

# Healthy Workplace Report

## 2018



# T A B L E

# O F C O N T E N T S



## PRESENTATION

page 2



## HUMAN RESOURCES FRAMEWORK

- Strategic Plan
- Human Resources Policy
- Sustainability Commitment

page 6



## HEALTHY WORKPLACE MANAGEMENT MODEL

- Physical working environment
- Health resources
- Psychosocial working environment
- Community involvement of the Company
- Audit of the Healthy Workplace Management Model

page 11



## PLANNING OF PREVENTIVE ACTIONS

- Corporate modality of the Prevention Service
- Details of Red Eléctrica's internal prevention service
- Programme of specific improvement projects and activities
- Training and awareness of the workforce
- Workers' participation
- Regulations
- Verification of Compliance with Legal Requirements
- Risk Prevention Audit
- Family-Responsible Company Model

page 17



## PHYSICAL WORKING ENVIRONMENT

- Occupational Health and Safety
- Ergonomics and Occupational Hygiene
- Accident management
- Work-related Accident Statistics
- Risk Map

page 35



## HEALTH RESOURCES

- Monitoring individual health
- Monitoring health of the workforce
- Promotion of health at work
- Medical assistance
- Absenteeism due to non-work-related illness/injury

page 63



## PSYCHO-SOCIAL WORKING ENVIRONMENT

- Management of psychosocial risk
- Management of the Work-life Balance

page 84



## THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY

- Corporate volunteering

page 90



## DIVERSITY

- Overall objectives

page 95



## INDICATORS

page 97



# PRESENTATION



*The Healthy Workplace Management Model is aligned with the Company's Strategic Plan, with the Human Resources Master Plan and with the 2030 Sustainability Commitment of the Red Eléctrica Group.*



## THE HUMAN RESOURCES MASTER PLAN

establishes leadership in occupational health and safety, through the Healthy Workplace Model

Red Eléctrica promotes best practices in occupational health and safety and well-being through the commitment and leadership of the management team. Its **Healthy Workplace Management Model**, deployed through a multi-year plan, is aligned with the Company's Strategic Plan, with the Human Resources Master Plan and with the 2030 Sustainability Commitment of the Red Eléctrica Group.

One of the cross-cutting strategies of Red Eléctrica's 2014-2019 Strategic Plan, currently in force, is based on a people management vector, which is committed to a healthy working environment that favours the organisation of work and the well-being of workers, allowing full advantage to be taken of resources and enabling the empowerment of talent to take on the challenges the Company faces. The Human Resources Master Plan establishes leadership in occupational health and safety, through the Healthy Workplace Model, as one of its essential lines, which is developed through various key actions, in order to facilitate fulfilment of professional objectives and is aligned with personal objectives in a safe and healthy working environment.

Within this framework, the **Red Eléctrica Healthy Workplace Management Model** has been consolidated, which establishes the general principles and guidelines for managing the promotion and protection of the occupational health and safety and well-being of its professionals, including the sustainability of the working environment, as a priority



## 2016-2019 ACTION PLAN

Its objective is to consolidate Red Eléctrica as a leading company in

## BEST PRACTICES

in preventive healthcare and health promotion

### *The Occupational Health and Safety Improvement Action Plan has helped increase the monitoring of work and the control of performance regarding safety.*

and one of the essential pillars of the value propositions offered to its employees.

Red Eléctrica has a strategy and a specific action plan, approved with a 2016-2019 horizon, with the objective of consolidating Red Eléctrica as a leading company in best practices in preventive healthcare and health promotion and the plan is structured around three main courses of action: a culture of prevention, the training and skills development of employees and the operational control of the work carried out, which are aligned with the Company's objective of constantly improving the processes related to the model.

Different activities and objectives were established for each of these courses of action during 2018, which create an umbrella under which many initiatives are carried out and developed with the aim of improving occupational health and safety performance and, with it, the accident rates of the Company and its suppliers.

The measures taken in regard to the Occupational Health and Safety Improvement

Action Plan have helped to increase the control and monitoring of work-related accidents through inspections and internal audits, as well as by improving the control of occupational health and safety performance carried out on all stakeholders, together with the improvement of the training and awareness of those involved in the process.

Establishing performance measurement controls is not always a sufficient way to guarantee that accidents do not occur, especially when a large part of these accidents, statistically proven, depend not only on human behaviour but also on the emotional state of the people. Both of these can be considered as determining factors that can have an impact on decisions that might be deemed inappropriate and therefore could lead to risky actions being taken.

Regrettably during 2018, a fatal accident occurred regarding a worker of one of our contractors. Although the causes are still pending clarification by the Labour Authority, initial investigations conclude that all the legal requirements and measures defined in the corresponding safety plan were met, and that the worker had the required training and experience, as well as the necessary personal safety equipment which were deemed to be in perfect condition.

This unfortunate event has represented a worsening of accident rates with respect to 2017, when the best values of the historical series analysed were obtained.



Attempting to limit the number of accidents at work and reduce the level to zero is part of the commitment the Company has with its professionals and the staff of its contractors working in the Company's facilities.

The main challenges and priorities of Red Eléctrica, in the quest to reach its objective of having 'zero accidents', will continue to be those associated with investigating and understanding the causes of an accident, as well as implementing preventive and corrective measures that will ensure it doesn't happen again. This is done through the implementation of **innovative** solutions as a disruptive element of generating value.

Although we are aware of the serious risks associated with the building and maintenance works carried out in the electricity facilities, the commitment to people means that every effort is geared towards minimising said risks. Special emphasis is placed on those courses of action that help improve both the behaviours and the safety measures undertaken during the completion of the works.

For Red Eléctrica, the promotion of health at work is a commitment that is showcased internally through the various campaigns, implemented over the years, and also externally with the recognition granted by different entities and organisations that position the Company as a benchmark in this field.



As in previous years, the **health promotion campaigns** and the communication of the Healthy Workplace Management Model have been focused on the prevention of the most common health risks for society, as well as on the promotion of healthy lifestyle habits, with the participation of Red Eléctrica's employees both at work, and further extending these best practices to the family environment.

In the psychosocial environment encompassed within the management of the work-life balance, in 2018 after the previous action plan concluded, the 3<sup>rd</sup> Comprehensive Work-life Balance Plan for the 2018-2021 horizon was developed and approved to give continuity to previous objectives and has set out new objectives.

The Red Eléctrica Group sets out its commitment to diversity, inclusion and



3<sup>RD</sup>  
COMPRE-  
HENSIVE  
WORK-LIFE  
BALANCE  
PLAN 2018-  
2021

**GIVES  
CONTINUITY**

to previous  
objectives and  
defines  
new ones



***The mission of the Comprehensive Diversity Plan is to inspire and be a reference, both within the Company and within the social, working and personal environment by challenging stereotypes and breaking down cultural barriers.***

non-discrimination, through its recently approved Comprehensive Diversity Plan, aligned with the Company's Strategic Plan and with the 2030 Sustainability Commitment. This Plan brings together under the same umbrella aspects related to diversity, or vectors, in which it has already been working, such as equality, disability and age, and extends its reach to other areas of diversity, such as LGTBI, cultural diversity, those living in rural areas and other vulnerable groups, etc., contemplated with the "+ diversity" vector. This encompasses two cross-cutting vectors, the work-life balance, which is considered fundamental for diversity management and a general cross-cutting vector and both these also have an impact on other aspects.

The mission of the **Comprehensive Diversity Plan (2018-2022)** is to inspire and be a reference, both within the Company and within the social, working and personal environment, through the commitment to diversity of



2018-2022  
COMPREHENSIVE  
DIVERSITY  
PLAN  
**ALIGNED  
WITH**

the Company's  
Strategic Plan  
and the 2030  
Sustainability  
Commitment

talent, socio-occupational inclusion and non-discrimination, by challenging stereotypes and breaking down cultural barriers.

**Gender equality** is one of the vectors included in the new Comprehensive Diversity Plan and meets the principles of equal opportunities in employment, the promotion of women into positions of responsibility, equal pay for men and women, the promotion of the equal sharing of family responsibilities between men and women, the prevention of moral, sexual and gender-based harassment, and the prevention of gender violence. These aspects are monitored through indicators that measure the progress of the defined objectives.

Red Eléctrica has continued working on the **Age Management Plan** that responds to the challenge that ageing is posing for the population. This Plan represents an important advance in the Company's commitment to generational diversity, as a further vector of the Comprehensive Diversity Plan.

This annual report is not only proof of our determined effort in this matter, but also of our conviction regarding the importance of **protecting and promoting** the health, safety and well-being of all people who carry out their work in our facilities, as well as the sustainability of the workplace itself, within a process of **continuous improvement** that allows Red Eléctrica to be recognised as a benchmark in these fields and for complying with regulations.

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK**
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 1

# HUMAN RESOURCES FRAMEWORK





# HUMAN RESOURCES FRAMEWORK

*The Strategic Plan, the Human Resources Master Plan and the 2030 Sustainability Commitment of the Red Eléctrica Group make up the reference framework on which the Healthy Workplace Model is implemented and carried out.*



## STRATEGIC PLAN

The Healthy Workplace Management Model is aligned with the Company's Strategic Plan, with the Human Resources Master Plan and with the 2030 Sustainability Commitment of the Red Eléctrica Group, deploying specific actions regarding the Sustainable Development Goals (SDGs) 3, 5 and 8.





## HEALTH AND SAFETY AT WORK

Through training in the correct use of work equipment and in the application of individual and group safety measures

## *The management model to promote the health of its professionals and the sustainability of the working environment are commitments set out in the Human Resources Policy.*

### HUMAN RESOURCES POLICY

The Human Resources Policy is intended to establish principles and guidelines relating to human resources based on efficiency and on the personal and professional performance of the organisation's employees, paving the way for the fulfilment of the strategies and objectives of the Red Eléctrica Group.

These basic principles and guidelines include:

- Ensuring people's safety while they perform the duties associated with their jobs through training in the correct use of working equipment, the application of individual and group safety measures, and by promoting and safeguarding the protection of the employees, equipment and assets of the Red Eléctrica Group, in accordance with the risks identified and their proper comprehensive management in terms of both efficiency and quality.
- Designing, implementing and promoting a healthy workplace management model and system by taking into account occupational health and safety, the promotion of health

outside work considering the epidemiological features of each community group, as well as physical and psychological well-being with the involvement and participation of all stakeholders and the integration of people with disabilities, as well as the development and fostering of the work-life balance, as essential factors of social well-being.

These two basic guidelines in the Human Resources Policy of the Red Eléctrica Group establish the following commitments regarding the development of a management model for the promotion and protection of the health, safety and well-being of the Group's employees, and the sustainability of the working environment:

- Integrate health, safety and well-being at all hierarchical levels and in all activities, in accordance with business commitments and the regulation in force.
- Focus management on the involvement and participation of all stakeholders connected to the fulfilment of these guidelines.
- Ensure the highest levels of health and well-being for all its professionals through the prevention of the risks associated with their professional duties, with the injuries or illnesses caused by both the physical and the psychosocial environment, and to provide health resources within the working environment, bearing in mind the legal, occupational and technological framework.



**The Sustainability Commitment of the Group seeks to provide a better response to its stakeholders and increase efficiency.**

- Inform all personnel working for the Company and its suppliers/contractors of these guidelines, with the aim of promoting a culture focused on the safety, health and well-being of all their professionals and of the environment in which they operate.
- Ensure compliance with all the legal requirements applicable to occupational health and safety, along with all the requirements set out in the Healthy Workplace Model.
- Provide all personnel with the professional tools and individual and general protective equipment required to perform their duties under safe and healthy conditions.
- Ensure that people have adequate training, so that they may perform the duties associated with their job position in a safe and healthy environment, from both a physical and a psychosocial perspective.

- Foster employee participation and consultation in all aspects of the occupational health, safety and well-being management system.
- Promote the ongoing improvement of the occupational health and safety performance and management system and include this system among the general requirements for a healthy workplace.
- Maintain the certification of the management system, through continually improved performance.

**SUSTAINABILITY COMMITMENT**

The Sustainability Commitment of the Red Eléctrica Group, approved in 2017 with a 2030 horizon, establishes a common framework in terms of sustainability that brings together all the actions undertaken in this area, in order to provide a better response to its stakeholders, increase efficiency and showcase the Company's commitment and performance regarding sustainability.

Sustainability is understood as the Company's commitment to creating shared value over time for all its stakeholders in the responsible development of its activities, including, of course, the employees of the Company.

Sustainability is based on the following principles:



FINANCIAL SUSTAINABILITY



TALENT, DIVERSITY AND EQUALITY



EXCELLENCE AND CORPORATE RESPONSIBILITY



PARTNERSHIPS WITH OUR STAKEHOLDERS



INNOVATION



CREATION OF SHARED VALUE



CORPORATE GOVERNANCE AND ETHICS



CARING FOR THE NATURAL ENVIRONMENT



TRANSPARENCY



RESPECT FOR HUMAN RIGHTS



The 2030 Sustainability Commitment of the Red Eléctrica Group is deployed through specific multi-year sustainability plans.

The 2017-2019 Sustainability Plan is made up of 18 essential courses of action that ensure responsible business management and enable the Company to make progress with our sustainability priorities and respond to the expectations of stakeholders.

The Healthy Workplace Model is incorporated within several of these fundamental courses of action with objectives aligned with these priorities, as a tool which places greater focus on guaranteeing the sustainability of the Company's employees:

- Course of action 3: Flexibility and adaptation of both people and ways of working.
- Course of action 10: Guaranteeing quality employment, occupational health and safety and well-being.
- Course of action 13: Consolidation of the employer brand.

In line with this Sustainability Plan, the **IMAGINA** project has been launched, as the cultural axis for the digital transformation of the Red Eléctrica Group, whose main objective is to adapt the Group's human capital to being effective working in a digital company.



## THE 2017-2019 SUSTAINABILITY PLAN

Is made up of

# 18 ESSENTIAL COURSES OF ACTION

that ensure responsible business management



**IMAGINA** is the project for the transformation of the ways of working within the Red Eléctrica Group, which is implemented through cultural and technological initiatives, as well as through improved processes and working areas.

Some of the initiatives are directly related to the **Healthy Workplace Model** as both share, among other aspects, some objectives such as working in a healthier, more flexible and adaptable working environment, which guarantees the sustainability of the business and responds to the current and future needs of employees.

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 2

# HEALTHY WORKPLACE MANAGEMENT MODEL





# HEALTHY WORKPLACE MANAGEMENT MODEL

*Red Eléctrica is a company that is committed to the health and safety of employees and to the reduction of accident rates.*



## HEALTH COMMITMENT

Through campaigns to promote health carried out for more than

# 20 YEARS

The concept of Occupational Health and Safety has broadened and changed as the result of a range of social changes and has now become an area of people management with its own features and with enough weight to require the development of several courses of action.

Identifying health as ‘a state of complete physical, mental and social well-being, in harmony with the environment, and not just the absence of illnesses or disorders’, there has been a move away from an exclusive focus on analysing physical, chemical and biological risk factors towards a broader approach that combines these with other people management variables, given that people are a company’s most important asset. While health and safety management must begin with risk prevention in the workplace, the current focus is on all aspects of health, with the aim of creating, developing and generating healthy working environments in which attention is paid to the health and well-being of employees with a view to improving their quality of life.

Red Eléctrica is fully committed to the health and safety of its professionals, as evidenced through the numerous health promotion campaigns carried out over the last twenty years, the wide range of activities aimed at promoting health and quality of life, and the implementation of health and safety management systems that have resulted in low accident rates. The Healthy Workplace Management Model should allow the Company



**Red Eléctrica has the firm commitment and leadership of the management team to promote best practices in occupational health and safety and well-being through its Healthy Workplace Management Model, deployed through a multi-year plan.**

to organise all of these activities in a more coherent and structured way, with regard to the planning, monitoring and assessment of all the actions taken to achieve greater well-being among employees, their family environment and that of the community.

Red Eléctrica promotes best practices in occupational health and safety and well-being under the **Healthy Workplace Management Model**, aligned with the Company's Strategic Plan, with the Human Resources Master Plan and with the 2030 Sustainability Commitment of the Red Eléctrica Group.

Under this framework, the Healthy Workplace Model is established on four main courses of action.

The annual programmes aim to consolidate Red Eléctrica as a leading company in best practices in preventive healthcare and health promotion and the plan is structured in three main courses of action:

- a culture of prevention

- training and skills development of employees, and
- the operational control of the work carried out.

The effort devoted to the development and continuous improvement of health and safety management systems at Red Eléctrica in recent years has resulted in the Company's advance towards a Healthy Workplace Model

**H E A L T H Y / W O R K P L A C E  
M O D E L / P R I N C I P L E S**

**Physical work environment**

*Provide the necessary means to perform the tasks associated with the job position under the optimal health and safety conditions.*



**Community involvement**

*Actions carried out by the Company that can impact on the improvement of the health and well-being of the families of their employees and the local communities in which the Company's facilities are located.*

**Health resources**

*Provide the workforce with tools to improve their state of physical and mental health, contributing to their well-being and quality of life.*



**Psychosocial work environment**

*Implement tools and resources regarding the management and organisation of work that promotes the physical and psychosocial well-being of employees.*



## HEALTH RESOURCES PEOPLE AND TOOLS

that contribute to improving the physical and mental health of workers



and the establishment of a set of general management principles and guidelines designed to promote and protect the health, safety and well-being of its professionals and the sustainability of the working environment. By integrating health management into all its processes and activities, the Company seeks to achieve the highest levels of health and well-being, thus improving quality of life, the family environment and that of the community.

### PHYSICAL WORKING ENVIRONMENT

The physical working environment refers, among other things, to the structural design of the workplace and its air quality, machinery,

furnishings, chemical products and materials. The working environment also considers production processes during the working day; any factors that could affect the physical health and safety of the workers, as well as their mental health and well-being. It also includes issues that have traditionally been addressed by the technical areas of occupational risk prevention services.

### HEALTH RESOURCES

Health resources in the workplace are the people and tools that can be used to improve the physical and mental health of employees and thus contribute to their well-being. This includes direct interventions that affect the health of workers and that may or may not be related to their actual employment duties, addressing all aspects of prevention primary, through the promotion of good health, providing information and incentivising healthy habits; secondary, through the early diagnosis of illnesses and the detection of risk factors, providing support for their monitoring and control; and tertiary, through the assistance, treatment and rehabilitation of employees while at work, using workplace medical services and providing health insurance for employees.

### PSYCHOSOCIAL WORKING ENVIRONMENT

The psychosocial working environment includes work organisation, corporate culture and attitudes, values, beliefs and practices



**Participation in the community includes the activities carried out by the Company aimed at the families of its employees, as well as the community in which its facilities are located, taking into consideration its physical, social and environmental aspects.**

that are experienced in the company, on a daily basis, and which affect the psychological and physical well-being of all professionals. Situations that could cause stress or other disorders are identified with a view to minimising and mitigating them, and professional and personal circumstances are created to contribute to the well-being of all employees.

### COMMUNITY INVOLVEMENT OF THE COMPANY

Companies form part of a surrounding community that has a direct influence on individual health. Involvement in the community includes the activities that a company carries out for the employees' families and for the community in which it operates, taking into account the physical, social and environmental aspects that will improve the physical and mental health, safety and well-being of the company's professionals, their families and the community they belong to.

### AUDIT OF THE HEALTHY WORKPLACE MANAGEMENT MODEL

On the 30 and 31 May 2018, the first audit for the renewal of the Healthy Workplace Model certificate was conducted and the results of said audit did not identify any situation that could have potentially affected the fulfilment of the goals established.

The audit report concludes that the Healthy Workplace Management Model has been implemented and that it complies with the requirements established in the reference model.

This is a model that is not limited merely to risk prevention, and though it sets the objectives and undertakes all the initiatives required in this area, it includes them as part of a broader strategy aimed at promoting and protecting the health, safety and well-being of employees, along with the continuous sustainability of the working environment. Nonetheless, the system is still in its infancy, and although it does have a decent track record thus far, it will still be necessary



### 2018 AUDIT

The audit report has considered the Healthy Workplace Management Model as

# IMPLEMENTED



to continue working on making improvements going forward. In order for the model to be fully consolidated, it will need to undergo an analysis of the system and the data obtained from the monitoring and measuring tools provided by the management system.

Some of the strengths specified by the audit were the following:

- Management involvement and leadership in occupational health and safety aspects.
- Epidemiological study regarding Temporary Incapacity broken down by cross-referenced diagnostic categories: age, work position and post-scientific rigour.
- Commitment and professionalism of personnel that results in a comprehensive approach, design and implementation of the healthy workplace campaigns.
- Promotion of sport, highlighting the wide range of sporting activities (paddle tennis, soccer, swimming, running, basketball, tennis, etc...), a high-level of participation in all of them and the implementation, on an individual basis, of a physical check-up.
- Recognition of the model of good practice in 'Workplace Health Promotion', of 10 May 2017, granted by the INSHT (National Institute for Occupational Health and Safety) in collaboration with the European Network for Workplace Health Promotion.



## PROMOTION OF SPORT

One of the

# STRONG POINTS

of the Healthy Workplace Management Model



- Commitment to continuous improvement, as well as the collaboration, engagement and professionalism of the workforce, translated into comprehensiveness in the approach, design and execution of health promotion campaigns.
- Actions carried out regarding the management of work-related incapacity and integration of disability.

**No incidents of non-compliance were identified during the audit process.**

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 3

## PLANNING OF PREVENTIVE ACTIONS





# PLANNING OF PREVENTIVE ACTIONS

***Red Eléctrica's Prevention Service was created to ensure compliance with the workers' entitlement to occupational health and safety.***



## INTERNAL PREVENTION SERVICE

Created to comply with the Law on the Prevention of Occupational Risks

### CORPORATE MODALITY OF PREVENTION SERVICE

The Prevention Service at Red Eléctrica de España S.A.U. was created to ensure compliance with its workers' entitlement to health and safety, as guaranteed under the Spanish Constitution, and promoted by the European Health and Safety Framework Directive 89/391/EEC, which was transposed into the Spanish legislation by means of Law 31/1995 on the Prevention of Occupational Risks.

In order to comply with the requirements of Chapter IV of Law 31/1995 on the Prevention of Occupational Risks, and as established in Royal Decree 39/1997 (which approved the Regulation of Prevention Services), in Chapter III, Organisation of Resources for Prevention Services, Article 14, relating to its internal prevention services, Red Eléctrica de España S.A.U. has established its own internal prevention service, given that the first of the requirements contained in Article 14, section a) is met by the Company, namely that it has more than 500 workers. These services are aimed at creating greater awareness regarding the full scope of both the risks resulting from its activities and how they can be prevented and avoided, in a manner that can be adjusted to suit each work site, the characteristics of the people who work there and the specific activities in which they engage.

The expansion and consolidation of the Red Eléctrica Group as a global operator of



strategic electricity and telecommunications infrastructures, both in Spain and abroad, has led to the successful management of the creation of a Joint Prevention Service, established in 2018, by the following companies:

- Red Eléctrica Corporación (REC).
- Red Eléctrica De España S.A.U. (REE).
- Red Eléctrica Infraestructuras Canarias (REINCAN).
- Red Eléctrica Infraestructuras Telecomunicaciones (REINTEL).
- Red Eléctrica Internacional (REI).

Taking as a reference article 21 of Royal Decree 39/1997 by which the Regulation of Prevention Services is established, it is agreed that a joint prevention service will be set up, when the following conditions are met:

*Belonging to the same business group, the Red Eléctrica Group, which carries out business activities in the same facilities and buildings.*

Similarly, in compliance with article 24 of Law 31/1995 on the Prevention of Occupational Risks, which deals with the coordination of business activities in the field of risk prevention, preventive actions will be coordinated between the aforementioned companies and others that develop their productive activity in buildings and facilities of the Red Eléctrica Group.

## During 2018, the creation of a Joint Prevention Service with the companies of the Group was successfully managed.

The mandatory information and consultation process has been drafted for the representatives of the workers in the Occupational Health and Safety Committees of Red Eléctrica de España, S.A.U. (Meeting minutes No. 82 and 83) and the outcome of the adoption of this organisational structure in prevention has been positive.

### Internal Prevention Service. Identification

1	Company name: Red Eléctrica de España, S.A.U.	6	If the activity engaged in is classified under group "h) Activities in building construction, excavation, earth movement and tunnelling works, involving the risk of falling from a height or being buried." of the aforementioned Appendix I to the regulations for prevention services, what kind of construction or civil engineering work covers the activities engaged in at your working premises, under the classification set out in appendix I of Royal Decree 1627/1997 of 24 October 1997, which established the minimum requirements for occupational health and safety during construction work? c) Construction. k) Maintenance.
2	Tax Id. Code (CIF): A-85309219	7	If this were to be the case: what kind of work does the Company carry out or manage that involves special risk for the occupational health and safety of its workers, according to the list set forth in Appendix II of the aforementioned Royal Decree 1627/1997 of 24 October 1997? 4) Works performed close to high-voltage electricity lines.
3	Registered office: Paseo del Conde de los Gaitanes, 177. 28109 Alcobendas (Madrid - Spain) Tel: 91 650 20 12 Fax: 91 650 45 42 www.ree.es/en		
4	Commercial activity or activities: CNAE 3512 - Electricity Transmission		
5	Activity under Appendix I of Royal Decree 39/1997 carried out or performed at the Company's facilities: h) Activities in building construction, excavation, earth movement and tunnelling works, involving the risk of falling from a height or being buried. i) Work involving high-voltage electricity risks.		



## INTERNAL PREVENTION SERVICE

Undertakes the preventive disciplines of Health and Safety at Work, Industrial Hygiene, Ergonomics and Applied Psycho-sociology and Occupational Medicine



### DETAILS OF RED ELÉCTRICA'S INTERNAL PREVENTION SERVICE

Given the size of the workforce in 2018 and pursuant to Article 14 of the Regulation of Prevention Services, Red Eléctrica de España has established an Internal Prevention Service which is accredited and responsible for the following preventive disciplines: Safety at Work, Occupational Hygiene, Ergonomics and Applied Psycho-sociology and Occupational Medicine.

The Prevention Service's premises and facilities are housed at Red Eléctrica's Head Office at Paseo del Conde de los Gaitanes 177, La Moraleja, Madrid - Spain.

Other internal prevention services are also based at its work centres in Valencia, Seville

and La Coruña, to offer an enhanced service to employees working throughout the Spanish mainland territory. It also offers this service at its work centres in both the Balearic Islands and the Canary Islands.

### PROGRAMME OF SPECIFIC IMPROVEMENT PROJECTS AND ACTIVITIES

Actions have been carried out and implemented in each of the environments of the Healthy Workplace Model.

**Physical Environment**  
Main improvement projects and objectives carried out during 2018.

- Creation of the Joint Prevention Service.



- Design of an action plan to be carried out to achieve the transition from the OHSAS:18001 standard to the new ISO:45001 standard for the certified management system of occupational health and safety.
- Improve the training and skills requirements needed by those involved in the execution of works and activities in facilities.
- Creation and development of a Health and Safety Bulletin, as a communication channel to promote a culture of prevention, and to disseminate information regarding health and safety, both within and outside of the scope of the activity that Red Eléctrica carries out.
- Creation of a prevention balance scorecard which is cross-cutting and encompasses the Maintenance, Construction and HR Departments, as a standardised monitoring and control tool regarding health and safety conditions in the performance of works.



## 2019 OBJECTIVE

Development of innovation projects to incorporate solutions, and new forms of work that will have an impact on the improvement of the

## HEALTH AND SAFETY PROCESSES

- Design and implementation of a new supplier assessment model that includes the joint assessments of all the Organisational Units that are involved in the execution phase of the works.

### Main improvement projects and objectives planned for 2019.

- Promote the development of innovation projects, as a disruptive element of value creation, to incorporate solutions, and new ways of working, that directly impact the improvement of occupational health and safety processes. These will be carried out within the framework of the 2016-2019 Innovation Strategy of the Red Eléctrica Group, through the priority line of action of the people management vector.
- Implementation of the new model of skills and capacities training in Occupational Health and Safety by adapting the contents of the existing training units, focusing on those aspects with a greater impact from a prevention point of view. Putting in place a methodology regarding the knowledge evaluation process and the development of new training units and analysis for the implementation of IT computer systems for monitoring the certifications.
- Optimisation of the figures defined in the organisation of the work, both from a technical and preventive point of view, reviewing requirements to be met by



## ELMA PILOT PROJECT

For the assessment of the usefulness of implementing a telemedicine application

**The 2018-2022 Comprehensive Diversity Plan is expected to be launched in 2019 with the drafting of the Annual Diversity Programme 2019 and the preparation of the necessary elements for its monitoring and successful implementation.**

the various roles and the corresponding certification processes.

### Health Resources

Main improvement projects and objectives carried out during 2018.

- Development of health promotion campaigns and other specific actions.
- Implementation of a physiotherapy consultation service.
- Inauguration of the Energy space.

Main improvement projects and objectives planned for 2019.

- Assessment of the usefulness of implementing a telemedicine application through the ELMA pilot project.
- Continuation of the project to improve the assessment of training and adaptation to positions with risks associated with age.

- Encourage participation in sporting activities as a healthy lifestyle habit.
- Deploy the Health Promotion Campaigns included in the Health Resources area of the Healthy Workplace Management Model.

### Community/society

Main improvement projects and objectives carried out during 2018.

- Implementation and execution of the 2018 Corporate Volunteering Programme.

Main improvement projects and objectives planned for 2019.

- Launching of the 2018-2022 Comprehensive DIVERSITY Plan with the drafting of the Annual Diversity Programme 2019 and the preparation of the necessary elements for its monitoring and successful implementation.
- Evaluation of the situation of the Red Eléctrica Group when faced with the problem of the existing wage gap in society, defining a methodology that allows the establishment of periodic review procedures for internal and external reporting and take the necessary measures in those cases where it is deemed appropriate.
- Development and implementation of the 2019 Corporate Volunteering Programme.



### Psychosocial environment

Main improvement projects and objectives carried out during 2018.

- Definition of the 3<sup>rd</sup> Comprehensive Work-life Balance Plan 2018-2021.
- Execution of the 2018 Work-life Balance Plan.

Main improvement projects and objectives planned for 2019.

- Develop a monitoring model of the emotional state of the workers, which could be used to determine risk behaviours and unsafe actions of those workers in positions with special risk.
- Deployment of the 3<sup>rd</sup> Comprehensive Work-life Balance Plan and the 2019 Programme.

### TRAINING AND AWARENESS OF THE WORKFORCE

#### Specific training in occupational health and safety

Red Eléctrica considers training and awareness-raising in the field of occupational risk prevention essential to reduce accidents and guarantee occupational health and safety throughout its workforce.

Red Eléctrica has designed a training programme for each job position, based on



### TRAINING

In 2018, 907 people took part in the occupational health and safety training programme, with a total dedication of

**5,612 HOURS**

the risks associated with the professional activities involved. Mandatory certifications have been defined in internal regulation AMO12, consisting of the completion of the training required in order to perform the duties associated with certain job positions.

During 2018, a new training management model based on certifications was developed according to the activity carried out, which represents a significant improvement compared to the current model. It favours a cross-cutting nature in the field of prevention training and ensures that employees will improve all the skills required regardless of the job position. During 2019, work will continue on the development and implementation of this new training model.

During 2018, 907 people took part in the training programme regarding occupational



health and safety with a total dedication of 5,612 hours.



The number of training hours regarding occupational health and safety has been reduced in relation to the effort made in 2017, this is a result of the occupational health and safety training plan established in the internal regulations (AM012) having been standardised.



This training aims to strengthen the specialisation and quality of the programmes offered and, specifically, to integrate training relating to safety in the workplace into the Company's general training plan.



The way that the training has evolved in recent years is set out in the following table:



### Classroom training on prevention

	2011	2012	2013	2014	2015	2016	2017	2018
No. of training sessions completed	91	69	48	65	88	123	172	32
No. of attendees	929	577	383	672	1,097	1,225	1,579	274
No. of hours of training	8,050	6,380	3,358	6,209	5,736	7,066	14,172	2,001

### Online training on prevention

	2011	2012	2013	2014	2015	2016	2017	2018
No. of training sessions completed	13	9	1	1	4	1	17	16
No. of attendees	110	129	4	47	68	13	216	653
No. of hours of training	174	129	4	47	113	79	572.5	2,013



***In addition to the specific training related to the risks associated to job positions, Red Eléctrica is committed to a more extensive training directly related to preventive healthcare and health promotion.***

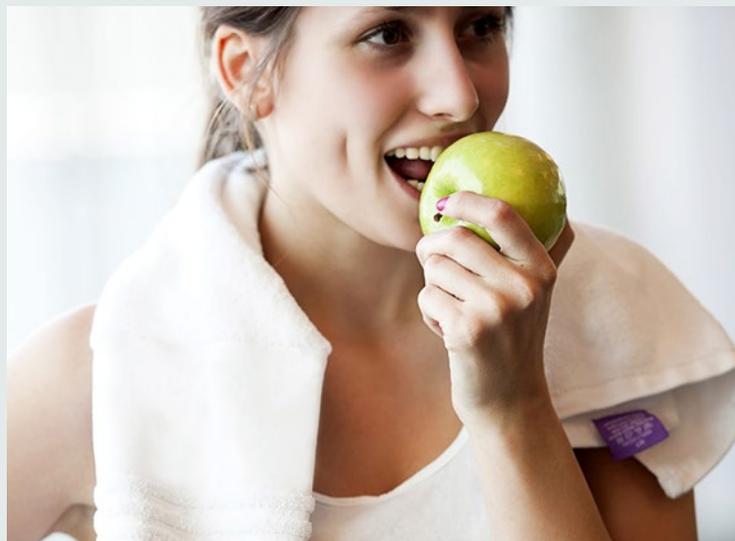
In addition to the occupational health and safety training established in internal regulation (AM012), the following courses were also given:

### Other OHAS training

	Sessions	Students	Hours	Total hours
Well-being	1	9	4	36
Forklift training	1	4	7.5	30
Health coaching	1	1	32	32
Master PRL	1	1	1,500	1,500
<b>Total</b>	<b>4</b>	<b>15</b>		<b>1,598</b>

Various workshops and talks have been organised for all the employees of the Red Eléctrica Group who would like to participate, in person or via videoconference [attendance was voluntary].

- Promotion of healthy eating: Label reading workshops in Madrid, Vitoria and Bilbao, which have involved 100 hours of training and where 50 people have taken part.
- Stroke prevention:
  - Training in first aid for prevention delegates and those people interested in learning more about the tell-tale signs of the onset of a stroke, with a participation of 20 people.
  - Online training pill "Passport for life" provided to all Group professionals.
- Promotion of healthy ageing: Dissemination actions in Madrid, Seville, Zaragoza, Valencia and Palma de Mallorca, with 200 attendees.



The Company also participated in and collaborated on the training and recycling of knowledge regarding occupational health and safety in Local Operation techniques of substations, both for our own personnel and for the various Substation Maintenance Contractors that conduct Local Operator functions.

### Communication and awareness

During 2018, actions foreseen in the internal communication plan for occupational health and safety were carried out, aimed at raising awareness regarding the most significant aspects of the prevention and promotion of health and safety.

Among the actions undertaken in this area noteworthy are:



## THE INTERNAL COMMUNITY HAS BEEN CONSOLIDATED

in the corporate intranet to make enquiries, suggestions and solve doubts related to occupational health and safety

- Drafting of the 2017 Occupational Health and Safety Annual Report and its publication in digital format on the internal and external web. This was also translated into English and a summary version was published highlighting the most significant aspects.
- Consolidation and development of the Internal Consultation Forum, created in 2016, on the corporate intranet through which consultations, suggestions and the resolution of doubts related to health and safety can be made, encouraging the participation of employees and facilitating a standardised interpretation of resolutions, through its dissemination to all Red Eléctrica personnel.
- Meetings with contractor companies to monitor and analyse their health and safety prevention results, as an element of raising awareness and promoting prevention as a factor of quality and safety at work.
- Production and release of a short film whose theme was prevention in order to increase awareness and strengthen the involvement of all those involved in the processes, as a factor in the positioning of Red Eléctrica as a leading company in promoting a culture of prevention.
- Publication of news on the intranet in relation to campaigns to foster healthy lifestyle habits, exercise and nutrition, flu vaccinations, and others related to



**The Health and Safety Bulletin aims to be a channel that promotes a culture of prevention and encourages its dissemination both within the scope of the activity carried out by the Company and outside the organisation.**

the psychosocial environment, stress management and actions regarding the work-life balance.

- Participation in specific conferences and congresses related to the Healthy Workplace Model. The My Company is Healthy Event, the Nutrition Congress.
- Participation in UNESA's Occupational Medicine working group.
- Participation in UNESA's Safety in the Workplace working groups.
- Participation in the working group for large companies' in-house medical staff.
- Launch and publication of a Health and Safety Bulletin that responds to our commitment to the occupational health and safety of employees and all those who perform work and activities in our facilities. This periodical publication aims to be a channel that promotes a culture of prevention and seeks to disseminate occupational health and safety information both within and outside the scope

of the activity that REE develops. The main recipients are all those people who participate in our activity, both internally and externally with the aim of providing clear and concise information, either through "refresher training pills" or articles on various topics of special interest. We intend to make the bulletin become a useful tool for its users and even taking it a step further, making sure that the communication between the users and the publication is bidirectional. During 2018, three occupational health and safety bulletins were published, with a total of 22 opinion articles.

**WORKERS' PARTICIPATION  
Occupational Health and Safety  
Committee**

The Occupational Health and Safety Committee met 4 times during 2018, as required under Law 31/1995 on the Prevention of Occupational Risks. The Committee is made up of 6 employees' representatives and 6 Company representatives. These meetings follow up all preventive healthcare and health promotion activities, reviewing processes and analysing and monitoring the results of these activities



The Occupational Health and Safety Committee has held

**4**

**MEETINGS**

in order to monitor all the preventive healthcare and health promotion activities



## PERSONALISED NUTRITION CONSULTATION

In person at the Head Office and online for other work centres



and the Occupational Health and Safety programmes.

- The Committee hears the opinions of prevention delegates relating to prevention policy and planning, as well as analysing the proposals for improvement put forward by the employees through the established channels. It also examines the results of the internal and external audits carried out and any improvement actions implemented.
- The minutes of meetings record the items discussed, and these are published on the internal website so they can be viewed by all employees and stakeholders.
- Monitoring of the activities regarding preventive healthcare and health promotion, as well as the new applicable legal regulations has been carried out. In addition, there has

been a review of internal processes and regulations, as well as the analysis and monitoring of the occupational health and safety results and programmes as well as the control of safety equipment and materials.

- The following campaigns included within the Healthy Workplace Model were communicated to the Committee:
  - Nutrition campaigns, with an activity called 'healthy eating', aimed at the children of employees as part of the 'days without school' initiative. Personalised nutrition consultation (in person) at the Head Office and online for other work centres.
  - Promotion of physical activity, the consolidation of physical condition consultations.
  - Prevention of psychosocial risks, with the holding of mindfulness workshops in the La Moraleja work centre.
  - Nationwide deployment of the Stroke Prevention Campaign.
  - Physiotherapy consultation service. A new physiotherapy clinic has been set up in the La Moraleja work centre.
- The results of the internal and external audits conducted, and any improvement actions implemented have also been communicated to the Committee.



***The opinion of the prevention delegates regarding the prevention policy and planning is collated, and the improvement proposals that the workers submit through the established communication channels are analysed.***

- Additionally, the Committee was informed of a change in the Company's representation, with Ms María Dolores López Menchero, Head of the Construction Department joining the Occupational Health and Safety Committee.
- A section has been included in the minutes in which the members of the Committee are given a summary of the activity of the Internal Consultation Forum with regard to prevention issues, dealt with in a cross-cutting nature by the areas of Construction, Maintenance and Occupational Health and Safety.
- The main accidents and incidents occurred during the period between each Committee meeting are reported, together with their breakdown of the causes and the proposed corrective actions resulting from their analysis.
- Minute N°. 83 is initiated by transferring to the members of the Occupational Health and Safety Committee information about the fatal accident that took place on 9 September 2018



IN 2018

the Interactive Community for the Resolution of Occupational Health and Safety Concerns

**WAS SET UP**

regarding a worker of a contractor company. The accident occurred when the worker fell from the top of a tower, for causes that are under investigation. The worker had all the necessary protective equipment for this type of work, although he was not using it at the precise moment of the accident.

- The creation of the Healthy Workplace Department within the Human Resources Area has given greater visibility to safety in the workplace. This organisational change has been communicated to the Committee.

**Interactive Community for the Resolution of Occupational Health and Safety Concerns**

The Interactive Community for the Resolution of Occupational Health and Safety Concerns was conceived as an interactive tool to facilitate the participation and channelling of concerns from professionals regarding Occupational Health and Safety. It arose as an improvement action integrated into the action plan of the cross-cutting working group for the Continuous Improvement of Occupational Health and Safety, made up of experts/specialists from the Construction, Maintenance and HR areas.

This Interactive Community undertakes to carry out actions for the generation and dissemination of knowledge, established in the improvement plan.

It is structured in four different groups: Consultation and participation, Frequently asked questions, Lessons learned and Best practices:



**1. Consultation and participation:** As a space in which doubts and enquiries from employees will be collated so they may be responded to and published by the designated persons. It will also serve as a space for participation, in which proposals for improvements to processes can be communicated, which may lead to a subsequent study for their implementation.

**2. Frequently asked questions:** With the answers provided that respond to the queries, a database of "frequently asked questions" will be created with a unique response and interpretation, that will be constantly updated and accessible to users of the collaboration environment, which will allow quick and agile access to the answers to repeatedly asked questions.

**3. Lessons learned:** A space in which improvements derived from knowledge and continuous learning will be published.

**4. Best practices:** News will be published on internal processes and procedures that are modified or implemented as a new idea and an example of best practices. Reminders of safe behaviour associated with risks and situations of special danger will also be disseminated.

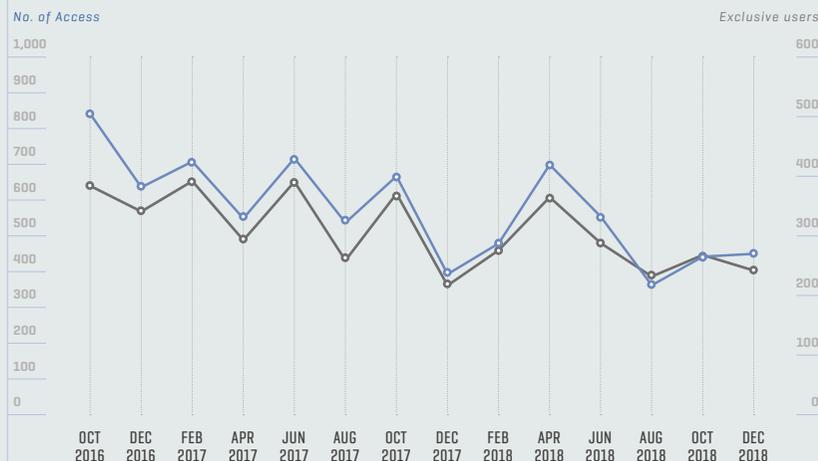
In 2018 this Interactive Community was consolidated, as can be seen in the following indicators:

**Number of enquiries / Organisational Unit (Total: 156 enquiries. December 2018)**  
**No.**

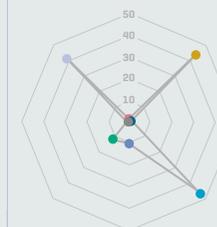


**User Access (Monthly)**

— No. of Access — Exclusive users



**Areas of Enquiry**



- HEALTHY WORKPLACE
- RISK ASSESSMENT SELF-PROTECTION PLAN
- HEALTH
- PRER
- SAFETY
- PROTECTIVE EQUIPMENT
- REGULATION
- OTHER



### Enquiry Trends / Users

Since the implementation of the Interactive Community for the Resolution of Occupational Health and Safety Concerns, 156 enquiries and proposals have been dealt with. The average number of users who access the Community per month is 293 people, reaching a maximum peak of 492. Although the Community is part of the Company's Management model, it is directed, mainly, to personnel from Regional Offices and the Construction Area, approximately 750 professionals, exposed to the most relevant risks of the Group's activity, which is why there is a high level of participation.

### REGULATIONS

Internal Occupational Health and Safety Regulations have been reviewed, restructured and broadened during 2018 in order to ensure that they meet the requirements for certification and that they comply with the changes in the legislation currently in force.

During 2018, 4 Technical Instructions were updated:

- IM003. Processing of works in high voltage facilities.
- IM004. Processing of operating measures for works that simultaneously affect Red Eléctrica facilities and those of other companies.
- IM013. Safety measures for work in low voltage facilities.

## Internal Occupational Health and Safety Regulations have been reviewed, restructured and broadened during 2018.

- IM021. Safety in felling, pruning and clearing works regarding high voltage lines.

All these reviews have been managed through cross-cutting working groups, formed by people from various Organisational Units, strengthening the spirit of collaboration in the transformation of occupational health and safety processes.

A summary of the internal regulations in force during 2018 is presented below:

### Existing regulations on occupational health and safety

	2011	2012	2013	2014	2015	2016	2017	2018
Policy					1	1	1	1
General Procedures	2	2	2	2	2	2	2	0
Technical Procedures	5	5	5	5	5	5	4	4
Technical Instructions	15	17	17	18	18	19	21	19
Action Guides	15	15	15	16	18	21	20	19

Note: All regulations are published on Red Eléctrica's internal website.



ENQUIRIES TO THE INTERACTIVE COMMUNITY

on average

293 USERS

access the Community per month, reaching a peak of 492 people



*The publication of the Occupational Health and Safety Manual shows evidence of notable improvements in the overall integration of the management system as compared with previous years.*

### VERIFICATION OF COMPLIANCE WITH LEGAL REQUIREMENTS

Throughout 2018, the verification of compliance with legal requirements was conducted in order to fulfil the OHSAS 18001 requirements for the certification of the corporate IT application [called PRER] used for monitoring and managing prevention.

All the legislation currently in force and applicable to Red Eléctrica's facilities and activities is now available, along with all the requirements arising from this legislation. As both the regulations and the requirements must be frequently updated, this has the advantage of allowing us to have a complete database of regulations.

29 verifications have successfully been completed: in Red Eléctrica's facilities and buildings, and for various activities, involving both maintenance and construction.

### RISK PREVENTION AUDIT

During the audit for the monitoring of OHSAS 18001:2007 certification, which was carried out by AENOR in June 2018, a detailed study was made of the documentation relating to the Company's prevention system [risk assessments, preventive action planning, etc.], and checks were made to confirm that the system was aligned with the requirements set out in the specifications. Several comments and points for improvement were put forward, and these were brought together and scheduled in a corrective action plan.

The audit report indicated that there was evidence of the integration of preventive activity at all hierarchical levels and at all the premises visited, emphasising the significant change produced by the publication of the Occupational Health and Safety Manual, which had meant the explicit integration of workplace health, ergonomics and applied psycho-sociology and led to evidence of notable improvements in the overall integration of the management system as compared with previous years.



## VERIFICATION

of Compliance with Legal Requirements was conducted in 2018 in order to fulfil the

# OHSAS 18001

requirements for the certification of the PRER system



The strengths of the Occupational Health and Safety Management System that have been highlighted by the Audit include the following:

- The evolution of the accident rate in 2017, both for the Company's own staff and for the workers of contractor companies.
- The development of the PRER Corporate Occupational Health and Safety application, which ensures the monitoring and control of the preventive activity, as well as the traceability of the associated records. During 2017, 22 actions were carried out to improve said application.



STRONG POINT

of the audit conducted in 2018

43.6%

of the hours taught regarding Occupational Health and Safety was allocated to specific training in the field of electricity risk

- The process of measuring electromagnetic fields in substations, as well as drawing up exposure maps of the same.
- The process for the identification, monitoring and control of Confined Spaces through the AM024 'Action Guide: Safety in works in Confined Spaces', as well as making it available in the PRER corporate application.
- The drafting and implementation of Occupational Health and Safety Bulletins as a channel to promote a culture of prevention and as a tool for the dissemination of occupational health and safety information.
- Doubling the number of hours of training given regarding Occupational Health and Safety in 2017 with respect to 2016, with 43.6% dedicated to specific training in the field of electricity risk.
- The number of Safety Inspections carried out [12,924 during 2017] that enhances the monitoring and control of the occupational health and safety conditions of the activities carried out within the organisation.
- Actions carried out by the medical service regarding the management of work-related incapacity and integration of disability.
- Epidemiological study regarding Temporary Incapacity (2017) broken down by cross-referenced diagnostic categories: age, work position and post-scientific rigour.



## *The number of Safety Inspections carried out (12,924) enhances the monitoring and control of the occupational health and safety conditions of the activities carried out within the organisation.*

- The commitment and professionalism of the health personnel.

No nonconformities have been detected. The following opportunities for improvement were identified:

- It was recommended to enhance the monitoring and control of external occupational health and safety resources derived from the recent tender of the same. To this end, systematic meetings will be established for follow-up by the REE safety experts. Establish a system for monitoring the actions of the Safety Coordinators / TATP by Red Eléctrica's Safety Experts.
- In the PRER platform, it is recommended to continue with the identification of obsolete documents of the Risk Assessments, Self-protection Plans, etc. that are no longer in force, as a result of them being updated.
- It is recommended to finalise the systematics for the coding, registration and control of the inspections of hoisting slings.

- It is recommended to update the Self-Protection Plans of the organisation with respect to the legal reference of Royal Decree 1942/1993, of 5 November, which approves the Regulation for the Installation of Fire Protection Systems.

- It is recommended to consult some recognised standards of reference as a possible driver of continuous improvement:
  - UNE 15635 Standard: 2008: Steel static storage systems. Use and maintenance of storage equipment.

OHSAS certification was first obtained in September 2002, and since then, the Company has undergone the monitoring audits and has received the corresponding certification renewals. This endorses the work being carried out by Red Eléctrica in occupational risk prevention, and it regularly ensures that the Company continues to apply the latest and most demanding requirements for health and safety in the workplace, going beyond the standards set out in current legislation.



### THE AUDIT

of the Occupational Health and Safety Management System has identified

# 7

## STRONG POINTS



Red Eléctrica became the first Spanish utility Company in the energy sector to certify its occupational risk prevention management system.

As a result of the internal audits carried out by AENOR, a total of 26 corrective actions have been defined to correct the deviations and comply with the observations identified.

### FAMILY-RESPONSIBLE COMPANY MODEL

#### Work-life Management System audits

Complying with the internal regulations on the management of the work-life balance [Procedure GP006] in 2018, the internal and external renewal audits were conducted, in order to verify the implementation of the **Family-Responsible Company Model [EFR]**, verifying all the elements of the standard EFR, and to detect possible deviations or non-compliances and establish the corrective actions for their resolution.

- Internal Audit process in April 2018: A deficiency was detected that was resolved in a few days and 6 strengths, 3 observations and 8 improvement opportunities were also identified.
- External audit process of certificate renewal in May 2018. The result was fully satisfactory, renewing the certificate until



RED ELÉCTRICA

became the

**FIRST SPANISH**

utility Company in the energy sector to certify its occupational risk prevention management system



2021, maintaining a B+ level as a Proactive Company. The most noteworthy aspects of the report were: No non-conformities were detected, 2 strengths were identified and 5 observations and 3 improvement opportunities were proposed.

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT**
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 4

# PHYSICAL WORKING ENVIRONMENT





# PHYSICAL WORKING ENVIRONMENT

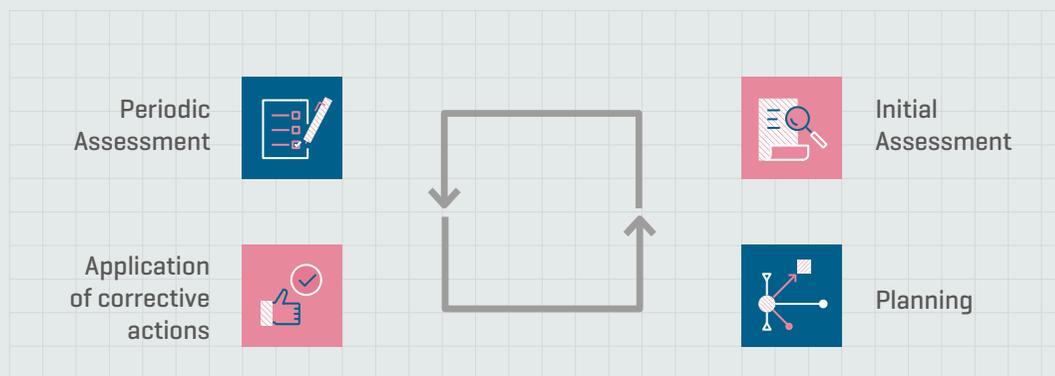
*Red Eléctrica de España has evaluated all the risks of the job positions in its facilities.*

## OCCUPATIONAL HEALTH AND SAFETY Risk Assessment

Risk assessment is one of the main tools in any occupational risk prevention management system. It allows the assessment of the severity of the risks that could not be prevented, and the planning of the relevant corrective action, based on the level of risk involved.

Incorporating the assessment data into the PRER corporate IT application used for managing prevention allows the monitoring and traceability of the risk assessments and the associated corrective actions.

Risk assessments require that any deficiencies be corrected within the time periods allocated, and these periods are always based on the degree of risk assigned by the prevention expert.





**In 2018, 154 risk assessments of facilities and work centres were conducted, leading to a total of 61 new corrective actions, of which 55 actions (91%) have already been closed.**

In 2018, 154 risk assessments of facilities and work centres were conducted that have provided precise and up-to-date information on the risk factors that require action, leading to a total of 61 new corrective actions, of which 55 actions (91%) have been closed.

The evolution of all the corrective actions arising from risk assessments are as follows:

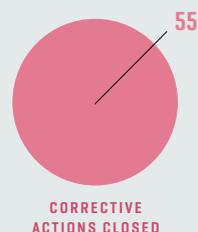
Currently, 91% of corrective actions regarding the deficiencies have been closed within the deadline. 9% of the corrective actions are pending resolution.

Also, one corrective action was carried out at an individual level, for employees with some kind of limitation in the performance of their professional activity as a result of the medical check-ups conducted.

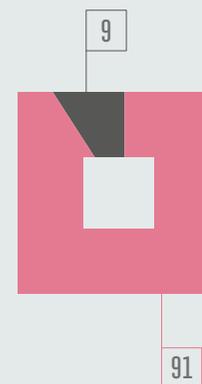
### Risk assessments

#### Summary of corrective actions

Nº



#### Corrective actions closed %



- 91 WITHIN THE ALLOCATED DEADLINE
- 9 OUTSIDE THE ALLOCATED DEADLINE

### Work organisation and preparation

The action taken by the Company has been particularly directed towards complying with the rules set out in the organisational procedures related to the preparation of works, in such a way that safety becomes an integral part of the process from the outset of the planning of the activity.

The execution of construction or maintenance works on electricity lines and in substations by the Company's own personnel, or by contractors, is one of Red Eléctrica's activities that entails higher risk and are therefore this type of work has been the focal point of most of the preventive actions.

As part of its supplier qualification programme, Red Eléctrica pay special attention to ensuring that those professionals managing worksites are aware of the safety criteria to be applied at the Company's facilities.

In this regard, special importance is paid to the drafting of safety studies, to the review of safety plans or procedures in accordance with the regulations in force, and to the participation in kick-off meetings. These actions are aimed at ensuring that all specialist personnel apply the safety measures described in these documents and to strengthen the verification of operational compliance in situ, by conducting work audits by the technicians of the prevention service.



SAFETY CERTIFICATION

52

SUPERVISORS

and 203 Forepersons were certified in occupational health and safety matters during 2018

The certification of Safety Coordinators and worksite Supervisors of work has become a cornerstone for the deployment of efficiency programmes regarding occupational risk prevention.



Supplier safety certification

During 2018, 52 Supervisors and 203 Forepersons were certified in occupational health and safety matters.

The certification of Safety Coordinators and particularly of the site and works supervisors has become a cornerstone to guarantee the deployment of prevention efficiency programmes, that form a necessary part of the approach to prevention applied by Red Eléctrica.

Similarly, the Company continues to place demands on its contractors indicating that in order to be able to carry out specific activities that are classified as high risk, the worker assigned the role of Foreperson must be properly certified. This certification is awarded by the Health and Safety Service once the designated Forepersons have undergone a test in which they must prove they fully understand the regulations regarding prevention as set out in the law and in the regulations established by Red Eléctrica as part of its safety procedures.

Evolution of contractors' certified personnel

No. |

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Certified Supervisors	142	115	80	110	75	67	154	104	53	90	52
Certified Forepersons	120	112	112	292	475	354	211	210	185	241	203



The activities that require a foreperson certified in occupational health and safety are those shown in the table on the right.

### Coordination of preventive actions

Law 31/1995 on the Prevention of Occupational Risks specifies a general duty to plan preventive action principles prior to commencing work. For work in the construction sector, this planning is regulated by Royal Decree 1627/1997, through the preparation and submission of the necessary documentation setting out the tasks to be performed, the risks associated with the work and the preventive measures to be implemented.

Safety studies are prepared by the safety service team and the regulations state that these must be sent together with the Request for Quote to the companies invited to tender, who shall take them into account prior to submitting their bids. The awardee must use this information to prepare a Safety Plan, which will be approved by a Health and Safety Coordinator in the execution phase.

In its safety plan, the company contracted to carry out the work will describe the way it is going to complete the work and the organisation that it is putting in place to ensure that its duties are performed under optimum safety conditions.



## Activities that require a certified foreperson

01	Work excavating foundations for overhead lines	Yes	16	Specific refurbishment of assembly equipment at substations and other centres	Yes
02	Work assembling and hoisting towers for overhead lines	Yes	24	Inspection of structures. Lines, substations, corrosion, general state...	Yes
03	Work on conductors and earth wire (laying/hanging and other)	Yes	25	Painting / silicon coating work on overhead lines	Yes
04	Work on earth wire (replacement and other)	Yes	26	Painting / sealing of underground lines / substations	Yes
06	Works on underground lines (Civil works in trenches and galleries)	Yes	27	Pruning, felling and clearing work	Yes
07	Works on underground lines (laying/hanging works in trenches and galleries)	Yes	30	Maintenance encompassing live working	Yes
08	Works on underground lines (assembly of elements)	Yes	33	General line maintenance (only support personnel)	Yes
12	Civil engineering works at substations	Yes	34	General underground line maintenance (only support personnel)	Yes
13	Electro-mechanical assembly work at substations	Yes	35	General maintenance in substations (only support personnel)	Yes
14	Vacuum testing, commissioning and energising at substations	Yes	41	Works for the construction of buildings	Yes
			54	Disassembly works, scrap removal works and tank cleaning	Yes

The following figures reflect the number of people certified at the close of 2018:

### Total number of Certified personnel

| No. |

Total number of Certified supervisors	740
Total number of Certified forepersons	2,100
Number of companies with at least one Certified foreperson	176
Total number of Certified coordinators	54



In the case of construction works without a project, a situation in which a safety plan is not required, the contractors must prepare an equivalent document, which includes the information detailed in the previous paragraph.

For work that is not regulated under Royal Decree 1625/1997, the regulations approved by Red Eléctrica require that the Contracted company provide a description of the safety procedures in which it details the preventive framework and the resources to be used, in the same way as is required for construction works.

During 2018, 75 Safety Studies were prepared, and more than 900 safety plans and procedures were approved. These are broken down as follows:

Summary of activities 2018	No.
<b>Line safety studies</b>	<b>22</b>
Safety studies of substations and other centres	53
<b>Plans for works on lines</b>	<b>240</b>
Plans for works on substations and other facilities	313
<b>Procedures for works on lines</b>	<b>70</b>
Procedures for works on substations and other facilities	278
<b>Plans / procedures for works on lines</b>	<b>310</b>
Plans / procedures for works on substations and other facilities	591



## SAFETY STUDIES

# 75

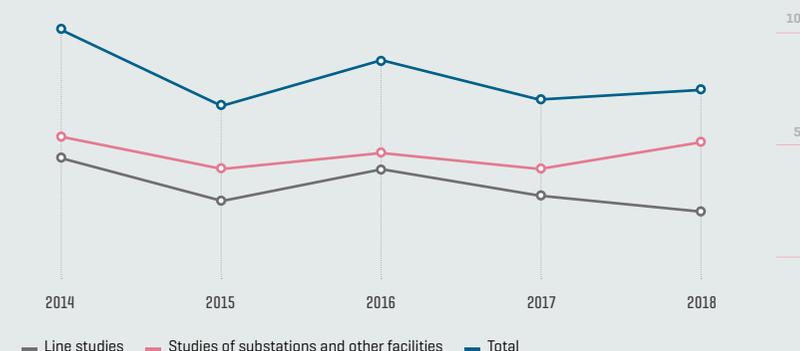
## PREPARED

and more than 900 safety plans/ occupational health and safety procedures were approved in 2018



The evolution of the management of the coordination of business activities is indicated in the following table, which therefore includes the evolution of the activity.

### Evolution of Safety Studies Conducted No.

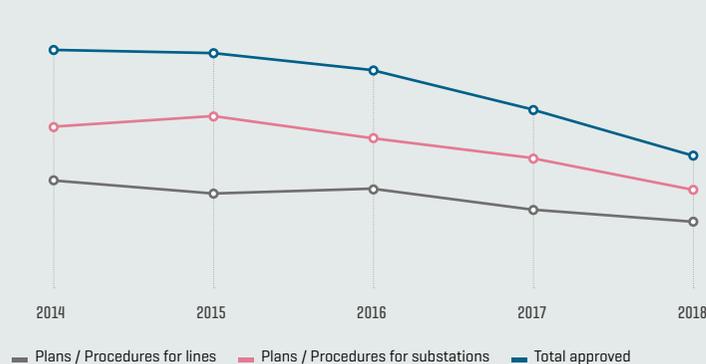




**In June 2014, development work began on the Kérberos project. Implemented as a pilot project in 14 facilities to verify its viability.**

Evolution of Plans/Procedures

No.



KÉRBEROS PROJECT

At the end of 2018 there were

**197 FACILITIES**

with the control system in operation

**Kérberos Project - Access control system**

Due to the need to ensure that access to REE substations is carried out by authorised persons who comply with the requirements of the Prevention of Occupational Risks [PRER] system, an access control system called Kérberos is being implemented. The main function of this access control system is to verify that the technicians of collaborating companies are covered by a procedure or security plan approved within PRER, or that they are professionals of Red Eléctrica authorised by the person in charge of the facility.

A plan is in place for its implementation in all the Company's facilities within a period of 10 years.

In June 2014, development work began through the PRER IT application and the ACNE access control system, implementing Kérberos as a pilot project in 14 facilities to verify its viability.

Evolution of safety plans and safety studies

| No. |

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Line safety studies	69	46	61	52	45	27	41	29	22
Safety studies of substations	128	83	86	46	55	41	47	41	53
Plans / procedures for works on lines	680	843	847	655	680	561	605	424	310
Plans / procedures for works on substations and other centres	939	1,164	1,651	1,075	1,147	1,244	1,047	876	591



At the end of 2018, there were 197 facilities with the Kérberos system in operation, with at least one facility with the system installed in each of the Regional Areas. Also at year end, almost 289,192 accesses had been registered.

In general terms, for supplier personnel the system works as follows:

- Each supplier enters the details of its personnel in the PRER database, providing the necessary documentation depending on the category of each person.
- Using the PRER application, suppliers assign both their own employees and subcontracted employees from that database to the safety plans and procedures that they have approved.
- Each day, PRER generates a file containing the access authorisations and this is sent to the ACNE access control system, so that each worker has the necessary permission to access the facilities for which he or she is authorised. This permission takes different forms, depending on the category of the personnel involved. Via the PRER application, the experts responsible for each facility have the authority to permit or deny access to the substation by Forepersons, permission is granted by providing them with a special code to be able to open up the facilities to gain access.
- The Company's facilities have been fitted with the infrastructure required for the members



## ACCESS AUTHORISATIONS

Each day,

# PRER

generates access authorisations and this is sent to the ACNE access control system, with different levels of access depending on the category of the staff



of personnel to enter and validate their codes when entering and leaving the premises.

- When these people want to enter the facilities, they must enter their personal code in the system, which records access and informs the worker whether they have authorised access or not.
- Based on all the recorded entries and exits, a daily report is generated and then sent to the PRER application so that it can be monitored by authorised Red Eléctrica personnel.

### Measuring performance

As part of its integrated prevention system, Red Eléctrica has established that verification of the necessary safety conditions is not only the duty of the safety service experts and safety coordinators, but that the organisational units must also participate in monitoring these conditions through the work supervisors.



Safety service experts regularly visit the work sites in order to check the level of compliance with the established procedures and to promote preventive actions.

Safety coordinators are entrusted with this duty under the legal regulations that establish the obligation to have a professional appointed to this position on all construction sites.

Work supervisors, as the people who are either permanently stationed at the work site or pay frequent visits to it, are in a preferential position to provide information about the levels of compliance with the prevention regulations.

The implementation of inspection models allows standardisation of criteria for anyone carrying out the inspections, and the information received can, therefore, be compared, regardless of the location, the company or the individual submitting the information.

More than **10,748 safety inspections** were carried out throughout 2018. The inspections were focused on those works where the risk of accidents happening was higher.



### SAFETY INSPECTIONS

More than

# 10,748

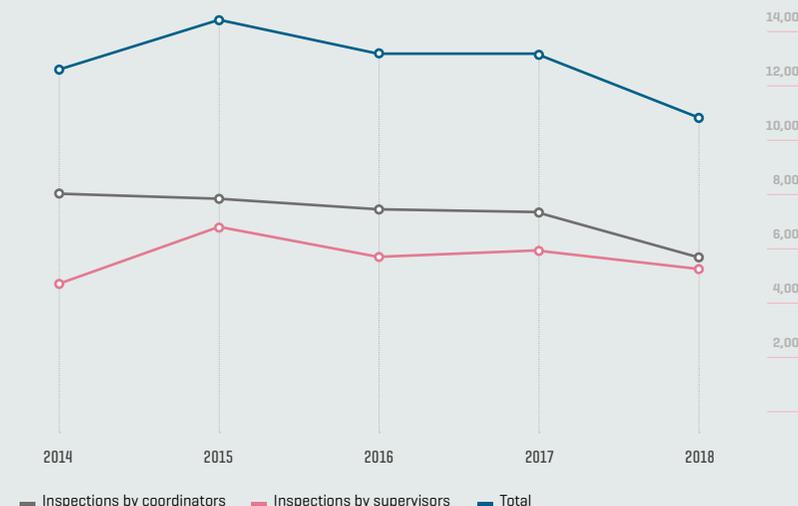
## WERE CONDUCTED

throughout 2018

The evolution of the performance measurement activity regarding safety inspections is shown in the following diagram and table. The data clearly shows the positive impact of previous year's inspections, therefore the need for less inspections as a result of our efforts to promote prevention in the workplace.

### Evolution of Safety Inspections

No.



### Evolution of occupational health and safety inspections

No.

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Inspections by coordinators	2,407	3,148	10,194	8,448	7,945	7,672	7,377	7,227	5,652
Inspections by Red Eléctrica supervisors/experts	1,709	1,902	2,225	3,943	4,619	6,647	5,661	5,819	5,096
<b>Total</b>	<b>4,116</b>	<b>5,050</b>	<b>12,419</b>	<b>12,391</b>	<b>12,564</b>	<b>14,319</b>	<b>13,038</b>	<b>13,046</b>	<b>10,748</b>



Of the total number of inspections, 60.8% were carried out regarding construction, facility renovation and improvement works and 35% on Maintenance works and activities. The remaining inspections were carried out on works in the fields of engineering, environmental and HR.

It has been possible to balance the trend in the execution of the number of inspections equally between collaborators of the Occupational Health and Safety Area with those of other Organisational Units.

As a consequence of these inspections, **1,514 corrective actions** were reported for resolution, and of these 1,479 were closed during 2018. Of the actions implemented, 66.5% were closed within the allocated deadline.

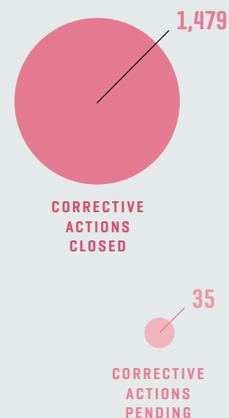
As a result of the operational monitoring process carried out on the Company's works and activities a total of **152 risk notifications** have been issued, resulting in the initiation of 143 corrective actions by both Red Eléctrica and its contractors, of which 138 have now been resolved and fully corrected, or have been deemed unnecessary.



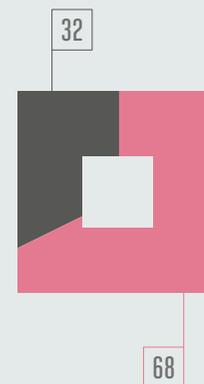
*The inspections carried out have resulted in **1,514 corrective actions for resolution, of which 1,479 have been closed during 2018, 66.5% before the allocated deadline.***

### Safety Inspections

Summary of corrective actions  
No.



Corrective actions closed %



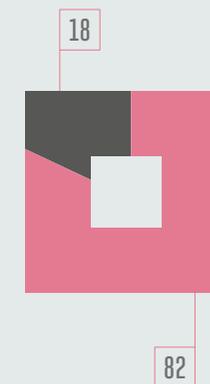
68 WITHIN THE ALLOCATED DEADLINE  
32 OUTSIDE THE ALLOCATED DEADLINE

### Operational Control

Summary of corrective actions  
No.



Corrective actions closed %



82 WITHIN THE ALLOCATED DEADLINE  
18 OUTSIDE THE ALLOCATED DEADLINE



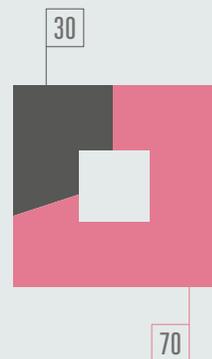
## Overall Summary

### Summary of corrective actions

No.



### Corrective actions closed %



70 WITHIN THE ALLOCATED DEADLINE  
 30 OUTSIDE THE ALLOCATED DEADLINE

*The monitoring of the risk situations that arise in relation to the various activities engaged in at the Company's facilities and work centres will lead to improvements in controlling the risk involved in such work and a reduction in accident rates.*

### Corrective actions

As indicated in the various sections analysed in this Report, the management and analysis of risk assessments, accidents, incidents, risk notifications and safety inspections, along with the outcome of the audits carried out, gave rise to a series of corrective measures and actions aimed at the heads of the different organisational units, as well as at contractors.

An overall summary of all the actions that were initiated in 2018 can be seen in the following charts.

Particularly noteworthy is the high percentage of corrective actions closed as a proportion of the total number initiated over this period, some 96.5% in all. At Red Eléctrica we are convinced that the monitoring and traceability of the risk situations that arise in relation to the various activities engaged in at the Company's facilities and work centres will lead to improvements in controlling the risk involved in such work and a reduction in accident rates. Although the rates are already quite low,

additional effort must be put into reducing the number of accidents and incidents occurring during works and other activities carried out on our premises.

### Management of safety materials

The proper choice and use of the safety equipment is a highly important preventive measure when carrying out works, especially when it is not possible to eliminate all the risk involved at source. In these cases, the use of the proper general and individual safety equipment is one of the main preventive measures that can guarantee a worker's protection.

The prevention service pays special care in selecting and standardising the clothing and individual and general protective gear that is best suited to the Company's activities, bearing in mind best practices and new technical and technological developments. Each piece of equipment is standardised through the preparation of a technical specification sheet.



Each piece of equipment or group of similar equipment has its own technical specification sheet that is published and updated on the internal website. These specification sheets describe the most important features, the instructions and the maintenance conditions for each type of equipment. By the end of 2018, 148 of these specification sheets had been published for safety equipment and a further 65 regarding chemical products.

The prevention service checks that stocks in the General Logistics Centre are renewed over the course of the year, to ensure that all requests for safety equipment submitted by the different work centres can be attended to. A technical validation of the safety equipment sent by the suppliers is also carried out, as a prerequisite for its acceptance by the General Logistics Centre, in order to verify it complies with the specifications of its technical sheet and that it is correctly distributed to users.

The following are some of the most relevant actions related to electrical protection material/elements:

- A new model of shotgun hot stick with a clamping hook mechanism at the end for connecting snap-on grounding clamps has been proposed for installing the clamps in a horizontal position. This equipment is especially relevant for their use in many substations of the non-peninsular regional areas (the Balearic Islands and the Canary Islands). They will be standardised and certified for use in 2019.



## SAFETY MATERIALS 148 SPECIFICATION SHEETS

on safety materials and 65 safety sheets regarding chemicals published on the website by the end of 2017

*At Red Eléctrica we want to promote the effort made by our suppliers regarding prevention in the performance of best practices in the undertaking of the occupational health and safety commitment.*

- Three in one gloves combining dielectric, mechanical and thermal resistance protection have been added to the family of personal protection equipment for hands and arms.

### Assessment of contractors based on their performance regarding prevention

Red Eléctrica values the prevention efforts made by its Contractors in their implementation of best practices in performing their health and safety duties in the workplace, and it assesses the results obtained so that they can be taken into consideration in future tendering processes.

In order to showcase these efforts, for the last few years, the Company has been improving the methods used for measuring the results in the field of Prevention, separating the results by activities and thus standardising the assessment. Measurements are carried out by pairing each contractor with the activity conducted. Should a contractor engage in different activities for Red Eléctrica, measurements are taken separately every six months or at other different intervals.



All suppliers/contractors can monitor the progress of their results.

The following items are considered and assessed when making this measurement:

- **Accident rate results.** It compares the severity rate between each company/activity pairing and the severity rate of all companies engaged in the same activity. This carries a 30% weighting.
- **Control of information regarding the accident rate.** This measures the control that each supplier's prevention service has over the accident rates occurring at the company in question, assessing the time taken to prepare detailed reports of accidents. This carries a 15% weighting.
- **Results from safety inspections and risk notices.** An average score is awarded for each

company/activity pairing regarding those deficiencies recorded as a result of the safety inspections carried out and the risk notices issued. This carries a 15% weighting.

- **Efficiency in the adoption of corrective actions.** This involves measuring the speed at which efficient corrective measures are adopted. This carries a 15% weighting.
- **Amount of subcontracting used.** This is a rate showing the amount of subcontracting used. This carries a 5% weighting.
- **Reviews of plans and procedures.** Measures the number of reviews carried out and rejections made prior to approval of the Safety Plan/Procedure prepared by the supplier. This carries a 5% weighting.
- **Proposed improvements.** Measures the average score obtained by each company/

activity pairing due to the proposed improvements that have been developed and assessed. This carries a 15% weighting.

### IT Management tool (PRER)

The update of the corporate IT occupational health and safety application (PRER) used for monitoring and managing prevention has been carried out, developing and incorporating 22 improvement actions, which have included the requests received from the Organisational Units and contractors/suppliers together with those detected by the Occupational Health and Safety Area. The most noteworthy improvement actions are the following:

- Facilitate the delivery of work authorisations for Maintenance Technical Experts using the 'Moviman' mobility application that allows the subsequent consultation and registering of the authorisations in PRER.
- Modification of the configuration of PRER to extend its functionality to all the companies of the Red Eléctrica Group.
- Implementation of specific processes to identify and record information regarding confined spaces.
- Improvement of the system for granting access to substations through the Kérberos system to the Forepersons of authorised contractors by providing them with a special code to be able to open up the facilities.

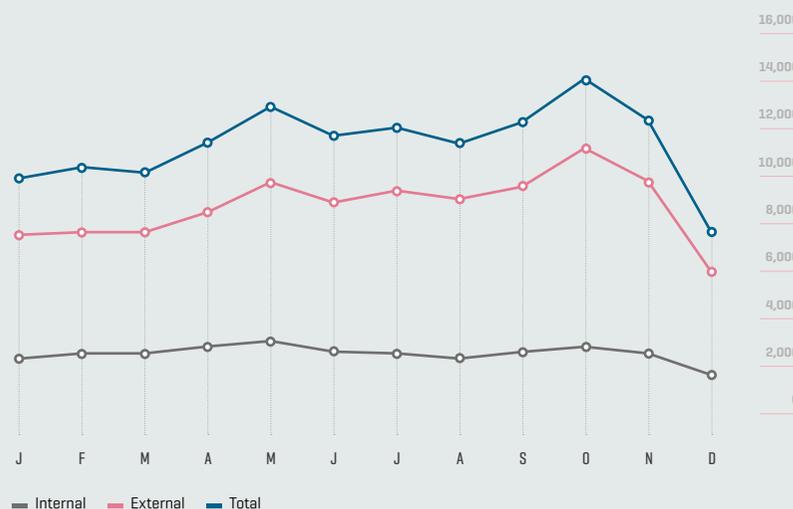


- Modification of the measures of the contractors' ranking for the providers of works supervision activities and for the coordination of safety.
- Modification of the calculation of accident rate indicators, making calculation periods more flexible increasing their frequency from half-yearly to monthly, increasing the number of filters and enabling the calculation of global indicators, jointly for own employees and contractor personnel.

All Occupational Health and Safety information is managed through this application, providing users with all the information they need for

### PRER access log during 2018

No.



## PRER MANAGEMENT TOOL

Manages all Occupational Health and Safety information and makes it available to users

each area, information that varies according to the role of each user. This task is carried out whilst maintaining the traceability of all actions in all processes.

Below, are some of the usage figures for 2018, as well as the evolution of the accesses by both internal and external personnel. Reaching a level where all stakeholder groups that participate in the occupational health and safety processes have access to the required documentation in each one of them, has represented, for the occupational health and safety area, a significant advance in the management and efficiency in this field.

Regarding the processes managed during 2018, noteworthy was the following data:

Processes Managed	No.
Safety studies carried out	75
Safety plans approved	553
Safety procedures approved	348
Accidents managed	88
Incidents managed	100
Risk notices issued	152
Work inspections	10,748
Corrective actions initiated	1,960

During 2018, changes will continue to be made in order to help us improve in each of the processes managed by the application.



## ERGONOMICS AND OCCUPATIONAL HYGIENE

Following the integration of the technical specialisations of Ergonomics and Occupational Hygiene into the Health and Safety management system, an ergonomic assessment of all individual job positions was completed in 2013, resulting in an action plan that was implemented over the following years.

### Electromagnetic Fields

Directive 2013/35/EU, of the European Parliament and the Council, of 26 June 2013, on minimum health and safety requirements regarding the exposure of workers to the risks arising from physical agents, sets forth minimal provisions for the protection of workers against the risks for health and safety arising out of or that could arise out of exposure to electromagnetic fields in the workplace.

In 2016, Royal Decree 299/2016, of 22 July came into force, on the protection of the occupational health and safety of workers regarding risks related to exposure to electromagnetic fields, as a transposition into Spanish law of the content of Directive 2013/35/EU.

Measurements of the values of the electromagnetic fields are made in various facilities of Red Eléctrica, to verify that the exposure limit values established in the referenced standards are not exceeded.



By the end of 2018, measurements had been taken in 31 substations, with a total of 100 measurements having been made on the entire set of facilities since 2016. It is expected that this will continue throughout 2019.

The results obtained in the measurements carried out in the 31 substations, indicated that the limit values were not exceeded in these facilities of Red Eléctrica.

### Electromagnetic field measurements 2018

No.

BALEARIC ISLANDS REGIONAL AREA	8
NORTH-EASTERN REGIONAL AREA	11
NORTH-WESTERN REGIONAL AREA	6
NORTHERN REGIONAL AREA	6
<b>TOTAL</b>	<b>31</b>



### Regional Area





## ACCIDENT MANAGEMENT

The management of all accidents occurring at Red Eléctrica's facilities during construction and maintenance works are regulated in accordance with an internal procedure. Such works are classified as part of Red Eléctrica's business purpose, and must, therefore, be monitored and followed up on.

The following table shows the general statistical data for the accidents that occurred during 2018 involving employees of Red Eléctrica and its contracted companies, and its comparison with the data from 2017. A detailed explanation and breakdown of these figures is included in the section dealing with Work-related Accident Statistics [VI.4].

## Accident rate indicators

	Red Eléctrica Personnel		Contractor personnel	
	2018	2017	2018	2017
<b>Activity expressed in numbers</b>				
Average number of employees	1,727	1,731	2,721	2,940
Number of hours worked	2,919,441	2,925,390	4,598,621	4,969,450
Number of accidents	31	25	72	72
<b>Work-related accidents</b>	<b>21</b>	<b>22</b>	<b>54</b>	<b>70</b>
Fatal accidents	-	-	1	-
Accidents with sick leave (major injury)	1	-	4	3
Accidents with sick leave (minor injury)	8	5	30	33
Accidents without sick leave	12	17	19	34
<b>Commuter-related accidents</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>2</b>
Fatal accidents	-	-	-	-
Accidents with sick leave (major injury)	-	1	-	-
Accidents with sick leave (minor injury)	5	2	1	2
Accidents without sick leave	5	-	-	-
<b>Other causes</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Fatal accidents	-	-	-	-
Accidents with sick leave (major injury)	-	-	-	-
Accidents with sick leave (minor injury)	-	-	-	-
Days lost due to work-related accidents	352	139	1,376	1,366
With penalisation scale			7,376	
<b>Rates</b>				
Frequency rate	3.08	1.71	7.61	7.24
Severity rate	0.12	0.05	1.60	0.27
Average duration of incapacity	39 days	27 days	39,31 days	37 days

### Definitions:

**Frequency rate** = no. of work-related accidents resulting in sick leave per million hours worked.

**Severity rate** = no. of days lost due to work-related accidents + fatal accident penalisation scale and incapacity rate per thousand hours worked.



## WORK-RELATED ACCIDENT STATISTICS

The following tables shows the statistical data regarding the evolution of accidents

of Red Eléctrica and its contractors, along with a comparison with other business sectors.

### Evolution of the most significant data concerning Red Eléctrica's personnel

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Work-related accidents with sick leave (minor injury)	10	12	17	10	12	7	8	13	7	5	8
Work-related accidents with sick leave (major injury)	-	-	1	-	3	-	-	-	-	-	1
Fatal work-related accidents	-	-	1	1	-	-	-	-	-	-	-
Accidents caused by electricity incidents	-	1	1	1	-	-	-	-	1	-	-
Working days lost	352	275	6,268	6,139	770	332	393	348	255	139	352
Frequency rate	4.21	4.69	7.09	3.96	5.34	2.49	2.82	4.52	2.43	1.71	3.08
Severity rate with scale	0.15	0.11	2.34	2.21	0.27	0.12	0.14	0.12	0.09	0.05	0.12
Severity rate without scale	0.15	0.11	0.10	0.05	0.27	0.12	0.14	0.12	0.09	0.05	0.12

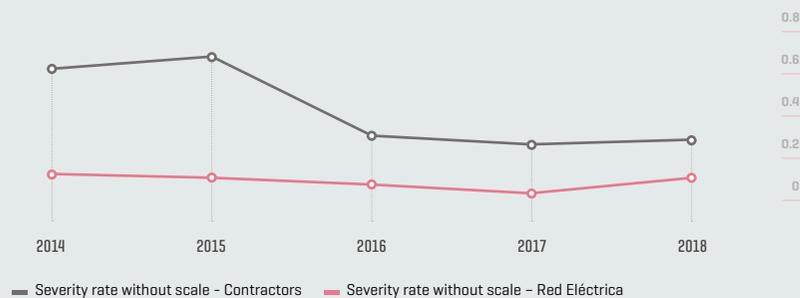
### Evolution of the most significant data concerning contractors

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Work-related accidents with sick leave (minor injury)	124	100	117	91	102	105	84	51	46	33	30
Work-related accidents with sick leave (major injury)	2	15	11	9	7	4	4	11	-	3	4
Fatal work-related accidents	-	-	1	1	-	-	-	2	-	-	1
Accidents caused by electricity incidents	1	2	-	-	-	-	-	4	-	-	1
Working days lost with scale	7,705	8,066	9,282	9,106	3,963	5,368	3,437	15,347	1,402	1,366	7,376
Frequency rate	25.61	21.25	22.01	17.62	18.22	17.99	15.61	12.84	10.22	7.24	7.61
Severity rate with scale	1.44	1.60	1.58	1.59	0.66	0.89	0.61	3.08	0.31	0.27	1.60
Severity rate without scale	1.44	1.60	0.56	0.54	0.66	0.89	0.61	0.67	0.31	0.27	0.29

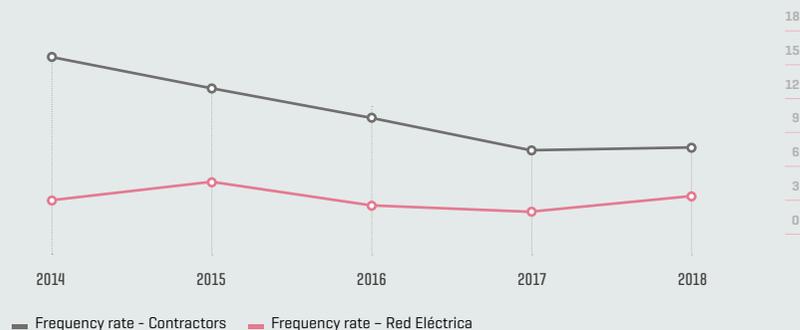




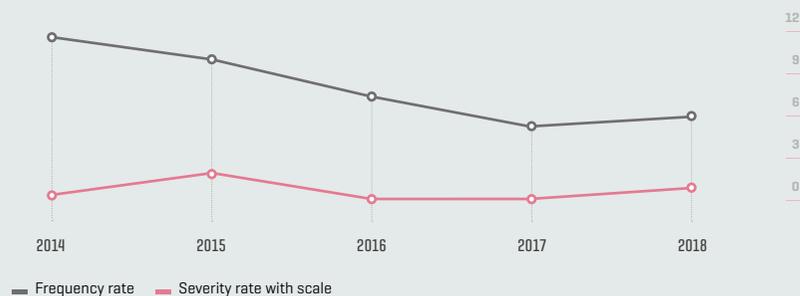
### Severity rate



### Frequency rate



### Overall rates (Red Eléctrica + Contractors)



**In 2018, the number of work-related accidents with sick leave in contractor companies was reduced compared to 2017.**





### Comparison of accident rates

**Frequency Rate Comparison:** The comparison period of the general statistical data is established taking as a reference the values of the latest general accident report of UNESA (Spanish Electricity Industry Association).



### Comparison Frequency Rate

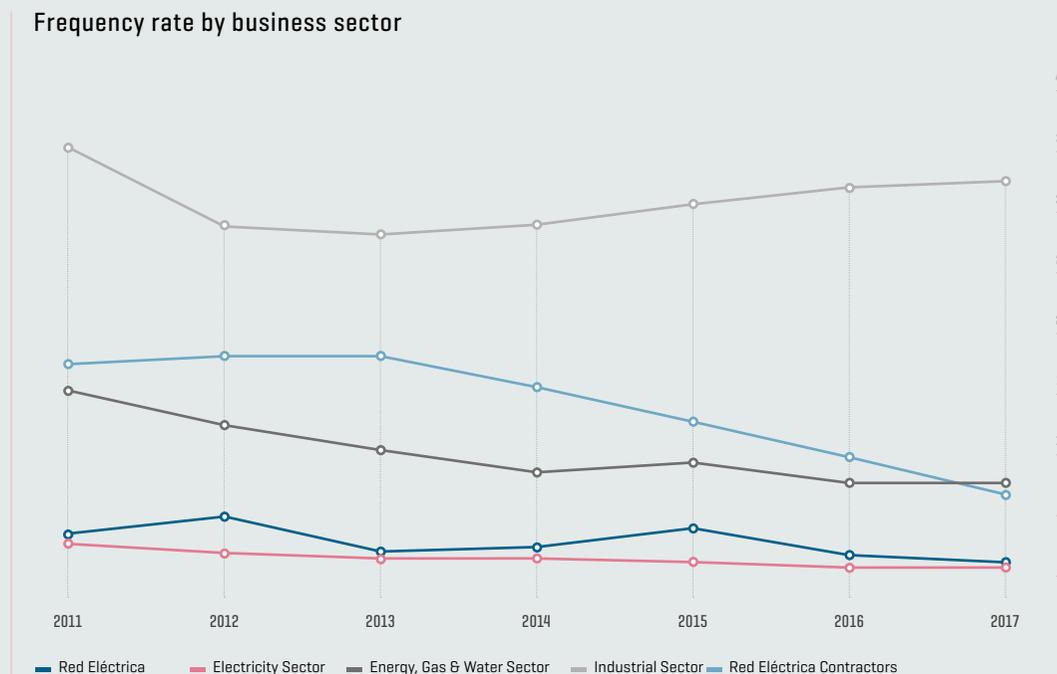
	2011	2012	2013	2014	2015	2016	2017
Red Eléctrica	3.96	5.34	2.49	2.82	4.52	2.43	1.71
Electricity Sector [1]	2.92	2.29	1.67	1.77	1.53	1.08	1.08
Energy, Gas and Water Sector [2]	15.20	12.40	10.60	8.80	9.60	8	7.7
Industrial Sector [2]	34.60	28.40	27.70	28.60	30.40	31.6	32.2
Red Eléctrica Contractors	17.62	18.22	17.99	15.61	12.84	10.22	7.24

[1] Source: UNESA Report.

[2] Source: Statistics from the Ministry for Employment and Social Security.

<http://www.mitramiss.gob.es/estadisticas/eat/welcome.htm> [only available in Spanish].

### Frequency rate by business sector



The Frequency rate is the number of accidents with sick leave [of at least one day] per million hours worked.



**All the accidents and incidents of Red Eléctrica and its contractors have been analysed to determine their causes and to take the pertinent corrective actions that avoid the situations that have caused them.**



**Comparison of Severity rate (without scale):**

The comparison period of the general statistical data is established taking as a reference the values of the latest accident report of UNESA [Spanish Electricity Industry Association].

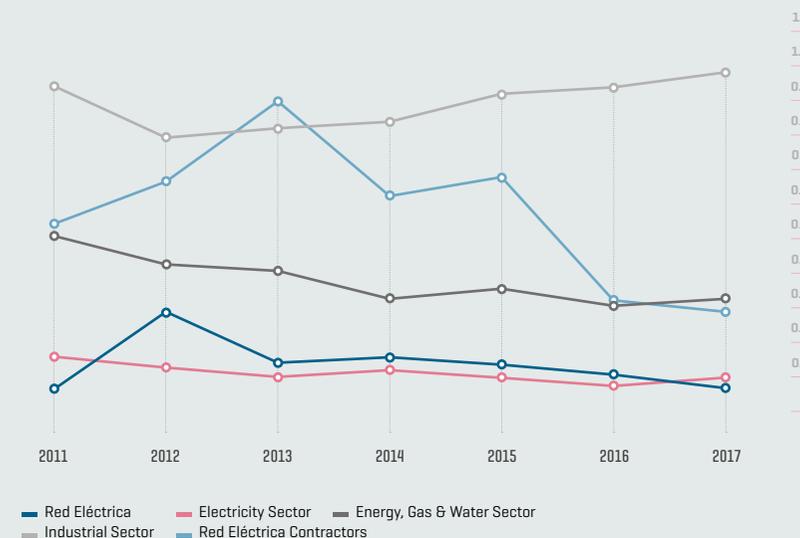
**Comparison of Severity rate (without scale)**

	2011	2012	2013	2014	2015	2016	2017
Red Eléctrica	0.05	0.27	0.12	0.14	0.12	0.09	0.05
Electricity Sector [1]	0.14	0.11	0.09	0.10	0.08	0.07	0.08
Energy, Gas and Water Sector [2]	0.49	0.41	0.39	0.31	0.34	0.29	0.31
Industrial Sector [2]	0.93	0.78	0.81	0.83	0.91	0.93	0.97
Red Eléctrica Contractors	0.54	0.66	0.89	0.61	0.67	0.31	0.27

[1] Source: UNESA Report.

[2] Source: Statistics from the Ministry for Employment and Social Security.

**Severity rate by business sector**



The Severity rate is the number of days lost due to work-related accidents with sick leave per thousand hours worked.



## RISK MAP

### Breakdown of work-related accidents resulting in sick leave, by business activity

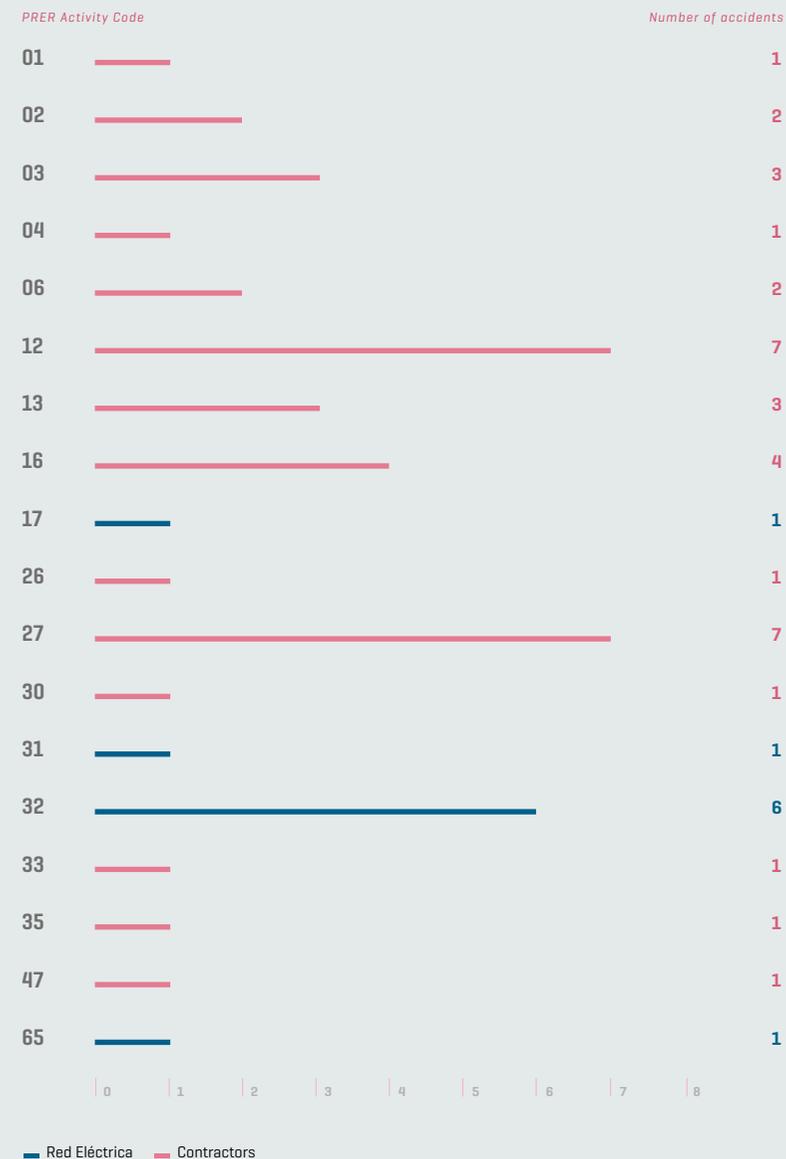
#### Work-related Accidents 2018

| No. |

[1] Activity	Red Eléctrica	Contractors
01 Work excavating foundations for the towers of overhead lines	-	1
02 Work assembling and hoisting of towers for overhead lines	-	2
03 Work on conductors and earth wire (laying/hanging and other)	-	3
04 Works on earth wire (substitution and others)	-	1
06 Works on underground lines (Civil works in trenches and galleries)	-	2
12 Civil engineering works at substations	-	7
13 Electro-mechanical assembly works at substations	-	3
16 Specific refurbishment of assembly equipment at substations and other facilities	-	4
17 Works regarding communication equipment and facilities	1	0
26 Painting/sealing of underground lines / substations	-	1
27 Pruning, felling and clearing work	-	7
30 Maintenance encompassing live working	-	1
31 General line maintenance (Red Eléctrica only)	1	-
32 General maintenance of substations (Red Eléctrica only)	6	-
33 General maintenance of lines (only support personnel)	-	1
35 General maintenance of substations (only support personnel)	-	1
47 Maintenance of security systems	-	1
65 Electricity System Operation	1	-
<b>Total</b>	<b>9</b>	<b>35</b>

[1] PRER Activity Code.

#### Distribution of work-related accidents with sick leave No.





## Contractors: Breakdown of work-related accidents resulting in sick leave, by activity, management area and severity.



### Contractors. Breakdown of work-related accidents resulting in sick leave. Year 2018

| No. |



[1] Activity	Construction			Maintenance			Other Departments	
	Fatal	Major	Minor	Fatal	Major	Trivial	Major	Minor
01 Work excavating foundations for the towers of overhead lines	-	-	-	-	-	1	-	-
02 Work assembling and hoisting of towers for overhead lines	1	-	1	-	-	1	-	-
03 Work on conductors and earth wire (laying/hanging and other)	-	1	2	-	-	-	-	-
04 Works on earth wire (substitution and others)	-	-	1	-	-	-	-	-
06 Works on underground lines (Civil works in trenches and galleries)	-	-	2	-	-	-	-	-
12 Civil engineering works at substations	-	-	7	-	-	-	-	-
13 Electro-mechanical assembly works at substations	-	-	3	-	-	-	-	-
16 Specific refurbishment of assembly equipment at substations and other facilities	-	-	4	-	-	-	-	-
26 Painting/sealing of underground lines / substations	-	-	-	-	-	1	-	-
27 Pruning, felling and clearing work	-	-	-	-	3	4	-	-
30 Maintenance encompassing live working	-	-	-	-	-	1	-	-
33 General maintenance of lines (only support personnel)	-	-	-	-	-	1	-	-
47 Maintenance of security systems	-	-	-	-	-	-	-	1

[1] PRER Activity Code.





### Red Eléctrica. Data concerning work-related accidents with sick leave by activity in 2018

#### Red Eléctrica. Work-related accidents with sick leave. Year 2018

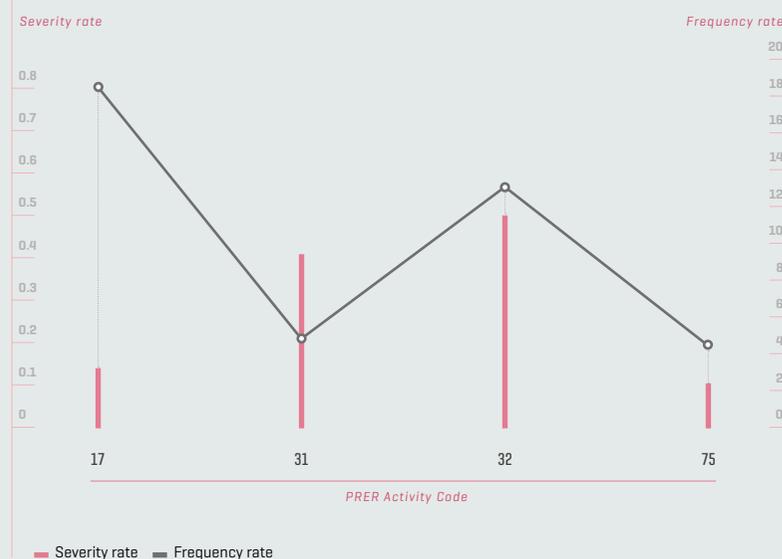
| Rate / No. |

[1] Red Eléctrica Activities	Frequency Rate	Severity Rate	Working days lost	Hours worked
17 Works regarding communication equipment and facilities	18.49	0.13	7	54,084
31 General line maintenance (Red Eléctrica only)	4.52	0.42	92	221,400
32 General maintenance of substations (Red Eléctrica only)	12.59	0.49	234	476,604
65 Electricity System Operation	4.59	0.09	19	218,016
<b>Total Red Eléctrica</b>	<b>3.08</b>	<b>0.12</b>	<b>352</b>	<b>2,919,441</b>

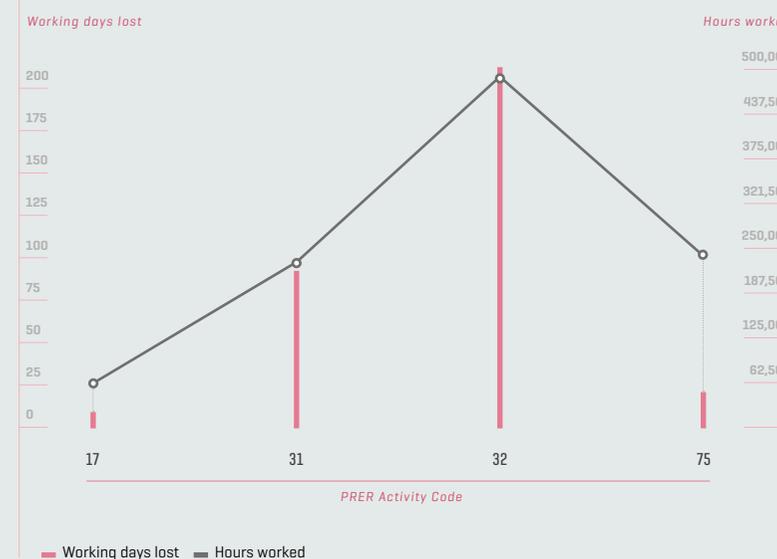
[1] PRER Activity Code.

The verification process of working conditions through inspections in which all technical areas actively participate has been maintained.

#### Severity Rate and Frequency Rate



#### Hours Worked and Working Days Lost





## Contractors: Data concerning work-related accidents with sick leave by activity in 2018

### Contractors. Work-related accidents with sick leave. Year 2018

| Rate / No. |

[1] Contractor activity	Frequency Rate	Severity Rate	Working days lost	Hours worked
01 Work excavating foundations for the towers of overhead lines	8.49	0.67	79	117,826
02 Work assembling and hoisting of towers for overhead lines	8.52	17.42	6,131	352,033
03 Work on conductors and earth wire (laying/hanging and other)	10.73	1.64	458	279,538
04 Works on earth wire (substitution and other)	8.06	0.13	16	124,077
06 Works on underground lines (Civil works in trenches and galleries)	26.97	0.09	7	74,156
12 Civil engineering works at substations	22.79	0.19	59	307,204
13 Electro-mechanical assembly works at substations	11.33	0.15	39	264,725
16 Specific refurbishment of assembly equipment at substations and other facilities	11.01	0.12	42	363,374
26 Painting/sealing of on underground lines / substations	31.10	0.68	22	32,157
27 Pruning, felling and clearing work	17.27	0.66	266	405,261
30 Maintenance encompassing live working	39.99	0.12	3	25,009
33 General maintenance of lines (only support personnel)	3.38	0.04	12	295,668
47 Maintenance of security systems	35.02	1.61	46	28,558
<b>Total Contractors 2018</b>	<b>7.24</b>	<b>0.27</b>	<b>1,366</b>	<b>4,969,450</b>

[1] PRER Activity Code.





### Contractor Severity Rate

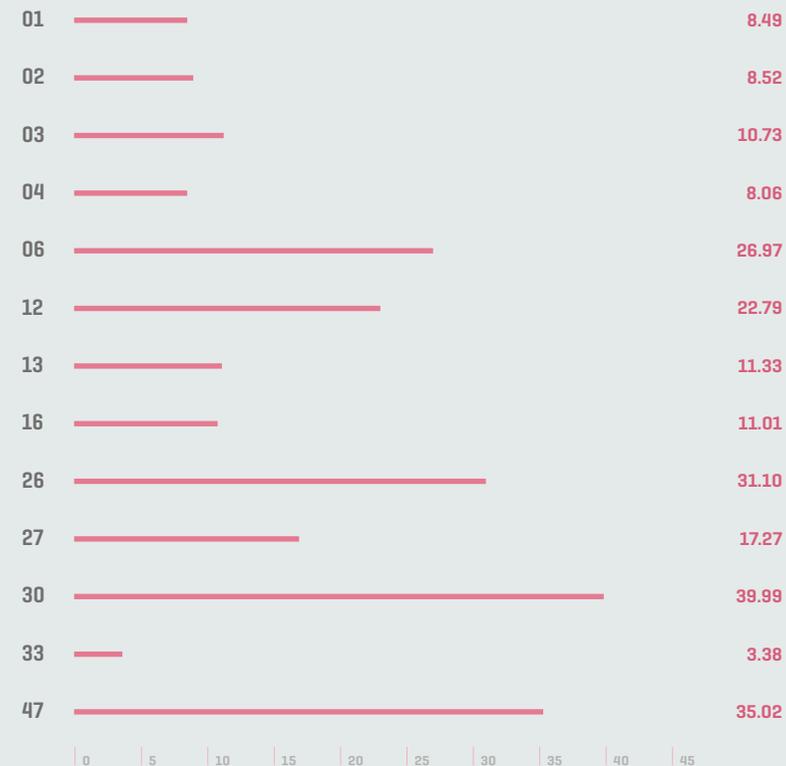
PRER  
Activity Code [1]



[1] The activity corresponding to each code is shown on the previous page.

### Contractor Frequency Rate

PRER  
Activity Code [1]



[1] The activity corresponding to each code is shown on the previous page.



### Breakdown of work-related accidents with sick leave by type of accident / severity



### Breakdown of work-related accidents with sick leave by type of accident and severity. Year 2018

Type of accident	Minor	Major	Fatal
Becoming trapped due to incorrect handling procedures	1	-	-
Becoming trapped due to not stopping or slowing down	1	-	-
Falling objects or sections breaking away	2	-	-
Falls between different levels	1	-	-
Falls at the same level	6	1	-
Impacts / collisions with moving objects	2	2	-
Impacts / collisions with static objects	3	1	-
Impacts due to traffic accidents	1	-	-
Electricity. Electric arcs	1	1	-
Exposure to adverse weather conditions	1	-	-
Blows / Cuts caused by tools or objects	5	-	-
Strain / improper handling procedures	12	-	-
Other	2	-	1
<b>Total accidents</b>	<b>38</b>	<b>5</b>	<b>1</b>

### Breakdown of work-related accidents with sick leave by type of accident and severity





### NUMBER OF ACCIDENTS

# 44

occurred throughout 2018



*Of the 44 accidents that occurred during 2018 in the activities of Red Eléctrica and its contractors, 86% of them were of a trivial nature and the rest were of a relevant nature, one of the accidents being fatal.*

### Type of accident. Year 2018

| No. |

Type of accident	Contractors			Red Eléctrica		
	Minor	Major	Fatal	Minor	Major	Fatal
Becoming trapped due to incorrect handling procedures	1	-	-	-	-	-
Becoming trapped due to not stopping or slowing down	1	-	-	-	-	-
Falling objects or sections breaking away	2	-	-	-	-	-
Falls between different levels	-	-	-	1	-	-
Falls at the same level	5	-	-	1	1	-
Impacts / collisions with moving objects	2	2	-	-	-	-
Impacts / collisions with static objects	3	1	-	-	-	-
Impacts due to traffic accidents	-	-	-	1	-	-
Electricity. Electric arcs	1	1	-	-	-	-
Exposure to adverse weather conditions	1	-	-	-	-	-
Blows / Cuts caused by tools or objects	5	-	-	-	-	-
Strain / improper handling procedures	8	-	-	4	-	-
Other	1	-	1	1	-	-
<b>Total accidents</b>	<b>30</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>-</b>



### Work-related accidents with sick leave by duration of leave



#### Accidents according to duration of sick leave | No. |

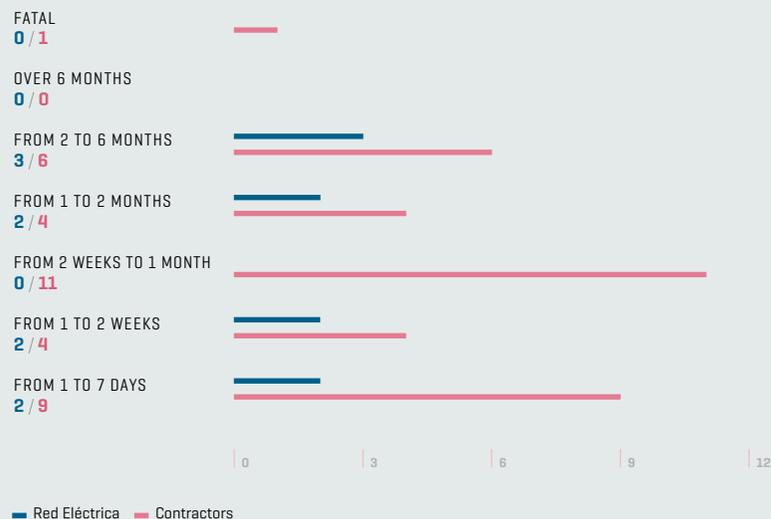
	Red Eléctrica	Contractors
Fatal	-	1
Over 6 months	-	-
From 2 to 6 months	3	6
From 1 to 2 months	2	4
From 2 weeks to 1 month		11
From 1 to 2 weeks	2	4
From 1 to 7 days	2	9
<b>General total</b>	<b>9</b>	<b>35</b>



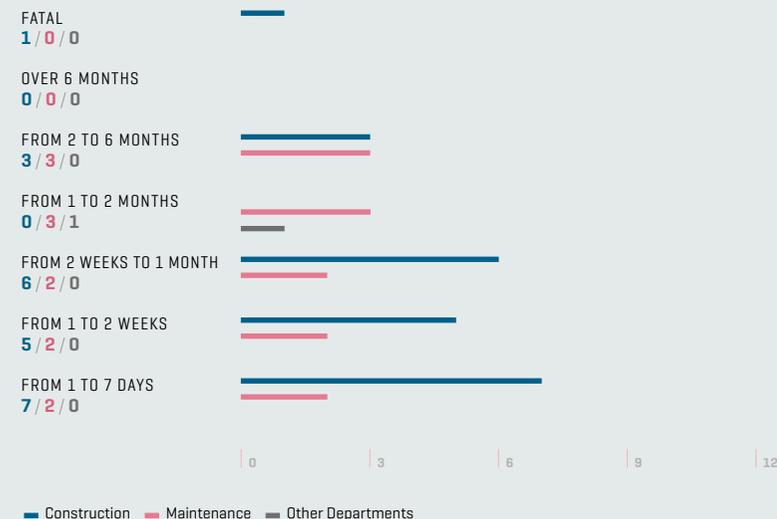
#### Accidents according to duration of sick leave. Contractors | No. |

	Construction	Maintenance	Other Departments
Fatal	1	-	-
Over 6 months	-	-	-
From 2 to 6 months	3	3	-
From 1 to 2 months	-	3	1
From 2 weeks to 1 month	6	2	-
From 1 to 2 weeks	5	2	-
From 1 to 7 days	7	2	-
<b>General total</b>	<b>22</b>	<b>12</b>	<b>1</b>

#### Accidents according to duration of sick leave No.



#### Accidents according to duration of sick leave. Contractors No.



- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES**
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 5

## HEALTH RESOURCES





# HEALTH RESOURCES

*The monitoring of the health of the workforce as a whole is assumed entirely by the health service of the Internal Prevention Service of the Company.*



## RED ELÉCTRICA

promotes occupational health and safety and well-being as a source of

## QUALITY OF LIFE

both individually and at the workforce level

**Red Eléctrica de España** has a basic health unit, integrated into the Internal Prevention Service, formed by a Medical specialist in occupational medicine and a Work Nurse who carry out the functions of this speciality: health monitoring as well as assistance in consultations, the monitoring of chronic pathologies, advice on health matters, and the planning and implementation of plans and programmes for preventive healthcare and the promotion of health of its professionals among others.

One of the unique characteristics of the Company is the large geographical dispersion of its work centres, which requires contracting a third-party preventive healthcare service to carry out the monitoring of individual health in outlying centres, which is included in the internal regulations related to the management of Health Monitoring [AM038]. Since the end of 2017 and throughout 2018 the Individual Health Monitoring has been covered through a contract established with a new preventive healthcare society called Servicio de Prevención Ajeno (SPA) Cualtis Prevención. Nevertheless, as established by the current legal regulations, the health monitoring of the workforce is assumed entirely by the medical personnel of the Company's own preventive healthcare service.

During 2018, once the Healthy Workplace Management Model was consolidated, various health promotion programmes were carried out, included in the various



plans and campaigns, both in the area of health resources and in the management of psychosocial risks. Our goal is to work to achieve an organisation with a safe, healthy and sustainable working environment that promotes the incorporation of healthy lifestyle habits as a source of health and well-being, both individually and within the workforce as a whole.

### MONITORING INDIVIDUAL HEALTH

With regard to preceding years, the health monitoring protocols already defined have not undergone any modifications, neither in their contents nor in the periodicity or their enforceability. However, the idea of health monitoring at Red Eléctrica is not limited solely to monitoring the potential disorders that may be caused by the working environment, but also extends to the identification of other risk factors that could affect the personal health of every individual. As a result, the content of the health check-ups carried out extends beyond the areas strictly set out in the health monitoring protocol for each individual job position and includes supplementary examinations and tests that offer a complete assessment of each individual's health status. From the study of the results of these health check-ups, we can focus on the pathologies that require more attention from the point of view of preventive healthcare and health promotion, which allows us to advance in the management of the Healthy Workplace Model.



IN 2018

# 1,045

## MEDICAL CHECK-UPS

were performed applying the corresponding protocols, according to the risks inherent to the job positions

During 2018, 1,045 medical check-ups were carried out, applying the corresponding protocols, according to the risks inherent to the job positions. These protocols are primarily those corresponding to:

- Shift work in the case of operators and heads of operational shifts.
- Drivers in positions that require frequent movements between facilities, as is the case of support technicians and experts in regional area offices.
- Working at heights and live working in the case of the experts in regional areas.
- Protocol regarding IT computer screens applicable to all office workstations.

Evolution of Medical Check-ups





## RESULTS

all the people have been considered

# SUIT-ABLE

for their job positions with the exception of 5 who were classified as suitable with limitations



The number of check-ups conducted varies each year, this depends mainly on the number of check-ups classified as voluntary, because those classified as compulsory (which relate to personnel who work at heights or carry out live working) are conducted in 99% of all cases. The success of these results is linked to the roles that local health partners establish between the personnel working within their own areas and the Work Centre in 'La Moraleja' medical services area. In this regard, there is a direct and active line of communication which is supported by constant feedback.

25 initial medical check-ups were also conducted on those workers who joined the workforce during the year. In 2018, 3 check-ups were conducted on workers returning to work after a prolonged absence due to sick leave in order to assess their suitability for certain job roles involving risk.

As for skills, we should highlight once again that everyone has been classified as suitable for their professional job position, with the exception of 5 people who were classified as suitable with limitations. Said employees have the relevant preventive measures put in place.



## The Healthy Workplace Report identifies and evaluates the data related to indicators about the health and absenteeism of the workforce as a whole and other indicators related to the promotion of health at work.

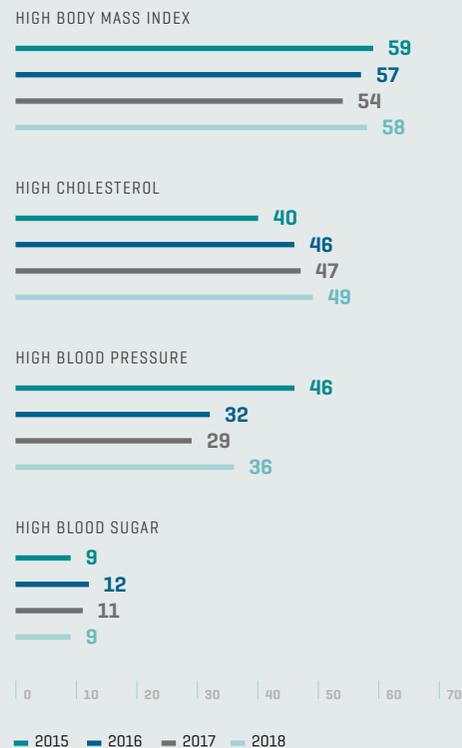
### MONITORING HEALTH OF THE WORKFORCE

The data related to indicators about the health and absenteeism of the workforce as a whole and other indicators related to the promotion of health at work, are identified and evaluated in the Healthy Workplace Report.

The study of the main health problems experienced by the workforce has been systematised, and annually, data gathered from regular health check-ups along with absenteeism rates or the main reason for medical check-ups, are analysed.

As in previous years, an analysis has been made of the way in which cardiovascular risk

### Evolution of Cardiovascular Risk Factor %



### MANDATORY MEDICAL CHECK-UPS,

corresponding to personnel who work at heights or carry out live working, have been conducted in

99%

of the cases

factors affect the workforce at Red Eléctrica, with the following results:

- 58% of the workforce is over normal weight, of which 44% is overweight and 14% is obese [values >30 Body Mass Index].
- 49% of the workforce has high cholesterol levels.
- 36% of the workforce has high blood pressure.
- 11% of the workforce has a blood sugar level that is above the normal level.
- 15% of the workforce are smokers.
- The average age of the people who have had a check-up is 44 years old [slightly lower than the average age of the staff which is 45 years old].

The information above comes from the data taken in the medical check-ups. Despite the efforts made regarding the promotion of exercise and healthy eating, both the evolution of the Body Mass Index and cholesterol levels and blood pressure have increased. Not so high blood sugar levels, which have decreased significantly. This data indicates that we should not give up on the effort to implement programmes to promote healthy lifestyles.

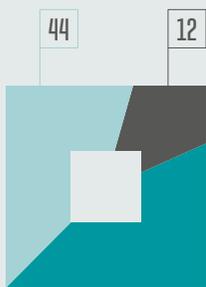




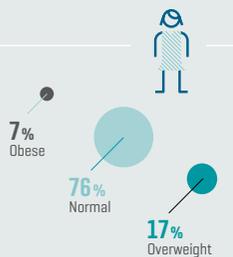
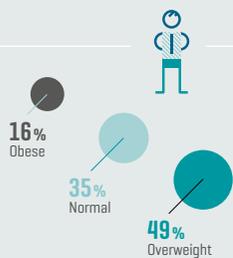
More specifically, the analysis of the health data for 2018 is:



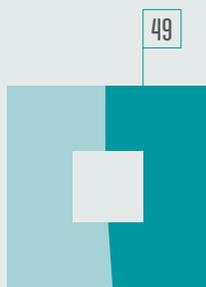
### Body Mass Index %



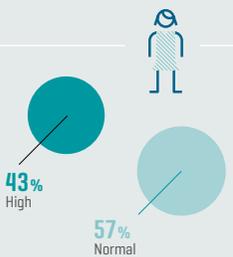
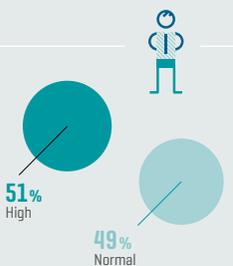
14 OBESE  
44 OVERWEIGHT  
46 NORMAL



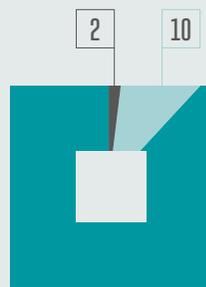
### Cholesterol %



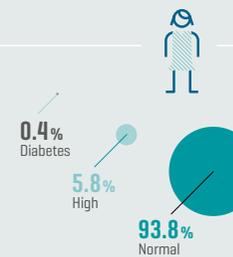
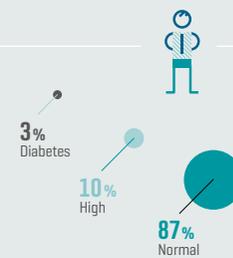
49 HIGH  
51 NORMAL



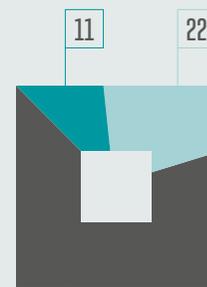
### Blood sugar level %



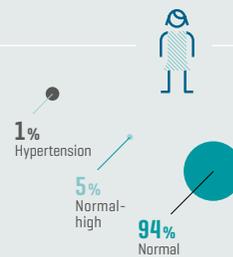
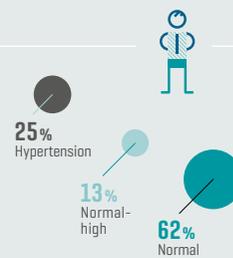
2 DIABETES  
10 HIGH  
88 NORMAL



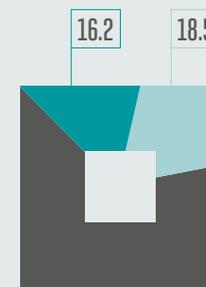
### Blood pressure %



22 HYPERTENSION  
11 NORMAL-HIGH  
67 NORMAL



### Smoking habit %



16.2 SMOKER  
18.5 NON-SMOKER  
65.3 EX-SMOKER



### PROMOTION OF HEALTH AT WORK

Under this definition, the integration of health promotion in occupational risk prevention actions is proposed, and it establishes a conceptual framework that helps organise and undertake health programmes within the business environment at all levels [individual and at the corporate level]. As a member of the Healthy Business Network and aligned with the European Network for Workplace Health Promotion [ENWHP], after its recognition of



### RED ELÉCTRICA

promotes health and safety at work and helps people achieve

### OPTIMAL HEALTH

good practices by this body, Red Eléctrica is committed to a concept of health promotion at work, to its full extent through:

- A systematic design of programmes that improve the health of the worker and that of the company.
- The creation of a health culture that meets the needs of both the company and the worker.
- Health management that is integrated into the strategic plan of the company because it is good for the worker's health and for the productivity, efficiency and competitiveness of the company.
- A methodology that helps people achieve optimal health [emotional, physical, social, spiritual and intellectual].
- A methodology that uses diverse strategies to improve the knowledge that workers and other relevant stakeholders have regarding health and to make a working environment available that protects the health of people and supports and reinforces healthy choices.
- Improved working conditions, seeking the sustainability and quality of work, where the health and safety of workers is ensured and in which the legal requirements of current regulations are met and exceeded.



**Every year various health campaigns are carried out aimed at increasing physical activity, reducing sedentary lifestyles and improving eating habits in order to reduce the prevalence of possible cardiovascular and other chronic diseases.**

- Healthy lifestyle habit initiatives, that take into consideration how the working environment can facilitate and support habits, behaviours and abilities to live a healthy life.

### Plan for cardiovascular risk prevention

Based on the general health data analysed, health campaigns are carried out annually aimed at increasing physical activity, reducing sedentary lifestyles and improving eating habits, among other things. It is important to note that these actions are not only intended to reduce the incidence of potential cardiovascular illnesses and their risk factors, but additionally, they have a significant impact on the prevention of other chronic pathologies including cancer or certain psychological processes. Such actions help to ensure a better quality of life.

Details on these campaigns are provided in the following sections.

### Promotion of sports and physical activity

Integrating the practice of physical exercise as a healthy lifestyle habit is a clear necessity in view of the research that has been carried out into the reasons for the main chronic illnesses affecting developed societies, among which noteworthy is: cardiovascular disorders, cancer and problems arising from conditions of an orthopaedic nature. Under this perspective, in recent years a special effort has been made to roll out a number of initiatives mainly aimed at raising awareness among employees of the importance of regular physical exercise in order to achieve improvements in their well-being and quality of life and therefore supplying the tools to start or maintain these habits.

One of the most important external recognitions achieved in 2018, is the collaboration of Red Eléctrica as an expert in this field, in projects led by official entities, such as the project 'Benefits of promoting physical and sports activity in



## HEALTHY LIFESTYLE

Red Eléctrica promotes various initiatives to raise awareness about the importance of doing

## PHYSICAL EXERCISE



terms of improving health, well-being and business productivity', led by the National Institute for Health and Safety at Work and the Ministry for Employment and Social Security.

### Financial aid for sporting activities: the Sports Season

This concept includes the financial support that Red Eléctrica grants to those who agree to participate in one of the sports groups within the so-called Sports Season, fulfilling a number of internal criteria. Since 2014, the following evolution has been witnessed in this area:

### Evolution of sports groups



### SPORTS DAYS

During the month of June

# 170 PEOPLE

participated in the Fourth Edition of Sports Days of Red Eléctrica

**43% of the workforce has benefited from the financial aid that Red Eléctrica grants to people who participate in any of the sports included in the Company's Sports Season.**

The increase in the number of sports, the number of participants and the number of sports groups is due to the growing interest being shown by the workforce in taking part in different sporting activities.

According to this data, 43% of the workforce receives this type of financial aid.

### Sports days and other inter-company events

In June, the Fourth Edition of Sports Days of Red Eléctrica took place for all personnel, with 170 participants. Additionally, in the same month Red Eléctrica hosted the Third 7-a-side Football Tournament among European TSOs.

A further event attended was the Spanish Inter-company Paddle Tennis Championship, which was held in September, additionally Red Eléctrica took part in some of the inter-company races organised throughout the year in several Spanish cities.

Another social action carried out was the participation in the 'Inter-Company Challenge'.



### Physical Condition Consultation

The observation of the results of all the initiatives that have been launched in recent years, made us aware of the need to go one step further in assessing the health factors that condition physical exercise. Our goal was to innovate in the proposal of initiatives in line with the need for physical exercise, to motivate those who do not take part in any physical activity at all and those who need it as a healthy lifestyle habit.

As a result, the Physical Condition Consultation Service was set up. The initiative was aimed especially at those people who do not exercise regularly and/or have certain health factors (high blood pressure, high cholesterol levels, weight problems etc...) where physical exercise could have a positive impact on their health condition. A professional expert in physical exercise and health will evaluate the following parameters:

- Blood analysis.
- Determining factors of physical condition: balance, strength, flexibility, aerobic endurance.
- Anthropometric data: weight, height, body mass index, blood pressure, resting heart rate, waist circumference.
- Body composition: percentage/amount of fat and muscle.



DURING 2018

90 PEOPLE

have benefited from the Physical Condition Consultation Service

*The Energy Space is a room in the main Head Office dedicated to the practise of Yoga and Pilates group classes and functional training in small groups.*

- Healthy lifestyle habits and level of stress, through scientifically recognised questionnaires.

According to the results obtained, a scale is established, and a final report is produced, and an action plan is proposed with individual and personalised physical exercise recommendations. A follow-up will be carried out after a few months to evaluate the results achieved.

During 2018, 90 people have benefitted from the Physical Condition Consultation Service.

### Energy Space

As a result of the different research projects carried out in previous years, the need was identified to have a space in the Head Office exclusively dedicated to the practice of physical exercise. Thus, in May 2018, 'Energy Space' was created, a room fitted out and prepared for group classes teaching Yoga and Pilates as well as for functional training in small groups.



This same format of Yoga and Pilates group classes is replicated in the Rubi and La Eliana work centres, where they make an adequate space available for the practice of this type of physical activity.

### Survey of physical activity habits and lifestyles

In order to know in more detail the degree of physical activity and sedentary lifestyle of the people of the Red Eléctrica Group, a survey was launched in June 2018.



## HEALTHY EATING

In 2018 there were

3

## WORKSHOPS

on 'reading nutrition food labels' which was attended by about 15 people per workshop

The level of participation reached, both at an overall level [58.3%] and for each of the groups analysed, guarantees the reliability of the research study. Various parameters were measured, overall health status, physical function, physical pain, health in the workplace, rest, vitality, stress, physical activity, sedentary lifestyle in the workplace and during free time. Subsequently, the results were cross-referenced to evaluate what percentage of people complied with the physical activity recommendations made by the WHO.

### Promoting Healthy Eating Habits

In parallel with the promotion of physical exercise, and using the health monitoring studies, which show a strong incidence of cardiovascular risks among the Red Eléctrica workforce, as of 2016 a further step has been taken with the implementation of the Healthy Eating Campaign including a number of group-oriented actions [workshops and group sessions] and individual actions [personalised nutritional advice] in collaboration with the Spanish Society of Dietetics and Food Sciences [SEDCA].

### Group-oriented actions

Among the group-oriented actions completed in 2018, noteworthy were the three classroom-based workshops on 'reading nutrition food labels'; around 15 people took part in each workshop.



A special section on nutritional recommendations has also been created on the corporate intranet. Recipes, recommendations or false myths about food and nutrition aspects are periodically posted in this section. It should be noted that this is the most visited space on the intranet.

**Individual actions: personalised face-to-face and online nutrition consultations**

321 personalised face-to-face consultations were conducted at different work centres

in 2018 (Head Office, Ponferrada, Vitoria, Bilbao, Tenerife and Las Palmas). During these consultations, an analysis of anthropometric data (body mass index, blood pressure, lean mass, fat mass...) and blood values (lipid profile, sugar...) was conducted and in addition an interview-survey was completed to identify the reasons for the consultation, eating habits, likes and dislikes etc. Based on the factors identified, an action plan with tailor-made dietary advice was designed, and follow-up consultations were scheduled.



**321  
PERSONALISED  
NUTRITION  
CONSULTATIONS**

conducted which resulted in a tailor-made action plan



With the idea of increasing the scope of the campaign and extending it to other regions, in addition to face-to-face consultations, an online consultation service has been designed, which also allows periodic monitoring of people that do not work at the Head Office. This modality of service began in November 2018 and enabled 39 people to be monitored.

In addition to these actions aimed directly at the incorporation of healthy eating habits, other progress has been made in the internal improvement of certain services related to food. Thus, in the tender document of the catering service, a clause was included with a series of conditioning factors regarding the elaboration of the menus served in the Company canteen. These should be healthy from a nutritional and caloric point of view, and shall exclude saturated fats and excess sugars and must provide a balanced nutrient distribution.

### Prevention of cerebrovascular diseases

One of the new campaigns deployed in 2018, was the prevention of cerebrovascular diseases, in collaboration with the Freno al Ictus (Curbing Stroke) Association, which was deployed through 4 main initiatives:

- Information dissemination sessions on the importance of incorporating healthy habits for the prevention of risk factors,



## HEALTHY EATING CAMPAIGN

Thanks to the online consultations it was possible to carry out the nutritional monitoring of

# 39 PEOPLE

who do not work at the Head Office

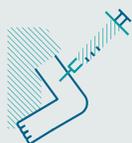
## The Campaign for the Prevention of cerebrovascular diseases in 2018, in collaboration with the Freno al Ictus (Curbing Stroke) Association, the actions carried out and the results obtained allowed Red Eléctrica to receive the Brain Caring People Company seal.

held in Madrid, Seville, Zaragoza, Valencia and Palma de Mallorca, with 200 attendees.

- Training pill ‘Passport for life’ for all Group professionals.
- Training in first aid for prevention delegates and people interested in learning more about the tell-tale signs of the onset of a stroke, with the participation of 20 people
- ‘Heroes at home’ action carried out as part of Red Eléctrica’s initiative ‘Day without school’ targeted at the children of the employees.

These actions and the results obtained allowed Red Eléctrica to receive the Brain Caring People Company seal.





## FLU VACCINATION CAMPAIGN

# 223 PEOPLE

were vaccinated against seasonal flu (13.62% of the workforce)



### Plan for the prevention of cancer

The prevention of cancer and the promotion of a healthy lifestyle to reduce the risk factors that lead to cancer was included, several years ago, as part of the annual planning of health monitoring safety activities.

The prostate cancer prevention programme for men over 50 continues to be very well accepted, given that the increase of the average age of the workforce means that a larger target group is being dealt with every year.

### Prevention of musculoskeletal disorders

As with the rest of the population of Spain, musculoskeletal disorders are another of the main causes of serious ill health among employees at Red Eléctrica, and they also

represent one of the work-based risk factors that affects all job positions, being the main reason for absence due to non-work-related illness/injury (see the section on absenteeism).

With the aim of beginning to directly prevent this type of disorders but also to reduce the limitations associated with suffering them, in April 2018 the physiotherapy consultation service was implemented at the Head Office, with a high degree of utilisation and satisfaction. Throughout 2018 a total of 911 consultations were attended.

### Flu vaccination campaign

As usual, Red Eléctrica offers its entire workforce the chance to protect themselves against seasonal flu. Employees in the Community of Madrid can arrange to be vaccinated at the La Moraleja work centre, while personnel outside Madrid can arrange vaccinations through the Company's preventive healthcare society. In 2018, 223 people in total were vaccinated, that is, 13.62% of the workforce.

### Age Management Model

Since its approval in 2015, the Age Management Model has evolved towards managing the process focusing on achieving an appropriate age curve that guarantees the optimal experience and abilities for the different job positions of the organisation, with the aim of establishing a company which is more secure and sustainable, committed



***In 2018, a pilot experience of the analysis and assessment of physical condition was launched with an action and improvement plan of the functional capacities, whose goal is to delay the onset of ageing itself.***

to diversity, that promotes intergenerational solidarity, taking advantage of the talent and knowledge that experienced employees provide.

Among the initiatives proposed from a health perspective, once the evolution of the Work Capacity Index (WCI) was analysed, in the jobs where age has the greatest impact due to the physical demands of the tasks carried out, in 2018 a pilot experience was launched that included a physical condition analysis and assessment, with an intervention and improvement plan of functional capacities with the aim of delaying the natural ageing process, taking into account the importance that physical activity and well-focused exercise have in this regard.

The first objective was to assess the physical fitness condition of workers to objectify their real situation with respect to the different fitness elements [muscular strength, cardiorespiratory resistance, balance and flexibility], and understand the physical activity they perform outside of the workplace, as well as their sedentary levels,

thereby significantly helping our efforts to provide recommendations and personalised information that may contribute to improving their health and capacity to deal with the physical demands of the daily tasks associated with each job position.

The second objective consisted of observing the differences in physical and mental health, as well as lifestyles, between line and substation technical specialists in the older age group. Line technicians showed better results in the physical condition variables compared to substation technicians, while, in general, there were no significant differences detected regarding physical activity and health aspects that each employee considers about themselves, as well as between their body mass index, anthropometric data and physiological variables. It must be borne in mind that the average age of the line specialist technicians participating in the study was somewhat lower than that of substations.

The third objective was to establish if the assessment fitness test of the Work Capacity Index is sensitive in the detection



**AGE MANAGEMENT MODEL**

has evolved towards a management focused on reaching an adequate

**AGE CURVE**

in the different job positions of the organisation



of differences in physical and mental health, as well as lifestyles, between line and substation technical specialists in the older age group. In this regard, we concluded that, with the data we have to date, the WCI alone does not seem to be an adequate tool to detect possible shortcomings in terms of the physical performance [physical condition]



A TOTAL OF  
**1,017**  
CONSULTATIONS

attended, the most numerous being those related to orthopaedic problems and respiratory disorders

of the workers, and therefore it is necessary to implement a direct physical condition evaluation system, for the early detection of possible shortcomings in the physical performance of workers, together with the analysis of the physical requirements of each job position.

55 people took part in this study. In 2019, assessments will continue to be conducted on technical specialists over 50 years of age working in regional areas and their WCI will be assessed, thus broadening the study sample to give consistency to these conclusions.

Concurrently, seminars on healthy ageing were held and these will continue to be organised in 2019.

**Main objectives in 2019**

Implementation of the initiatives defined for employee groups in job positions with risks associated with age: Conducting physical fitness condition evaluations and assessment of the Work Capacity Index, and launching of a research study.

**MEDICAL ASSISTANCE**

In addition to all the medical check-ups and blood extractions, a total of 1,017 medical consultations were also dealt with during 2018, including appointments with doctors and nurses, emergency appointments, vaccinations, telephone consultations or consultations due to temporary incapacity.



As in previous years, the highest number of consultations [excluding the monitoring of chronic disorders] were related to orthopaedic problems [usually neck, back and lumbar problems] and acute respiratory disorders.

## ABSENTEEISM DUE TO NON-WORK-RELATED ILLNESS/INJURY

### General data

This section covers absences of Red Eléctrica personnel as the result of non-work-related illness/injury [NWRI].

The data provided takes account of both absences that have led to a request for temporary sick leave, managed through the Company's preventive healthcare society called *Servicio de Prevención Ajeno* [SPA] Cualtis Prevención, and absences of three days or less caused by non-work-related illness/injury.

Average number of employees	1,727
Theoretical days worked	630,355
<b>Common sick leaves</b>	<b>295</b>
Calendar days of temporary incapacity [TI]	13,648
<b>Absenteeism rate due to temporary incapacity [TI]</b>	<b>2.17</b>
Days of absence due to illness ≤ 3 days	1,357
<b>Rate of absenteeism due to illness ≤ 3 days</b>	<b>0.21</b>
Rate of absenteeism due to non-work-related illness/injury [TI + ≤ 3 days]	2.38
<b>Days of absence due to Work-related Diseases and Workplace Accidents</b>	<b>634</b>
Rate of absenteeism due to Work-related Diseases and Workplace Accidents	0.10 %
<b>Rate of absenteeism related to HEALTH and SAFETY</b>	<b>2.48</b>



IN 2018  
**295**  
**SICK LEAVES**

due to non-work-related illness were registered

*The Medical Service performs monitoring of absenteeism due to illness to identify any relationship between the illness causing the absence and the health risks that may arise from carrying out the work.*

### Temporary incapacity due to non-work-related illness/injury

Red Eléctrica's Medical Service monitors absenteeism caused by temporary incapacity due to non-work-related illness/injury in accordance with its internal procedure IM007 'Processing and follow up of non-work-related illness/injury', a Technical Guideline which was revised in June 2011 and which sets out the action to be taken pursuant to the terms of Article 37 of the Law on the Prevention of Occupational Risks to allow the prevention service's health personnel to ascertain the illnesses suffered by workers and record absences from work for health reasons, so that they may identify any connection between the illness causing the absence and the risks to health that could emerge if the worker in question were to perform their professional duties.

### Analysis and development of absenteeism due to non-work-related illness/injury

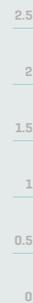
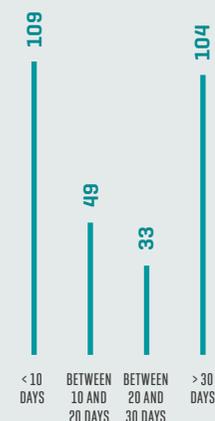
We currently use the following data to calculate the absenteeism rate: Total number of days of temporary incapacity [TI] or sick leave, and not just days lost, while the denominator is the



Evolution of absenteeism rate due to non-work related illness/injury (NWRI)



Sick-leave cases according to duration 2018 No.



total number of theoretical days in the year, i.e. average workforce multiplied by 365 days.

$$\text{Absenteeism rate due to TI} = \frac{\text{Total days due to TI}}{\text{Average staff} \times 365} \times 100$$

Comparison of the level of absenteeism due to TI for the past six years following formula above:

Evolution of the rate of absenteeism due to non-work-related illness/injury

Although in 2017 the upward trend in the rate of absenteeism due to non-work-related illness/injury registered in previous years showed a slight decrease, in 2018 it registered an increase. This increase is not due to a rise in the number of sick leaves taken but because of the increase in the duration of the same.

The average duration of the sick leave taken, calculated as the difference between the days of TI and the number of cases of sick leave is 42 days, significantly higher year-on-year [32 days in 2017], noteworthy being the cases where sick leaves lasted less than 10 days [36.98%] and those cases lasting more than 30 days [35.25%], which represents a high percentage of absences of long duration. Below is a graph with the breakdown of sick leave days according to their duration. In 2018, the rate has increased because there have been cases with very long sick leave duration [7 cases with TI of over one year].

These rates are favourable compared with those of other companies belonging to our sector and to other business sectors.

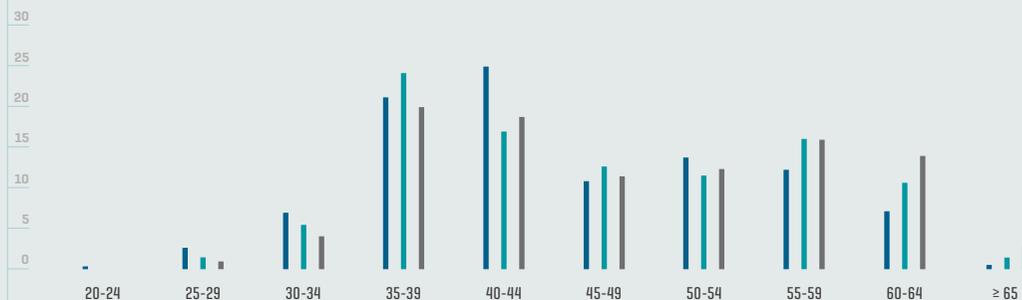


### Study of absenteeism rate due to non-work-related illness/injury according to age

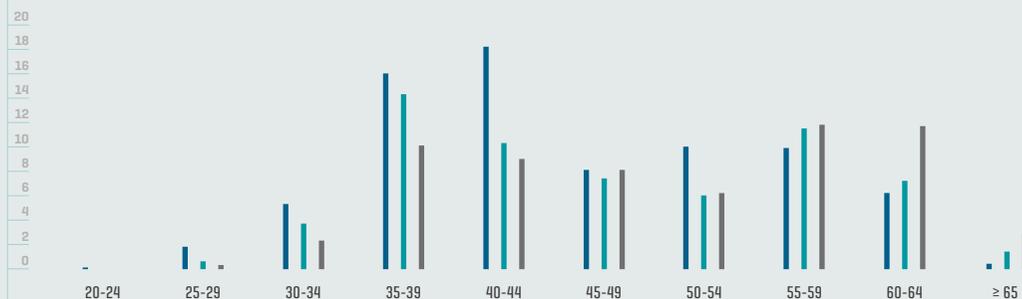
An increase in cases of sick leave as of 55 years of age is observed. Comparatively speaking, it can be seen how the duration of sick leave cases increases as age progresses.

The relative increase in sick leaves of women between 30 and 39 is normally associated with pregnancy cases, which can be seen when conducting the study by gender.

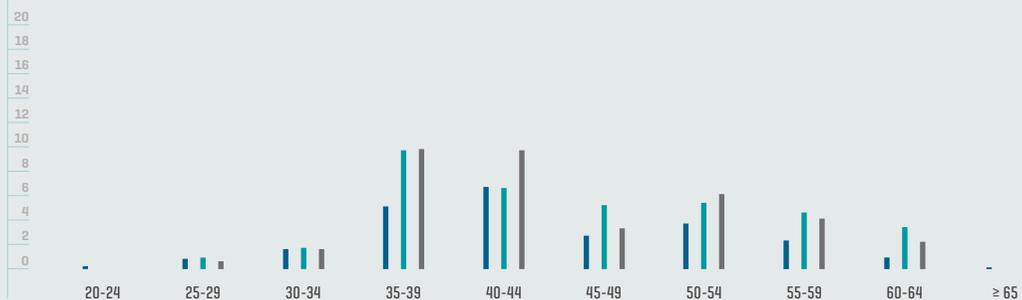
#### Total Professionals (■), % TI (■) and % duration in relation to age (■)



#### Men (■), % TI (■) and % duration in relation to age (■)



#### Women (■), % TI (■) and % duration in relation to age (■)





### Causes of temporary incapacity due to non-work-related illness/injury

It is essential to know the illnesses that are prevalent among our workers in order to use our health resources in the most effective and sustainable way and to design and prioritise specific preventive healthcare and health promotion programmes. The analysis of causes of absenteeism due to non-work-related illness/injury is one of the main sources of information available to us. In addition, pursuant to Law 31/1995, the collation of this type of data enables us to identify any problems that might originate from a workplace risk, or that could have repercussions on the performance of the professional duties required by the job position.

The following is an analysis of the pathologies that gave rise to temporary incapacity leave due to non-work-related illness/injury.

Over half of the days of absence due to non-work-related illness/injury with sick leave, 50.70%, are due to musculoskeletal system pathology. 33.56% of sick leaves are due to these causes and we have observed that in 2018 the duration of these processes has increased considerably [average duration of 66.3 days], which may be due to the fact that 17 of these cases have had a duration greater than 100 days.

This pathology can be broken down into the following areas:



### IN 2018, THE PHYSIO-THERAPY

consultation service was launched and is having a

### HIGH DEGREE

of utilisation

*The knowledge of the prevalent pathologies in our working population is fundamental to design and give priority to specific programmes for preventive healthcare.*

- General orthopaedics: 21.69% of TI cases, average duration 59 days.
- Lower back (lumbar pathology): 9.49% of TI cases, average duration 56 days.
- Neck and upper back (cervical pathology): 2.37% of TI cases, average duration 83 days.

In view of this data, we have continued to work on the prevention of musculoskeletal problems, promoting physical activity and avoiding sedentary lifestyles by offering Yoga and Pilates sessions. In addition, in 2018 the Physiotherapy Consultation Service has been launched, which is having a high degree of utilisation and which will undoubtedly have an important impact both on the prevention and on the improvement of this pathology. Personal assessments of physical condition also help to prevent injuries.

Upper respiratory tract pathologies, which in general are of short duration, which in addition to flu, ear, nose and throat problems, which encompass this type of pathology, represent



## SICK LEAVE

50.7

%

of absences due to non-work-related illness/injury with sick leave are due to musculoskeletal system pathologies

17.63% of the sick leave cases during the year and 6.75% of days of absence during the year.

The oncological pathology practically remains at the levels of the previous year representing 6.09% of the working days lost, compared to 5.64% in 2017.

The working days lost due to cardiovascular pathology represent 4.09% of the total, however, cardiovascular risk factors are extremely common in our working population,

whereby this leads us to continue the effort to promote healthy lifestyle habits as a way to prevent cardiovascular risk factors.

### Causes of absenteeism due to non-work related illness/injury

The following table presents the distribution of sick leave due to non-work-related illness/injury according to causes detailed by pathology groups. The duration in days refers to calendar days, it does not refer only to working days lost.

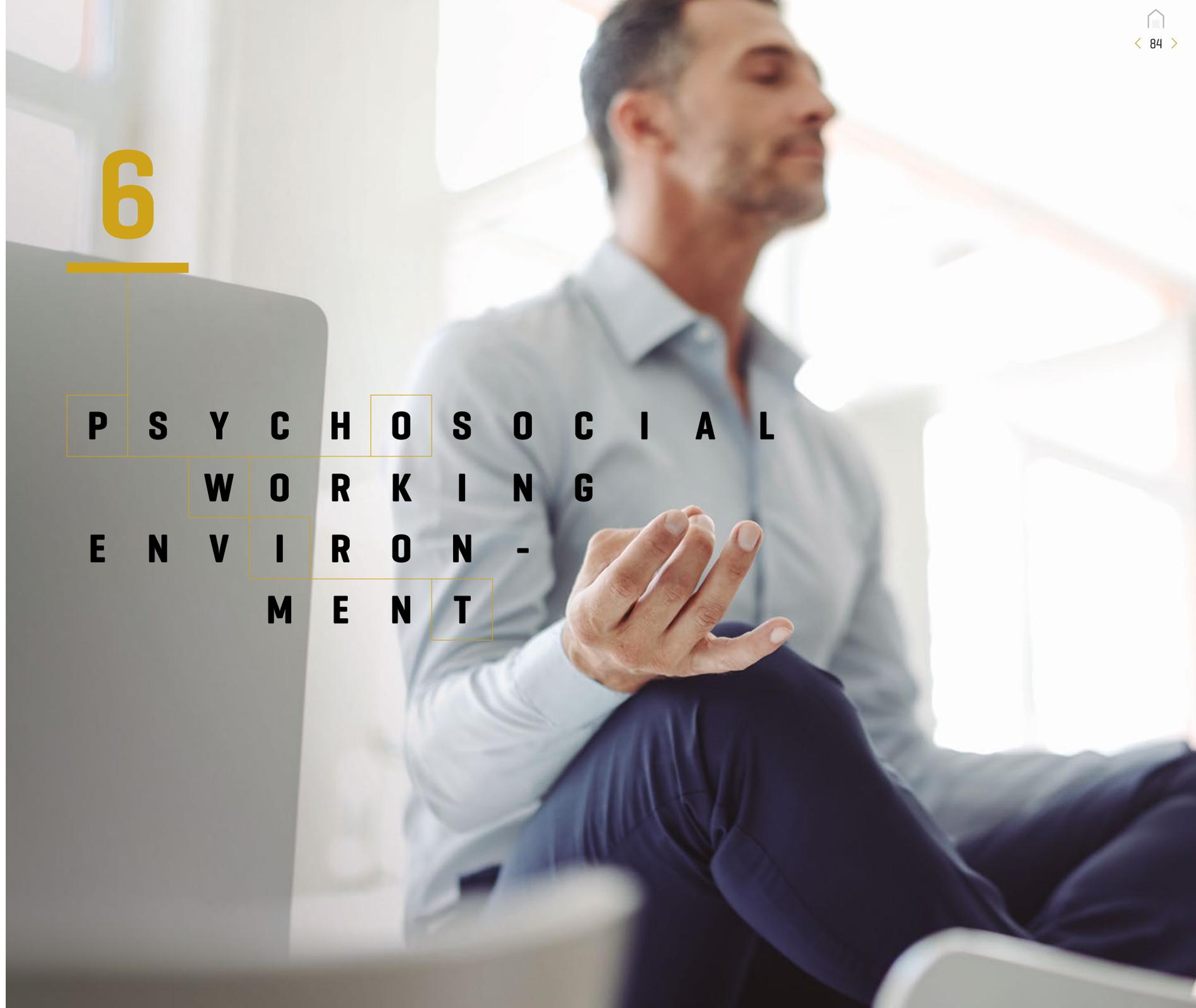
#### Year 2018

Pathology Groups	No. of Cases in the year	TI days in the year	% Cases in the year	% Days in the year
Respiratory tract	29	562	9.83%	4.12%
Cardiovascular	17	558	5.42%	4.09%
General Surgery	21	677	6.78%	4.96%
Dermatology	3	58	1.02%	0.42%
Digestive System	16	342	4.75%	2.51%
Endocrine	0	0	0.0%	0.00%
Gynaecology / Obstetrics	20	695	5.76%	5.09%
Influenza (Flu)	9	49	4.07%	0.95%
Infectious disease	12	129	3.62%	0.93%
Neurology	5	584	1.02%	4.28%
Dentistry / Maxillofacial	5	121	1.69%	0.89%
Ophthalmology	13	392	4.41%	2.87%
Oncology	7	831	2.03%	6.09%
Ear, Nose and Throat	12	205	3.73%	1.50%
Cervical Pathology	8	666	2.37%	4.88%
Lumbar Pathology	33	1,854	9.49%	13.58%
Psychiatry	22	1,212	6.44%	8.88%
Orthopaedics	74	4,399	21.69%	32.23%
Urology	14	267	4.75%	1.96%
<b>Total</b>	<b>327</b>	<b>13,648</b>	<b>100.00%</b>	<b>100.00%</b>

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 6

# PSYCHOSOCIAL WORKING ENVIRONMENT





# PSYCHOSOCIAL WORKING ENVIRONMENT

## MANAGEMENT OF PSYCHOSOCIAL RISK

In 2018, work continued in the psychosocial environment in accordance with the prevention plan associated with the results of the psychosocial risk assessment carried out in 2016 and by carrying out actions that, driven by the Human Resources Area, involve the entire organisation in seeking the improvement of the social climate, based on the results of the climate survey carried out in 2017:

### Areas of action: Psychosocial Risk Prevention Plan



#### Communication

- HR Area and Corporate Resources Department.
- Management Committee.
- Management Team.
- Occupational Health and Safety Committee.
- Workforce (miRED).



#### Talent

- **Development:** Programmes already underway, strengthen according to the objectives of the plan: FOCO programme, ENLACE project, TEAM COHESION, LideraT LEADERSHIP programmes, Improvement of skills and competencies.
- Actions to improve the cohesion of managers with the values of Red Eléctrica.



#### Organisation

- **Mobility:** Promote horizontal rotation.
- **Age Management:** Align psychosocial prevention measures with the Age Management Model.
- Promote the improvement of the planning of maintenance work: **Work-life balance.**
- Monitoring of common areas through the **Climate Survey.**



#### Health promotion

- Healthy lifestyle habits; healthy eating campaigns, physical exercise and prevention of musculoskeletal injuries.
- Workshops for emotional health, mindfulness.
- Stress prevention.
- Sleep hygiene.
- Continue working on improvements regarding the **Work-life Balance.**



**Red Eléctrica has collaborated with the European University of Madrid on a research study, whose objective was the assessment of the impact of stress level control techniques, in which a control group of 30 volunteers from the workforce took part.**

Regarding actions directly aimed at controlling stress and improving psychosocial well-being, an emotional well-being of the leader workshop was conducted aimed at people on the management team.

Mindfulness Programmes that began in 2017, have continued. Participation in these programmes is voluntary, and which consist of a weekly session of 2 hours for a duration of 8 weeks.

We continue carrying out healthy lifestyle habit campaigns, fundamentally geared towards improving eating habits and physical exercise, the prevention of cardiovascular risks and the improvement of musculoskeletal health. There is proven evidence that promoting self-care is an important part that contributes to psychosocial well-being.

**Wellness programme based on meditative movement techniques:** A practical training programme was launched in which different

exercise techniques based on meditative movement were taught, with the aim of getting the participants to acquire autonomy in the application of effective tools and exercise techniques, based on this type of techniques, with the sole purpose of feeling better on a daily basis. The exercise programme consisted of 27 sessions of 30 minutes carried out over 9 weeks and a closing session in week 10. 30 people actively participated in the training and practised techniques such as Qigong.

This project was included within a research study led by the European University of Madrid in collaboration with Red Eléctrica de España, whose objective was the assessment of the impact of these techniques on stress levels and therefore on health. In addition, cortisol levels and the variation in heart rates were measured. In order to conduct the study, we had a control group consisting of 30 volunteers from the workforce.

**Talent management actions:** Many of the people development programmes that are



## WELLNESS PROGRAMME

based on meditative movement techniques

# 28 SESSIONS

in which 30 people took part



carried out through the Talent Management Department, such as skills development actions, leadership, team working, integration plans, have a direct impact on emotional/psychosocial well-being, whereby it is considered necessary that they continue to be carried out, fostering those aspects that contribute most to psychosocial well-being.



## TALENT MANAGEMENT

### 4

strategy and team working workshops held for whole departments during 2018

In 2018, 4 strategy and team working workshops were held for whole departments. In addition, the Red Eléctrica Group, as part of its cultural transformation process, has launched a new Transformative Leadership Model.

Other actions that have significant value in psychosocial well-being are the mentoring programmes conducted by the Talent Management Department, which help people adapt to the characteristics of their job positions.

**Organisational actions:** The psychosocial risks of work are determined fundamentally by working conditions, that is why organisation is key to eliminate these risks and to promote psychosocial well-being.

There are some programmes put in place such as the horizontal mobility plan that, in addition to contributing to personal development and enrichment, in certain circumstances, can serve as a tool to solve possible interpersonal conflicts that may arise.

Although the psychosocial risk assessments are conducted every 5 years and they provide us with information that allows us to put in place preventive actions to improve working conditions and psychosocial well-being, we do continue to assess the psychosocial situation by means of other lines such as health monitoring, medical



## THE WORK-LIFE BALANCE MANAGEMENT MODEL

of the Group goes beyond the legislative

## MEASURES

and existing policies for the promotion of the work-life balance

*The Work-life Balance Management Model of the Group has evolved and matured over the last ten years since it was first implemented and represents one of the main areas of action of the Group's Diversity Plan and Healthy Workplace Model.*

consultations, analysis of the working climate survey, etc. This makes the management of psychosocial risks dynamic and, depending on how they evolve, preventive measures can vary, enhancing some actions or including new ones.

### MANAGEMENT OF THE WORK-LIFE BALANCE

Work-life balance is a strategy aimed at achieving balance between work life, family life (family and home) and personal life (health, leisure, social relationships, personal development, etc.). Legislative measures and existing policies aimed at facilitating and ensuring the work-life balance are among the objectives that seek to promote and foster equal opportunities and treatment between women and men. But Red Eléctrica wants to go one step further. The Work-life Balance Management Model of the Red Eléctrica Group has evolved and matured over a period of almost ten years since it was first implemented and represents one of the main areas of action of the Group's Diversity

Plan and Healthy Workplace Model, within its **psychosocial environment**, which includes the organisation of work, the institutional culture and attitudes, values, beliefs and practices that are exhibited daily in the organisation and have an impact on the psychological and physical well-being of people. It is, therefore, a key element of the management style, in order to attract and retain the best professionals and to create a framework that motivates them and therefore has a greater impact on the overall objectives of the Company.

Since 2009, the drafting of the associated internal regulations, Action Guide and Procedure, aims to guide the performance and management of the Human Resources Area in order to respond, in an integrated manner, to the work-life balance needs of our professionals through a dynamic management and continuous improvement process, thus contributing to increase the level of commitment, efficiency and satisfaction of the people. Within this framework and after the completion of the previous action plan with a fulfilment level of 100% of the objectives



identified, in 2018, the Company approved the **3<sup>rd</sup> Comprehensive Work-life Balance Plan for the 2018-2021 horizon**, which includes the objectives and actions that, in terms of work-life balance, are going to be carried out, including mechanisms for monitoring, measuring and assessing the degree of fulfilment.

The set of more than 60 work-life balance measures, actions and initiatives that Red Eléctrica currently has implemented, and that apply equally to the entire workforce, guarantee continuous improvement in management along with the strategic lines and defined objectives. In 2018, in response to the periodic evaluation of the model, based on the certified process of Family-Responsible Company and its associated rules, Red Eléctrica de España has renewed its certification and remains a proactive company [with a B+ rating].

Based on its experience, Red Eléctrica joins the invitation received, to share its experience as an expert in the Observatory for the Work-life Balance and the Equal Sharing of Family Responsibilities between Women and Men, led by the ICADE-ICAI University. The objective is to work through applied, interdisciplinary and high-quality research, to offer companies and institutions relevant information, reliable data collated with international standards that help other organisations to guide their active work-life balance policies, based on proven specific sectorial studies.



### WORK-LIFE BALANCE

Red Eléctrica has implemented more than

# 60

### WORK-LIFE BALANCE MEASURES

actions and initiatives that apply equally to the entire workforce

**Red Eléctrica has renewed its certification and remains a Proactive company (B+ rating) after the model was assessed based on the certified Family-Responsible Company process.**



As a key part of the continuous improvement system associated with the management of work-life balance, a Self-Assessment Report is drawn up annually that measures the results obtained and assesses the objectives achieved.

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 7

**T H E R O L E O F  
T H E H E A L T H Y  
W O R K P L A C E  
W I T H I N  
T H E C O M M U N I T Y**





# THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY

*The Healthy Company Management Model goes beyond the internal scope to positively influence different aspects that promote the well-being of our social environment.*



## HEALTH INSURANCE POLICIES

arranged for employees and extended to their spouses/partners and children

**The role** the Healthy Workplace plays within the community needs to be addressed as a fourth dimension within the Healthy Workplace Management Model. We cannot be solely satisfied with improving health just within our organisation. We need to reach out further, exerting a positive influence on the different aspects that promotes the well-being of our social environment, understanding this as the 'family unit', stakeholders, the local communities where the Company's activities have an impact and, ultimately, on society as a whole.

In 2018, we have taken part in the following actions geared towards promoting community well-being:

- **Environmental factors:** Improving the natural environment has a direct impact on the well-being of the community. Mobility plans, that Red Eléctrica carries out, favour sustainability and form part of the Company's contribution to the improvement of the natural environment.
- **Providing access to health services and health insurance policies for Red Eléctrica employees and their families:** In addition to the Public Health Service, Red Eléctrica has taken out health insurance policies made available to its employees, and which can be extended to their spouses/partners and children.

Scope of preventive healthcare and health promotion measures for family members: We believe that the promotion of healthy lifestyle habits should not be limited solely to the



**Red Eléctrica maintains a commitment with the local communities where its facilities are located, collaborating on actions that contribute to improving the well-being of people and their municipalities.**

workers of the Company. We are aware that changes in the habits of our professionals will have an impact on their families, but we are also aware that getting the message

across to even the youngest family member, and directly instilling in them good practices, will significantly reinforce and contribute to achieving the goal of promoting healthy lifestyle habits within the family. A session was organised on a day without school for older children, adults and/or guardians which addressed the basic aspects of physical exercise and healthy eating habits and stroke prevention.

• **Management of persons with some form of disability:** with the launch of the Disability Management Model, Red Eléctrica is contributing to the incorporation of people with disabilities through awareness activities directed at Company personnel. As a result of the communication programme of the Family Plan, a project consisting of providing support measures whose objective is to

improve the social and labour integration of Employee's family members, with some form of disability, has led to an increase in the number of beneficiaries from 10 to 17 people. Additionally, several actions regarding corporate volunteering and disability have been launched.

• **Blood Donation Campaigns:** At Red Eléctrica we are aware of the need to encourage blood donations, which is why blood donation campaigns are carried out twice a year at the Head Office.

• **Projects for the improvement of local communities in which Red Eléctrica's facilities are located:** REE leads or actively takes part in several environmental and social projects, aimed at contributing to the sustainable development of the communities in which the Company's facilities are located.

Red Eléctrica maintains its commitment to the local communities where its facilities are located or in which it carries out activities, collaborating in actions that contribute to improving the well-being of people and their municipalities, by supporting the protection of basic needs, fostering sport and healthy lifestyle habits, and the conservation of their culture.

### CORPORATE VOLUNTEERING

The Healthy Workplace Model of the Red Eléctrica Group includes the promotion of the well-being of people through actions that,



***During 2018, the actions included within the corporate volunteering programme were deployed, reaching a degree of fulfilment of 69.5% and an overall participation of 13.8%.***

in turn, represent the well-being of those areas of society in most need, seeking to extend its commitment not only to its working environment, but also to the community. In this regard, the Corporate Volunteering Model of the Red Eléctrica Group, approved in 2017 by the Sustainability Management Committee, extends the Company's social action, promoting and enhancing the collaboration of as many people as possible in solidarity activities that respond to needs, problems and social interests that are defined in its primary courses of action. A new methodology has been taken, going from a volunteering approach, which is purely supportive and of assistance, to a strategic and transactional approach that responds to the interests of the business.

The actions deployed are aimed at the development of employee competencies and the creation of value in the territory. On the one hand, it seeks to channel internal talent into the corporate volunteering service and, on the other, to implement volunteering actions adapted to the different realities



## CORPORATE VOLUNTEERING

The actions carried out in 2018 have contributed primarily to improving the quality of life of groups at risk of social exclusion and to promoting

## EMPLOYABILITY

of the territories in order to provide innovative solutions to social and environmental problems.

Therefore, in 2018, the following actions are noteworthy:

- Carrying out actions based on the multi-year corporate volunteering plan 2018-2020.
- Identification of actions that responded to the objectives set in the management model.
- Identification of entities collaborating with the actions.
- Drafting of an annual calendar of actions with deployment in all territories.
- Carrying out the actions defined in the calendar.
- Measuring participation and satisfaction indicators

In this regard, the actions carried out in 2018, and that respond to the new strategic approach, have contributed primarily to improving the quality of life of groups at risk of social exclusion, promoting employability and meeting the specific and real demands of society. With the implementation of these initiatives we have helped, through the solidarity and voluntary involvement of our professionals, to transform our social environment and advance in the achievement

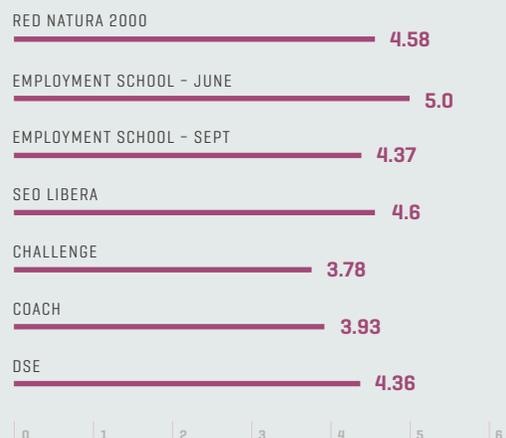


of the global challenges of the 2030 Agenda for Sustainable Development.

In response to the commitment undertaken in 2018, all the territories have participated in some action of the volunteering programme, with a high degree of satisfaction of the same.

The 2018 Corporate Volunteering Programme was approved in May 2018 by the corresponding management body. During the year, the actions included within the programme were deployed, reaching a degree of fulfilment of the programme of 69.5% and an overall participation of 13.8%. Throughout the year, with the study of the different indicators and results, improvement actions have been incorporated and it has enabled an objective for 2019 to be established.

### Satisfaction Index with Corporate Volunteering actions



## Main corporate volunteering actions carried out in 2018



### Mentoring programme

Collaboration in the CAMPVS mentoring programme of the A LA PAR Foundation in which the volunteers from the Company act as mentors for students with intellectual disabilities to help them better integrate into the working world.



### Employment school

Volunteers from the Company participated in the ADECCO Foundation's Employment School program that seeks to improve the employability and professional inclusion of high-potential people with disabilities. The workshops address the fundamental areas that a person must master to perform an autonomous and effective search for employment.



### Action Against Hunger 'Challenge'

Red Eléctrica has left a significant solidarity footprint in the Action Against Hunger 'Challenge' 2018 that aims to combat child malnutrition and eradicate hunger (SDG2).



### Coach Project

Red Eléctrica Volunteers have accompanied a group of boys and girls (at risk of failing secondary education) on a project of the Exit Foundation. The project aims to raise their awareness and interest in the world of business.



### 'Companies' Solidarity Day'

Participation in this corporate volunteering day organised by Cooperación Internacional, in which eager volunteers from the Company accompanied people from various vulnerable groups such as the homeless, those with disabilities or the elderly, and engaged in leisure activities with children at risk of social exclusion. These actions were carried out in six cities across Spain.



### 'A Smile for Christmas' Campaign

Red Eléctrica has collaborated in the Cooperación Internacional solidarity campaign 'A Smile for Christmas' for the collection of toys, which aims to give a gift to children in situations of poverty and vulnerability. The generous response of professionals from different territories has contributed to putting a smile on many faces nationwide.



### Libera Project

Cleaning up natural environments that have been affected by littering; a project led and organised by SEO. It has been the objective of the different environmental actions that have been carried out throughout the territory.

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# 8

## D I V E R S I T Y





# DIVERSITY

*The Comprehensive Diversity Plan aims to promote commitment to diversity of talent, socio-occupational inclusion and non-discrimination, both within the Company and in the social environment.*

In line with the Company's Strategic Plan and with the new Sustainability Model of the Red Eléctrica Group, a Diversity Management Model was defined in 2017 in order to incorporate the previous models that served different areas of diversity of the Group, such as equality, disability and age, under the same umbrella and integrate other new aspects of diversity not addressed previously. This highlights the Company's commitment to inclusion, non-discrimination and the elimination of barriers, guaranteeing the incorporation of diversity as a cross-cutting and strategic aspect of the business culture.

This Comprehensive Diversity Plan has as its fundamental objective to promote diversity within the entire organisation, with an inspiring vision to become a reference through commitment to the diversity of talent, social-labour inclusion and non-discrimination, both within the Company and socially.

Within this Plan, a methodology has been designed that is focused on people, with the aim of the Company becoming a social agent to contribute to the promotion of a more diverse society.

## OVERALL OBJECTIVES

- Create a corporate culture favourable to diversity both in the people employed and in the rest of our stakeholder groups.

- Integrate diversity in all Company processes, especially in HR.
- Involve, raise awareness and promote our vision and focus on diversity in our collaborators and Red Eléctrica suppliers.
- Participate with official organisations, academic institutions and other social agents in campaigns, observatories and projects that allow us to be a reference as a social agent that will contribute to building a more diverse society.

These objectives are defined and developed in the 2018-2022 Diversity Plan and this, in turn, is deployed and implemented via annual programmes.

Specific objectives to be achieved in 2022 are also established:

- Reach a level of 35% of women on the Management Team.
- Gender Pay Gap of Zero.
- Comply with the 70% target regarding the application of alternative measures and the reserve of 2% of jobs for people with disabilities, as set out by the General Law on rights of persons with disabilities and their social inclusion.
- Obtain the Family-Responsible Company (EFR) certificate with an A+ rating (currently B+).

- TABLE OF CONTENTS
- PRESENTATION
- 01 HUMAN RESOURCES FRAMEWORK
- 02 HEALTHY WORKPLACE MANAGEMENT MODEL
- 03 PLANNING OF PREVENTIVE ACTIONS
- 04 PHYSICAL WORKING ENVIRONMENT
- 05 HEALTH RESOURCES
- 06 PSYCHOSOCIAL WORKING ENVIRONMENT
- 07 THE ROLE OF THE HEALTHY WORKPLACE WITHIN THE COMMUNITY
- 08 DIVERSITY
- INDICATORS

# I N D I C A T O R S



**Indicators**

<b>Occupational Health and Safety (Parent company)</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Average workforce	1,653	1,676	1,704	1,704	1,731	1,727
No. of hours worked	2,810,559	2,832,440	2,872,998	2,879,760	2,925,390	2,919,441
Work-related accidents with sick leave	7	8	13	7	5	9
Fatal work-related accidents	0	0	0	0	0	0
Days lost due to work-related accidents <sup>(1)</sup>	332	393	348	255	139	352
Accident frequency rate	2.49	2.82	4.52	2.43	1.71	3.08
Accident severity rate	0.12	0.14	0.12	0.09	0.05	0.12



<b>Occupational Health and Safety (Red Eléctrica Contractors)</b>						
Average workforce	3,527	3,336	2,950	2,664	2,940	2,721
No. of hours worked	6,059,285	5,637,084	4,986,224	4,501,934	4,969,450	4,598,621
Work-related accidents with sick leave	109	88	62	46	36	35
Fatal work-related accidents	0	0	2	0	0	1
Days lost due to work-related accidents	5,368	4,040	15,347	1,402	1,366	7,376
Accident frequency rate	17.99	15.60	12.84	10.22	7.24	7.61
Accident severity rate	0.89	0.72	3.08	0.31	0.27	1.60



<b>Medical Service (Red Eléctrica) Health and well-being</b>						
Medical check-ups/examinations	1,138	1,095	1,112	1,092	1,092	1,045
Consultations with doctor or nurse	1,226	1,196	1,183	1,468	867	794
Absenteeism rate related to health and safety	1.43	1.84	2.21	2.05	2.03	2.48
Participation in consultations regarding health promotion campaigns					696	1,361
Fulfilment of the 2018 Corporate Volunteering Programme						69.5%
Participation rate in Volunteering actions						13.86%
Fulfilment of the 2018 Work-life Balance programme						90%



<sup>(1)</sup> The calculation is based on 6,000 working days per fatal accident.

**Accident frequency rate:** The number of work-related accidents with sick leave per million hours worked.

**Accident severity rate:** The number of work days lost due to work-related accidents + incapacity scale, per thousand hours worked.

**Absenteeism rate due to health and safety =** days absent due to common TI (temporary incapacity) > 3 days + days absent TI <3 days + days of absence due to Work-related Diseases + Workplace Accidents / [average workforce x 365] x 100.





*Grupo Red Eléctrica*

**Published by**

RED ELÉCTRICA  
Paseo del Conde de los Gaitanes, 177  
28109 Alcobendas (Madrid)

[www.ree.es/en](http://www.ree.es/en)

**Graphic design and layout**

dis\_ñ  
estudio@dis-n.es

**English Translation by**

Wayman English International  
[www.waymanenglish.com](http://www.waymanenglish.com)

This English version is a translation of the original and authentic Spanish text found in the 'Memoria Empresa Saludable 2018', originally issued in Spanish. In the event of discrepancy, the original Spanish language version shall prevail.