

2023 | Healthy
Organisation
Report



redeia

Valuing the essentials

• Introduction / 2

1 Planning of the Prevention Activity / 4

Type of Prevention Service
Participation Bodies and Consultation Channels

2 Healthy Organisation Management System / 11

Health and safety of the organisation's personnel
Culture focused on the wellbeing of the organisation
Lifestyle
Commitment to the community

3 Health and Safety Training 2023 / 34

4 Management Systems Audit / 36

5 Indicators / 38

• Introduction

1 Planning of the Prevention Activity

2 Healthy Organisation Management System

3 Health and Safety Training 2023

4 Management Systems Audit

5 Indicators



With the commitment and leadership of the management team, Redeia promotes best practices in health, safety and wellbeing, through the Healthy Organ-

isation Management System, aligned with Redeia's Strategic Plan, with the People and Culture Operational Plan and with Redeia's Commitment to Sustainability 2030.

Introduction

The Healthy Company Model, established in Redeia since 2015, set a path towards excellence in the management of health, safety, and wellbeing at work through continuous improvement, marking the guidelines and principles to be followed.

In 2022, this model evolved to become the **Healthy Organisation Management System**, the purpose of which goes beyond preventing injuries and the deterioration of people's health, extending to personal and family lifestyle and implementing the right culture to be a healthy organisation, thus also improving the communities in which Redeia operates. It should be noted that the Healthy Organisation Management System covers 100% of Redeia's workforce. During 2023, the definition of an innovative **well-being model and strategy** should be highlighted, demonstrating the Company's firm commitment in this area and positioning Redeia as a pioneering company.

This model looks at the wellbeing of employees from

a holistic and global perspective, establishing five basic pillars (physical, emotional, professional, social and financial), and includes the different initiatives that the Company offers its personnel to guarantee their wellbeing. In addition, the model establishes measurement systems that, on the one hand, enable the assessment of the value proposition or offer of initiatives proposed to personnel and, on the other hand, allow each person's individual perception of their level of wellbeing.

This report aims to present the main actions carried out during



In 2023, an innovative model of its own wellbeing strategy was defined, making Redeia a pioneering company in this field.



2023, as a signal of our determined effort to promote a culture of excellence in health, safety and wellbeing.

Pillars of the Healthy Workplace system

Health and safety of the people in the organisation

Providing the necessary means to carry out job functions in optimal safety conditions.

Lifestyle

Implementing management and work organisation tools and resources that promote the employees' physical and psychosocial wellbeing.

A culture focused on the wellbeing of the organisation

Providing staff with tools to improve physical and mental health, contributing to their wellbeing and quality of life.

Commitment to the community

Developing initiatives by the Company that positively impact the health and wellbeing of the families of its employees and the communities in which it operates.

Planning of the Prevention Activity

1



1.1

To comply with legislation on occupational risk prevention and within the context of Redeia's expansion and consolidation as a global operator of strategic electrical and telecommunications infrastructures, Redeia has a Joint Prevention Service (JPS) in Spain, which provides services to the following companies:

- Redeia Corporación, S.A.
- Red Eléctrica de España S.A.U.
- Red Eléctrica Infraestructuras en Canarias, S.A.U.
- Redeia Infraestructuras de Telecomunicación, S.A.
- Red Eléctrica de Telecomunicaciones, Innovación y Tecnología, S.A.
- Red Eléctrica Sistemas de Telecomunicaciones, S.A.
- Hispasat, S.A.
- Hispasat Canarias, S.L.U.
- Hispamar Exterior, S.L.

1.1 Type of Prevention Service



The prevention activity of the Joint Prevention Service (JPS) is limited to the participating companies and it is considered the **Internal Prevention Service of each and every one of the companies that form it**, under section 21(3) of the Prevention Services Regulation, amended by Royal Decree 337/2010, of 19 March.

The Joint Prevention Service (JPS) assumes the prevention areas of: Safety at work, Ergonomics-Psychosociology and Industrial Hygiene. The specialism of Occupational Medicine is contracted through an External Prevention Service.

The Joint Prevention Service (JPS) will provide the necessary advice and support to the Company within the framework of section 31 of the Spanish Occupational Risk Prevention Act [Ley 31/1995], which includes:

- The design, implementation and application of an **occupational risk prevention plan** that enables the integration of prevention into the Company.
- The **assessment of risk factors** that may affect the health and safety of workers in accordance with section 16 of that Act.
- The **planning of the prevention activity** and the determination of priorities in adopting preventive measures and monitoring their effectiveness.
- **Information and training for workers** in accordance with sections 18 and 19 of that Act.
- The provision of **first aid and emergency plans**.

The JPS acts as a **driving force for integrating the prevention activity** in all phases of the Company's production process, and it can seek the support of experts and external entities, complying in all cases with the regulatory

requirements established for the best development of its activities.

The JPS acts in **coordination with the workers designated by the Company** who, with the legally required training and experience, carry out certain prevention functions on a shared basis.

In Redeia, companies located in Latin American countries (LATAM) have a prevention organisation that complies with each country's legislation.



1.2

Redeia Corporación, S.A., Red Eléctrica de España, S.A.U., Redeia Infraestructuras de Telecomunicación, S.A. and Hispasat, S.A. each have an Occupational Health and Safety Committee

in accordance with current legislation in this area; these are joint and collegiate participation bodies for the regular and periodic consultation of the Company's actions in the area of occupational risk prevention.

1.2 Participation bodies and consultation channels



Redeia's Corporación S.A. Committee is made up of three representatives proposed by the Company and three prevention delegates; Red Eléctrica de España, S.A.U.'s Committee is made up of six representatives proposed by the Company and six prevention delegates (a number that exceeds the representation required by law); Redeia Infraestructuras de Telecomunicación, S.A.'s Committee, like that of Hispasat, S.A., is made up of two representatives proposed by the Company and two elected prevention delegates, elected, in all cases, among the workers' representatives representing 100% of the employees of each of these companies. In addition, Redeia's joint prevention service technicians also participate in these committees' meetings.

Meetings are held quarterly (in accordance with the Occupational Risk Prevention Act) and whenever requested by any of the parties. At these

meetings, all prevention and health activities, as well as the new applicable legal regulations and the review of processes and internal regulations, are monitored, and the occupational health and safety results and programmes are analysed and scrutinised. In addition, all safety equipment and materials are also monitored. The minutes of these meetings are available to all employees in a specific section on the corporate intranets. It also receives the results

of the internal and external audits carried out and the improvement actions implemented.

Moreover, to reinforce employee participation, there are internal channels of communication and consultation in this area, through which suggestions, doubts and proposals for improvement related to safety are channelled.

Meetings held in 2023 by the established Occupational Health and Safety Committees



Red Eléctrica de España, S.A.U.



Redeia Infraestructuras de Telecomunicación S.A.



Redeia Corporación, S.A.



Hispasat, S.A.



Additional Consultation Channels

To reinforce the participation of Redeia employees, there are internal channels for communication and consultation in this area, through which suggestions, doubts and proposals for safety improvement, adapted to each business's reality, are channelled. The consultation community (Interactive Community for the Resolution of Safety Concerns, ICRSC) should be highlighted, acting as a lever for the dissemination and generation of knowledge within the process of continuous improvement of the Healthy Organisation Management System by influencing relevant aspects of the processes.

The consultations submitted in the ICRSC require reflection and elaboration, which is why they are analysed in the Consultation Resolution Group (CRG), which operates throughout the entire organisation, made



up of technicians from different Organisational Units, aiming to standardise and homogenise the responses, which are published on the internal website.

During 2023, the Zapiens tool was implemented which automates the management of the ICRSC's knowledge through Artificial Intelligence (AI). The tool acts as a chatbot that generates answers based on the information contained in its database, validated by the resolution team, given the uniqueness and accuracy required in the answers. This Artificial Intelligence (AI) makes the two-way communication process more dynamic and agile, and improves awareness and sensitivity in the organisation. It is currently in the testing phase with the participation of facilities maintenance staff.

To reinforce Redeia employees' knowledge of the internal rules, protocols and plans regarding health and safety, information

on these is accessible and available to all employees on the intranets of the various companies.

Furthermore, any consultation in this area or employee suggestions for improvement are channelled through the prevention delegates or the mailboxes set up for this purpose.

At the end of 2023, the first Climate Pulse was conducted, opening a new listening model for the Company and replacing the old climate survey. This first pulse, shorter and simpler, in which 82% of the workforce (including all group companies) took part, measured, among other things, the degree of overall satisfaction with the Company. It is an indicator that is obtained from the sum of several parameters, such as motivation, pride of belonging and wellbeing, among others.

The overall result was 86%, a very high score in line with the ratings given in previous surveys. Focusing on the measurement of wellbeing, it is noted that:

- 52% think that their level of wellbeing in the Company is excellent or very good.
- 33% of the workforce feel overwhelmed at work.

A roll-out of the wellbeing model will take place during 2024, which will allow for a subsequent measurement at the end of the year.

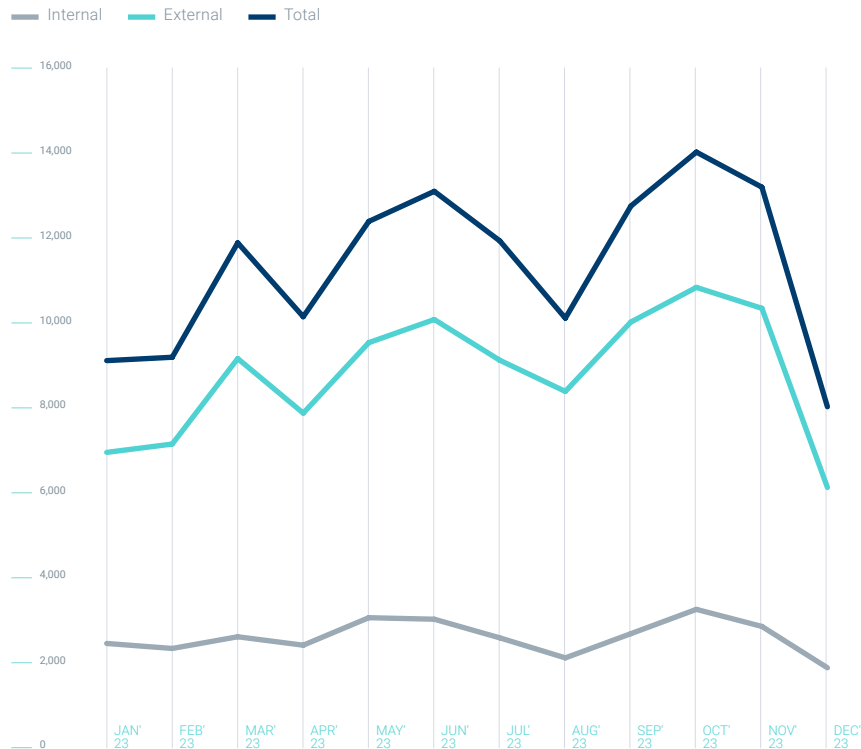
Corporate tool for the management of business activities

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.

Processes Managed in 2023

Safety studies carried out	290
Approved Safety Plans	702
Approved Safety Procedures	507
Accidents managed	105
Incidents managed	87
Risk Notifications issued	151
Safety inspections of works (completed)	13,982
Corrective Actions generated	1,100

Unique user accesses to the business activity coordination platform



Note: A single access is counted per user in the given period.



Healthy Organisation Management System

2



- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



The concept of Health and Safety is constantly evolving, driven by the different social changes, becoming a field of people management with its own characteristics and sufficient scale to develop different areas of action. Thus, by defining health as *"a state of complete physical, mental and social wellbeing in harmony with the environment, and not merely the absence of conditions or diseases"*, we move from an exclusive focus of analysis of physical, chemical and biological risks to a broader perspective that encompasses other additional aspects, both occupational and non-occupational, which have a direct impact on people's wellbeing.

The **Healthy Organisation Management System** has a purpose that goes beyond preventing injuries and protecting and promoting people's health, extending to personal and family

lifestyles and implementing the right culture to be a Healthy Organisation, thus also improving the communities in which Redeia operates.

This cultural transformation requires the commitment and leadership of the management team and alignment with Redeia's values, objectives and strategies, such as the Company's Strategic Plan, the Sustainability Plan, the People and Culture Operational Plan and Redeia's Commitment to Sustainability 2030.

The basic principles and guidelines of the People Policy, approved by the Executive Committee, include:

- Guaranteeing 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 working equipment and personal and collective safety resources, seeking at all times to apply innovation as a lever for differential improvement.

- Promoting a Healthy Organisation Management System and model that encourages best practices in terms of safety and physical, mental and social wellbeing, with the involvement and participation of all stakeholders, as well as the development and promotion of work-life balance as key elements of wellbeing.

These are developed as part of the following commitments:

- Integrate health, safety and wellbeing at all hierarchical levels and activities, in accordance with current regulations and corporate commitments.
- Direct management towards the involvement and participation of all stakeholders in the fulfilment of these guidelines.





The Healthy Organisation Management System integrates safety, health and wellbeing at all hierarchical levels and activities, in line with the current regulations and the company's commitments.



- Offer its employees the highest level of health and wellbeing by preventing risks associated with their jobs and injuries or diseases arising from both the physical and psychosocial environment, and provide health resources in the work environment, taking into account the legal, labour and technological framework.
- Communicate the content of these guidelines to the Company's staff and its suppliers, with the aim of promoting a culture directed

at the health, safety and wellbeing of all employees and their environment.

- Ensure compliance with the applicable legal requirements on occupational health and safety and those related to the Healthy Organisation Management System.

- Provide all personnel with the working equipment and personal and collective safety resources necessary to carry out their work under safe and healthy conditions.
- Ensure adequate training for the development of the activities associated with the jobs in a safe and healthy environment from a physical and psychosocial viewpoint.



- Encourage employee participation and consultation on elements of the health, safety and wellbeing management system.
- Promote continuous improvement of the occupational health and safety management system and performance in occupational health and safety, and integrate this system with the overall Healthy Organisation requirements.



- Maintain the management systems certification through continuous improvement of performance.

The People Policy is published and disseminated and is consistent with Redeia's Strategic Plan. This policy is complemented by the internal guide on Occupational Safety AM025 and Technical Instruction on Health Monitoring IM038, which develop the specific aspects of Occupational Health and Safety.

Under this framework, the Healthy Organisation System allows for the organisation, planning, monitoring and evaluation, in a coherent and structured manner, of all initiatives that seek greater wellbeing for people and their immediate environment, their families and the community.

The system revolves around four core areas of action:

- **Health and safety of the organisation's personnel:** Provide

the necessary resources to carry out the functions of the jobs under the safest conditions.

- **Commitment to the community:** Actions developed by the Company that have an impact on improving the health and wellbeing of the families of its workers and the communities in which it operates.
- **Culture focused on the wellbeing of the organisation:** Provide staff with tools to improve their physical and mental health, contributing to their wellbeing and quality of life.
- **Lifestyle:** Implement management and work organisation tools and resources that promote the physical and psychosocial wellbeing of workers.

The system is implemented through annual programmes that aim to give continuity to the management model through continuous improvement and to consolidate Redeia as a leading company in good practices in health, safety and wellbeing.





Physical working environment: safety of the organisation's personnel

Redeia has a strategy and a specific action plan to guarantee the health and safety of its employees and collaborators, the Occupational Safety Action Plan 2020-2023, which promotes best practices in terms of occupational

risks during the execution of activities and work in its facilities. It aims to go beyond legal compliance by training, informing and raising awareness of obligations and responsibilities and engaging all staff, partners and suppliers.

Continuous monitoring of higher-risk work and activities with safety inspection programmes, as well as improving supplier quali-

2.1

Health and safety of the organisation's personnel

2.1

fication requirements, is key to achieving the high safety standards required.

In 2023, 13,982 safety inspections were carried out in work and facilities to anticipate and detect possible risk situations and prevent accidents from occurring. This is done by investigating and analysing the events detected, following a model established in the corporate prevention management application. This model introduces analysis of causes, improvement proposals and post-resolution and -closure evidence, both for the most trivial events and for more significant ones, such as accidents and incidents. As a result of all the activities carried out for the control and monitoring of the work, more than 1,100 corrective actions have been generated, more than 86.7% of which have been resolved, with the rest in the closure phase.



In 2023, 13,982 safety inspections were completed in work at facilities; these generated more than 1,100 corrective actions, of which over 86.7% have been resolved, with the rest in the closure phase.



The learning obtained from the resolution of these corrective actions, in a collaborative manner, allows all members of the value chain to improve their health and safety processes, strengthening the preventive culture with new shared knowledge.

In 2023, as part of the objective of improving the integration of prevention in Redeia's processes and culture with the aim of achieving the "zero accidents" objective, major actions have





been carried out in relation to the preparation of the **2024-2025 Occupational Safety and Wellbeing Plan**, improving communication, raising awareness among people, incorporating new technologies and digital transformation, as well as integrating the concept of wellbeing in this plan.

This resulted in a reduction in the overall accident rate indicators, which include both own staff (severity rate): 0.02) and contractors (severity rate: 0.50).

Key actions in personnel safety 2023

Preparation of the new Occupational Safety and Wellbeing Plan 2024-2025

- Preparation of the new Occupational Safety and Wellbeing Plan 2024-2025, with four core areas: culture and leadership, innovation and digitalisation, wellbeing, and collaboration with stakeholders. For the implementation of this new plan, for the first time, a listening process was held in which more than 750 people, including Redeia employees and suppliers, participated.
- First evaluation of the preventive culture in accordance with the international NOSACQ-50 model, ratifying the high standard of safety implementation (proactive-generative level) and the strong commitment and involvement at all levels of the organisation. A score of 7.86 out of 10 was obtained.

Improvement of people's communication and awareness

- Training, awareness, consultation and participation (Health and Safety Committee, internal audits and working groups), improving behaviour and safety measures during the performance of work by both internal and external personnel and developing actions aimed at reducing accidents during the work execution phases.
- Communication actions under the "It's in your hands" slogan, including the organisation of Redeia's 3rd Prevention Week, with the participation of more than 550 people.
- Publication of content.
- Actions with suppliers to monitor accidents and share lessons learned.

New technologies and digital transformation

- Implementation of the *EMOCIÓN* project, which integrates emotional management in our risk prevention strategy.
- Development for implementation of the new "Protected Areas" platform that ensures the operational integrity and safety of all involved, providing unprecedented traceability.

Control of risks due to high temperatures

- A new instruction has been implemented to establish and disseminate preventive and organisational measures to be adopted to reduce the risks of an abnormal increase in temperatures.

Updating of internal protocols for carrying out de-energised work on high-voltage installations (IM002)

- Regulation of the safety measures to be taken in high-voltage electrical installations for the performance of de-energised work and the application and execution of the necessary operating measures, to guarantee the safety of persons and installations.

Ergonomic grounding system (SERPAT)

- Design and development of an innovative system that makes it easy to place and remove portable grounding devices safely and ergonomically, minimizing the inherent risks of this activity. It is a product with a Redeia patent, designed by colleagues from different demarcations within the scope of an innovation project managed with elewit and coordinated by the occupational safety area.



The updating of instruction IM002 has been carried out in line with the best practices and current legal regulations on occupational risk prevention, and is the result of a period of intensive collaborative work between the Operation, Maintenance and Construction, and Occupational Safety units.



Safety in the supply chain

Redeia 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 Red Eléctrica's facilities and work centres are qualified and trained in occupational safety and, in the case of activities involving risk, those activities are managed by the supplier's work managers who have been previously authorised by Red Eléctrica's Prevention Service.

As part of the permanent collaboration with suppliers, 3,114 work managers have been trained in the highest-risk activities; this group plays a fundamental role in compliance with safety measures during the work performance. The authorisation involves a review and verification of education, training and experience.

In addition, the Company randomly requests evidence from its suppliers regarding their employees' health and safety training, as well as the incorporation of employees in the supplier's database in the corporate occupational safety applications (PRER, and 6 Conecta for Hispasat) for better control of the operational processes for the coordination of business activities.

All accidents and incidents occurring at Redeia's facilities involving suppliers are investigated and analysed to implement the necessary corrective measures to ensure that they will not be repeated in the future.

2.2

The progress made in this area during 2023 is evidence of the organisation's commitment to caring for people. The incorporation of specific lines of action and specific commitments related to health

and wellbeing in the Safety and Wellbeing Plan 2024-2025 and the development of a specific Wellbeing model demonstrate the importance and scope of this new field of action.

2.2 Culture focused on the wellbeing of the organisation



Psychosocial work environment

The psychosocial work environment includes the organisation of work, the organisation of work, the organisational culture and the attitudes, values, beliefs and practices that are exhibited daily in the company and affect the psychological and physical wellbeing of individuals.

Improving people's psychosocial environment is essential to achieve wellbeing.

A priority at Redeia is **managing psychosocial risks**, improving working conditions and their organisation, achieving an optimal working environment, and controlling people's stress levels. To reach the highest levels of wellbeing is essential to promote emotional health through the internalisation and learning of resources that help to manage day-to-day situations as a basis for individual and collective wellbeing.

This is the fundamental reason why it is necessary to seek tools and resources that allow, in addition to detecting situations of emotional risk in order to take preventive action, training on controlling emotions, being aware that stress derived from unfavourable emotional situations directly affects people's wellbeing and can generate situations with undesirable consequences that should be avoided.



The 'Emoción' (Emotion) project incorporates emotional management into the occupational risk prevention in those higher-risk activities.



• Introduction 1 Planning of the Prevention Activity **2 Healthy Organisation Management System** 3 Health and Safety Training 2023 4 Management Systems Audit 5 Indicators

In 2023, work has continued on the roll-out of the "Emoción" project, launched in 2022, the objective of which is to incorporate emotional management in occupational risk prevention in those activities with the highest risk. This project has three strands:

- Inclusion of emotional perception in safety talks prior to starting work.
- Training of leaders in emotional management.
- Application in the prevention of occupational risks and the analysis of the emotional profiles of the most at-risk groups with the aim of identifying areas for improvement related to skills to better cope with higher-risk activities.

In relation to this last milestone, more than 150 people have taken training on emotional self-leadership to learn to know themselves better and acquire personal tools to better face specific situations that can alter emotional balance.



In addition, various internal communication actions have been carried out to support the interest in raising awareness of psychosocial risks and their impact on health:

- Specific session on psychosocial risks during Prevention Week.
- News on Mental Health Day.
- Roll-out of a psychological support service.

The development of all these actions has made it possible to achieve 95% compliance with the Psychosocial Risks Action Plan that was designed in 2021, with the results of the last psychosocial risk assessment in 2021.

Work-life balance

Coordinating your work and personal life (family, health, leisure, social relations, personal development, etc.) is strategic for achieving a work-life balance. Existing legislative measures and policies focused on achieving a work-life balance are among the objectives aimed at promoting and fostering equal opportunities and equal treatment between women and men. But Redeia wants to go further. The work-life balance management model has changed and matured throughout the time it has been implemented and represents one of the main areas of action of the Healthy Organisation System and the Integral Diversity Plan, as a fundamental factor that promotes people's wellbeing. Work-life balance management is a key element of management style, to attract and retain the best professionals and create a framework that promotes their motivation and, consequently, a greater contribution to the Company's objectives.



- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



Since 2009, the associated internal regulations have been designed to guide the actions and management of people 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 helping to increase the level of commitment, efficiency and satisfaction of people. For the roll-out and management of all this, the EFR⁽¹⁾ (Family Responsible Company) certification and its associated standards have been selected.

True to its commitment to ensuring a work-life balance, Redeia continues to focus on a work-life balance management model based on continuous improvement.

2023 was characterised by the achievement of the objectives

(1) Produced by the MasFamilia Foundation, certificate renewal every 3 years.

identified for the year, with 80% attainment of these objectives. This highlights the role of the work-life balance contact, who has provided individualised responses to all motivated and justified needs.

The vast majority of the measures included in the scope of the work-life balance management model are applicable to all companies, and are divided into the following blocks:

- Leadership and management styles.
- Quality in employment.
- Flexibility of space and time.
- Family support.
- Personal and professional development
- Equal opportunities.

Redeia shares its experience as an expert in the Observatory for the Development of Work-Life Balance and Co-responsibility, led by the Universidad Pontificia de Comillas



Redeia's work-life balance management model is one of the fundamental pillars of the Healthy Organisation model and the Diversity Model, and it includes over 70 work-life balance measures with associated actions.



(ICADE-ICAI). The objective of this Observatory is to work through applied, interdisciplinary and high-quality research to offer companies and institutions relevant information and reliable data compared against international standards that help other organisations to orientate their active work-life balance policies, based on specific and contrasted sector studies.



In the second half of 2023, a breastfeeding room was set up at Redeia's head office. It was designed based on the recommendations of professionals with the aim of creating a welcoming, safe and hygienic space that guarantees the comfort and privacy of its users.

Finally, during 2023 it should be noted that Redeia improves and extends paid leave beyond those established in current labour legislation (death or illness of direct family members, special situations, etc.). With regard to childcare, in addition to the maternity/paternity leave established by law (currently 16 weeks for each parent) for the care of a child under the age of nine



months (breastfeeding, adoption, pre-adoption guardianship or fostering), workers of both genders can request a reduction in their annual working hours, with enhanced percentages compared with the current legislation. Redeia also enhances the period established for requesting a reduction in working hours to care for a child (from 12 to 13 years of age). It is worth noting that, in 2023, 73% of men took up to 16 weeks of paid childcare leave.

Furthermore, in exceptional personal or health situations,

outside of this general framework, through the work-life balance contact, adaptations to working hours or other leaves are assessed, which are defined based on the needs of each person.

Digital disconnection

In 2021, the **Digital Disconnection Protocol** came into effect as a clear commitment to promoting digital disconnection. It defines the ways to exercise this right and the training and awareness actions to be carried out on the reasonable use of technological tools. This Protocol, together with the flexible working hours that personnel enjoy, helps staff achieve a proper work-life balance.

Areas of the work-life balance measures

Leadership and management styles

Quality in employment

Flexibility of space and time

Family support

Personal and professional development

Equal opportunities



To ensure its correct implementation, a communication plan to raise awareness of the importance of digital disconnection is accompanied by measures aimed at improving health and quality, with advice to employees on how to effectively implement digital disconnection.

Some 70% of the Redeia's workforce have a real and effective annual working hours of between 1,686 and 1,690 hours established, which is distributed taking into account the circumstances of each work centre, with a basic schedule of 7 hours a day for every working day of the year and broad flexibility in starting (from 7.30 am) and finishing (from 2.00 pm) times. The rest is subject to the provisions of the different collective bargaining agreements applicable or as determined in accordance with the applicable labour legislation, in each case.



The Digital Disconnection Protocol and flexible working hours help employees achieve a work-life balance.



In addition, during 2023, it implemented the **voluntary hybrid work** modality, to which 96% of the eligible workforce has signed up, with the possibility of working remotely on around 47% of the annual working days, selecting up to two different locations (generally first and second homes) from which to work.

Similarly, individuals have the possibility of requesting a reduction in their annual working hours above the percentages established in current legislation in cases of birth, adoption, pre-adoption guardianship or fostering until the infant reaches the age of nine months or for direct

care of a child under thirteen years of age, a disabled person who is not in paid employment or due to illness of the worker themselves. Furthermore, in exceptional personal or health situations, outside of this general framework, through the work-life balance contact, adaptations to working hours or other leaves are assessed, which are defined based on the needs of each person.



Health monitoring

Redeia carries out permanent preventive monitoring of the health of its employees, which subsequently enables the implementation of health protection and promotion campaigns in response to the analysis of the different health indicators evaluated

annually and to previously identified needs.

This health monitoring is carried out on the basis of specific protocols applied in accordance with jobs and, therefore, the occupational risks to which people are exposed. However, Redeia's commitment to people's health goes beyond

2.3 Lifestyle

2.3

- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



As a member of the Healthy Workplace Network, Redeia is committed to a full-scope vision of health promotion in the workplace.



the purely occupational sphere and extends its scope to other parameters of people's health. In line with this individual, occupational and non-occupational health monitoring, 1,351 health checks have been carried out in Redeia, representing 63.58% of the workforce.

Promotion of health in the workplace

This means integrating health promotion into occupational risk prevention actions and establishing a conceptual framework that helps organise and undertake health

and wellbeing programmes in the organisational environment at all levels (individual, environmental and organisational). As members of the Network of Healthy Companies and aligned with the European Network For Workplace Health Promotion (ENWHP), Redeia is committed to promoting health in the workplace throughout all areas through:

- Systematic design of programmes to improve the health of individuals and the organisation.
- Fostering a culture of health that meets the needs of both the Company and the individuals.
- Health management that is integrated in the Company's strategic plan because it is good for people's health and for the Company's productivity, efficiency and competitiveness.
- A methodology to help people achieve complete health and wellbeing.
- A methodology that uses a variety of strategies to improve the health literacy of individuals and other





relevant stakeholders and to provide them with a working environment that protects health and supports and reinforces healthy choices.

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

- Healthy living habits considering how the work environment can facilitate and support healthy living habits, behaviours and skills.

In 2023, the activities and initiatives for the promotion of health and well-being that aim to improve health and prevent illnesses in all aspects of people's lives (physical, emotional and social wellbeing) were continued. The campaign to promote physical activity and reduce sedentary lifestyles, with the participation of more than 450 people in different sports activities co-financed by the company (races, yoga classes, Pilates, paddle tennis, football tournaments, etc.), the nutrition consultation, the physical condition consultation, the physiotherapy consultation and the psychological support service show the great focus that the company places on healthcare.



All the campaigns and initiatives launched respond to the analysis of different health indicators evaluated annually, to the data on absenteeism due to illness and to other previously identified needs, the main objective of which is to improve health and wellbeing through the incorporation of healthy lifestyles.

Main lines of action 2023

- **Prevention of cardiovascular risk.** In response to the general health data analysed, 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 prevalence of possible cardiovascular diseases and their risk factors, but they also have an important impact on the prevention of other chronic pathologies such as cancer or certain psychological disorders, and are a guarantee of improved quality of life.



More than 400 people are currently benefiting from the sports activities co-financed by the Company, taking part in collective activities with coworkers, such as paddle tennis, tennis, yoga, Pilates, football or functional training, among others.



whose main aim is to raise awareness among employees on the importance of physical exercise to protect health, improve their wellbeing and quality of life and provide tools enabling them to start or continue with this habit.

In 2023, more than 450 people benefitted from sports activities co-financed by the Company, participating in group activities with other colleagues such as paddle tennis, tennis, yoga, Pilates, football or functional training, among others.

- Physical fitness consultation.

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, excess weight 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 your general physical condition.

- Promotion of physical activity and sport. The incorporation of physical exercise as a healthy lifestyle habit is a clear necessity in view of research into the causes of the main chronic diseases affecting developed societies, including cardiovascular diseases, cancer, those caused by trauma and also mental disorders, which have become so important. From this perspective, we continue to implement different initiatives

- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



Based on 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 follow-up is carried out to assess the results achieved. During 2023, fitness consultations continued in both virtual and face-to-face formats.

- Promotion of healthy eating.

In parallel with the actions to promote physical exercise, and using the health monitoring studies, which show a high incidence of cardiovascular risk factors among Redeia's workforce, although well below the overall data of other companies since 2016, a further step was taken with the implementation of a Healthy Eating Campaign that includes different collective (workshops and group sessions) and individual (individualised nutritional advice) actions, in collaboration with the SEDCA

(Spanish Society of Dietetics and Food Sciences). Individual consultations can be either face-to-face or online, to cater for all people regardless of their place of work. In 2023, 122 individual consultations were carried out online, with the corresponding health improvement action plans.

- 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 monitoring activities for several years.

The **prostate cancer** prevention programme is aimed at men over 49 years of age who undergo a test measuring PSA in the blood. This programme is particularly important given the increase in the average age of the workforce.

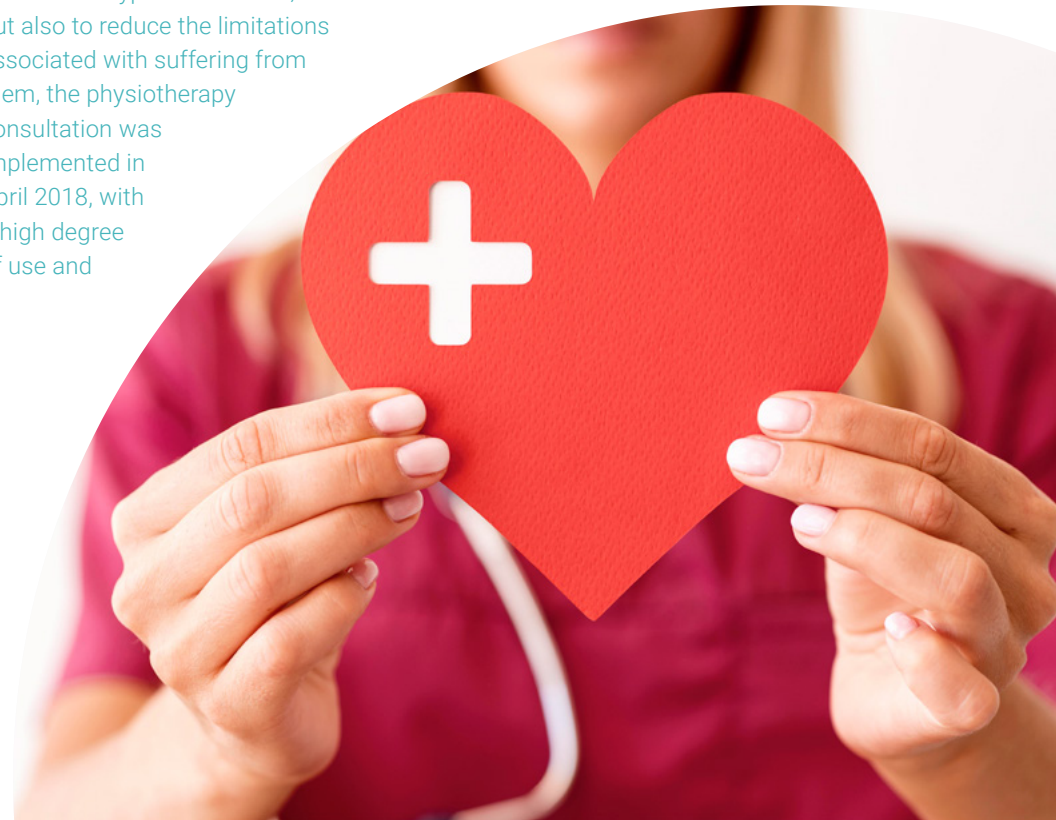
In 2023, the importance of breast cancer prevention was also highlighted with an awareness-raising story on International Breast Cancer Day. In addition to raising awareness of the

significance of this disease, a self-examination guide was included.

- Prevention of musculoskeletal injuries.

Musculoskeletal disorders are one of the main conditions that seriously affect the health of Redeia personnel and are also one of the occupational risk factors present in all workplaces and the main reason for absence due to common illness.

With the aim of starting to directly prevent this type of disorders, but also to reduce the limitations associated with suffering from them, the physiotherapy consultation was implemented in April 2018, with a high degree of use and



- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



The health campaigns respond to the analysis of the health indicators evaluated annually and to the data on absenteeism due to illness, and their main objective is the incorporation of healthy lifestyles to improve health and quality of life.



satisfaction. After the pandemic periods and with the return to routine, the physiotherapy service resumed in October 2021. During the whole of 2023, some 942 consultations have been carried out.

- **Flu vaccination campaign.** As usual, protection against seasonal influenza is offered.

- **Prevention of mental and behavioural disorders and**

promotion of mental health.

As mentioned in the section on psychosocial risks, progress is gradually being made in this field in view of the impact that this type of pathology is having on society.



Highlights of prevention, health promotion and wellbeing improvement 2023

- 2,125 medical examinations, medical and nurse consultations
- 122 healthy nutrition consultations
- Physical fitness assessment
- Prostate cancer prevention
- Promotion of physical activity
- Physiotherapy consultation (942 people)
- Influenza vaccination (250 people)
- EMOCIÓN Project for emotional management training



Company engagement in the community

Companies are part of a community environment that directly influences people's health and wellbeing.

Community engagement includes the activities carried out by the Company for the benefit of

the families of its employees, as well as the community where it is located, taking into consideration physical, social and environmental aspects that improve the physical and mental health, safety and wellbeing of Redeia's employees, their families and the community to which they belong.

2.4

2.4 Commitment to the community

- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System**
- 3 Health and Safety Training 2023
- 4 Management Systems Audit
- 5 Indicators



This fourth dimension must be addressed within the Healthy Organisation Management System. It is not enough to be satisfied with improving health only behind the doors of our organisation. We must go further by positively influencing different aspects aimed at the well-being of our social environment, understood as the family, stakeholders and local communities where the organisation's activity has an impact, and, ultimately, society as a whole.

During 2023, we participated in the following actions aimed at the well-being of the community:

- Accessibility to health services and health policies for the families of Redeia employees: In addition to the Public Health Service, Redeia has arranged health insurance policies that it makes available to its personnel, extending them to their families.



- Disability management: Redeia contributes to the inclusion of people with disabilities and normalisation through actions aimed at raising awareness among the Company's personnel and the incorporation of direct employment. The number of people benefiting from the Family Plan, a project consisting in providing support measures aimed at improving the integration of disabled family members of employees, has increased from 25 to 27.
- Blood donation campaigns: Redeia is aware of the need to encourage blood donations, which is why, twice a year, blood donation campaigns are carried out within the facilities of the head office.



- Accessibility to the psychological support service for first-degree relatives. The support service opens up the opportunity to provide care for family members of employees.

Corporate volunteering

Redeia's corporate volunteering model extends the Company's social action, promoting and strengthening collaboration in charity activities that respond to the needs, problems and social interests that are defined in its main lines of action.

The corporate volunteering model has a strategic and transformational approach, whereby the actions carried out seek, on the one hand, to channel internal talent with the aim of contributing to corporate volunteering and, on the other hand, to provide innovative solutions to social and environmental issues.

The actions carried out in 2023 responded to the interest of the participating volunteers and contributed primarily to improving the quality of life of groups at





The Company has reached a single volunteer participation level of 24.9% (compared to 26,7% in 2022), again exceeding the target set at the beginning of the year (20%). Some leading corporate volunteering actions during 2023 were a workshop to raise awareness and learn sign language or collecting material and clothes for homeless people.



risk of social exclusion, promoting employability and meeting the specific and real demands of society.

26.7% in 2022), again exceeding the target set at the beginning of the year (20%).

Volunteer actions are adapted in each country where Redeia operates to its social reality and needs.

As a result, Redeia reached a level of 24.9% participation of single volunteers in 2023 (compared with

• Introduction

1 Planning of the Prevention Activity

2 Healthy Organisation Management System

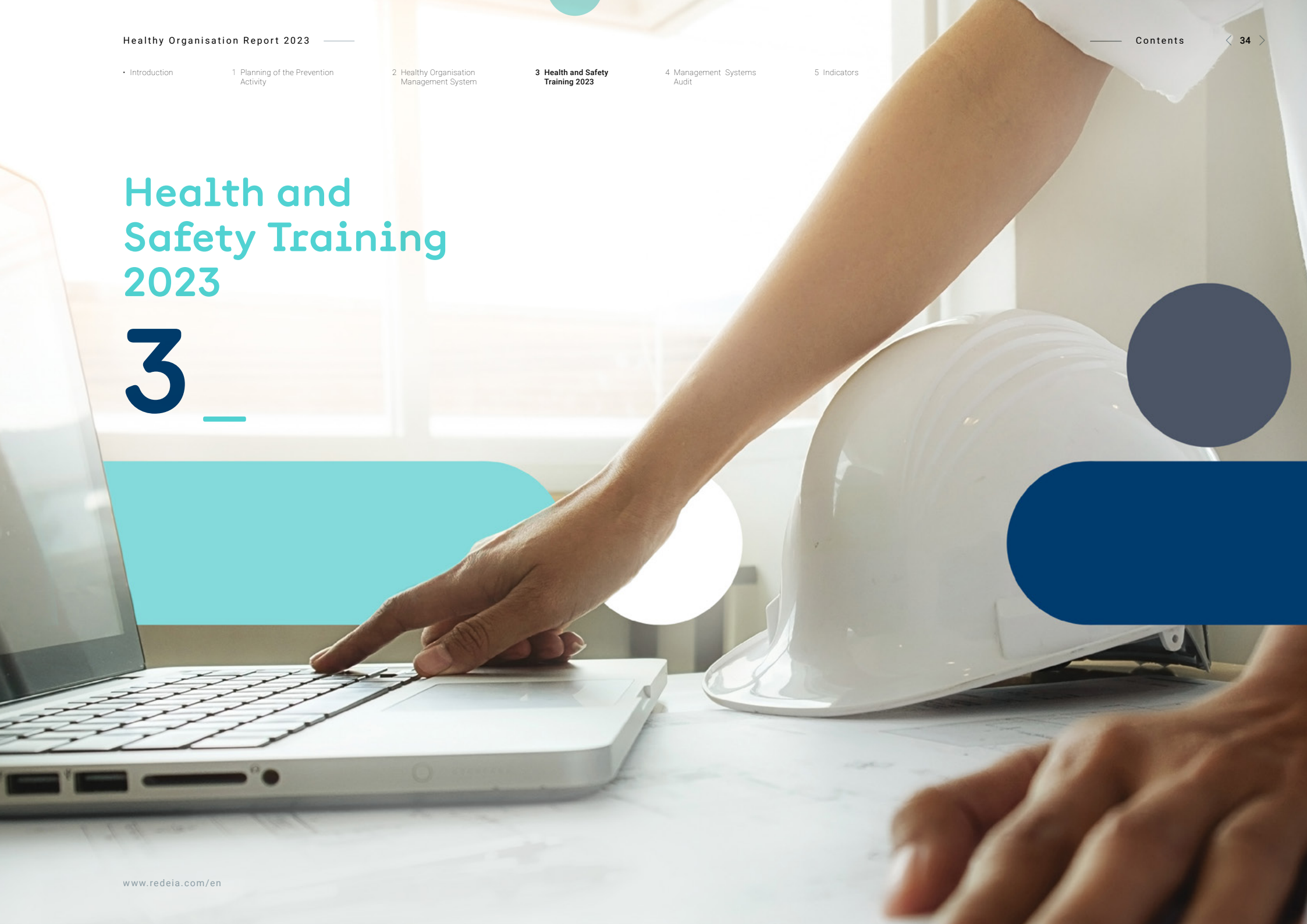
3 Health and Safety Training 2023

4 Management Systems Audit

5 Indicators

Health and Safety Training 2023

3



Training and awareness in health and occupational risk prevention

Redeia considers training and awareness essential to reduce accidents and preserve the health and safety of its entire human team. During 2023, Redeia carried out

more than 214 sessions with a total of 15,810 hours of training in this field. This training is provided across a catalogue of 114 courses, some of them necessary to undertake exceptional risk work, and the rest focused on other aspects related to the occupational risk prevention.

Training and awareness highlights 2023

Training on occupational risk prevention

- Courses established in the Occupational Health and Safety Training Model.
- Training on road safety, protected areas and forest fires.

EMOCIÓN Project

- Training programme aimed at emotional management by raising awareness on: Emotional self-leadership, conflict management and communication, healthy resolution and self-awareness.

Health campaigns in Redinter (Chile and Peru)

- Immunisation and quality of life campaigns delivered through a nutritionist.
- Reactiva programme to promote healthy lifestyles through recreational and sports activities.
- Institutional agreements with gyms and human training institutions for employees and their families.



During 2023, Redeia carried out more than 214 sessions with a total of 15,810 hours of training on occupational risk prevention.



Breakdown of training hours by company / nº

Company	Health and Safety training hours
Red Eléctrica de Telecomunicaciones, Innovación Y Tecnología, S.A.	28
Red Eléctrica Brasil Hold	2
Red Electrica Chile Spa	823
Red Eléctrica Infraestructuras en Canarias, S.A.U.	123
Red Electrica Andina	482
Redeia Corporación, S.A.	744
Red Eléctrica de España S.A.U.	12,835
Red Electrica Internac	16
Redeia Infraestructuras de Telecomunicación, S.A.	713
Hispasat, S.A.	46
Total	15,810

• Introduction

1 Planning of the Prevention Activity

2 Healthy Organisation Management System

3 Health and Safety Training 2023

4 Management Systems Audit

5 Indicators

Management Systems Audit

4

- Introduction
- 1 Planning of the Prevention Activity
- 2 Healthy Organisation Management System
- 3 Health and Safety Training 2023
- 4 Management Systems Audit**
- 5 Indicators



Redeia has an integrated risk management system in place to facilitate compliance with the Company's strategies and



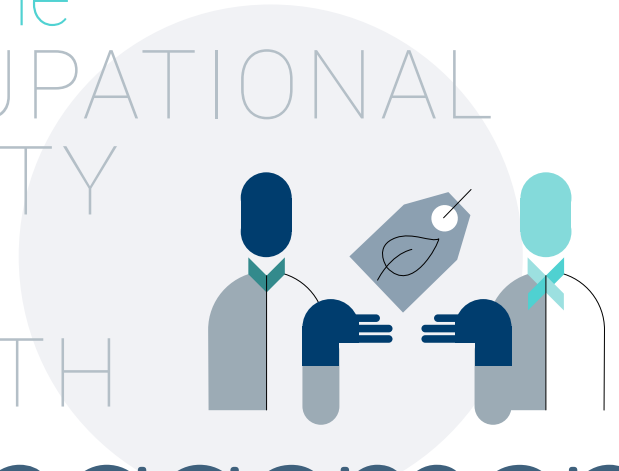
objectives, which regulates the process of planning, carrying out, monitoring and reporting on the regulatory and internal audits carried out in the Company to determine:

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

In 2023, audits were carried out on the Occupational Health and Safety Management System in accordance with the requirements of the ISO 45001:2018 Standard, the Healthy Organisation Management System (SIGOS), the Family Responsible Company (EFR) certification and regulatory audits on occupational risk prevention, in accordance with the legislation in force in each country in which Redeia operates, with satisfactory results.

In 2023, audits were carried out on the

OCCUPATIONAL SAFETY AND HEALTH



Management System

in accordance with the requirements of ISO 45001:2018



• Introduction

1 Planning of the Prevention Activity

2 Healthy Organisation Management System

3 Health and Safety Training 2023

4 Management Systems Audit

5 Indicators

Indicators

5



• Introduction 1 Planning of the Prevention Activity 2 Healthy Organisation Management System 3 Health and Safety Training 2023 4 Management Systems Audit **5 Indicators**

Occupational health and safety indicators

	2021			2022			2023		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Average workforce	1,522	553	2,075	1,622	628	2,250	1,747	700	2,447
Hours worked (thousands)	2,593	944	3,537	2,765	1,070	3,835	3,018	1,366	4,384
Number of recorded accidents	-	-	-	-	-	-	19	0	19
Employees	-	-	-	-	-	-	19	0	19
Non-employee workers	-	-	-	-	-	-	0	0	0
Recorded accident rate	-	-	-	-	-	-	100	0	100
Employees	-	-	-	-	-	-	100	0	100
Non-employee workers	-	-	-	-	-	-	0	0	0
Number of fatal work accidents/illnesses	0	0	0	0	0	0	0	0	0
Employees	0	0	0	0	0	0	0	0	0
Non-employee workers	-	-	-	-	-	-	0	0	0
Accidents with leave	7	0	7	3	2	5	5	0	5
Days lost due to accidents (1)	4,699	0	4,699	143	75	218	66	0	66
Accident frequency index	2.70	0.00	1.98	1.08	1.87	1.30	1.66	0.00	1.14
Accident severity index	1.81	0.00	1.33	0.05	0.07	0.06	0.02	0.00	0.02
Common illness absenteeism rate (a)	2.35	2.95	2.52	2.32	3.14	2.54	1.77	2.16	1.88
Occupational health and safety absenteeism rate (b)	2.37	2.97	2.58	2.37	3.18	2.59	1.82	2.25	1.94
Own Staff (employees and non-employee workers) covered by the occupational health and safety management system (%)	-	-	-	-	-	-	100	100	100

(1) Calculation based on 6,000 working days per fatal accident and 4,500 for total permanent incapacity. Frequency Rate: The number of work-related accidents with leave of absence per million hours worked. Severity index: number of working days lost for work-related accidents + incapacity scale, per thousand hours worked. Absenteeism rate:

(a) Days absent due to common TI (temporary incapacity) > 3 days + days absent TI <3 days / average headcount *365 *100.

(b) Days absent due to common TI (temporary incapacity) TI <3 days + days absent due to Work-related Accidents + Work-related Illness / average headcount *365*100.

• Introduction 1 Planning of the Prevention Activity 2 Healthy Organisation Management System 3 Health and Safety Training 2023 4 Management Systems Audit **5 Indicators**

Occupational health and safety indicators for contractors

	2021	2022	2023
Average headcount	3,004	3,053	3,269
Hours worked (thousands)	5,225	6,351	6,558
Accidents with sick leave	31	24	46
Fatal accidents	0	0	0
Days lost due to accidents (1)	2,181	2,111	2,760
Accidents frequency index	5.93	4.48	8.28
Accident severity rate	0.42	0.39	0.50

(1) 6,000 working days are counted for each fatal accident and 4,500 working days for total permanent disability.

A new health, safety and wellbeing table has been designed for 2023 (Redeia employees data).

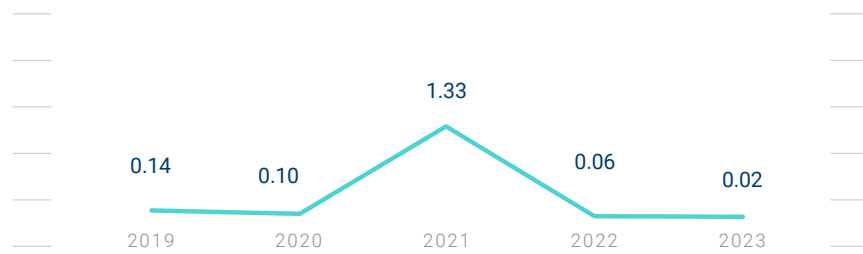
Health, safety and wellbeing indicators (Redeia employees data)

Indicator	Value 2022	Value 2023	Target value 2023	Target value 2024	Main line of action of the Healthy Organisation Management System
Accident frequency rate	1.30	1.14	≤ 2.62	≤ 2.50	Health and safety of people
Accident severity rate	0.06	0.02	≤ 0.22	≤ 0.20	
Health and safety absenteeism rate	2.59	1.94%	≤ 3.5	≤ 3.25	
% health checks	62.12%	63.58%	≥ 63%	≥ 64%	Lifestyle
% obesity	16.2%	13.33%	≤ 15%	≤ 14.5%	Culture focused on the wellbeing of the organisation
% days off work due to trauma-related disorders	35.51%	36.65%	≤ 42.50%	≤ 42.50%	
% days off work due to psychological disorders	14.20%	19.60%	≤ 15.04%	≤ 15.04%	
Wellbeing index	--	52%	Initial assessment	≥ 59%	Lifestyle
Corporate volunteering participation rate	26.7%	24.9%	≥ 20%	≥ 20%	

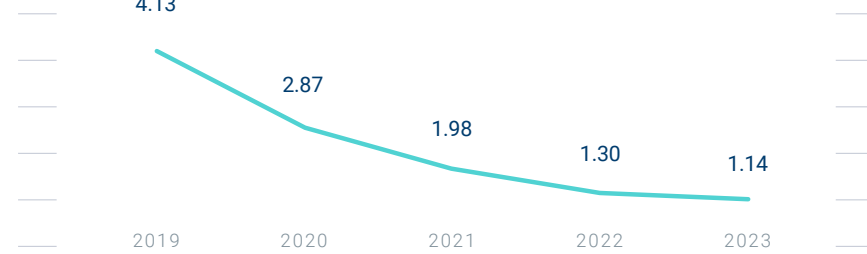
Main accident rates

In 2023, the overall accident rate indicators, which include both own staff (severity rate: 0.02) and contractors (severity rate: 0.50) were reduced.

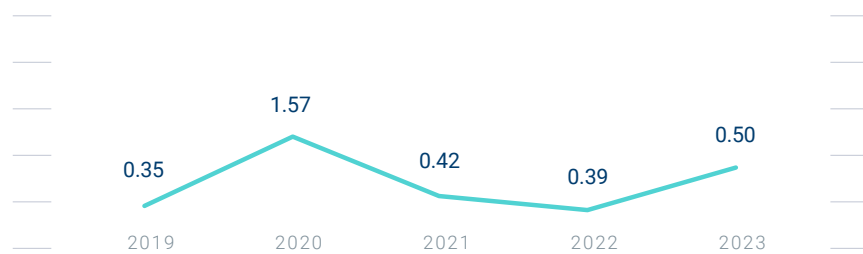
Accident severity rate



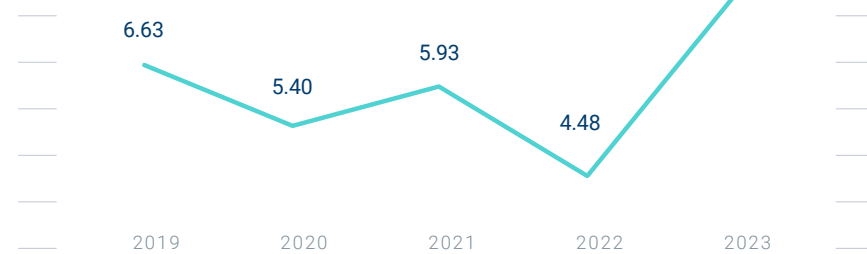
Accidents frequency index



Accident severity rate for contractors



Accident frequency rate for contractors



• Introduction 1 Planning of the Prevention Activity 2 Healthy Organisation Management System 3 Health and Safety Training 2023 4 Management Systems Audit **5 Indicators**

Main indicators 2023

- Severity rate in own staff 0.02.
- Severity rate in contractors 0.50.

2023 Milestones

- Definition of an innovative wellbeing model and strategy of its own.
- EMOCIÓN Project: integration of emotional management in the occupational risk prevention strategy.
- Occupational Safety and Wellbeing Action Plan 2024-2025.
- First assessment of Redeia's preventive culture (NOSACQ-50).

Challenges for 2024

- Deploying a new and innovative wellbeing model.
- Optimisation and digitalisation of the preventive planning process.
- Strengthen collaboration on preventive matters with key stakeholders.



In 2023, it is worth highlighting the definition of an innovative wellbeing model and strategy, which demonstrates the company's firm commitment in this area and positions Redeia as a pioneering company.



Published by

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