contribution to increased transparency on the integrity and ethical quality of the management decisions and actions of the Group's employees and, ultimately, to increase the trust capital that the different stakeholders put in the company.





04

HUMAN RESOURCES MANAGEMENT AND DIVERSITY

EMPLOYMENT AND LABOUR RELATIONS	29
1. Employment	29
2. Attracting and retaining talent	29
3. Mobility	30
4. Labour relations	30
5. Departures and pension provision	32
6. Labour productivity	33
7. Evaluation of potential and performance	33
8. Employee satisfaction	34
9. Relationship with the academic world	35
DIVERSITY AND EQUALITY OF OPPORTUNITY	36



> SPAIN
PLAZA MAYOR
Coordinates:
40°24'56"N 3°42'26"W
Time of day: 14 PM

EMPLOYMENT AND LABOUR RELATIONS

1. EMPLOYMENT

The size of the EDP Group, due to its nature, generates a large-scale corporate attitude in all the countries where it operates. The Group's ability to create employment, the need to attract talent and trend towards the rejuvenation of its employees constitute, in themselves, a mark of identity that generates value and guarantees solidity. It is in this context that we view 2013: a further period of contribution to the growth and employment strategy in the countries where it operates.

No. of Employees by Age and Geography

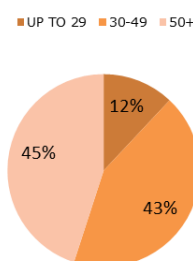
GEOGRAPHY/ AGE	2013				2012				2011			
	Up to 29 years old	30-49 years old	50+ years old	Total	Up to 29 years old	30-49 years old	50+ years old	Total	Up to 29 years old	30-49 years old	50+ years old	Total
Portugal	530	2113	4340	6983	484	2195	4516	7195	470	2345	4422	7237
Spain	84	1171	680	1935	114	1220	638	1972	133	1239	618	1990
Rest of Europe	42	115	8	165	44	100	4	148	35	84	4	123
Brazil	723	1637	436	2796	665	1574	430	2669	599	1601	434	2534
USA	52	194	54	300	56	183	52	291	69	170	45	284
TOTAL	1431	5230	5518	12179	1363	5272	5640	12275	1306	5339	5523	12168

In 2013, although the majority of the Group's employees are aged over 50 (45.3%) and between 30 and 49 (43.9%), there is a positive trend towards greater youth in these numbers (in Portugal we exceeded 500 employees aged under 29 for the first time while, at Group level, this segment recorded an increase of almost 5%). The fact that the company was born in Portugal and for many years operated only in that country explains that it is this country that has the largest number of employees aged over 49 (62.15%). In the other Group countries, most employees are in the 30 to 49 age group, and there are cases, such as Brazil, where the 49 age band is in third place, well below employees aged under 29.

The solid age renewal that the Group has undergone is evident: the number of employees aged over 49 years has reduced every year for the last four years, while the under 29 age group expanded in each of those years.

In 2013, the average age of EDP Group employees was 46, with the lowest average reached in the Rest of Europe (35). This trend has not changed over the last three years. By gender, over the last two years, the average age of men has dropped from 47 to 46, while women remained at 43.

EMPLOYEES BY AGE BRACKET (%) 2013



Median Age of Employees by Geography

GEOGRAPHY/YEAR	2013	2012
Portugal	49	49
Spain	45	44
Rest of Europe	35	34
Brazil	38	39
USA	39	38
TOTAL	46	46

2. ATTRACTING AND RETAINING TALENT

Portugal was the only country where recruitments increased in 2013 compared to the previous year (from 173 to 205, about 20%). The overall count of the number of employees recruited by the EDP Group in 2013 was lower, by about 4% on 2012, with a total of 713 new people. Brazil continues to lead the recruitment index (419), followed by Portugal. In other the countries in which the group operates, the opposite trend was observed, with a drop in the number of recruitments – which is explained by human capital needs being adjusted in line with business requirements, strategy and objectives.

The average age of new employees joining the staff of the Group companies in 2013 fell from 31 to 30. Observing the different countries, the highest average was recorded in the USA (34), and the lowest in Portugal (29). The overall male/female ratio in new recruits was 2.7. The biggest difference, as in 2012, was in Brazil (2.4) and the lowest, which last year was in the Rest of Europe, is now in Spain (1.1).

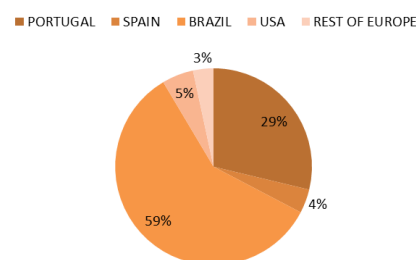
In all cases, over 50% of new employees were directly recruited to permanent staff, which is squarely in line with the rejuvenation policy implemented by the Group.

Moreover, the appointment and integration of new employees are understood by the EDP Group to be important steps for both parties and are a priority in the first stage of the relationship between company and employee. Basically, it is intended that from the outset there will be alignment between this and the business strategy and culture.

No. of Incoming Employees by Geography

GEOGRAPHY/YEAR	2013	2012
Portugal	205	173
Spain	28	50
Rest of Europe	24	38
Brazil	419	433
USA	37	47
TOTAL	713	741

No. INCOMING EMPLOYEES BY GEOGRAPHY 2013

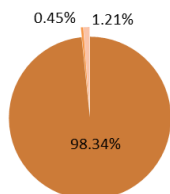


No. of Full-Time Staff Hires by Geography

GEOGRAPHY / YEAR	2013	2012
Portugal	117	107
Spain	21	45
Rest of Europe	25	37
Brazil	416	432
USA	35	47
TOTAL	614	668

EMPLOYEES BY CONTRACT TYPE AND GEOGRAPHY (%) 2013

■ PERMANENT STAFF ■ EXECUTIVE BODIES ■ TERM CONTRACTS



Thus, in the first 12 months, new employees participate in a Welcome and Induction Programme in which they are involved in a number of specific initiatives in accordance with the business area in which they carry out their activity. The main goals of this programme are the immediate professionalization of organizational effectiveness by promoting continuous communication between different stakeholders, including colleagues and leadership, organizational commitment/engagement, optimal performance, motivation and job satisfaction.

The vast majority of EDP Group employees (98.34%) are permanent staff, with only about 147 on fixed-term contracts. The remaining 55 belong to the governing bodies.

Analysis by contract type in 2013, compared with the previous year, shows that the number of permanent staff decreased residually (by about 1%) with the highest contribution from Portugal. The number of fixed-term contracts increased overall (from 97 to 147). With regard to the governing bodies, the numbers were the same as in 2012.

No. EMPLOYEES BY CONTRACT TYPE AND GEOGRAPHY

TYPE OF CONTRACT / GENDER	2013					
	PORTUGAL	SPAIN	REST OF EUROPE	BRAZIL	USA	TOTAL
EXECUTIVE BODIES	31	1		23		55
PERMANENT STAFF	6814	1927	163	2773	300	11977
TERM CONTRACTS	138	7	2			147
TOTAL	6983	1935	165	2796	300	12179

TYPE OF CONTRACT / GENDER	2012					
	PORTUGAL	SPAIN	REST OF EUROPE	BRAZIL	USA	TOTAL
EXECUTIVE BODIES	30	1		24		55
PERMANENT STAFF	7082	1962	146	2642	291	12123
TERM CONTRACTS	83	9	2	3		97
TOTAL	7195	1972	148	2669	291	12275

3. MOBILITY

Mobility, in 2013, was one of the most prominent and relevant human resources processes. Mobility for the Group is a tool that encourages the development of its employees and contributes to excellent performance. The values recorded this year are supported by a substantial increase in the level of mobility between and within companies and mobility between countries which, this year, saw 15 secondments.

MOBILITY	
2013	2012
823	588

To boost mobility within the Group, a KPI was established in 2013 for various companies in Portugal with target mobility benchmarks. The numbers recorded at this level in 2013 already reflect the investment the company has made in employee mobility, with an increase of about 40% between 2012 and 2013 (588 to 823 movements).

4. LABOUR RELATIONS

Innovation is a key to the success of an organization - and EDP does not neglect this asset as a competitive advantage, but is always seeking out innovative strategies in the management of its resources. The more dedicated and personal management is, the more engaging and inclusive it will be, the better and more consistent its results, the better the execution of strategies and projects and the more important the role of the various teams becomes.

Given that this is a worldwide group, the organizational model includes different nationalities and responds to the characteristics of this vast universe of employees.

In this context, eight strong ideas, eight commitments, ensure uniformity of criteria and better strategic organization to achieve the proposed objectives:

- Attracting and Engaging;
- Enhancing and Developing;
- Acknowledging Fairly;
- Reconciling Professional, Personal, Family life and Citizenship;
- Prevention – Health and Safety at Work;
- Creating Opportunities;

- Ensuring Diversity and Respecting the Value of People;
- Innovating, Motivating and Managing Change;
- Communicating and Engaging.

The model adopted for human resources organization centralizes the definition of strategies, policies and procedures, and considers the operations from a decentralized perspective. Responsibilities are shared by the Group's Director of Human Resources, by the BU Human Resources Departments (companies) and, in the case of smaller companies, teams dedicated to this area.

The Training/Recruitment and Processing areas are made operational by the Departments of the Group's Company that provides shared services (EDP Valor). The Staff development area is also supported by EDP University, a Corporate area, created to provide innovative development opportunities aligned with best practices in the field of staff training.

The Group's Human Resources Department (HRD) is driven by four skills centres that implement the human resources value chain, namely: Management of Potential, Careers and Succession; Performance Management; Mobility, Selection and Induction; Pay and Benefits and HR indicators.

In this context, we also consider the figure of the Relationship Managers, who are responsible for coordinating the Group's HRD with their internal customers as well as a team of HR Management Information and Technology Support and a manager for the processes and continuous improvement. The purpose of having a model with relationship managers responds to a proximity strategy which is being embedded in the daily management of staff.

If it is true that it is people that make a business, it is precisely their involvement and commitment to projects, understood as belonging to all, that EDP's internal communication wishes to nurture.

More than merely informing, it is important to integrate, share foster exchange of ideas and devise common goals and the vision of a Group consisting of several companies, many countries and many different people.

Accordingly, the Group has cross-cutting programmes to achieve, by its management of employees, a common alignment among all - and to ensure more knowledge and enhance engagement and a sense of belonging, it implements specific initiatives for certain target groups-.

It is in this context of strategic alignment on a global scale that EDP organizes an annual meeting of HR professionals, where people from all the Group's businesses and countries meet.

Communication in EDP is seen as a strategic priority of fundamental importance. With transparent communication and an engaging mobilization, it is easier be aligned with EDP's values, mission and culture. The focus on internal communication media, including the magazine, intranet, tv and radio are examples of this commitment.

UNIONS AND CLA

Also in the labour context meetings were held and continue to be held with social partners and Unions representing about 61% of employees (2% down on 2012), in order to negotiate the New Collective Labour Agreement (CLA) for the EDP Group in Portugal. These meetings are always accompanied by briefing sessions and explanations for employees across the country.

EDP has a regular relationship with official agencies, as well as with employees' representatives, Workers Committees and Trade Unions, in the introduction, amendment or termination of standards or regulatory procedures, as well as under business processes for reviewing and updating legal regulations.

During the year there were over 73 meetings in Portugal with individual unions, and 30 meetings with all unions present.

During 2013 there was no type of labour dispute for reasons internal to the EDP Group.

Even where Collective Labour Agreements do not include a binding term for the communication of operational changes in the company with an overall impact, EDP maintains the practice of communicating organizational changes that impact on employees, which in some countries goes beyond the provisions of national labour law. In Portugal, they are communicated to Unions, Workers Committees and employees no less than 30 days in advance. In Brazil they are initially communicated by the unions, while EDP has the practice of reporting all changes for each stage of the negotiations, with a guaranteed deadline for all employees to clarify any questions. In other countries, the minimum period is that defined in national laws.

In 2013 support was maintained for workers' organizations with recreational, cultural and social purposes, namely, the EDP Staff Club, the Blood Donors Association and the Association of Retirees and Pensioners, in their initiatives, amounting to 784,649.52 Euros, 9,527.82 Euros and 100,000.00 Euros, respectively.

Trade Union Representation - Number of Unionized Employees by Geography

GEOGRAPHY / YEAR	2013	2012
Portugal	4.284	4.622
Spain	403	417
Rest of Europe	0	1
Brazil	n/av.	1.178
USA	0	0
TOTAL	4.687	6.218

Labour agreements

The majority of Group employees (82%) is covered by Collective Labour Agreements (CLA), as was the case in 2012. The largest percentage in 2013 was, again, in Brazil, with 94%, followed by Spain with 86% and Portugal with 80%. Globally, there was a slight decline on the previous year.

The Collective Labour Agreement (CLA) defines rights and obligations common to the entire group of employees covered by this agreement. Salary scales defined according to the complexities and responsibilities of the functions performed and career development are among the chapters set forth therein. Likewise, additional benefits are pre-defined.

The Individual Labour Agreement already applies to other workers. In Portugal, the benefits of this scheme are supported in the Flex system, which guarantees each covered employee the possibility to choose a set of benefits according to their needs at any time during their service in the company.

This system has a fixed component, the same for all employees covered, which includes the Pension Fund, Life, Health, Personal Accident Insurance and Electricity Plan and a flexible component in which all people are entitled to a credit that may be distributed among the various benefits available to them.

The value of communication with business and with employees representatives, Workers Committees and Trade Unions continued in 2013 to be part of the everyday life of the EDP Group under the rules adopted in previous years:

- The introduction, modification or termination of standards or regulatory procedures is preceded by briefings and/or information for all stakeholders;
- Business processes for revision and updating of collective regulation proceeded smoothly. Meetings with social partners and trade unions continue to be held for the negotiation of a new Collective Labour Agreement for EDP in Portugal;
- Accommodation of the regulations and internal standards in legislation was guaranteed.

In Portugal, contacts were maintained with official bodies, including the Ministry of Labour and Social Solidarity and support was coordinated for workers organizations with recreational, cultural and social purposes, the EDP Staff Club, Blood Donors and Pensioners Associations, in their initiatives.

In an admittedly difficult economic and social context, EDP continued to monitor issues of a labour nature that are essential for the maintenance of good practice in relations with all employees. Thus, it was essential to maintain a proactive approach to the management of disputes, based on communication of information between the parties. Depending on their complexity, operational changes impacting on company employees are communicated to Unions, Workers Committees and Employees no less than 30 days in advance.

5. DEPARTURES AND PENSION PROVISION

Turnover by region, gender and age range

GEOGRAPHY/YEAR	2011	2012	2013
Portugal	2,84%	2,68%	4,39%
Male	2,72%	2,65%	4,88%
Female	3,31%	2,80%	2,50%
up to 29	16,84%	19,81%	17,06%
30-49 years old	1,59%	3,06%	1,56%
50+ years old	2,13%	0,66%	4,31%
Spain	3,75%	2,63%	1,95%
Male	3,25%	2,80%	1,80%
Female	5,39%	2,08%	2,38%
up to 29	14,63%	15,79%	8,33%
30-49 years old	3,08%	1,14%	1,26%
50+ years old	2,48%	2,95%	2,24%
Rest of Europe	26,85%	19,19%	10,86%
Male	23,33%	17,68%	9,62%
Female	34,85%	22,22%	13,33%
up to 29	47,46%	2,53%	18,60%
30-49 years old	19,46%	12,50%	7,91%
50+ years old	12,50%	337,50%	8,33%
Brazil	12,51%	14,07%	13,16%
Male	11,54%	13,74%	12,35%
Female	15,61%	15,18%	14,90%
up to 29	24,01%	8,54%	22,48%
30-49 years old	9,71%	9,56%	8,78%
50+ years old	7,17%	38,19%	13,05%
USA	24,68%	14,96%	11,51%
Male	26,46%	15,70%	9,30%
Female	21,85%	13,68%	15,69%
up to 29	21,52%	4,00%	27,78%
30-49 years old	23,36%	10,20%	7,69%
50+ years old	33,64%	46,39%	8,49%
Total	5,73%	5,57%	6,16%

In 2013, a total of 795 people departed from the Group's companies, including 416 in Portugal and 288 in Brazil, the two countries with most departures, as per the trend of recent years. The departures are mostly due to retirement, pre-retirement and early retirement.

Staff turnover in 2013 was around 6%, a slightly higher percentage than the previous two years (up from 5.57% in 2012 to 6.16% in 2013). By country, the highest turnover was recorded in Brazil, with 13.16%, while the lowest was in Spain with 1.80%.

In terms of departure forecasts due to employee retirement over the next five to ten years, approximately the same numbers will be recorded. It is envisaged that reforms a total of 2,838 employees will retire over the next five years and 5,118 in the next 10 years. The country with the largest number of forecast departures in this area, in both scenarios, is Portugal.

Total Exits by Geography

GEOGRAPHY/YEAR	2013	2012
Portugal	417	214
Spain	49	54
Rest of Europe	10	14
Brazil	288	299
USA	31	39
TOTAL	795	620

TRANSITION TO RETIREMENT

Employees who as of 31 December of each year may be retiring within the next 5-10 years by geography and professional category

Professional Category/Geography	2013 next 5 years						2012 next 5 years					
	Portugal	Spain	Rest of Europe	Brazil	USA	Total	Portugal	Spain	Rest of Europe	Brazil	USA	Total
Officers	168	10		4		186	174	2	0	18		198
Senior Management	378	72	1	37	10	498	316	16	0	183	3	518
Middle Management	117					117	123	0	0	0	0	123
Front-Line Management	38					38	34	0	0	0	0	34
Skilled Professionals	1764	140		40	3	1947	1621	26	0	304	2	1953
Semiskilled professionals	50			2		52	47	0	0	2	0	49
Total	2515	222	1	83	17	2838	2315	44	0	507	9	2.875

Professional Category/Geography	2013 next 10 years						2012 next 10 years					
	Portugal	Spain	Rest of Europe	Brazil	USA	Total	Portugal	Spain	Rest of Europe	Brazil	USA	Total
Officers	241	28	1	12	10	292	253	16	1	33	8	311
Senior Management	676	200	1	108	17	1002	645	118	1	275	12	1051
Middle Management	161					161	193	0	0	0	0	193
Front-Line Management	55					55	58	0	0	0	0	58
Skilled Professionals	3073	305		148	3	3529	3.227	184	0	558	3	3.972
Semiskilled professionals	75			4		79	84	0	0	4	0	88
Total	4281	533	2	272	30	5118	4.460	318	2	870	23	5.673

6. LABOUR PRODUCTIVITY

In the EDP Group, productivity is a safe value and the 2013 results show say that fluctuations were minimal, of negligible significance in a macro analysis and addressed by corrections that ultimately removed them. For example: while there was a fall (of no significance at the level of the Group's performance) in the actual number of hours worked (in 2013 we recorded a total of 20,547,463, compared t 20,814,228 in 2012), there are also countries, such as Portugal, where absenteeism dropped by over 10,000 hours in just one year.

The absenteeism rate in 2013 was 3.26%, very slightly higher than the rate recorded in 2012. The highest rate of absenteeism was in Brazil (3.8%), unlike 2012, where the highest percentage was in Spain.

These examples show clearly that the variations are the result of specific phenomena, which we have observed and analysed for future improvements, but which do not significantly affect yet another year of enormous productivity in the group.

7. EVALUATION OF POTENTIAL AND PERFORMANCE

Human capital is the most vital asset of a benchmark company such as EDP. We therefore attach extreme importance to employee performance, which requires that careful attention be paid to the matter of evaluation.

Evaluation does not mean mere number crunching on the potential and performance of employees: it is much more than that. To evaluate is to recognize performance, identify and reward merit and plan the development and career opportunities of every employee with greater precision and rigour. A culture of feedback must be ongoing and permanent, linking management and teams and giving dynamism to the entire evaluation process.

The evaluation plan is a staged process defined according to an annual schedule: evaluation of skills and potential takes place in the first quarter, while the performance appraisal occurs in the first quarter of the year following the year being evaluated.

We know that the broader the scope of the evaluation, the deeper, more productive and useful it will be. The EDP process therefore involves not only line managers and employees but, where possible, their peers. At the end of the process, all employees know their situation in the company, are fully aware of what is expected of them and have the data to enable them to improve or correct their performance.

EDP used three evaluation models:

- 270° evaluation: involves the employee, line manager, and two colleagues of the employee;
- 180° evaluation: the weighted average of the employee's self-evaluation and the evaluation of his/her line manager;
- 360° evaluation: the average of four evaluations: the employee, two of the employee's peers, the line manager and, in the case of line managers themselves, two subordinates.

In 2012 we had already put the plan for implementation of the same model in all countries into practice resulting in more than 4,368 employees being evaluated. So, in 2013, EDP took another step in investment in this area: the 270° evaluation was extended to all senior staff and operational managers of technicians, thus reinforcing the importance of the feedback of the various stakeholders.

This wider application of the scheme meant that over 1,560 employees also started to be evaluated – not only by their line managers, but also by their peers, leading to more complete evaluation and more integrated feedback.

Also in 2013, to provide managers and employees with quick, effective and easy access to the process and its implementation, the Potential and Performance Evaluation model was complemented by an e-learning course available to all employees.

8. EMPLOYEE SATISFACTION

Employee satisfaction and its systematic measurement are key factors in the development and effectiveness of any business performance. In the EDP Group, this area of the company's internal activity is of enormous importance. It is no coincidence that we started to monitor satisfaction exactly ten years ago, at a time when many companies (some much larger than EDP) did not include this area in their priorities.

From 2004 until the present day, there has been continual development in the way employee satisfaction is measured and interpreted. Currently, to manage the degree of employee satisfaction throughout the professional development cycle, regular Climate Studies surveys are used to develop Action Plans to improve employee satisfaction – and since 2009 the Group Employee Satisfaction Questionnaire has been carried out every two years. The Company decided that this two year cycle was necessary for the results to be used effectively and make a better assessment of action plans implemented and for development.

2013 was therefore a year of research, whose results enable the trend to be compared with the previous instance, which was carried out in 2011. The 2013 study featured a final sample of about 10,500 interviews, resulting in an employee response rate of 89% – which clearly shows a continued increase in the active participation of the company as a whole (in 2011 the rate was 87.9%, 2009 it was 78%).

Involvement

Marktest, the company responsible for the Satisfaction Survey, has developed an Involvement model for the EDP Group. The model is based on two priorities and shows us that, in the EDP Group, seven out ten employees identify with the company.

At first glance, we observe the Overall Satisfaction Rate, which is 80 points (in line with the 81 points of the last two studies), showing that employees are motivated and enjoy working at EDP. The Overall Satisfaction Rate is the simple average of the responses to the following indicators: Satisfaction with the company, Satisfaction with the department/area of work, Motivation, Comparison with other companies, Loyalty and Recommendation.

Analysing these six macro indicators, it can be concluded that in 2013 the highest rates are in Intention to Stay and Recommendation (over 90%), followed by Overall Satisfaction with EDP and Comparison with Other Companies, with values close to 80%.

In general the macro indicator scores have been stable over the past few years.

Satisfaction with information and sharing

Separate from the Employee Satisfaction Survey, but using the momentum of the same process, it was possible to take the pulse of two important internal communication projects: edpON Intranet and edpON radio. The first already existed, while the second was launched early in the year. About 30% of employees answered the questions with the new corporate Intranet and Radio scoring 3 on a scale of 1 to 4, which puts them above average in terms of employee evaluation. There is room for improvement, but the two media receive a good evaluation from the majority of the employees who responded to the study.

With regard to the Intranet, the survey results data confirm the use of the network: more than 60% of employees use the intranet every day, 18% say they participate in online groups on the Intranet and they generally consider the functionality provided to be easy to use and useful for their work.

For 2014, there are improvements lined up in this area:

- Improvements in search functionality: ability to view the employee number and his/her search history;
- Mobile version;
- Improvements on the first page;
- Intranet access from external networks;
- Correction of human resources data.

On the radio, there room for further development: although most reviewers are listening to it (over 50%), more than 40% say they have little time available and therefore do not listen. Those who listen to the radio state that they particularly enjoy the news and information programmes and that, in the future, with regard to musical choices, more Portuguese music, current hits, smash hits of the past, classical music and jazz.

For 2014, there are improvements to be made:

- Premiere of new programmes;
- A sports commentator;
- New radio studio;
- Monthly road shows in various parts of the country.

In addition to these two platforms and edp ON TV, the EDP Magazine scored 65.5% as the most used preferred alternative communication medium.

9. RELATIONSHIP WITH THE ACADEMIC WORLD

EDP considers it vital to maintain relationships with the school community and with centres of research and knowledge production – national and international benchmark institutions.

As a human, sustainable and innovative company, EDP seeks to foster closer relationships with the academic world through interaction and sharing of know-how. Considering the importance of a close relationship and partnership between business, society at large and universities, the EDP Group has developed certain initiatives to encourage the participation of students and teachers in order to capitalize on their spirit of innovation and creativity.

One of the most prominent events within the EDP Group is University Challenge. This is an annual competition that aims to encourage the university population to apply its academic knowledge in developing a project in the area of the liberalized energy market.

Another initiative of recognized success is the Global Management Challenge, in which EDP annually sponsors about 16 teams consisting of students from Universities throughout Portugal and Group employees.

EDP is also a Corporate Partner of the Community of European Management Schools, an annually awards internships to students from various countries.

Porto Gas, an NGO operating in the university sector and based in the Porto University Faculty of Engineering, collaborates with the EDP Group Volunteer Programme and with EDP Gas.

In addition to these initiatives, EDP collaborates with universities in course classes through EDP employees, supervision of master's/doctoral theses and by providing student internships and visits to EDP works/projects.

Universities are also partners of EDP in the area of technical services, such as environmental impact studies, or in the implementation of social projects in geographical areas where EDP has energy projects.

The EDP Group is a global leader in the promotion of sustainable development and an institution that actively supports entrepreneurship. This support is channelled through several initiatives ranging from sponsorship of innovation competitions, technical support for companies through EDP Starter (an innovative incubation concept for energy sector start-ups) and innovative projects such as EDP FabLab and the co-creation site.

The Group's growth and the evolution of the business have led EDP to invest in attracting young people with potential who are able to contribute to the creation of value. The company seeks to stimulate actions and processes that enable the organization to position itself as a benchmark in the job market, by searching for the right people.

The growth of the business has meant, on the one hand, a strong focus on employee development and, secondly, the acquisition of new areas of commitment through a process of continual rejuvenation in a close relationship with the academic world: students and lecturers from universities and technical-vocational schools. In this regard, three strategic objectives are of note: attracting young people with the desired profile and development potential who can contribute to the growth of EDP; informing students about EDP, in terms of its culture and strategy; promoting closer relations between the company and the academic community.

Examples of initiatives promoted by EDP with the academic world.

- Involvement in jobshops (university fairs);
- EDP University Challenge Competition Award, aimed at university students on courses in Marketing and Management;
- Sponsorship and management of EDP's presence in Talent City;
- Sponsorship and management of EDP's participation in Global Management Challenge (GMC);
- IST Management Challenge (qualifying competition for GMC);
- EDP Trainee Program;
- Power Trade Universities Competition;
- Fablab Challenge competition, with the support of Fablab, for students in vocational schools;
- Promover o Saber (Knowledge Promotion) Workshops, held in vocational schools;
- Protocols with universities;
- The EDP Inovação Competition Award, which seeks to support the development of new business projects focused on technological innovation or business model innovation in the area of clean energy sector technologies.

DIVERSITY AND EQUALITY OF OPPORTUNITY

The ability to attract talent from different sources, based on differences in gender, experience, nationality and disability, makes a major contribution to the success of companies in today's globalized world and can be a priority strategy for achieving high performance levels.

The appreciation of difference, in this sense, means recognizing, for example, that men and women have equally important professional roles regardless of areas and managerial levels, in conditions of equality opportunity. They therefore have different experiences and perspectives that can benefit the whole group, because differences are the foundation of a more complete picture and a richer structure in any organization.

A critical success factor for the implementation of this strategy is, without doubt, the adoption of these behaviours at the top of the chain and in the whole leadership structure, which is an area that receives due focus in Human Resources so that it can be permeated to all Company levels and countries.

EDP is socially responsible, its mission and values incorporate diversity principles and the company implements practices in this area to ensure respect for the dignity of all people in the workplace, by defining and implementing standards for the elimination of all forms of discrimination.

The EDP Code of Ethics (see Chapter VII) is an example of this principle – it establishes our commitment to human rights, non-discrimination and equal opportunities. The Human Resource Policies Handbook, in turn, presents the EDP Group's People Management principles, the values and commitments that characterize the culture of the organization.

This document lists a set of values that are manifested every day in the dynamic management of the EDP community. EDP assumes that their practices are an expression of the guiding principles that reflect or inspire plans and actions. EDP's HR policies are summarized in eight priority areas: attracting and committing; valuing and developing; fair recognition; prevention - health and safety at work; work-life balance; innovation and change management; creating opportunities, guaranteeing diversity and respecting the value of people.

In 2010, EDP became the first Portuguese company to head the Dow Jones Sustainability Index, maintaining a leading position in sustainable development practices and achieving Best in Class in the Social Dimension.

In this context EDP is a benchmark national and international company in that it applies a set of rules and practices to achieve sustainability also in social aspects. However, from the perspective of continuous improvement and ongoing challenge, it makes sense to continue to deepen this area, particularly through the implementation of a Diversity Policy.

A SINGLE UNIVERSAL DIVERSITY POLICY

The EDP Group Diversity Policy has a global reach. Its scope extends to all companies wholly owned by EDP in Portugal and, as a guideline, to all those companies or entities in which EDP, Fundação EDP, Instituto do Brasil and Fundación Hidrocarbónico have a stake.

To cite just one example, between 2012 and 2013, in all categories, the number of employees with a physical disability, of other nationalities not hired locally (expatriates) rose.

In this context, the EDP Group has established and maintains the following public commitment to diversity:

- Promotion of mutual respect and equal opportunities in the area of diversity;
- Recognition of differences as a way of strengthening the human potential and appreciation of diversity in the organization and in its management and strategy;
- Adoption of positive discrimination measures and internal and community awareness-raising for actual implementation and effectiveness of the diversity policy.

The EDP Group Diversity Policy is based on the following general principles, contained in the EDP Group Code of Ethics and Principles of Sustainable Development:

- EDP undertakes to ensure compliance with applicable local and international equality and diversity legislation;
- EDP recognizes, together with the international community, that human rights are to be considered fundamental and universal, based on international conventions, treaties and initiatives such as the United Nations Universal Declaration of Human Rights, the Declaration of the Rights of the Child, the International Labour Organization and the Global Compact;
- EDP undertakes to promote respect for equal opportunities for all its current and prospective employees. All its practices, policies and working procedures are geared towards preventing discrimination and partial treatment on the basis of ethnicity, gender, sexual orientation, religion, marital status, physical disability, cultural orientation, political or other opinion, social background, birth or trade union membership;
- EDP undertakes to promote integrity, rigour, individual responsibility and teamwork, in order to promote diversity;
- EDP undertakes to promote propriety, politeness, kindness and professional pride in its relationships with customers and suppliers, as well as respect for their respective rights, sensitivities and diversity;

- EDP undertakes to establish a single International Mobility Policy for all EDP Group business units, to ensure equal treatment of employees assigned to international work;
- EDP undertakes to promote best practices and to build the capacity of its stakeholders in the area of diversity and to implement and monitor improvement plans in this area.

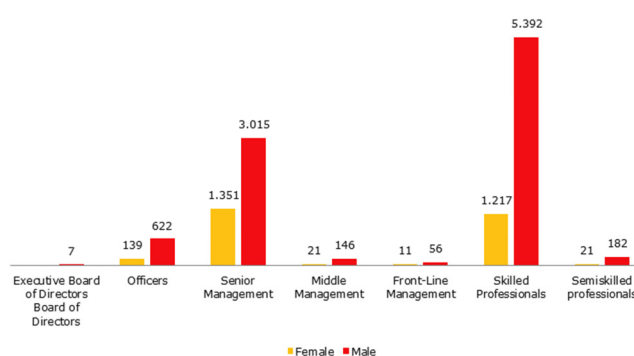
2013: Six current measures

1. Employees who became members of the European Professional Women's Network (EPWN) in Lisbon, an organization operating in 19 European cities, with about 4,000 members representing 90 nationalities. The EPWN is a learning community that promotes and encourages the professional advancement of women. It also organizes workshops, mentoring programmes, leadership training, networking meetings, among others. The membership of EDP employees provides access to a European platform for the promotion of networking.
2. Employee involvement in the "Energizing Development Program" guaranteeing, as a minimum, the proportionality existing in the target audience.
3. Identification in the Human Resources Provisional Plan of external recruitment vacancies which can be occupied by people with disabilities.
4. Inclusion of the theme of Diversity in Lean Now training, addressed at all management levels, and in the Leader's Guide.
5. Participation in the Forum of Companies for Equality (IGEN), sponsored by the Commission for Equality in Work and Employment (CITE), promoting the sharing of ideas and initiatives between member companies.
6. Inclusion of a diversity-related question in the biennial Organizational Climate questionnaire, to gauge employee opinion on this theme. Employees who are members of the European Professional Women's Network (EPWN) in Lisbon, an organization operating in 19 European cities, with about 4,000 members representing 90 nationalities. The EPWN is a learning community that promotes and encourages the professional advancement of women. It also organizes workshops, mentoring programmes, leadership training, networking meetings, among others. The membership of EDP employees provides access to a European platform for the promotion of networking.

The EDP Group is male-dominated in most roles (in 2012, 78 % men and 22 % women, with the latter percentage rising in 2013, with 23 % of female employees). This situation is also the result of the historical/cultural heritage associated with the Group's core business which was traditionally the preserve of the male workforce. However, the trend is for the gap to decrease, due to a gradual increase in the female workforce. But it is still far from a balanced or a proportionate representation of the characteristics of the community.

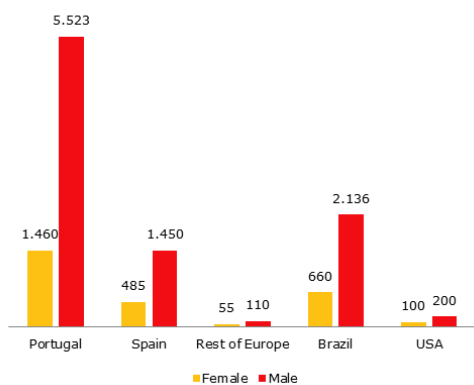
Professional Categories / Geography	2013						2012					
	Portugal	Spain	Rest of Europe	Brazil	USA	Total	Portugal	Spain	Rest of Europe	Brazil	USA	Total
CAE - Executive Board of Directors	7	0	0	0	0	7	7	0	0	0	0	7
Male	7					7	7					7
Female						0						0
Officers	447	158	26	77	53	761	434	154	15	74	47	724
Male	365	126	23	64	44	622	354	128	14	61	39	596
Female	82	32	3	13	9	139	80	26	1	13	8	128
Senior Management	2.080	957	129	986	214	4.366	2.023	966	123	901	211	4.224
Male	1454	695	85	626	155	3.015	1421	700	83	594	147	2.945
Female	626	262	44	360	59	1.351	602	266	40	307	64	1.279
Middle Management	167	0	0	0	0	167	207	0	0	0	0	207
Male	146					146	184					184
Female	21					21	23					23
Front-Line Management	67	0	0	0	0	67	71	0	0	0	0	71
Male	56					56	60					60
Female	11					11	11					11
Skilled professionals	4.027	821	10	1.718	33	6.609	4.317	853	10	1678	33	6.891
Male	3.325	630	2	1.434	1	5.392	3.591	661	1	1400	1	5.654
Female	702	191	8	284	32	1.217	726	192	9	278	32	1.237
Semiskilled professionals	188	0	0	15	0	203	136	0	0	16	0	152
Male	170			12		182	117			12		129
Female	18			3		21	19			4		23
Total	6.983	1.935	165	2.796	300	12.179	7.195	1.972	148	2.669	291	12.275

Employees by professional category and gender - 2013

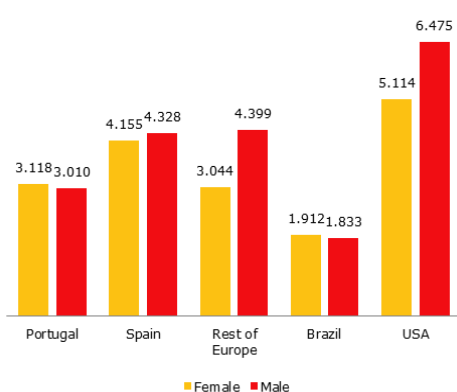


However, with respect to pay rates, there is no substantive difference between the salaries of male and female employees and in the sum total of the Group's countries, women enjoy a higher wage rate than men (in 2013, women's average pay was 3,098 Euros compared to 3,043 Euros for men), due to the contribution of two countries: Portugal and Brazil, where the average salary for women is still higher.

Employees by gender and geography 2013



Average compensation by gender and geography



Employees by Geography and Gender

Geography	Male	Female	2013 Total
Portugal	5,523	1,460	6,983
Spain	1,450	485	1,935
Rest of Europe	110	55	165
Brazil	2,136	660	2,796
USA	200	100	300
Total	9,419	2,760	12,179

Geography	Male	Female	2012 Total
Portugal	5,734	1,461	7,195
Spain	1,488	484	1,972
Rest of Europe	98	50	148
Brazil	2,067	602	2,669
USA	187	104	291
Total	9,574	2,701	12,275

Geography	Male	Female	2011 Total
Portugal	5,802	1,435	7,237
Spain	1,512	478	1,990
Rest of Europe	83	40	123
Brazil	1,944	590	2,534
USA	176	108	284
Total	9,517	2,651	12,168

Geography	Male	Female	2010 Total
Portugal	5,842	1,377	7,219
Spain	1,535	450	1,985
Rest of Europe	67	26	93
Brazil	1,832	582	2,414
USA	202	130	332
Total	9,478	2,565	12,043

Average fixed monthly compensation (euros) by geography and gender, excluding Board of Directors

Geography	2013			2012		
	Male	Female	Total	Male	Female	Total
Portugal	3,010	3,118	3,033	2,938	3,014	2,953
Spain	4,328	4,155	4,285	4,278	4,070	4,227
Rest of Europe	4,399	3,044	3,948	4,423	3,135	3,988
Brazil	1,833	1,912	1,852	1,989	2,124	2,020
USA	6,475	5,114	6,021	6,103	4,814	5,642
Total	3,043	3,098	3,056	3,020	3,078	3,033

NATIONALITIES

- | | | | |
|-------------|--------------|---------------|------------|
| AMERICAN | CAPE VERDEAN | INDIAN | POLISH |
| ANGOLAN | CHILEAN | IRAQUI | PORTUGUESE |
| BELGIAN | CHINESE | ISRAELI | ROMANIAN |
| BRAZILIAN | CUBAN | ITALIAN | SOUTH |
| BRITISH | DOMINICAN | LEBANESE | AFRICAN |
| BULGARIAN | FRENCH | MEXICAN | SPANISH |
| CAMEROONIAN | GERMAN | NEW ZEALANDER | TURKISH |
| CANADIAN | GREEK | PERUVIAN | URUGUAYAN |

The development of our current business and the constant search for new challenges has led to the wide geographical expansion of the EDP Group. Currently, the EDP Group employs 31 nationalities and all employees are guaranteed respect for equal opportunities in order to prevent discrimination and partial treatment based on nationality and ethnic origin.

No. of disabled employees by geography

Geography	2013	2012	2011	2010
Portugal	120	108	103	90
Spain	17	16	11	11
Rest of Europe	0	0	0	0
Brazil	60	70	80	98
USA	0	0	1	1
Total	197	194	195	200

The labour market integration of people with disabilities is currently seen as a key factor in the social inclusion, economic independence and consequent enhancement and personal development of all citizens. Accordingly, the EDP Group remains committed to encouraging the recruitment of people with disabilities and to ensuring that they are guaranteed equal opportunities with regard to career management, pay and social benefits, training and knowledge sharing.

Although training and professional qualifications are guarantors of effectiveness and capacity for development (factors that the Group does not disregard in its daily business) social concerns remain for inclusion in the market of more disadvantaged or vulnerable employees. Thus, in 2013, there was an increase in the number of employees in the semi-qualified category without any drop in the number of qualified workers.

With regard to gender diversity, the EDP Group guarantees the principle of equal opportunities in the following areas:

- Recruitment and selection - EDP is committed to recruiting and selecting through fair evaluation of the skills, aspirations, needs and responsibilities of women and men;
- Training and knowledge sharing - EDP is committed to encouraging women and men, equally, to learn throughout their lives and to make full use of their skills and knowledge;
- Pay and social benefits - EDP is committing to ensuring, in its wage policy, compliance with the principle of "equal pay for equal work" among employees of both sexes and based on merit;
- Career management - in promotion and career advancement processes EDP is committed to equal recognition of the skills of all employees (qualifications, training and experience), regardless of gender.

DIVERSITY AND EQUALITY

EDP goes further by extending these ethical commitments and respect for human rights to its supply chain.

EDP does not maintain relationships with entities that are not aligned with the spirit of its code of ethics and has taken on a commitment to monitor the ethical conduct of its suppliers and adopt stringent measures in cases where this is doubtful. Accordingly, EDP only trades with suppliers that do not deliberately practice discrimination or harassment and that are committed to socially responsible practices in their supply chain.

Over the years, EDP has operated in accordance with principles of citizenship and sustainability that make it a benchmark organization. Diversity, respect for human beings and equal opportunities are causes that EDP considers to be of fundamental importance; the company demonstrates these principles in its practices and continually upholds them through its participation in organizations working in these fields.

By including the Declaration of Human Rights, EDP maintains that all shall enjoy the rights and freedoms set out therein, without discrimination. By proclaiming the Declaration of the Rights of the Child, EDP seeks to ensure a happy childhood and advocates, for the good of children and of society, the rights and freedoms that the declaration provides. However, over and above support for national and international commitments, which are the foundations of specialized agencies working for the welfare of human beings as a whole, EDP acts upon them and promotes their implementation.

In accordance with its Code of Ethics, all its practices, policies and working procedures are geared towards preventing discrimination and partial treatment on the basis of ethnicity, gender, sexual orientation, religion, marital status, physical disability, cultural orientation, political or other opinion, social background, birth or trade union membership;

EDP is present in four continents, operating in 13 countries: Portugal, Spain, France, Belgium, Poland, Romania, Italy, UK, Canada, USA, Brazil, Angola and China. In all of these countries, it puts into practice the values of diversity with measures such as recruitment of people of diverse nationalities (currently 31 different nationalities), people with disabilities (in 2013 the number of disabled employees rose to 197, three more than the previous year) and zero tolerance of the use of child labour.

The gradual growth of the female workforce also proves that the Group's companies are addressing gender discrimination in their recruitment.

These and other practices have earned EDP recognition as a global leader in the Dow Jones Sustainability Indexes. In 2010, EDP became the first Portuguese company to head the Index, maintaining a leading position in Sustainable Development practices and achieving Best in Class in the Social Dimension.

In line with its principles of sustainable development, the company understands that enhancing human and cultural diversity is a benefit for the inclusion and integration of people and will help to create a more just society.

EDP promotes the development of employee skills, integrity, rigour, individual responsibility and teamwork. The company recognizes excellence and merit and promotes the satisfaction and motivation of its staff, especially by improving their health, safety and welfare.

EDP rejects abusive and discriminatory practices and guarantees equal opportunities. Diversity of people and cultures must be mobilized to create value.

This is the EDP approach, which has led to its recognition as a first choice benchmark organization. Diversity is also an element for attracting talent. Managing diversity is an ongoing task to which EDP is committed.

Modern concepts of productivity improvement and innovation point to the need to build teams that reflect the diversity of the domestic population in organizations. Teams whose members come from different ethnic groups, backgrounds, cultures and origins have higher productivity and innovation rates than those that are more homogeneous. For companies, effective implementation of diversity strategies in human resources can be a critical business success factor. Diversity policies increase competitiveness, enabling businesses to take advantage of all the positive potential resulting from diversity differences between employees. The same sense of optimization of the company potential is found in relationships with other stakeholders, including customers and service providers.

The concept of diversity encompasses a wide range of individual and cultural characteristics, such as age, culture, ethnicity, education, experience, social class, gender, nationality, physical ability, religion and sexual orientation.

It is also held that promotion of diversity should not be seen as synonymous with complacency towards people with special needs or minority groups, but as an expression of organizational maturity in accepting and incorporating the added value of each individual. This should be a win-win solution, for the employee and company, through a match between the skills profile of the employee and the job's requirements and responsibilities profile. Inclusion thus means respecting and valuing the unique talents, perspective and contribution that each employee brings to the company.

05

REMUNERATION, BENEFITS AND HEALTH IN THE WORKPLACE

REMUNERATION AND BENEFITS 43

1. Remuneration 43

2. Benefits 44

HEALTH, WELLBEING AND SAFETY IN THE WORKPLACE 47

1. Occupational health and safety in the workplace 48

2. Employee health and wellbeing management 52

3. Balancing professional and personal life 53

TRAINING AND INVESTMENT 76



> CHINA
TOKYO SKY TREE
Coordinates:
35°42'36.5"N 139°48'39"E
Time of day: 20 PM

REMUNERATION AND BENEFITS

1. REMUNERATION

At EDP we want remuneration for work to be not just a simple mathematical calculation in terms of the position held, or hours put in, but rather a way of recognising the drive, know-how, skills and performance of employees. Therefore, the compensation and benefits system reflects EDP's culture and values, seeking to annually fine-tune its policies, while respecting agreements established at all levels in relation to employees and/or those who represent them.

One of the pillars of the remuneration policy rests on the principle of internal equity and external competitiveness, i.e. the variable from individual contribution/reward, not losing sight of maintaining a benchmark position in the market in terms of remuneration policy.

The road to recognition and the way in which this is compensated is also seen in Profit Sharing, Merit Awards and moments of recognition such as events celebrating each employee's 25 years of service with the Company.

EDP values its employees' capacity to show initiative, merit, effort and going that extra mile to achieve goals, and EDP pays special attention on the way it rewards individual and often collective drive.

The group's success is down to its human capital – and the satisfaction of this capital must necessarily be a reflection of the way the company recognises the professionalism shown by each member.

In 2013, the Group maintained and fine-tuned its remunerations table without losing sight of the specific aspects of the economic situation in each geographical area and that of EDP as a whole. Therefore numbers in absolute terms offer slight, albeit significant variations in relation to 2012. For example, for the average monthly fixed remuneration (excluding EBD), gross result increased from 3,033 to 3,056 Euros – which also contributed to the value of women's salaries, which increased from 3,078 to 3,098 Euros.

Spread out according to different geographical areas, and the specific characteristics of the labour market and particular salary dynamics, the United States of America headed the table (6,021 Euros), while Brazil recorded the lowest average (1,862 Euros). Portugal stands at an average between these two figures, even so remuneration increased from 2,963 Euros to 3,033. Portugal is on a par with Brazil when it comes to women's average remuneration. In this domain also, and despite these differences, the group as a whole maintained the wage ratio per sex (0.98).

In the direct relationship between the lowest salary paid and the minimum salary of each geographical area, these fell slightly in Portugal and Brazil (from 1.42 to 1.40, and from 1.55 to 1.31, respectively), while rising in Spain and in the USA.

The power of potential and performance evaluation

Variable compensation calculation is based on individual and corporate KPIs and is directly related to the development and implementation of the Potential and Performance Evaluation Process (PPE) throughout the entire Organization. This process has been applied to the employees of the various EDP companies by phases since 2007, the year in which it was applied solely to the first level (Executive/Top Management).

Employees' performance, i.e. achievement of defined goals (KPI), associated with compensation, varies according to professional categories.

Table of average monthly wages by gender and geography (euros)
(Excludes members of the Executive Board of Directors)

Geography	2013		Total
	Male	Female	
Portugal	3.010	3.118	3.033
Spain	4.328	4.155	4.285
Rest of Europe	4.399	3.044	3.948
Brazil	1.833	1.912	1.852
USA	6.475	5.114	6.021
Total	3.043	3.098	3.056

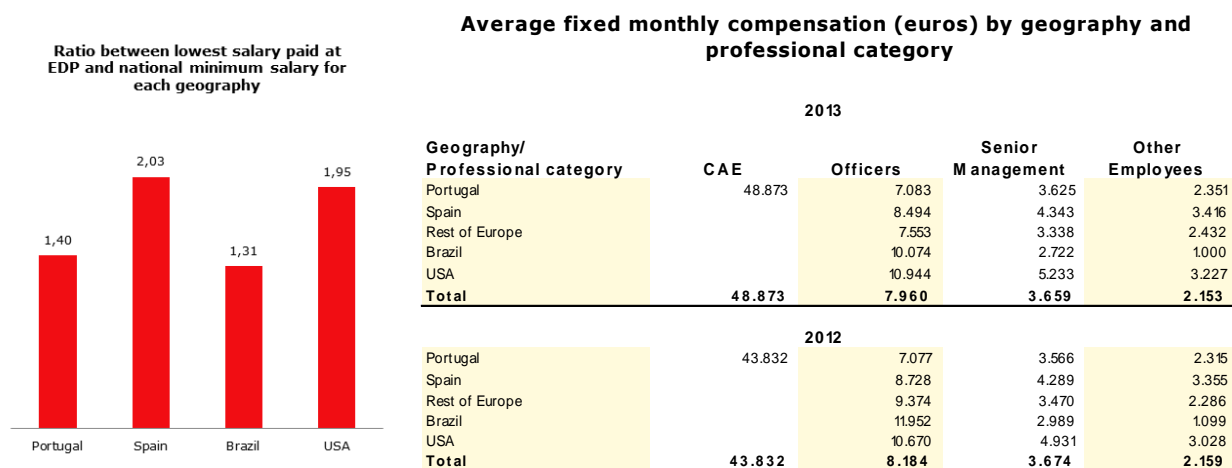
Geography	2012		Total
	Male	Female	
Portugal	2.938	3.014	2.953
Spain	4.278	4.070	4.227
Rest of Europe	4.423	3.135	3.988
Brazil	1.989	2.124	2.020
USA	6.103	4.814	5.642
Total	3.020	3.078	3.033

43

NEVERENDING ENERGY

Salary ratio by gender (M/F), professional category and geography

Professional Categories / Geography	2013						2012					
	Portugal	Spain	Rest of Europe	Brazil	USA	Total	Portugal	Spain	Rest of Europe	Brazil	USA	Total
Salary ratio by gender (M/F)	0,97	1,04	1,45	0,96	1,27	0,98	0,97	1,05	1,41	0,94	1,27	0,98
Officers	1,10	1,12	1,18	0,99	0,97	1,08	1,14	1,13	0,97	1,03	0,95	1,09
Senior Management	1,10	1,01	1,22	1,24	1,01	1,12	1,11	1,00	1,14	1,23	1,01	1,11
Middle Management	0,92	n/a	n/a	n/a	n/a	0,92	0,93	n/a	n/a	n/a	n/a	0,93
Front-Line Management	1,00	n/a	n/a	n/a	n/a	1,00	1,00	n/a	n/a	n/a	n/a	1,00
Skilled Professionals	0,93	1,03	1,04	1,03	0,94	0,91	0,93	1,03	1,26	0,93	0,86	0,92
Semiskilled professionals	0,78	n/a	n/a	1,48	n/a	0,85	0,97	n/a	n/a	1,65	n/a	1,06



EDP has different levels of remuneration and recognition, which take the form of monetary compensation and additional benefits. The first includes fixed permanent remuneration, which is normal regular remuneration paid for contract work; regular work-related subsidies and bonuses, based on monthly work (meal subsidy and attendance bonus); remuneration for special work schemes, such as flexible hours, shifts, rotating days off or availability, remuneration for jobs arising from work commissions, coordination of activity groups and functional managerial positions; the possibility of variable remuneration, which includes profit sharing and extraordinary or occasional bonuses for individual or group performance; other non-permanent or regular remuneration such as variable remuneration complements and extraordinary, extra-contract work complements.

In Portugal, complementary benefits arising from work contract obligations may be applicable and social in nature (personal accident insurance); health care and medication (health plan pursuant to the Collective Labour Agreement (CLA) and FLEX health insurance, depending on each employee's employment contract); life insurance for people not covered by the Collective Labour Agreement or some other agreement; a defined benefit pension plan for employees covered by the Collective Labour Agreement and a defined contribution plan for individual employment contracts; where applicable, other benefits such as cut-price electricity. There is also the possibility of other additional benefits such as a Fuel Card, expenses paid when on EDP business, a mobile phone for personal use and, in some instances, the use of a company car.

2. BENEFITS

All EDP Group employees in all countries have guaranteed systems of protection and complementary health care and access to the Public Health Services in each country, regardless of their means. The Group believes that its employees should have access to equipment which enables the prevention, diagnosis and treatment of illness, that not only ensures better health but also a superior quality of life.

Within this scope, EDP provides pension, personal accident insurance and life insurance.

In some cases, medical care is also provided during retirement and early retirement.

Complementary health benefits represent a considerable investment by EDP: 121,930,375.50 Euros, in 2013, for the Group's world total. The Lion's share of this investment goes on pension funds (over 57 million Euros), followed by Medical Care (close to 40 million Euros).

When analysing the different amounts provided by the Group geographically, it can be seen that the United States of America provides the greatest investment in life, personal accident and health insurance (around 2.5 million Euros), whereas Portugal provides the largest investment in all other stated categories. This is naturally down to the number of employees that EDP has in Portugal, whereas the situation in America is explained by the type of liberal health system practised.

A relevant benefit that EDP provides its employees in Spain and Portugal alone is the Supply of Cut-Price Electricity, involving an investment of over 7 million Euros.

Kindergartens and schools, holiday camps, long-service and retirement awards are other areas in which EDP invests to the direct benefit of its employees.

In Portugal two beneficiary groups are highlighted: staff under the Collective Labour Agreement get a Defined Benefit Pension Plan financed through a Pensions Plan and complemented by a specific provision; and other staff on the Permanent Payroll of companies in Portugal, for whom we have created a Defined Contribution Pensions Plan, with a monthly contribution rate equal to 3% of the employee's annual salary (14 salaries). In terms of encouraging long-term saving, the company adds another 1% to its monthly contribution, if the employee contributes 2% of their remuneration.

Social Benefits in 2013 (in €)

	Portugal	Spain	Rest of Europe	Brazil	USA	EDP Group
Life, Personal Injury and Health Insurance	27.452.561,41	932.690,81	230.314,04	13.955.408,41	2.552.700,85	45.123.675,52
Pension Funds	39.570.580,90	7.453.484,68	228.888,88	8.950.516,52	1.441.941,00	57.645.411,98
Child care and schools	2.484.110,05	83.487,50	7.854,02	539.587,19	0,00	3.115.038,75
Holiday Camps	570.813,10	169.862,36	0,00	0,00	0,00	740.675,46
Death and Funeral Allowance	4.000.121,87	0,00	0,00	0,00	0,00	4.000.121,87
Bonus for Time in Service	223.405,01	0,00	0,00	0,00	0,00	223.405,01
Retirement Bonus	1.261.744,00	0,00	0,00	0,00	0,00	1.261.744,00
Subsidies for Socio-cultural Activities	811.521,52	19.529,26	0,00	0,00	0,00	831.050,78
Energy Supply at Reduced Prices	5.910.213,37	1.387.148,16	0,00	0,00	0,00	7.297.361,53
Other	627.451,56	329.778,04	6.936,44	727.724,55	0,00	1.691.890,59
Total	82.912.522,79	10.375.980,81	473.993,38	24.173.236,67	3.994.641,85	121.930.375,50

Through its EDP Flex Social Plan, EDP also provides a series of social benefits for employees who are not covered by the CLA, which belong to the permanent staff of a set of EDP Group companies with individual employment contracts.

This plan has two distinct components: a fixed and a flexible. The fixed component involves benefits that cannot be changed by employees. The way these flexible benefits are used depends exclusively on the options the employees have and in the way they see fit.

In the fixed component, the benefits have no flexibility option. These are the benefits that the company sees as essential for all employees (even when some can increase it by means of a flex component). In the flex component benefits may vary and credits may be freely distributed and, in some instances, include the employee's family.

PARENTHOOD

	2013					
	Portugal	Spain	Rest of Europe	Brazil	USA	EDP Group
Number of employees entitled to parental leave	113	87	10	56	24	290
Male	86	52	5	38	18	199
Female	27	35	5	18	6	91
Number of employees who took parental leave	112	85	10	56	24	287
Male	85	50	5	38	18	196
Female	27	35	5	18	6	91
Number of employees who left the company for reasons of dismissal and who took parental leave in the past 2 years	0	0	1	9	0	10
Male	0	0	0	4	0	4
Female	0	0	1	5	0	6
Retention rate of employees who took parental leave	100%	100%	90%	84%	100%	97%
Male	100%	100%	100%	89%	100%	98%
Female	100%	100%	80%	72%	100%	93%
	2012					
Number of employees entitled to parental leave	161	110	10	91	14	386
Male	120	69	4	54	12	259
Female	41	41	6	37	2	127
Number of employees who took parental leave	161	105	8	91	14	379
Male	120	64	4	54	12	254
Female	41	41	4	37	2	125
Number of employees who left the company for reasons of dismissal and who took parental leave in the past 2 years	0	0	0	16	0	16
Male	0	0	0	5	0	5
Female	0	0	0	11	0	11
Retention rate of employees who took parental leave	100%	100%	100%	82%	100%	96%
Male	100%	100%	100%	91%	100%	98%
Female	100%	100%	100%	70%	100%	91%

Having a family is respected and encouraged at EDP. We respect each employee's personal life, goals and family commitments and, in this sense, we are certified as a "Family-Friendly Company", by the foundation Fundación

Másfamilia. In addition to the 15 days leave which the company offers pregnant employees in the period immediately running up to the expected delivery date and on full pay, for each biological or adopted child the employee receives a present of 500 Euros from EDP, in most of its companies, namely in Portugal, deposited in a bank account in the child's name. Additionally, employees who are grandparents receive a token present for their grandchildren.

Almost all employees with the right to maternity/paternity leave enjoy the same. In 2013, of the 290 in this category, 287 used the respective leave. It is worth mentioning that just 10 people left the company, for redundancy reasons, these also benefiting from maternity/paternity leave during the last two years. These professionals worked in the Group's companies in Brazil (9 out of 10).

The rate of retaining staff who benefit from parental leave at EDP varies between 100% (Portugal, Spain, Rest of Europe and USA) and 70% (Brazil), the average standing at 91%.

HEALTH, WELLBEING AND SAFETY IN THE WORKPLACE

The company paradigm is constantly evolving and today an organization should feel complete not only through its financial performance, but also through the quality of life that it provides its employees both within and outside the workplace. Which is why balancing the professional, family and personal lives of employees has become paramount as an inevitable course to follow in order to achieve solid satisfaction levels and, as such, is deemed a necessary and valuable asset.

Innovative and healthy companies increasingly pursue conciliatory policies at various levels in the lives of their employees. Linked to a number of advantages, they foster creativity and motivation, encourage greater involvement with the Organization, engender better communication between hierarchies and other employees, ease the adoption of new working methods, reduce labour conflicts and increase productivity.

EDP respects its stakeholders and has always concerned itself particularly with the well-being and quality of life of its employees. At the end of the day, people are its greatest source of energy.

Within this context, EDP fosters a dedicated human resources management, close to the best practises in the market, and one which involves everyone. In this sense EDP is a unique place for fulfilling multiple ambitions, personal and professional. The Company views innovative strategies in people management as a competitive advantage and understands that investment in the same can be translated in the way a team carries out this strategy and is committed to the desired results.

ALWAYS CONCILIATING

It is within this innovative framework of management strategies that the EDP Group has created, in recent years, a vast programme specifically dedicated to fostering conditions to achieving these assumptions.

Under the umbrella "Reconciling" ("Conciliar") a number of projects, ideas and concepts are to be found which firm up this company culture, its mission being to contribute towards improving the quality of life of EDP Group employees by encouraging a balance between the countless roles that each one has in the various aspects of their lives – professional, family and social. The Company believes that those people who can manage to find that point of balance are happier, more creative, energetic, motivated and productive. Characteristics that define successful organizations and their employees.

The creation of this programme was encouraged by the fact that EDP had, in 2007, won the "Family-Friendly Company" award, an initiative from AESE/Deloitte which recognised the efforts of the Company and contributed towards the well-being of its employees. One year later, the programme was launched in all territories in which the Group operates (except the USA).

The programme contains a total of 20 measures currently in Portugal which are divided into five pillars, their management under the aegis of the Management of Company Culture in Department of Brand and Communication (DMC / DBC).

Balance, diversity, flexibility and proximity are some of the key ideas enshrined in the main objectives of the Conciliar Programme.

- Promote measures that include the various employee segments (rank, age group, marital status, disability and household);
- To ensure whenever possible the geographical decentralisation of measures so as to include the employees of various regions;
- Ensure employee equal opportunities;
- Encourage flexibility in terms of space and time;
- Undertake social bonding activities between the Company and employees' families;
- Guarantee welfare benefits to employees in cases where need can be proven;
- Foster a policy of voluntary work at EDP;
- To promote a campaign to raise employee awareness of the importance of striking a balance between professional, personal and family life and the value of the emotional salary provided by the company.

The measures developed and benefits provided to employees as part of the Conciliar Programme rest on five pillars:

1. **Family support** – Includes measures designed to respect, facilitate and foster the relationships of staff and their families, recognising it as an integral part of the EDP Group as a whole. The activities developed within this context foresee, for example, respect for maternity and paternity (in 2013, 290 employees took advantage of paternity leave, only 3 did not do so), sharing of knowledge and know-how amongst younger generations (the children and grandchildren of employees), supporting minors and other dependant family members, and even the organization of social activities involving various family members. Included in this, among other policies, are support for families with new-born babies, children's holiday camps and junior citizenship awards for employees' children.

2. **Valuing citizenship** – This component includes promotional measures and activities aimed at developing the skills sets of employees within an all-round perspective, i.e. placing value not only on technical and professional training, but also on personal training, as is the case in the training projects “Routes with Energy – Training in Situ” and “Find Out More”. It also includes social responsibility and voluntary work, namely regarding the Organization’s contribution and that of its staff in relation to other charitable/social causes.
3. **Investing in diversity** – Embraces measures to do with equal opportunities, which aims to guarantee the respect for human dignity and eliminate any type of discrimination, namely in terms of sex, disability, age, race, nationality or education. The focus is also on ethical practices, in entrepreneurship and in attracting innovative ideas, embarking on the principle that attracting different sources of talent increases competitiveness and innovation.
4. **Cultivating time and space flexibility** – Mobility (national – intra and inter-company – and international), remote working, paid leave, and flexitime working are examples of this other part of the Conciliar Programme. An example from 2013: an increase by around 300 in flexitime contracts.
5. **Promoting quality in the workplace** – Promoting quality at work involves, amongst other things, fostering an atmosphere of stability and satisfaction in the workplace and through professional exchanges; but it also embraces personal and family needs, through the creation of benefit and flexible compensation plans, the implementation of programmes aimed at improving the physical and psychological health and well-being of employees as well as initiatives that encourage leisure, sport and cultural activities. Quality at Work is a pillar on which EDP brings together further conciliatory measures that promote the lifestyle quality of employees, concrete examples of which include the Labour Workout programmes and the creation of pleasant and effective spaces in which to work.

1. OCCUPATIONAL HEALTH AND SAFETY IN THE WORKPLACE

Health and safety at work are essential values for the sustainable development of the EDP Group. The importance which EDP attaches to this topic goes beyond meeting legal requirements and is laid down in its health and safety at work policy which is directed towards the strategy objective of “Zero accidents, No personal injury”.

This goal is transversal and applies to all EDP companies in different territories.

To manage this occupational health and safety at work topic more effectively EDP has adopted a Health & Safety at Work Management System respecting the recommendations laid down by the International Organization of Work, laid out in the document ILO-OSH 2001 and in Convention nr. 155 regarding the Health and Safety of Workers.

Preparation for responding to emergencies

As part of its emergency situation management 241 simulation exercises were carried out by the EDP Group (41 in Portugal, 107 in Spain, 31 in Brazil, 37 in the USA and 25 in Other Territories), involving various industrial and administrative premises and building sites with the aim of testing the effectiveness of respective emergency plans. These exercises also involved outside entities such as Civil Protection, the fire services, police authorities and public security services.

The goals for health and safety at work for 2014 were established at the EDP Group level and in each company, within a perspective of controlling the risks of accidents at work and occupational illnesses and maintaining or obtaining the OHSAS 18001 certificate of the respective systems of safety management.

The “EDP Policy of Health & Safety at Work” is, in itself, a commitment: guaranteeing a Management of Health and Safety at Work within a perspective of continuous improvement, and based on the conviction that labour development within a safe and healthy environment is a determinant factor when it comes to employee satisfaction and is an asset for successful results. Within this framework, the responsibility for the prevention and control of labour risks is down to the top management echelons and is integrated into the hierarchical chain.

Occupational health and safety matters at work within the EDP Group are dealt with at the Executive Board of Directors level, through the Prevention and Safety Committee, where all the EDP

Group Companies associated with risk are represented at the highest management level in the various territories. This Committee supports the Executive Board in defining strategic objectives, in monitoring their compliance and in managing health and safety right across the board.

The strategic coordination of EDP Group’s health and safety at work activities are assured by a corporate structure which supports the Prevention and Safety Committee and the Executive Board of Directors.

Each Business Unit’s occupational health and safety activities are implemented and developed locally by the respective Prevention and Safety Services.

In matters of occupational health, internal occupational medical services are responsible for checking on the health of employees through medical exams, promoting sanitary education and checking conditions at work places and first aid equipment.

In 2013 the execution of EDP’s annual occupational health and safety programme was based on a number of measures aimed at preventing accidents in the workplace, reducing the frequency and gravity of accidents and occupational illnesses, which included training EDP employees and service provision, ongoing labour risk evaluation and control and the execution of a programme of internal and external inspection and audits at EDP premises and building sites. The most relevant of these actions follows.

❖ Implementation of the SAP EH&S Module (Environment, Health & Safety Management).

As a result of a transversal project (Projeto Lince/ Lynx Project) at the EDP Group to standardise IT systems used, with particular focus on the application of SAP with the goal of streamlining occupational safety management, EDP adopted the SAP-EH&S module, which in an initial phase will support the processes of "Risk Management" and "Incident Management" and "Audit Management", for all EDP Group employees in Portugal and came on line at the beginning of January 2014.

❖ Employee Training and PSE

EDP's concerns for ensuring that employees and service providers have the right conditions for sustainable development in matters of occupational safety is one of the commitments set out in its Safety Policy and Code of Ethics.

Geography	Number of actions	Employees involved	Hours Training
Portugal	551	5.525	22.764
Spain	547	4.501	12.643
Brazil	307	1886	29.732
USA	42	72	3.025
Other regions	137	264	1.552
Total	1.584	12.248	69.716

Regarding training and awareness campaigns directed at employees and service providers in matters of occupational health and safety, in 2013 there were 12,471 courses involving 64,057 employees during 206,885 hours. Additionally, there were 489 training courses for EDP and PSE employees in first aid.

Geography	PSE Number of actions	PSE Employees involved	PSE Hours Training
Portugal	10.760	37.766	46.386
Spain	282	751	760
Brazil	672	14.289	149.069
USA	587	3.227	10.648
Other regions	170	603	408
Total	12.471	56.636	206.885

For 2014 a course on basic occupational health and safety training in an 'e-learning' format for all EDP staff is to be implemented.

Training in occupational health matters is carried out in accordance with procedure "PG 38.005 EDP Safety Training and Awareness and Competences" in the Corporate Safety Management System (CSMS).

Geography	Number of actions	Number of graduates
Portugal	17	134
Spain	53	432
Brazil	408	1.447
USA	7	27
Other regions	4	37
Total	489	2.077

For EDP employees "Identifying Training Needs" is done during their performance evaluation. This is done with the agreement between supervisor and employees and takes into account risks that may arise from:

- Work activity;
- Change in employee's job;
- New workplace,
- New working equipment or changes in equipment;
- New technologies, materials or products.

When new employees are admitted, their supervisors ensure that they are informed and aware of:

- EDP Group's Safety Policy and compliance in the workplace;
- Associated work risks and operational means of control, including individual and collective protection;
- Workplace emergency and evacuation plan;
- Necessary job training requirements.

The companies contracted and subcontracted are obliged to respect the conditions established in the contract description regarding occupational health and safety as to training and qualifying their employees, in that EDP considers that all employees and service providers should have the necessary training to fulfil their tasks in conditions of safety.

To complement training received by employers, service providers engage with EDP employees in complementary workshops on safety practices and some activity or facilities' specific risk prevention courses.

In accordance with the legislation of each country, EDP Group companies include the participation of employees in its safety management system.

EDP's Occupational Health and Safety Regulations set up the Occupational Health and Safety Commissions and Sub-Commissions at its companies and larger business units.

These Safety Commissions and Sub-Commissions are joint and integrate Employee's Representatives in matters of occupational health and safety, elected in accordance with demands set down legally, with Company representatives meeting periodically at times decided by them.

❖ Community Activities

Together with firemen's corporations, professional and secondary schools, company associations and unions, 748 information workshops in the EDP Group were carried out on the procedures to be followed in fire-fighting situations at electrical installations, in gas installations and networks or in locations nearby which maintain electrical equipment.

Certifications in Safety

In the electrical sector Total Installed Power is certified in accordance with Safety Management Systems recognised by international standards (OHSAS 18001: 2007) and in Portugal is 7900.10 MW, in Spain 5899.70 MW, in France/Belgium 379.15 MW, Poland 320 MW, Romania 377.8 MW and Brazil 1476.85 MW. These certificates cover 12% of employees in Portugal, 76% in Spain, 100% in France/Belgium, 100% in Poland, 100% in Romania and 5% in Brazil.

In the gas sector, 100% of employees in Portugal (EDP Gás) and Spain (Naturgás), are covered by certification in accordance with the same standard.

These audits, depending on their nature and scope, may take the form of system management audits, technical audits or inspection audits.

Geography	No. of audits conducted by external entities	No. of internal audits conducted	No. of internal audits conducted on PSE	No. of PSE audited
Portugal	56	607	3984	409
Spain	1906	31	707	177
Brazil	19	33	136	3,912
USA	6	6	5	5
Other regions	5	4	23	0
Total	1.992	681	4.855	4.503

In addition to these, the EDP Group is annually subject to a significant number of external audits resulting from safety management systems certification and from inspection activities from outside bodies such as insurers or Government entities.

ROAD SAFETY

As a socially responsible company, which is aware of the importance that road accident prevention takes on for the safety of people – whether their staff on company business or casual passersby – realising that its normal everyday activities represent risks for third parties driving on public roads, EDP has a road safety campaign under way which ranges from providing information and safe driving lessons to off-road driving.

ACCIDENT PREVENTION AND SAFETY AT WORK AWARDS

In order to reinforce the culture of accident prevention and safety, EDP Group companies from time to time hand out awards that distinguish staff, teams or outside companies for their contribution through best practices and actions, towards improving safety conditions in the workplace or reinforcing company safety culture.

In 2013 the Company introduced the "EDP Accident Prevention and Safety at Work Award" in Portugal, and the "HC energía de Prevención de Riesgos Laborales" ("HC Energía Labour Accident Prevention Awards"), for employees and service providers who in the previous year (2012) distinguished themselves through their actions or contributions towards building on EDP's culture of prevention.

AWARDS AND DISTINCTIONS RECEIVED

During 2013 EDP received the SCMST – Sociedad Castellana de Medicina y Seguridad del Trabajo Award ("Castilian Society of Medicine and Safety at Work") and the HC (Servicio de Prevención de Riesgos Laborales) (Service for the Prevention of Labour Accidents) Award for the implementation of good practices in matters of occupational health and safety.

IMPLEMENTATION OF ALCOHOL ABUSE PREVENTION POLICY

The policy of Alcohol Abuse Prevention and Control continues to be part of EDP's priorities in matters of occupational health and safety - which explains the 98 training workshops exclusively dedicated to the topic which were carried out in 2013 and involved around 4,949 employees from the Group's companies and employees from outside service provision companies.

It is also worth mentioning that the EDP Electrical Energy Production Centres, as well as the substations and distribution grid transforming stations are fairly popular amongst schools and recreational associations for field trips. These visits are always preceded by an information and awareness session on electrical energy production and distribution and the safety procedures required when in and around electrical installations. EDP Renewables in the USA, in particular, organizes visits to wind farms where visitors are enlightened about wind energy as well as how the entire wind farm operates. In 2013 there were 25,991 visitors spread out all over the country.

In addition to these visits, there were visit requests from 2,490 people from places close to EDP's electrical energy production installations or large/scale works who visited the respective installations.

SAFETY AUDITS

On an annual basis the EDP Group carries out a wide programme of occupational health and safety audits which include the different organizational units, premises and installations, building sites, operational activities and infrastructure maintenance carried out by EDP staff and service providers.

OCCUPATIONAL MEDICINE ACTIVITIES (PORTUGAL)

In line with the legislation of each country, EDP Group companies fulfil the occupational health requirements of its employees, including the mobile on-site medical exam programme.

Through conditions of contract, EDP requires that its entire chain of service providers meets the requirements that are legally established in each territorial area regarding the framework and obligations in occupational health matters of its staff.

In 2013 in Portugal the most relevant aspects of Occupational Medicine can be highlighted as follows:

- Fulfilment of the medical exam plan;
- Awareness of health and well-being and heart disease prevention;
- Ongoing nutrition and anti-smoking campaigns;
- Ongoing giving up smoking campaigns.

2013 Occupational Medicine Activity Summary Table (Portugal)

Medical Exams	6.052
Admitted	228
Periodic	5.646
Occasional	178
Referral in order to quit smoking	92
Nutritional consultation	743
Other activities:	
Screening for cardiovascular risk	2.396
Educational actions for health	121
Participation in Safety Committees	38
Visits to workplaces	27

EVALUATING PSYCHOSOCIAL RISKS AND STRESS MANAGEMENT

With the aim of evaluating determinant psychosocial risk factors within its companies, a programme is under way at EDP (Portugal) which aims to develop an integrated tool which will enable the diagnosis of situations which threaten the safety, health and well-being of staff as well as monitoring the effects of control procedures developed on the ground. This programme has the support of the Instituto de Medicina Preventiva da Faculdade de Medicina de Lisboa ("Institute of Preventative Medicine of the Lisbon Faculty of Medicine") and which includes a dynamic three-part diagnostic phase (by samples, awareness and information campaigns), and a monitoring programme through occupational medicine.

In 2013 the 2nd and 3rd diagnostic phases took place which involved a sample of around 5,800 people.

One aspect of this programme is dedicated to occupational stress prevention. It aims to equip employees with the mechanisms to manage stress – which involve awareness and information campaigns for groups of employees most at risk, namely shift workers.

EDP Energia Espanha (EDP Energy Spain) has carried out psychosocial risk evaluation programme to obtain objective parameters on the existence or not on the causes and existence of psychosocial risk factors for all EDP Espanha companies and centres.

OCCUPATIONAL ILLNESS/DISEASES

In 2013, 5 cases of professional illness were recognised in Portugal, of which only 2 were the result of undervaluing, and 3 cases in Brazil.

Given the number of situations of undervaluing, the rate of professional sickness as a result of undervaluing per million working hours stands at 0.17 in Portugal, 0.53 in Brazil and 0.24 for the entire EDP Group.

ACCIDENTS AND ABSENTEEISM DUE TO ACCIDENTS AT WORK

For EDP recognising, assessing and correcting near-miss accident situations represents an essential tool in achieving objectives and targets for reducing risks and personal injuries in operations carried out within EDP Group companies.

To achieve this goal a specific procedure was developed as part of the Corporate Safety Management System implemented in accordance with OHSAS 18001:2007.

In terms of occupational accidents and absenteeism in 2013:

- In EDP Group companies there were 42 accidents at work involving EDP employees (38 in 2012), with an absence of one or more days. There were 2,725 days lost resulting from these accidents;
- From the total of outside service supply company employees in all territories there were 224 accidents at work with one or more days of absence (the same number registered in 2012). As a result of these accidents 10,793 were lost.

As to the evolution of key safety indicators:

- The consolidated frequency index of the companies in the various territories and for respective service providers stood at 4.00 accidents per million work hours (4.17 in 2012);
- The consolidated gravity index of the companies in the various territories and for respective service providers stood at 204 days lost per million work hours (233 in 2012);

These indicators reflect the results of campaigns and initiatives undertaken throughout the year which were backed up by prevention campaigns with service providers, namely in training, awareness, risk evaluation and control domains and reinforcing the audits and inspections programme.

Notwithstanding the efforts made, regrettably there were 4 fatalities involving EDP employees in Spain, Brazil and Portugal.

Regarding service providers, 8 fatalities were registered, of which 5 were in Portugal, 2 being of an electrical nature, one as a result of a fall, 1 as a result of a falling object and 1 due to a collision. In Brazil there were three fatalities, one of an electrical nature, 1 from a fall and 1 due to a falling tree.

There were 7 fatalities in the different territories due to electrocution at EDP premises or installations involving people outside the Company, a significant part related to acts of vandalism or theft at electrical network premises or installations.

2. EMPLOYEE HEALTH AND WELLBEING MANAGEMENT

A Family-Friendly Company

In 2013 EDP Portugal was awarded the Family-Friendly Company Certificate (EFR), awarded by the foundation Fundación Masfamilia, confirming and completing the Family-Friendly Company certification process announced in 2012.

This recognises the adoption of a collection of 154 measures which are developed internally with employees under the slogan "Happier People are More Productive People. Socially sustainable companies are more competitive".

Created in April 2003 in Spain, the foundation "Fundación Másfamilia" was set up and given a huge challenge. The origins of this private, independent and non-profit making organization lie in its mission to protect and improve family quality of life and social cohesion. Working towards making an easier balance between professional and family life for the competitiveness of organizations and a fairer society.

Based in Madrid, it owns the EFR certification, an application which is unique in the world and which provides a simple and effective methodology to enable or facilitate processes which aims to Reconcile Professional-Family Lives in Organizations. EDP HC Energía, EDP Naturgás and EDP Renováveis Europe have already been certified by this same organization, between 2011 and 2012.

Put to a strict and exhaustive certification process, EDP in Portugal thereby sees its socio-labour policy recognised. EDP's conciliatory measures in Portugal in the light of the EFR standard rest on five pillars:

- Quality at work;
- Support for families;
- Personal and professional appreciation;
- Flexibility of time and space;
- Equal Opportunities.

A constant concern for people has always been a central pillar of EDP management, as the measures contained within the Collective Work Agreement (CWA), activities organized by the Staff Club, EDP's Retirement Association (AREP) and the role of EDP Sávda testify and which aim to improve the quality of life of EDP Group employees.

More recently, the Flex programme, applied to all employees with individual work contracts, the creation of EDP University and the Conciliar Programme have all consolidated the Company attitude as a "Family-Friendly Company" (EFR).

The personal and family life of each employee should be stimulated and recognised as an integrated complement to the EDP Group as a whole. EDP also means being able to reconcile one's professional path with the individual and family interests which we value. We feel that this balance is fundamental in order for us to be successful.

EDP's efforts are therefore based on three principles: ongoing awareness towards a progressive cultural change; implementing measures to reconcile professional, personal and family life; and harnessing and integrating people's contributions.

EDP believes that by encouraging best practices in a sustained and systematic form and reconciling the personal, professional and family lives of its employees, it contributes towards a more balanced and fair environment. In parallel, it recognises that people who constantly develop as human beings, who have a healthy life, who actively participate in family and community life, are professionally more committed, enthusiastic, responsible and add significant value to the company. Which is why it puts these principles into practice and goes much further by continuously affirming them in its participation in organizations that act in these domains.

Because people make the difference, companies have to be places of excellence in order to attract and retain their employees. More than just manpower, today it manages people with projects for life. Which is why it takes the time to invent new ways of recognition, pulling together for the well-being of everyone since it is these ideals that ensure the development and success of the company.

Currently 154 measures are audited and certified, which beyond those foreseen at a labour legislation level, go to show EDP's concern at managing its human energy and mobilising and encouraging people to adopt more healthy lifestyle practices. These measures rest on the following pillars:

- Supporting the family: 33
- Valuing citizenship: 24
- Flexibility of time and space: 12
- Equal opportunities: 11
- Quality in the workplace: 74

In addition to these measures, there is also concern in establishing agreements with entities outside the Company which provide advantages for employees.

EDP guarantees sickness protection systems for all its employees which complement the public health services in place in each country and, in old age, provide complementary pension plans, personal accident insurance and life insurance.

Employees also have the right to specific study grants for themselves and their children. Through mechanisms that are complementary to the National Health Service, in certain cases medical care is granted during retirement and early retirement.

With respect to benefits, employees in Portugal who are covered by the Collective Work Agreement benefit from the Defined Benefits Pension Plan. This social benefits plan is financed through a Pensions Fund and complemented through a specific provision. Responsibilities with complements to retirement pensions are included in this Pensions Fund (old age, invalidity and survivor's pension). For all other employees on the permanent payroll of companies in Portugal, the Group created a Defined Contribution Pensions Plan which ensures a monthly contribution rate equal to 3% of the employee's annual salary (14 salaries). On the other hand, in terms of encouraging long-term saving, the company adds another 1% to its monthly contribution, if the employee contributes 2% of their remuneration.

Through its EDP Flex Social Plan, EDP also provides a series of social benefits for employees who are not covered by the CLA, which belong to the permanent staff of a set of EDP Group companies with individual employment contracts.

The execution of this plan is undertaken via two distinct components: a fixed and a flexible. The fixed component involves benefits that cannot be changed by employees. The way these flexible benefits are used depends exclusively on the options the employees have and in the way they see fit.

- Fixed component: the benefits have no flexibility option. These are the benefits that the Company sees as essential for all employees and for some it is possible to add to it through a flex component;
- Flex Component: flexible benefits in which employees can distribute their flex credits and which may include the employee's family in some cases;
- Voluntary benefits: benefits offering more advantageous conditions for EDP employees and are the result of agreements between EDP and other entities.

Fixed Plan – Pensions Fund, Life Insurance, Personal Health and Accident Insurance, Electricity Plan.

Flex Plan – 5% of regular remuneration with a minimum of €900 a year that can be spent on: The Pensions Fund, Health Insurance, Life and Personal Accident Insurance, Crèches and Kindergartens, Public Transport Season Ticket, Donations and Holiday Camps.

3. BALANCING PROFESSIONAL AND PERSONAL LIFE

The EDP Group has invested in the development and implementation of a high number of conciliation measures that extend to all of its employees, under the slogan "Reconciling means being masters of our time".

In fact the world is going through a rapid social transformation whose alterations are reflected in the working and family life of all of us. And because EDP's social responsibility takes in the communities within which it is, people are at the heart of its competitive advantage as an international organization.

In this sense, EDP intends to provide all of its employees with measures that boost their motivation, productivity and, above all, their happiness. Career and family are two areas which contribute towards an individual's enrichment and which we nurture at the same time. People who have a balanced professional, family and personal life are more motivated and productive. Strengthening the emotional relationship between people and the company creates success and is also one of the Group's strategic approaches.

EDP'S OBJECTIVES IN TERMS OF CONCILIATION AND EQUALITY 2013/2014

Following on from certification in "Conciliation and Equality" obtained in 2013, EDP defined a series of micro-objectives for the years 2013/2014. Their fulfilment will be backed up by a range of communication measures and actions for the professional, personal and family balance of its employees.

- Ensure, whenever possible, the geographical decentralisation of EFR measures so as to include the employees of various regions;
- Promote measures that include the various employee segments (rank, age group, region, marital status, disability, sex and household);
- Promote awareness campaigns to better prepare employees in managing their work and personal time;
- Promote flexibility of time and space, specifically through regulation and the dissemination of working from home;
- Promote campaigns that bring the company and employees' families closer;
- Guarantee welfare benefits to employees in cases where need can be proven;
- Guarantee equal opportunities for minority group employees at EDP;
- Ensure that EFR knowledge is passed on to company management;
- Increase efficiency of communication of EFR measures in place at EDP to improve perception of the company's value proposal;
- Step up EDP's volunteer policy to guarantee voluntary campaigns in all regions where employees live and work, enable retired employees to participate in them and improve the Company's communication and capacity to mobilise support for this cause;
- Promote awareness raising activities with partners and suppliers in order to share best EFR practices in their organizations;

- To conduct a campaign to raise employees' awareness of the importance of work-life balance and the value of the emotional salary sponsored by EDP.

The EFR model is an international one aimed at providing solutions and answers to questions related to reconciling family life and career, supporting equal opportunities and social inclusion. Having as a benchmark compliance to applicable legislation and collective negotiated agreements, its goal is the voluntary auto-regulation of "EFR companies" in this field.

Which is why it is a management model that seeks to respond to the new socio-labour culture based on flexibility, mutual respect and commitment. It was designed to meet the needs of both big corporations as well as SMEs (Small and Medium Enterprises).

EFR certification presents, as one of its requirements, the periodic and efficient communication within the entire organization, of goals, policies and measures of reconciliation, methods, key results, preventative agreements, etc. One of the communication platforms launched by EDP is "EDP Extra", which was launched in 2013 on which employees can consult the various measures, according to pillar, affecting their profile (covered by the Collective Work Agreement or the EDP Flex Plan).

Furthermore, information on the way in which employees can contact the foundation "Fundación Másfamilia" in strict confidence is also available on the Intranet.

EDP is the best company in the world in the Dow Jones Sustainability Indices within the utilities sector (electricity, water and gas), having gained its highest position ever in 2013. The companies included on it are considered to be the most capable when it comes to creating value for shareholders in the long term.

In this ranking for six years on the trot, it has been leader of the electrical sector three times and in the last time the league tables were published, it came top of the utilities sector with 90 points, three more than in 2012.

This represents an international recognition of performance excellence in the areas it has chosen as priorities for its sustainable development strategy.

In the social sphere, EDP also tops the utilities list, with the highest number of points for "Development of Human Capital".

The way in which the Dow Jones Sustainability index is made up results from an evaluation made by SAM - Sustainable Asset Management, in terms of the degree of compliance of sustainability criteria in three areas: economic, social and environmental. This body has confirmed EDP's ability to create value for its shareholders and for society, within a very competitive environment that is always changing and without losing sight of its long-term vision. The constant evaluation of the Company and the updating of criteria have created an indisputable rigour in all activity fields.

The Group has become recognised in the international markets and with socially responsible investors. EDP is evaluated by the majority of the world's financial agencies specialised in sustainable investment and is recommended as a socially responsible investment option by the overwhelming majority within these respective indices.

The Company reiterates its determination in pursuing the commitment it has taken on regarding sustainable development.

SHOWING SOCIAL AWARENESS

The EDP Group, in addition to incorporating Sustainability and Social Responsibility in managing and practising its business activities, has also developed, through the EDP Foundation in Portugal, the EDP Solidarity Programme (Programa EDP Solidária), which aims to support projects whose objectives are in improving quality of life, in particular for socially disadvantaged people and the integration of communities at risk of social exclusion.

In the light of continuing the work that has already been developed by the EDP Foundation and company social responsibility, the EDP Group has signed up to implementing a raft of measures that promote human development, respect for diversity and fighting unjustified discrimination, through partnerships between the Company and active community groups.

Mobbing represents a form of group bullying in the workplace and is a relevant problem that harms the effectiveness of organizations in that it creates a climate of tension that affects not only the working health of the victims of this practice but also those who witness it. As a consequence it has an impact on family relations.

As a certified "Family-Friendly Company", EDP has an Anti-mobbing Agreement which understands undesirable behaviour based on discrimination as a form of assault, when arriving at work, in the workplace itself, during work or professional training, with the aim or effect of disturbing and shutting down a person, affecting their dignity or creating an intimidating, hostile, degrading, humiliating or destabilising environment. In this sense, EDP does not condone any form of moral or psychological bullying, nor behaviour which is offensive to a person's dignity.

In addition to this commitment, aware of the serious consequences that a situation of bullying in the workplace can have, both for the health of the employee and the people around them, as the development of a regular company activity EDP intends to establish a protection measure to deal with bullying in the workplace, so as to gauge its parameters as a concept and its effects, providing any employee with the ability, at any time, to weigh up if they are in such a situation or not.

Mobbing represents a form of group bullying in the workplace and is a relevant problem that harms the effectiveness of organizations in that it creates a climate of tension that affects not only the working health of the victims of this practice but also those who witness it. As a consequence it has an impact on family relations.

As a certified "Family-Friendly Company", EDP has an Anti-mobbing Agreement which understands undesirable behaviour based on discrimination as a form of assault, when arriving at work, in the workplace itself, during work or professional training, with the aim or effect of disturbing and shutting down a person, affecting their dignity or creating an intimidating, hostile, degrading, humiliating or destabilising environment. In this sense, EDP does not condone any form of moral or psychological bullying, nor behaviour which is offensive to a person's dignity.

In addition to this commitment, aware of the serious consequences that a situation of bullying in the workplace can have, both for the health of the employee and the people around them, as the development of a regular company activity EDP intends to establish a protection measure to deal with bullying in the workplace, so as to gauge its parameters as a concept and its effects, providing any employee with the ability, at any time, to weigh up if they are in such a situation or not.

THE SUCCESS OF A DULY CERTIFIED PROJECT

❖ HC Energía

In 2011 obtained the certification "Family-Friendly Company" in Spain. The certification was awarded after the Spanish certification standards association Associação Espanhola de Normalização e Certificação has demonstrated that the management system met all the requirements established by the Form EFR 1000-3, as to the design, implementation, evaluation and ongoing improvement to practices and policies to do with reconciling family and professional life.

❖ Naturgas Energía

Thanks to the Conciliar Programme, Naturgas Energía in 2011 was awarded the "Family-Friendly Company" certificate. This certification strengthens the commitment to harmony between the professional, family and personal spheres while maintaining a priority in attracting and keeping the best professionals.

❖ EDP Renováveis

EDP Renováveis was certified as a "Family-Friendly Company" by the foundation "Fundación Másfamilia", in Spain in 2012.

FROM WORDS TO DEEDS

At EDP, people management is based on the concept of reconciliation as a way of promoting a balance between the professional, personal and family life of employees. Following the work developed as part of this, the foundation Fundação Másfamilia in January 2013 awarded EDP in Portugal the EFR Certificate (family-friendly companies). The EFR certification consists of a highly professional solution on this issue and, specifically, for the reconciliation of work with family life and equal opportunities. Currently, all of the Group's European companies have the EFR certification, namely – and in addition to the Group's companies in Portugal – HC Energia, Naturgas and EDP Renováveis, these last three companies having received their certification in 2011.

Here are some of the projects and possibilities open to EDP Group employees as part of the principle: innovative and healthy companies increasingly promote conciliatory policies in the various aspects of their employees' lives.

❖ Gymnastics at work

EDP employees can sign up for gymnastics classes at their actual work places – simple and quick stretching and posture exercises. Repetitive movements and remaining in less than suitable positions throughout the working day may cause muscular pain, tiredness, poor circulation and loss of flexibility.

Gymnastics at work has contributed towards ameliorating these situations while reducing the accidents at work index, benefiting not just the body but also the mind, in that this represents a moment of relaxation and replenishes people's good energy. In this way EDP gets closer to its employees through its contribution towards improving their quality of life.

❖ EDP grandparents

EDP working employees may request a keepsake on the birth of their grandchildren.

These days, grandparents are increasingly present figures who share and participate in the education of their grandchildren. As life expectancy increases, today's grandparents also have more stamina and vitality for sharing in their grandchildren's play. They become, therefore, role models who are close to the child's everyday life. In recognition of the important role performed by grandparents, EDP fosters close family relationships amongst its employees by offering a gift to "EDP grandchildren".

❖ Celebrating birth and adoption

The birth or adoption of the child of an employee in active service is celebrated by offering a cash gift of €500, deposited into a bank account in the child's name. Through this keepsake, EDP goes some way to help starting a savings account, making a contribution and providing some support for the future. In 2013, 113 employees became parents, but 117 requests were accounted for since the deadline for applying is 12 months from the baby's date of birth.

❖ Energy routes

“Energy routes” is an initiative to familiarise employees with some of EDP’s main production and distribution structures, aimed at stimulating a balanced performance of the employee’s professional, family and community roles.

❖ Pregnancy leave

EDP grants female employees pregnancy leave of up to 15 calendar days immediately before the date scheduled for delivery without any effect on their pay. This measure allows for the mother to prepare calmly to have her baby, away from work worries and responsibilities. 16 employees took advantage of this measure in 2013, totaling 175 days.

❖ Summer internships for employees’ children and grandchildren

The EDP Group in Portugal offers its employees’ children and grandchildren (graduate students) the opportunity to be involved in summer internships. The aim is to promote experience of working life and to enable contact, within an organizational context, with the challenges that theoretical knowledge faces in the real working environment, enriching their individual curriculum. On completion of their studies, this brings added value as young people enter the world of work.

❖ Junior Citizenship Award

This is an award given every year to the children of employees who achieve the best school results and participate in civic activities. It provides an incentive and stimulates the motivation of the applicants who see their effort and dedication valued and rewarded.

❖ Rotas Junior (Junior energy routes)

This initiative is aimed at familiarising the offspring of employees with the EDP world through visits to the Company’s energy production and distribution structures. This contact with their parents’ and grandparents’ daily reality is stimulating for children and helps enrich their general knowledge.

❖ A night at the dam

Employees’ children and grandchildren have the unique opportunity to spend a night at one of EDP’s dams. This is yet another creative and educational activity for the young ones to get to know the unknown world of the Company where their relatives work.

❖ A night at the museum

A night at the Electricity Museum for the Group’s employees’ children and grandchildren. More than an evocation of the past, this space is regarded as a source of knowledge about the present and future of energy. This is a recreational and educational initiative that opens the way to a true journey across time to discover how this power plant used to work.

❖ Children’s visit to the workplace

To increase the proximity to their parents’ everyday life, EDP set up this project for children under 12 to visit their parents’ workplace. At the same time, the initiative provides support to parents if they have a pressing need for temporary leave from work.

❖ Voluntary service

In line with the Group’s strategic aims, of which sustainability is one of the pillars, EDP makes available an exchange of opportunities for its employees to participate in voluntary service actions, arranged during working hours. While, on the one hand, voluntary service contributes to the progress of the communities to which the Company belongs, on the other, it strengthens the spirit of solidarity and mutual assistance of its employees by encouraging citizenship. This measure is another way for EDP to foster the personal and professional skills of its employees.

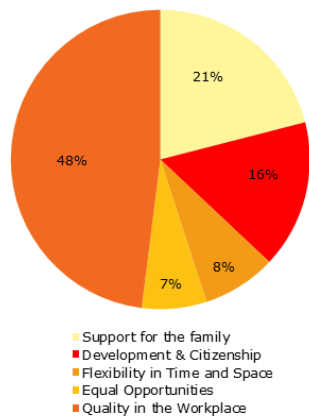
❖ Open course on the history of music

Targeting audiences from the most varied backgrounds, this course focuses on different periods of the history of music. A more comprehensive and interdisciplinary perspective also focuses on extramusical aspects, including the role of music in film and even at crucial moments in world history. With this initiative, EDP contributes to the cultural enrichment and personal development of its employees to create more wholesome and fulfilled citizens. This action is undertaken in partnership with Casa da Música and is held in the EDP auditorium in Porto.

❖ SMS – Learn More About

The “SMS” project takes the form of internal lectures targeting EDP employees on business-related topics or areas that the Company is keen to promote. These take place during working hours, lasting between one and two hours, at the Company’s premises either in Lisbon or Porto, and occasionally in Coimbra. They seek to increase knowledge sharing within the Company.

DISTRIBUTION OF EFR MEASURES BY PILLAR



❖ Remote work

Remote work makes it possible, under exceptional circumstances of clear difficulty for the worker, for employees to do their work away from the workplace, by using information and communication technologies. EDP provides this alternative for its employees provided that their functions are compatible with this type of work.

❖ New measures implemented in Portugal in 2013

- EDP Bikes – To enjoy quality family time, EDP allows its employees and their families to use Slowfast cycles free of charge.
- Meal ticket card – EDP offers its employees the possibility of subscribing to the “meal ticket” card, to be used in the company’s canteens, restaurants and supermarkets.
- Humanitarian drug collection – Well preserved medicines within their shelf life (except ointments and syrups) are collected for humanitarian purposes to be subsequently shipped to the Doctors of the World charity.
- Parking for pregnant workers – Pregnant workers are able to park their private cars in Company or company-rented facilities in the third trimester of their pregnancy. This measure provides support to pregnant employees at a more physically demanding time, highlighting EDP’s role as a responsible family company. This is already available in Coimbra and Porto and will also be available in the new Lisbon headquarters currently under construction.
- Parking for employees with physical disabilities – EDP provides parking places for the private cars of employees with physical disabilities at Company or company-rented facilities. As a socially responsible company, EDP’s management adopts values and practices such as diversity, respect for the human being and equal opportunities. As such, this measure supports those who experience more difficulties in their everyday lives, contributing to eradicate any form of discrimination. These places are already available in Coimbra and Porto and will also be available in the new Lisbon headquarters currently under construction.
- Parking for bicycles – As an environmentally responsible company, EDP facilitates the use by its employees of bikes as a means of transport to and from work, which they can park in dedicated locations at the Company’s premises. This is an inclusive measure, intended to also provide secure conditions to those employees who prefer to travel by bike, encouraging their use. Available in Lisbon, Porto and Coimbra.

EDP Extra brings together all reconciliation and equality measures beyond the law that EDP makes available to its employees. This platform, available to EDP employees since October 2013, makes it possible to categorise the measures according to their degree of usefulness and interest as judged by employees.

EXAMPLES OF EFR’S MEASURES IN EDP (ANNEX 1 – EFR MEASURE TABLES)

Awards

Conciliar: 1st place in the Communication Strategy Ongoing category of FEIEA 2013

EDP empregadora: Excellence at Work Prize – runner-up

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CLA - COLLECTIVE LABOUR AGREEMENT	Personal accident insurance	Employees are insured against personal accidents resulting in permanent disability or death. Amount insured: 49 monthly salaries	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	CLA	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Preparation for retirement	Reduction in working hours and three-months off work, 2 days off a month and 25% reduction in working hours.	Employees covered by the JCLA 1 year away from retirement or early release.	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Monetary bonus on retirement and early retirement	EDP gives a monetary bonus to employees who have been in the company's full-time service on the date of their retirement or early retirement. The amount is calculated by years of service and varies between 1, 1½ and 2 salaries in BR17 (by the salary chart for 2012 the amount is 2,110 euros), for 30/32, 33/35 or 36 years of service, respectively.	Employees covered by the CLA with a minimum of 30 years of service.	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Early retirement	Employees with over 40 years of service or who have reached the age of 60 years with 36 years of service are entitled to early retirement due to old age.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Health care and medication from private partners with agreements	An additional health care and medication scheme. Provision of private medical centres, doctors' house calls, including dental care.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Supplement to social security benefits	A supplement to disability pensions, old-age pensions and surviving spouse pensions.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Supplement to sickness benefit	Supplement to sickness benefit.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Supplement to maternity and paternity benefit	Supplement to maternity and paternity benefit.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Supplement to subsidy for disabled children	Supplement to subsidy for disabled children.	Employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Measure in place	DSR at EDP Valor	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Extra subsidy and leave - 25 years of service	Employees completing 25 years of service at EDP are entitled to 15 days (10 working days) and a holiday subsidy (in proportion to these days).	Employees completing 25 years of service in the company every year	Measure provided for in the CLA and therefore applicable to all EDP employees covered, i.e. completing 25 years of service de in the current year.	Measure in place	DSR at EDP Valor	Fulfilled

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CLA - COLLECTIVE LABOUR AGREEMENT	Commemoration of 25 years of service	Employees completing 25 years of service with the company are invited to a party and receive a commemorative medal.	Employees completing 25 years of service in the company every year	% of eligible employees who attend the celebration every year	75% of eligible employees	DSR at EDP Valor	62% of eligible employees participated
CLA - COLLECTIVE LABOUR AGREEMENT/ SÁVIDA	Health care and medication from SãVida (Group company)	Health care and medication from the EDP scheme provided by SãVida, in addition to public health services.	Employees and pensioners covered by the CLA plus spouse, children and equivalent and dependent parents or similar	Satisfaction rate of employees covered	70% satisfaction rate in satisfaction questionnaire answered by eligible employees	SãVida	74% satisfaction rate according to survey in 2012
AREP	Associação de Reformados da EDP (AREP)	This association is subsidised by EDP and offers social and cultural support to its members and spouses or equivalent in the area of social security, health, housing and culture. It pays particular attention to members in physically, psychologically, financially or affectively fragile circumstances.	Employees belonging to AREP	% of active, retired and pensioner employees who are members of AREP	EDP guarantees contributions to this association	AREP	Fulfilled (13% of active employees and 21% of retired employees)
AREP	Psychotherapy, psychology, alternative medicine, consultations, manicure and pedicure service, hairdresser and loan of orthopaedic equipment.	Consultations and treatments take place at the AREP premises. . Alternative medicine treatments include massages, acupuncture and traditional Chinese medicine. AREP purchased orthopaedic equipment that can be loaned to help its members Each branch has 3 wheelchairs, 3 walkers and 3 pairs of crutches, except the Lisbon branch, where there are 7 wheelchairs, 3 walkers and 3 pairs of crutches. They are loaned free of charge for up to 3 months against a refundable deposit.	Retired employees belonging to AREP	AREP is managed independently and, considering the variety of services listed here, it is not possible to define indicators or targets.	Guarantee these services through the Associação de Reformados	AREP	Fulfilled
AREP	Legal advice	AREP has two lawyers who give free legal advice to members.	Retired employees belonging to AREP	Number of retired employees helped every year.	Guarantee these services through the Associação de Reformados	AREP	Fulfilled
AREP	Social agreements	Agreements with companies for services and sale of social products at competitive prices.	Retired employees belonging to AREP	Number of agreements established	Guarantee these services through the Associação de Reformados	AREP	Fulfilled (127 agreements established)
EDP BLOOD DONORS' ASSOCIATION	EDP Blood Donors' Association	An association that encourages EDP employees to give blood A number of campaigns are conducted in different parts of the country during the year.	Employees	Number of employees attending to give blood	7150 attendances	EDP Blood Donors' Association	6858 attendances
SOCIAL MATTERS	Psychosocial support by EDP's team of social workers	EDP Valor analyses and supports employees in psychological and social need.	Employees (in case of need)	The EDP team of social workers acts on the basis of the cases requesting help	Guarantee this service within EDP	Department of Social Affairs of DSR at EDP Valor	Fulfilled
SOCIAL MATTERS	Workshops "How to manage my budget"	Training organisation: DECO. Goals: manage the family budget, optimise available financial resources and increase savings, learn who to turn to in the event of over-indebtedness.	Employees who are interested	Number of workshops	2 workshops a year (one each in Lisbon and Porto)	Department of Social Affairs of DSR at EDP Valor	In 2013, 3 workshops were held in Lisbon, Coimbra and Porto. The targets were exceeded.
SOCIAL MATTERS	Assistance programme for employees with dependency problems (alcoholism and other addictions)	Detection, referral for treatment and prevention of relapses.	Employees (in case of need)	Measure taken in case of need	Guarantee this assistance programme	Department of Social Affairs of DSR at EDP Valor	Fulfilled (in 2013, EDP assisted 35 employees and, of these, 77% are integrated and abstinent. Self-help meetings are held every six months.
SOCIAL MATTERS	Training and awareness on stress management	EDP participated in training on the subject for Soluções Comerciais stores' employees ("Intervenção Bem-estar - Atendedores").	Customer-service employees at EDP Soluções Comerciais stores	Measure taken in case of need	Guarantee training and awareness on stress management	Department of Social Affairs of DSR at EDP Valor	Fulfilled

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
SOCIAL MATTERS	Information/ awareness sessions on Alcohol Prevention Policy	Information / awareness sessions on alcohol prevention policy, a joint initiative of the DSS/DSR in partnership with the Ministry of Health through former IDT, now SICAD - Serviço de Intervenção nos Comportamentos Aditivos e Dependências).	Employees	Number of workshops	Guarantee information/ awareness sessions on Alcohol Prevention Policy	Department of Social Affairs of DSR at EDP Valor	Fulfilled (in 2013, 101 sessions were promoted directed at EDP and PSE employees)
SOCIAL MATTERS	Special Social Fund	Fund set up in 2009. It grants salary advances to employees, retirees and pensioners in a difficult social, economic and financial or serious health situation who are not covered by the health plan provided.	Employees, retirees and pensioners (in case of need)	Measure taken in case of need	Guarantee this fund to support employees in emergency situations	Department of Social Affairs of DSR at EDP Valor	Fulfilled
CLUBE PESSOAL EDP	Clube de Pessoal EDP	The aim of this club is cultural, social, recreational and sports promotion and ties with the EDP Group companies.	Members of Clube do Pessoal and their families.	% of employees belonging to the Club	EDP subsidies to Clube de Pessoal	Clube de Pessoal	Fulfilled (80% of employees were members of the Club in 2013)
CLUBE PESSOAL EDP	Clube de Pessoal EDP cultural activities	Competitions including: Literature (story, poem and verse), Photography (black and white and colour), drawing and plastic arts (sculpture and painting); management of an art gallery; exhibitions of employees' art works; issue of commemorative medals and the nativity scene competition at club branches.	Members of Clube do Pessoal.	% of employees belonging to the Club	2% of active club members	Clube de Pessoal	1% of employees are active club members
CLUBE PESSOAL EDP	Clube de Pessoal EDP sports activities	The aim of these activities is to encourage sports and increase socialising at EDP. In addition to the different sports, there is also EDP Golf Club; orienteering (on foot, mountain bike, skis and trail); amateur radio and motorcycles.	Members of Clube do Pessoal.	% of employees belonging to the Club	5% of active club members	Clube de Pessoal	5% of active club members
CLUBE PESSOAL EDP	Clube EDP agreements	Discounts on products and services purchased by club members.	Members of Clube do Pessoal.	Employees have information on agreements on the Clube do Pessoal website and the benefits are articulated directly with the partners.	Continue to guarantee this agreement service	Clube de Pessoal	Fulfilled
CLUBE PESSOAL EDP	EDP Wellness Centre	EDP co-pays for chiropractic postural correction sessions at Global Wellness Centres at EDP premises in Lisbon.	Employees working in the Greater Lisbon area	% of employees and direct family in the Greater Lisbon area using this treatment	10% of employees in the Greater Lisbon area	Clube de Pessoal	10% users
CLUBE PESSOAL EDP	Snack-bars in EDP premises	Clube de Pessoal runs snack bars at power generating facilities and others in different parts of the country, so that employees have access to fast, economical meals in the workplace.	Employees	Clube de Pessoal is managed independently and runs the 13 snack bars aimed at quality at work for employees at these facilities.	Guarantee that these support facilities are in place	Clube de Pessoal	Fulfilled
EDP FLEX	Pension Plan	Basic contribution of 3% of employee's monthly salary.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	n.a.	Guarantee the continuation of this measure	EDP Estudos e Consultoria	Fulfilled

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
EDP FLEX	Complement to sick leave subsidy from Social Security	As part of the edp flex social plan, several employees expressed an interest in having a supplement to their Social Security sickness benefit, in order to bring their net salary (supplement + SS subsidy) up to the same as if they were not on sick leave. The solution was to take out an insurance policy that was unprecedented in Portugal and specifically negotiated by EDP and the Seguradora Fidelidade Mundial. Insurance firm. It is a benefit with a high fixed component that has widened the range of benefits offered by EDP flex.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	70% of employees subscribing	EDP Estudos e Consultoria	68% of employees subscribing
EDP FLEX	Profit sharing (PS) in the Flex Plan	The process which consists of allocating a part of the PS, if any, to available flex benefits, is in line with the annual process revision of choices in the Flex plan. So if EDP conducts PS in a certain year (from the previous year), it may decide to allocate a part of the PS, if any, to the pension plan, crèche or kindergarten (children up to 6 years old, inclusive) or employees' education or vocational training with tax advantages, I.e. exempt from income tax. This advantage is only valid if the choice is made before knowing how much the Company will allocate to the employee as PS.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	10% of employees covered by the Flex plan	EDP Estudos e Consultoria	12.4% of employees covered by the Flex plan
EDP FLEX	Reinforcement of pension plan	On top of the company's contribution for employees to the pension plan (3%), employees can use the variable component of the Flex plan to increase their contributions by 2% to 10%. In this case, the company gives an extra incentive of 1%.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	40% of employees covered by the Flex plan	EDP Estudos e Consultoria	44.7% of employees subscribing
EDP FLEX	Life insurance	Coverage of 14 monthly salaries discounted from the amounts in the pension fund with a possibility of additional coverage of 14 or 28 monthly salaries.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	n.a.	Guarantee this measure	EDP Estudos e Consultoria	Fulfilled
EDP FLEX	Employee Health Insurance	EDP co-pays 90% of the employee's premium.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract. Currently, all employees with an indefinite individual employment contract (1,007 people) have subscribed.	% of employees subscribing	90% of employees covered by the Flex plan.	EDP Estudos e Consultoria	97% of employees subscribing
EDP FLEX	Personal accident insurance	Employees are insured against personal accidents resulting in permanent disability or death. Amount insured: 48 monthly salaries.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	n.a.	Fulfilled	EDP Estudos e Consultoria	Global application
EDP FLEX	Transport season ticket	Total amount of receipts for season tickets used by employees, on presentation of a copy of the ticket and credits for the annuity.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	20% of employees covered by the Flex plan.	EDP Estudos e Consultoria	25.2% of employees subscribing
EDP FLEX	Social Stock Exchange (donations)	Opportunity to make donations with Flex credits, invested in the form of social action at organisations chosen by the employee.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	3% of employees covered by the Flex plan.	EDP Estudos e Consultoria	3.3% of employees subscribing
OCCUPATIONAL HEALTH & SAFETY	Anti-smoking consultations	Consultations at occupational health centres in Lisbon, Porto and Coimbra.	Employees	Number of consultations for employees every year	Guarantee that this service is in place at EDP	DSR at EDP Valor	Fulfilled (in 2013, 92 anti-smoking consultations were made)

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
OCCUPATIONAL HEALTH & SAFETY	Nutrition consultations	Consultations at occupational health centres in Lisbon, Porto and Coimbra.	Employees	Number of participants a year	Guarantee that this service is in place at EDP	DSR at EDP Valor	Fulfilled (in 2013, 743 nutrition consultations were made)
OCCUPATIONAL HEALTH & SAFETY	EDP Sport & Fitness Prize	This initiative takes place every 2 years and every year recognises employees who distinguished themselves the year before for healthy practices in amateur sports or fitness.	Employees	Number of participants a year	Launch of the EDP Sport and Fitness Prize	DSR at EDP Valor	Fulfilled
OCCUPATIONAL HEALTH & SAFETY	Automatic Defibrillator Programme	The automatic defibrillator programme was certified in January 2012, with 20 defibrillators (13 in buildings with over 100 people, 2 at Fundação EDP, 2 at Sãvida health centres and 3 at dam construction sites). Around 230 people have now been trained and certified including gatekeeping teams.	Employees (in case of need)	Automatic defibrillators at all EDP facilities with more than 100 employees	Retain the certification	DSR at EDP Valor	Certificated programme Retain the certification
OCCUPATIONAL HEALTH & SAFETY	Screening and prevention of cardiovascular risk	Continuous campaigns at occupational health centres in Lisbon and Porto.	Employees aged over 40	% of employees joining the campaign every year	15% of employees	DSR at EDP Valor	34.33% compared to total workers (for workers who fit the age criteria for screening (5386), 2396 individual screenings for cardiovascular risk were carried out, which corresponds to 44.5% of workers fitting the screening criteria.
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Kitchens with a fridge, microwave, coffee machine and crockery	Our buildings have kitchens on each floor with a fridge, microwave, coffee machine, toaster and crockery so that employees can make snacks. EDP also has coffee machines at its premises all over the country.	Employees	Number of kitchens per thousand employees	6 kitchens per thousand employees.	DIS at EDP Valor	8,7
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Vending machines at company offices	There are vending machines at company offices for rapid access to food and drinks by employees	Employees	Number of vending machines per thousand employees	15 vending machines per thousand employees.	DIS at EDP Valor	19,9
LOGISTICS, TRANSPORT AND GENERAL SERVICES	ATMs at company premises	At company premises in cities where a large number of employees work, there are ATMs to make people's lives easier	Employees	Number of ATMs per thousand employees	1,0	DIS at EDP Valor	1,0
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Canteens	EDP runs two canteens in Lisbon, where around 30% of its employees in Portugal work. The meals are very good value for money.	Employees in Lisbon, Porto HQ, Coimbra and Setúbal	Number of lunches a year served by company canteens	180,000 lunches	DIS at EDP Valor	183,000 lunches in 2013
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Raising employees' environmental awareness with paper recycling bins at premises managed by EDP Valor and publicity on saving water	EDP premises have paper recycling bins to encourage environmental sustainability practices among its employees. Stickers are placed on restroom mirrors to encourage employees to save water and facilitate saving by small changes in routine.	Employees	Number of paper recycling bins per thousand employees	250 paper recycling bins per thousand employees	DIS at EDP Valor	286
BRAND AND COMMUNICATION	Viva a nossa energia (Feel our Energy) competition	Employees are asked to participate in competitions about energy efficiency on the intranet to win free tickets for sports events, shows and for their children.	Employees	Number of visits a year	Minimum 80,000 visits each year	DMC	In 2013, 483,461 visits were made
BRAND AND COMMUNICATION	EDP Intranet	Corporate intranet accessible to all employees, with information, highlights, interfaces with other platforms, news, competitions, etc.	Employees	Number of visits (homepage) a year and employees' satisfaction rate (%)	Minimum 4 million intranet views a year, and satisfaction rate of 65%	DMC	5,200,665 visits (average time per visit: 5:48) and a satisfaction rate of 71.5% (for 2013)

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
BRAND AND COMMUNICATION	On magazine	Bimonthly publication with relevant information on the EDP Group's business and latest news.	Employees and retirees	Satisfaction rate of employees covered	Minimum positive satisfaction rate of 65%	DMC	Satisfaction rate 65.6% (for 2013)
BRAND AND COMMUNICATION	TV On channel	EDP Group internal television channel in three languages and broadcast on screens at premises and on the intranet.	Employees	Satisfaction rate of employees covered	Minimum positive satisfaction rate of 65%	DMC	20,643 visits (average time per visit: 05:38) and a satisfaction rate of 71.5% (for 2013)
BRAND AND COMMUNICATION	Radio On	The company's in-house radio station is in a pilot phase, which should start officially with access by all employees in the first quarter of 2013.	Employees	This measure can only be assessed for its performance in 2013	Minimum positive satisfaction rate of 55%	DMC	20,143 visits (average time per visit: 03:13) and a satisfaction rate of 71.5% (for 2013)
CEBD	Direct communication channel with the CEBD (Chairman of Executive Board of Directors)	Employees can send emails directly to the EDP Group CEBD. There is a special button on the EDP intranet that refers employees to a form for this purpose.	Employees	Number of contacts each year	Guarantee the continuation of this communication channel with the CEBD	CEBD	Fulfilled (16 messages were received between 25 February and 31 December)
PRODUCTION	+ perto Recognise Programme	Integrated training support programme for employees who are retiring: - Session 1 - Access Conditions and Calculation of Pension (in partnership with EDP Valor). - Session 2 - Ideas for the Future (in partnership with FEDP, AREP and Clube de Pessoal). Final event in honour and celebration of retirees.	Employees of EDP Produção who are retiring this year	n.a.	Applicable to all employees who retire this year	EDP Produção	80% (some employees chose not to attend the sessions or the event)
PRODUCTION	Flavours from the Dams Hampers	The EDP Foundation and EDP Produção promoted the sale of regional products from Trás-os-Montes, specifically from the areas where the company is building dams, in order to support local farmers and simultaneously bring quality organic products to employees (EDP facilities in Lisbon and Porto) in a convenient way.	Employees who work in Lisbon and Porto	Annual number of hampers sold to Lisbon and Porto employees, delivered in the company	1,000 hampers sold	EDP Foundation	1,000 hampers were sold (586 ordered through the intranet in Lisbon and Porto, 273 sold direct through Clube de Pessoal in Porto, 141 through EDP Foundation)
CONCILIAR PROGRAMME	Telecommunications: free mobile communication for the EDP network	EDP signed an agreement with Optimus allowing employees and their families to use mobile communications free of charge within the EDP network	Employees and their families	There are no indicators or targets for this measure, as it is an advantage resulting from an agreement between EDP and Optimus on communication costs for employees and their families in the EDP network	Maintain this measure	AGCE/DMC and DSR of EDP Valor	Fulfilled
CONCILIAR PROGRAMME	Financial Products: special conditions for employees	EDP has established a set of agreements that provide specific conditions for various financial products from banks: Millennium BCP.	Employees and their families	n.a.	Guarantee this type of agreement	AGCE/DMC and DSR of EDP Valor	Fulfilled
CONCILIAR PROGRAMME	Transport: special conditions for the purchase of tickets for the CP rail network	Following the agreement with the company, employees have special conditions for CP train tickets. They pay the price of a standard ticket and are upgraded to first class, for both business and private travel.	Employees	n.a.	Guarantee these special conditions	AGCE/DMC and DSR of EDP Valor	Fulfilled

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CONCILIAR PROGRAMME	Conciliar Advantages - agreements with special conditions for buying goods and services	Negotiation and dissemination of agreements that offer advantageous conditions for EDP employees and their families.	Employees and their families	% of partners (company with which EDP has established a partnership) that are satisfied with the use by employees of the advantages offered. This indicator will be measured only in 2013, given that 2012 was spent negotiating, contracting and communicating the first agreements.	Guarantee a wide range of agreements	AGCE at DMC	Fulfilled
CONCILIAR PROGRAMME	Workplace Gymnastics	Gymnastics classes for employees in their own workplace, with the goal of helping employees to learn small stretching and body posture exercises.	Employees	Satisfaction rate of employees covered	75% of employees satisfied	AGCE at DMC	Fully carried out in 2014 (conducted twice a month in 12 buildings in Lisbon and Porto)
HUMAN RESOURCES	Above average salaries	The average monthly salary of EDP employees in Portugal is 2,903 euros. The lowest salary paid in EDP in Portugal is 890 euros per month. The minimum wage in EDP is 1.39 times higher than the current national minimum wage.	Employees	Ratio between national minimum wage and minimum salary paid by EDP in Portugal	1.2 times the national minimum wage, though conditioned by changes in the minimum wage and approved annual pay rises at EDP.	HRD-CC	In 2013, the minimum salary paid by EDP in Portugal was 1.4 greater than the national average minimum wage.
HUMAN RESOURCES	Free parking near company premises for fleet vehicles assigned to management.	For employees in managerial positions who are assigned the use of an EDP company car and who, consequently, can make use of a parking space in car parks near their workplace.	Employees in managerial positions	All employees in managerial positions who are assigned a vehicle from the EDP fleet enjoy parking paid by the company	Guarantee this measure	HRD-CC	Fulfilled
HUMAN RESOURCES	Profit sharing (possibly approved annually)	Annually, on the basis of Company profits, employees' performance evaluation and EDP strategy, there may be profit sharing with employees.	If approved, it will include employees who were working in the previous year for a minimum of 6 months and have had a positive evaluation	It will take place in 2013 for 2012 profits (in decision phase). If approved at the EDP Group AGM, profits will be shared with the employees.	Guarantee this measure	HRD-CC	Fulfilled
HUMAN RESOURCES	Allocation of credit card to employees in management positions for business expenses	A credit card ceiling is allocated to employees in managerial positions at the first 3 levels, to use for business expenses.	Employees in managerial positions	All employees in managerial positions at the first 3 levels (GE3) have the use of a company credit card for representation expenses.	Guarantee this measure	HRD-CC	Fulfilled
HUMAN RESOURCES	Outplacement after leaving for early retirement	Employees leaving EDP for early retirement at the company's suggestion can receive support from a partner outplacement company for a year after leaving.	Employees leaving EDP for early retirement. From 2003 to 2012, 2,994 employees left the company for retirement or early retirement. 598 (20%) of them voluntarily used this benefit.	% of employees every three years who leave for early retirement at the company's suggestion choose outplacement promoted by the company.	Guarantee this measure for the target audience	HRD-CC	There was no outplacement programme using this measure in 2013

WORK OUTLINES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
HUMAN RESOURCES	Leaving present	EDP gives a symbolic present to all employees leaving the company for retirement or early retirement. There are two moments: when employees leave their direct supervisor gives them a 30 euro fnac voucher and when they are retired they are sent a book with a message from the Chairman of the Executive Board of Directors.	Retirees and similar	This measure is for all employees who retire or similar and there are therefore no indicators defined.	A present is given to all employees who leave the company	HRD-CC	A gift was given to each of the employees who left the company, a total of 358 gifts offered, i.e. 100%.
SÁVIDA	EDP Heart Day	"Sávida promotes EDP Heart Day in collaboration with Fundação Portuguesa de Cardiologia in May - Heart Month activities organised by the foundation.	Employees	EDP sponsors the campaigns of Fundação de Cardiologia and promotes them with its employees	Guarantee the sponsorship	SáVida	Fulfilled
HUMAN RESOURCES SERVICES	Advances on expenses	At EDP, employees can use the Quiosque platform to request an advance to cover travel expenses.	Employees	Whenever requested in the system by employees	Guarantee this measure	DSR at EDP Valor	Fulfilled
HUMAN RESOURCES SERVICES	EDP Quiosque	Employees manage the scheduling of their leave, justification of absences, submission of travel expenses and requests for a company vehicle, among others, on the Quiosque EDP platform.	Employees	All employees use this system for scheduling of their leave, justification of absences and submission of travel expenses	Guarantee this measure	DSR at EDP Valor	Fulfilled
HUMAN RESOURCES SERVICES	Meal ticket card	EDP offers its employees the possibility of subscribing to the "meal ticket" card, to be used at the company's canteens, restaurants and supermarkets.	Employees	% of employees subscribing	33% of employees subscribing	DSR at EDP Valor	49.17% of employees subscribing
SUSTAINABILITY AND ENVIRONMENT	Office lights go out at 9pm	Lights at EDP offices go out automatically at 9 p.m. to remind employees that they are still working and need to leave.	Employees	% of employees covered by the measure	Guarantee this measure in the workplace in large urban centres and for employees during normal working hours	S.E.D.	Fulfilled (45% of employees covered)

SUPPORT FOR FAMILIES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CLA - COLLECTIVE LABOUR AGREEMENT	Electricity Plan	Co-payment of electricity costs.	Employees, retirees and pensioners covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Continuity of plan	CLA	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Supplement to death and funeral subsidies	EDP supplements the death and funeral subsidy for its employees. The supplement goes to the survivors of the deceased employee, retiree or pensioner.	Employees, retirees and pensioners covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Continuity of plan	CLA	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Study subsidy for children of employees and pensioners	Subsidy for children of employees who are studying from primary school to the age of 25.	Children of employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered.	Continuity of plan	CLA	Fulfilled
SOCIAL MATTERS	Holiday Camps for employees' and retirees' children and grandchildren	Summer holiday camps at EDP facilities (Palmela, Castelo do Bode and Árvore).	Children and grandchildren of employees and retirees aged 6 to 15 (up to 30 June)	Fulfilment of camps'activity plans	95% completion of morning, afternoon and evening activities	Department of Social Affairs of DSR at EDP Valor	95% completion of morning, afternoon and evening activities
CLUBE PESSOAL EDP	Holiday accommodation	The club contacts holiday units all over the country to provide its members with pleasant places to spend holidays, weekends, Carnival, Easter, New Year, etc so that they have a wide choice. The aim is always to achieve the best conditions and prices.	Members of Clube do Pessoal		5% of active club members	Clube de Pessoal	5.5% of active club members
CLUBE PESSOAL EDP	Ribeira do Tomão park in Castelo de Bode	The park is run by Clube EDP and has 13,000m2 of fully fenced in land, 40% of which can be used for camping.	EDP Members of Clube do Pessoal.	% of active club members using the park every year	2% of active club members	Clube de Pessoal	2.5% of active club members
CLUBE PESSOAL EDP	Christmas Holiday	Christmas shows (Christmas circus and others) for employees' children in different parts of the country.	Children of EDP employees	% of participants per year.	75% participation rate per year.	Clube de Pessoal	90% participation rate in 2013
EDP COMERCIAL	Microgeração EDP	EDP Comercial offers Group employees photovoltaic microgeneration with exclusive services, lower prices and special finance conditions.	Employees	% of subscribing employees per year	1% of subscribing employees per year	EDP Comercial	0.2% of subscribing employees per year
EDP FLEX	Crèche and kindergarten costs	Monthly amount decided by employee up to the limit of his/her Flex credits, financed in the form of a voucher for employees' children aged over 7 years.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	10% of employees covered by the Flex plan	EDP Estudos e Consultoria	14% of employees subscribing
EDP FLEX	Dependents' education costs	Monthly amount decided by employee up to the limit of his/her Flex credits, financed in the form of a voucher for employees' children aged over 7 years.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	5% of employees covered by the Flex plan.	EDP Estudos e Consultoria	11% of employees subscribing
EDP FLEX	Family Health Insurance	Payment by EDP of 50% of the policy premium for the household of the employee (excluding the employee).	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees with participating families	50% of employees covered by the Flex plan	EDP Estudos e Consultoria	48% of employees have extended the policy to their spouses and children

SUPPORT FOR FAMILIES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
EDP FLEX	Electricity Plan	Discount of up to 80% on the electricity bill with a maximum co-payment of 548 per year.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	n.a.	Measure applied to all employees of EDP with individual employment contract of indefinite duration.	EDP Estudos e Consultoria	Global application
EDP FLEX	Life insurance associated with mortgage	Employees can use their Flex credits to take out health insurance associated with their mortgage on advantageous terms	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	5% of employees covered by the Flex plan	EDP Estudos e Consultoria	5.8% of employees subscribing
EDP FLEX	Holiday Camps for children of working employees	Employees can use their Flex credits to enrol their children in Summer holiday camps at EDP facilities (Palmela, Castelo do Bode and Árvore).	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	n.a.	Initiative launched in 2013, for which no target has been set.	EDP Estudos e Consultoria	Fulfilled
EDP FOUNDATION	Christmas Concert at Teatro Camões for employees and their families	Employees can enrol to take their children to the theatre.	Employees	% of participants enrolled considering vacancies for each event.	80% of seats filled.	EDP Foundation	In 2013, there were more enrolments than vacancies.
EDP FOUNDATION	Promotion of Museu da Electricidade for visits by employees and their families	The exhibitions and recreational activities for children at Museu da Electricidade are widely publicised so that employees and their families can enjoy this opportunity.	Employees and their families	The cultural initiatives at Museu da Electricidade are constantly promoted to employees and so no indicators are possible.	Continuer special promotion to employees	EDP Foundation	Fulfilled
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Casas e Pousadas EDP	EDP has accommodation where its employees can spend their holidays.	All employees and pensioners	% of employees using it per year	6% of employees a year	DIS at EDP Valor	6%
PRODUCTION	+ perto Programme	Employees and their wives who have just had babies are sent a bouquet of flowers and a congratulations card by EDP Produção.	EDP Produção employees who are parents	n.a.	For all employees of EDP Produção who are parents	EDP Produção	100%
CONCILIAR PROGRAMME	Rotas Junior - get to know EDP	Eight annual visits and excursions to EDP generation and distribution facilities in Portugal.	Children of employees aged 6 to16	Number of participants a year	250 participants	AGCE at DMC	In 2013, 4 visits were made, with a total of 200 participants.
CONCILIAR PROGRAMME	EDP grandparents	A stuffed EDP toy and a greetings card for employees who become grandparents to give to a grandchild born in the last 6 months.	Employees who have become grandparents in the last 6 months and inform the company of the fact.	Number of requests a year	Not applicable in 2013	AGCE at DMC	In 2013, the distribution of gifts was not centralised, so it is not possible to quantify them.
CONCILIAR PROGRAMME	Summer internships for employees' children	One, two- or three-month internships between July and September for employees' children.	Children of working employees or pensioners attending the 3rd year of the first Bologna cycle or the 1st year of the second Bologna cycle.	% of employees' children doing summer internships at EDP	20% of all annual vacancies at EDP in Portugal for summer internships	AGCE at DMC	In 2013, EDP had 50 summer internships, 13 of which were for employees' children or grandchildren, 20% of the total
CONCILIAR PROGRAMME	Junior Citizenship Award	Annual award for employees' children with the best school results and participation in civic activities.	Employees' children finishing the 9th or 12th grade or a university degree the previous year	Number of enrolments allowed each year	75 enrolments allowed each year	AGCE at DMC	In 2013, there were 43 enrolments accepted as they met the conditions

SUPPORT FOR FAMILIES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILLMENT 2013
CONCILIAR PROGRAMME	Junior Citizenship Award Gala	Award ceremony for employees' children winning every year among candidates for the Junior Citizenship Award.	Employees' children finishing the 9th or 12th grade or a university degree the previous year (post-Bologna graduation)	Number of young people and their families invited and participating in the annual gala	60% of participants in annual Junior Citizenship Award	AGCE at DMC	40% of participants in annual Junior Citizenship Award
CONCILIAR PROGRAMME	A night at the dam	Annually during the summer holidays employees' children and grandchildren spend the night at one of EDP's dams.	Children of employees aged 10 to 16	Number of participants enrolled every year	100 participants	AGCE at DMC	In 2013, 108 young people participated.
CONCILIAR PROGRAMME	A night at the museum	Annually during the summer holidays employees' children and grandchildren spend the night at the Museu da Electricidade.	Children of working employees aged 10 to 16	Number of participants enrolled every year	100 participants (Museum rules)	AGCE at DMC	In 2013, 86 young people participated.
CONCILIAR PROGRAMME	Family Coaching at EDP	Internal talks by specialists in parental coaching to assist parents and raise their awareness of better management of family life.	Employees	Number of sessions and employees enrolled and attending per session	Minimum of 6 sessions per year and minimum participation of 50 employees at each	AGCE at DMC	In 2013, there were 6 sessions in Lisbon, Porto and Coimbra, attended by 240 employees.
CONCILIAR PROGRAMME	Celebrating birth and adoption	500 euros transferred to a bank account opened in the employee's child's name, that can only be used when the child comes of age.	Employees who have had a child in the current year (also applies to adoption)	% of employees who have had a child in the current year and requested the subsidy	Use made by 80% of employees who have had a child	AGCE at DMC	113 employees became parents in 2013 117 requests were made to make use of this measure The number is higher than the number of babies born, because employees have one year from the birth to request this benefit.
CONCILIAR PROGRAMME	Pregnancy leave	Leave for pregnant employees up to 15 calendar days immediately before their delivery date with no loss of pay.	Pregnant employees	% of pregnant employees subscribing	Maintain this measure	AGCE/DMC and DSR of EDP Valor	Fulfilled (16 employees, a total of 175 days)
HUMAN RESOURCES	Flowers in the event of an employee's death	The company sends flowers in the event of the death of a working employee.	Employees' families	Measure in the event of death	Maintain this measure	HRD-CC	Fulfilled
HUMAN RESOURCES	Supports for expats and their families	Expat employees are supported by the company in terms of their move, residence and travel to the country of origin and support for their families, e.g. education of children. On their return, the reintegration of employees ending their expatriation contracts is facilitated.	Expat employees	Application of international work regulations to expatriated employees and consequent organisation of their individual files	Maintain this measure	HRD-CC	Fulfilled (6 new expats in 2013; 4 returned home)
CONCILIAR PROGRAMME	EDP Bikes	To be able to enjoy quality time with the family, EDP gives its employees and their families the opportunity to have free use of SlowFast cycles. The tours are made in Lisbon, after working hours, at weekends and holidays or periods of time off or vacation.	EDP working employees and their families		Initiative launched in the second half of 2013 and has not been evaluated	AGCE at DMC	4 occasions

FLEXIBILITY IN TIME AND SPACE

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CLA - COLLECTIVE LABOUR AGREEMENT	Temporary disability	Compensation of the difference between the legal amount paid and employee's net salary. Social benefits are maintained when employees are on sick leave or parental leave.	Employees with a temporary disability	Measure provided for in the CLA and therefore applicable to all EDP employees proving temporary disability	Maintain this measure	CLA	Fulfilled
CLA - COLLECTIVE LABOUR AGREEMENT	Possibility for employees to use 4 hours/month to deal with personal matters	Possibility of being justifiably absent from work, on a sporadic basis, to deal with personal matters up to a limit of 4 hours a month.	Employees covered by the CLA	% of employees using the measure	Maintain this measure	CLA	Fulfilled (23% of CLA employees used this measure in 2012)
CLA - COLLECTIVE LABOUR A GREEMENT	Half- and part-time work	Possibility of reducing work day	Employees with family responsibilities, reduced work capacity and working students.	Measure provided for in the CLA and therefore applicable to all EDP employees proving reduced work capacity or that they are working students	Measure in place	CLA	Fulfilled (in 2013, 2 employees used this measure)
EBD	Extra day off at Christmas and New Year	Each year, the EBD approves the extra days off at Christmas and New Year (normally 24 and 31 December or 26 December and 2 January). Or employees can opt for one of these days or for two half days on these dates. If they are unable to do so due to work commitments, they will be credited one day to be taken in the following three months.	Employees	n.a.	Applies to all employees, except those who work in shifts on these days, who can take a day at another time	EBD	Global application
EBD	Extra day off at Easter	Each year, the EBD approves the extra days off at Easter Employees can enjoy this additional day on the afternoon of Easter Thursday, or on the afternoon of Good Friday where, by local tradition, the holiday is on Easter Monday.If they are unable to do so due to work commitments, these employees will be given a credit of half a day to be taken in the next three months.	Employees	n.a.	Applies to all employees, except those who work in shifts on these days, who can take a day at another time	EBD	Global application
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Promotion of meetings by videoconferencing	EDP has been investing in videoconferencing technology to facilitate meetings at a lower cost to the company and employees.	Employees	% of meeting rooms with videoconferencing capability	50% of rooms with a videoconferencing system	DIS at EDP Valor	58%
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Business phone	The company uses mobile phones to speed up business contacts. Employees senior managers may or may not have a maximum limit and use of this phone in their everyday lives.	Supervisors, senior managers and employees whose job makes a company mobile essential.	% of employees with a company phone and maximum limit	60% of employees.	DIS at EDP Valor	70%
CONCILAR PROGRAMME	Time management during meetings at EDP	A sticker to be placed on all meeting tables setting out the basic rules on efficient meetings in order to encourage to manage their time better before, during and after meetings.	Employees and external partners attending meetings at EDP	% of meeting rooms with stickers	100% of company's meetings rooms.	AGCE at DMC	Measure implemented
CONCILAR PROGRAMME	Remote work	The possibility to work remotely via webmail, provided that the job is compatible. Days worked remotely count as normal work days.	Employees whose jobs allow remote work.	% of employees working remotely.	5%	AGCE at DMC	0%
HUMAN RESOURCES	Internal mobility	EDP's intranet provides direct access to the internal mobility area so that employees can apply to campaigns or show an interest in change. The company has 4 types of internal mobility: international, intra-company, inter-company and functional.	Employees	% of employees involved in internal mobility (of the 4 types)	8%	HRD-CC	12% (657 employees)

FLEXIBILITY IN TIME AND SPACE

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
HUMAN RESOURCES SERVICES	Carnival (Shrove Tuesday)	Shrove Tuesday is considered a holiday at EDP.	Employees	n.a.	Applies to all employees provided that it is approved every year by the Executive Board of Directors	DSR at EDP Valor	Global application
HUMAN RESOURCES SERVICES	Possibility for employees to use 4 hours/ month to deal with personal matters	Employees are allowed to be absent from work to deal with personal matters up to a limit of 4 hours a month.	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees using the measure	Measure in place	DSR at EDP Valor	Fulfilled (12% of employees with individual labour contract)
HUMAN RESOURCES SERVICES	Flexible work schedule	Applies if the interest of the employee is compatible with the activity performed (e.g. is not compatible with working in teams, shifts, maintenance, customer service, etc.). Time of arrival and departure and lunch is flexible, Flexible starting and finishing time, enabling employees to adapt it to their needs provided that they work the stipulated weekly hours and there is a compulsory attendance period.	Employees, except those working in shifts or customer service.	Applicable to all employees, except those working in shifts	Measure in place	DSR at EDP Valor	Fulfilled
HUMAN RESOURCES SERVICES	Leaving work to handle a family emergency	Employees are allowed to leave work to handle family emergencies.	Employees	There are no indicators or targets due to the fact that these are emergency situations	Measure in place	DSR at EDP Valor	Fulfilled
HUMAN RESOURCES SERVICES	Compensation for Mobility	Employees who are moved to different regions due to business needs receive financial compensation for this mobility.	Employees who are moved from the region where they work	Applicable in mobility situations providing for this compensation	Measure in place	DSR at EDP Valor	Fulfilled

DEVELOPMENT & CITIZENSHIP

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
CLA - COLLECTIVE LABOUR AGREEMENT	Study subsidy for working students	Subsidy for working students who pass for costs of enrolment and fees and purchase of school supplies.	Children of employees covered by the CLA	Measure provided for in the CLA and therefore applicable to all EDP employees covered	n.a.	CLA	Group-wide in case of need
EDP FLEX	Employees' vocational training and education costs	Monthly amount decided by employees up to the limit of their Flex credits, when, exceptionally, the institution does not accept an education voucher (refundable).	Working employees not covered by the CLA, i.e. with an indefinite individual employment contract.	% of employees subscribing	5% of employees covered by the Flex plan	EDP Estudos e Consultoria	4.1% of employees subscribing
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Press and distribution of newspapers and magazines	The company's departments receive a number of newspapers and magazines every day.	Employees	n.a.	Maintain this measure	DIS at EDP Valor	Fulfilled
HUMAN RESOURCES	EDP Power Trade competition	EDP's energy planning business unit has developed an energy management game that is played internally in a competition between teams of employees to promote the subject and improve skills. It is played every year and involves 5 games each with 6 teams (with an average of 4 employees each). The game is digital and all each team needs is a computer. The game is also played in another competition played by students from universities with which EDP has an agreement.	Employees who enrol their teams during the period announced on the intranet. The team members can be employees from any business area	Number participating every year	120 employees each year	HRD-CC	In 2013, 104 employees participated in this initiative.
HUMAN RESOURCES	Valuing Experience Programme	This programme promotes skills and sharing of knowledge and motivates employees with more than 30 years of service with EDP in work areas and initiatives that they wish to develop.	Employees with more than 30 years of service in the company	Number participating every year	300 employees each year	HRD-CC	In 2013, 280 employees participated in this initiative.
HUMAN RESOURCES	Career framework	EDP manages its employees according to a career framework.	Employees	Application of career model for all employees	Guaranteed career framework	HRD-CC	Fulfilled
HUMAN RESOURCES	Induction and integration programme for new employees	EDP has a corporate process for inducting and integrating new employees, which lasts for one year and encompasses various activities. This programme is supported by the Online Campus platform, which makes the company's policies and procedures available, and classroom sessions held every four months, in which networking is promoted and EDP's culture and values are transmitted. To end the programme, EDP gathers all employees who joined the company in Portugal for a day-long visit to some facilities, in which they socialise and are welcomed by the Executive Chairman of the Board of Directors.	New employees	Satisfaction of new employees with the induction process	We await the results, because the survey was only carried out in April 2014.	HRD-CC	This result depends on a survey of these employees at the end of 2014 - Integration Questionnaire (the date of the completion of the programme for all employees who joined in 2013).
HUMAN RESOURCES	Global Management Challenge (GMC)	"EDP participates in the Global Management Challenge (GMC), a digital competition that consists of a business simulation in which each team must manage a company to keep its share prices as high as possible on the stock exchange. EDP participates annually with senior staff, student teams, and mixed teams.	Senior employees enrol voluntarily or are selected by the Company's business units for the mixed teams.	Number participating every year	Minimum 27 employees.	HRD-CC	30 employees (18 in the staff teams and 12 in the mixed teams) participated in this initiative in 2013
HUMAN RESOURCES	Employee training and development	EDP invests in the training and development of its employees by promoting in-house or external courses.	Employees	Average amount (%) of training per employee, per annum	35 hours/year per employee.	HRD-CC	On average, in 2013, it was 33.5 hours per employee..

DEVELOPMENT & CITIZENSHIP

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
HUMAN RESOURCES	Employee Merit Prizes	EDP pays tribute to its employees, individually or in teams, after analysing the proposals by the business areas considering the EDP values. The prizes are usually announced at the Annual Employees' Meetings.	Employees	This is a qualitative initiative and so is difficult to quantify and define indicators. We will study a way of measuring it based on perception of the preparation of the next edition, in 2014	n.a.	HRD-CC	Not applicable in 2013
HUMAN RESOURCES	360° employee assessment	Employee assessment at EDP is 360°, including self-assessment, evaluation by a supervisor, peer assessment and evaluation by subordinates.	Employees	% of supervisors assessed 360°	90% of supervisors	HRD-CC	In 2013 96% of supervisors were assessed 360°
HUMAN RESOURCES	Assessment of skills separate from performance evaluation to survey employee's development needs	Employee assessment at EDP is in two phases. There is an analysis of skills and potential (October), resulting in an individual development plan. Performance/KPIs are assessed at the start of the assessment year to check whether the goals have been achieved.	Employees	All employees are assessed in this process, resulting in an individual development plan for the following year.	Maintain the separation between the two assessment phases	HRD-CC	Fulfilled
HUMAN RESOURCES	Moments with energy	Moments with energy is an initiative held 3 times a year in which young employees with high potential from all countries do an assignment on a subject that is strategic to EDP. Each edition is held in Lisbon and lasts 2 days. The participants have breakfast with the Executive Chairman of the Board of Directors, when they introduce themselves and talk about their challenges in the company and the work they are doing.	Employees named every four months by the boards of the different Group companies in all countries.	Number participating every year.	n.a.	HRD-CC	Not applicable in 2013
UNIVERSIDADE EDP	Advanced Training	Every year, EDP approves a budget for advanced training of employees. It consists of post-graduate courses, masters and doctoral degrees so that they acquire more skills and use them in EDP's business.	Employees named every year by their supervisors and later segmented by EDP area for higher education.	% of senior manager receive advanced education per year	1%	HRD-CC	1.8% (46 employees out of 2,527 in Portugal) In 2013, the volume of training corresponded to 11,251 hours of training per person
UNIVERSIDADE EDP	EDP Libraries	EDP has a physical library (with limited access, that serves as a depository for books), and a virtual library open to all employees.	Employees	Number of requests (loans and requests) a year	Minimum 5,000 requests each year.	Universidade EDP	In 2013, there were 12,253 loans (about 1% in hard copies).
UNIVERSIDADE EDP	Purchase of technical books and subscription of technical publications	Employees can request the purchase of technical books or subscription thereof for their personal and professional development.	Employees	Number of requests a year	250 requests each year	Universidade EDP	610 acquisitions in 2013

DEVELOPMENT & CITIZENSHIP

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
UNIVERSIDADE EDP	Structured Training Offer communicated to employees through a guide	Universidade EDP is the structure created to develop the skills of employees and to facilitate the collection and sharing of knowledge generated within the Group, with the responsibility for managing the training plan and the coordination of professional development initiatives, strengthening of skills, and the acquisition and retention of knowledge of Group employees. It has 7 schools, 2 of which are of a cross-cutting nature and 5 are geared to each business segment. The Training Plan, prepared annually, includes different types of training solutions, reflecting the diversity of work contexts and development needs, including among these advanced training programmes, cross-cutting programmes, specific business initiatives and activities intended to meet the needs of individual development.	Employees	Employees covered by the Universidade EDP Schools' training offer	Keep the training offer in the reference guide	Universidade EDP	Fulfilled
UNIVERSIDADE EDP	WikiEDP	EDP has created and manages its WikiEDP to encourage the sharing of knowledge within the organisation.	Employees	Number of views a year	Main page accessed 500,000 times (cumulative)	Universidade EDP	Main page accessed 1,500,000 times (cumulative)
UNIVERSIDADE EDP	Online Campus	Platform that delivers flexible and accessible training to employees through the provision of training modules hosted on Universidade EDP's online campus.	Employees	No. of OLC users	Scope of use for employees from all EDP Group companies in Portugal (7000 employees)	Universidade EDP	Fulfilled
EDP FOUNDATION	Collection of medicines	Collection of well kept medicines (except ointments and syrups) that are within the validity period, to deliver to the Doctors of the World organisation.	Employees	Number of donors	No target has been established since it is a pilot project	EDP Foundation	Donations were received from 30 employees
CONCILIAR PROGRAMME	'Saiba Mais Sobre' (SMS) (Learn More About) lectures	In-house lectures for employees during working hours at company facilities. The subjects are defined on the basis of their pertinence to the organisation and at the suggestion of the business areas.	Employees	Number of annual lectures and participants in each session.	Minimum of 12 sessions per year and minimum participation of 50 employees at each	AGCE at DMC	In 2013, there were 8 SMS workshops attended by 320 employees (average of 40 employees per session)
CONCILIAR PROGRAMME	Rotas com Energia (employees' excursions to businesses)	EDP organises visits to energy generation, distribution and supply facilities and to the holding company's head office for employees to get to know the business as a whole. Visits are announced on the intranet and employees enrol by email.	Employees	Number of visits and employees participating each year	6 visits a year and a minimum of 45 participants per visit	AGCE at DMC	4 visits were made in 2013. An average of 45 employees participated in each visit.
CONCILIAR PROGRAMME	EDP Volunteer Programme	A pool of opportunities and volunteers for 4 hours a month to participate in volunteer work during working hours to a maximum of 44 hours a year.	Employees	% of employees doing volunteering work agreed with EDP a number of working hours of volunteering a year	5% of employees participating	AGCE at DMC	10.3% of employees participating (representing 725 employees)
CONCILIAR PROGRAMME	Open course on the history of music	Targeting audiences from the most varied backgrounds, this course covers various topics in music history. A more comprehensive and interdisciplinary perspective also focuses on extramusical aspects, including the role of music in film and even at crucial moments in world history. With this initiative, EDP contributes to the cultural enrichment and personal development of its employees, making them more complete and fulfilled citizens. This action is undertaken in partnership with Casa da Música and is held in the EDP auditorium in Porto.	Working EDP employees in the Porto Metropolitan Area (excluding trainees)		50% of the enrolments given to EDP by Casa da Música	AGCE at DMC	94% of enrolments (47 employees enrolled)

EQUAL OPPORTUNITIES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
SOCIAL MATTERS	Support for disabled employees	Accompanies and supports employees with special needs. The request, when necessary, is made by Human Resources of Group companies	Employees in case of need	This support is given whenever the employee needs it and there are therefore no indicators or targets for this measure	Measure in place	Department of Social Affairs at EDP Valor	Fulfilled (in 2013 there were 2 new cases supported)
EDP FOUNDATION	Member of JAP - Júnior Achievement	The EDP Foundation is on the board of JAP, a non-profit organisation that promotes entrepreneurship at Portuguese schools. This partnership is supplemented with a contribution from company volunteer employees who go to schools to teach entrepreneurship classes. A member from Fundação EDP and the head of efr at EDP are on the board.	Employees	EDP on the board of Junior Achievement	Maintain participation of EDP	EDP Foundation	Fulfilled
INNOVATION	Click Idea	An EDP initiative to attract ideas from employees on a special online platform open to all employees. Ideas can be in the field of business, systems, technology, logistics, processes, people management or other areas in the company	Employees	Number of ideas received every year.	200 ideas	EDP Inovação	In 2013, employees submitted 208 ideas
LOGISTICS, TRANSPORT AND GENERAL SERVICES	Vegetarian menus at company canteens	The daily menus at EDP canteens have a vegetarian option. This is also available at large company events.	Vegetarian employees	n.a.	Ensure this option	DIS at EDP Valor	Fulfilled
CONCILIAR PROGRAMME	Christmas hampers for pensioners	EDP gives pensioners earning less than 400 euros a month a gift voucher at Christmas.	Pensioners earning less than 400 euros per month	Investment in euros	Keep this measure	AGCE at DMC	Fulfilled (investment of 14,900 euros for 73 gift vouchers of 200 euros each and one of 300 euros, to a total of 74 pensioners)
CONCILIAR PROGRAMME	Parking for pregnant employees	Pregnant employees are able to park their private cars on company or company-rented facilities, during the third trimester of pregnancy. This measure aims at supporting pregnant women during a period which is more physically demanding, bringing out the family-responsible character of EDP.	Pregnant employees of EDP in the third trimester of pregnancy, working at facilities where there is this type of parking.		Measure to be continued in Lisbon, Porto and Coimbra.	AGCE at DMC	Fulfilled (2 requests made in 2013)
CONCILIAR PROGRAMME	Bicycle parking	EDP enables employees who cycle to and from work to park in appropriate places on company premises. This is an inclusive measure which aims to provide secure conditions for employees who prefer to use cycles to travel to work, encouraging their use. At the same time, as a means of green transport, this initiative demonstrates and reinforces the attitude of EDP as an environmentally responsible company.	EDP employees who work in facilities where there is parking for bicycles		Measure in place	AGCE at DMC	Fulfilled (6 requests)
CONCILIAR PROGRAMME	Parking for employees with physical disabilities	EDP provides parking spaces for private cars of employees with disabilities in Company or company-rented facilities. As a socially responsible company, EDP's management adopts values and practices such as diversity, the respect for the human being and equal opportunities. As such, this measure supports those who experience more difficulties in their everyday lives, contributing to eradicate discrimination under any form whatsoever. Valuing diversity fosters a positive climate of cooperation.	Physically disabled EDP employees who have a 60% or greater degree of permanent disability, working at facilities where there is this type of parking.		Measure in place	AGCE at DMC	Fulfilled

EQUAL OPPORTUNITIES

PROGRAMME/ AREA	MEASURE	DESCRIPTION	TARGET GROUP	INDICATORS	TARGET 2013	INTERNAL MANAGEMENT ENTITY	DEGREE OF FULFILMENT 2013
HUMAN RESOURCES	Gender equality	At EDP, male and female employees have the same opportunities and are managed with no discrimination. Women's salaries at supervisor, senior manager and technical or administrative manager level are the same, on average.	Employees	% of women at EDP	0.5% of growth in percentage of women employees in the company per year	HRD-CC	1% growth in 2013, with an overall total of 23% of female employees
HUMAN RESOURCES	EDP in Forum of Companies for Gender Equality - A commitment to change of the CITE	EDP is one of the Portuguese companies belonging to the Forum of Companies for Gender Equality - a commitment to change of the Comissão para a Igualdade no Trabalho e no Emprego (CITE)	Stakeholders	EDP has been represented at this forum since 18 February 2013	Maintain participation of EDP	HRD-CC	Fulfilled
HUMAN RESOURCES	Gender Equality in Training	Participation of women in the "Energizing Development Programme" promoting, at least, the proportionality that is found in the target audience.	Defined eligibility criteria for participation in the development programme	% of women employees participating in the programme	Participation of women in the same proportion found in the target audience	HRD-CC	100% participation of women

TRAINING AND INVESTMENT

TRAINING WITH A U

A letter added to a company's name could make all the difference in defining a culture of continuous learning and enhancement of its employees and a way of looking at its role in a society where knowledge increasingly leads the way. This letter is a U.

Universidade EDP (UEDP) is a structure created by the Group to promote the sharing of internally generated knowledge and develop the skills of its employees, so as to ensure the sustainability of the businesses developed by EDP in all markets where it operates.

It is run by and for the Group's employees with the aim of helping them develop as individuals and professionals. UEDP therefore intends to invest in the improvement of EDP employees' knowledge, striving to adapt it to the needs of their professional lives and leverage the emergence of new talent and the full use of their capabilities.

In 2013, UEDP was awarded the prize "Best Corporate University embodying the identity, culture and brand of the organization in its stakeholders" by the Global Council of Corporate Universities, a prestigious international association of corporate universities which offers global recognition to those universities that stand apart for their level of excellence.

U for University

By investing in the personal and professional qualification and development of its employees, EDP ensures the implementation of its competitiveness strategy and the fulfilment of its mission and values – and it was in this context that Universidade EDP was created and developed; in 2013, it was reorganized to centralise all the units that managed training and the specialist documentation and information services.

Universidade EDP, the first of its kind to be created in Portugal, today offers a wide field of learning, training and knowledge. Comprising 7 schools, 2 of which are of a cross-cutting nature and 5 are geared to each business segment (production, distribution, gas, renewables and commercial), it is also responsible for the definition and monitoring of the Training Plan and Budget of the EDP Group and the coordination of initiatives on professional development, strengthening of skills and acquisition of knowledge of the Group's employees – benefits that all parties concerned enjoy, which contribute to ensuring that the company has the capacities required for business sustainability.

Last year, in addition to the reorganization of the whole training structure of the Group under the UEDP hat, the process of setting up Universidade EDP Brasil began, providing for the establishment of five schools (EDP School, Top Management Development School, Distribution School, Production School and Commercial School), the first of which will start operating in 2014. It was with this in mind that workshops to prepare for the launch of the various schools were run throughout the year.

A virtual University Campus? Absolutely. At Universidade EDP, the Campus is a digital platform which includes the Content Management and Educational Support complementary services, facilitating an added focus on distance learning arrangements. This focus ensures flexible access to training, learning tailored to each individual's pace and availability, and self-training, in addition to enabling a substantial reduction in costs and facilitating the sharing of knowledge and the interaction between EDP employees. It is used by more than 7,000 employees.

WHY USE WORDS? FIGURES

Training Volume by Business and Professional Category (hour)

	2013					2012				
	Group	Portugal	Spain	Brazil	EDPR	Group	Portugal	Spain	Brazil	EDPR
Officers	24.371	14.786	4.738	1.255	3.592	22.647	17.444	3.953	526	723
Senior Management	177.100	88.335	30.627	35.247	22.891	195.185	100.834	30.180	54.014	10.157
Middle Management	1.892	1.892	0	0	0	3.820	3.820	0	0	0
Front-Line Management	915	915	0	0	0	1.554	1.554	0	0	0
Skilled Professionals	193.734	36.860	23.728	13.1231	19.15	277.142	82.724	25.662	161.991	6.765
Semiskilled professionals	12.723	10.743	0	1.980	0	2.925	1.223	0	1.553	139
Total Hours	410.735	153.531	59.093	169.713	28.398	503.272	207.609	59.795	218.085	17.784

The figures confirm the Group's commitment in this domain: 410,734 training hours in 2013, across the EDP Group. Bearing in mind that Portuguese law obliges companies to ensure 35 training hours per year per employee and that, in certain locations, such as Brazil, the Group provides more than 60 training hours, the overall picture is clearly a very positive one.

Number of student workers by geography

Geography/year	2013	2012	2011
Portugal	18	13	29
Spain	n/av.	n/av.	n/av.
Rest of Europe	n/av.	n/av.	n/av.
Brazil	n/av.	n/av.	n/av.
USA	n/av.	n/av.	n/av.
Total	18	13	29

These figures mean a global investment of 7,091,000 Euros.

A number of relevant trends can be noted in the tables above:

- The number of training hours for top management and semi-qualified professionals went up;
- While the highest number of training hours in 2012 was provided for qualified professionals, in 2013 this shifted to middle management;

- The number of training hours at EDP Renováveis went up by more than 10,000;
- In Spain and the other locations, the volume of training remained in line with 2012.

In 2013, the EDP Group recorded 19,596 trainees in 3,953 training courses, in which, like in previous years, Technical, followed by Management, Behavioural and Organizational training were the dominant subjects.

Training Volume, Number of Trainees and Training Actions for Domain and Formative Area

Domain Formative	Formative Area	Training Volume (hp)	No. of Graduates	Number of Training Actions	
Behavioural	Service	1.238	287	41	
	Leadership	11.803	1.250	80	
	Other	6.794	632	45	
	Interpersonal Relations and Communication	16.089	1.443	171	
	Total	35.924	3.612	337	
Management	Commercial/Sales	5.231	562	44	
	Finance	10.568	1.051	123	
	Personnel Management	9.596	2.693	149	
	Project Management	5.336	376	45	
	General Management - Advanced Training	11.666	140	43	
	Logistics and Purchasing	674	69	17	
	Marketing	902	54	17	
	Other	9.277	645	86	
	Systems, Planning, Management Control	1.353	131	14	
	Total	54.603	5.721	538	
	Organizational	Environment	4.938	1.166	118
		Sustainable development	884	66	16
Ethics		207	200	5	
Other		4.763	1.750	83	
Project/Corporate Culture		3.252	633	49	
Quality		7.831	1.947	164	
Total		21.874	5.762	435	
Technician	Civil	451	18	16	
	Technical Design	211	8	4	
	Electrical Engineering and Electronics	50.657	1.265	104	
	Gas	2.973	284	34	
	Languages	31.875	1.308	266	
	Systems/Equipment Maintenance	2.469	245	42	
	Mechanics	8.789	377	64	
	Business of Energy	25.961	2.394	195	
	Other	9.703	828	188	
	Prevention and Safety	84.058	9.112	857	
	Production	14.941	1.081	134	
	Electrical Power Distribution Networks	38.800	2.513	199	
	Secretary	2.016	79	24	
	Information Systems	24.103	2.965	475	
	Inspection and Testing Techniques	1.328	195	41	
	Total	298.333	22.672	2.643	
	Total	410.734	37.767	3.953	

It should be noted that the number of student workers in the Group in Portugal increased from 13 to 18. After a few years of decline, this increase demonstrates an important trend, especially bearing in mind that employees do not always report their status as student workers.

ONE YEAR, ONE PLAN

Far from defining static, fixed training models, in an ever-changing global universe, the EDP Group's Training Plan is redesigned annually based on an accurate diagnosis of the Group's and its employees' requirements, continuously aligned with EDP's vision, values, commitments and strategic challenges. The Group and its corporate hierarchy participate actively in diagnosing needs.

Without this sound investment in training, a corporate organization in the 21st century will not survive the paradigm shift brought about by the knowledge society. The EDP group's commitment does not stop at the more obvious structures in the tables shown here – on the contrary, it focuses on personal development, on the responsibility of the whole Organization for providing access to this training, on the open management of knowledge and on the permanent sharing of information with the surrounding community.

At the level of staff with leadership roles, a 360° evaluation is performed which facilitates a suitable training needs analysis.

This Plan entails a close alignment with the business strategy and a sound link between the various actors: Human Resources Department, Business Units, EDP Valor (DFR - Training, Recruitment and Documentation Department) and Universidade EDP.

The Training Plan is structured around six overarching objectives:

- To align training requirements with the Group's strategy and business trends;
- To encourage its employees' professional development;
- To foster employee motivation;

- To provide a framework for the requirements defined;
- To promote the sharing of knowledge and experience;
- To develop abilities, skills, knowledge and action.

Finding training solutions which respond to the diversity of working environments and development needs is the challenge that is met and overcome every year. Advanced training programmes, cross-disciplinary programmes, specific business initiatives and actions to meet individual development needs all fall under this challenge.

Until 2013, training for non-graduates was based on the continuing provision of a Training Solution Catalogue, managed by one of the EDP Valor departments. In 2013, as all training activities at Universidade EDP were centralised, work began to launch a structured training offer for non-graduates at the UEDP schools, whose implementation started in 2014.

GOING THE EXTRA MILE

Advanced Training comprises doctorates, MBAs, post-graduate courses, programmes for executives and all courses above degree level (pre-Bologna), as well as integrated masters degrees (post-Bologna) or equivalent qualifications, delivered at prestigious educational establishments, with national and international accreditation.

The management and development of human capital are matters of the utmost relevance for a corporate group such as EDP. As an international reference company in the energy sector, innovation and the adoption of market best practice in all areas of its activity are essential aspects. The expansion of the Group to different geographies introduced the need for regulating the internal Advanced Training rules for all employees.

In this context, based on the training and skill development policy, an Advanced Training programme was set up with the following aims:

- To promote the sustained performance development of the EDP Group by raising its employees' skill level;
- To strengthen a learning culture geared towards the professional and personal development of employees;
- To enhance the organization's value proposition regarding its employees by investing in their qualification;
- To ensure a judicious and fair identification of those employees put forward to attend Advanced Training courses;
- To make companies accountable for, and give them more autonomy in managing the budget available for Advanced Training;
- To reinforce employees' commitment to their own development and the sustained growth of the EDP Group.

In 2013, Advanced Training within the Group included 56 participants, 46 of whom started training in the year, meaning an overall investment of 423,344 Euros. This training comprised 11,251 hours.

In order to encourage the key idea of "know-how" within the Group,

according to the various technical job descriptions, and grant qualification diplomas, 2013 saw the emergence of the Energy Sector Technical Academy, set up by EDP together with other business partners and the Institute of Employment and Professional Training.

This project will ensure the engagement of staff with the high quality standards required to perform work on the electricity distribution networks, in addition to promoting the creation of qualified jobs and conditions for the recognition of professional retraining in energy areas through evidence of the technical qualifications acquired.

Led by a concern for safety and the environment and the need to promote the qualification of the professionals who work in the energy sector, EDP, through EDP Distribuição, created the Association for Technical Qualification in the Energy Sector (AQTSE) together with other business partners.

AQTSE's mission is to ensure high professional performance and dignity by fostering training and continuous improvement, service quality, safety, the protection of the environment and the creation of value for the sector's companies.

In 2013, preparatory work was carried out for the qualification of technicians to undertake activities regarded as a priority for the operation of the Electrical Power Distribution Network, and teacher training actions were delivered to facilitate the creation on the market of training provision in this area.

ACCUMULATED ENERGY

Age is not a job – but it can be an added value. At the EDP Group, experience and wisdom accrued from years of service and knowledge are valued – but it was important to go the extra mile, by setting up a specific programme giving more significance and making better use of the experience gathered by EDP employees, leveraging the sharing of their knowledge and experience.

The Programme is called “Valuing Experience” and is aimed at providing continuity and value to this acquired capital, combining this sharing with the individual motivation of all those who are part of the programme. Employees with more than 30 years’ service at EDP were invited to participate in this initiative. Choosing the most experienced was not an option but rather a priority.

In 2010, when the programme was launched, the Group had 2,935 employees with more than 30 years’ seniority. The key idea was to provide the opportunity to find ways of conveying and highlighting their knowledge.

To put this idea into practice, the Programme asks four key questions, the answers to which define a course of action:

- Which experience do you consider as relevant to share and apply?
- How would you like to share and apply your experience?
- Who would your experience benefit, besides your usual work colleagues?
- How would you like to make the most of any available time you may find for this Programme?

The Programme is now into its fourth year, having involved 280 employees in 2013, who joined the 905 participants over the first two years and will join the more than 2,500 eligible participants in future editions.

Organized by steps, “Valuing Experience” starts with a workshop to help define each participant’s profile and contribution and ends with the “Celebrating Experience” event which concludes all the steps participants go through.

Confirming the success of the various editions of the programme, the participants’ feedback includes the sharing of knowledge and experience, the interaction between employees from different companies within the Group and the reflection on their professional careers as the more appreciated and important elements of “Valuing Experience”.

DEVELOPING FOR GROWTH

In the wide world of what may be termed as training, there is an area that is instrumental for individual growth, the strengthening of the ability for action, the assertion of values, the choice of pathways and an effective control of emotional intelligence: coaching, a recognised tool to enhance professional and personal performance.

At EDP, coaching encompasses 3 different components:

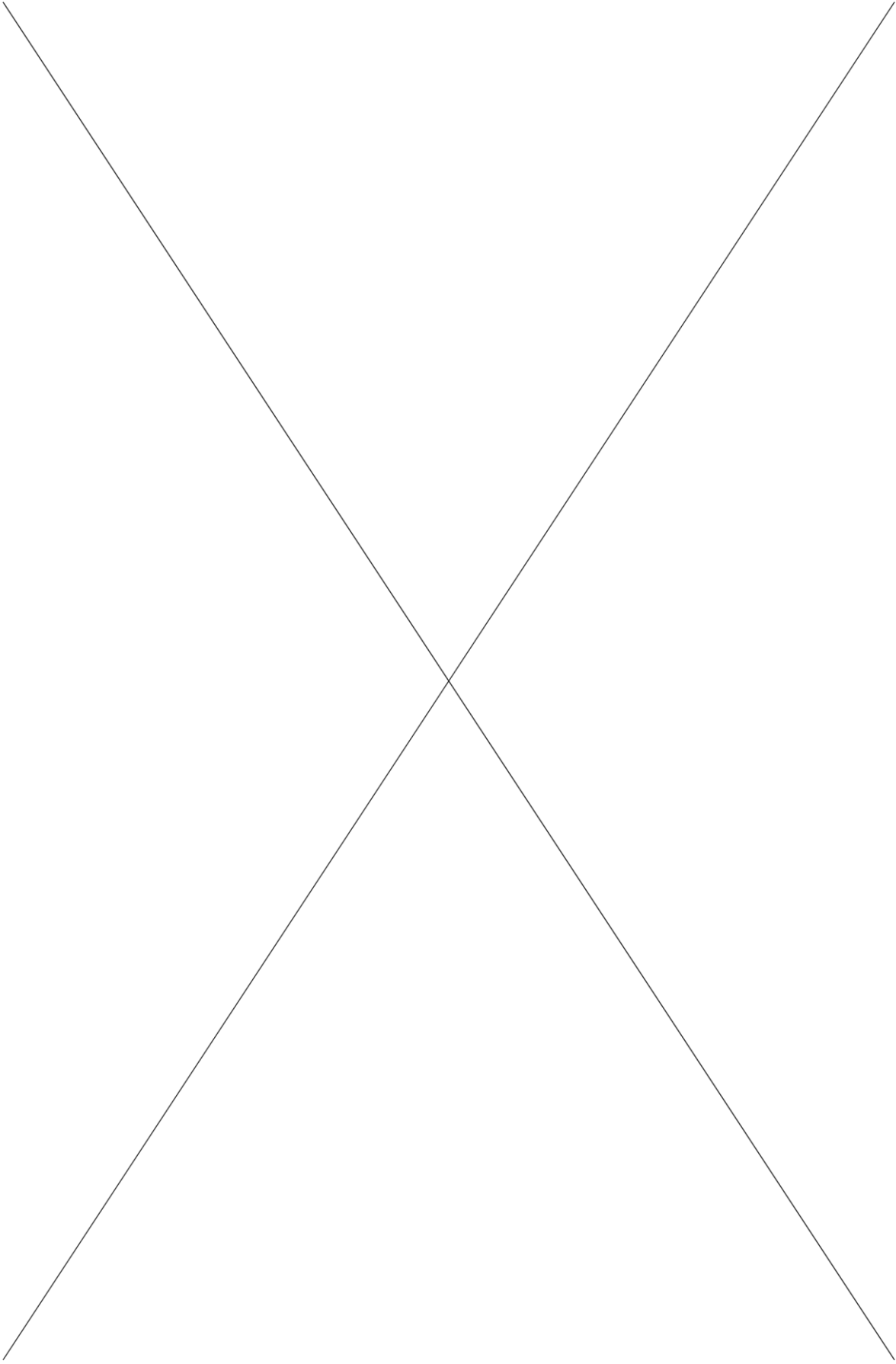
- Leadership Style: preparing and raising the awareness of leaders to coaching as they manage their teams, with the design and delivery of specific training targeting different levels of leadership;
- Internal Coaching: launching the In-House Coaching Programme, which certifies employees as coaches serving the needs of development of different segments;
- External Coaching: a pool of external coaches, identified in accordance with criteria of excellence, experience and diversity, to ensure the best fit into the aims of the Executive Coaching process and the coaches.

In 2013, more than 300 employees from 15 Group companies and 140 departments were involved in the different actions. This figure includes the pool of 34 in-house coaches who started their coaching activity with 34 employees recently appointed to senior management positions. This pool of in-house coaches will be joined by a further 15 who completed their certification in 2013.

With regard to external coaching, EDP relies on various EDP permanent staff members who are part of Executive Coaching Programmes.

It should also be noted that the Lead Now Programme was also designed and implemented in 2013, for employees recently appointed to senior management positions, whose aim is to support the transition, awareness of, and adjustment to a new role in the team, with the 1st edition attended by 36 employees.

NEVERENDING ENERGY 80





06

CONTRIBUTIONS TO
THE COMMUNITY



> ITALY
COLOSSEUM
Coordinates:
41°53'24"N 12°29'32"E
Time of day: 15H

VOLUNTARY CONTRIBUTIONS TO THE COMMUNITY

More than establishing a relationship with the community, companies with the mission, values and ethics of EDP seek real involvement in the community where they are located – either through the excellence of the relationship between all the stakeholders, or a proactive social policy, which not only brings the Group together as a whole, but also individually, the employees.

In this sense, the actions that constitute the company's Voluntary Contributions to the Community are structured primarily around its three foundations – Fundação EDP, Fundación EDP (Spain), and Instituto EDP (Brazil) – while the work at the level of the employees runs throughout the entire company structure, a truly volunteer network.

Regardless of the tables that demonstrate the effective contributions of EDP to the community, and its involvement in the most significant causes and concerns, it is important to understand the evolution of this strategic mission of the group. In this context, it is important to stress that, since 2008, the EDP Group has been a member of the London Benchmarking Group (LBG), which aims to measure and evaluate the impact of a company's social investment in the community.

The LBG Model is an effective tool currently used by over 120 companies, to enhance the company's contributions to the community, thereby enabling global reporting of their value to the community and to the company, and making comparisons by company and sector.

Using this model, EDP intends to understand its position in relation to other companies that also follow the LBG methodology, to improve internal and external reporting of its voluntary involvement with the community, making it more credible and transparent, to move the focus from the cost of the contributions to the benefits, and to enhance some unfamiliar areas in an integrated way (contributions in-kind, in time and management costs). It also has at its disposal, a tool able to provide input for the development of other tools, such as the Sustainability Balanced Scorecard of the EDP Group, for meeting the "Global Reporting Initiative (GRI)" guideline requirements or responding to the requests of investors seeking socially responsible investments, such as the Dow Jones Sustainability Index.

EDP is the only company in its industry (Electric Utilities) to occupy the "GOLD" category on the annual list produced by SAM. SAM, specializing in investment and asset management focused on sustainability, annually prepares a list of the most sustainable companies in the world, according to the scores obtained in the annual Assessment of the Sustainability of companies, classified into 59 industries.

In 2013, EDP becomes world leader in Utilities in the Dow Jones Sustainability Index (DJSI). For the 6th consecutive year it is part of the sustainability indexes of DJSI World and Europe. The Dow Jones Sustainability Indexes are considered the most stringent in evaluating performance at a global level. Internationally recognized for its practices of Corporate Social Responsibility, EDP continues its commitment to sustainable development, reaffirming its ability to create value for its shareholders and society.

THE ROLE OF FOUNDATIONS IN THE EDP GROUP

The Foundations are much more than a facilitating instrument for the EDP Group to plan and implement its social investment in the community – they are, in essence, the practical result of applying the values, ethics and mission of a business group that exists beyond its business, and is aware of its relevance in the balance and success of the community in which it operates.

In this context, the Group has three foundations: Fundação EDP (Portugal), Fundación EDP (Spain) and Instituto EDP (Brasil).

Throughout this report we can see the results of some of the major projects developed and supported by each of the Foundations, as well as other Business Units of the EDP Group.

❖ Fundação EDP

Fundação EDP is a private non-profit institution, created by EDP - Energias de Portugal, SA in December 2004. The establishment of Fundação EDP has consolidated EDP Group's commitment to the imperative of citizenship that it has assumed throughout its existence, demonstrating a concern for affirming modernity and increasing its support of important causes in diverse countries where it operates.

The areas of intervention of Fundação EDP are:

- Culture;
- Science & Energy;
- Social Innovation;
- Community Involvement;
- Access to Energy.

The 2013 financial year began a three-year cycle in which Fundação EDP commits to three fundamental goals: asserting an identity of Social Innovation; creating its own unique programme in Culture and Energy; executing international projects in A2E - Access to Energy for Human Development.

a) In social innovation: affirmation of identity

- Fundação EDP wants to be recognized in 2015 as Portugal's leading producer of social businesses. The EDP Social Lab and the EDP Social Hub are two forms already created to pursue this medium-term objective;
- Fundação EDP wants to affirm an identity and reputation for the role it now plays in the Social Sector. In 2013, it created its own brand in innovative activities in the sector of Children/Health: accentuating the link between credible projects, with an important national impact and a capital of trust established through partnerships already built with FEDP, is the proposed path to a more focused and distinctive social intervention;
- Fundação EDP responded to the country's crisis and tripled the size of the largest company sponsored programme to combat exclusion and respond to the needs of groups at risk. The EDP Solidária Programme in 2013 mobilized an investment of 1.5 million Euros, benefiting 51 social projects.

b) In Culture and Energy: a unique fusion of business and creativity

- In 2015, Fundação EDP wants to be a role model in the original way that it mixes Energy, Architecture and Art, as a Cultural and Scientific programme and as a way of involving national institutions and artists in international creative networks. The construction of the new Arts Centre, its connection to the Museum of Electricity, and the "Art and Architecture in Dams" circuit, are current projects that contribute to this vision;
- Fundação EDP invested 2.5 million Euros in 2013 to promote patronage and its own activities, increasingly converging and focused on Fine Arts. The construction of the Arts Centre began in December and should be completed in May of 2013, under the responsibility of EDP Imobiliária;
- Fundação EDP continued its collaboration with EDP Produção in the original guide to Public Art and Architecture in dams built, or under construction, in Portugal.

c) In Access to Energy for Development: a global solutions provider

- Fundação EDP promoted and launched the A2E project (Access to Energy) in 2011. The major objective of the project is to promote access to energy, promoting the use of renewable sources; combating electric exclusion; breaking cycles of poverty; empowering local communities and promoting social development, economic prosperity and local sustainability.
- Started in 2012, Fundação EDP continued to develop the Cabíri Solar Village project in Angola in 2013. This project involves the implementation of sustainable energy solutions in order to meet the basic needs of the local population, approximately 3,000 people, while respecting their social, environmental and cultural reality, and promote economic and social development, including the empowerment of the local community. In 2013, the construction phase was concluded: 505 solar photovoltaic systems were installed in 500 family houses and social facilities (schools, health centre, training centre, community space and a technical building) and 83 solar powered streetlights, with their inauguration planned for 2014. For the conclusion of the project, a final visit will be made to Cabíri, in 2014, in order to finalize the actions previously undertaken, particularly local empowerment, community involvement, and monitoring and evaluation of social impacts;
- As part of the Minirredes project of intermittent sources for serving Isolated areas, developed by EDP Brazil, near the hydroelectric plant of Santo António do Jari in Brazil, the provision of consulting services by A2E was agreed during 2013. The main objective of this consultancy, taking place in 2014, is the preparation of a technical report regarding the access to energy project, which will benefit 125 families, through monitoring its implementation in four targeted communities, and simultaneously, the preparation of guidelines for future actions in regards to new A2E projects.

❖ Instituto EDP

Instituto EDP was created at the end of 2007. It represents the commitment of EDP Group in Brazil to human and social development: through access to citizenship, culture, sports and education, encouraging citizens to rethink their attitudes towards consumerism and social commitment.

The Principles of Sustainable Development and the Corporate Policies guidelines, revised in 2013, with an emphasis on the Policy of Social Responsibility, continue to guide EDP's social investment in Brazil. The initiatives are aimed at creating value and balance in relationships with employees, customers, suppliers, local communities and other important social groups.

In 2013, the social and cultural investments made by the Group exceeded 1,531,300 Euros, and supported social projects focusing on education, culture, sports and local development, and have provided direct care to more than 80 thousand people. With the "EDP Culture" programme, social inclusion has been fostered through the selection of projects emphasising the empowerment of young people and children for enhancing, reviving and disseminating local culture. The "EDP in Schools" programme benefited over 9,000 students from 1st to 9th Grade, with the delivery of school supply kits, theatre in schools, improvements to the school environment and cultural competitions.

In sports, projects such as "Futebol de Rua pela Educação" (Street Football for Education) and "Esporte, Educação e Cidadania" (Sport, Education and Citizenship), "Volei Vida" (Volleyball Life) and "Inclusão Social pelo Futebol Society" (Social Inclusion through the Football Society), aimed at reducing social exclusion through sports, were supported.

The "EDP Volunteer Program", with the participation of EDP employees, promoted several citizenship actions, benefiting around 20,000 people served by social organizations. "Desafio do Bem" (Challenge for Good), "Parte de Nós Ambiente" (It's Up to Us – Environment) and "Parte de Nós Natal" (It's Up to Us – Christmas) are some of the highlighted projects.

These EDP activities, under the management of the Instituto EDP in Brazil, which promotes excellence in corporate social responsibility, helped to maintain, for the eighth consecutive year, the ranking of the EDP Group in Brazil in the BM&F Bovespa Corporate Sustainability Index (ISE Bovespa), reaching the benchmark level in the Social dimension.

In 2013, the first Instituto EDP report was published.

❖ Fundación EDP

Fundación EDP, originally the Fundación HidroCantábrico, was established in 2013 by the EDP Group companies operating in Spain.

Fundación EDP aims to promote, develop and support social, cultural, scientific, technological, educational, environmental, sports, defence, and heritage initiatives, and promote the study, preservation and dissemination of cultural, scientific and technological heritage related to energy, and similar areas, within the activities carried out by the EDP Group.

In 2013, Fundación EDP investments amounted to 3.8 million Euros, and supported various initiatives in Education and Research, Culture, Environmental and Social areas.

Fundación EDP contributed significantly to the education of university students through scholarship programmes, which supported more than 300 scholarships. The 1st and 2nd stages of elementary education were also the object of special attention with "¡Viva nuestra Energía!", an educational programme focused on the rational use of energy, as well as the importance of renewable energy, which reached more than 88,000 children.

Within the area of Culture we relied on direct collaborations with such significant institutions as the Prince of Asturias Foundation and the Guggenheim Museum in Bilbao.

Multiple activities have been carried out in the field of environmental initiatives, notably the planting of approximately 25,000 trees, fish restocking in collaboration with fishermen's associations, and "Global Wind Day", in Rabosera wind farm, with the organization of activities specifically for children.

In the Social area, the Fundación has collaborated with various NGOs through the (Responsible Points) programme, in which the Fundación EDP matches the donations from clients to various NGOs – and also participated in the "EDP Volunteer Programme", particularly in the projects "Parte de Nós – Ambiente" and "Parte de Nós – Natal".

In sports, popular running events were supported by the EDP Foundation, notably the "9th Women's Race" in Vitoria-Gasteiz, with over 4,000 women supporting the Spanish Association Against Cancer, and one more edition of São Silvestre de Oviedo, with over 3,200 participants.

Fundación EDP ensures the consistency and efficiency of the performance of the EDP Group in Spain, namely:

- Facilitating common policies on Social, Cultural and Environmental Actions of the Group;
- Making possible articulated and coordinated decision making across all the companies in Spain;
- Enabling the sharing with the Fundação EDP, of actions with uniform criteria and common practices, with synergies for the Group;
- Strengthening the credibility and image of the Group nationwide, and reinforcing the EDP brand.

SOCIAL IMPACT ASSESSMENT – FUNDAÇÃO EDP

Fundação EDP, concerned with the impact assessment of its activity, is aware that every Euro used should be strategically channelled to areas that create more and better value for the community. In its accountability to its shareholders and to the community at large, Fundação EDP aims to be a national and international role model in the evaluation of the social impact of its community investments, through efficient management of its resources.

THE ROLE OF FUNDAÇÃO EDP IN MEASURING THE IMPACT OF THE EDP GROUP.

In 2013, Fundação EDP was entrusted with the responsibility of managing the process of identification, collection and analysis of the total social investment of the EDP Group.

During this year, action was taken to improve the process of identification and acquisition of the Group's social investment, in particular its inputs, with intermediaries being identified and trained in all Group companies. The results confirm there was significant improvement in the identification of the EDP Group's social investments in the community.

In this context, the following were established as priorities in 2013:

1. The identification and collection of all voluntary social investment and the identification and empowerment of employees in all BUs with the LBG methodology;
2. Collaboration with Corporate Citizenship in the development of the LBG methodology;
3. Creation of reports for reporting on social investment.

MEASURING IMPACTS IN THE FUNDAÇÃO EDP

Given a strategic and constant monitoring vision for the projects supported, EDP Foundation requests that its partners make regular submissions of a report, following the LBG methodology, for better monitoring of the development of the projects and their outcomes, compared to expectations.

While the LBG is the benchmark methodology, other methodologies for measuring social impact are also being tested, such as SROI - Social Return on Investment or the VER tool, for deeper understanding of impacts and providing the necessary care in interpreting outcomes, in an area of knowledge that is still undergoing development and reflection.

Moreover, Fundação EDP was present at international forums, discussing trends, promoting debate on impact measurement, supporting awareness raising in organizations on the importance of developing clear, rigorous and transparent methodologies, engaging partners, third sector organizations, public and private entities in discussion on this issue and keeping abreast of best practices developed.

For wanting to go further than simply measuring outputs, and so trying to better understand the real impact of their actions on the lives of people benefiting from it, Fundação EDP moved forward in 2013 with the Outcomes search: the ultimate expression of the real impact of investment in society.

Accordingly, with the aim of analysing and understanding in-depth the mark that it has left on society, Fundação EDP launched a competition for evaluating the social impact of three projects that it has been developing and supporting:

- The EDP Solidarity (EDP Solidária) Programme, in an evaluation of its 10 years of operation;
- The New Orchestras Generation of Tras-os-Montes, from the beginning of its implementation 3 years ago;
- The UMAD Project to which the VER methodology will be applied.

Contributions (a) to the Community

Category	Unit	2013	2012	2011
Non-strategic investment	€	1.424.719,90	2.641.329,90	1.677.376,00
Strategic Investment	€	19.485.247,60	10.626.216,10	14.220.185,00
Commercial Initiative	€	2.439.393,20	1.563.966,00	4.493.958,00
Not applicable	€			5.720,00
Type				
Education	€	3.956.228,80	3.099.908,10	3.335.096,00
Health	€	1.836.327,40	1.118.568,80	723.878,00
Economic development	€	5.070.549,00	1.116.829,80	2.909.176,00
Environment	€	1.163.367,80	728.910,70	1.877.078,00
Art and Culture	€	5.459.531,70	4.527.647,90	5.526.203,00
Welfare	€	3.989.792,00	2.870.075,00	1.602.737,00
Response to emergency situations	€	32.673,30	32.344,00	65.300,00
Other	€	1.840.890,60	1.337.227,80	4.357.773,00
Type				
Monetary contributions	€	22.807.122,40	14.535.732,30	18.889.685,00
In-kind contributions	€	238.100,90	23.559,40	1.330.315,00
Contributions based on working time	€	304.137,40	272.220,40	177.239,00
Management costs	€	3.625.300,30	2.652.758,00	306.851,00
Total value of contributions (including management costs)	€	26.974.661,00	17.484.270,00	20.704.090,00

(a) 2013 amounts have not yet been validated by Corporate Citizenship

FROM PAPER TO PRACTICE, EDP IN THE COMMUNITY (SOME EXAMPLES)

❖ Social Innovation Hub

Fundação EDP – Portugal

The Social Innovation HUB completed its three-year pilot programme in 2013: studying, measuring and reporting, and with this, a framework for community action was begun. Territories and communities can now apply this social metric to other realities, with tools developed and tested by the FEDP, and analysed step by step, by the IES, a project partner. With these mechanisms, each disaggregated community will be able to identify its own problems and find their causes, to which it can apply formulas inspired by international projects, and others developed from the inside out, in a team motivated by the only factor that enables the patterns of social failure to be avoided: The improbable or new. In essence, Innovation.

By the end of 2013 the HUB team was ready for the new challenge: To apply this framework for community action, from the visible tip of the problem down into the localized social reality. It was this that it brought to a larger project, aspiring to be a European pilot, the Campo Maior Vila Solidária da Europa (Campo Maior European Social Village) project, in order to challenge the State and local community activists.

By developing a social diagnosis, the needs can be defined for each different community, and it can be activated while promoting its sustainability and autonomy. It is this know-how, born of the pilots carried out prior to the end of 2013 and substantiated in the reports produced that year, that now, in 2014, allows Alfândega da Fé to be

identified as an area in need of community action and strengthened social response, thus starting the implementation of a FEDP project for this region of Transmontana.

❖ Museu Arte na Rua (Museum of Street Art)

EDP Brasil – Brazil

An invitation to 120 youngsters to produce paintings (of up to two metres in height) on the walls of EDP Electricity Substations in Bandeirante / São Paulo / Brazil in socially vulnerable neighbourhoods. Featured themes: Sustainability and millennium goals proposed by the UN.

The project gave rise to a documentary on the process of creating the paintings, the actions and the results achieved. A blog was created with the project's title.

Once the painting was completed an inauguration was held at the EDP headquarters in Mogi das Cruzes/SP, with artists and city authorities amongst the guests. Finally, a catalogue of the initiative was produced with photos of the walls of the substations and streets, as well as information about the project and a chapter dedicated to the responsible use of energy and the millennium goals proposed by the UN.

❖ Oviedo University – Scholarships

HC Energia – Spain

The EDP Foundation launched the largest scholarship programme for university students in the Asturias. There are 175 study scholarships for students from different university courses, to complete their internships in different locations in EDP, the biggest energy company in the Asturias and one of the main energy sector operators on the Iberian Peninsula. It is currently the largest scholarship programme evaluated by the University.

EACH EMPLOYEE A VOLUNTEER

EDP, in its Human Capital, has the most valuable resource for non-profit organizations which, along with financial means, need the voluntary capacity and participation of citizens to increase the effectiveness of the valuable work they carry out amongst populations in need and groups at risk from social exclusion. For this reason, the efforts of the Group in making its employees aware of voluntary work are obvious – and, in this sense, the creation of mechanisms for communicating projects and organizing initiatives, in order to invite all of its employees to spend a few hours of their lives in the service of the community, in an exercise of pure citizenship.

The EDP Group gives each of its employees the opportunity to carry out voluntary activities within working hours, providing four hours a month for this purpose. This is potentially equivalent to over half a million hours per year that we make available to society through an internal "pool of volunteers".

The participation and involvement of employees in the Volunteer Programme is also fundamental for establishing EDP as a world reference in matters of Social Responsibility.

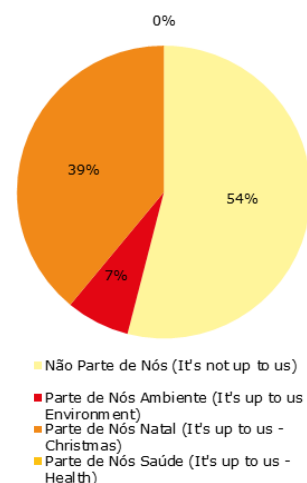
In 2013, more than 1,700 employees participated in the EDP Volunteer programmes, totalling 13,506 hours of work (more than 400 thousand Euros worth of labour) dedicated to this social component.

Thus 235,972 people have benefitted in terms of social well-being, education, environment, health and culture, amongst other areas. These numbers represent a substantial increase in EDP's support for its communities and countries: almost twice as many hours were given (compared to 2011), 8% more organizations benefitted and there was a very high level of effectiveness in raising awareness (from 1,340 participants in 2011, to 3,847 in 2012, and 6,042 in 2013 – not to mention the number of those participating online which increased fourfold from 2011 to 2013).

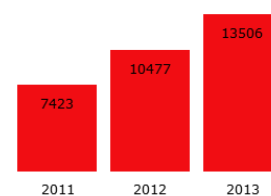
For this reason it is worth underlining EDP's Volunteering objectives:

- To reinforce the spirit of solidarity and mutual support between EDP's employees;
- To promote a culture of social responsibility and corporate citizenship.
- To give back to the communities that EDP is part of;
- To be an example and reference of a "Socially Responsible Company";
- To collaborate in the sustainable development of the countries in which EDP is present;
- To meet EDP's strategic sustainability values, with a view to improving the quality of life for current and future generations.

DISTRIBUTION OF VOLUNTARY CONTRIBUTIONS BY INITIATIVE



HOURS ALLOCATED TO VOLUNTARY WORK



The genuine impact of the volunteering structure across-the-board at EDP, managed by the Fundação EDP, resulted, in 2013, in 3 prizes being awarded by outside entities. Two were at a national level, one from Junior Achievement Portugal (a non-profit educational association), another from the magazine Meios e Publicidade, and the third, at an international level, from the Federation of European Business Communicators Associations (FEIEA).

In line with the EDP Group's strategic goals, where sustainability is one of the cornerstones, in 2013 the Fundação EDP, in partnership with the Corporate Centre's Department of Human Resources, consolidated the EDP Volunteering Programme in Portugal, Brazil, Naturgás Energias, HC Energia and EDP Renováveis.

Also this year, we surpassed by 24% the objectives regarding the number of partners involved in volunteering projects (the Group intended an increase of 30%, and it increased by 54%), and for 2015 it is aiming at a further increase of 50%. In line with this, although with less volunteer employees, we increased the effective contribution, in hours of work dedicated to volunteering, from 272,220 Euros to 301,137 Euros.

In financial terms, the EDP Volunteer Programme involved an investment of 140,127 Euros for its regular activities, of which the Fundação EDP provided 111,352 Euros (excluding expenses connected with Oncology (only carried out in 2013) and structural costs). From 2012 to 2013, a 52.4% reduction of costs was observed, due in great part to cost reductions with respect to the "Parte de Nós" international campaigns carried out solely with internal resources, and with less external impact.

FROM WORDS TO ACTIONS, EXAMPLES OF VOLUNTEERING

❖ LEAN Methodology

Fundação EDP – EDP Produção – Portugal

After the successful launch in 2012 of EDP Produção's LEAN volunteering, the Tango initiative, in collaboration with the association Empresários para a Inclusão Social (EPIS), has taken LEAN methodologies into schools, with the involvement of teachers, students, parents and school management. The programme is now under way in all schools in the Abrigada school grouping, involving about 70 teachers, 40 staff, 800 pupils, and parents or guardians.

Alongside freeing up financial resources, this Lean programme is having an effect in terms of behaviour and attitudes, particularly in the local community, through the awareness raising and training sessions delivered by the school grouping.

The success achieved has led to the partners being invited to present this "Case Study" at the Portugal Lean Summit, to be held at the beginning of May, in Lisbon. The project was also highlighted at the General Meeting of EPIS on 20 May.

The programme has been started in two further school groupings close to EDP Produção power plants in Constância and Figueira da Foz. This programme is also generating the interest of some local authorities.

❖ Pool of Volunteer Electricians

Fundação EDP – Portugal

The EDP Volunteer Programme (VP) in Portugal planned and implemented the creation of a Pool of Volunteer Electricians, in collaboration with EDP Distribuição. Having started out first in Lisbon, where it immediately became a success, it was then extended to the rest of the country, and can count on 22 volunteers in 10 locations from north to south. Seeking to support non-profit organizations, this work has already had measureable and proven levels of participation and effectiveness.

❖ Parte de Nós Natal

All Countries

In coordination with all the countries where the EDP Group operates, the Christmas Campaign was launched to contribute to a more humanitarian holiday season, by spreading joy among children and the elderly in institutions. This campaign ran from 9 December 2013 to 10 January 2014. In Portugal, a total of 73 activities were held, with 593 EDP Volunteers, who were joined by 198 Guest Volunteers, in a total of 854 participations, representing a total of 4,742 hours, which directly benefitted 4,804 children and elderly.

Globally, 96 activities were held, involving 89 institutions, directly and globally benefitting 7,704 people. 908 volunteers took part and performed 5,494 hours of voluntary work. The activities were as diverse as team activities in Brazil, or the collection of donations for a village in Honduras, carried out by EDP Renováveis, to which 863 employees contributed. The collection of donations allowed for money and surplus equipment worth around 63,883 Euros to be given to institutions.

❖ Houston Children's Museum

EDP Renewables – USA

Houston Children's Museum was founded in 1980 by a group of parents in the city who sought to foster early childhood development and to make this a priority of the whole community, reinforcing and supplementing classroom instruction. Every year, more than 850,000 people visit the Museum. Ten volunteers from EDP North America collaborate in the Museum's activities, whether in the Ecostation or in the "wind tunnel" exhibit, and in the "Matter Factory". The high point of this activity was in the FlowWorks exhibition where visitors can learn in depth about the world of energy generated by water.

❖ Houston Children's Charity – Back 2 School

EDP Renewables – USA

The Houston Children's Charity is a local non-profit organization dedicated to improving the quality of life for Greater Houston's needy children. Every year the Houston Children's Charity organizes the "Back 2 School Program", which offers children new backpacks and school supplies needed for the school year. The voluntary

efforts of EDP Renewables NA (EDPR NA) ensured that the "Back 2 School Program" 2013 was a success: 40 volunteer employees donated backpacks, packed with supplies for the whole school year. The assistant manager for the Eastern Region, Maria Rodriguez, took the lead in the purchase of school supplies, using a voucher scheme and a planned commercial strategy. Thus the amount of supplies gathered by EDPR NA employees was maximized and increased.

❖ **Energía Solidaria for Nyumbani**

HC Energia – Kenya

Volunteers from the EDP Group in Spain developed an ambitious new solidarity project. The initiative, within the scope of EDP's Corporate Volunteer Programme, has been underway for more than a year, thanks to the contribution of ideas, knowledge and effort by the volunteers. The Nyumbani project aims to attain energy self-sufficiency for an orphanage in Kenya and demonstrate the potential of renewable energy. To do this, a solar energy farm with 240 solar panels will be installed to supply Nyumbani Village.

All of EDP Spain was mobilized for this project in a donation system that the Fundación HC supported by giving one Euro for each Euro donated, in a Solidarity Day scheme – "Give a day of your work for a good cause".

JAP's Associate of the Year Award for the EDP Volunteer Programme

In November of 2013, Junior Achievement Portugal (JAP), which operates in the area of education for entrepreneurship, marked its 8th anniversary in a ceremony in which the Fundação EDP was one of the prize winners, winning the Associate of the Year Award.

Representing the Fundação, Natália Leite, a member of JAP's management, received the prize that represents the recognition of the work that has been developed and the dedication shown with respect to the JAP association.

Eduardo Moura, an EDP employee, also received the 2012/2013 JAP Award, which every year honours a personality with an active and significant role in the life of the association.

Being socially responsible, EDP has encouraged its employees to carry out voluntary work within the scope of JAP, of which the Fundação EDP has been a partner for more than five years. During this period, more than 500 voluntary participations have been recorded by EDP employees in the association's programmes, in which they have taught diverse themes related with entrepreneurship to children of various school levels.

The Grand Prize of Company of the Year by the magazine "Meios e Publicidade" for the EDP Volunteer Programme

The M&P Communication Awards aim to honour the most outstanding work, companies and agencies of 2012. EDP received a total of seven awards in the communication prizes.

Notable amongst the prizes received was the Social Responsibility/Responsible Company award, for the EDP Volunteer Programme.

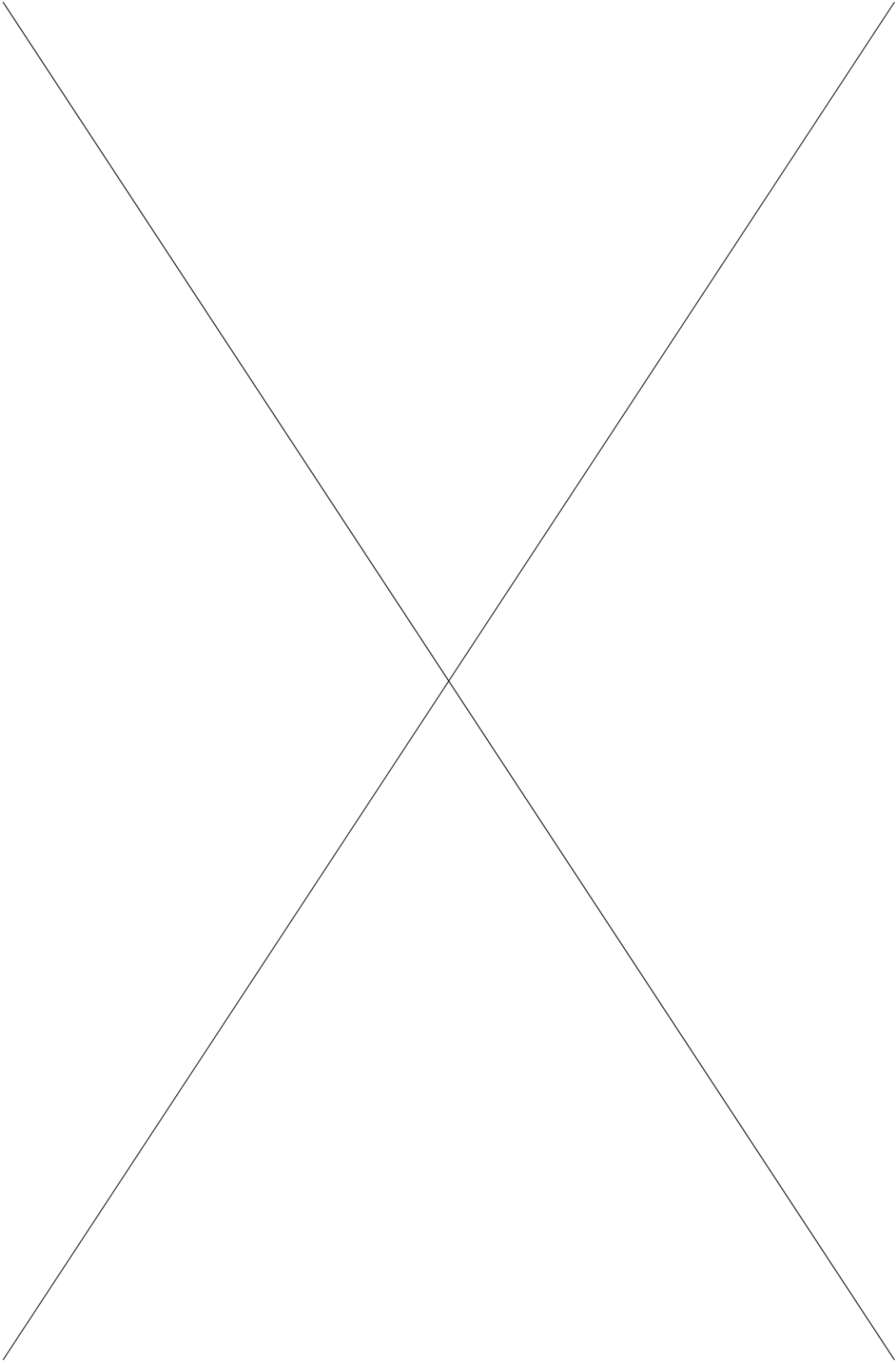
International Prize in the 2013 edition of the FEIEA Grand Prix

The FEIEA is a federation that brings together various business communication associations. These awards celebrate the best practises in internal corporate communication in various categories and sub-categories dedicated to events, strategies and internal communication publications, amongst others.

EDP won six prizes in the 2013 edition of the FEIEA Grand PRIX, which honoured the best business communication projects in Europe.

In the category "Internal Communication Strategy – Multinational", it won third prize with the EDP Volunteer Programme

Furthermore, the international impetus is a growing characteristic, whether in its own dealings, or as examples for others. EDP joined the Global Council for Corporate Volunteering (IAVE), and is the only Portuguese representative and the only electricity company present amongst dozens of companies worldwide, with the participation of IEDP (Brazil) as an active participant in the IAVE Conference in Guayaquil (Ecuador), and is part of the Steering Committee of the Global Council for Corporate Volunteering of this network.



07

ANNEXES

RESPONSIBILITY FOR REPORTING
ON SOCIAL PERFORMANCE 93

GRI TABLE 94





> ROMANIA
ROMANIAN ATHENAEUM
Coordinates:
44°26'29"N 26°5'49"E
Time of day: 16H

RESPONSIBILITY FOR REPORTING ON SOCIAL PERFORMANCE

CONTENTS OF THE REPORT

This report presents information on the social performance of the EDP Group, in the period from 1 January to 31 December 2013, focussing on the principal occurrences during the year. Apart from this report, EDP:

- Makes its 2013 Annual Report and Accounts available;
- Communicates its quarterly results to the market;
- Makes available on line (www.edp.pt), a series of sustainability indicators considered most significant;
- Publishes annual reports of EDP companies in Brazil and EDP Renováveis, which may be consulted for complementary information on the social performance of these companies;
- Makes available the annual report on the activities of the Fundação EDP, which may be consulted to gain a fuller understanding of the involvement of EDP in the Community.

For more detailed information see:

www.edp.pt > Sobre a EDP > Recursos Humanos

www.edp.pt > Sustentabilidade

www.edp.pt > Investidores > Publicações

www.edp.pt > Investidores > Publicações

www.edp.pt > Sustentabilidade > Abordagem à Sustentabilidade > Índice de Sustentabilidade

CORPORATE CONSOLIDATION CRITERIA

The criteria for the consolidation of the social information reported can be consulted in the 2013 Annual Report and Accounts, in annex I of the financial statements (which indicates the subsidiaries and associated companies included in the consolidation perimeter). For the purposes of detailed social information, the new Pecém power station was not considered. This exception was deemed immaterial, as it does not significantly affect the performance of the sustainability information.

GLOSSARY

To improve the comprehension and transparency of this report, an online Glossary is available that includes definitions of quantitative indicators and methods used throughout the document: www.edp.pt/pt/Pages/Glossario.aspx.

EDITORIAL RESPONSIBILITY

EDP - Energias de Portugal, S.A.

- Department of Sustainability;
- Department of Human Resources;
- Department of Brand and Communication – Corporate Culture

DATE OF PUBLICATION

May 2014

GRI TABLE



GRI EDP TABLE

PROFILE	LOCALIZATION Social Report and EDP website	ONLINE CONTENT	REPORT	GLOBAL COMPACT
1. STRATEGY				
1.1	Editorial	www.edp.pt>Sustainability>Publications	●	
1.2	Responsibility for reporting of social performance		●	
2. ORGANIZATION				
2.1		www.edp.pt>Sustainability>Publications	●	
2.2		www.edp.pt>Sustainability>Publications	●	
2.3	Organizational Structure		●	
2.4		www.edp.pt>Sustainability>Publications	●	
2.5		www.edp.pt>Sustainability>Publications	●	
2.6		www.edp.pt>Sustainability>Publications	●	
2.7		www.edp.pt>Sustainability>Publications	●	
2.8		www.edp.pt>Sustainability>Publications	●	
2.9	Responsibility for reporting of social performance		●	
2.10	Socially relevant facts in 2013		●	
EU1		www.edp.pt>Sustainability>Publications	●	
EU2		www.edp.pt>Sustainability>Publications	●	
EU3		www.edp.pt>Sustainability>Publications	●	
EU4		www.edp.pt>Sustainability>Publications	●	
EU5		www.edp.pt>Sustainability>Publications	●	
3. REPORT PARAMETERS				
3.1 to 3.11	Responsibility for reporting of social performance	www.edp.pt>Sustainability>Publications	●	
3.12	GRI Table	www.edp.pt>Sustainability>Publications	●	
4. GOVERNMENTS AND COMMITMENTS				
4.1 to 4.11	Priorities for 2014-2015	www.edp.pt>EDP>Corporate Governance>Corporate Governance Bodies	●	
MANAGEMENT				
EMPLOYMENT				6
EU 14	Training and investment		●	
EU 15	Retirement outlays and forecasts		●	
EU 16	Safety management in the workplace	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	
Employment	Page 29	www.edp.pt>EDP>on EDP>Human Resources>Social Report	●	
Labour/relations	Page 30	www.edp.pt>EDP>on EDP>Human Resources>Social Report	●	
Employment			●	
Health and Safety	Page 48	www.edp.pt>Sustainability>Prevention and Safety	●	
Occupational			●	
Training and education	Page 76		●	
Diversity and equal opportunity	Page 36; EDP Code of Ethics, Clause 3.1	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	
Equality remuneration by gender	Page 43		●	
HUMAN RIGHTS				1
Non-discrimination	EDP code of ethics, clause 3.1;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	1,6
Freedom of association and syndication	EDP code of ethics, clause 2.3;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	1,3
Child Labour	EDP code of ethics, clause 2.3;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	5
Forced and compulsive labour	EDP code of ethics, clause 2.3;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	4
Safety practices	EDP code of ethics, clause 2.3;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	2
Rights of indigenous communities	Online content	www.edp.pt>Sustainability>Publications>GRI	●	1,2
Evaluation	Page 25		●	
Remediation	Page 25		●	
COMPANY				1
EU20	Pages 22; 85		●	
Local communities	Pages 22; 85		●	
Corruption	EDP code of ethics, clause 2.2;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	
Public Policy	EDP code of ethics, clause 2.2;	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	
Unfair competition	Commitment to Sound Competitive Practices	www.edp.pt>EDP>About the EDP>Principles and Policies;	●	6
Fulfillment	EDP code of ethics, clause 2.2; 4.3	www.edp.pt>EDP>About the EDP>Corporate Governance>Ethics	●	
Emergency response	Page 48	www.edp.pt>Sustainability>Publications>GRI	●	
EU21	Page 48		●	
PERFORMANCE				
ECONOMIC PERFORMANCE				
EC1	Page 15		●	
SOCIAL: LABOUR PRACTICES				
EMPLOYMENT				
LA 1	Page 29		▼	
LA 2	Page 29		●	
EU 17	Page 15		●	
EU 18	Page 48		▼	
LA 3	Pages 44-45		○	
LA 15	Pages 45-47	www.edp.pt>Sustainability>Publications>GRI	●	
LABOUR/LABOUR RELATIONS				
LA 4	Pages 30-31		▼	
LA 5	Pages 30-31		●	

SOCIAL: LABOUR PRACTICES			
OCCUPATIONAL HEALTH AND SAFETY			
LA 6	15 pages; 48-52		●
LA 7	16 pages; 48-52		●
LA 8	17 pages; 48-52		●
LA 9	18 pages; 48-52	www.edp.pt>Sustainability>Publications	●
TRAINING AND EDUCATION			
LA 10	Pages 15, 79		●
LA 11	Page 77	www.edp.pt>Sustainability>Publications	●
LA 12	Page 33		●
DIVERSITY AND EQUAL OPPORTUNITY			
LA 13	Page 36		●
REMUNERATION EQUALITY BY GENDER			
LA 14	Pages 36-38; 43		●
SOCIAL: HUMAN RIGHTS			
OCCUPATIONAL HEALTH AND SAFETY			
HR 1	100% cited in the general terms of purchase for EDP Group		●
HR 2	Business Ethics		●
HR 3	15 pages; 77		●
NON-DISCRIMINATION			
HR 4	Business Ethics		●
FREEDOM OF ASSOCIATION AND COLLECTIVE AGREEMENTS			
HR 5	0% (Code of Ethics clauses 2.3.)	www.edp.pt>EDP>Corporate Governance>Ethics	●
CHILD LABOUR			
HR 6	0% (Code of Ethics; clause 2.3.)	www.edp.pt>EDP>Corporate Governance>Ethics	●
FORCED LABOUR			
HR 7	0% (Code of Ethics; clause 2.3.)	www.edp.pt>EDP>Corporate Governance>Ethics	●
SAFETY PRACTICES			
HR 8	n/av.		○
RIGHTS OF INDIGENOUS COMMUNITIES			
HR 9	No cases of violation of rights were recorded indigenous peoples		●
EVALUATION			
HR 10	Page 24. Internal process for ethical management and review in the context of the SCIRF model		●
REMEDIATION			
HR 11	Page 25		●
	Essential indicator	● Total Compliance	
	Power sector indicator	● Partial Fulfilment	
	Additional indicator	○ Not available	



TO BE CONTINUED...

edp

