

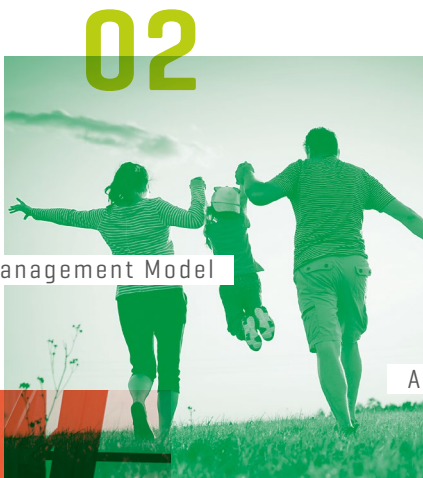
# 2021

*Healthy Company Report*





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# Introduction



→ The Red Eléctrica Group promotes the best practices in safety, health, and well-being with the commitment and leadership of its management team. Its healthy company management model is aligned with the Group's Strategic Plan, the Operational Plan for People and Culture and the Red Eléctrica Group's 2030 Commitment to Sustainability, and aims to achieve healthy work environments from a unique perspective of occupational and personal health. This objective is one of the basic pillars of our value proposition to our employees and stakeholders.



The Healthy Company model is deployed through annual programmes, which aim to give continuity to the management model through continuous improvement, and to consolidate the Red Eléctrica Group as a leading company in good practices in safety, health and well-being, and health prevention and promotion.

The main actions that will be developed to achieve this goal are the following:

**1. To promote and embed in all stakeholders (internal and external) a preventive culture committed to the aspiration of becoming a “zero accidents” Group.**

To promote awareness and participation of all stakeholders in health and safety matters, developing behaviours and attitudes that consolidate the commitment to a preventive culture of “zero accidents” with specific actions for all groups.

**2. To promote and develop psychosocial risk management, integrating emotional aspects into our preventive culture.**

To define, integrate and promote actions specifically focused on psychosocial risks, including emotional aspects in occupational safety activities. To standardise and integrate the implementation of action plans associated with improving psychosocial risk management.

# The Healthy Company management model is aligned with the company’s Strategic Plan, with the Operating Plan for People and Culture and with the Red Eléctrica Group’s 2030 Commitment to Sustainability.

**3. To position and develop the “Healthy Company” model by consolidating the best practices in terms of work-life balance and the well-being of people at all levels, physical, mental and social.**

To promote the positioning of the Group as a benchmark for the “Healthy Company” Model, consolidating the best practices in work-life balance and those associated with the well-being of people at all levels, physical, mental and social. To design and implement actions to favour the sustainable contribution of the Group’s professionals throughout their working lives.

This report aims to present the main actions carried out during 2021 as an example of our determined effort to promote a culture of excellence in Health and Safety management systems.

# PLANNING *of* PREVENTIVE ACTIVITY

# 1

Chapter



# 1

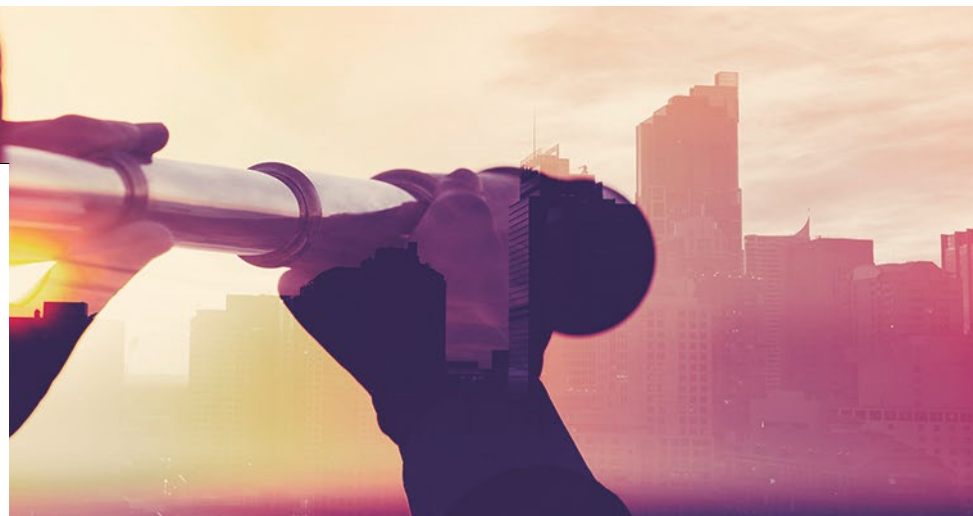
## Modality of the Prevention Service



→ In order to comply with legislation on occupational risk prevention, and within the context of the expansion and consolidation of the Red Eléctrica Group as a global operator of strategic electricity and telecommunications infrastructures, the Red Eléctrica Group has a Joint Prevention Service (SPM, for its acronym in Spanish) in Spain, which serves the following companies:

- Red Eléctrica Corporación, S.A.
- Red Eléctrica de España S.A.U. [REE]
- Red Eléctrica Infraestructuras en Canarias, S.A.U. [REINCAN]
- Red Eléctrica Infraestructuras de Telecomunicaciones, S.A. [REINTEL]
- Red Eléctrica de Telecomunicaciones, Innovación y Tecnología, S.A. [RETIT]

# The SPM acts as a driving force for the integration of preventive activity in every phase of the company's productive process.



The preventive activity of the SPM is limited to the participating companies, considering **the Prevention Service of each and every one of its constituent companies**, by virtue of the provisions of section 3 of Article 21 of the Prevention Services Regulations, modified by Royal Decree 337/2010, of 19 March.

The SPM provides the necessary advice and support to the company within the framework of Article 31 of Law 31/1995, which includes:

- The design, implementation and application of an **occupational risk prevention plan** that enables the integration of prevention in the company.
- The **evaluation of risk factors** that may affect the safety and health of workers under the terms provided for in Article 16 of this Law.
- The **planning of preventive activity** and the determination of priorities in the adoption of preventive measures and the monitoring of their effectiveness.

- The **information and training of workers**, under the terms provided for in Articles 18 and 19 of this Law.
- The provision of **first aid and emergency plans**.

The SPM acts as a **driving force for the integration of preventive activity** in every phase of the company's production process, and can count on the support of experts and external entities, complying in all cases with the regulatory requirements established for the best development of its activities.

The SPM acts in **coordination with the workers designated by the company**, who, having the legally required training and experience, carry out certain preventive functions on a shared dedication basis.

For its part, the satellite business Company, **HISPASAT**, has an **External Prevention Service**, which covers all the specialities specified in Law 31/1995 on the prevention of occupational hazards.

In the Red Eléctrica Group companies located in Latin America [LATAM], there is a preventive organisation that complies with the legislation of each country.

# 1.2

## Participation Bodies and Consultation Channels

→ Red Eléctrica de España has an **Occupational Health and Safety Committee**; its composition and functioning is established in Chapter VII of the 11<sup>th</sup> Collective Agreement.

This committee is a joint and collegiate participation body aimed at regular and periodic consultation of the company's actions in terms of occupational risk prevention. The committee is made up of six representatives proposed by the company and six prevention delegates elected from among the workers' representatives, representing 100% of the employees. In addition, the Group's joint prevention service technicians participate in the meetings of this committee.





IN THE CONSULTATION COMMUNITY (CIRI'S),

# inquiries related to health AND SAFETY ASPECTS

ARE SOLVED, EMPHASISING ON THE ASPECTS

OF SUITABLE CONTENT FOR THE OPERATIONAL PROCESSES



In 2021, the REINTEL Health and Safety Committee was set up, made up of two representatives proposed by the company and two prevention delegates elected from among the workers' representatives, representing 100% of the employees. Furthermore, technicians from the Group's joint prevention service participate in this committee's meetings.

For its part, HISPASAT has a Health and Safety Committee, made up of three representatives proposed by the company and three prevention delegates, elected from among the workers' representatives, representing 100% of the employees.

In every case, the meetings are held quarterly [in accordance with Law 31/95 on the Prevention of Occupational Risks], but they are also held whenever requested by any of the parties. At these meetings, all preventive and health activities are monitored, as well as the new applicable legal regulations, the review of processes and internal regulations, the analysis and monitoring of results and occupational health and safety programmes and the monitoring of safety equipment and materials. The minutes of these meetings are available to all employees in a specific section on the corporate 'NuestraRED' intranet. Likewise, the results of the internal and external audits carried out, and the implemented improvement actions are also available.

In 2021, in addition to the four quarterly meetings initially planned, the health and safety committee of Red Eléctrica de España held two extraordinary meetings at the request of the company representatives and the prevention delegates, respectively, to report on accidents that occurred.

## ADDITIONAL CONSULTATION CHANNELS

To reinforce the participation of employees, a consultation community [CIRI's] has been created on the corporate intranet to resolve doubts related to health and safety issues. The community also acts as a lever for the distribution and generation of knowledge within the process of continuous improvement of the Health and Safety management model, by influencing relevant aspects of the operational processes.

For this reason, the consultations made on CIRI's require reflection and elaboration, so they are analysed in the Consultation Resolution Group [GRC, for its acronym in Spanish], and made up of technicians from different Organisational Units, with the aim of standardising and homogenising the responses, which are published on the internal website.

## → PRER

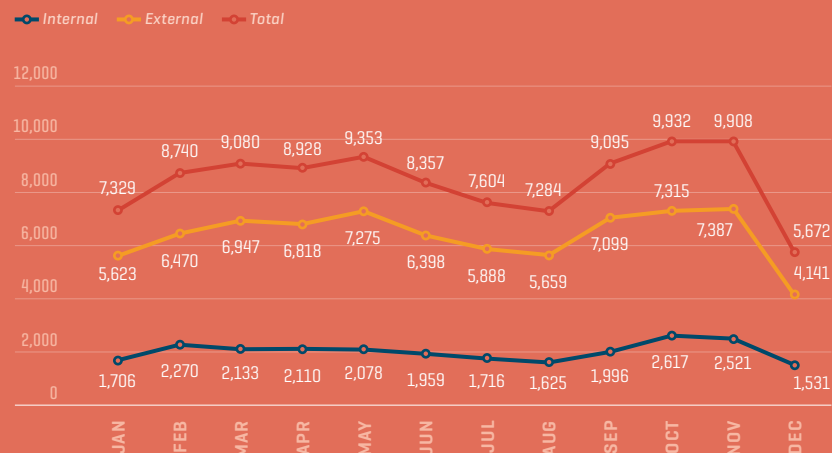
PRER is the prevention management tool that provides traceability and allows the management of all the processes of the Health and Safety model, in a collaborative way between the agents participating in the different activities, both internal and external.

The consultations and proposals are structured into themes [safety, healthy company, protection equipment, PRER management tool, regulations, and various others] for subsequent analysis and decision-making in the planning of specific action programmes.

Meanwhile, to reinforce HISPASAT employees' knowledge of the internal rules, protocols and plans regarding health and safety in the satellite business, information on these is accessible and available to all employees on the company's intranet [SGI]. Any queries in this field or suggestions for improvement by employees are channelled through the prevention delegates or the human resources mailbox.

Likewise, HISPASAT reinforces the knowledge that employees have regarding certain aspects of Health and Safety in the workplace considered interesting for the company through bullet points published in the People Platform so that, in just one click, they can expand the information about them and have easy-to-apply tips and tools to avoid certain health problems.

### → PRER Application User accesses year 2021 / no.



### → PRER Processes Managed in 2021

|   | 2021   |
|---|--------|
| Security studies carried out  | 60     |
| Security plans managed  | 346    |
| Security procedures managed   | 485    |
| Accidents managed (occupational, in itinere, with/without sick leave) | 69     |
| Incidents handled   | 75     |
| Risk notifications issued   | 136    |
| Work inspections carried out  | 11,004 |
| Corrective actions  | 1,886  |

### → Outside PRER (2021)

|   | 2021 |
|---|------|
| Work inspections carried out [Hispasat] | 26   |
| Managed Security Plans [Hispasat]       | 12   |
| Managed Security Procedures [Hispasat]  | 15   |

|   |          |
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# HEALTHY COMPANY MANAGEMENT MODEL

# 2

Chapter





The concept of Health and Safety has grown and changed, driven by the different social changes, becoming a field of people management with its own characteristics and sufficient entity to develop other areas of action.

By defining health as *“a state of complete physical, mental and social well-being, in harmony with the environment, and not merely the absence of disease or illness”*, we move from an exclusive focus on the analysis of physical, chemical and biological risks to a broader perspective where it intersects with other variables of people's management, with people being the most important capital of companies.

The basic principles and guidelines of the People's Policy in the Red Eléctrica Group include the following:

- To guarantee the physical safety of people in the performance of their duties, promoting a culture of zero accidents, encouraging continuous training and the ongoing improvement of safety procedures and processes, as well as work equipment and personal and collective safety means, seeking at all times to apply innovation as a lever for differential improvement.
- To promote a healthy company model and management system that fosters the best practices in terms of safety and physical, psychological and social

## The People's Policy of the Red Eléctrica Group promotes a healthy company management model that fosters the best practices in terms of safety and physical, psychological and social wellbeing.

wellbeing, with the involvement and participation of all stakeholders, as well as the development and promotion of a work-life balance as key elements of personal well-being.

These principles are developed with the following commitments:

- To integrate safety, health and well-being at all hierarchical levels and activities, in accordance with current regulations and corporate commitments.
- To direct management towards the involvement and participation of all related stakeholders in the fulfilment of these guidelines.
- To provide its employees with the highest level of health and wellbeing by preventing the risks associated with their jobs and injuries or illnesses arising from both the physical and psychosocial environment, and to provide health resources in the work environment, considering the legal, labour and technological framework.
- To communicate the content of these guidelines to the staff of the company and its supplier companies, to promote a culture oriented towards

## The People's Policy also seeks to integrate safety, health, and wellbeing at all hierarchical levels and activities according to the current regulations and corporate commitments.

the safety, health and well-being of all its employees and their environment.

- To ensure compliance with the applicable legal requirements on occupational health and safety and those related to the Healthy Company model.
- To provide all personnel with the work equipment and means of personal and collective safety necessary to carry out their work in safe and healthy conditions.



- To ensure adequate training for the development of the activities associated with the jobs in a safe and healthy environment, from a physical and psychosocial point of view.
- To encourage employee participation and consultation in the elements of the safety, health and welfare management system.
- To promote continuous improvement of the occupational health and safety management and performance system, and to integrate this system with the overall Healthy Company requirements.
- To maintain the certification of management systems, through continuous improvement of performance.

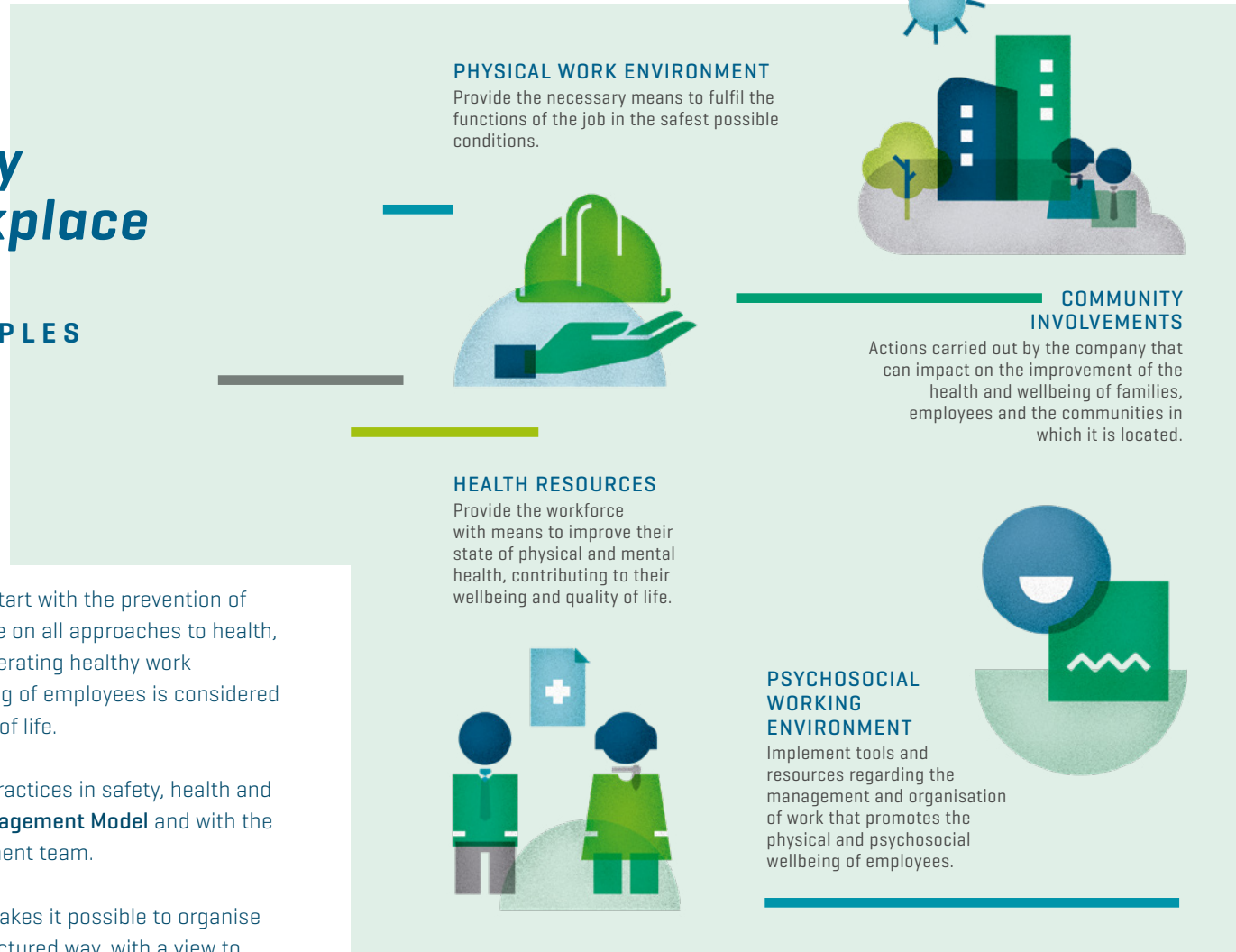
# → Healthy Workplace Model PRINCIPLES

While health and safety management must start with the prevention of occupational hazards, work is now being done on all approaches to health, with the aim of creating, developing, and generating healthy work environments where the health and well-being of employees is considered in a holistic way, to achieve their best quality of life.

The Red Eléctrica Group promotes the best practices in safety, health and wellbeing through the **Healthy Company Management Model** and with the commitment and leadership of the management team.

The Healthy Company management model makes it possible to organise all these actions in a more coherent and structured way, with a view to planning, monitoring, and evaluating all initiatives to improve the wellbeing of our employees and their immediate environment, their families, and the community.

Within this framework, the Healthy Company Model revolves around four main lines of action as shown in the box on the right.



The model is rolled out through annual programmes that aim to give continuity to the management model through continuous improvement and to consolidate the Red Eléctrica Group as a leading company in good practices in safety, health and well-being.

# 2.1

## The physical work environment

→ The physical work environment refers, among others, to the building structure, air, machinery, furniture, materials, and chemicals present in the workplace. The environment also includes the production processes at work and all factors that can affect the safety and physical health of workers, as well as their mental health and wellbeing. It includes the aspects traditionally addressed by the technical areas of **occupational risk prevention services**.



For the Red Eléctrica Group, **occupational risk prevention** is a differentiating element and an essential requirement to guarantee the health and safety of employees and collaborators.

The Red Eléctrica Group has a **Health and Safety Action Plan 2020-2023**, which constitutes **a strategy and a specific action plan**, promoting the best practices



in terms of occupational risks during the execution of activities and work in its facilities. Its objective is to go beyond legal compliance: to train, inform and raise awareness of the obligations and responsibilities, and to commit the entire Group to this purpose.

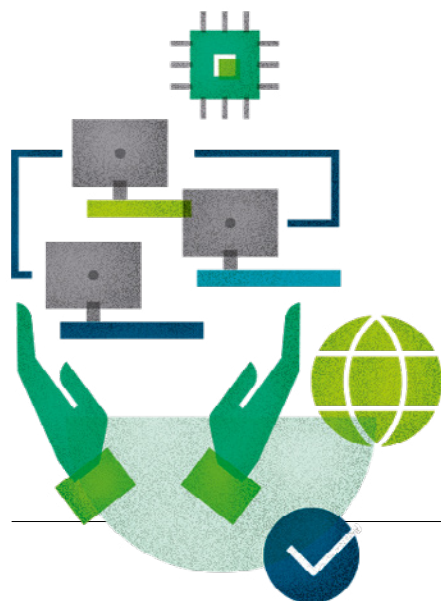
In 2021, the deployment of the actions set out in the aforementioned Health and Safety Action Plan 2020-2023 continued, to respond to the strategic challenge of being a Zero Accidents Group, in which two main lines of work were established:

- **Culture of Prevention:** to consolidate a preventive culture focused on the wellbeing of people working in the company's facilities, promoting a safe working environment, reinforcing the communication of all aspects that contribute to greater safety during the performance of the activity.
- **Innovation:** the Red Eléctrica Group has focused on innovation as a lever for digital transformation in the area of occupational safety. The Company manages innovation in health and safety by placing technology at the service of people.

In terms of Culture of Prevention, in 2021, the company worked on strengthening communication in this area as one of the essential elements for creating and promoting a preventive culture that is sustainable over time,

**In 2021, work was done to strengthen communication to create and promote a sustainable preventive culture over time.**





# PROTECTED AREAS

## Pilot project using blockchain technology

APPLIED TO PROVIDE TRACEABILITY TO THE  
ELECTRICAL SAFETY PROCEDURE OF THE '5 GOLDEN RULES'

which must be assumed and shared by everyone. Communication in prevention must be proactive, participatory, timely, proportionate, assertive and should include active listeners. Based on all these points, the approved action plan sets out a series of actions aimed at its improvement.

The actions developed in the **Culture of Prevention** axis have been built around the following objectives:

- Strengthening internal and external communication channels.
- Communication management to improve the preventive culture.
- Shared synergies and experiences between companies.
- Transmission of knowledge.
- Improvement and optimisation of communication protocols.

As a result of these actions, it is worth mentioning the launching of the **1st Prevention Week in Red Eléctrica**, which was held on the occasion of the International Health and Safety Day on 28 April.

The aim was to promote prevention and bolster the Group's commitment to the health and safety of all employees. Under the slogan 'Prevention is the best strategy, be ahead of the game!', different sessions were held:

- 27 April: the main topic was psychosocial risks and how they have been affected by the pandemic.
- 28 April: presentation of the company's most innovative projects in the field of security.
- 29 April: good practices and lessons learned in incidents were shared.

In the environment of opportunity provided by **digitalisation**, the purpose of the innovation line is to improve the occupational health and safety conditions and wellbeing of the Group's employees and its stakeholders, strengthening the Group's strategic lines in which technology and people converge, as the most important capital of the companies.

In 2021, a strategy was drawn up to generate an innovative organisation in the field of health and safety, allowing specific actions to be planned, explored, and

implemented in a proactive and shared manner, within the Group's existing coordinated innovation environment. Several pilot projects were also managed, encouraging technology that has an impact on health and safety processes, all with the support of ELEWIT and the Group's Information Technology Directorate [DTI, for its acronym in Spanish].

One of the main lines of development is related to the concept of the connected worker and the technologies that facilitate it: from IoT devices (through sensors that generate alarms) to the deployment of communication grids that provide them with connectivity.

The ENGIDI start-up has explored the value of this technology to validate its usefulness in anticipating and avoiding situations that could put workers at risk in electrical environments.

Similarly, Artificial Intelligence applied to knowledge management in the field of occupational safety has been used in a pilot project called ZAPIENS-CIRIS. The use of artificial intelligence techniques for the workers' wellbeing was also investigated through a proof of concept with the ERUDIT start-up.

This type of pilot test allows results to be obtained in a quick fashion and facilitates decision-making for future scaling. As a result of a pilot carried out in 2020 ("Protected Areas", which applied blockchain technology) and the usefulness demonstrated during its development, the implementation of a new Group platform has been launched in 2021, which will allow us to continue to improve the execution of "Protected Areas", increasing the traceability of the process.

## On the occasion of the International Day for Safety and Health on 28 April, the 1<sup>st</sup> Prevention Week was held in Red Eléctrica under the slogan 'Prevention is the best strategy, get ahead of the game!'

To minimise the risks involved in construction and maintenance works in electrical installations, the Group places special emphasis on training, awareness-raising, consultation and participation (Health and Safety Committee, internal audits and workgroups), improving behaviour and safety measures during the execution of works both with its own personnel and with external personnel (contractors) and, in recent years, a series of actions have been developed, framed within the Safety Action Plan, aimed at reducing accidents in the execution phases of the works.

In this context, continuous monitoring of high-risk work and activities through safety inspection programmes is key to achieving the high levels of safety required. In 2021, 11,004 safety inspections were carried out on works and facilities through PRER, of which 11.3% detected incidents. As a result of all the activities carried out for the control and monitoring of works, more than 1,800 corrective actions have been generated, with more than 89.8% of them having been resolved; the rest are in the closure phase. HISPASAT carried out 26 inspections through its commercial application for the management of prevention and coordination of business activities [CAE].

The Red Eléctrica Group considers that the lessons learned in the resolution of these corrective actions, in a collaborative manner, will allow all members of the value chain to improve their health and safety processes, strengthening the preventive culture with new shared knowledge. The continuous and proactive identification of the hazards associated with the processes is a source of added value information to determine the risks and opportunities of the system.

In addition, this year, the management team has continued to carry out **internal safety audits** on site works.

### SECURITY IN THE SUPPLY CHAIN

The Red Eléctrica Group promotes development and excellence in the safety performance of its suppliers, implementing measures aimed at fostering a **culture of prevention throughout the supply chain**.

All suppliers working in the facilities and work centres of the Red Eléctrica Group are trained and qualified in occupational safety. Depending on the severity of the risk, some activities have been assigned to be managed by the work managers of suppliers who have been previously authorised by the Joint Prevention Service of the Red Eléctrica Group. At the end of 2021, there were around 2,597 work managers available to provide their services, 2,404 from suppliers in Spain, 33 from suppliers in Chile and 160 from suppliers in Peru. There are also 464 contract work supervisors throughout the Group.

In addition, the Red Eléctrica Group randomly requests from its suppliers evidence of the evolution of the health and safety training of its employees, as well as the incorporation of its employees into the supplier's database in the corporate occupational safety application (PRER), which allows the automation of access control to worksites and facilities, as well as facilitating the traceability of all the processes of the Occupational Safety Area.



As a result of this model, in line with the company's commitment to Sustainability and in compliance with the priority of extending this to all links in the value chain [*people, suppliers and customers*], **a health and safety awareness day was held on electromechanical substation assembly work**, focused on preventing accidents in this activity, disseminating the main incidents that have occurred in recent years and sharing the lessons learned from them. In this way, it is possible to raise awareness and transmit the objective of "zero accidents", as well as improving the health and safety levels of all the people who work in the Group's facilities, in a collaborative and proactive way, in a process of continuous improvement.

In the satellite business, HISPASAT also promotes development and excellence in the performance of its suppliers by implementing measures to foster a culture of prevention. Thus, all suppliers working in HISPASAT facilities and centres are trained and qualified in Health and Safety thanks to the use of the 6conecta platform, from which the documentation provided is reviewed and validated to certify the requirements requested in terms of prevention. Likewise, in order to promote a culture of prevention among suppliers, HISPASAT has established an evaluation model for suppliers in the field of Health and Safety.

# 2.2

## Health resources

→ Health resources in the workplace refer to the processes, measures and tools that aim to prevent and promote improvements in the physical and mental health of Red Eléctrica Group employees, contributing to their wellbeing. This concept encompasses direct interventions in the health of workers, whether they are related or not to their work activity, addressing all levels of prevention: primary, through health promotion by informing and encouraging healthy lifestyles; secondary, through early diagnosis of diseases and detection of risk factors,



# THE RED ELÉCTRICA GROUP CONTRIBUTES TO THE WELLBEING OF ITS EMPLOYEES THROUGH THE HEALTH PROMOTION and healthy living

*both physically and mentally*

and providing support for their control and monitoring; and tertiary, through care, treatment and rehabilitation of workers in the workplace through occupational medicine services and by providing health insurance for employees.

The Red Eléctrica Group permanently carries out preventive monitoring of the health of its employees through different strategies. The Group's companies in Spain have their own medical service, responsible for monitoring their health through medical examinations and consultations. Thanks to the preventive measures implemented, no incidents or risks of certain occupational or work-related illnesses have been identified.

2021 was characterised as a period of transition back to normality after the pandemic outbreak in 2020. The medical service has continued to monitor all suspected, possible, probable or confirmed cases of COVID-19, as well as close contacts. The management of the health of workers and of situations of cases and contacts has been carried out taking into account the changes and adaptations that have led to greater knowledge of the disease and its

epidemiological behaviour, applying the Red Eléctrica Group's Protocol for the management of cases and contacts, which is always aligned with the Strategy for the early detection, surveillance and control of COVID-19 and the Procedure for action by occupational risk prevention services against exposure to SARS-CoV-2.

This monitoring of Covid-19 cases and contacts, which has been carried out in all the Group's subsidiaries in Spain and Latin America, has made it possible to know at all times the situation of the Group's workforce with respect to the pandemic and to be able to transmit the aggregated data to the company's management. This monitoring was complemented by informative talks on COVID-19 and its variants.

## PROMOTING HEALTH IN THE WORKPLACE

Under this definition, the integration of health promotion into occupational risk prevention interventions is proposed, establishing a conceptual framework that helps to organise and implement health programmes in the company environment at all levels (individual, environment and organisation). As a member of the Network of Healthy Companies and aligned with the European Network for Workplace Health Promotion [ENWHP], following its recognition of





good practices by this body, the Red Eléctrica Group believes in a concept of health promotion in the workplace in all its extension with:

- A systematic design of programmes that improve worker and organisational health.
- The creation of a culture of health that meets the needs of both the company and the employee.
- Health management that is integrated into the company's strategic plan because it is in the best interest of the worker's health and the company's productivity, efficiency, and competitiveness.

The promotion of health at work proposes the integration of health promotion in occupational risk prevention with health programmes in the company's environment.

- A methodology to help people achieve comprehensive health and wellbeing.
- A methodology that uses a variety of strategies to improve the health knowledge of workers and other relevant stakeholders, and to provide them

with a working environment that protects people's health and supports and reinforces healthy choices.

- Improved working conditions, in pursuit of quality and sustainability of work, where the health and safety of workers are ensured and where the legal requirements of current regulations are met and exceeded.



- Healthy living habits by focusing interventions on how the work environment can facilitate and support healthy habits, behaviours, and coping skills.

Aware of the need to guarantee the health and wellbeing from a global perspective, and giving a relevant role to the impact that the pandemic could have on people's wellbeing, in 2021 the post-Covid19 well-being plan launched in 2020 will be continued, which includes initiatives aimed at people's physical, emotional and social wellbeing.

The main focus of this plan in 2021 was, as in other planned activities, the adaptation of the programmes to ensure that the identified health and safety strategies were maintained, despite the prevailing circumstances. Thus, nutrition and physical condition consultations were maintained, while a remote version was introduced for people outside the Head Office, recovering the face-to-face format for the latter in order to provide a service that is closer to people.

**In 2021, the post-Covid19 welfare plan launched in 2020 will be continued which includes initiatives aimed at both physical and emotional as well as social wellbeing.**

## MAIN LINES OF ACTION IN 2021

### Cardiovascular Risk Prevention Plan

In response to the general health data studied, different health campaigns are carried out every year aimed at increasing physical activity, reducing sedentary lifestyles and improving eating habits, among others. It is important to point out that these actions not only aim to improve the prevention of possible cardiovascular diseases and their risk factors, but also have an important impact on the prevention of other chronic pathologies such as cancer or certain psychological processes, and are a guarantee of improved quality of life.

Moreover, 2021, still marked by the pandemic and its consequences, highlighted the need to continue promoting healthy habits, both to prevent the disease caused by Covid19 and to avoid its complications.

### Promotion of Physical Activity and Sport

The incorporation of physical exercise as a healthy lifestyle habit is a clear necessity in the light of research into the causes of the main chronic diseases affecting developed societies, among which cardiovascular diseases, cancer and those of traumatic origin stand out. From this perspective, in recent years a special effort has been made to deploy different initiatives with the main aim of making employees aware of the importance of physical exercise to improve their wellbeing and quality of life and to provide tools that enable them to start or continue with this habit. These activities have been adapted to the pandemic situation, including participation in races and online challenges, such as the “*Carrera Popular del Corazón*” [Popular Race for the Heart] and the “*Carrera Contra la Violencia de Género*” [Race Against Gender Violence].

### Physical Fitness Consultation and Physical Activity Application REactivAPP

The initiative is aimed especially at people who do not exercise regularly and/or have certain health factors where physical exercise could have a positive impact [hypertension, hypercholesterolemia, overweight and obesity, etc.]. A professional expert in physical exercise and health carries out an assessment

of certain health parameters [flexibility, strength, cardiorespiratory capacity, and balance] to determine their overall physical condition.

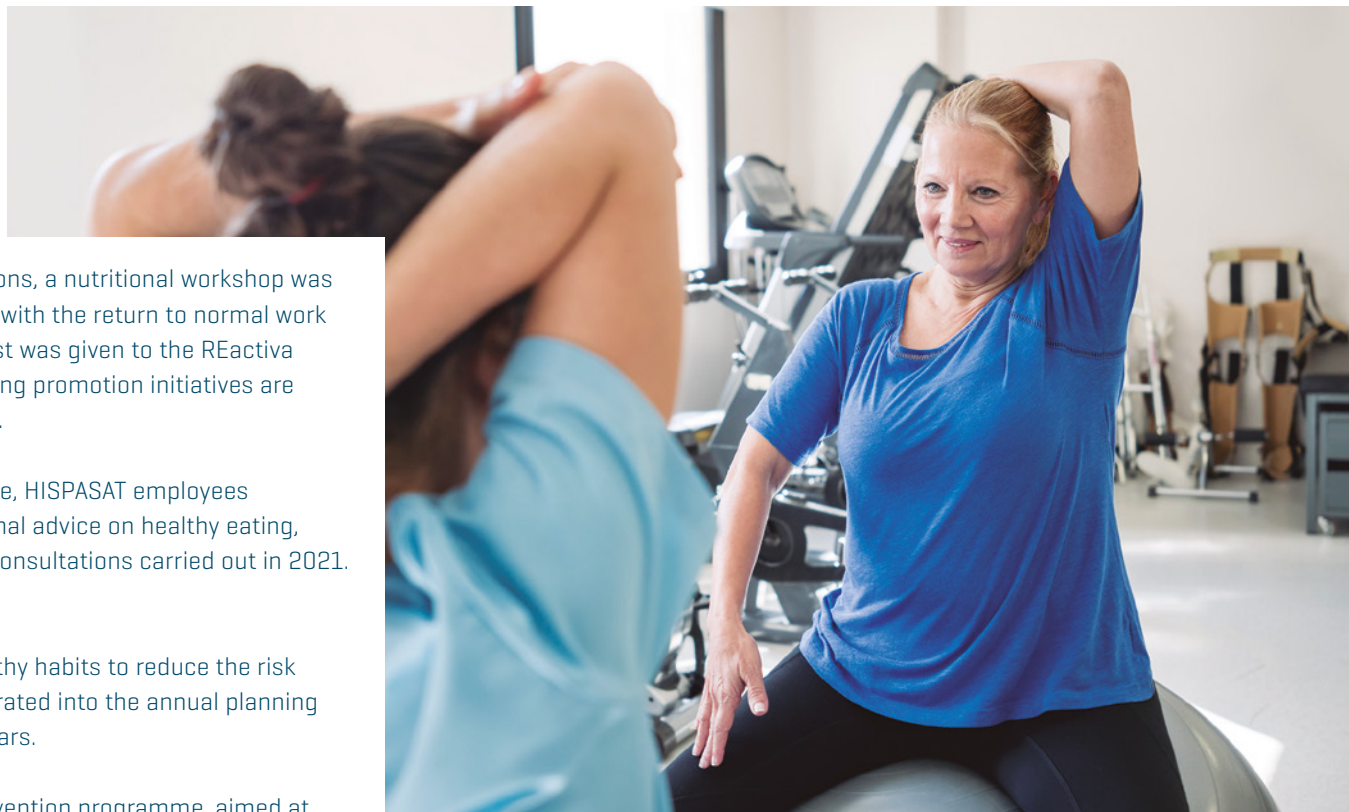
According to the results obtained, a scale is established, a final report is drawn up and an action plan is proposed with individual and personalised physical exercise recommendations. After a few months, a subsequent follow-up is carried out to evaluate the results achieved. During 2021, physical fitness consultations were resumed, both in virtual and face-to-face format.

### Healthy Eating Prevention

Alongside the actions taken to promote physical exercise, and using health surveillance studies that show a high incidence of cardiovascular risk factors among the Red Eléctrica Group workforce, since 2016, a further step was taken with the implementation of a Healthy Eating Campaign that includes different collective actions [workshops and group sessions] and individual actions [individualised nutritional advice], in collaboration with the SEDCA [Spanish Society of Dietetics and Food Sciences]. The individual consultations can be face-to-face or online to attend to all people regardless of their work location. In 2021, 99 individual consultations were conducted online, with corresponding health improvement action plans. Of the total number of consultations carried out, 78 were in Spain, and 21 consultations were in Chile and Peru.







As a complement to the individual consultations, a nutritional workshop was held to provide nutritional recommendations with the return to normal work after the pandemic periods, and a major boost was given to the REactiva platform through which all health and wellbeing promotion initiatives are managed, with videos and recommendations.

Within the framework of this nutritional advice, HISPASAT employees have a communication channel for professional advice on healthy eating, intolerances, and personalised diets, with 9 consultations carried out in 2021.

### Cancer Prevention Plan

Cancer prevention and the promotion of healthy habits to reduce the risk factors that cause cancer have been incorporated into the annual planning of health surveillance activities for several years.

Of particular note is the **Prostate Cancer** prevention programme, aimed at men over the age of 49, who undergo a PSA blood test. This programme is vital given the increase in the workforce's average age. HISPASAT has launched a Risk Prevention Plan for men over 50 years of age and has implemented gynaecological check-ups for women (with no age limit).

### Prevention of Musculoskeletal Injuries

Musculoskeletal disorders are one of the main factors that seriously affect the health of Red Eléctrica Group employees, as well as being one of the risk factors of occupational origin present in all workplaces and the main reason for absence due to common contingencies.

With the aim of starting to directly prevent this type of disorders, but also to reduce the limitations associated with suffering from them, in April 2018

physiotherapy consultation was implemented at the head office, with a high degree of use and satisfaction. After the pandemic periods and with the return to the normal working routine, the physiotherapy service was resumed in October 2021, attending to a total of 186 people until the end of the year.

### Flu Vaccination Campaign

As is the norm, the entire workforce is offered the possibility of protection against seasonal flu. Staff from the Community of Madrid can get vaccinated at the La Moraleja work centre, and staff from outside Madrid can do so through the Prevention Society.

# 2.3

## Psychosocial work environment

→ The psychosocial work environment includes the organisation of work, the corporate culture, and the attitudes, values, beliefs, and practices exhibited daily in the company and affect the psychological and physical wellbeing of employees. Improving people's psychosocial environment is essential for achieving wellbeing.

## PSYCHOSOCIAL RISK MANAGEMENT

The management of psychosocial risks, improvements in working conditions and their organisation, in order to achieve an optimal working environment and control the level of stress among employees, is a priority for the Red Eléctrica Group. To achieve the highest levels of well-being, it is essential to work on the protection of emotional health, through the internalisation and learning of resources that help to manage day-to-day tensions, as a basis for individual wellbeing and effective collective functioning.

This is the fundamental reason for us to consider the need to seek tools that allow us to detect situations of emotional risk in order to act in prevention through the control of emotions, being aware that problems derived from unfavourable emotional situations can put people at risk, giving rise to accidents at work, or causing problems for third parties and in the Group's infrastructures and services.

To improve psychosocial wellbeing and avoid, as far as possible, work accidents resulting from emotional problems, as well as to achieve the overall wellbeing of our people, we have assessed different methodologies for the management of emotions focused on the prevention of work accidents, both our own and those of contractors, as well as contemplating other fundamental aspects in the management of our activity, to avoid situations of risk for people or third parties. A pilot project is planned for the implementation of methodologies for the early detection and prevention of these

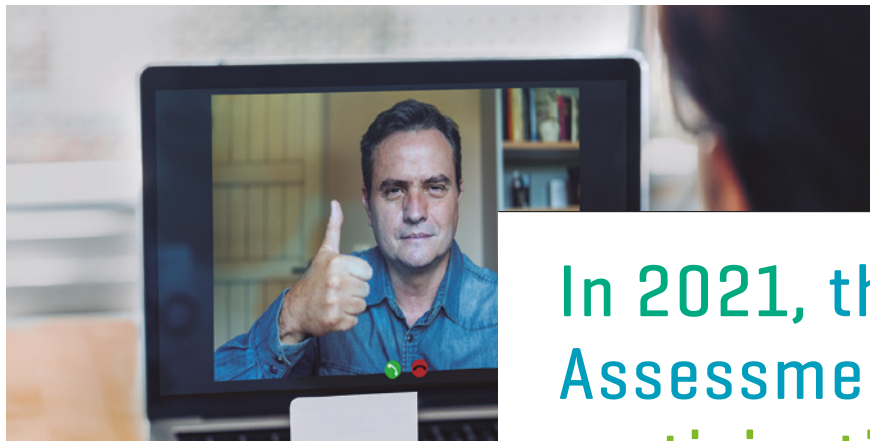


**To achieve the highest levels of well-being it is essential to work on the promotion of emotional health, through the internalisation of resources that help manage day-to-day tensions as a basis for individual wellbeing and effective collective functioning.**

risk situations, which will contribute to improving safety and well-being in the Red Eléctrica Group.

Aware of the impact that the crisis could have on psychosocial health, in the first months of the pandemic, the "EMPLOYEE SUPPORT PROGRAMME" (PAE, for its acronym in Spanish) was launched, a programme that guaranteed online psychological support at all times through a telephone helpline, email or the use of an App. This service, available 24/7, made it possible to reach all Red Eléctrica Group employees, including LATAM companies, as of March 2020. HISPASAT has an "EMPLOYEE CARE PROGRAMME" (PAE) targeted to the psychosocial health care of its employees.

We also contributed to fostering a favourable psychosocial environment through various infographics related to digital consumption and balance, as well as mindfulness with advice on how to face the day-to-day life with a positive attitude at work.



**In 2021, the Psychosocial Risk Assessment (PRA) was carried out with a participation of 64%.**

## PSYCHOSOCIAL RISK ASSESSMENT

In 2021, a Psychosocial Risk Assessment (ERP, for its acronym in Spanish) was carried out for all Red Eléctrica Group companies, including LATAM companies.

The Psychosocial Risk Assessment has the following main objectives:

- To identify specific potential psychosocial risk factors by analysing socio-occupational aspects.
- To assess the impact of psychosocial risk factors, identifying possible relationships between working conditions and health.
- To analyse the results and define opportunities for improvement and possible general and specific intervention strategies for each group (company, centre, area, position, etc.).
- To evaluate the evolution of the perception of psychosocial conditions by comparing the ERP 2021 with the previous ERPs.

The evaluation consists of a questionnaire, with 64% participation. In the case of Hispasat, where this evaluation was carried out at the end of 2021, participation was 71%.



# THE RECONCILIATION of work-life balance

INCLUDES WORK ORGANISATION, CORPORATE CULTURE  
AND THE ATTITUDES, VALUES, BELIEFS AND PRACTICES

*which are displayed daily in the organisation.*

Additionally, 13 workshops were held to obtain qualitative information through group dynamics that helped to identify working conditions and situations with potential psychosocial risks. These workshops, in turn, constitute an initial preventive intervention, allowing participants to learn about psychosocial risks, how stress is generated and what its consequences are, as well as identifying opportunities for improvement aimed at prevention, and reflecting on strategies that can be used to cope with stressful situations and experience greater wellbeing. Sharing these experiences is considered to contribute to the social support of the participants.

The results show that the trend of **improving psychosocial conditions** continues, although perceived health and stress-related symptomatology has worsened, possibly in relation to the pandemic.

The most unfavourable psychosocial conditions [workload, effort, emotional demands, and over-involvement] are compensated by factors of control over activity [opportunity to use skills, task control and autonomy] and rewards [stability, esteem and career development]. Aspects related to work-life balance, remote working and increased flexibility are strongly incorporated as proposals for improvement.

Based on the data obtained in the evaluation, a Psychosocial Risk Prevention Plan has been designed in the Group, and will be implemented over the next few years.

## WORK-LIFE BALANCE MANAGEMENT

Work-life balance is a strategy aimed at achieving a balance between work, family life [family and home] and personal life [health, leisure, social relations, personal development, etc.]. Existing legislative measures and policies aimed at balancing work and personal life are part of the objectives aimed at promoting and fostering equal opportunities and treatment between women and men. But the Red Eléctrica Group wants to go further. The Group's work-life balance management model has changed and matured over the time it has been implemented, and represents one of the main areas of action of the Group's Diversity Plan and the Healthy Company model, within its psychosocial environment, which includes work organisation, corporate culture and the attitudes, values, beliefs and practices that are displayed daily in the organisation and which affect people's psychological and physical wellbeing. Work-life balance management is a key element of the management style, in order to attract and retain the best professionals and to create a framework that favours their motivation, and consequently, a greater contribution to the company's objectives.

Since 2009, the purpose of the associated internal regulations has been to guide the actions and management of the People and Culture Department in order to respond, in an integrated manner, to the work-life balance needs of the workforce through a dynamic process of management and continuous improvement, thus contributing to increasing the level of commitment, efficiency and satisfaction of the people. For the deployment and management of all this, Family Responsible Company (EFR<sup>[1]</sup>, for its acronym in Spanish) certification and its associated standards have been chosen.

Within this framework, the 3rd Comprehensive Work-Life Balance Plan, approved in 2018, establishes the measures, actions and initiatives for a work-life balance that guarantee continuous improvement in management, together with the strategic lines and objectives defined. The deployment of the Plan in 2021, with the Annual Programme in place, has meant that 75% of the targets for the year have been met.

According to the periodic evaluation of the model, based on the EFR certified process, the company maintains its level as a Proactive company [B+]. In this regard, it should be noted that, as work-life balance is a transversal vector of the Diversity Plan, the company has set itself the objective of achieving the level of Excellence [A] in this EFR certificate, a level that is expected to be reached with the 2022 audit.

## The deployment of the III Integral Reconciliation Plan in 2021, once specified the annual programme, has meant a completion of 75% of the year's targets.

This management model is one of the fundamental pillars of the Healthy Company model and the Diversity model and includes more than 70 work-life balance measures, structured in different blocks:

- Quality of employment.
- Spatial and temporal flexibility.
- Support for families.
- Personal and professional development.
- Equal opportunities.

Many of the measures included in the work-life balance model are applicable to all Group companies.

It should be noted that the Red Eléctrica Group shares its experience as an expert in the Observatory for the Development of Work-Life Balance and Joint Responsibility, led by the Universidad Pontificia de Comillas (ICADE-ICAI). The aim is to work through applied, interdisciplinary and high-quality research to provide companies and institutions with relevant information, reliable data compared with international standards that help other organisations to guide their active work-life balance policies, based on specific contrasted sectorial studies.

[1] Developed by the MasFamilia Foundation, certificate renewal, every 3 years.

# 2.4

## Company involvement in the community

→ The companies are part of a community environment that directly influences people's health. Participation in the community includes the activities carried out by the company aimed at the families of its employees, as well as the community where it is located, taking into consideration both physical and social and environmental aspects, which improve the physical and mental health, safety and wellbeing of Red Eléctrica employees, their families and the community to which they belong.

Within the Healthy Company management model, this fourth dimension must be addressed. It is not enough to be satisfied with improving health only within the doors of our organisation. More must be done by



positively influencing different aspects aimed at the wellbeing of our social environment, understood as the family, stakeholders, local communities where the Group's activity has an impact and, in short, society as a whole.

In 2021, the following actions aimed at the wellbeing of the community were carried out:

- Accessibility to health services, health policies for the families of the Group's employees: in addition to the Public Health Service, the Red Eléctrica Group arranged health insurance policies that it provides to its employees, extending them to their families.
- Disability management: with the implementation of the Disability Management Model, the Red Eléctrica Group contributes to the inclusion of people with disabilities and normalisation through actions to raise awareness among people in the company. The Family Plan, a project which provides support measures aimed at improving the integration of disabled family members of employees, has increased the number of beneficiaries from 22 to 25 people. Several corporate volunteering actions related to disability have been implemented, especially those related to the employment school [see Corporate Volunteering section].
- Blood donation campaigns: the Red Eléctrica Group is aware of the need to encourage blood donations, so blood donation campaigns are held twice a year at the head office facilities.

The Red Eléctrica Group is committed to the local communities in which it operates, collaborating in actions that contribute to improving the wellbeing of people and their communities, through support for the protection of basic needs, the promotion of sport and healthy habits, and the preservation of their culture.



## CORPORATE VOLUNTEERING

The Healthy Company model of the Red Eléctrica Group includes the fostering of people's wellbeing through actions that, in turn, involve the wellbeing of the immediate environment, seeking to extend its commitment not only to their work environment but also to their community.

Thus, the Group's **corporate volunteering model**, updated in 2021, extends the company's social action, promoting and strengthening collaboration in charitable activities that respond to the social needs, problems and interests defined in its guidelines for action.

The corporate volunteering model has a **strategic and transformational focus**, in such a way that the actions deployed aim, on the one hand, to channel internal talent at the service of corporate volunteering, and on the other, to provide innovative solutions to social and environmental problems.

The actions carried out in 2021 have responded to the interest of the participating volunteers and have mainly contributed to improving the quality of life of groups at risk of social exclusion, promoting employability and meeting the specific and actual demands of society.

Nonetheless, the situation arising from the COVID-19 pandemic has had a major impact on the development of this type of actions, as they have only been able to continue to be carried out in virtual formats or in small family groups. The company did achieve a level of participation by single volunteers of 23% [compared to 26.48% in 2020], meaning that once again, the target set at the beginning of the year was exceeded [20%].



## MAIN CORPORATE VOLUNTEERING ACTIONS 2021

### Social Volunteering

#### Experiment kits in collaboration with Escuela of employment

Promoting interest in science among disadvantaged groups with the development of an Experiment Kit by volunteers:

- 53 participating employees and 95 children.
- 72 experiment kits sent.
- Contribution to scholarships for children in social exclusion.

#### “Aldeas Infantiles Landing Page”

Virtual campaign to collect money (donations), for the purchase of school supplies for children at risk of social exclusion for the 2021-2022 school year:

- 41 participating volunteers.
- 1,110 euros raised.

#### Christmas activities with the Spanish Red Cross

Collection of books for families at risk of social exclusion.

- 230 books collected.

### Environmental Volunteering

#### “Diario de un Naturalista” Fundación Canaria Telesforo Bravo-Juan Coello

Creation of a field notebook by means of nature outings that employees went on with their children during the holiday period or their free time.

- 28 participating volunteers, with their children.

#### “Mass waste collection” challenge with HandsOn Spain

Waste collection by volunteers in any area close to their home. The volunteers received a collection kit and scales to weigh the kilos of waste collected:

- 50 participating volunteers, with their families.
- 293 kg of waste collected.

#### Seed awareness workshops with Globe Nature Medioambiente

Workshops that aim to promote knowledge of the natural processes of food production, with special emphasis on the necessary promotion of the consumption of 0km food, organic production, and concepts such as food security.

- 8 participating volunteers, with their families – 20 in total.

- Introduction
- 1 Planning of preventive activity
- 2 Healthy Company Management Model
- 3 Training in Health and Safety 2021**
- 4 Audit of Management Systems
- 5 Indicators

# HEALTH *and* SAFETY TRAINING 2021

# 3

Chapter



In 2021, within the companies that form part of the Joint Prevention Service, **9,352.5 hours** of training were carried out in the Healthy Company knowledge area, with a total of **1,438 participants**.

The Red Eléctrica Group considers training and awareness in the prevention of occupational risks and wellbeing to be essential to reduce accidents and preserve the health and safety of its entire team of people, and therefore, deploys programmes that go beyond the legal obligations.

In 2021, within the companies that form part of the Joint Prevention Service, **9,352.5 hours** of training were carried out in the Healthy Company knowledge area, with a total of **1,438 participants**. This training covers both the courses



established in the training and capacity building model in occupational health and safety [AM012], as well as other actions in areas of wellbeing, with virtual and face-to-face training modalities.

Knowledge has continued to be reinforced in the areas that group together the most relevant risks of the activity, falls from heights and electrical risk, and a training process has been initiated, aimed at the prevention and extinction of forest fires, with theory modules in a virtual format and face-to-face practices, in facilities fitted out for this purpose.

In the satellite business, HISPASAT, through the External Prevention Service, **226 hours** of health and safety training were carried out in 2021, with face-to-face training only in those cases where it was essential, those relating to training at heights and the use of defibrillators.

In LATAM, **868.5 hours** of health and safety training were carried out.

Introduction

1 Planning of preventive activity

2 Healthy Company Management Model

3 Training in Health and Safety 2021

**4 Audit of Management Systems**

5 Indicators

# AUDIT *of* MANAGEMENT SYSTEMS

# 4

Chapter





## In 2021, the mandatory statutory audits were carried out as a result of the creation of the Joint Prevention Service for the Group's companies in Spain.

The Red Eléctrica Group has established a comprehensive risk management system to facilitate compliance with the company's strategies and objectives, which regulates the process of planning, conducting, monitoring, and reporting on the regulatory and internal audits carried out in the company in order to determine:

- the conformity of the organisation's management system with the audit criteria;
- the ability to ensure that the organisation complies with the applicable legal, regulatory and contractual requirements;
- the effectiveness of the management systems, under a methodology of continuous improvement.

In addition to carrying out the audits corresponding to the ISO 45.001 SST Management System, this year the mandatory legal audits have been carried out, as a consequence of the constitution of the Joint Prevention Service for the Group's companies in Spain.

Listed below are all the audits carried out during 2021 on the different companies:

### **Audit of the ISO 45001: 2018 Certified system of Red Eléctrica de España**

The Spanish Association for Standardisation and Certification (AENOR) carried out the Renewal Audit of the Occupational Health and Safety Management System of **RED ELÉCTRICA DE ESPAÑA, S.A.U.**, in May 2021, where the implementation of the System was verified with respect to the requirements specified in the **ISO 45001:2018** reference standard.

### **Regulatory Audit of the Occupational Risk Prevention System of the Company Red Eléctrica Corporación, S.A.**

To reflect the results of the Audit carried out on the Occupational Risk Prevention System of the company **RED ELÉCTRICA CORPORACIÓN, S.A.**, in accordance with the provisions of the Occupational Risk Prevention Act 31/1995, Royal Decree 39/1997, approving the Prevention Services Regulations,



Royal Decree 604/2006 and Royal Decree 337/2010, amending the Prevention Services Regulations.

#### **Audit of the Healthy Company Management System**

In the audit report carried out by AENOR, the Healthy Company Management Model is considered to be implemented and complies with the requirements specified in the reference model, besides effectively meeting the organisation's objectives.

#### **Audit of the Work-Life Balance Management System, based on the Model EFR (Spanish acronym for Family Responsible Company) Certificate.**

The implementation of the Work-Life Balance Management System has been satisfactorily verified concerning the requirements specified in the reference standard EFR2 1000-1 ed.4.

#### **Regulatory Audit of the Occupational Risk Prevention System of the Company Red Eléctrica Infraestructuras Canarias, S.A.U.**

To reflect the results of the Audit carried out on the Occupational Risk Prevention System of the company **RED ELÉCTRICA INFRAESTRUCTURAS EN CANARIAS, S.A.U.**, in accordance with the provisions of the Occupational Risk Prevention Act 31/1995, Royal Decree 39/1997, approving the Prevention

Services Regulations, Royal Decree 604/2006 and Royal Decree 337/2010, amending the Prevention Services Regulations.

#### **Regulatory Audit of the Occupational Risk Prevention System of the Company Red Eléctrica Infraestructuras de Telecomunicación, S.A.**

To reflect the results of the Audit carried out on the Occupational Risk Prevention System of the company **RED ELÉCTRICA INFRAESTRUCTURAS DE TELECOMUNICACIÓN, S.A.**, in accordance with the provisions of the Occupational Risk Prevention Act 31/1995, Royal Decree 39/1997, approving the Prevention Services Regulations, Royal Decree 604/2006 and Royal Decree 337/2010, amending the Prevention Services Regulations.

#### **Regulatory Audit of the Occupational Risk Prevention System of the Company Red Eléctrica Infraestructuras de Telecomunicaciones, Innovación y Tecnología, S.A.U.**

To reflect the results of the Audit carried out on the Occupational Risk Prevention System of the company **RED ELÉCTRICA INFRAESTRUCTURAS DE TELECOMUNICACIONES, INNOVACIÓN Y TECNOLOGÍA, S.A.U.**, in accordance with the provisions of the Occupational Risk Prevention Act 31/1995, Royal Decree 39/1997, approving the Prevention Services Regulations, Royal Decree 604/2006 and Royal Decree 337/2010, amending the Prevention Services Regulations.

#### **Extraordinary Audit of the Occupational Health and Safety Management System of Red Eléctrica Corporación, S.A. and Red Eléctrica de España, S.A.U.**

The Extraordinary Audit of the Occupational Health and Safety Management System of **RED ELÉCTRICA CORPORACIÓN, S.A. and RED ELÉCTRICA DE ESPAÑA, S.A.U.** was carried out, to verify the implementation of the System with respect to the requirements specified in the ISO 45001:2018 reference standard. The scope of the audit is for the following activities:

- A) Transmission and operation of the Spanish electricity system.
- B) Corporate services that support said activities.

# The Internal Audit Department follows up the results and verifies that the corrective actions that may be generated are established under a philosophy of continuous improvement.

The scope of the certification was modified to include the company RED ELÉCTRICA CORPORACIÓN, S.A. [Corporate services that support said activities]. As a result of this audit, both companies have ISO 45.001 certification.

## **Audit of the ISO 45001:2018 Certified System at HISPASAT**

[This internal audit by AENOR was postponed to January 2022, due to the global COVID-19 pandemic].



### **Internal Audit of the ISO 45001:2018 Certificate**

An audit was carried out to verify compliance with the standard at the Arganda and Alcobendas facilities, visiting all Hispasat facilities.

### **Audit of the COVID 19 Protocol at HISPASAT**

The certificate renewal audit was carried out and is considered to have been successfully and efficiently implemented. This certification is linked to HISPASAT's subsidiary in Brazil, HISPAMAR.

## **INTERNAL AUDITS**

### **Occupational Health and Safety Management System**

The purpose of these audits is to verify the implementation of Red Eléctrica's Occupational Health and Safety Management System, in order to determine whether the system complies with the requirements of the ISO 45001:2018 Standard and whether it is effectively maintained, with special attention to legal compliance in the area of occupational risk prevention.

Internal audits were carried out to verify compliance with the requirements of the ISO 45001:2018 Standard and the implementation of Red Eléctrica's Occupational Health and Safety Management System at the following Work Centres and Facilities:

#### **Internal Audit North-West Transport District**

- Document review and verification of the Occupational Health and Safety Management System through remote interviews, due to mobility restrictions caused by the Covid-19 pandemic.
- Visit to the following maintenance, renovation and improvement works on lines and substations of the North-West Transport District: Mass felling in Galicia and Asturias; Painting of the 220kV Mesón do Vento - Eiris line.

#### **Internal Audit of Facility Construction**

The following works were visited as representative samples:

- Company works at the Zamora Substation [Civil Works at the Zamora 220kV Substation, EVRE position, contractor Constructora Trebuesto Cayma S.L..
- Company works at the Palencia Substation [earthworks and civil works at the Palencia 220kV Substation, contractor Cobra Instalaciones y Servicios S.A.).

#### **Internal Audit Southern Transport District**

The following facilities and works were visited as representative samples:

- Document review and verification of the Occupational Health and Safety Management System through remote interviews, due to mobility restrictions caused by the Covid-19 pandemic.
- Visit to the following maintenance and renovation and improvement work on lines and substations at the Puertollano facility: Maintenance at the Puertollano 220kV substation, Brazatortas position [maintenance of the position and updating of switchgear protection settings] and Maintenance of

lines on the Andújar-Puertollano 220kV line [painting work on the 25 supports from Puertollano].

#### **Internal Audit Tres Cantos Building [CECORE]**

The following facilities and works were visited as representative samples:

- Document review and verification of the Occupational Health and Safety Management System through remote interviews, due to mobility restrictions because of the Covid-19 pandemic.
- Visit to the work centre in the Cecore Building [Tres Cantos].

#### **Internal Audit at Southern Regional Delegation**

The following facilities and works were visited as representative samples:

- Document review and verification of the Occupational Health and Safety Management System through remote interviews, due to mobility restrictions because of the Covid-19 pandemic.
- Visit to the work centre in the Southern Regional Delegation Building [Sevilla].





### ***Internal Audit for the Analysis of the Contractor Management Process for Occupational Health and Safety in Works Related to the Construction and Maintenance of Facilities***

Analyse the process of management, control, and monitoring of contractors in terms of occupational health and safety in the construction and maintenance of facilities (buildings, lines and substations), and check that:

- There are sufficient and adequate controls to mitigate the main risks of the process (accidents and risk situations for workers during the execution of the work), and that these controls ensure compliance with internal regulations, legal provisions and the requirements of the ISO 45001 standard.
- The implementation and effectiveness of the most relevant internal controls identified in the process.

### **Healthy Company Management System**

#### ***Internal Audit to Verify Compliance with the Requirements of the AENOR Healthy Company Standard***

Verify the implementation of the Healthy Company Management System in the activities carried out by Red Eléctrica and determine its compliance with the requirements established by the Healthy Company Model published by AENOR1 and those of the organisation itself, and that it is effectively maintained.

### **Family-Responsible Company (EFR, for its Acronym in Spanish) Management System**

#### ***Internal Audit of the Family-Responsible Company Management System: REC and REE, S.A.U.***

Verify the implementation of the Family Responsible Company (EFR) Management System in the activities carried out by Red Eléctrica and



determine its compliance with the requirements established by the EFR 1000-1 reference standard (edition 5, October 2020) and those of the organisation itself, and that it is effectively maintained.

The Internal Audit Department monitors the results and verifies that the corrective actions that may be generated are established under a philosophy of continuous improvement with the focus of action on the process, not on the specific cause, which may be of a specific nature, detected in the audit.

# INDICATORS

# 5

Capítulo



## → Occupational Health and Safety Indicators. Red Eléctrica Group

|  | 2019  | 2020  | 2021  |
|--|-------|-------|-------|
| Hours worked (thousands)                   | 3,146 | 3,480 | 3,537 |
| Accidents with sick leave                  | 13    | 10    | 7     |
| Fatal accidents                            | 0     | 0     | 0     |
| Days lost due to accidents (1)             | 433   | 343   | 4,699 |
| Accident frequency rate                    | 4.13  | 2.87  | 1.98  |
| Accident severity rate                     | 0.14  | 0.10  | 1.33  |
| Absenteeism rate for health and safety (2) | 2.89  | 2.31  | 2.58  |

Red Eléctrica Group (including HISPASAT).

(1) 6,000 working days are counted for each fatal accident and 4,500 working days for total permanent incapacity, as indicated by the National Institute for Health and Safety at Work.

**Severe accidents:** those classified as severe by each doctor who issued the sick leave report.

**Frequency rate:** number of occupational accidents with sick leave per million hours worked.

**Severity rate:** number of workdays lost due to occupational accidents + disability rate, per thousand hours worked.

**Absenteeism rate:**

(2) Days absent due to common TI > 3 days + Days absent due to TI < 3 days + Days absent due to AT+EP/average workforce \*365\*100.

Note. Accident registration is carried out on the basis of Spanish legislation and in accordance with the Red Eléctrica management system certified in accordance with standard ISO 45001.



## → Occupational Health and Safety Indicators. Red Eléctrica Group Contractors

|                               | 2019  | 2020  | 2021  |
|-------------------------------|-------|-------|-------|
| Average workforce (1)         | 3,055 | 2,874 | 3,004 |
| Hours worked (thousands)      | 5,282 | 4,942 | 5,225 |
| Accidents with sick leave     | 35    | 26    | 31    |
| Fatal accidents               | 0     | 1     | 0     |
| Days lost due to accident (2) | 1,903 | 7,781 | 2,181 |
| Accident frequency rate       | 6.63  | 5.46  | 5.93  |
| Accident severity rate        | 0.36  | 1.57  | 0.42  |

(1) Based on hours worked, considering 1,690 hours per worker.

(2) 6,000 working days are counted for each fatal accident and 4,500 working days for total permanent incapacity, as indicated by the National Institute for Health and Safety at Work.

Note: Company names: RE Group (Red Eléctrica Group); REE (Red Eléctrica de España S.A.U.); REC (Red Eléctrica Corporación S.A.); REINCAN (Red Eléctrica Infraestructuras Canarias); REINTEL (Red Eléctrica Telecomunicaciones); RETIT (Red Eléctrica de Telecomunicaciones, Innovación y Tecnología, S.A.) and HISPASAT.





## → Accident rates of the Red Eléctrica Group

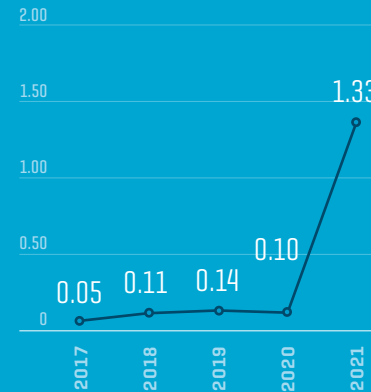


### MAIN ACCIDENT RATES

In 2021, the main accident indicators for employees of the Group stood at 1.98 [frequency indicator] and 1.33 [severity indicator], the latter having experienced a significant increase compared to previous years due to an accident involving an employee of the Red Eléctrica Group to which a scale has been applied, as it was classified as very serious. The incident occurred due to a fall from a height while working on power lines. The worker is currently in the process of recovery.

The overall severity index, including own staff and suppliers, of the Red Eléctrica Group in 2021 was 0.79, decreasing its value with respect to 2020 [0.96].

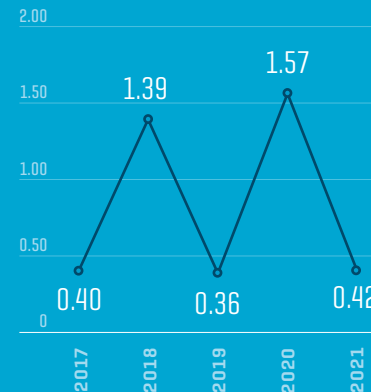
*Red Eléctrica Group accident severity rate*



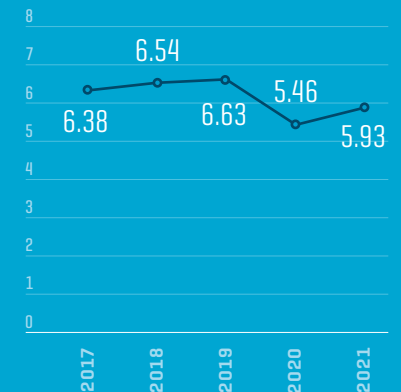
*Red Eléctrica Group accident frequency rate*



*Red Eléctrica Group contractors' severity rate*



*Red Eléctrica Group contractors' accident frequency rate*



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