

GOVERNANCE AND SUSTAINABILITY SYSTEM INTRODUCTION TO CHAPTER FOUR - SOCIAL COMMITMENT

1. The Governance and the Sustainability System constitutes the internal regulatory framework for the Company and its Group. It is autonomously established by the Company as its own set of rules defining its purpose and values against which its business strategies and goals are to be set.
2. The Iberdrola Group's policies, as adopted by the Company, constitute an essential part of its Governance and Sustainability System. They set out the guidelines for conduct, direction and expected results to recurring matters or issues of particular importance in the administration and management of the company, as well as for the intended best implementation of the *Purpose and Values of the Iberdrola Group*, through the behaviour of shareholders, directors and employees, and in the engagement with stakeholders.
3. The policies of the Iberdrola Group regarding its social commitment are included as part of its sustainable development strategy and constitute its response to social challenges and its goals in connection to them, for example, the commitment to human rights, empowering women, and promoting diversity and equality in all participants in the business.
4. In line with the *Purpose and Values of the Iberdrola Group*, the social policies also reflect the development of professional relationships based on diversity, inclusion and a sense of belonging, for which it is essential to promote equal opportunity and ensure non-discrimination in people management.
5. The Iberdrola Group's commitment to the modern social demands and requirements also extends to all those who act for or engage with the Iberdrola Group, to the extent applicable, in order to maximise the corresponding benefit to stakeholders.
6. The content of these policies is designed to be aligned with the United Nations 2030 Agenda for Sustainable Development. Decision-making by the Company's directors and employees in the performance of their duties and within this framework, must conform to the content of these policies and to achieving the goals established in them, to allow the Company to become a driver and lever for social change.
7. The ideas, values and principles in these guidelines or protocols for conduct are subject to ongoing updates to adapt them to the ever-changing circumstances in which the Company and its Group operates as an established business. Accordingly, like the other parts of the Governance and Sustainability System, the social policies are subject to a dynamic process of review. The Company, as part of the Iberdrola Group, has in place, uses and promotes multiple channels with all its stakeholders for these purposes.

In Glasgow, on 16 February 2021

The Board of Directors