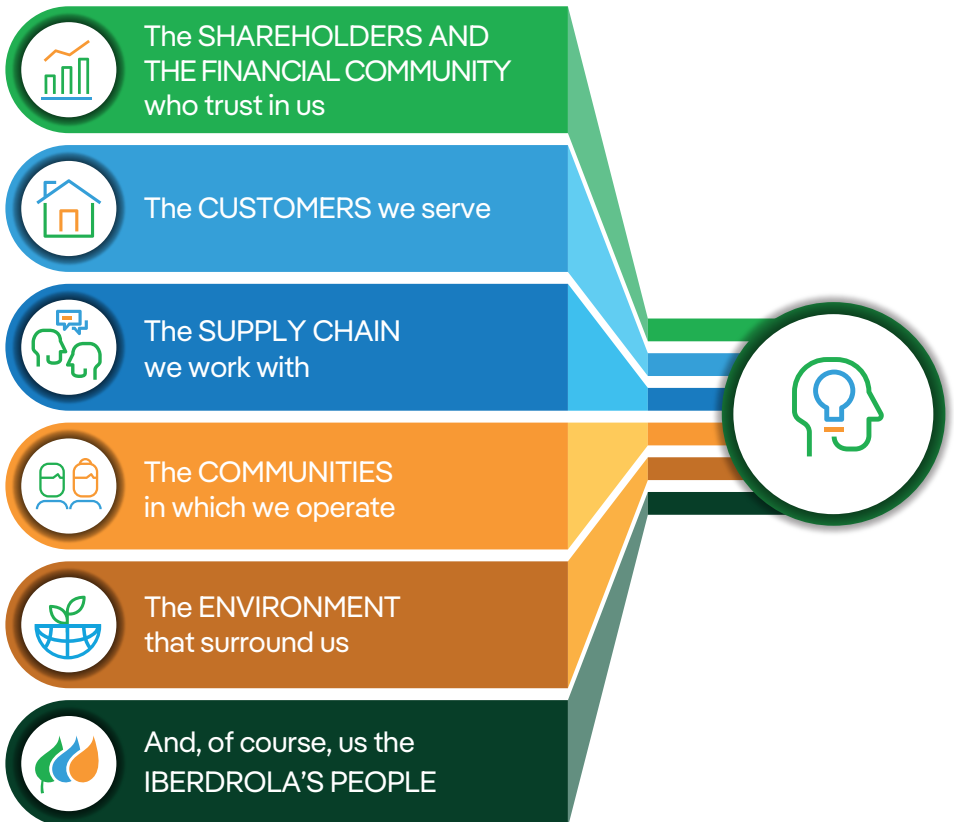


Do you know who are our stakeholders?

Our everyday work brings us into constant contact with people and groups who are important to Iberdrola and the smooth running of our business activities



We call these groups

our Stakeholders

Tips for engaging with them

1 Know in detail what stakeholders you engage with

2 Check that the communication channels available to them are working properly

3 Listen to them about the issues that concern them

4 Analyse the **impacts, risks and opportunities** of these issues

5 Provide **specific answers** to the matters that most interest and concern them

6 Give them clear and simple explanations of why we do things the way we do

7 Ask whether they approve of our decisions and how we can improve

8 Fulfil your **commitments and collaborate** with them whenever possible

9 In short, **take them into consideration** whenever taking decisions that affect them

10 And always **keep your stakeholders' best interests in mind and think about** what they might need