

Listening and dialogue

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Enel has always been keen to promote initiatives aimed at listening to Group employees. At the end of 2022, a new wave of Open Listening was launched, a global listening channel aimed at surveying the corporate climate periodically throughout the year. 75.6% of the Group's employees responded to the 2022 survey, providing useful insights into their mood, well-being and job satisfaction through constant listening on issues relevant to the Group (including work-life balance, networking, training, diversity and inclusion), with an overall job satisfaction (engagement) rate of 89.6% of those involved.

Constant listening aims to put people at the center of the Group's strategy, which increasingly uses analytics to respond to different needs with targeted action plans.

Other listening initiatives were carried out in relation to well-being and disability (see section "The value of uniqueness and care" of this chapter).

Another essential element in listening to and engaging our people are the **People Business Partners**, figures dedicated to listening and dialogue with people, able to grasp individual aspirations and integrate them with the organization's needs.

Finally, Enel considers **internal communication** a mainstay in the creation of corporate culture, people growth and the growth of the organization, stimulating and promoting the exchange of information, know-how and experience. Internal communications are also the main vector to disseminate the Enel strategy and the objectives identified for the near future. In this regard, the periodic "Strategic alignment tracking" survey, an additional listening tool used to monitor employee sentiment and understand their level of knowledge with regard to specific projects targeted at them, showed that, among the internal projects aimed at developing and improving employee well-being and quality of work, employees give the highest priority to the following:

- People caring and well-being;
- Job opportunity;
- Innovation and personal entrepreneurship.

With regard to Enel's projects and initiatives that contribute to the improvement of the communities in which the Company is present, the following are those considered by employees to be the most important to pursue:

- Customer centricity;
- Contributing to the SDGs;
- Technological innovation.

The value of uniqueness and care

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At Enel, **inclusion, well-being, participation and value creation** are closely linked, as also indicated in the Charter of the Person (see the box in this chapter). In fact, inclusion means enhancing and expressing the unique mix of talents, skills, aptitudes, visible and invisible aspects of each of our people, so as to ensure well-being and motivation, bringing out the unexpressed potential within the organization and thus contributing to growth. This is possible through actions that spread the **culture of inclusiveness** at all levels of the organization and act on the **enhancement** of individual specificities, the uniqueness of the person and **care** in life situations that impact on work by creating **awareness, relationships and participation**.

The steps of inclusion in Enel

The steps leading to the current state begin in 2013 with the publication of the **Policy on Human Rights**, followed in 2015 by Enel's adherence to the seven Women's Empowerment Principles (WEP) promoted by UN Global Compact and UN Women and the simultaneous publication of the **Diversity and Inclusion (D&I) Policy**. This policy makes explicit the principles of non-discrimination, equal opportunities, dignity, work-life balance and inclusion of every person, beyond all forms of diversity. 2019 also saw the addition of the **Workplace Harassment Policy**, which introduced the themes of respect, integrity and individual dignity in the workplace in the prevention of all types of harassment, principles that were the basis of the **Statement against Harassment** in the workplace, published on Enel's website⁽³⁾ in 2020. In 2021,

(3) <https://www.enel.com/content/dam/enel-com/documenti/investitori/sostenibilita/enel-statement-against-harassment.pdf>.