# Information Supplementary to the Sustainability Report 2015 DROI A



# Information Supplementary to the Sustainability Report 2015

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## Introduction

Iberdrola's Sustainability Report 2015 sets forth the activities performed in the economic, environmental, social, and corporate governance dimensions, following the Sustainability Reporting Guidelines, of the Global Reporting Initiative (GRI Guidelines), version G4, also including aspects and indicators from the Electric Utilities Sector Supplement published by GRI in 2014.

Some of the information in such report has been summarised to avoid an excessively lengthy report and to focus attention on the most significant information.

To complete the information in accordance with the GRI Protocols, this *Information Supplementary to the Sustainability Report 2015* presents detailed information regarding those indicators that have been presented in summarised form in the *Sustainability Report 2015*.

Notes

<sup>-</sup> The tables of this report use the terms "Basic boundary", "Expanded boundary", and "Iberdrola total", which are defined in section G4-17 of the Sustainability Report 2015.

<sup>-</sup> The figures included in this translation follow the normal English convention, with figures in thousands separated by a comma (,) and decimals indicated by a full stop (.).

### Part I

# General Standard Disclosures

#### **G4-9 Key figures**

#### Locations of operation of the Iberdrola Group

The group of companies that belong to the Iberdrola Group carry out various activities in a large number of countries, and more than 1,200 sites or facilities have been identified at which employees of the Group carry out activities for which it is responsible.

For purposes of the GRI Sustainability Reporting Guidelines, the processing of information regarding such a large number of facilities presents difficulties of a practical nature that encourage the adoption of rationality standards in the treatment thereof, in order to facilitate their management, but following the rigorous and transparent standards applied in this report. The following table sets forth the significant locations of operation that have been identified, by business and by country:

| Significant locations of operation 2015 by business |     |
|-----------------------------------------------------|-----|
| Corporate                                           | 17  |
| Wholesale and Retail Business                       | 41  |
| Networks Business                                   | 38  |
| Renewables Business                                 | 14  |
| Engineering and Construction                        | 19  |
| Iberdrola total                                     | 129 |
| Significant locations of operation 2015 by country  |     |
| Spain                                               | 33  |
| United Kingdom                                      | 27  |
| United States                                       | 24  |
| Brazil                                              | 16  |
| Mexico                                              | 15  |
|                                                     |     |
| Other countries                                     | 14  |

For the rational treatment of these facilities, the number of persons performing their activities at a facility has been adopted as the basic standard, and based thereon:

- in the countries deemed to be at low risk for the violation of rights, the largest facilities are identified as operational locations, assuming that the personnel at the smaller facilities are part of a functional or hierarchical reporting structure that assures their rights through the tools and procedures established at the organisation.

- In countries with a higher risk the standard is more restrictive: if there are several facilities of different sizes dedicated to similar activities, the largest facilities are deemed to be operational locations, with the smaller ones deemed to be dependent centres with the same basic guarantees; if the number of facilities is low or it is deemed that the risk is higher, such facilities are considered to be operational locations, regardless of the number of persons working therein.

To establish the levels of risk for the violation of basic rights, Iberdrola referred to the 2015 report of the International Labour Organization, entitled *Report of the Committee of Experts on the Application of Conventions and Recommendations*. Countries at risk are deemed to be those that have not ratified the conventions on forced labour (C029 and C105), trade union freedom and collective bargaining (C087 and C098), as well as child labour (C138 and C182) and those countries that have made comments to such report, provided that such comments highlight that the country analysed has weak points in the application of the relevant convention(s).

#### G4-10 Workforce

#### Total workforce by employment type, employment contract, region, and gender

|                          |        |        | Spain  |       | United | Kingdom |       | Unit  | ed States |      |      | Mexico |
|--------------------------|--------|--------|--------|-------|--------|---------|-------|-------|-----------|------|------|--------|
|                          | 2015   | 2014   | 2013   | 2015  | 2014   | 2013    | 2015  | 2014  | 2013      | 2015 | 2014 | 2013   |
| Total workforce          | 10,569 | 10,838 | 11,198 | 6,696 | 6,856  | 7,380   | 6,889 | 5,057 | 5,041     | 801  | 736  | 672    |
| By type of<br>employment |        |        |        |       |        |         |       |       |           |      |      |        |
| Full-time                | 10,564 | 10,832 | 11,086 | 5,945 | 6,100  | 6,446   | 6,870 | 5,049 | 5,033     | 801  | 736  | 672    |
| Men                      | 8,614  | 8,866  | 9,168  | 4,512 | 4,610  | 4,794   | 4,807 | 3,526 | 3,527     | 664  | 620  | 579    |
| Women                    | 1,950  | 1,966  | 1,918  | 1,433 | 1,490  | 1,652   | 2,063 | 1,523 | 1,506     | 137  | 116  | 93     |
| Part-time                | 5      | 6      | 112    | 751   | 756    | 934     | 19    | 8     | 8         | 0    | 0    | C      |
| Men                      | 4      | 4      | 19     | 51    | 52     | 65      | 4     | 2     | 2         | 0    | 0    | C      |
| Women                    | 1      | 2      | 93     | 700   | 704    | 869     | 15    | 6     | 6         | 0    | 0    | C      |
| By type of contract      |        |        |        |       |        |         |       |       |           |      |      |        |
| Permanent                | 10,435 | 10,751 | 11,072 | 6,671 | 6,842  | 7,369   | 6,885 | 5,032 | 5,008     | 574  | 526  | 503    |
| Men                      | 8,508  | 8,803  | 9,093  | 4,546 | 4,656  | 4,856   | 4,808 | 3,512 | 3,506     | 478  | 445  | 429    |
| Women                    | 1,927  | 1,948  | 1,979  | 2,125 | 2,186  | 2,513   | 2,077 | 1,520 | 1,502     | 96   | 81   | 74     |
| Temporary                | 134    | 87     | 126    | 25    | 14     | 11      | 4     | 25    | 33        | 227  | 210  | 169    |
| Men                      | 110    | 67     | 94     | 17    | 6      | 3       | 3     | 16    | 23        | 186  | 175  | 150    |
| Women                    | 24     | 20     | 32     | 8     | 8      | 8       | 1     | 9     | 10        | 41   | 35   | 19     |
|                          |        |        |        |       |        |         |       |       |           |      |      |        |

|                          |       |       | Brazil |      | Other of | countries |        | Basic  | boundary | y Expanded boundary |        |        |  |
|--------------------------|-------|-------|--------|------|----------|-----------|--------|--------|----------|---------------------|--------|--------|--|
|                          | 2015  | 2014  | 2013   | 2015 | 2014     | 2013      | 2015   | 2014   | 2013     | 2015                | 2014   | 2013   |  |
| Total workforce          | 3,747 | 3,745 | 3,722  | 158  | 155      | 244       | 28,860 | 27,387 | 28,257   | 30,938              | 29,597 | 30,532 |  |
| By type of<br>employment |       |       |        |      |          |           |        |        |          |                     |        |        |  |
| Full-time                | 3,408 | 3,389 | 3,357  | 158  | 155      | 244       | 27,746 | 26,261 | 26,838   | 29,823              | 28,468 | 29,113 |  |
| Men                      | 3,104 | 3,110 | 3,102  | 123  | 114      | 172       | 21,824 | 20,846 | 21,342   | 23,410              | 22,551 | 23,105 |  |
| Women                    | 304   | 279   | 255    | 35   | 41       | 72        | 5,922  | 5,415  | 5,496    | 6,413               | 5,917  | 6,008  |  |
| Part-time                | 339   | 356   | 365    | 0    | 0        | 0         | 1,114  | 1,126  | 1,419    | 1,115               | 1,129  | 1,419  |  |
| Men                      | 129   | 141   | 138    | 0    | 0        | 0         | 188    | 199    | 224      | 189                 | 201    | 224    |  |
| Women                    | 210   | 215   | 227    | 0    | 0        | 0         | 926    | 927    | 1,195    | 926                 | 928    | 1,195  |  |
| By type of contract      |       |       |        |      |          |           |        |        |          |                     |        |        |  |
| Permanent                | 3,692 | 3,682 | 3,647  | 144  | 125      | 209       | 28,401 | 26,958 | 27,808   | 30,472              | 29,162 | 30,083 |  |
| Men                      | 3,199 | 3,204 | 3,193  | 111  | 94       | 153       | 21,650 | 20,714 | 21,230   | 23,233              | 22,419 | 22,993 |  |
| Women                    | 493   | 478   | 454    | 33   | 31       | 56        | 6,751  | 6,244  | 6,578    | 7,239               | 6,743  | 7,090  |  |
| Temporary                | 55    | 63    | 75     | 14   | 30       | 35        | 459    | 429    | 449      | 466                 | 435    | 449    |  |
| Men                      | 34    | 47    | 47     | 12   | 20       | 19        | 362    | 331    | 336      | 366                 | 333    | 336    |  |
| Women                    | 21    | 16    | 28     | 2    | 10       | 16        | 97     | 98     | 113      | 100                 | 102    | 113    |  |

#### Total workforce by employment type, employment contract, region, and gender

#### G4-11 Employees covered by collective bargaining agreements

|                   |                  | 2015  |                  | 2014  |                  | 2013  |
|-------------------|------------------|-------|------------------|-------|------------------|-------|
|                   | No. of Employees | %     | No. of Employees | %     | No. of Employees | %     |
| Spain             | 9,894            | 93.61 | 10,062           | 92.84 | 10,439           | 93.22 |
| United Kingdom    | 4,825            | 72.06 | 4,970            | 72.49 | 5,512            | 74.69 |
| United States     | 3,197            | 46.41 | 2,395            | 47.36 | 2,329            | 46.20 |
| Mexico            | 212              | 26.47 | 199              | 27.04 | 175              | 26.04 |
| Brazil            | 3,507            | 93.59 | 3,504            | 93.56 | 3,649            | 93.20 |
| Other countries   | 0                | 0     | 91               | 58.71 | 118              | 48.36 |
| Basic boundary    | 21,635           | 74.97 | 21,221           | 77.49 | 22,222           | 78.00 |
| Expanded boundary | 23,698           | 76.60 | 23,375           | 78.98 | 24,252           | 79.43 |

#### Personnel covered by a collective bargaining agreement, by region

#### EU1 Installed capacity

#### Installed capacity by energy source (MW)

|                        |        |        | Spain  |       | United Kingdom |       |       | United States |       |       | Mexico |       |  |
|------------------------|--------|--------|--------|-------|----------------|-------|-------|---------------|-------|-------|--------|-------|--|
|                        | 2015   | 2014   | 2013   | 2015  | 2014           | 2013  | 2015  | 2014          | 2013  | 2015  | 2014   | 2013  |  |
| Hydroelectric          | 9,712  | 8,807  | 8,807  | 563   | 563            | 563   | 118   | 118           | 118   | 0     | 0      | 0     |  |
| Renewable <sup>1</sup> | 6,106  | 6,109  | 6,109  | 1,630 | 1,627          | 1,477 | 5,695 | 5,695         | 5,493 | 367   | 231    | 231   |  |
| Thermal coal-fuel      | 874    | 874    | 874    | 2,304 | 2,304          | 2,304 | 0     | 0             | 0     | 0     | 0      | 0     |  |
| Combined cycle         | 5,695  | 5,695  | 5,894  | 1,967 | 1,967          | 1,967 | 9     | 30            | 85    | 4,881 | 4,847  | 4,847 |  |
| Cogeneration           | 390    | 388    | 394    | 1     | 1              | 31    | 636   | 636           | 636   | 201   | 181    | 136   |  |
| Nuclear                | 3,410  | 3,410  | 3,410  | 0     | 0              | 0     | 0     | 0             | 0     | 0     | 0      | 0     |  |
| Total                  | 26,187 | 25,283 | 25,488 | 6,465 | 6,462          | 6,342 | 6,458 | 6,479         | 6,332 | 5,449 | 5,259  | 5,214 |  |

|                        |       |      | Brazil |      |      | Iberdrola tota |        |        |        |  |
|------------------------|-------|------|--------|------|------|----------------|--------|--------|--------|--|
| -                      | 2015  | 2014 | 2013   | 2015 | 2014 | 2013           | 2015   | 2014   | 2013   |  |
| Hydroelectric          | 682   | 381  | 381    | 0    | 0    | 0              | 11,076 | 9,869  | 9,869  |  |
| Renewable <sup>1</sup> | 246   | 246  | 252    | 744  | 744  | 744            | 14,787 | 14,652 | 14,306 |  |
| Thermal coal-fuel      | 0     | 0    | 0      | 0    | 0    | 0              | 3,178  | 3,178  | 3,178  |  |
| Combined cycle         | 211   | 203  | 203    | 0    | 0    | 0              | 12,762 | 12,742 | 12,995 |  |
| Cogeneration           | 31    | 32   | 36     | 0    | 0    | 0              | 1,258  | 1,238  | 1,233  |  |
| Nuclear                | 0     | 0    | 0      | 0    | 0    | 0              | 3,410  | 3,410  | 3,410  |  |
| Total                  | 1,169 | 862  | 872    | 744  | 744  | 744            | 46,471 | 45,089 | 44,992 |  |

<sup>1</sup> Renewable: wind, solar, mini-hydro.

#### EU2 Energy production

|                        |        |        | Spain  |        | United | Kingdom |        | Uni    | Mexico |        |        |        |
|------------------------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|
|                        | 2015   | 2014   | 2013   | 2015   | 2014   | 2013    | 2015   | 2014   | 2013   | 2015   | 2014   | 2013   |
| Hydroelectric          | 12,366 | 17,742 | 14,795 | 708    | 716    | 665     | 366    | 392    | 397    | N/A    | N/A    | N/A    |
| Renewable <sup>2</sup> | 11,896 | 13,208 | 13,857 | 3,710  | 3,110  | 2,794   | 14,261 | 14,869 | 14,712 | 738    | 671    | 560    |
| Thermal coal-fuel      | 3,642  | 2,472  | 2,348  | 7,879  | 9,630  | 10,241  | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |
| Combined cycle         | 2,288  | 1,189  | 1,709  | 6,333  | 5,459  | 6,227   | 11     | 1      | 3      | 36,559 | 34,002 | 33,238 |
| Cogeneration           | 2,179  | 2,010  | 2,490  | 4      | 6      | 9       | 2,780  | 2,287  | 2,878  | 1,569  | 1,255  | 1,269  |
| Nuclear                | 23,142 | 24,431 | 22,888 | N/A    | N/A    | N/A     | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |
| Total                  | 55,512 | 61,052 | 58,086 | 18,635 | 18,921 | 19,936  | 17,418 | 17,549 | 17,990 | 38,866 | 35,928 | 35,067 |

#### Net energy output, by region and source of energy (GWh)

|                        |       |       | Brazil |       | Othe  | er countries | Iberdrola total |         |         |  |
|------------------------|-------|-------|--------|-------|-------|--------------|-----------------|---------|---------|--|
| -                      | 2015  | 2014  | 2013   | 2015  | 2014  | 2013         | 2015            | 2014    | 2013    |  |
| Hydroelectric          | 2,422 | 1,786 | 1,822  | N/A   | N/A   | N/A          | 15,861          | 20,636  | 17,678  |  |
| Renewable <sup>2</sup> | 645   | 550   | 281    | 1,561 | 1,454 | 1,779        | 32,812          | 33,862  | 33,983  |  |
| Thermal coal-fuel      | N/A   | N/A   | N/A    | N/A   | N/A   | N/A          | 11,520          | 12,102  | 12,589  |  |
| Combined cycle         | 1,554 | 1,475 | 1,278  | N/A   | N/A   | N/A          | 46,746          | 42,126  | 42,454  |  |
| Cogeneration           | 180   | 176   | 197    | N/A   | N/A   | N/A          | 6,711           | 5,734   | 6,843   |  |
| Nuclear                | N/A   | N/A   | N/A    | N/A   | N/A   | N/A          | 23,142          | 24,431  | 22,888  |  |
| Total                  | 4,802 | 3,987 | 3,578  | 1,561 | 1,454 | 1,779        | 136,793         | 138,891 | 136,435 |  |

<sup>2</sup> Renewable: wind, solar, mini-hydro.

#### EU3 Electricity users and producers

#### Electricity users (%)

|                                                  |       |       | Spain |        | Unite  | d Kingdom |       | United States |       |  |
|--------------------------------------------------|-------|-------|-------|--------|--------|-----------|-------|---------------|-------|--|
|                                                  | 2015  | 2014  | 2013  | 2015   | 2014   | 2013      | 2015  | 2014          | 2013  |  |
| Residential                                      | 93.0  | 93.1  | 93.1  | 94.2   | 94.0   | 93.8      | 87.9  | 87.9          | 88.0  |  |
| Industrial                                       | 1.5   | 1.6   | 1.3   | 1.9    | 1.7    | 1.6       | 0.3   | 0.3           | 0.3   |  |
| Institutional                                    | 1.1   | 1.1   | 1.2   | 0.0    | 0.1    | 0.0       | 0.0   | 0.0           | 0.0   |  |
| Retail                                           | 4.4   | 4.2   | 4.4   | 3.9    | 4.2    | 4.6       | 10.9  | 10.8          | 10.7  |  |
| Other                                            | 0.0   | 0.0   | 0.0   | 0.0    | 0.0    | 0.0       | 0.9   | 1.0           | 1.0   |  |
| Total users (millions)                           | 10.4  | 10.9  | 10.9  | 3.3    | 3.5    | 3.5       | 1.9   | 1.8           | 1.8   |  |
| Users that are producers of<br>electricity (no.) | 4,747 | 4,802 | 1,477 | 59,952 | 49,516 | 36,273    | 7,093 | 15,158        | 3,776 |  |

|                                               |      |      | Brazil |      | Other | countries |        | Iberdrola total <sup>3</sup> |        |  |
|-----------------------------------------------|------|------|--------|------|-------|-----------|--------|------------------------------|--------|--|
|                                               | 2015 | 2014 | 2013   | 2015 | 2014  | 2013      | 2015   | 2014                         | 2013   |  |
| Residential                                   | 87.4 | 87.4 | 87.2   | 0    | 0     | 0         | 90.2   | 90.3                         | 90.3   |  |
| Industrial                                    | 0.3  | 0.4  | 0.5    | 0    | 0     | 0         | 0.9    | 1.0                          | 0.9    |  |
| Institutional                                 | 1.0  | 1.0  | 1.0    | 0    | 0     | 0         | 0.9    | 0.9                          | 0.9    |  |
| Retail                                        | 6.7  | 6.5  | 6.5    | 0    | 0     | 0         | 5.8    | 5.6                          | 5.8    |  |
| Other                                         | 4.6  | 4.7  | 4.8    | 0    | 0     | 0         | 2.2    | 2.2                          | 2.1    |  |
| Total users (millions)                        | 13.1 | 12.8 | 12.4   | 0    | 0     | 0         | 28.7   | 29.0                         | 28.5   |  |
| Users that are producers of electricity (no.) | 119  | 111  | 104    | 0    | 0     | 0         | 71,911 | 69,587                       | 41,630 |  |

<sup>3</sup> Pursuant to indicator G4-17 of this report.

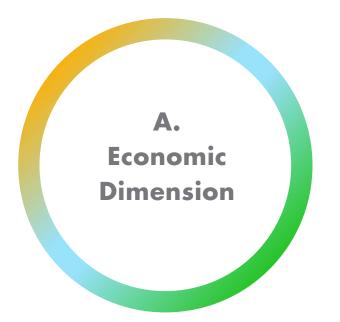
#### EU4 Transmission and distribution lines

#### **Power lines (Km)**

|              |         |         | Spain   |         | Unit    | ed Kingdom   |         |         | United States |
|--------------|---------|---------|---------|---------|---------|--------------|---------|---------|---------------|
|              | 2015    | 2014    | 2013    | 2015    | 2014    | 2013         | 2015    | 2014    | 2013          |
| Transmission |         |         |         |         |         |              |         |         |               |
| Overhead     | 0       | 0       | 0       | 3,637   | 3,667   | 5,002        | 13,030  | 12,683  | 12,683        |
| Underground  | 0       | 0       | 0       | 352     | 325     | 533          | 555     | 604     | 604           |
| Total        | 0       | 0       | 0       | 3,989   | 3,992   | 5,535        | 13,585  | 13,287  | 13,287        |
| Distribution |         |         |         |         |         |              |         |         |               |
| Overhead     | 155,132 | 154,977 | 154,462 | 38,749  | 38,789  | 40,409       | 97,169  | 95,963  | 95,963        |
| Underground  | 111,686 | 111,047 | 110,421 | 65,496  | 65,289  | 64,376       | 11,236  | 11,135  | 11,135        |
| Total        | 266,818 | 266,024 | 264,883 | 104,245 | 104,078 | 104,785      | 108,405 | 107,098 | 107,098       |
|              |         |         | Brazil  |         | Oth     | er countries |         |         | perdrola tota |
|              | 2015    | 2014    | 2013    | 2015    | 2014    | 2013         | 2015    | 2014    | 2013          |
| Transmission |         |         |         |         |         |              |         |         |               |
| Overhead     | 13,190  | 13,096  | 17,555  | 0       | 0       | 0            | 29,857  | 29,446  | 35,240        |
| Underground  | 31      | 31      | 28      | 0       | 0       | 0            | 938     | 960     | 1,165         |
| Total        | 13,221  | 13,127  | 17,584  | 0       | 0       | 0            | 30,795  | 30,406  | 36,406        |
| Distribution |         |         |         |         |         |              |         |         |               |
| Overhead     | 565,411 | 556,552 | 539,051 | 0       | 0       | 0            | 856,461 | 846,281 | 829,885       |
|              |         |         |         |         |         |              |         |         |               |
| Underground  | 410     | 397     | 316     | 0       | 0       | 0            | 188,828 | 187,868 | 186,248       |

### Part II

# Specific Standard Disclosures



#### Aspect: Economic performance

#### G4-EC1 Direct economic value generated and distributed

#### Economic value generated, distributed, and retained<sup>4</sup> (€ millions)

|                                                                       |        |        | Spain United Kingdom |       |       | Kingdom |       | Unite | ed States |       | Mexico |       |  |
|-----------------------------------------------------------------------|--------|--------|----------------------|-------|-------|---------|-------|-------|-----------|-------|--------|-------|--|
|                                                                       | 2015   | 2014   | 2013                 | 2015  | 2014  | 2013    | 2015  | 2014  | 2013      | 2015  | 2014   | 2013  |  |
| Revenue (sales and other income)                                      | 15,026 | 15,122 | 15,790               | 9,251 | 8,928 | 9,888   | 4,033 | 3,337 | 3,215     | 1,837 | 1,719  | 1,494 |  |
| Operating costs                                                       | 9,555  | 9,305  | 10,227               | 6,484 | 6,513 | 7,642   | 2,002 | 1,411 | 1,444     | 1,190 | 1,228  | 1,013 |  |
| Employee remuneration<br>(excluding company social<br>security costs) | 911    | 1,030  | 929                  | 559   | 461   | 477     | 577   | 453   | 451       | 34    | 29     | 27    |  |
| Payments to providers of capital                                      | 1,031  | 1,977  | 1,854                | 217   | 184   | 253     | 173   | 143   | 150       | 145   | 110    | 99    |  |
| Payments to government                                                | 1,704  | 1,351  | 1,592                | 466   | 502   | 514     | 395   | 343   | 324       | 110   | 123    | 74    |  |
| Community investments                                                 | 13     | 13     | 12                   | 13    | 9     | 8       | 2     | 2     | 1         | 0     | 0      | 1     |  |
| Economic value retained                                               | 1,812  | 1,446  | 1,176                | 1,512 | 1,259 | 994     | 884   | 985   | 845       | 358   | 229    | 280   |  |

|                                                                       |       |       | Brazil |      | Other | countries | Iber   | drola consoli | dated total |
|-----------------------------------------------------------------------|-------|-------|--------|------|-------|-----------|--------|---------------|-------------|
| -                                                                     | 2015  | 2014  | 2013   | 2015 | 2014  | 2013      | 2015   | 2014          | 2013        |
| Revenue (sales and other income)                                      | 2,006 | 1,800 | 1,441  | 268  | 528   | 413       | 32,421 | 31,434        | 32,241      |
| Operating costs                                                       | 1,500 | 1,279 | 1,010  | 264  | 176   | 160       | 20,995 | 19,912        | 21,496      |
| Employee remuneration<br>(excluding company social<br>security costs) | 93    | 99    | 100    | 13   | 14    | 14        | 2,187  | 2,086         | 1,998       |
| Payments to providers of capital                                      | 146   | 100   | 70     | (66) | 239   | 128       | 1,646  | 2,753         | 2,554       |
| Payments to government                                                | 50    | 68    | 63     | 21   | 58    | 58        | 2,746  | 2,445         | 2,625       |
| Community investments                                                 | 2     | 3     | 1      | 0    | 0     | 0         | 30     | 27            | 23          |
| Economic value retained                                               | 215   | 251   | 197    | 36   | 41    | 53        | 4,817  | 4,211         | 3,545       |
|                                                                       |       |       |        |      |       |           |        |               |             |

<sup>4</sup> Data for 2013 and 2014 has been revised.

#### Tax contribution (€ millions)<sup>(1) (2)</sup>

|                      | Company contributions |       |       | Contributions due to third-party payments |       |       | Iberdrola consolidated tota |       |       |
|----------------------|-----------------------|-------|-------|-------------------------------------------|-------|-------|-----------------------------|-------|-------|
| -                    | 2015                  | 2014  | 2013  | 2015                                      | 2014  | 2013  | 2015                        | 2014  | 2013  |
| Spain                | 1,704                 | 1,351 | 1,592 | 1,789                                     | 1,940 | 1,761 | 3,493                       | 3,291 | 3,353 |
| United Kingdom       | 466                   | 502   | 514   | 174                                       | (48)  | 209   | 640                         | 454   | 723   |
| United States        | 395                   | 343   | 324   | 168                                       | 117   | 99    | 563                         | 460   | 423   |
| Mexico               | 110                   | 123   | 74    | 65                                        | 61    | 56    | 175                         | 184   | 130   |
| Brazil               | 50                    | 68    | 63    | 550                                       | 446   | 356   | 600                         | 514   | 419   |
| Other <sup>(3)</sup> | 21                    | 58    | 58    | 28                                        | 50    | 54    | 49                          | 108   | 112   |
| Total                | 2,746                 | 2,445 | 2,625 | 2,774                                     | 2,566 | 2,535 | 5,520                       | 5,011 | 5,160 |

(1) Analistas Financieros Internacionales (AFI) has estimated that the total annual tax contribution of the Company is approximately 11,600 million euros, based on Iberdrola's activities during the 2010-2015 period.

(2) The figures for Brazil do not include the Neoenergia Group given that there is consolidation by the equity method in accordance with the consolidated financial information of the Iberdrola Group. For this reason, the figures for 2013 and 2014 have been recalculated following the same standard, so that the data set is comparable.

(3) The figure for "Other" is distributed among the countries of the European Union, mainly Greece (€20 million), Portugal (€13 million) and Hungary (€11 million).

#### G4-EC4 Financial assistance received from governments

#### Financial assistance (€ millions)

|                                                            |      | Spain |      |      | United M | Cingdom | United States |      |      | Mexico |      |      |
|------------------------------------------------------------|------|-------|------|------|----------|---------|---------------|------|------|--------|------|------|
|                                                            | 2015 | 2014  | 2013 | 2015 | 2014     | 2013    | 2015          | 2014 | 2013 | 2015   | 2014 | 2013 |
| Capital subsidies                                          | 1    | 0     | 4    | 0    | 0        | 5       | 15            | 0    | 3    | 0      | 0    | 0    |
| Investment tax credits                                     | 0    | 0     | 0    | 0    | 0        | 0       | 0             | 0    | 20   | 0      | 0    | 0    |
| Emissions rights                                           | 0    | 0     | 0    | 0    | 0        | 0       | 0             | 0    | 0    | 0      | 0    | 0    |
| Assistance for other items<br>included in the GRI Protocol | 0    | 0     | 0    | 0    | 0        | 0       | 0             | 0    | 0    | 0      | 0    | 0    |
| Total                                                      | 1    | 0     | 4    | 0    | 0        | 5       | 15            | 0    | 23   | 0      | 0    | 0    |

|                                                            |      | Brazil |      |      | Other countries |      |      | Iberdrola consolidated total |      |  |
|------------------------------------------------------------|------|--------|------|------|-----------------|------|------|------------------------------|------|--|
|                                                            | 2015 | 2014   | 2013 | 2015 | 2014            | 2013 | 2015 | 2014                         | 2013 |  |
| Capital subsidies                                          | 0    | 0      | 0    | 0    | 0               | 0    | 16   | 0                            | 12   |  |
| Investment tax credits                                     | 0    | 0      | 0    | 0    | 0               | 0    | 0    | 0                            | 20   |  |
| Emissions rights                                           | 0    | 0      | 0    | 0    | 0               | 0    | 0    | 0                            | 0    |  |
| Assistance for other items<br>included in the GRI Protocol | 0    | 0      | 0    | 0    | 0               | 0    | 0    | 0                            | 0    |  |
| Total                                                      | 0    | 0      | 0    | 0    | 0               | 0    | 16   | 0                            | 32   |  |

#### Aspect: Market presence

#### G4-EC5 Ratios of entry level wage to local minimum wage

Iberdrola's hiring terms, which are contained in the various collective bargaining agreements of the Group, guarantee that the entry level salaries applied at the Company are the same for men and women. However, due to the specific nature of the workforces of certain companies and the weighting of the calculations made, the statistical treatment of information at the Group level gives the figures in the following table, but should not be interpreted to show a difference in hiring terms between both groups.

|                   |        | 2015   |        |        | 2014   |        |        | 2013   |        |  |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
|                   | Men    | Women  | Total  | Men    | Women  | Total  | Men    | Women  | Total  |  |
| Spain             | 159.87 | 154.06 | 158.80 | 189.48 | 180.70 | 187.88 | 188.82 | 179.78 | 187.20 |  |
| United Kingdom    | 121.59 | 120.05 | 121.10 | 124.94 | 122.60 | 124.19 | 107.69 | 104.56 | 106.62 |  |
| United States     | 204.09 | 166.47 | 193.88 | 177.36 | 167.10 | 174.25 | 184.24 | 145.40 | 172.59 |  |
| Mexico            | 451.02 | 451.11 | 451.03 | 463.84 | 467.56 | 464.42 | 445.65 | 418.10 | 441.83 |  |
| Brazil            | 146.40 | 141.20 | 145.68 | 147.74 | 142.13 | 147.19 | 136.66 | 141.10 | 137.20 |  |
| Other countries   | 213.40 | 200.14 | 210.40 | 199.88 | 181.73 | 194.68 | 157.28 | 183.68 | 163.40 |  |
| Basic boundary    | 156.27 | 141.49 | 152.36 | 163.43 | 149.41 | 160.87 | 158.67 | 134.41 | 152.25 |  |
| Expanded boundary | 156.31 | 141.83 | 152.51 | 164.59 | 150.13 | 161.38 | 159.54 | 138.51 | 154.06 |  |

#### Basic entry level wage compared to local minimum wage (%)

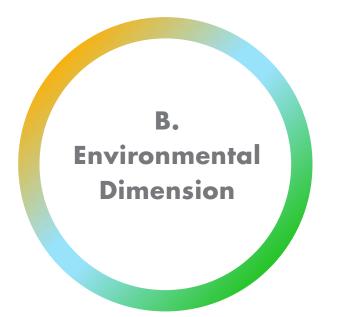
#### **Aspect: System efficiency**

#### EU11 Average efficiency of thermal plants

#### Average thermal efficiency<sup>5</sup> at generating facilities (%)

|                      |       | Spain <sup>6</sup> |        |       | United Kingdom |        |       |          | United States |  |  |
|----------------------|-------|--------------------|--------|-------|----------------|--------|-------|----------|---------------|--|--|
|                      | 2015  | 2014               | 2013   | 2015  | 2014           | 2013   | 2015  | 2014     | 2013          |  |  |
| Combined cycle       | 48.09 | 68.67              | 49.86  | 44.63 | 51.40          | 52.60  | N/A   | N/A      | N/A           |  |  |
| Conventional thermal | 34.64 | 34.35              | 34.63  | 31.57 | 34.28          | 34.04  | N/A   | N/A      | N/A           |  |  |
| Cogeneration         | 64.21 | 63.62              | 62.84  | 76.00 | 51.40          | 50.80  | 47.00 | 47.00    | 48.00         |  |  |
|                      |       |                    | Mexico |       |                | Brazil |       | Expanded | boundary      |  |  |
|                      | 2015  | 2014               | 2013   | 2015  | 2014           | 2013   | 2015  | 2014     | 2013          |  |  |
| Combined cycle       | 53.24 | 52.90              | 52.64  | 47.39 | 18.16          | 47.93  | 52.62 | 53.09    | 52.23         |  |  |
| Conventional thermal | N/A   | N/A                | N/A    | N/A   | N/A            | N/A    | 32.30 | 34.29    | 34.15         |  |  |
| Cogeneration         | 55.64 | 46.85              | 64.13  | 86.60 | 27.78          | 85.88  | 61.58 | 55.46    | 57.62         |  |  |

<sup>5</sup> Average of efficiencies weighted by the annual production of each thermal power plant. 6 Does not include the Puertollano thermo solar plant.



#### **Aspect: Materials**

#### G4-EN1 Materials used by weight or volume

#### Distribution of fuels consumed (%)

|                   | Coal | Fuel-oil | Natural Gas | Gas-oil | Uranium | Biomass<br>and WDF <sup>7</sup> |
|-------------------|------|----------|-------------|---------|---------|---------------------------------|
| Expanded boundary |      |          |             |         |         |                                 |
| Spain             | 33.3 | 100.0    | 10.8        | 87.5    | 100.0   | 100.0                           |
| United Kingdom    | 66.7 | 0.0      | 11.7        | 11.2    | 0.0     | 0.0                             |
| United States     | 0.0  | 0.0      | 5.4         | 0.1     | 0.0     | 0.0                             |
| Mexico            | 0.0  | 0.0      | 69.5        | 1.2     | 0.0     | 0.0                             |
| Brazil            | 0.0  | 0.0      | 2.6         | 0.0     | 0.0     | 0.0                             |
| Other countries   | 0.0  | 0.0      | 0.0         | 0.0     | 0.0     | 0.0                             |
|                   |      |          |             |         |         |                                 |

#### Aspect: Energy

#### G4-EN3 Energy consumption within the organisation

#### Fuel consumption (GJ)

|                   | 2015        | 2014        | 2013        |  |
|-------------------|-------------|-------------|-------------|--|
| Spain             | 357,769,516 | 344,305,029 | 343,671,385 |  |
| United Kingdom    | 144,349,186 | 147,168,361 | 161,421,173 |  |
| United States     | 21,898,280  | 18,693,345  | 22,797,032  |  |
| Mexico            | 260,484,235 | 269,052,206 | 252,747,253 |  |
| Brazil            | 10,872,353  | 14,010,479  | 13,369,535  |  |
| Expanded boundary | 795,373,571 | 793,228,398 | 794,006,378 |  |

<sup>7</sup> WDF: Waste Derived Fuel (WDF): the Tarragona Power combined cycle plants and some cogeneration plants in Spain can operate with this fuel.

#### Internal consumption for generation (GJ)

|                            | 2015       | 2014       | 2013       |
|----------------------------|------------|------------|------------|
| Spain                      | 15,531,695 | 17,751,138 | 19,624,130 |
| United Kingdom             | 4,973,524  | 4,770,796  | 3,363,445  |
| United States <sup>8</sup> | 465,851    | 402,981    | 432,756    |
| Mexico                     | 3,187,735  | 3,068,193  | 3,028,633  |
| Brazil                     | 222,687    | 147,385    | 576,920    |
| Rest of world              | 71,033     | 71,259     | 93,449     |
| Expanded boundary          | 24,452,524 | 26,211,751 | 27,119,333 |

#### Energy consumption in buildings (MWh)

|                            | 2015    | 2014    | 2013    |
|----------------------------|---------|---------|---------|
| Spain                      | 49,347  | 41,297  | 43,536  |
| United Kingdom             | 32,858  | 33,830  | 36,793  |
| United States              | 86,729  | 75,004  | 76,703  |
| Mexico                     | 174     | 168     | 0       |
| Brazil                     | 23,320  | 25,302  | 24,921  |
| Rest of world <sup>9</sup> | 262     | 799     | 650     |
| Expanded boundary          | 192,691 | 176,400 | 182,604 |
|                            |         |         |         |

<sup>8</sup> Includes the Klamath cogeneration plant. 9 Rest of world: Greece, Italy, and Hungary.

#### **Aspect: Water**

#### G4-EN8 Total water withdrawal by source

#### Water use in thermal generation

The following shows the withdrawal of water at the thermal generation facilities (coal. combined cycle. nuclear. and cogeneration) in 2015.

#### Water use (hm<sup>3</sup>)

|                                 |                  | Withdrawal                                    |                           | Discho                                   | Discharge                              |  |  |
|---------------------------------|------------------|-----------------------------------------------|---------------------------|------------------------------------------|----------------------------------------|--|--|
|                                 | Total withdrawal | Withdrawal<br>process and<br>standby services | Withdrawal<br>for cooling | Evaporation of water<br>used for cooling | Discharge into<br>receptor environment |  |  |
| Spain                           | 1,258.95         | 4.65                                          | 1,254.31                  | 55.37                                    | 1,216.14                               |  |  |
| United Kingdom <sup>10</sup>    | 1,348.79         | 1,348.79                                      | 0.00                      | 0.01                                     | 1,351.79                               |  |  |
| United States                   | 3.12             | 1.60                                          | 1.52                      | 1.52                                     | 1.46                                   |  |  |
| Mexico                          | 54.34            | 5.01                                          | 49.33                     | 25.41                                    | 26.18                                  |  |  |
| Brazil                          | 0.08             | 0.07                                          | 0.00                      | 0.00                                     | 0.04                                   |  |  |
| Expanded boundary <sup>11</sup> | 2,665.28         | 1,360.12                                      | 1,305.16                  | 82.31                                    | 2,595.61                               |  |  |

#### Water consumption at offices and control facilities (m<sup>3</sup>)

|                     | 2015    | 2014    | 2013    |
|---------------------|---------|---------|---------|
| Spain <sup>12</sup> | 85,614  | 96,416  | 118,216 |
| United Kingdom      | 126,707 | 103,429 | 115,305 |
| United States       | 123,995 | 73,218  | 117,404 |
| Mexico              | 1,246   | 996     | 996     |
| Brazil              | 84,384  | 89,841  | 42,493  |
| Other countries     | 1,826   | 4,192   | 3,260   |
| Expanded boundary   | 423,770 | 368,092 | 397,674 |
|                     |         |         |         |

<sup>10</sup> The cooling systems in the United Kingdom are open circuits or air condensers, and therefore it is estimated that the volume of evaporated water is practically zero, except for steam from cogeneration. The data include the Daldowie thermal drying facility and the Hatfield gas storage facility.

<sup>11</sup> The total discharge figure includes the return from cooling, the return of water from processes used, and rainwater collected at some thermal facilities without an independent storm sewer system.

<sup>12</sup> In Spain, includes offices, substations, and control buildings at wind farms.

#### Aspect: Emissions, effluents, and waste

#### G4-EN15 Direct greenhouse gas emissions. Scope 1 (per GHG Protocol)

#### $CO_2$ emissions (t)

|                             | 2015       | 2014       | 2013       |
|-----------------------------|------------|------------|------------|
| Spain                       | 6,036,503  | 4,102,756  | 4,658,506  |
| Generating plants           | 4,737,368  | 2,898,266  | 3,224,576  |
| Cogeneration                | 1,299,135  | 1,204,490  | 1,433,930  |
| United Kingdom              | 9,933,933  | 11,315,840 | 12,366,085 |
| Generating plants           | 9,917,776  | 11,315,840 | 12,346,437 |
| Cogeneration                | 16,157     | 0          | 19,648     |
| United States <sup>13</sup> | 1,111,020  | 920,579    | 1,140,250  |
| Generating plants           | N/A        | N/A        | N/A        |
| Cogeneration                | 1,111,020  | 920,579    | 1,140,250  |
| Mexico                      | 13,979,392 | 13,051,669 | 12,949,001 |
| Generating plants           | 13,091,776 | 12,288,192 | 12,210,072 |
| Cogeneration                | 887,616    | 763,477    | 738,929    |
| Brazil                      | 526,946    | 674,807    | 606,407    |
| Generating plants           | 383,630    | 525,933    | 473,940    |
| Cogeneration                | 143,320    | 148,874    | 132,470    |
| Expanded boundary           | 31,587,793 | 30,065,651 | 31,720,249 |
| Generating plants           | 28,130,547 | 27,028,231 | 28,255,025 |
| Cogeneration                | 3,457,246  | 3,037,420  | 3,465,224  |

<sup>13</sup> Klamath and Enstor cogeneration facility.

#### G4-EN16 Indirect greenhouse gas emissions. Scope 2 (per GHG Protocol)

|                   | CO <sub>2</sub> (kt) |
|-------------------|----------------------|
| Spain             | 11.13                |
| United Kingdom    | 13.93                |
| United States     | 28.36                |
| Mexico            | 0.09                 |
| Brazil            | 3.13                 |
| Rest of world     | 0.13                 |
| Expanded boundary | 56.76                |

#### Emissions associated with the consumption of energy at offices

#### G4-EN21 $NO_{x'}$ SO<sub>x'</sub> and other significant air emissions

|                             | 2015   | 2014   | 2013   |
|-----------------------------|--------|--------|--------|
| Spain                       | 14,121 | 12,096 | 13,732 |
| Generating plants           | 8,660  | 7,070  | 6,974  |
| Cogeneration                | 5,462  | 5,026  | 6,758  |
| United Kingdom              | 15,218 | 18,651 | 20,381 |
| Generating plants           | 15,218 | 18,651 | 20,381 |
| Cogeneration                | N/Av.  | N/Av.  | N/Av.  |
| United States <sup>14</sup> | 146    | 123    | 149    |
| Generating plants           | N/A    | N/A    | N/A    |
| Cogeneration                | 146    | 123    | 149    |
| Mexico                      | 2,572  | 2,426  | 2,324  |
| Generating plants           | 2,275  | 2,214  | 1,908  |
| Cogeneration                | 296    | 212    | 417    |
| Brazil                      | 250    | 269    | 126    |
| Generating plants           | 78     | 95     | 87     |
| Cogeneration                | 172    | 173    | 39     |
| Expanded boundary           | 32,306 | 33,564 | 36,712 |
| Generating plants           | 26,230 | 28,031 | 29,350 |
| Cogeneration                | 6,076  | 5,533  | 7,362  |
|                             |        |        |        |

#### Emissions of oxides of nitrogen $(NO_x)(t)$

<sup>14</sup> Klamath and Enstor cogeneration facility.

#### Emissions of sulphur dioxide (SO<sub>2</sub>) (t)

|                             | 2015   | 2014   | 2013   |
|-----------------------------|--------|--------|--------|
| Spain                       | 5,986  | 3,592  | 3,196  |
| Generating plants           | 5,845  | 3,483  | 2,962  |
| Cogeneration                | 141    | 109    | 234    |
| United Kingdom              | 11,182 | 17,934 | 27,136 |
| Generating plants           | 11,182 | 17,934 | 27,136 |
| Cogeneration                | N/Av.  | N/Av.  | N/Av.  |
| United States <sup>15</sup> | 5      | 5      | 5      |
| Generating plants           | N/A    | N/A    | N/A    |
| Cogeneration                | 5      | 5      | 5      |
| Mexico                      | 410    | 383    | 380    |
| Generating plants           | 384    | 361    | 358    |
| Cogeneration                | 26     | 22     | 22     |
| Brazil                      | 8      | 9      | 9      |
| Generating plants           | 4      | 5      | 4      |
| Cogeneration                | 4      | 4      | 5      |
| Expanded boundary           | 17,592 | 21,923 | 30,727 |
| Generating plants           | 17,415 | 21,782 | 30,462 |
| Cogeneration                | 177    | 140    | 265    |

<sup>15</sup> Klamath and Enstor cogeneration facility.

#### Particulate emissions (t)

|                             | 2015  | 2014  | 2013  |
|-----------------------------|-------|-------|-------|
| Spain                       | 388   | 309   | 355   |
| Generating plants           | 366   | 292   | 336   |
| Cogeneration                | 22    | 17    | 19    |
| United Kingdom              | 302   | 534   | 680   |
| Generating plants           | 302   | 534   | 680   |
| Cogeneration                | N/Av. | N/Av. | N/Av. |
| United States <sup>16</sup> | 18    | 15    | 20    |
| Generating plants           | N/A   | N/A   | N/A   |
| Cogeneration                | 18    | 15    | 20    |
| Mexico                      | 799   | 746   | 735   |
| Generating plants           | 748   | 702   | 693   |
| Cogeneration                | 51    | 44    | 42    |
| Brazil                      | 8     | 16    | 15    |
| Generating plants           | N/A   | N/A   | N/A   |
| Cogeneration                | 8     | 16    | 16    |
| Expanded boundary           | 1,515 | 1,620 | 1,806 |
| Generating plants           | 1,416 | 1,528 | 1,709 |
| Cogeneration                | 99    | 92    | 96    |

<sup>16</sup> Klamath and Enstor cogeneration facility.

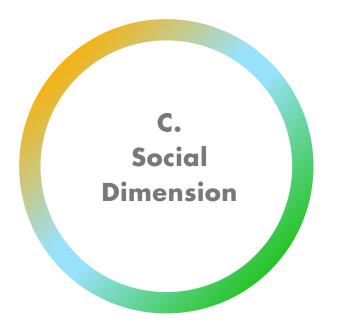
#### G4-EN23 Total weight of waste by type and disposal method

#### Hazardous waste generation (t)<sup>17</sup>

|                   |                     | 2015                               |                                   |                     | 2014                               |                                   | 2013                |                                    |                                   |
|-------------------|---------------------|------------------------------------|-----------------------------------|---------------------|------------------------------------|-----------------------------------|---------------------|------------------------------------|-----------------------------------|
|                   | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused |
| Spain             | 19,828              | 16,158                             | 3,626                             | 15,552              | 9,693                              | 5,815                             | 9,276               | 3,836                              | 5,391                             |
| United Kingdom    | 2,775               | 547                                | 2,196                             | 9,630               | 1,633                              | 7,996                             | 3,084               | 1,257                              | 1,821                             |
| United States     | 591                 | 141                                | 451                               | 699                 | 302                                | 315                               | 772                 | 414                                | 358                               |
| Mexico            | 149                 | 149                                | 0                                 | 84                  | 84                                 | 0                                 | 78                  | 78                                 | 0                                 |
| Brazil            | 1,258               | 39                                 | 1,213                             | 3,523               | 3,491                              | 241                               | 6,512               | 2,726                              | 179                               |
| Rest of world     | 33                  | 7                                  | 27                                | 119                 | 25                                 | 66                                | 43                  | 6                                  | 18                                |
| Expanded boundary | 24,635              | 17,041                             | 7,512                             | 29,607              | 15,229                             | 14,433                            | 19,765              | 8,318                              | 7,768                             |

|                   | 2                   |                                    |                                   | 5 2014              |                                    |                                   | 20                  |                                    |                                   |
|-------------------|---------------------|------------------------------------|-----------------------------------|---------------------|------------------------------------|-----------------------------------|---------------------|------------------------------------|-----------------------------------|
|                   | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused | Produced<br>(Total) | Deposited<br>and/or<br>incinerated | Recovered,<br>recycled,<br>reused |
| Spain             | 438,413             | 326,811                            | 111,340                           | 333,781             | 288,694                            | 44,588                            | 290,252             | 274,296                            | 10,174                            |
| United Kingdom    | 185,790             | 28,174                             | 1 <i>57,</i> 013                  | 158,848             | 68,603                             | 33,571                            | 159,570             | 56,773                             | 102,266                           |
| United States     | 66,377              | 52,210                             | 14,196                            | 55,487              | 48,273                             | 6,799                             | 70,244              | 62,394                             | 10,187                            |
| Mexico            | 13,901              | 13,901                             | 0                                 | 15,469              | 15,469                             | 0                                 | 13,756              | 13,756                             | 0                                 |
| Brazil            | 34,314              | 3,086                              | 29,287                            | 73,779              | 4,833                              | 68,530                            | 7,785               | 478                                | 5,653                             |
| Rest of world     | 0                   | 0                                  | 0                                 | 0                   | 0                                  | 0                                 | 0                   | 0                                  | 0                                 |
| Expanded boundary | 738,795             | 424,182                            | 311,836                           | 637,365             | 425,872                            | 153,487                           | 541,607             | 407,696                            | 128,281                           |

<sup>17</sup> For liquid waste, kg are converted based on a density of 1.3  $\rm kg/m^3.$ 



#### C1. Labour Practices and Decent Work<sup>18</sup>

<sup>18</sup> As the percentage interests in certain companies may not be 100%, the sums added may not correspond to the total presented due to rounding.

#### **Aspect: Employment**

#### G4-LA1 New employee hires and employee turnover

#### New hires by region, gender, and age group

|                                |        |        | Spain  |       | United | Kingdom |       | Unit  | ed States |       |       | Mexico |
|--------------------------------|--------|--------|--------|-------|--------|---------|-------|-------|-----------|-------|-------|--------|
| -                              | 2015   | 2014   | 2013   | 2015  | 2014   | 2013    | 2015  | 2014  | 2013      | 2015  | 2014  | 2013   |
| Total workforce                | 10,569 | 10,838 | 11,198 | 6,696 | 6,856  | 7,380   | 6,889 | 5,057 | 5,041     | 801   | 736   | 672    |
| By gender                      |        |        |        |       |        |         |       |       |           |       |       |        |
| Men                            | 193    | 131    | 128    | 179   | 233    | 420     | 268   | 266   | 268       | 166   | 181   | 176    |
| Women                          | 89     | 63     | 40     | 51    | 86     | 107     | 116   | 116   | 110       | 41    | 38    | 27     |
| By gender (%)                  |        |        |        |       |        |         |       |       |           |       |       |        |
| Men                            | 2.24   | 1.48   | 1.39   | 3.92  | 5.00   | 8.64    | 5.57  | 7.54  | 7.59      | 25.00 | 29.19 | 30.40  |
| Women                          | 4.56   | 3.18   | 2.01   | 2.39  | 3.92   | 4.24    | 5.58  | 7.59  | 7.28      | 29.93 | 32.76 | 29.03  |
| By age group                   |        |        |        |       |        |         |       |       |           |       |       |        |
| Men                            |        |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 99     | 60     | 64     | 119   | 128    | 198     | 130   | 149   | 116       | 74    | 78    | 94     |
| Between 31 and 50<br>years old | 85     | 63     | 60     | 54    | 99     | 184     | 110   | 107   | 120       | 85    | 91    | 73     |
| More than 50 years old         | 9      | 8      | 4      | 6     | 6      | 38      | 28    | 10    | 32        | 7     | 12    | 9      |
| Women                          |        |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 24     | 17     | 15     | 25    | 39     | 52      | 41    | 55    | 44        | 19    | 20    | 11     |
| Between 31 and 50<br>years old | 59     | 46     | 24     | 25    | 45     | 49      | 62    | 48    | 60        | 22    | 18    | 16     |
| More than 50 years old         | 6      | 0      | 1      | 1     | 2      | 6       | 13    | 13    | 6         | 0     | 0     | 0      |
| By age group (%)               |        |        |        |       |        |         |       |       |           |       |       |        |
| Men                            |        |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 24.03  | 11.72  | 9.55   | 20.70 | 20.95  | 31.73   | 24.90 | 39.95 | 32.31     | 52.86 | 62.4  | 72.87  |
| Between 31 and 50<br>years old | 1.92   | 1.40   | 1.30   | 2.32  | 4.01   | 6.87    | 5.04  | 6.59  | 7.11      | 18.48 | 20.87 | 17.89  |
| More than 50 years old         | 0.24   | 0.21   | 0.09   | 0.36  | 0.38   | 2.44    | 1.33  | 0.65  | 2.16      | 10.94 | 20.34 | 21.43  |
| Women                          |        |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 28.57  | 16.24  | 11.04  | 10.50 | 13.73  | 13.98   | 21.47 | 35.03 | 33.33     | 47.50 | 55.56 | 42.31  |
| Between 31 and 50<br>years old | 4.35   | 3.35   | 1.74   | 1.75  | 3.03   | 3.1     | 6.24  | 6.25  | 7.44      | 23.40 | 23.08 | 24.24  |
| More than 50 years<br>old      | 1      | 0.00   | 0.21   | 0.22  | 0.46   | 1.06    | 1.45  | 2.15  | 1.05      | 0.00  | 0.00  | 0.00   |

#### New hires by region, gender, and age group

|                                |       |       | Brazil |       | Other | countries |        | Basic  | boundary |        | Expanded | boundary |
|--------------------------------|-------|-------|--------|-------|-------|-----------|--------|--------|----------|--------|----------|----------|
| -                              | 2015  | 2014  | 2013   | 2015  | 2014  | 2013      | 2015   | 2014   | 2013     | 2015   | 2014     | 2013     |
| Total workforce                | 3,747 | 3,745 | 3,722  | 158   | 155   | 244       | 28,860 | 27,387 | 28,257   | 30,938 | 29,597   | 30,532   |
| By gender                      |       |       |        |       |       |           |        |        |          |        |          |          |
| Men                            | 252   | 305   | 338    | 18    | 7     | 18        | 1,076  | 1,123  | 1,348    | 1,275  | 1,309    | 1,464    |
| Women                          | 89    | 79    | 99     | 3     | 5     | 6         | 389    | 387    | 389      | 473    | 442      | 443      |
| By gender (%)                  |       |       |        |       |       |           |        |        |          |        |          |          |
| Men                            | 7.79  | 9.38  | 10.43  | 14.63 | 6.14  | 10.47     | 4.89   | 5.34   | 6.25     | 5.40   | 5.75     | 6.27     |
| Women                          | 17.32 | 15.99 | 20.54  | 8.57  | 12.2  | 8.33      | 5.68   | 6.10   | 5.82     | 6.45   | 6.44     | 6.16     |
| By age group                   |       |       |        |       |       |           |        |        |          |        |          |          |
| Men                            |       |       |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 183   | 214   | 227    | 5     | 0     | 5         | 610    | 629    | 704      | 744    | 758      | 782      |
| Between 31 and 50<br>years old | 69    | 89    | 110    | 12    | 7     | 13        | 415    | 456    | 560      | 475    | 511      | 598      |
| More than 50 years<br>old      | 0     | 2     | 1      | 1     | 0     | 0         | 51     | 38     | 84       | 56     | 40       | 84       |
| Women                          |       |       |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 63    | 59    | 70     | 0     | 2     | 2         | 172    | 192    | 194      | 226    | 225      | 227      |
| Between 31 and 50<br>years old | 25    | 19    | 27     | 3     | 3     | 3         | 196    | 179    | 179      | 225    | 201      | 199      |
| More than 50 years<br>old      | 1     | 1     | 2      | 0     | 0     | 1         | 21     | 16     | 16       | 22     | 16       | 17       |
| By age group (%)               |       |       |        |       |       |           |        |        |          |        |          |          |
| Men                            |       |       |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 18.07 | 19.40 | 19.47  | 50.00 | 0.00  | 25.00     | 22.83  | 23.01  | 23.69    | 24.31  | 24.43    | 23.7     |
| Between 31 and 50<br>years old | 3.47  | 4.63  | 5.92   | 11.54 | 7.14  | 9.56      | 3.61   | 4.13   | 4.93     | 3.87   | 4.32     | 4.91     |
| More than 50 years old         | 0.00  | 0.89  | 0.46   | 11.11 | 0.00  | 0.00      | 0.65   | 0.52   | 1.15     | 0.68   | 0.51     | 1.07     |
| Women                          |       |       |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 29.72 | 28.23 | 33.98  | 0.00  | 50.00 | 13.33     | 22.43  | 24.19  | 21.86    | 24.84  | 24.56    | 22.62    |
| Between 31 and 50<br>years old | 8.90  | 7.22  | 10.47  | 9.68  | 8.82  | 5.88      | 4.68   | 4.49   | 4.31     | 5.03   | 4.69     | 4.47     |
| More than 50 years             | 4.76  | 4.55  | 0.00   | 0.00  | 0.00  | 0.00      | 1.11   | 1.03   | 0.97     | 1.12   | 0.97     | 0.97     |

#### Persons leaving the Company by region, gender, and age group

|                                |           |        | Spain  |       | United | Kingdom |       | Unit  | ed States |       |       | Mexico |
|--------------------------------|-----------|--------|--------|-------|--------|---------|-------|-------|-----------|-------|-------|--------|
| -                              | 2015      | 2014   | 2013   | 2015  | 2014   | 2013    | 2015  | 2014  | 2013      | 2015  | 2014  | 2013   |
| Total workforce                | 10,569    | 10,838 | 11,198 | 6,696 | 6,856  | 7,380   | 6,889 | 5,057 | 5,041     | 801   | 736   | 672    |
| Persons leaving the Co         | mpany, by | gender |        |       |        |         |       |       |           |       |       |        |
| Men                            | 443       | 450    | 236    | 264   | 432    | 354     | 327   | 292   | 236       | 120   | 136   | 146    |
| Women                          | 108       | 108    | 40     | 110   | 415    | 147     | 160   | 109   | 110       | 22    | 14    | 29     |
| Separations by gender          | (%)       |        |        |       |        |         |       |       |           |       |       |        |
| Men                            | 5.14      | 5.07   | 2.57   | 5.79  | 9.27   | 7.29    | 6.80  | 8.28  | 6.69      | 18.07 | 21.94 | 25.22  |
| Women                          | 5.54      | 5.46   | 1.99   | 5.16  | 18.92  | 5.83    | 7.70  | 7.13  | 7.28      | 16.06 | 12.07 | 31.18  |
| By age group                   |           |        |        |       |        |         |       |       |           |       |       |        |
| Men                            |           |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 7         | 12     | 13     | 39    | 57     | 57      | 51    | 84    | 53        | 29    | 52    | 67     |
| Between 31 and<br>50 years old | 83        | 87     | 73     | 119   | 192    | 158     | 97    | 99    | 86        | 75    | 79    | 64     |
| More than 50<br>years old      | 353       | 351    | 151    | 106   | 183    | 139     | 179   | 109   | 97        | 16    | 5     | 15     |
| Women                          |           |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 2         | 8      | 3      | 19    | 48     | 34      | 22    | 16    | 19        | 11    | 6     | 9      |
| Between 31 and<br>50 years old | 61        | 45     | 24     | 65    | 180    | 73      | 56    | 54    | 47        | 11    | 8     | 20     |
| More than 50<br>years old      | 45        | 55     | 13     | 26    | 187    | 40      | 82    | 39    | 44        | 0     | 0     | 0      |
| By age group (%) <sup>19</sup> |           |        |        |       |        |         |       |       |           |       |       |        |
| Men                            |           |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 1.70      | 2.24   | 1.93   | 6.78  | 9.33   | 9.13    | 9.77  | 22.52 | 14.76     | 20.71 | 2.24  | 2.05   |
| Between 31 and<br>50 years old | 1.87      | 1.95   | 1.58   | 5.12  | 7.78   | 5.90    | 4.44  | 6.10  | 5.15      | 16.30 | 1.95  | 1.58   |
| More than 50<br>years old      | 9.35      | 9.05   | 3.83   | 6.37  | 11.55  | 8.93    | 8.50  | 7.12  | 6.48      | 25.00 | 9.05  | 4.05   |
| Women                          |           |        |        |       |        |         |       |       |           |       |       |        |
| Up to 30 years old             | 2.38      | 7.39   | 2.18   | 7.98  | 16.90  | 9.14    | 11.52 | 10.19 | 14.39     | 27.50 | 7.39  | 3.25   |
| Between 31 and<br>50 years old | 4.50      | 3.27   | 1.73   | 4.55  | 12.22  | 4.61    | 5.64  | 7.03  | 5.83      | 11.70 | 3.27  | 1.72   |
| More than 50<br>years old      | 8.81      | 11.19  | 2.70   | 5.59  | 42.79  | 7.07    | 9.17  | 6.46  | 7.67      | 0.00  | 11.19 | 2.68   |

<sup>19</sup> Of the headcount of this group at year end.

#### Persons leaving the Company by region, gender, and age group

|                                |           |        | Brazil |       | Other | countries |        | Basic  | boundary |        | Expanded | boundary |
|--------------------------------|-----------|--------|--------|-------|-------|-----------|--------|--------|----------|--------|----------|----------|
| -                              | 2015      | 2014   | 2013   | 2015  | 2014  | 2013      | 2015   | 2014   | 2013     | 2015   | 2014     | 2013     |
| Total workforce                | 3,747     | 3,745  | 3,722  | 158   | 155   | 244       | 28,860 | 27,387 | 28,257   | 30,938 | 29,597   | 30,532   |
| Persons leaving the Cor        | mpany, by | gender |        |       |       |           |        |        |          |        |          |          |
| Men                            | 271       | 296    | 333    | 16    | 11    | 93        | 1,441  | 1,617  | 1,398    | 1,637  | 1,780    | 1,552    |
| Women                          | 68        | 68     | 77     | 5     | 12    | 23        | 473    | 726    | 426      | 531    | 762      | 468      |
| Separations by gender          | (%)       |        |        |       |       |           |        |        |          |        |          |          |
| Men                            | 8.38      | 9.10   | 10.28  | 13.01 | 9.16  | 54.71     | 6.55   | 7.68   | 6.48     | 6.92   | 7.82     | 6.65     |
| Women                          | 13.23     | 13.77  | 15.98  | 14.29 | 27.91 | 32.86     | 6.91   | 11.44  | 6.37     | 7.17   | 11.13    | 6.49     |
| By age group                   |           |        |        |       |       |           |        |        |          |        |          |          |
| Men                            |           |        |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 101       | 121    | 136    | 1     | 3     | 26        | 228    | 329    | 352      | 248    | 354      | 368      |
| Between 31 and<br>50 years old | 129       | 142    | 151    | 13    | 7     | 60        | 516    | 606    | 593      | 567    | 660      | 627      |
| More than 50<br>years old      | 41        | 33     | 46     | 2     | 1     | 7         | 697    | 682    | 454      | 821    | 766      | 557      |
| Women                          |           |        |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 36        | 40     | 49     | 0     | 3     | 2         | 90     | 121    | 116      | 98     | 127      | 126      |
| Between 31 and<br>50 years old | 26        | 26     | 23     | 5     | 8     | 20        | 224    | 321    | 207      | 244    | 339      | 219      |
| More than 50<br>years old      | 6         | 2      | 5      | 0     | 1     | 1         | 159    | 284    | 103      | 186    | 296      | 123      |
| By age group (%) <sup>20</sup> |           |        |        |       |       |           |        |        |          |        |          |          |
| Men                            |           |        |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 9.97      | 10.97  | 11.66  | 10.00 | 33.33 | 130       | 8.53   | 12.01  | 11.84    | 8.10   | 11.42    | 11.17    |
| Between 31 and<br>50 years old | 6.48      | 7.38   | 8.13   | 12.50 | 7.14  | 44.12     | 4.49   | 5.50   | 5.22     | 4.62   | 5.58     | 5.16     |
| More than 50<br>years old      | 17.90     | 14.67  | 21.20  | 22.22 | 14.29 | 43.75     | 8.88   | 9.36   | 6.26     | 9.92   | 9.78     | 7.08     |
| Women                          |           |        |        |       |       |           |        |        |          |        |          |          |
| Up to 30 years old             | 16.98     | 19.14  | 23.70  | 0.00  | 75    | 13.33     | 11.73  | 15.22  | 13.06    | 10.77  | 13.88    | 12.46    |
| Between 31 and<br>50 years old | 9.25      | 9.89   | 8.91   | 16.13 | 23.53 | 39.22     | 5.35   | 8.04   | 4.98     | 5.46   | 7.93     | 4.94     |
| More than 50<br>years old      | 28.57     | 9.09   | 27.78  | 0.00  | 33.33 | 16.67     | 8.39   | 18.21  | 6.25     | 9.49   | 17.91    | 6.99     |

20 Of the headcount of this group at year end.

### G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation

#### **Benefits offered**

|                |                   |                      | 2015                    |                               |              |                   |
|----------------|-------------------|----------------------|-------------------------|-------------------------------|--------------|-------------------|
| -              | Life insurance    | Medical<br>insurance | Disability<br>insurance | Maternity/<br>paternity leave | Pension fund | Shares            |
| Basic boundary |                   |                      |                         |                               |              |                   |
| Spain          | All               | All                  | All                     | All                           | All          | N/A               |
| United Kingdom | All               | All                  | N/A                     | All                           | All          | All               |
| United States  | All               | All                  | Full-time               | All                           | All          | N/A               |
| Mexico         | Full-time         | Full-time            | All                     | All                           | Full-time    | N/A               |
| Brazil         | A   <sup>21</sup> | All                  | All                     | All                           | All          | A   <sup>22</sup> |

All: Includes full-time and part-time employees.

<sup>21</sup> Only for managers/senior specialists/executives and interns.

<sup>22</sup> Only for executives.

#### G4-LA3 Return to work and retention rates after parental leave, by gender

|                    |                   |        | Spain  |       | United | Kingdom   |        | Uni    | ted States |        |          | Mexico   |
|--------------------|-------------------|--------|--------|-------|--------|-----------|--------|--------|------------|--------|----------|----------|
|                    | 2015              | 2014   | 2013   | 2015  | 2014   | 2013      | 2015   | 2014   | 2013       | 2015   | 2014     | 2013     |
| Employees entitled | l to parental lea | ive    |        |       |        |           |        |        |            |        |          |          |
| Men                | 8,618             | 8,870  | 9,187  | 4,563 | 4,662  | 4,859     | 3,499  | 3,528  | 3,529      | 664    | 620      | 579      |
| Women              | 1,951             | 1,968  | 2,011  | 2,133 | 2,194  | 2,521     | 1,508  | 1,529  | 1,512      | 137    | 116      | 93       |
| Total              | 10,569            | 10,838 | 11,198 | 6,696 | 6,856  | 7,380     | 5,007  | 5,057  | 5,041      | 801    | 736      | 672      |
| Employees taking   | parental leave    |        |        |       |        |           |        |        |            |        |          |          |
| Men                | 345               | 303    | 9      | 0     | 0      | 0         | 0      | 0      | 0          | 0      | 0        | 0        |
| Women              | 197               | 198    | 151    | 142   | 177    | 179       | 47     | 50     | 31         | 8      | 6        | 5        |
| Total              | 542               | 501    | 160    | 142   | 177    | 179       | 47     | 50     | 31         | 8      | 6        | 5        |
|                    |                   |        | Brazil |       | Other  | countries |        | Basic  | boundary   |        | Expanded | boundary |
|                    | 2015              | 2014   | 2013   | 2015  | 2014   | 2013      | 2015   | 2014   | 2013       | 2015   | 2014     | 2013     |
| Employees entitled | to parental lea   | ive    |        |       |        |           |        |        |            |        |          |          |
| Men                | 3,233             | 3,251  | 3,240  | 123   | 114    | 172       | 20,700 | 21,045 | 21,566     | 22,287 | 22,752   | 23,329   |
| Women              | 514               | 494    | 482    | 35    | 41     | 72        | 6,278  | 6,342  | 6,691      | 6,769  | 6,845    | 7,203    |
| Total              | 3,747             | 3,745  | 3,722  | 158   | 155    | 244       | 26,978 | 27,387 | 28,257     | 29,056 | 29,597   | 30,532   |
| Employees taking   | parental leave    |        |        |       |        |           |        |        |            |        |          |          |
| Men                | 129               | 119    | 138    | 0     | 0      | 0         | 474    | 422    | 147        | 474    | 452      | 158      |
| ).<br>             | 26                | 21     | 35     | 3     | 6      | 5         | 423    | 458    | 406        | 424    | 484      | 427      |
| Women              |                   |        |        |       |        |           |        |        |            |        |          |          |

#### Leaves from and returns to work due to maternity/paternity, by region

#### Aspect: Occupational health and safety

# G4-LA5 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.

Employees represented on health and safety committees, by region (%)

|                   | 2015  | 2014  | 2013  |
|-------------------|-------|-------|-------|
| Spain             | 96.48 | 96.69 | 97.85 |
| United Kingdom    | 94.64 | 95.25 | 99.23 |
| United States     | 96.98 | 99.76 | 98.69 |
| Mexico            | 84.27 | 53.40 | 57.29 |
| Brazil            | 99.09 | 99.15 | 99.27 |
| Other countries   | 25.95 | 0.00  | 8.61  |
| Basic boundary    | 95.74 | 95.52 | 96.81 |
| Expanded boundary | 95.20 | 94.58 | 96.83 |
|                   |       |       |       |

### G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.

#### Number of accidents by region and gender

|           |      |      | Spain  |      | United | Kingdom   |      | Unite   | ed States |      |           | Mexico  |
|-----------|------|------|--------|------|--------|-----------|------|---------|-----------|------|-----------|---------|
|           | 2015 | 2014 | 2013   | 2015 | 2014   | 2013      | 2015 | 2014    | 2013      | 2015 | 2014      | 2013    |
| By gender |      |      |        |      |        |           |      |         |           |      |           |         |
| Men       | 84   | 102  | 108    | 105  | 113    | 106       | 70   | 113     | 111       | 0    | 2         | 7       |
| Women     | 8    | 9    | 7      | 26   | 35     | 2         | 21   | 14      | 14        | 0    | 0         | 0       |
| Total     | 92   | 111  | 115    | 131  | 148    | 108       | 91   | 127     | 125       | 0    | 2         | 7       |
|           |      |      | Brazil |      | Other  | countries |      | Basic b | oundary   | E    | xpanded b | oundary |
|           | 2015 | 2014 | 2013   | 2015 | 2014   | 2013      | 2015 | 2014    | 2013      | 2015 | 2014      | 2013    |
| By gender |      |      |        |      |        |           |      |         |           |      |           |         |
| Men       | 47   | 92   | 62     | 1    | 2      | 2         | 308  | 424     | 396       | 326  | 455       | 434     |
| Women     | 4    | 1    | 16     | 0    | 0      | 0         | 59   | 59      | 39        | 60   | 66        | 52      |
| Total     | 51   | 93   | 78     | 1    | 2      | 2         | 366  | 483     | 435       | 386  | 521       | 486     |
|           |      |      |        |      |        |           |      |         |           |      |           |         |

|               |      |      | Spain |      | United I | Kingdom |      | Unite | dom United States |      |      |      |
|---------------|------|------|-------|------|----------|---------|------|-------|-------------------|------|------|------|
|               | 2015 | 2014 | 2013  | 2015 | 2014     | 2013    | 2015 | 2014  | 2013              | 2015 | 2014 | 2013 |
| Fatal         |      |      |       |      |          |         |      |       |                   |      |      |      |
| Men           | 0    | 0    | 0     | 0    | 0        | 0       | 0    | 1     | 0                 | 0    | 0    | 0    |
| Women         | 0    | 0    | 0     | 0    | 0        | 0       | 0    | 0     | 0                 | 0    | 0    | 0    |
| Total         | 0    | 0    | 0     | 0    | 0        | 0       | 0    | 1     | 0                 | 0    | 0    | 0    |
| With leave    |      |      |       |      |          |         |      |       |                   |      |      |      |
| Men           | 25   | 33   | 38    | 9    | 6        | 10      | 16   | 20    | 30                | 0    | 0    | 0    |
| Women         | 3    | 5    | 0     | 0    | 0        | 2       | 7    | 5     | 4                 | 0    | 0    | 0    |
| Total         | 28   | 38   | 38    | 9    | 6        | 12      | 23   | 25    | 34                | 0    | 0    | 0    |
| Without leave |      |      |       |      |          |         |      |       |                   |      |      |      |
| Men           | 59   | 69   | 70    | 96   | 107      | 96      | 55   | 92    | 81                | 0    | 2    | 7    |
| Women         | 5    | 4    | 7     | 26   | 35       | 0       | 14   | 9     | 10                | 0    | 0    | 0    |
| Total         | 64   | 73   | 77    | 122  | 142      | 96      | 69   | 101   | 91                | 0    | 2    | 7    |

### Number of accidents by type, region, and gender

#### Number of accidents by type, region, and gender

|               |      |      | Brazil |      | Other of | countries |      | Basic b | oundary | E    | xpanded b | oundary |
|---------------|------|------|--------|------|----------|-----------|------|---------|---------|------|-----------|---------|
|               | 2015 | 2014 | 2013   | 2015 | 2014     | 2013      | 2015 | 2014    | 2013    | 2015 | 2014      | 2013    |
| Fatal         |      |      |        |      |          |           |      |         |         |      |           |         |
| Men           | 0    | 0    | 0      | 0    | 0        | 0         | 0    | 1       | 0       | 0    | 1         | 0       |
| Women         | 0    | 0    | 0      | 0    | 0        | 0         | 0    | 0       | 0       | 0    | 0         | 0       |
| Total         | 0    | 0    | 0      | 0    | 0        | 0         | 0    | 1       | 0       | 0    | 1         | 0       |
| With leave    |      |      |        |      |          |           |      |         |         |      |           |         |
| Men           | 0    | 3    | 3      | 1    | 2        | 1         | 51   | 64      | 82      | 63   | 86        | 110     |
| Women         | 0    | 0    | 0      | 0    | 0        | 0         | 10   | 10      | 6       | 11   | 15        | 13      |
| Total         | 0    | 3    | 3      | 1    | 2        | 1         | 61   | 74      | 88      | 74   | 101       | 123     |
| Without leave |      |      |        |      |          |           |      |         |         |      |           |         |
| Men           | 47   | 89   | 59     | 0    | 0        | 1         | 257  | 359     | 314     | 263  | 367       | 324     |
| Women         | 4    | 1    | 16     | 0    | 0        | 0         | 49   | 49      | 33      | 50   | 52        | 39      |
| Total         | 51   | 90   | 75     | 0    | 0        | 1         | 306  | 408     | 347     | 313  | 419       | 363     |

#### Accident rate and absenteeism by region and gender<sup>23</sup>

|                                         |          |          | Spain    |          | Unite    | d Kingdom |          | Un       | ited States |        |        | Mexico |
|-----------------------------------------|----------|----------|----------|----------|----------|-----------|----------|----------|-------------|--------|--------|--------|
|                                         | 2015     | 2014     | 2013     | 2015     | 2014     | 2013      | 2015     | 2014     | 2013        | 2015   | 2014   | 2013   |
| Accident rate                           |          |          |          |          |          |           |          |          |             |        |        |        |
| Number of fatalities -<br>company       | 0        | 0        | 0        | 0        | 0        | 0         | 0        | 1        | 0           | 0      | 0      | 0      |
| Number of fatalities -<br>subcontractor | 1        | 0        | 1        | 0        | 0        | 0         | 0        | 0        | 0           | 0      | 0      | 0      |
| Number of lost days                     | 2,086    | 2,389    | 1,877    | 1,045    | 819      | 506       | 695      | 504      | 709         | 27     | 1      | 245    |
| Injury with leave rate (IR)             | 0.34     | 0.42     | 0.43     | 0.12     | 0.10     | 0.20      | 0.47     | 0.52     | 0.67        | 0.00   | 0.00   | 0.00   |
| Occupational disease<br>rate (ODR)      | 0.01     | 0.00     | 0.00     | 0.04     | 0.02     | 0.02      | 0.00     | 0.00     | 0.00        | 0.00   | 0.00   | 0.00   |
| Lost day rate (LDR)                     | 25.40    | 26.63    | 21.24    | 13.78    | 13.20    | 8.24      | 14.31    | 10.06    | 13.97       | 3.24   | 0.13   | 34.44  |
| Absenteeism                             |          |          |          |          |          |           |          |          |             |        |        |        |
| Number of sick leaves<br>per year       | 2,398    | 2,499    | 2,377    | 2,932    | 3,201    | 3,356     | 3,698    | 10,340   | 19,076      | 138    | 143    | 155    |
| Men                                     | 1,735    | 2,031    | 1,930    | 1,748    | 1,798    | 1,878     | 2,433    | 5,353    | 12,957      | 111    | 119    | 122    |
| Women                                   | 663      | 468      | 447      | 1,184    | 1,403    | 1,478     | 1,265    | 4,987    | 6,119       | 27     | 24     | 33     |
| Lost days                               | 91,140   | 89,824   | 76,023   | 51,395   | 56,352   | 60,496    | 23,351   | 36,149   | 34,131      | 141    | 399    | 129    |
| Men                                     | 67,984   | 73,701   | 63,788   | 29,118   | 29,305   | 31,534    | 13,951   | 21,008   | 23,146      | 113    | 253    | 85     |
| Women                                   | 23,156   | 16,123   | 12,234   | 22,277   | 27,047   | 28,962    | 9,400    | 15,142   | 10,985      | 28     | 146    | 44     |
| Number of person<br>equivalents         | 249.70   | 246.09   | 208.28   | 140.81   | 154.39   | 165.74    | 63.98    | 99.04    | 93.51       | 0.39   | 1.09   | 0.35   |
| Men                                     | 186.26   | 201.92   | 174.76   | 79.78    | 80.29    | 86.39     | 38.22    | 57.55    | 63.41       | 0.31   | 0.69   | 0.23   |
| Women                                   | 63.44    | 44.17    | 33.52    | 61.03    | 74.10    | 79.35     | 25.75    | 41.48    | 30.10       | 0.08   | 0.40   | 0.12   |
| Absenteeism rate (AR)                   | 8,363.36 | 7,673.42 | 6,342.93 | 6,557.59 | 6,765.42 | 7,088.56  | 4,647.94 | 6,974.80 | 6,483.94    | 288.38 | 427.73 | 148.23 |

<sup>23</sup> Methodology for calculating the indicators (per GRI standard): - Injury rate (IR) = (number of injuries with missed (absentee) days\*200,000)/hours worked - Occupational disease rate (ODR) = (number of occupational disease cases/hours worked)\*200,000 - Lost day rate (LDR) = (working days lost per accident/hours worked)\*200,000 - Absenteeism rate (AR) = (missed (absentee) days/days worked)\*200,000

#### Accident rate and absenteeism by region and gender <sup>24</sup>

|                                         |          |          | -        | -      | -        |             |          |          |          |          |          |          |
|-----------------------------------------|----------|----------|----------|--------|----------|-------------|----------|----------|----------|----------|----------|----------|
|                                         |          |          | Brazil   |        | Othe     | r countries |          | Basic    | boundary |          | Expanded | boundary |
| -                                       | 2015     | 2014     | 2013     | 2015   | 2014     | 2013        | 2015     | 2014     | 2013     | 2015     | 2014     | 2013     |
| Accident rate                           |          |          |          |        |          |             |          |          |          |          |          |          |
| Number of fatalities -<br>company       | 0        | 0        | 0        | 0      | 0        | 0           | 0        | 1        | 0        | 0        | 1        | C        |
| Number of fatalities -<br>subcontractor | 0        | 0        | 0        | 0      | 1        | 0           | 1        | 1        | 1        | 1        | 4        | 2        |
| Number of lost days                     | 773      | 963      | 247      | 3      | 24       | 3           | 4,629    | 4,700    | 3,587    | 4,877    | 7,375    | 4,223    |
| Injury with leave<br>rate (IR)          | 0.00     | 0.09     | 0.09     | 0.86   | 1.13     | 0.40        | 0.25     | 0.31     | 0.36     | 0.28     | 0.39     | 0.46     |
| Occupational disease<br>rate (ODR)      | 0.03     | 0.00     | 0.00     | 0.00   | 0.00     | 0.00        | 0.02     | 0.00     | 0.00     | 0.02     | 0.01     | 0.02     |
| Lost day rate (LDR)                     | 24.33    | 29.46    | 7.49     | 2.59   | 13.59    | 1.19        | 18.68    | 19.28    | 14.76    | 18.27    | 27.98    | 15.85    |
| Absenteeism                             |          |          |          |        |          |             |          |          |          |          |          |          |
| Number of sick<br>leaves per year       | 2,865    | 2,530    | 2,664    | 4      | 64       | 12          | 12,035   | 18,777   | 27,640   | 13,992   | 21,189   | 31,280   |
| Men                                     | 1,883    | 1,648    | 1,582    | 3      | 7        | 2           | 7,913    | 10,956   | 18,471   | 9,162    | 12,537   | 21,026   |
| Women                                   | 982      | 882      | 1,082    | 1      | 57       | 10          | 4,122    | 7,821    | 9,169    | 4,830    | 8,652    | 10,254   |
| Lost days                               | 10,724   | 9,437    | 9,285    | 24     | 359      | 662         | 176,775  | 192,520  | 180,726  | 184,648  | 204,786  | 192,830  |
| Men                                     | 7,866    | 6,992    | 6,155    | 21     | 52       | 396         | 119,053  | 131,310  | 125,104  | 124,019  | 139,388  | 133,657  |
| Women                                   | 2,858    | 2,445    | 3,130    | 3      | 307      | 266         | 57,722   | 61,210   | 55,621   | 60,629   | 65,397   | 59,173   |
| Number of person<br>equivalents         | 29.38    | 25.85    | 25.44    | 0.07   | 0.98     | 1.81        | 484.32   | 527.45   | 495.14   | 505.88   | 561.06   | 528.30   |
| Men                                     | 21.55    | 19.16    | 16.86    | 0.06   | 0.14     | 1.08        | 326.17   | 359.75   | 342.75   | 339.78   | 381.89   | 366.18   |
| Women                                   | 7.83     | 6.70     | 8.58     | 0.01   | 0.84     | 0.73        | 158.14   | 167.70   | 152.39   | 166.11   | 179.17   | 162.12   |
| Absenteeism rate<br>(AR)                | 2,700.66 | 2,309.65 | 2,249.72 | 121.16 | 1,585.89 | 1,959.64    | 6,220.78 | 6,319.76 | 5,807.57 | 5,993.25 | 6,211.45 | 5,930.94 |
|                                         |          |          |          |        |          |             |          |          |          |          |          |          |

24 Methodology for calculating the indicators (per GRI standard): - Injury rate (IR) = (number of injuries with missed (absentee) days\*200,000)/hours worked - Occupational disease rate (ODR) = (number of occupational disease cases/hours worked)\*200,000 - Lost day rate (LDR) = (working days lost per accident/hours worked)\*200,000 - Absenteeism rate (AR) = (missed (absentee) days/days worked)\*200,000

| Specific accident rate in Spain                                                           | 2015 | 2014 | 2013 |
|-------------------------------------------------------------------------------------------|------|------|------|
| Frequency ratio<br>(Number of accidents with sick leave per million hours)                | 1.70 | 2.46 | 2.48 |
| Incident ratio<br>(Number of accidents with sick leave per one hundred employees)         | 0.26 | 0.38 | 0.38 |
| Seriousness ratio (no standard)<br>(Total number of days lost, actual per thousand hours) | 0.13 | 0.16 | 0.13 |

#### Aspect: Training and education

#### G4-LA9 Hours of training

#### Total number of training hours by professional category, region, and gender

|                    |              |             | Spain   |         | United  | d Kingdom |         | Un      | ited States |        |        | Mexico |
|--------------------|--------------|-------------|---------|---------|---------|-----------|---------|---------|-------------|--------|--------|--------|
| -                  | 2015         | 2014        | 2013    | 2015    | 2014    | 2013      | 2015    | 2014    | 2013        | 2015   | 2014   | 2013   |
| Total workforce    | 393,412      | 457,275     | 538,106 | 176,338 | 171,866 | 142,319   | 164,797 | 147,020 | 106,003     | 42,423 | 39,063 | 34,451 |
| Men                | 339,753      | 406,265     | 475,146 | 165,953 | 160,128 | 164,339   | 131,573 | 98,369  | 78,216      | 38,128 | 34,043 | 30,483 |
| Women              | 53,659       | 51,010      | 62,961  | 10,385  | 11,738  | 37,348    | 33,224  | 48,651  | 28,666      | 4,295  | 5,020  | 3,968  |
| Management tec     | ım           |             |         |         |         |           |         |         |             |        |        |        |
| Men                | 14,564       | 13,409      | 20,425  | 4,121   | 4,090   | 4,094     | 1,543   | 1,332   | 898         | 806    | 686    | 2,058  |
| Women              | 3,323        | 2,502       | 3,252   | 122     | 181     | 513       | 594     | 439     | 395         | 52     | 25     | 136    |
| Total              | 17,887       | 15,912      | 23,677  | 4,243   | 4,271   | 4,607     | 2,137   | 1,771   | 1,293       | 858    | 711    | 2,194  |
| Middle manager     | s and skille | d technicia | ns      |         |         |           |         |         |             |        |        |        |
| Men                | 135,087      | 135,101     | 164,541 | 91,292  | 86,210  | 87,008    | 23,407  | 31,022  | 15,271      | 14,575 | 17,659 | 14,422 |
| Women              | 43,842       | 39,090      | 46,435  | 5,406   | 5,800   | 14,914    | 12,057  | 21,398  | 5,371       | 3,327  | 3,794  | 3,144  |
| Total              | 178,929      | 174,191     | 210,976 | 96,698  | 92,010  | 101,922   | 35,464  | 52,420  | 20,642      | 17,902 | 21,453 | 17,566 |
| Skilled workers of | and support  | personnel   |         |         |         |           |         |         |             |        |        |        |
| Men                | 190,102      | 257,755     | 290,180 | 70,541  | 69,828  | 73,237    | 106,623 | 66,014  | 62,047      | 22,747 | 15,698 | 14,003 |
| Women              | 6,494        | 8,618       | 13,273  | 4,856   | 5,757   | 21,921    | 20,573  | 26,815  | 22,900      | 916    | 1,201  | 688    |
| Total              | 196,596      | 266,373     | 303,453 | 75,397  | 75,585  | 95,158    | 127,196 | 92,828  | 84,947      | 23,663 | 16,899 | 14,691 |

|                   |                |             | Brazil  |       | Other | countries |         | Basic   | boundary  |         | Expanded  | l boundary |
|-------------------|----------------|-------------|---------|-------|-------|-----------|---------|---------|-----------|---------|-----------|------------|
|                   | 2015           | 2014        | 2013    | 2015  | 2014  | 2013      | 2015    | 2014    | 2013      | 2015    | 2014      | 2013       |
| Total workforce   | 127,278        | 73,912      | 210,619 | 3,639 | 2,615 | 3,506     | 907,907 | 891,750 | 1,095,253 | 983,968 | 1,025,883 | 1,194,709  |
| Men               | 116,158        | 66,776      | 187,294 | 3,042 | 1,831 | 2,425     | 794,628 | 767,412 | 937,904   | 859,333 | 877,106   | 1,019,774  |
| Women             | 11,120         | 7,135       | 23,325  | 597   | 784   | 1,081     | 113,279 | 124,338 | 157,349   | 124,635 | 148,777   | 174,935    |
| Management tec    | am             |             |         |       |       |           |         |         |           |         |           |            |
| Men               | 243            | 592         | 1,230   | 61    | 62    | 178       | 21,338  | 20,172  | 28,884    | 22,792  | 21,608    | 30,083     |
| Women             | 124            | 356         | 462     | 98    | 16    | 30        | 4,314   | 3,519   | 4,788     | 4,350   | 3,519     | 4,788      |
| Total             | 367            | 948         | 1,692   | 159   | 78    | 208       | 25,652  | 23,691  | 33,672    | 27,142  | 25,127    | 34,872     |
| Middle manager    | rs and skilled | d technicia | ns      |       |       |           |         |         |           |         |           |            |
| Men               | 6,991          | 6,495       | 22,964  | 1,081 | 655   | 1,011     | 272,433 | 277,142 | 305,217   | 327,681 | 370,174   | 375,139    |
| Women             | 3,618          | 3,719       | 9,221   | 236   | 691   | 659       | 68,486  | 75,291  | 79,744    | 78,109  | 97,929    | 92,839     |
| Total             | 10,609         | 10,214      | 32,185  | 1,317 | 1,346 | 1,670     | 340,919 | 352,433 | 384,961   | 405,790 | 468,104   | 467,978    |
| Skilled workers o | and support    | personnel   |         |       |       |           |         |         |           |         |           |            |
| Men               | 108,924        | 59,689      | 163,100 | 1,920 | 1,114 | 1,235     | 500,857 | 470,098 | 603,803   | 508,860 | 485,324   | 614,552    |
| Women             | 7,378          | 3,060       | 13,641  | 263   | 77    | 393       | 40,480  | 45,528  | 72,817    | 42,176  | 47,329    | 77,308     |
| Total             | 116,302        | 62,750      | 176,741 | 2,183 | 1,191 | 1,628     | 541,337 | 515,626 | 676,620   | 551,036 | 532,653   | 691,860    |

#### Total number of training hours by professional category, region, and gender

### Average hours of training per employee trained, broken down by professional category, region, and gender

|                   |             |              | Spain |       | United | Kingdom |       | Unit  | ted States |       |       | Mexico |
|-------------------|-------------|--------------|-------|-------|--------|---------|-------|-------|------------|-------|-------|--------|
| _                 | 2015        | 2014         | 2013  | 2015  | 2014   | 2013    | 2015  | 2014  | 2013       | 2015  | 2014  | 2013   |
| Total workforce   | 39.11       | 42.41        | 51.15 | 42.56 | 41.02  | 41.04   | 31.28 | 27.56 | 22.32      | 62.02 | 60.19 | 56.11  |
| Men               | 41.23       | 45.95        | 54.72 | 47.98 | 46.49  | 42.79   | 35.50 | 26.32 | 23.36      | 64.84 | 61.67 | 58.85  |
| Women             | 29.50       | 26.31        | 34.26 | 15.18 | 15.73  | 34.77   | 21.26 | 30.46 | 19.91      | 44.74 | 51.75 | 41.33  |
| Management tea    | n           |              |       |       |        |         |       |       |            |       |       |        |
| Men               | 36.96       | 31.06        | 55.73 | 46.30 | 47.01  | 41.78   | 16.59 | 15.32 | 14.04      | 31.00 | 28.58 | 66.39  |
| Women             | 46.80       | 35.04        | 55.83 | 13.56 | 15.08  | 34.17   | 20.48 | 18.27 | 17.17      | 13.00 | 25.00 | 68.00  |
| Total             | 38.47       | 31.63        | 55.74 | 43.30 | 43.14  | 40.77   | 17.52 | 15.95 | 14.87      | 28.60 | 28.44 | 66.49  |
| Middle managers   | and skilled | l technician | S     |       |        |         |       |       |            |       |       |        |
| Men               | 42.15       | 39.12        | 49.60 | 46.13 | 44.97  | 41.97   | 17.31 | 23.15 | 25.88      | 47.02 | 63.98 | 46.52  |
| Women             | 36.66       | 32.63        | 40.65 | 15.58 | 16.29  | 33.00   | 13.40 | 23.80 | 23.35      | 46.21 | 54.20 | 51.52  |
| Total             | 40.66       | 37.42        | 47.31 | 41.57 | 40.48  | 40.37   | 15.75 | 23.41 | 25.17      | 46.86 | 62.00 | 47.34  |
| Skilled workers a | nd support  | personnel    |       |       |        |         |       |       |            |       |       |        |
| Men               | 40.96       | 52.00        | 58.05 | 50.71 | 48.49  | 43.85   | 47.16 | 28.58 | 23.03      | 90.27 | 62.29 | 79.12  |
| Women             | 11.74       | 13.37        | 20.83 | 14.80 | 15.23  | 36.11   | 32.45 | 39.78 | 19.29      | 45.80 | 46.19 | 20.86  |
| Total             | 37.85       | 47.55        | 53.85 | 43.86 | 41.58  | 41.79   | 43.94 | 31.11 | 21.89      | 87.00 | 60.79 | 69.96  |

### Average hours of training per employee trained, broken down by professional category, region, and gender

|                        |              |         | Brazil |       | Other | countries |       | Basic b | ooundary | 1     | Expanded b | ooundary |
|------------------------|--------------|---------|--------|-------|-------|-----------|-------|---------|----------|-------|------------|----------|
|                        | 2015         | 2014    | 2013   | 2015  | 2014  | 2013      | 2015  | 2014    | 2013     | 2015  | 2014       | 2013     |
| Total workforce        | 37.17        | 20.94   | 51.97  | 14.38 | 17.67 | 21.25     | 38.09 | 36.20   | 43.71    | 38.62 | 38.69      | 44.72    |
| Men                    | 39.94        | 20.58   | 53.51  | 13.64 | 14.77 | 20.55     | 41.54 | 38.48   | 46.88    | 42.18 | 40.92      | 47.83    |
| Women                  | 21.55        | 25.04   | 42.18  | 19.90 | 32.67 | 23.01     | 24.06 | 26.52   | 31.17    | 24.41 | 29.27      | 32.44    |
| Management team        |              |         |        |       |       |           |       |         |          |       |            |          |
| Men                    | 11.57        | 31.17   | 55.91  | 15.25 | 20.67 | 29.70     | 34.03 | 30.95   | 49.17    | 34.48 | 31.35      | 48.08    |
| Women                  | 20.67        | 71.20   | 77.00  | 49.00 | 16.00 | 30.00     | 35.65 | 30.76   | 45.49    | 35.66 | 30.76      | 45.09    |
| Total                  | 13.59        | 39.51   | 60.43  | 26.50 | 20.50 | 29.74     | 34.30 | 30.92   | 48.61    | 34.66 | 31.27      | 47.71    |
| Middle managers and    | skilled tech | nicians |        |       |       |           |       |         |          |       |            |          |
| Men                    | 16.26        | 14.21   | 44.76  | 14.04 | 14.24 | 15.10     | 37.05 | 37.00   | 44.42    | 39.23 | 43.03      | 47.80    |
| Women                  | 16.75        | 18.59   | 44.12  | 11.24 | 36.37 | 21.96     | 24.89 | 27.21   | 37.54    | 25.69 | 31.50      | 39.05    |
| Total                  | 16.42        | 15.55   | 44.58  | 13.44 | 20.71 | 17.22     | 33.74 | 34.36   | 42.80    | 35.62 | 39.97      | 45.76    |
| Skilled workers and su | upport perso | onnel   |        |       |       |           |       |         |          |       |            |          |
| Men                    | 44.33        | 21.56   | 55.01  | 13.06 | 14.85 | 27.45     | 44.92 | 39.83   | 48.11    | 44.79 | 39.98      | 47.83    |
| Women                  | 25.10        | 38.25   | 40.36  | 37.57 | 19.25 | 24.54     | 22.05 | 25.20   | 25.84    | 21.71 | 25.44      | 26.58    |
| Total                  | 42.28        | 22.03   | 53.51  | 14.18 | 15.08 | 26.68     | 41.69 | 37.89   | 44.03    | 41.42 | 38.05      | 43.91    |

#### G4-LA11 Employees receiving regular performance and career development reviews

|                   |                  |        | Spain  |       | United | Kingdom   |        | Uni    | ted States |        |          | Mexico   |
|-------------------|------------------|--------|--------|-------|--------|-----------|--------|--------|------------|--------|----------|----------|
|                   | 2015             | 2014   | 2013   | 2015  | 2014   | 2013      | 2015   | 2014   | 2013       | 2015   | 2014     | 2013     |
| Workforce         |                  |        |        |       |        |           |        |        |            |        |          |          |
| Men               | 8,618            | 8,870  | 9,187  | 4,563 | 4,662  | 4,859     | 3,499  | 3,528  | 3,529      | 664    | 620      | 579      |
| Women             | 1,951            | 1,968  | 2,011  | 2,133 | 2,194  | 2,521     | 1,508  | 1,529  | 1,512      | 137    | 116      | 93       |
| Total             | 10,569           | 10,838 | 11,198 | 6,696 | 6,856  | 7,380     | 5,007  | 5,057  | 5,041      | 801    | 736      | 672      |
| Receiving perform | nance reviews (% | 6)     |        |       |        |           |        |        |            |        |          |          |
| Men               | 94.58            | 95.40  | 94.99  | 98.90 | 100.00 | 99.28     | 20.26  | 19.61  | 20.52      | 95.63  | 98.71    | 67.36    |
| Women             | 96.67            | 98.32  | 96.65  | 99.44 | 99.68  | 100.00    | 19.39  | 11.77  | 12.50      | 96.35  | 96.55    | 72.04    |
| Total             | 94.97            | 95.93  | 95.29  | 99.07 | 99.90  | 99.53     | 22.21  | 17.24  | 18.11      | 95.76  | 98.37    | 68.01    |
|                   |                  |        | Brazil |       | Other  | countries |        | Basic  | boundary   |        | Expanded | boundary |
|                   | 2015             | 2014   | 2013   | 2015  | 2014   | 2013      | 2015   | 2014   | 2013       | 2015   | 2014     | 2013     |
| Workforce         |                  |        |        |       |        |           |        |        |            |        |          |          |
| Men               | 3,233            | 3,251  | 3,240  | 123   | 114    | 172       | 20,700 | 21,045 | 21,566     | 22,287 | 22,752   | 23,329   |
| Women             | 514              | 494    | 482    | 35    | 41     | 72        | 6,278  | 6,342  | 6,691      | 6,769  | 6,845    | 7,203    |
| Total             | 3,747            | 3,745  | 3,722  | 158   | 155    | 244       | 26,978 | 27,387 | 28,257     | 29,056 | 29,597   | 30,532   |
| Receiving perform | nance reviews (% | 6)     |        |       |        |           |        |        |            |        |          |          |
| Men               | 88.43            | 86.31  | 85.52  | 39.02 | 19.30  | 42.44     | 76.84  | 81.99  | 80.00      | 77.17  | 81.61    | 81.93    |
|                   |                  |        |        |       |        |           |        |        |            |        |          |          |
| Women             | 76.46            | 78.14  | 70.95  | 40.00 | 17.07  | 47.22     | 72.27  | 75.79  | 81.19      | 72.75  | 75.80    | 77.43    |

#### Employees receiving performance reviews by region and gender

#### Aspect: Diversity and equal opportunity

### G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.

|                                         |        |        | Spain  |       | United I | Kingdom |       | United | States <sup>25</sup> |      |      | Mexico |
|-----------------------------------------|--------|--------|--------|-------|----------|---------|-------|--------|----------------------|------|------|--------|
|                                         | 2015   | 2014   | 2013   | 2015  | 2014     | 2013    | 2015  | 2014   | 2013                 | 2015 | 2014 | 2013   |
| Total workforce                         | 10,569 | 10,838 | 11,198 | 6,696 | 6,856    | 7,380   | 6,889 | 5,057  | 5,041                | 801  | 736  | 672    |
| By gender                               |        |        |        |       |          |         |       |        |                      |      |      |        |
| Men                                     | 8,618  | 8,870  | 9,187  | 4,563 | 4,662    | 4,859   | 4,811 | 3,528  | 3,529                | 664  | 620  | 579    |
| Women                                   | 1,951  | 1,968  | 2,011  | 2,133 | 2,194    | 2,521   | 2,078 | 1,529  | 1,512                | 137  | 116  | 93     |
| By professional category                |        |        |        |       |          |         |       |        |                      |      |      |        |
| Men                                     |        |        |        |       |          |         |       |        |                      |      |      |        |
| Management team                         | 444    | 475    | 472    | 115   | 120      | 128     | 95    | 83     | 74                   | 24   | 26   | 25     |
| Middle managers and skilled technicians | 3,501  | 3,517  | 3,623  | 2,589 | 2,582    | 2,609   | 1,292 | 1,277  | 753                  | 389  | 350  | 310    |
| Skilled workers and support personnel   | 4,673  | 4,878  | 5,092  | 1,859 | 1,960    | 2,122   | 2,112 | 2,168  | 2.702                | 251  | 244  | 244    |
| Women                                   |        |        |        |       |          |         |       |        |                      |      |      |        |
| Management team                         | 71     | 69     | 66     | 27    | 34       | 36      | 31    | 22     | 24                   | 4    | 3    | 1      |
| Middle managers and skilled technicians | 1,275  | 1,267  | 1,267  | 1,011 | 997      | 1,016   | 878   | 865    | 295                  | 105  | 83   | 65     |
| Skilled workers and support personnel   | 605    | 632    | 678    | 1,095 | 1,163    | 1,469   | 599   | 642    | 1,193                | 28   | 30   | 27     |
| By age group                            |        |        |        |       |          |         |       |        |                      |      |      |        |
| Men                                     |        |        |        |       |          |         |       |        |                      |      |      |        |
| Up to 30 years old                      | 412    | 513    | 675    | 575   | 611      | 624     | 522   | 373    | 359                  | 140  | 125  | 129    |
| Between 31 and 50 years old             | 4,431  | 4,480  | 4,579  | 2,325 | 2,467    | 2,678   | 2,184 | 1,624  | 1,688                | 460  | 436  | 408    |
| More than 50 years old                  | 3,775  | 3,877  | 3,933  | 1,663 | 1,584    | 1,557   | 2,105 | 1,531  | 1,482                | 64   | 59   | 42     |
| Women                                   |        |        |        |       |          |         |       |        |                      |      |      |        |
| Up to 30 years old                      | 84     | 102    | 137    | 238   | 284      | 372     | 191   | 157    | 132                  | 40   | 36   | 26     |
| Between 31 and 50 years old             | 1,356  | 1,375  | 1,390  | 1,430 | 1,473    | 1,583   | 993   | 768    | 806                  | 94   | 78   | 66     |
| More than 50 years old                  | 511    | 492    | 483    | 465   | 437      | 566     | 894   | 604    | 574                  | 3    | 2    | 1      |

Total workforce by region, gender, and professional category

25 The breakdown by professional category does not include those for the former UIL Holdings Corporation since its merger with Avangrid in the United States on 16 December 2015, as they are not yet included in the corporate systems.

#### Total workforce by region, gender, and professional category

|                                            |       |       | Brazil |      | Other o | ountries |        | Basic I | ooundary | E      | xpanded l | ooundary |
|--------------------------------------------|-------|-------|--------|------|---------|----------|--------|---------|----------|--------|-----------|----------|
|                                            | 2015  | 2014  | 2013   | 2015 | 2014    | 2013     | 2015   | 2014    | 2013     | 2015   | 2014      | 2013     |
| Total workforce                            | 3,747 | 3,745 | 3,722  | 158  | 155     | 244      | 28,860 | 27,387  | 28,257   | 30,938 | 29,597    | 30,532   |
| By gender                                  |       |       |        |      |         |          |        |         |          |        |           |          |
| Men                                        | 3,233 | 3,251 | 3,240  | 123  | 114     | 172      | 22,012 | 21,045  | 21,566   | 23,599 | 22,752    | 23,329   |
| Women                                      | 514   | 494   | 482    | 35   | 41      | 72       | 6,848  | 6,342   | 6,691    | 7,339  | 6,845     | 7,203    |
| By professional category                   |       |       |        |      |         |          |        |         |          |        |           |          |
| Men                                        |       |       |        |      |         |          |        |         |          |        |           |          |
| Management team                            | 21    | 25    | 24     | 5    | 3       | 6        | 704    | 732     | 729      | 710    | 753       | 750      |
| Middle managers and skilled<br>technicians | 466   | 459   | 449    | 65   | 52      | 83       | 8,301  | 8,237   | 7,827    | 9,416  | 9,393     | 9,011    |
| Skilled workers and support personnel      | 2,746 | 2,767 | 2,767  | 53   | 59      | 83       | 11,694 | 12,076  | 13,010   | 12,161 | 12,606    | 13,568   |
| Women                                      |       |       |        |      |         |          |        |         |          |        |           |          |
| Management team                            | 6     | 10    | 9      | 2    | 2       | 4        | 141    | 140     | 140      | 141    | 140       | 140      |
| Middle managers and skilled<br>technicians | 224   | 201   | 180    | 28   | 28      | 37       | 3,522  | 3,441   | 2,860    | 3,881  | 3,808     | 3,236    |
| Skilled workers and support personnel      | 284   | 283   | 293    | 5    | 11      | 31       | 2,616  | 2,761   | 3,691    | 2,748  | 2,897     | 3,827    |
| By age group                               |       |       |        |      |         |          |        |         |          |        |           |          |
| Men                                        |       |       |        |      |         |          |        |         |          |        |           |          |
| Up to 30 years old                         | 1,013 | 1,103 | 1,166  | 10   | 9       | 20       | 2,672  | 2,734   | 2,973    | 3,060  | 3,104     | 3,299    |
| Between 31 and 50 years old                | 1,991 | 1,923 | 1,857  | 104  | 98      | 136      | 11,495 | 11,028  | 11,346   | 12,259 | 11,822    | 12,181   |
| More than 50 years old                     | 229   | 225   | 217    | 9    | 7       | 16       | 7,845  | 7,283   | 7,247    | 8,280  | 7,826     | 7,850    |
| Women                                      |       |       |        |      |         |          |        |         |          |        |           |          |
| Up to 30 years old                         | 212   | 209   | 206    | 2    | 4       | 15       | 767    | 792     | 888      | 910    | 916       | 1,007    |
| Between 31 and 50 years old                | 281   | 263   | 258    | 31   | 34      | 51       | 4,185  | 3,991   | 4,154    | 4,470  | 4,277     | 4,448    |
| More than 50 years old                     | 21    | 22    | 18     | 2    | 3       | 6        | 1,896  | 1,560   | 1,648    | 1,959  | 1,652     | 1,747    |

#### Breakdown of Board of Directors by gender and age group

| Number of members of the Board | 2015 | 2014 | 2013 |
|--------------------------------|------|------|------|
| Men                            |      |      |      |
| Up to 30 years old             | 0    | 0    | 0    |
| Between 31 and 50 years old    | 0    | 0    | 1    |
| More than 50 years old         | 9    | 9    | 9    |
| Women                          |      |      |      |
| Up to 30 years old             | 0    | 0    | 0    |
| Between 31 and 50 years old    | 2    | 2    | 2    |
| More than 50 years old         | 3    | 3    | 2    |

#### Aspect: Equal remuneration for women and men

### G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by professional category and region.

The table below shows the salary ratio of men to women within the various boundaries, and although the data set forth therein might suggest inconsistency with the management approach for the "Diversity and Equal Opportunity" Aspect and the "Equal Remuneration for Women and Men" Aspect described in the *Sustainability Report 2015*, the differences between the salaries of men and women are a consequence of changes in the structure of the workforce rather than the result of a policy of discrimination, given that each professional category includes:

- different professional levels, with different proportions between men and women, and
- groups from different geographical areas, in different currencies and salary bands.

The ratio of employees by professional category and gender is available in indicator G4-LA12.

#### Ratio of basic salary of men to women by professional category (%)

|                                            |        |                       | Spain  |        | United | Kingdom   |                       | Unit    | ed States |                       |           | Mexico                |
|--------------------------------------------|--------|-----------------------|--------|--------|--------|-----------|-----------------------|---------|-----------|-----------------------|-----------|-----------------------|
|                                            | 2015   | 2014                  | 2013   | 2015   | 2014   | 2013      | 2015                  | 2014    | 2013      | 2015                  | 2014      | 2013                  |
| Middle managers and skilled<br>technicians | 115.70 | 102.09                | 100.76 | 115.00 | 116.52 | 117.05    | 106.20                | 130.33  | 117.51    | 126.00                | 129.04    | 137.76                |
| Skilled workers and support<br>personnel   | 101.00 | 96.35                 | 95.92  | 127.90 | 129.36 | 133.25    | 137.30                | 138.12  | 130.26    | 98.10                 | 102.99    | 98.57                 |
|                                            |        |                       | Brazil |        | Other  | countries |                       | Basic b | ooundary  | E                     | xpanded b | oundary               |
|                                            |        |                       |        |        |        |           |                       |         |           |                       |           |                       |
|                                            | 2015   | 2014                  | 2013   | 2015   | 2014   | 2013      | 2015                  | 2014    | 2013      | 2015                  | 2014      | 2013                  |
| Middle managers and skilled<br>technicians |        | <b>2014</b><br>127.23 |        |        |        |           | <b>2015</b><br>108.70 |         |           | <b>2015</b><br>105.50 |           | <b>2013</b><br>107.36 |

## EU15 Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region.

#### Employees eligible to retire in the next 5 years

|                                         |      |       | Spain |       | United K | ingdom |       | Unite | d States |      |      | Mexico |
|-----------------------------------------|------|-------|-------|-------|----------|--------|-------|-------|----------|------|------|--------|
|                                         | 2015 | 2014  | 2013  | 2015  | 2014     | 2013   | 2015  | 2014  | 2013     | 2015 | 2014 | 2013   |
| By professional category                |      |       |       |       |          |        |       |       |          |      |      |        |
| Management team                         | 56   | 89    | 82    | 7     | 7        | 8      | 65    | 60    | 56       | 2    | 3    | 3      |
| Middle managers and skilled technicians | 292  | 366   | 346   | 334   | 309      | 310    | 875   | 859   | 332      | 8    | 7    | 5      |
| Skilled workers and support personnel   | 636  | 810   | 767   | 372   | 339      | 393    | 1,091 | 1,177 | 1,661    | 1    | 5    | 5      |
| Total                                   | 984  | 1,265 | 1,195 | 713   | 655      | 711    | 2,031 | 2,096 | 2,049    | 11   | 15   | 13     |
| By professional category (%)            |      |       |       |       |          |        |       |       |          |      |      |        |
| Management team                         | 0.53 | 0.82  | 0.73  | 0.10  | 0.10     | 0.11   | 1.30  | 1.19  | 1.11     | 0.25 | 0.41 | 0.45   |
| Middle managers and skilled technicians | 2.76 | 3.38  | 3.09  | 4.99  | 4.51     | 4.20   | 17.48 | 16.99 | 6.59     | 1.00 | 0.95 | 0.74   |
| Skilled workers and support personnel   | 6.02 | 7.48  | 6.85  | 5.56  | 4.94     | 5.33   | 21.79 | 23.27 | 32.95    | 0.12 | 0.68 | 0.74   |
| Total                                   | 9.31 | 11.68 | 10.67 | 10.65 | 9.55     | 9.64   | 40.56 | 41.45 | 40.65    | 1.37 | 2.04 | 1.93   |

#### Employees eligible to retire in the next 5 years

|                                         |      |      | Brazil |      | Other co | ountries |       | Basic bo | oundary | Ехр   | anded bo | oundary |
|-----------------------------------------|------|------|--------|------|----------|----------|-------|----------|---------|-------|----------|---------|
|                                         | 2015 | 2014 | 2013   | 2015 | 2014     | 2013     | 2015  | 2014     | 2013    | 2015  | 2014     | 2013    |
| By professional category                |      |      |        |      |          |          |       |          |         |       |          |         |
| Management team                         | 1    | 2    | 3      | 1    | 0        | 0        | 132   | 161      | 152     | 133   | 165      | 155     |
| Middle managers and skilled technicians | 60   | 60   | 54     | 1    | 3        | 6        | 1,570 | 1,604    | 1,053   | 1,818 | 1,769    | 1,288   |
| Skilled workers and support personnel   | 119  | 119  | 96     | 0    | 0        | 4        | 2,219 | 2,450    | 2,926   | 2,323 | 2,548    | 3,085   |
| Total                                   | 180  | 181  | 153    | 2    | 3        | 10       | 3,921 | 4,216    | 4,131   | 4,274 | 4,481    | 4,528   |
| By professional category (%)            |      |      |        |      |          |          |       |          |         |       |          |         |
| Management team                         | 0.03 | 0.05 | 0.08   | 0.63 | 0.00     | 0.00     | 0.49  | 0.59     | 0.54    | 0.46  | 0.56     | 0.51    |
| Middle managers and skilled technicians | 1.60 | 1.60 | 1.45   | 0.63 | 1.94     | 2.46     | 5.82  | 5.98     | 3.73    | 6.26  | 5.98     | 4.22    |
| Skilled workers and support personnel   | 3.18 | 3.18 | 2.58   | 0.00 | 0.00     | 1.64     | 8.23  | 8.95     | 10.35   | 7.99  | 8.61     | 10.10   |
| Total                                   | 4.80 | 4.83 | 4.11   | 1.27 | 1.94     | 4.10     | 14.53 | 15.39    | 14.62   | 14.71 | 15.14    | 14.83   |

#### Employees eligible to retire in the next 10 years

|                                                 | Spain |       |        |                 | United Kingdom |       |                | Unite | d States | Mexico            |       |              |
|-------------------------------------------------|-------|-------|--------|-----------------|----------------|-------|----------------|-------|----------|-------------------|-------|--------------|
|                                                 | 2015  | 2014  | 2013   | 2015            | 2014           | 2013  | 2015           | 2014  | 2013     | 2015              | 2014  | 2013         |
| By professional category                        |       |       |        |                 |                |       |                |       |          |                   |       |              |
| Management team                                 | 128   | 179   | 168    | 31              | 29             | 24    | 88             | 82    | 78       | 6                 | 4     | 4            |
| Middle managers and skilled technicians         | 795   | 888   | 914    | 844             | 787            | 801   | 1,192          | 1,206 | 487      | 25                | 11    | 17           |
| Skilled workers and support personnel           | 1,723 | 1,966 | 1,984  | 844             | 813            | 895   | 1,474          | 1,601 | 2,273    | 16                | 7     | 7            |
| Total                                           | 2,646 | 3,033 | 3,066  | 1,719           | 1,629          | 1,720 | 2,754          | 2,889 | 2,838    | 47                | 22    | 28           |
| By professional category (%)                    |       |       |        |                 |                |       |                |       |          |                   |       |              |
| Management team                                 | 1.21  | 1.65  | 1.50   | 0.46            | 0.42           | 0.33  | 1.28           | 1.76  | 1.55     | 0.75              | 0.54  | 0.60         |
| Middle managers and skilled technicians         | 7.52  | 8.20  | 8.17   | 12.60           | 11.48          | 10.85 | 17.30          | 23.81 | 9.66     | 3.12              | 1.49  | 2.53         |
| Skilled workers and support personnel           | 16.30 | 18.14 | 17.71  | 12.60           | 11.86          | 12.13 | 21.40          | 29.44 | 45.09    | 2.00              | 0.95  | 1.04         |
| Total                                           | 25.04 | 27.98 | 27.38  | 25.67           | 23.76          | 23.31 | 39.98          | 55.00 | 56.30    | 5.87              | 2.99  | 4.17         |
|                                                 |       |       | Brazil | Other countries |                |       | Basic boundary |       |          | Expanded boundary |       |              |
|                                                 | 2015  | 2014  | 2013   | 2015            | 2014           | 2013  | 2015           | 2014  | 2013     | 2015              | 2014  | 2013         |
| By professional category                        |       |       |        |                 |                |       |                |       |          |                   |       |              |
| Management team                                 | 5     | 4     | 3      | 1               | 1              | 2     | 259            | 299   | 279      | 264               | 309   | 289          |
| Middle managers and skilled technicians         | 175   | 98    | 110    | 1               | 3              | 8     | 3,032          | 2,993 | 2,337    | 3,420             | 3,477 | 2,799        |
| Skilled workers and support personnel           | 513   | 278   | 287    | 0               | 0              | 11    | 4,570          | 4,665 | 5,457    | 4,731             | 4,917 | 5,745        |
| Total                                           | 693   | 380   | 400    | 2               | 4              | 21    | 7,861          | 7,957 | 8,073    | 8,415             | 8,703 | 8,833        |
|                                                 |       |       |        |                 |                |       |                |       |          |                   |       |              |
| By professional category (%)                    |       |       |        |                 |                |       |                |       |          |                   |       |              |
| By professional category (%)<br>Management team | 0.13  | 0.11  | 0.08   | 0.63            | 0.65           | 0.82  | 0.96           | 1.09  | 0.99     | 0.91              | 1.04  | 0.95         |
|                                                 | 0.13  | 0.11  | 0.08   | 0.63            | 0.65           |       | 0.96           |       | 0.99     | 0.91              |       | 0.95<br>9.17 |
| Management team                                 |       |       |        |                 |                | 3.28  | 11.24          | 10.93 | 8.27     | 11.77             |       | 9.17         |

### C2. Human Rights

#### Aspect: Supplier human rights assessment

#### **Management Approach**

#### G4-HR10 New suppliers that were screened using human rights criteria G4-HR11 Human rights impacts in the supply chain

| Volume of general procurement purchases in countries considered to be at risk (%) | 2015 |
|-----------------------------------------------------------------------------------|------|
| Mexico                                                                            | 5.77 |
| Brazil                                                                            | 3.24 |
| Canada <sup>26</sup>                                                              | 0.96 |
| Greece                                                                            | 0.15 |
| India <sup>26</sup>                                                               | 0.10 |

The standards used to identify countries at risk are the same as those described in the G4-HR4/G4-HR5/G4-HR6 indicator of the *Sustainability Report 2015*.

<sup>26</sup> Primarily projects and supplies of Iberdrola Ingeniería y Construcción for third parties.

### C4. Product Responsibility

#### Electric utilities sector specific aspect: Access

#### EU27 Residential disconnections for non-payment

#### Residential disconnections for non-payment by region<sup>27</sup> (no.)

|                                                            |         |         | Spain   |      | United | Kingdom |        | United State |        |  |
|------------------------------------------------------------|---------|---------|---------|------|--------|---------|--------|--------------|--------|--|
|                                                            | 2015    | 2014    | 2013    | 2015 | 2014   | 2013    | 2015   | 2014         | 2013   |  |
| Paid up to 48 h after disconnection                        | 177,854 | 212,749 | 391,565 | 0    | 0      | 28      | 55,115 | 57,762       | 52,979 |  |
| Paid between 48 h and one week after<br>disconnection      | 24,744  | 34,035  | 58,628  | 0    | 0      | 22      | 9,757  | 7,547        | 10,397 |  |
| Paid between one week and one month after<br>disconnection | 36,484  | 47,319  | 71,594  | 0    | 0      | 16      | 4,128  | 3,365        | 3,933  |  |
| Paid between one month and one year                        | 26,093  | 41,628  | 56,841  | 0    | 0      | 20      | 2,515  | 2,302        | 2,652  |  |
| Paid after more than one year                              | 0       | 0       | 0       | 0    | 0      | 0       | 0      | 0            | 0      |  |
| Outstanding and unclassified                               | 0       | 0       | 0       | 0    | 0      | 0       | 21,534 | 19,529       | 24,907 |  |
| Total                                                      | 265,175 | 335,731 | 578,628 | 0    | 0      | 86      | 93,049 | 90,505       | 94,868 |  |

|                                                            |           |           | Brazil    |           |           | Iberdrola total |
|------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------------|
|                                                            | 2015      | 2014      | 2013      | 2015      | 2014      | 2013            |
| Paid up to 48 h after disconnection                        | 737,397   | 983,686   | 867,683   | 970,366   | 1,254,197 | 1,312,255       |
| Paid between 48 h and one week after<br>disconnection      | 270,892   | 191,280   | 187,682   | 305,393   | 232,862   | 256,729         |
| Paid between one week and one month after<br>disconnection | 173,341   | 154,420   | 180,021   | 213,953   | 205,104   | 255,564         |
| Paid between one month and one year                        | 157,314   | 113,821   | 194,615   | 185,922   | 157,751   | 254,128         |
| Paid after more than one year                              | 5         | 24        | 5         | 5         | 24        | 5               |
| Outstanding and unclassified                               | 31,952    | 0         | 827,551   | 53,486    | 19,529    | 852,458         |
| Total                                                      | 1,370,901 | 1,443,231 | 2,257,557 | 1,729,125 | 1,869,467 | 2,931,139       |

<sup>27</sup> The 2015 data does not include those relating to the former UIL Holdings Corporation since its merger with Avangrid in the United States on 16 December 2015, as they are not yet included in the corporate systems, but do not distort the comparability of information given the reduced impact of the 15 days since inclusion within the Group.

#### Spain United Kingdom **United States** 2015 2014 2013 2013 2015 2014 2013 2015 2014 Less than 24 h after payment 261,145 322,466 558,455 0 0 6 21,534 54,650 54,763 Between 24 h and one week after payment 7,177 11,724 19,535 0 0 12,049 5,721 44 6,025 More than one week after payment 0 1,076 386 622 648 0 52 5,999 8,827 Unclassified 0 0 0 0 0 0 0 0 0 Total 268,708 334,812 578,638 0 0 102 34,659 66,674 69,311

#### Residential reconnections following payment of unpaid bills, by region<sup>28</sup> (no.)

|                                         |           |           | Brazil    |           |           | Iberdrola total |
|-----------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------------|
|                                         | 2015      | 2014      | 2013      | 2015      | 2014      | 2013            |
| Less than 24 h after payment            | 1,161,881 | 1,170,114 | 1,279,150 | 1,444,560 | 1,547,230 | 1,892,374       |
| Between 24 h and one week after payment | 143,614   | 156,071   | 142,503   | 162,840   | 173,820   | 167,803         |
| More than one week after payment        | 103,999   | 106,308   | 75,243    | 105,461   | 112,929   | 84,770          |
| Unclassified                            | 9,156     | 70,512    | 767,143   | 9,156     | 70,512    | 767,143         |
| Total                                   | 1,418,650 | 1,503,005 | 2,264,039 | 1,722,017 | 1,904,491 | 2,912,090       |

<sup>28</sup> The 2015 data does not include those relating to the former UIL Holdings Corporation since its merger with Avangrid in the United States on 16 December 2015, as they are not yet included in the corporate systems, but do not distort the comparability of information given the reduced impact of the 15 days since inclusion within the Group.

#### EU30 Average plant availability

The availability of a generation plant consists of the amount of time that it is capable of producing power during a particular period, divided by the amount of time passing during such period, and is calculated using standardised figures. The average availability factors for the Group are based on the availability of each facility and the net installed capacity thereof, as presented in the following table:

|                      | Spain <sup>29</sup> |       |       |        | United | Kingdom |       | Unit      | ted States Mexico |       |            |         |
|----------------------|---------------------|-------|-------|--------|--------|---------|-------|-----------|-------------------|-------|------------|---------|
|                      | 2015                | 2014  | 2013  | 2015   | 2014   | 2013    | 2015  | 2014      | 2013              | 2015  | 2014       | 2013    |
| Combined cycle       | 92.05               | 91.34 | 93.55 | 93.34  | 84.69  | 84.21   | N/A   | N/A       | N/A               | 95.64 | 95.05      | 93.93   |
| Conventional thermal | 90.69               | 96.56 | 93.50 | 69.65  | 75.21  | 67.84   | N/A   | N/A       | N/A               | N/A   | N/A        | N/A     |
| Cogeneration         | 88.07               | 96.77 | 88.73 | 86.50  | 87.00  | 93.00   | 90.38 | 88.00     | 90.91             | 94.95 | 96.64      | 93.55   |
| Nuclear              | 88.69               | 92.69 | 88.16 | N/A    | N/A    | N/A     | N/A   | N/A       | N/A               | N/A   | N/A        | N/A     |
| Hydroelectric        | 84.30               | 84.14 | 86.84 | 91.27  | 91.27  | 89.00   | 35.27 | 59.33     | 38.64             | N/A   | N/A        | N/A     |
| Mini-hydro           | 95.41               | 94.36 | 96.60 | N/A    | N/A    | N/A     | N/A   | N/A       | N/A               | N/A   | N/A        | N/A     |
| Biomass              | N/A                 | N/A   | N/A   | N/A    | N/A    | N/A     | N/A   | N/A       | N/A               | N/A   | N/A        | N/A     |
| Wind                 | 98.00               | 98.00 | 97.65 | 96.00  | 96.00  | 96.80   | 96.00 | 96.00     | 97.02             | N/A   | N/A        | N/A     |
|                      |                     |       |       | Brazil |        |         | Other | countries |                   | E     | Expanded b | oundary |
|                      | 201                 | 5     | 2014  | 2013   | 201    | 5       | 2014  | 2013      | 201               | 5     | 2014       | 2013    |
| Combined cycle       | 72.7                | 72    | N/A   | N/A    | N/     | A       | N/A   | N/A       | 93.3              | 30 S  | 91.89      | 90.67   |
| Conventional thermal | N/                  | A     | N/A   | N/A    | N/     | A       | N/A   | N/A       | 75.2              | 27 8  | 30.91      | 85.53   |
| Cogeneration         | 98.0                | )4    | N/A   | N/A    | N/     | A       | N/A   | N/A       | 90.4              | 8 9   | 95.51      | 91.20   |
| Nuclear              | N/                  | A     | N/A   | N/A    | N/     | A       | N/A   | N/A       | 88.6              | 9 9   | 92.69      | 88.96   |
| Hydroelectric        | 93.5                | 56    | N/A   | N/A    | N/     | A       | N/A   | N/A       | 85.0              | )5 8  | 34.91      | 86.78   |
| Mini-hydro           | N/                  | A     | N/A   | N/A    | N/     | A       | N/A   | N/A       | 95.4              | 11 9  | 94.36      | 96.60   |
| Biomass              | N/                  | A     | N/A   | N/A    | N/     | A       | N/A   | N/A       | N/                | A     | N/A        | N/A     |
| Wind                 | 98.5                | 50 9  | 97.00 | N/A    | 98.0   | 00      | 98.00 | 97.45     | 97.0              | 00 9  | 96.70      | 97.29   |

#### Average availability factor (%)

29 Does not include the Garoña nuclear plant, which remained on shutdown during 2015 as it is pending cessation of activities.



