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SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
MATERIAL ASPECT: EMPLOYMENT					
G4-DMA	85-88; 148-150				4.4; 8.5; 8.8
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G4-LA6	148-150; 241-245				3.4; 3.9; 8.8
G4-LA8	154-155				8.8
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G4-DMA	85-88; 161				
G4-LA9	85; 235				4.3; 4.4; 4.5; 5.1; 8.5
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G4-DMA	85-88				
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G4-DMA	157-161				
G4-LA14	157-161				5.2
G4-LA15	157-161				
MATERIAL ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS					
G4-DMA	30-32				
G4-LA16	30-32				
SUB-CATEGORY: HUMAN RIGHTS					
MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
G4-DMA	30-34; 157-161				
G4-HR4	30-32; 157-161				8.8
MATERIAL ASPECT: CHILD LABOR					
G4-DMA	30-34; 157-161				
G4-HR5	157-161				8.7; 16.2

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G4-DMA	30-34; 157-161				
G4-HR6	30-32; 157-161				8.7
MATERIAL ASPECT: INDIGENOUS RIGHTS					
G4-DMA	30-32; 66-68; 73				
G4-HR8	In 2016 there were no cases of violation of the rights of indigenous populations.				2.3
MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT					
G4-DMA	32-34;157-161; 163-164				
G4-HR10	157-161				5.1
G4-HR11	157-161				
MATERIAL ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS					
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SUB-CATEGORY: SOCIETY					
MATERIAL ASPECT: LOCAL COMMUNITIES					
G4-DMA	30-32; 73-77; 83				1.4; 2.3; 9.1; 9.a; 11.4; 16.7
G4-SO1	73-77				
G4-SO2	73-77				1.4; 2.3
G4-EU22	73-77				1.4; 2.3
MATERIAL ASPECT: ANTI-CORRUPTION					
G4-DMA	28-32				
G4-SO3	28-32				16.5
G4-SO4	30-32				16.5
G4-SO5	30-32; 214-215 Throughout the Group during 2016, there were 5 recorded episodes relating to corruption (GRI definition). In regard to these, Enel ordered disciplinary measures for the people involved in line with the relevant regulation.				16.5
MATERIAL ASPECT: PUBLIC POLICY					
G4-DMA	30-32				

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G4-SO6				Enel does not have direct relations with political parties and does not provide financing of any kind, as explicitly established at point 2.2 of the Zero Tolerance of Corruption Plan and at point 3.26 of the Group's Code of Ethics. Some exceptions can be found in some countries following the local law and subject to analysis by the due bodies.	16.5

MATERIAL ASPECT: ANTI-COMPETITIVE BEHAVIOR

G4-DMA	30-32; 36				
G4-SO7				In Romania, the Competition Council opened proceedings regarding a possible abuse of a dominant position by Enel Distributie Muntenia on connection processes (no. 162/25.03.2015). In the worst case scenario, the company may offer commitments to resolve the anti-trust conduct before a decision is taken by the competent authority; the fine could amount to a maximum of 10% of total turnover. The proceedings have still not been closed. In Italy, on December 10, 2015, the Anti-trust Authority (AGCM) started proceedings (A/486) for alleged abuse of a dominant position by Enel Distribuzione SpA (ED) and Enel SpA. On September 8, 2016 the AGCM notified its acceptance of the commitments presented by ED and Enel SpA and the consequent closure of the proceedings without verifying any violation or imposing any fine. On October 6, 2016 the AGCM notified, at the same time as undertaking an investigation, the start of proceedings for alleged abuse of a dominant position on the market for dispatching services by Enel Produzione SpA (EP) and Enel SpA. On January 20, 2017 EP presented a preliminary version of commitments which, if accepted, will enable the proceedings to be closed without verification of infraction or imposition of any fine. The conclusion of the proceedings, subject to any extensions, is envisaged for May 30, 2017. In Spain, there are 3 proceedings regarding Endesa Distribución (Endesa <i>Informe de Sostenibilidad</i> 2016, 37-41).	16.3

MATERIAL ASPECT: COMPLIANCE

G4-DMA	Annual Report 2016 - Contingent liabilities and assets				
G4-SO8	Annual Report 2016 - Contingent liabilities and assets				16.3

MATERIAL ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY

G4-DMA	30-32				
G4-SO11	214; 247				

MATERIAL ASPECT: DISASTER/EMERGENCY PLANNING AND RESPONSE

G4-DMA	153-154				1.5; 11.5
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SUB-CATEGORY: PRODUCT RESPONSIBILITY					
MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY					
G4-DMA	126-127; 129; 153				
G4-PR1	153				
G4-EU25	217; Annual Report 2016 - Contingent liabilities and assets				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELING					
G4-DMA	129-132; 134-135				
G4-PR3	132; all the Group sale companies comply with the transparency obligations envisaged by various national and supranational regulations regarding the source of the electricity sold. Energy bills must specify the mix of energy sources used and the source of the energy.				12.8
G4-PR5	129-130; 223-224				
MATERIAL ASPECT: MARKETING COMMUNICATIONS					
G4-DMA	129-132; 134-135				
G4-PR6	131				
G4-PR7	In 2016 there were no cases of non-compliance with regulations or voluntary codes regarding the marketing activities of the Enel Group.				16.3
MATERIAL ASPECT: CUSTOMER PRIVACY					
G4-DMA	126-127; 129-130; 134				
G4-PR8	129-130; 134				16.3; 16.10
MATERIAL ASPECT: COMPLIANCE					
G4-DMA	132; 134-135				
G4-PR9	In Argentina ENRE Resolution 31/2016 for cutting off of supply. In Brazil, Enel Distribuição Rio – at December 30, 2016, there were 42 fines pending resolution imposed by the regulator (PROCON - <i>Autorquia de Defensa y Protección del Consumidor</i>) for service quality, undue payments, electrical damage and other cases for a total of 2,805,002 euro. In 2016, 6 infraction proceedings were closed without any payment being made. Enel Distribuição Ceará – at December 30, 2016, there was 18 fines pending resolution imposed by the regulator (PROCON/CE and DECON/CE) for service quality, tariffs, electrical damage and other issues for a total of 223,826 euro. In 2016, 5 proceedings were concluded with the total payment of 5,168 euro. Annual Report 2016 - Regulatory and tariff issues; Contingent liabilities and assets; Endesa <i>Informe de Sostenibilidad</i> 2016, 37-41.				16.3
MATERIAL ASPECT: ACCESS					
G4-DMA	126-127; 129				1.4; 7.1

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G4-EU26	Italy: 0% Romania: 0% Spain: 0% Argentina: 0.2% Brazil: 0% Chile: 0.1% Colombia: 0.3% Peru: 4.0%				1.4; 7.1
G4-EU27	224-225				1.4; 7.1
G4-EU28	221-222				1.4; 7.1
G4-EU29	222				1.4; 7.1
G4-EU30	221				1.4; 7.1
MATERIAL ASPECT: PROVISION OF INFORMATION					
G4-DMA	131-132; 134				1.4; 7.1