

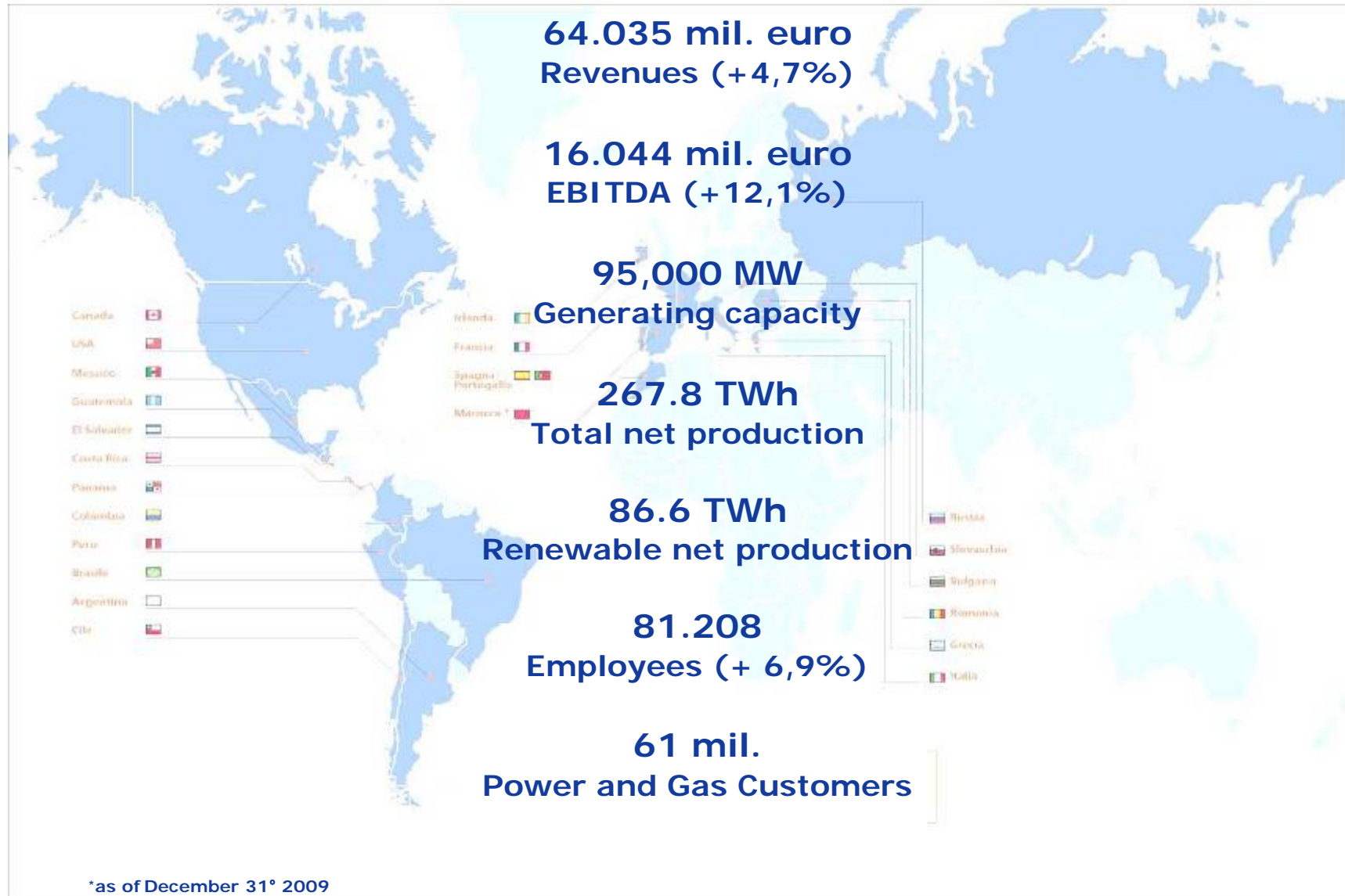
Enel's Corporate Social Responsibility

**Presentation by Giulio Lo Iacono
CSR Manager - Enel**

Sustainability Science Workshop

United Nations Headquarters – New York – October 5th 2010

Enel World Leader: the business results*

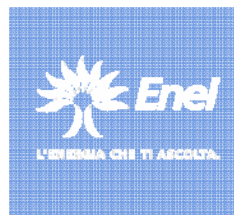




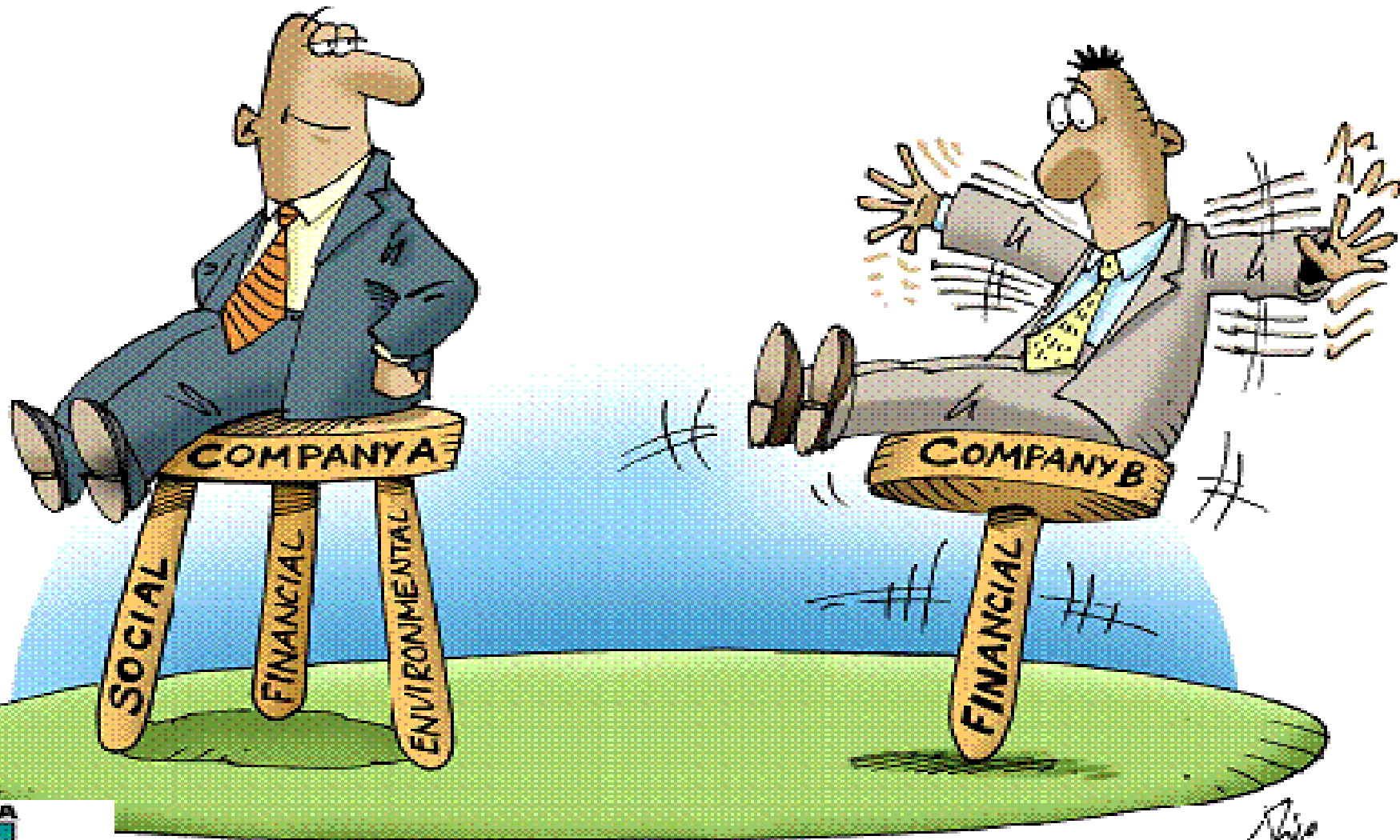
Our Commitment Towards a Sustainable Future



ENERGY IN TUNE WITH YOU.



You do well by doing good



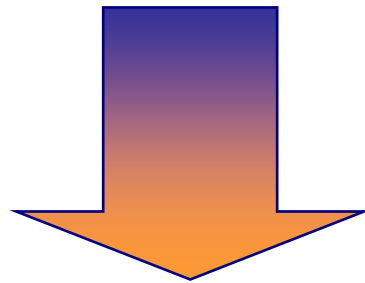
SOUTHERN AREA OF GEOGRAPHICAL ASSOCIATION



Enel's CSR: from Mission to Sustainability commitments

Enel's mission is to generate and distribute **value** in the international energy market, to the benefit of our competitiveness and the requirements of our **customers**, the investments of our **shareholders** and the expectations of everyone who **works** with us.

Enel acts in the service of **communities**, respecting the **environment** with the intention of ensuring a better world to **coming generations**.



1. Responsible Growth
2. Fight against climate change
3. Active dialogue with all stakeholders
4. Provide a sustainable, affordable, accessible energy

Frame of reference

Community engagement

Society

Environment

Sustainability

Occupational Health and Safety

Economy

Innovation and Efficiency

The collection of the three views and the company's ability to keep them in an efficient and virtuous balance generates the concept of "sustainability"

CSR: a strategic driver for Enel

Short Term

**SUSTAINABILITY PLAN
2010-2014**

Medium Term

Empowering synergies with company business

Full integration of CSR in Enel's industrial choices



Reporting

Since 2006 GRI A+
DJSI World and Stoxx

Commitments

Ethics

Stakeholder engagement
Protection of the environment



From Sustainability Report to Sustainability Strategic Plan

Rating CSR, Sustainability indexes, SR Investors

2002–2009 Sustainability Report, since 2006 top standard GRI (A+)

Since 2007 publication on pen drive "save paper" with over 450 KPI monitored

Code of Ethics, Zero Tolerance Corruption

2002 2003 → 2009



1980

1990

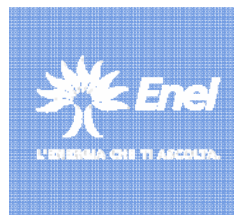
2000

2014

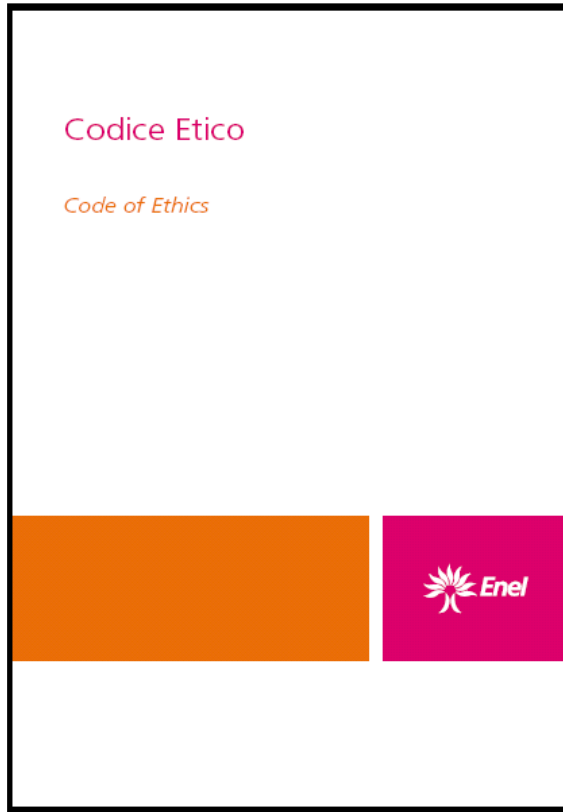
Enterprise philanthropy

Corporate Social Responsibility

Sustainability Strategic Plan

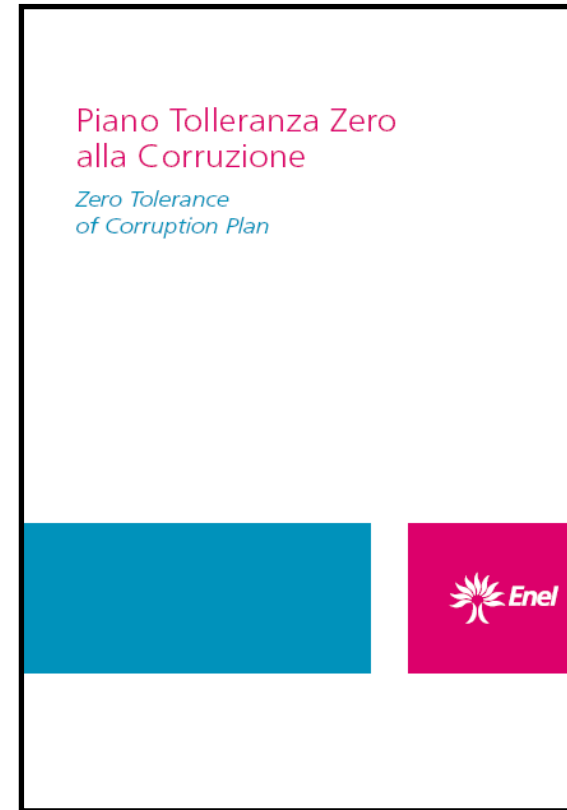


Ethics: Code of Ethics and Zero Tolerance of Corruption Plan



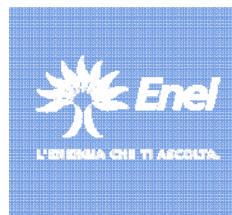
Code of Ethics extended to entire Group perimeter and **suppliers**

General Principles, the **models of behaviour** to be respected by Enel's people



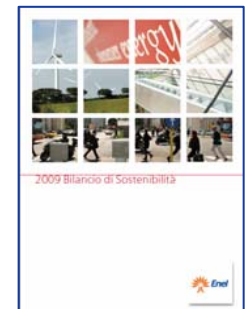
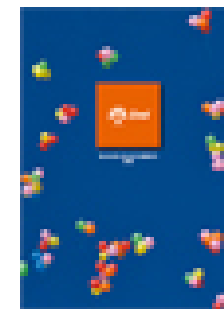
ZTC Plan educating employees on **fight against corruption**

Enel's commitment to **Global Compact** and **PACI** - Pact Against Corruption Initiative



Code of Ethics and Sustainability Report

- The **Code of Ethics**, now adapted to our international perimeter, is applied to Enel and to all our Companies and joint-ventures worldwide.
- The **Sustainability Report – monitoring over 450 KPIs**, provides a clear, truthful and correct report of the **results obtained in all sectors of relations** with stakeholders as regards the **principles and commitments** entered into under the code of ethics, together with the goals for improvement established periodically. Enel applies these guidelines at the maximum theoretical level possible GRI-G3 (A+) since the birth of the guidelines.

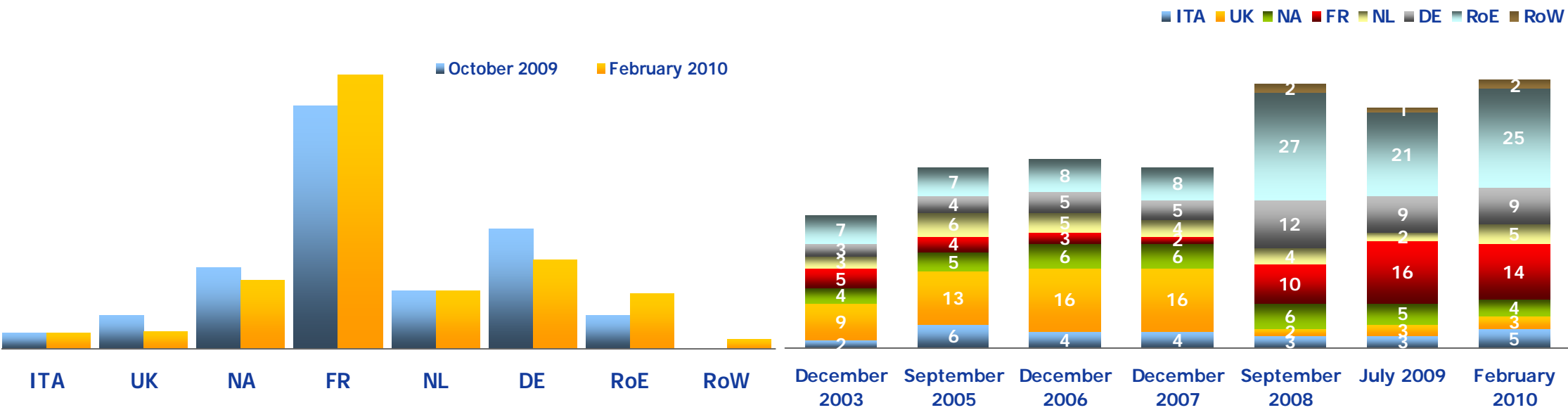


Enel's Shareholders' analysis as of February 2010

Focus on SRI Funds

SRI institutions
Geographical split (%)

SRI institutions
(#)

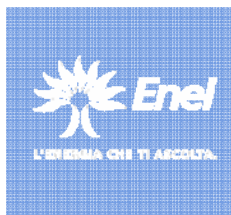


SRI Funds

18,6 % of institutional free float

7,9 % of the total free float

5,5 % of the total shares outstanding

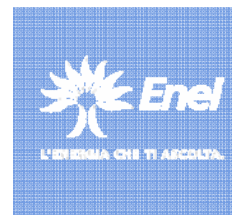




Our Commitment towards an Industry-Academia collaboration



ENERGY IN TUNE WITH YOU.



Sustainability Day: Business as *Unusual*



To share and promote a culture of accountability that supports the creation of new ideas and the establishment of best practices in the field of sustainability at the global level.

- **3.932** colleagues followed the event broadcasted on Enel television
- **915** spectators from 25 countries, 3 continents

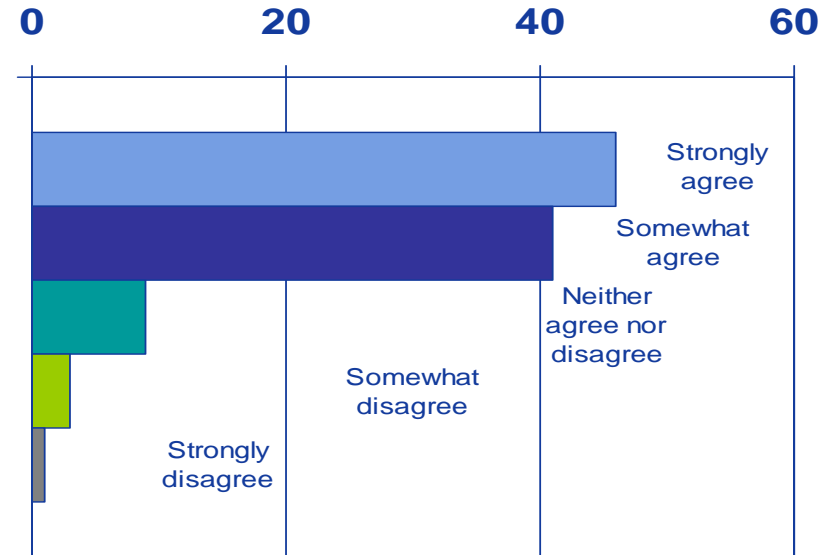
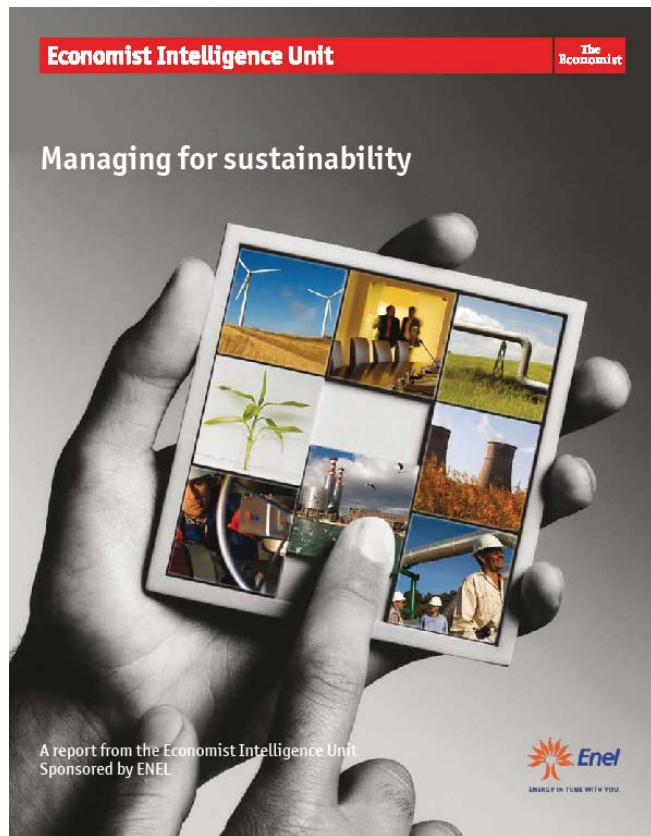
Website visits
www.enelsustainabilityday.com
8/01-9/02/2010



Managing for Sustainability

a report by the Economist Intelligence Unit

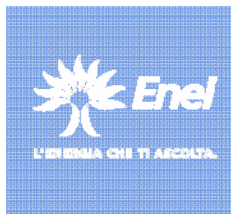
Sustainability will become considerably more important to my company over the next three years.



200 senior executives interviewed in the field of sustainability and finance

Key findings

- Sustainability principles have moved into the corporate mainstream
- Companies see growth opportunities, not just risk or obligation
- Sustainability policies are becoming embedded in organisations
- The link to profitability is clearer in the long term than in the short term ¹⁴



Relation with Universities – Our Map

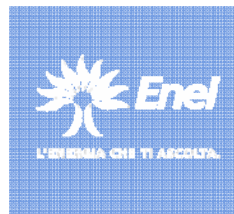
<ul style="list-style-type: none"> •University of Cambridge •LSE •Università di Grenoble •Università di Porto •Università Jean Moulin Lyon 3 •Ensta University •Università Slovaca della Tecnologia Bratislava •Università di Presov •Università Tecnica di Kosice •Politecnico di Bucarest •Accademia Studi Economici Bucarest •Università tecnica di Iasi •Politecnico di Timisoara •Supmecca Paris •Carlos III Madrid •Santa Catarina (Brasil) •Engineering University of Moscow 	<ul style="list-style-type: none"> •Università Tecnica di Catalogna •Ensta University •Università tecnica di Aachen •TU Delft •Istituto tecnico federale di Zurigo •Università tecnica di Chalmers •Politecnico di Varsavia •Accademia di Gorncizo •Polytechnic of Potznan •Catholic University of Leuven •Paris Tech •Grenoble Ecole de Management •Urals Technical University (Russia) •University Ivanova (Russia) •Technical University of Budapest •AGH University of Science and Technology (Poland) 	<p><u>TOP Schools:</u></p> <ul style="list-style-type: none"> •Harvard •INSEAD •M.I.T •Kellogg •Columbia Business School •Duke University - NC USA <p><u>Specialized Universities:</u></p> <ul style="list-style-type: none"> •European University Institute •Johns Hopkins University
<ul style="list-style-type: none"> • Partnership with 47 Italian Universities (total: 95) 		<p>LUISS Bocconi Politecnico di Milano Politecnico Torino</p>

International Universities

Top Schools and Specialized Universities

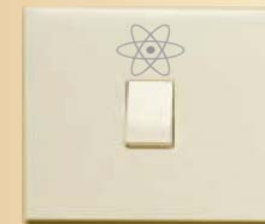
Italian Universities

Special Projects



University Road show

L'ENERGIA
NUCLEARE
ACCENDE
LA RICERCA.



Goals

- To start a direct dialogue with teaching staff and students
- To involve also by suggesting “cross disciplinary” subjects
- To verify the possibility of further initiatives (working groups with teachers, new curricula , “contests” with students...)
- To collect hints and remarks to better design communication messages on the different tools.

How a typical meeting is organized

- “Talk show” format at the presence of a facilitator
- Opening speech by the Chancellor or Deans.
- Enel contribution on the Italian Nuclear Project
- Showing of “vox pop” video (Flamanville, El Cabril)
- Testimony of a third party expert on a relevant subject for the hosting faculty
- Debate



When Enel will open its first nuclear power plant, our Company will need up to 1200 graduates. Today in Italy there are only 80 graduates per year.

Nuclear energy needs new talents

- Campaign to promote joint initiatives in support of Enel-University courses in Nuclear Engineering.
- Scholarships and prizes for the best talents of graduate courses.

Partner Universities:

- Politecnico Milano
- Politecnico Torino
- La Sapienza Rome
- University of Palermo
- University of Pisa

L'ENERGIA NUCLEARE HA BISOGNO
DI NUOVI TALENTI.



Enel finanzia borse di studio e premi di laurea in collaborazione con alcune delle più prestigiose facoltà di ingegneria, dove si sviluppano le competenze nucleari.

BORSA DI STUDIO DI 6.000 EURO AGLI STUDENTI ISCRITTI AL PRIMO ANNO DELLA LAUREA SPECIALISTICA IN INGEGNERIA NUCLEARE O ENERGETICA.

PREMIO DI LAUREA DI 3.000 EURO PER GLI ISCRITTI AL SECONDO ANNO DELLA LAUREA SPECIALISTICA IN INGEGNERIA NUCLEARE O ENERGETICA, CHE CONSEGUIRANNO IL TITOLO NELL'ANNO ACCADEMICO 2009/2010.

Possibilità di stage formativi. Informati subito sui bandi. Verifica se possiedi i requisiti e candidati sul sito della tua università.



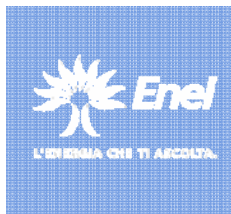
L'ENERGIA CHE TI ASCOLTA.

www.enel.it

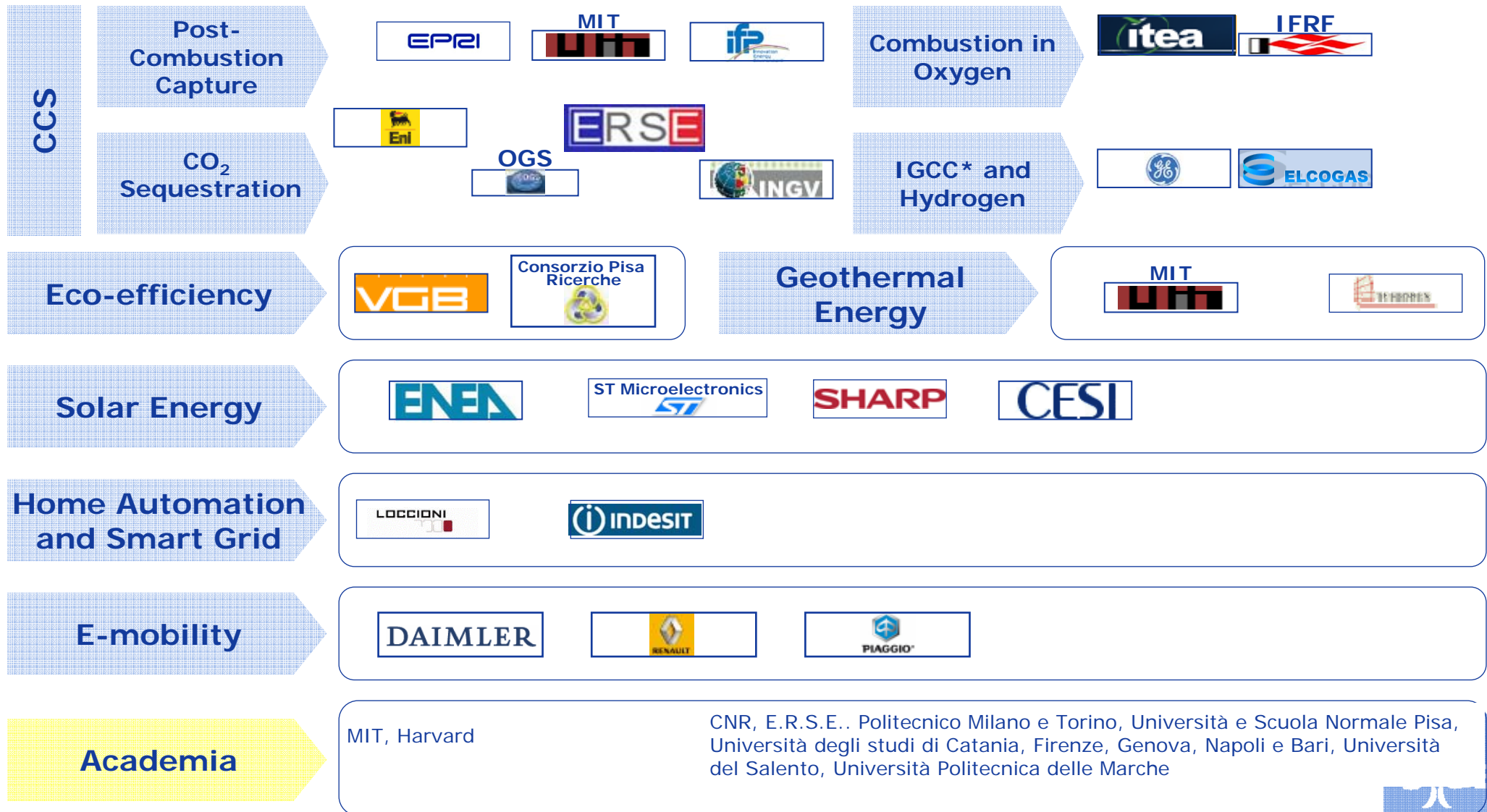
Italian Nuclear Forum



- A network for discussion and cooperation over the challenges of future energy and technological development
- A platform to spread information, dialogue and cooperation across the business world, the academic scientific culture, social forces and citizens
- Founders: Alstom Power, Ansaldo Nucleare, Areva, Confindustria, E.ON, EDF, Edison, Enel, Federprogetti, Flaei-Cisl, GDF Suez, **Politecnico di Milano, Sapienza – Rome University**, Sogin, Stratinvest Energy, Techint, Technip, Tecnimont, Terna, Uilcem, **Genoa University, Palermo University, Pisa University**, Westinghouse.



Technological and scientific partnerships



* Integrated Gasification Combined Cycle

Strategic Research Agenda

Future Technological Scenario in energy sector (2030)

Generation

- **High level of reliability and safety**
- **Production mix based on:**
 - » **Zero emission plant** (Carbon Capture and Storage and Renewable energies)
 - » **Third generation nuclear plants** (and development of fourth generation plants at an advanced stage)
 - » Distributed generation systems based on renewable sources, natural gas and hydrogen

Grids

- **Cities and industries integrated in a complex energetic system** with their own generation and distribution systems
- **Active distribution grids**

Storage

- **Development of both concentrated** (high capacity) and **distributed storage systems**, to enable growth and spreading of renewable energies and quality of service

End users

- **Advanced domotics and post-meter services**
- **From “energy provider” model to “Energy services provider” and “wealth provider” model**

Mobility

- **Electrical mobility at an advanced stage**
- **Hydrogen mobility at a development stage**

Technical Area Research

IFRF¹⁾ headquarters



~ 200 Researchers
50 Graduate trainees
3 Research Centres
2 Chemical Laboratories
4 Research Stations
40 Patents

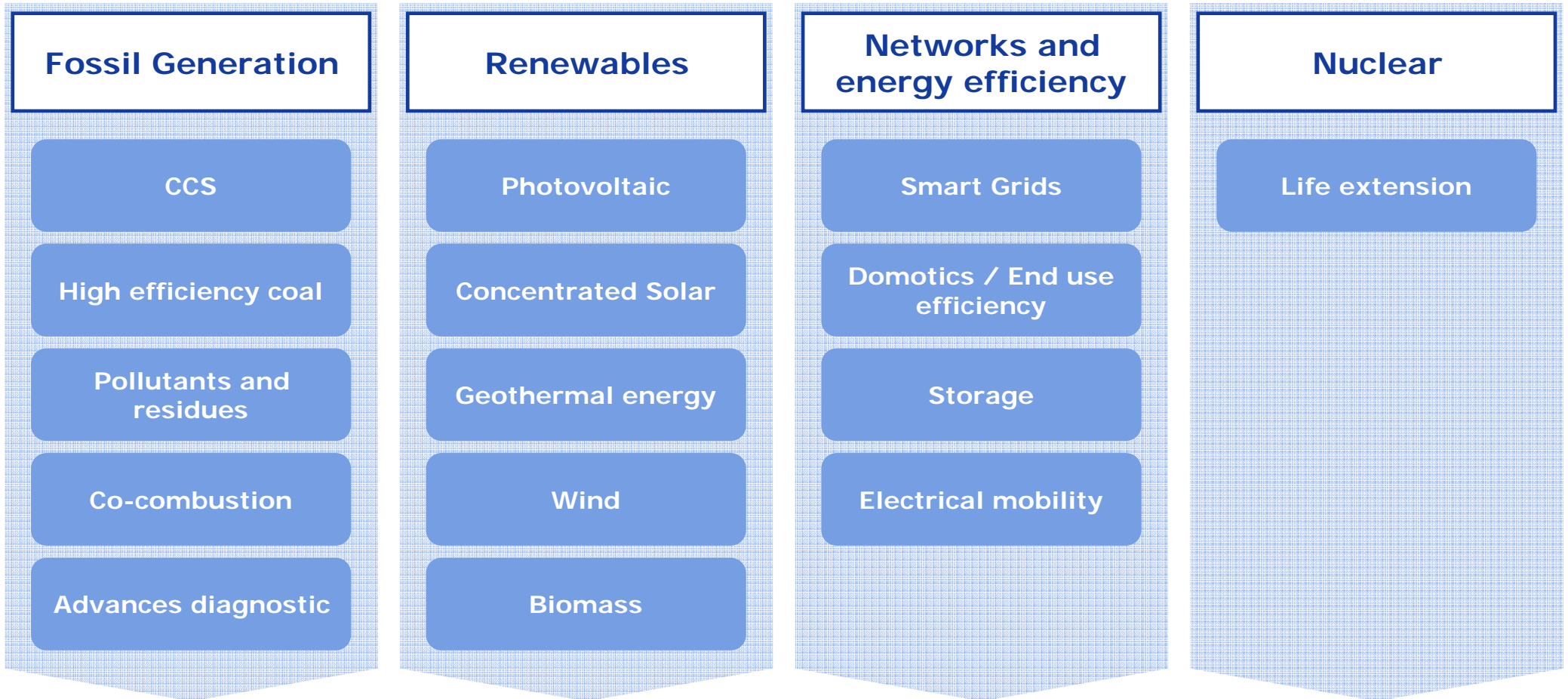


Cooperation with the major universities in Europe and in USA



Enel Technological Map

Actual Enel research fields



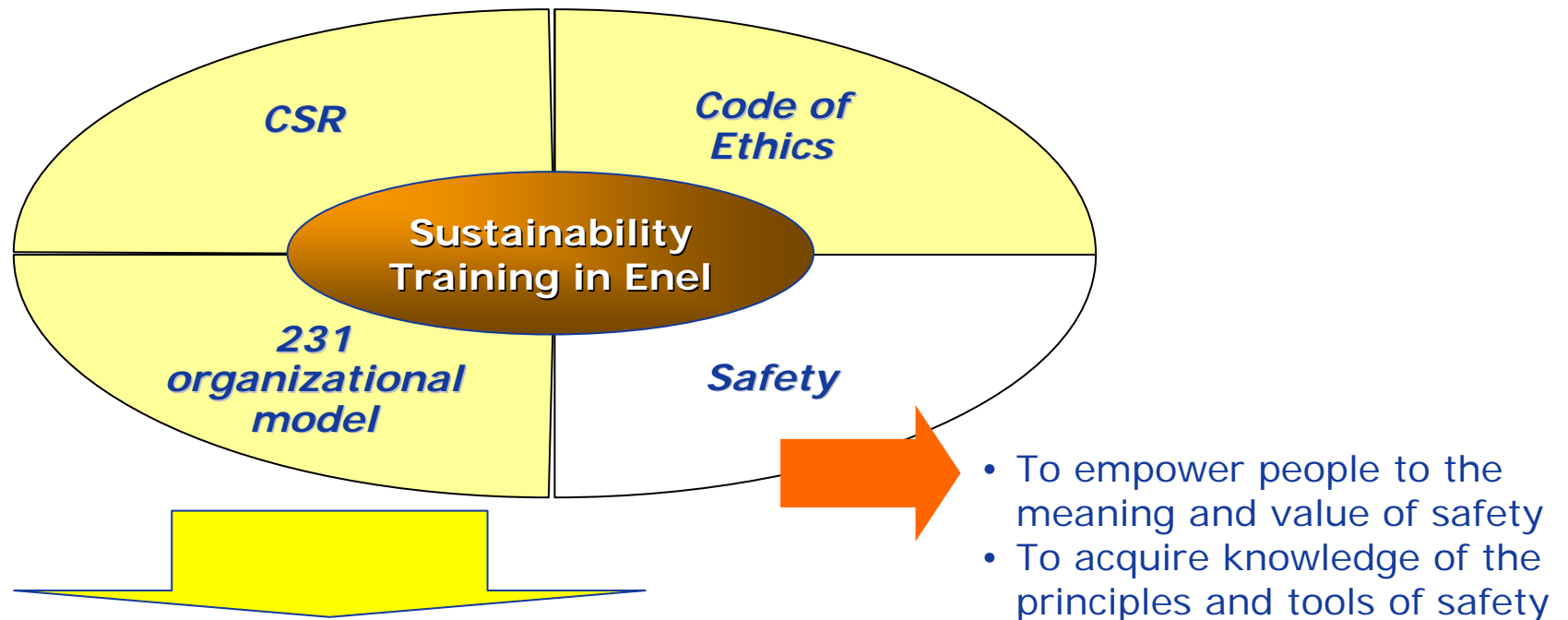
Technology Innovation Plan 2009-2013 ~ 650 Mln EUR



Enel University: our training vision

We believe in a "sustainability training" concept based on the centrality of people, the quality of organizational processes and business ethics.

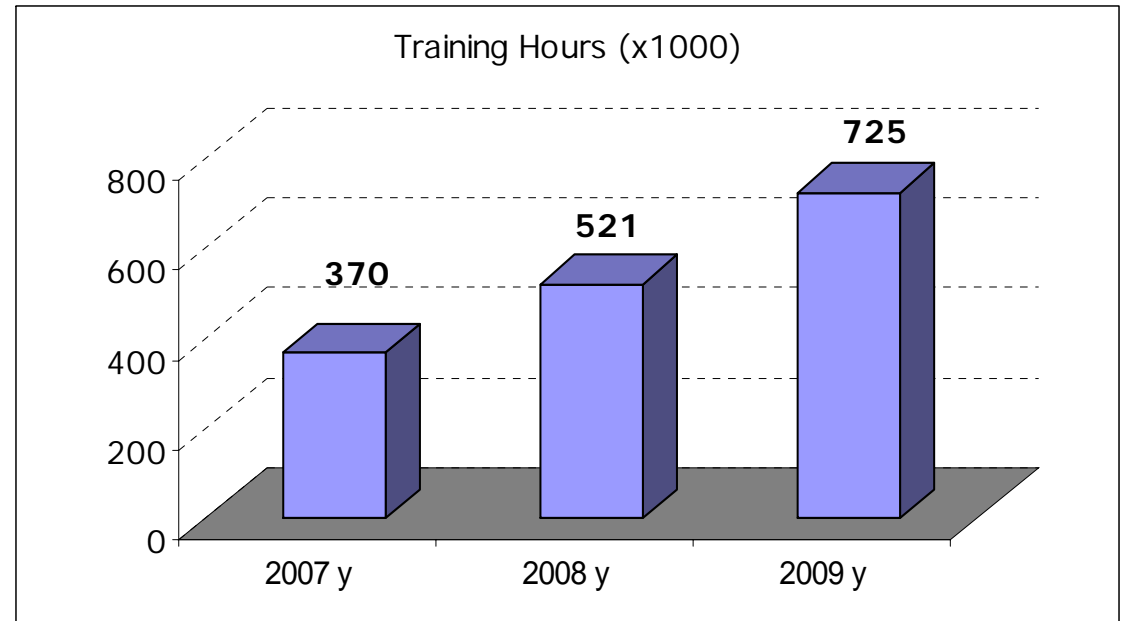
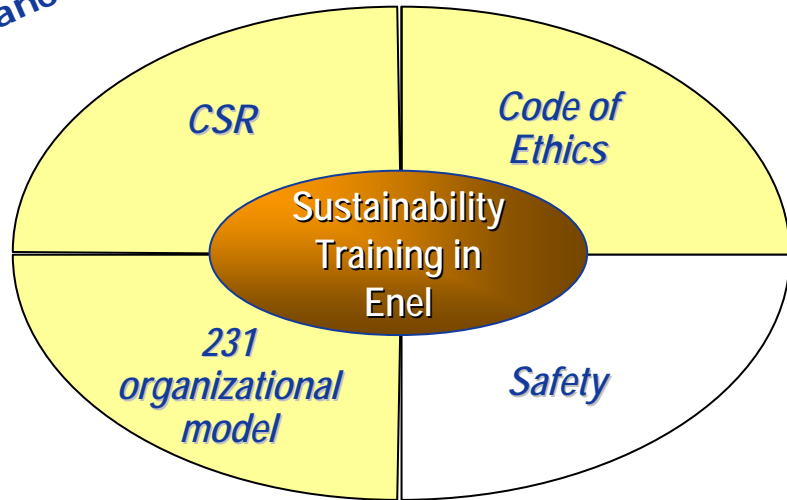
Our training to sustainability is structured as follows:



- To develop at all levels of organization a "business ethical vision"
- To develop a sustainability culture
- To support people in understanding the links between business and CSR

Internal Training: our numbers

- Blended Solution Training
- Distance Learning



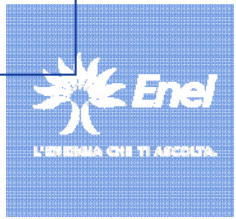
Internal Training: activities on going

	STATUS	TARGET	MAIN OBJECTIVE
CSR on line →	Rewriting of the course	whole 80.000 Enel people	Raise people awareness
Code of ethics and ZTCP →	Rewriting of the course	whole 80.000 Enel people	Raise people awareness
Safe Driving →	Delivering	whole 80.000 Enel people	Give useful advice for working and private life

Induction →

Every new employee is asked to do the following courses:

- Code of Ethics
- CSR



Endesa: an 'Escuela de Energia' for innovation



<http://www.escuelaendesa.com/>

ENDESA ENERGY SCHOOL

It is a platform, a science network, to develop technological leadership at ENDESA by managing technical skills.

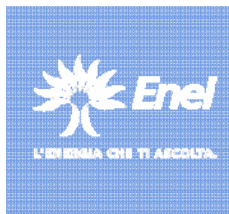
Its activities include:

- the **ENDESA-ICAI Electrical Technology Master's Degree** (now 3rd edition);
- technology **workshops** and **conferences**;
- promoting technological innovation through the **Novare Awards** given to suppliers, researchers and employees.

The school is working to set up a technological network of knowledge and talent which combines the work of various universities and research centres, suppliers that participate in ENDESA Innovation Circles, and the company's own employees.

CONFERENCE ON MANAGING INNOVATION

During 2009, the Endesa Energy School held a conference on managing innovation at the Massachusetts Institute of Technology (MIT) chaired by Charles Cooney and Lita Nelson, lecturers at this institute.



Endesa's initiatives in brief



ENDESA-ICAI Master's degree focuses on energy technologies in Europe, has been coordinated by the Endesa Energy School and the Comillas Pontifical University (ICAI), in collaboration with the Massachusetts Institute of Technology (MIT), the Universidad Politécnica de Catalunya, the University of Seville, the University of Zaragoza, and Tecnatom.

ENDESA's Premios NOVARE categories

Project Valor CO₂: development of new technologies for the biological scrubbing of flue gases from thermal power stations

Project Vehicle2Microgrid: solutions to resolve the challenges of integrating electric cars into the grid

Project Crave: development of stations for the rapid recharging of electric vehicle batteries

Project Energrid: development of smart grids

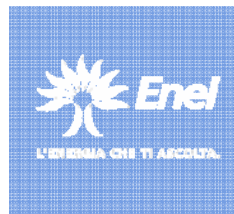
CIDE initiative: develop innovation circles

ENDESA Innovation Circles (CIDE) benefit from the involvement of 34 technology partners and 7 universities and research centres for a total of 29 initiatives for innovation

Network and alliances:

Spanish level: (1) the Spanish Energy Efficiency Technology Platform (PTE-EE), chaired by ENDESA, and (2) the Future Electricity Grid Platform (Futured) in which the company acts as technical secretary.

European level: ENDESA continues to be involved in the Innovation Utilities Alliance in partnership with Enel, EdF, RWE and EDP-HC to exchange technical know-how and experience and perform joint RDI projects.



Intangibility in the Sustainability Report

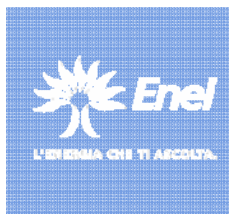
Managing intangibles through sustainability

GOALS

- Defining a logical-conceptual reference model to determine the relationships between strategies and policies of Corporate Social Responsibility and the various components of intangible capital (human, relational and structural).
- Defining criteria for measuring the effects of Corporate Social Responsibility on the process of creation of economic value.
- Calculating Key Performance Indicators relevant for the control process (comparison between targets and achievements).



L'ENERGIA CHE TI ASCOLTA.





**Thank You
for your kind attention**

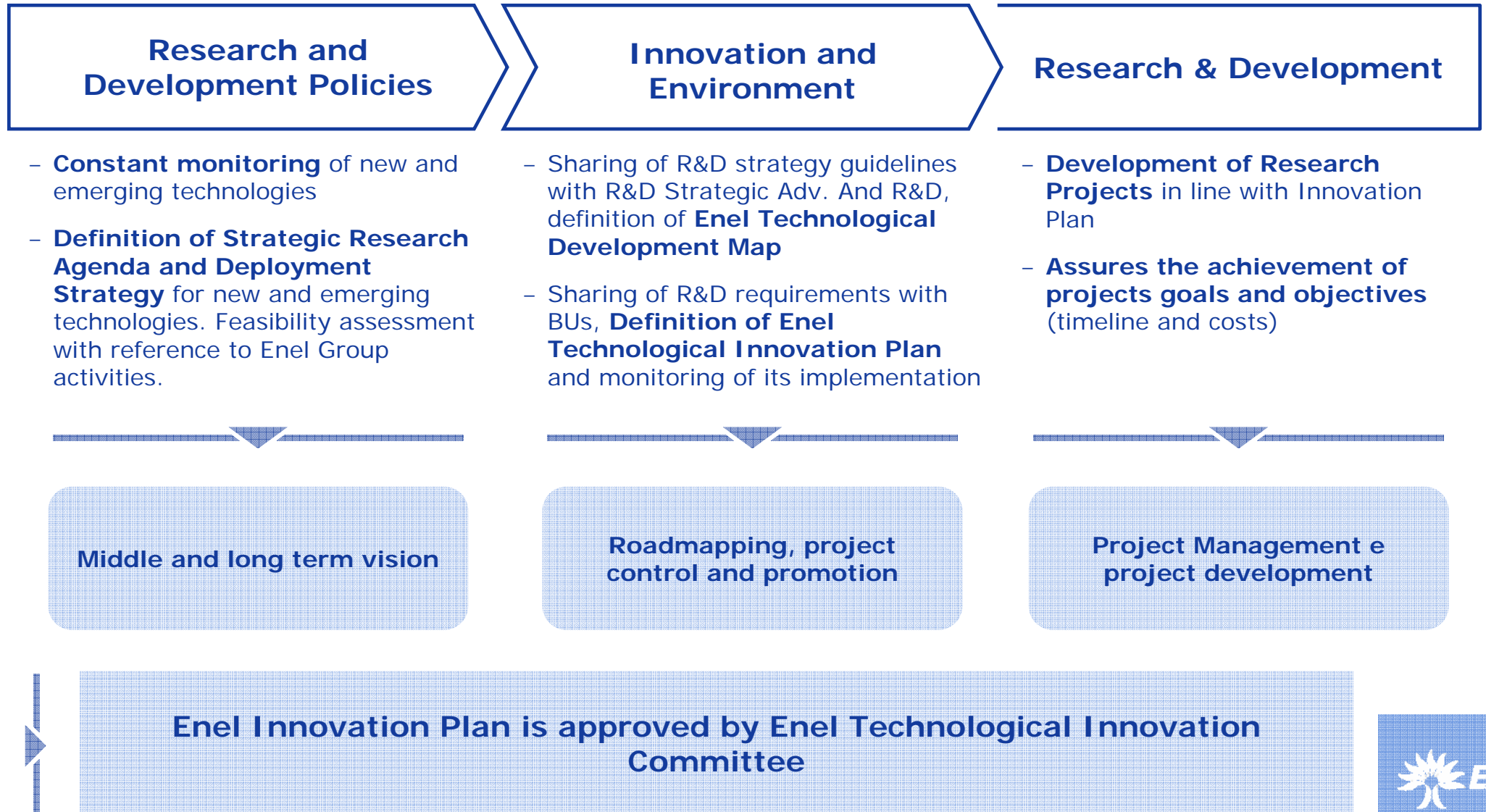
Giulio Lo Iacono
giulio.loiacono@enel.com



BACK-UP

Towards Technological and Environmental leadership

The new R&D organization structure: *how it works*



Technical Area Research

Type of activities

Competitive research

- Short-medium term projects to increase the competitiveness of Enel generation system
-

Strategic research

- Long term research activities
 - Pre-competitive projects
-

Technological support

- Very short term activities to solve specific problems of the generation system

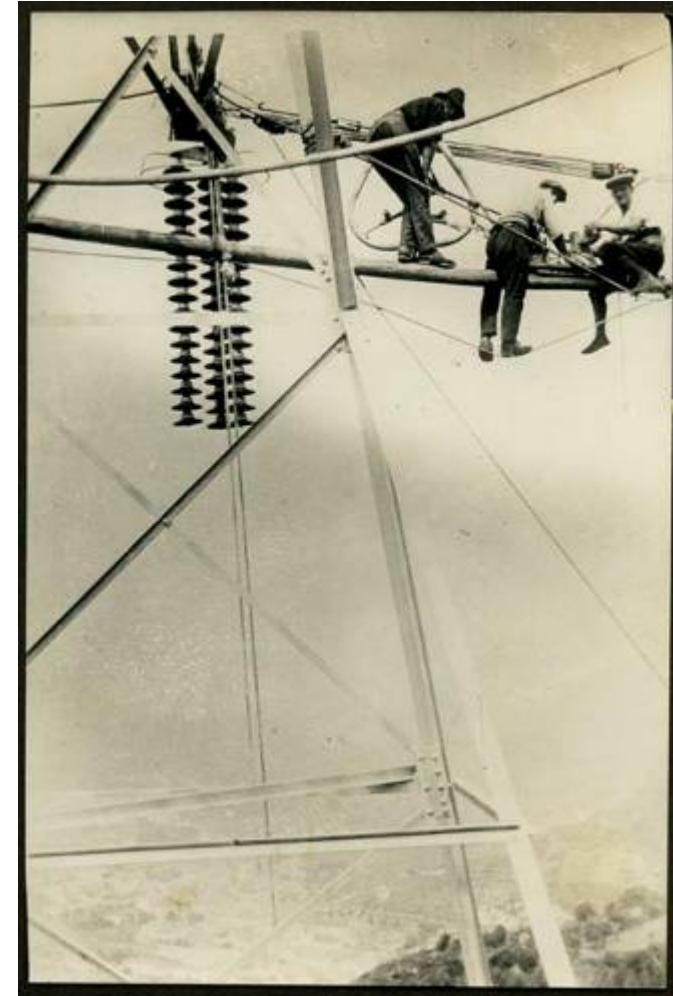
Historical archive

The future of energy: a journey through history.

In establishing its History Archives, which were inaugurated on **September 24, 2008**, Enel was concerned to preserve and hand down the “historical memory” of the Italian electricity industry, which had contributed to laying the foundations of Italy’s economic development and modernization.

The historical reconstruction can contribute to the development of an appropriate culture of innovation and work, and offer precious cues regarding the choices that the country will have to make in this area.

The remarkably extensive archives contain more than 13,000 linear meters of **administrative documents**, about 100,000 **photographs**, thousands of **technical drawings**, hundreds of **finds and film clips**, and thousands of **specialist books and magazines**.



Our past and present Projects



RINNOVA

competitive research on energy generation from alternative and "renewable", in cooperation with Italian Universities



ARCHIMEDE

the world's first integration of a thermodynamic solar energy system into a gas-fired combined-cycle power plant

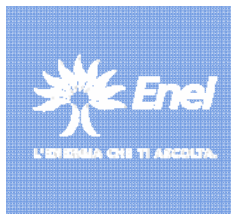
ALTERNATIVE DISPUTE RESOLUTION

28 million customers all over Italy can have access to a simple, free and online extrajudicial procedure to speed up the dispute settling process



OXYGEN

a periodical dialoguing between science and company



Our past and present Projects

EUREKA

6 research projects in cooperation with Italian Universities

PLAYENERGY

understanding energy through science

VOLER BENE ALL'ITALIA

a festive day dedicated to 2,000 small municipalities

MY FUTURE

producing clean energy through the regeneration of old cell phones

