

ENERGY

edp

CHANGING
TOMORROW
NOW

EDP VOLUNTEERING REPORT
10 YEARS OF TRANSFORMATION. 2011-2021

ENERGY



CHANGING TOMORROW NOW

At EDP, we are in the business of innovating. Our 4 decade long track record has turned us into better energy providers and pioneers of the green evolution. Change has been our driver as we deliver an agile network with more efficient, smart and sustainable solutions. As leaders in the energy transition, we see investment in renewables as an active way to engage with future generations, promoting decarbonisation in energy production and consumption. We are playing our part for a more balanced and sustainable world; one that is inclusive, diverse and humane.

We're changing tomorrow now.

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PEOPLE PEOPLE

FROM STRIVE
TO THRIVE

Changing tomorrow now.



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OPENING WORDS

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MESSAGE FROM SPONSOR

THE EDP VOLUNTEERING

Vera Pinto Pereira

‘We want to act locally to improve the lives of the communities in which we are present. We do this by promoting and supporting social, cultural and environmental initiatives with a positive impact on society and the economy, and we believe this is a superpower within the reach of everyone, without exception.’

We live in times of great challenges: the sustainable development goals require working jointly to build a more sustainable world, while the COVID-19 pandemic has intensified social inequalities.

At EDP we are committed to leading the energy transition and to a renewable future driven by the forces of water, sun and wind, which is why this year we presented our ambitious strategic goals to the market, such as bringing our target of being a carbon neutral Group forward to 2030. But more needs to be done – as well as being an example and a global

reference in sustainability, we want to act locally to improve the lives of the communities in which we are present. We do this by promoting and supporting social, cultural and environmental initiatives with a positive impact on society and the economy, and we believe this is a superpower within the reach of everyone, without exception.

This belief materialises in the energy of our employees, who today bring us such an important celebration: 10 years of the EDP Volunteering Program. Over this decade, we have been involved in about 43,000 voluntary schemes

‘A better world is not possible without a united society, and that is why transformation has to start with us and with those around us. To mark 10 years, after a year of enormous adjustment, reminds us of the strength of solidarity and voluntary involvement as a source of energy and purpose.’

that have touched the lives of more than 1.7 million people. The commitment, involvement and mobilisation capacity of our people, for more than 300,000 hours of volunteering, was the motor that brought us closer to the various communities involved, to give and share the best of what we have. And because we believe it is through cooperation and collaboration that we have become stronger and reached more people, we have established more than 4,000 partnerships that have enabled us to get even closer and deliver even more value.

A better world is not possible without a united society, and that is why transformation has to start with us and with those around us. To mark 10 years, after a year of enormous adjustment, reminds us of the strength of solidarity and voluntary involvement as a source of energy and purpose. This is why we will remain aware and active, meeting our responsibilities and carrying out our mission.

Congratulations to all EDP volunteers for daring to build tomorrow today!





MESSAGE FROM THE HEAD

OF THE EDP VOLUNTEERING PROGRAM

Rita Sacramento Monteiro

‘In 10 years we have seen our people create a program for our communities. Individual experiences have given rise to a structured will, from which we have taken care to grow and create value for society and our company.’

Volunteering is a transformative force for those who undertake it and for those who benefit from it, which is why celebrating 10 years of the program in such a demanding context as we have experienced in recent times is symbolic. Like other emergency responses, our volunteers mobilised resources, friends, family and partners to meet the most urgent needs caused by the COVID-19 pandemic. They have done their best to ensure that, despite the distances and difficult and uncertain times, we are close to those who need us most.

In 10 years we have seen our people create a program for our communities. Individual experiences have given rise to a structured will, from which we have taken care to grow and create value for society and our company. Participation has grown with our major campaign “Parte de Nós”, which has marked our volunteering culture so much: from the first voluntary skills projects, there has been evidence of change; and from lifelong learning came the certainty that the more our voluntary strength is aligned with the mission and purpose of our business, the greater the impact we will have.



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‘Today we are a different company than we were 10 years ago. Volunteering and investing in communities have played an important role in building a humane culture with solidarity and participation, but they also inspire us to continue contributing to a fairer, more inclusive and sustainable world.’

Our volunteers are the human strength of our social investment. They bring warmth, they respond to emergencies, they step outside their comfort zone, they share who they are and what they know. It has also been fundamental to rely on the action of volunteers who have become ambassadors and project managers, spending hours driving the program forward internally and managing external partnerships.

This report comes from our willingness to pause in order to acknowledge and celebrate the path we have taken, to thank our volunteers, ambassadors, project managers and partners, and to share the transformative energy of volunteering. And who knows? Maybe we can even inspire more companies to join in the adventure that is corporate volunteering!

Today we are a different company than we were 10 years ago. Volunteering and investing in communities have played an important role in building a humane culture with solidarity and participation, but they also inspire us to continue contributing to a fairer, more inclusive and sustainable world.

Congratulations to all the people and organisations that have been and continue to be part of EDP’s voluntary energy! Together we will always make a difference!



DIVERSITY

FROM DIVERSIFICATION
TO VALUE CREATION

Changing tomorrow now.



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10 YEARS OF TRANSFORMATION

VOLUNTEERING AT EDP

Volunteering at EDP is a long story written by many volunteers and organisations. Before there was a structured program and an allocation of time capable of guaranteeing the voluntary participation of people in their communities, EDP already had volunteers and voluntary projects.

Prior to the creation of the volunteering program, in the various countries in which the EDP Group was present, people already felt that they wanted to make a difference in their communities and have a positive impact. While at that time the business did not have the global scale it has today, there were examples of volunteering with links to local communities: for example, in Portugal, Brazil, Spain and in some countries in which EDP Renewables was present.

The first voluntary project took place in 2005, when we co-founded the Junior Achievement Portugal – the Portuguese counterpart of Junior Achievement, which is the largest and oldest global organisation promoting entrepreneurial education. This project, our first structured project with a particular focus on education in entrepreneurship, celebrates its 16th anniversary this year! Together we have created a path of learning and impact, and every year dozens of our volunteers take the JAP programs into Portuguese schools.

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‘The program has grown over the years, driven by the Parte de Nós volunteering campaigns that were promoted at a specific time of the year and focused on one theme, such as Christmas, the environment and other causes. These have mobilised and made a big contribution to the volunteering culture within the company.’

The will to make a difference was growing, and it became essential to create a volunteer page on one of EDP’s internal communication channels – the intranet. EDP in Spain was a pioneer in the creation of this page, and in 2008 volunteers could visit this page to check existing volunteering opportunities.

In 2010, on the eve of the European Year of Volunteering, and following the results of the experiments carried out, we decided to ask our people (around 12,000 at that time) if they believed a structured volunteer program should be created. 19 percent said yes, and so the adventure began! We officially approved the provision of four working hours each month during which our employees could get involved in volunteering.

The year 2010 did not stop there, and the first Christmas Campaign took place in nine countries in which EDP was present! Each of these countries – Portugal, Spain, the United Kingdom, Poland, Romania, France, Italy, Brazil and the United States of America – took part in one or more initiatives throughout the month of December, together with various social partners. All of these had a common goal – to humanise Christmas for those who need it most.

In 2011, a pilot volunteering project was launched with the following EDP Group mission: combating energy poverty, and access to energy for all. Thanks to donations from EDP volunteers and support from the Fundación EDP and EDP Spain (then-HC Energia) it was possible to supply water and electricity to a health centre in the small village of Bongowerou in Benin, and make energy accessible to all by installing photovoltaic panels.

The program has grown over the years, driven by the Parte de Nós volunteering campaigns that were promoted at a specific time of the year and focused on one theme, such as Christmas, the environment and other causes. These have mobilised and made a big contribution to the volunteering culture within the company.

In 2016, and with the aim of increasingly linking volunteering with the development and purpose of people, the program became part of our corporate centre’s human resources area, today known as the People & Organisational Development Global Unit. Following this change, a new strategy was adopted up to 2020, based on increasing impact through the enhancement of skills-based volunteering, due to the impact

this kind of volunteering has on organisations and on the development of our people. With this strategy, the Volunteering Program now has global objectives, targets and impacts, as well as quarterly indicators, aligned with the Group’s strategy, and in 2018, with the publication of the EDP Group’s Social Investment Policy, projects were aligned with five of the seven strategic axes, namely Social Inclusion, Skills, Energy Inclusion, Biodiversity and Climate Action.

The proximity of the issue to the Group’s human resources areas brought about important synergies with regard to development programs, identification of skills, volunteer mobilisation, and has also enabled an enhanced analysis of the impact volunteering has on people and on the company. In 2019, the EDP Group’s staff survey examined for the first time the motivation and commitment of employees involved in corporate volunteering activities – who demonstrated slightly better outcomes than from other employees, in particular with regard to their opinion on corporate social responsibility. In 2020, volunteers again provided better outcomes, focusing on their involvement in climate action plans and their positive opinion regarding EDP’s response to the COVID-19 pandemic.



Today, the EDP Volunteering Program is a fundamental pillar of our relationship with the communities in which we are present. At the same time, it contributes to the development of our people, multiplying the purpose and meaning of their actions, as well as the transformation of different social realities. Two out of every 10 EDP people volunteer through the company, and can use at least four working hours every month on projects of their choice, or on one of our projects in our field of activity.

Currently, 64% of the EDP group's total volunteering hours are based on skills-based volunteering. This outcome, which has been achieved as a result of the strategy pursued in recent

years, has reinforced the goal of generating greater social impact by placing the individual skills of employees at the service of communities.

At the end of 2021, the Program's strategy up until 2025 will be published, in which the role of volunteering will be strengthened as an essential means of contributing to the EDP group's social investment objectives.

‘Today, the EDP Volunteering Program is a fundamental pillar of our relationship with the communities in which we are present. At the same time, it contributes to the development of our people, multiplying the purpose and meaning of their actions, as well as the transformation of different social realities.’



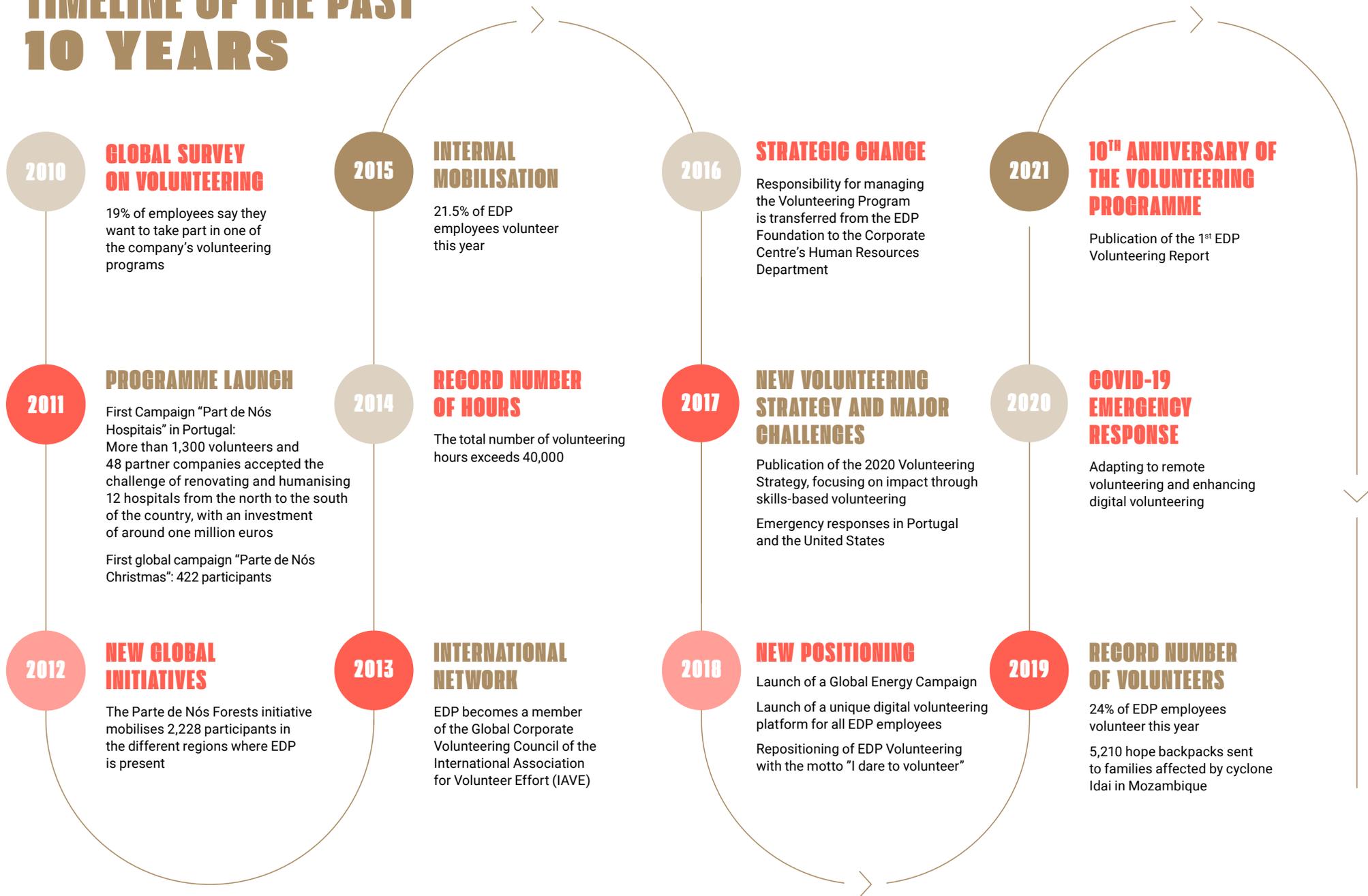
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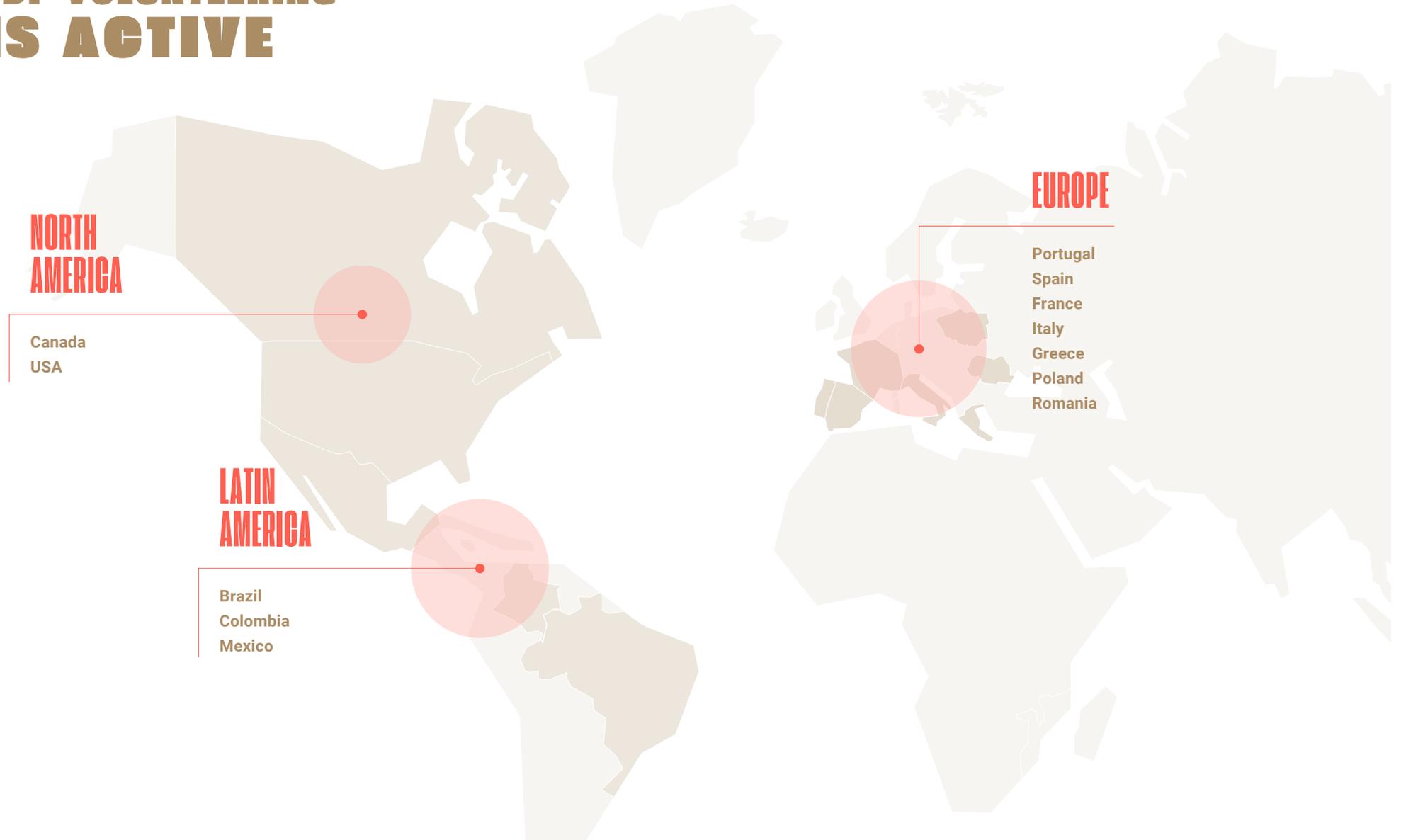
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TIMELINE OF THE PAST 10 YEARS



COUNTRIES WHERE EDP VOLUNTEERING IS ACTIVE



10 REASONS TO CELEBRATE



1.

Today, two out of every 10 employees volunteer through the company



2.

There are people who volunteered for the first time in their lives through our Volunteering Program



3.

Our motto:
I dare to volunteer



4.

The volunteering.edp.com platform brought the regions together and gave the program a more global spirit



5.

The fundamental involvement of our people in managing volunteering: ambassadors, managers, movers



6.

Our 10-year-old Christmas Campaign has challenged us to get out of the office and humanise the Christmas of those most in need



7.

The emergency responses of recent years by mobilising our people and by the partnerships we have established



8.

Our path of continuous improvement in relation to reporting and measuring what we do



9.

Our people being able to use their volunteering hours on projects of their choice



10.

Our Energy Week has grown so much that it has become Energy Month! Every May, through initiatives that are common to all the regions in which we are present, we share our best energy with communities

TESTIMONIALS FROM THE EDP VOLUNTEERING MANAGEMENT TEAM



Carla Barros

Volunteering Manager at EDP Portugal

'I believe strongly that each of us can change the world, and that this world can sometimes be our community, our neighbourhood, our home. Through the EDP Volunteering Program, we have been transforming the lives of people in the communities in which we are present. I am proud to be a part of this journey and I am constantly surprised by the strength of our people, who invest their time and energy in this project that unites us. Over these 10 years I have watched the program grow, in a focused and aligned way, taking risks and testing new forms of social responses – leveraging the best of what EDP has, with its people and its skills. We can indeed change the world if we work together, if together we focus on what really matters. Changing tomorrow now, with the energy of our people. Together!'



Janaina Pedroso Pires de Araújo

People management analyst

'It's an extraordinary privilege! I am very proud to be part of this beautiful story, which is positive for both my personal and professional growth, and I am grateful to all those involved (employees, NGOs, institutions, partners, etc.). Without a doubt, if I could define it in just a few words, it would be love that gives of itself, selfless love. Better still, in a single word, it would be Agape.'



Francisca Nunes

Volunteering Manager, EDP Portugal

'It is a huge privilege to manage a Volunteering program, the main mission of which is to transform the world and make a difference in the lives of our communities. The celebration of these 10 years has given us the opportunity to look at how far we have come! It has been a magnificent journey, full of innovative and transformative stories and projects, which has already involved so many volunteers and impacted so many lives! Being part of this journey and having the opportunity to join all these volunteers fills my heart with joy and is proof that we are part of a company that cares, where people's energy speaks louder! May we continue like this, daring and transforming the world with our energy!'



Laura Mena Gomes

Volunteering manager, EDP Renewables

'I started working at EDP Renewables last year, so I could only enjoy the last phase of these 10 years. Any way, it is an honor and a privilege that such an important company and with a global presence give actions of this type the weight they deserve and I just hope to stay here to celebrate more 10 years! I feel happy and fulfilled, I believe that the contribution for the communities where we are, it's fundamental, it's a perfect human complement for our employees.'

TESTIMONIALS FROM THE EDP VOLUNTEERING MANAGEMENT TEAM



Carmen Echevarría Cuadrado

Volunteering Manager, EDP Spain

'In 2011, we started this journey with great enthusiasm but we knew we had a big challenge ahead. Today we are proud of all that has been achieved, of the great impact that our actions and the energy of our volunteers had in the community, and the strong bonds we created with many social entities. The balance of these 10 years renews our enthusiasm and energy to continue and face the new social challenges that are already a reality.'



Fernanda Fernandes Ferreira

Volunteering Manager, EDP Brasil

'Every day I am immensely proud and full of joy at being part of a team that works to create and plan initiatives that do only good! Both for those who give and for those who receive! I am very grateful to EDP for being part of this story that has been told for 10 years!!!!'



Mayra Sanz Muñoz

Volunteering manager, EDP Renewables

'The Volunteering program, in my view, has been one of the company's most successful initiatives and has enabled all those actively participating to grow personally and professionally along with the program. I still remember when we started, with almost no budget but with lots of enthusiasm, knocking on every door to see where we could help. We always commit to initiatives where we can really add value, from the smallest entities to the largest, but without losing focus on what really matters: giving value to society and our employees. It is very exciting to see that today it is part of our strategy as a business and one of our core values. It's about feeling part of something bigger, something that adds value and that makes us better. Being able to participate actively in every initiative, in every program, in every challenge, and to share this challenge with colleagues, provides a genuine, top-level feeling of motivation and satisfaction.'

TESTIMONIALS FROM THE EDP VOLUNTEERING MANAGEMENT TEAM



Jorge Mayer

1st head of the EDP Volunteering Program (2011-2016),
current Stakeholders Management Director at EDP Produção

'2011 was the European Year of Volunteering, and in that year we embarked on this great mission to interweave so much of the good that was being done in several EDP countries within a strategy with a vision and resources. Together we build, grow, mobilise and show that EDP has a volunteering program that is among the best in the world. So many people have committed themselves, rolled up their sleeves and achieved what sometimes seemed impossible! Being part of your EDP Volunteering foundation is a matter of pride and a joy!'



Vanda Martins

Managing Director, Fundación EDP

'It has been wonderful managing Parte de Nós Hospitals with the support of fantastic people who believe that together we can make society fairer, more inclusive and more supportive. I have learned and grown a lot as a person and as a professional, becoming more aware on several levels, including the reality of health in Portugal. It was a transformative project for hospitals and for people who took part in it in different ways, and EDP should be proud of the work it has done.'



Esther Gonzalez Sancho

Volunteering Manager, EDP Spain

'Pride and Responsibility. For me, being part of this volunteering team is a source of pride and a great responsibility, which goes beyond my professional life. Because our initiatives, whether they provide a greater or lesser response, always have the same aims: to help, to promote a culture of volunteering, to bring the causes to our employees and to raise their social awareness. We have completed 10 years of volunteering together; at this age children leave their childhood behind and start to mature, and I believe that our Volunteering Program is maturing and consolidating its personality. That is certainly our responsibility, but it is also yours! So I never tire of thanking all those who help and who believe in volunteering and its purpose, because they are the Guiding Star of Volunteering.'

CHANGE NOW

FROM MORE TO BETTER

Changing tomorrow now.



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APPROACH TO VOLUNTEERING

In recent years, as a member of the International Association for Volunteer Effort and of the Global Corporate Volunteer Council, we have shared with and learned from a number of companies that, like us, promote corporate volunteering as part of their social investment strategy.

We therefore take this opportunity to share how our vision of corporate volunteering comes to life:

1. Promoting volunteering through our company is believing it is part of the company we are and our mission. To this end, we make available working time and investment, among other resources, that enable our people to be a part of our mission.

2. Volunteering creates proximity and relationships. So we try to be particularly active in those communities in which we have a business presence. This outreach volunteering creates greater sensitivity, empathy and knowledge of communities' problems. Volunteering is the link between people, businesses and communities.

3. Our Volunteering Program is aligned with our purpose and with our business, and is built on what differentiates the EDP universe: skills and energy. So we invest in voluntary projects where the skills and energy of our people can make a difference.

4. We believe volunteering has a positive effect on our people (all of them!) by helping enhance their sense of mission and purpose as well as their development, well-being and motivation. And every year we confirm the pride we all feel in being part of a company that challenges us and creates volunteering opportunities.

5. The volunteer has a cycle of experience that must be respected and which starts with small, one-off acts of humanisation up to the empowerment of organisations with a social mission.

6. We know the multiplier effect of volunteering experience, so we seek to promote activities that consider the different stages of each volunteer's journey, and we open our activities to family, friends, former employees, customers and partners.

7. We work in partnership because we have learned that the more we work with and build the capacity of the organisations on the ground, the greater the impact. We are seeking to build relationships of cooperation and joint learning.



‘The Volunteering Program establishes its purpose and value creation by taking society and the company into account.’

The idea that companies should have a positive impact on society has become more widespread, which reinforces the growing need to accurately identify, measure, compare and improve the impact being generated. For this reason, we act in accordance with the Social Responsibility Principles (ISO 26000) and the United Nations’ Social Investment Principles – Relevance, Accountability, Transparency, Ethical Conduct and Respect – as outlined in the EDP Group’s Social Investment Policy. We are therefore concerned with promoting the continuous improvement of project performance by defining plans, objectives and targets with a medium- and long-term perspective, and by establishing appropriate criteria for selection, development, monitoring and evaluation of results and the public and transparent communication of the performance achieved.

The Volunteering Program establishes its purpose and value creation by taking society and the company into account,

with society represented by local communities, and the company from a dual perspective – business and people, in particular through the reinforcement:

- of networks and relations with the communities in which EDP operates, which are essential for community transformation and resilience;
- of people’s sense of mission and purpose as a means for personal and professional development and transformation;
- of the transparency and sustainability of EDP’s strategic partnerships with deep roots in the communities where it operates.



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THEORY OF CHANGE



PURPOSE

Actively contribute to the development and positive transformation of the communities in which we are present through a volunteering programme that leverages people's skills and talent and creates value for stakeholders and the company



DEVELOPMENT

RESOURCES

- Management team
- People's skills and the business' skills
- Employee's time (voluntary management and action)
- Material resources
- Financial investment
- Management platform

ACTIVITIES

- In-house communication and mobilisation
- Social and pro bono volunteering
- Themed campaigns
- Actions that empower individuals and/or social organisations
- Project investment and support

RESULTS

- # Unique volunteers involved (employees, family members, friends, former employees, clients and partners) – during work hours and outside work hours
- # Participation of volunteers in activities
- # volunteering hours and # skills volunteering hours (during work hours and outside work hours)
- # Countries involved
- # Recorded on the Platform
- # Beneficiary organisations
- # Beneficiaries
- Financial investment, in money and time (EDP, partners/employees)
- Volunteer Promoter Score



IMPACT

VOLUNTEERS

- Motivation
- Skills development
- Identification with the company and its purpose
- Healthy individuals and greater active involvement
- Greater awareness of surrounding circumstances

LOCAL COMMUNITIES

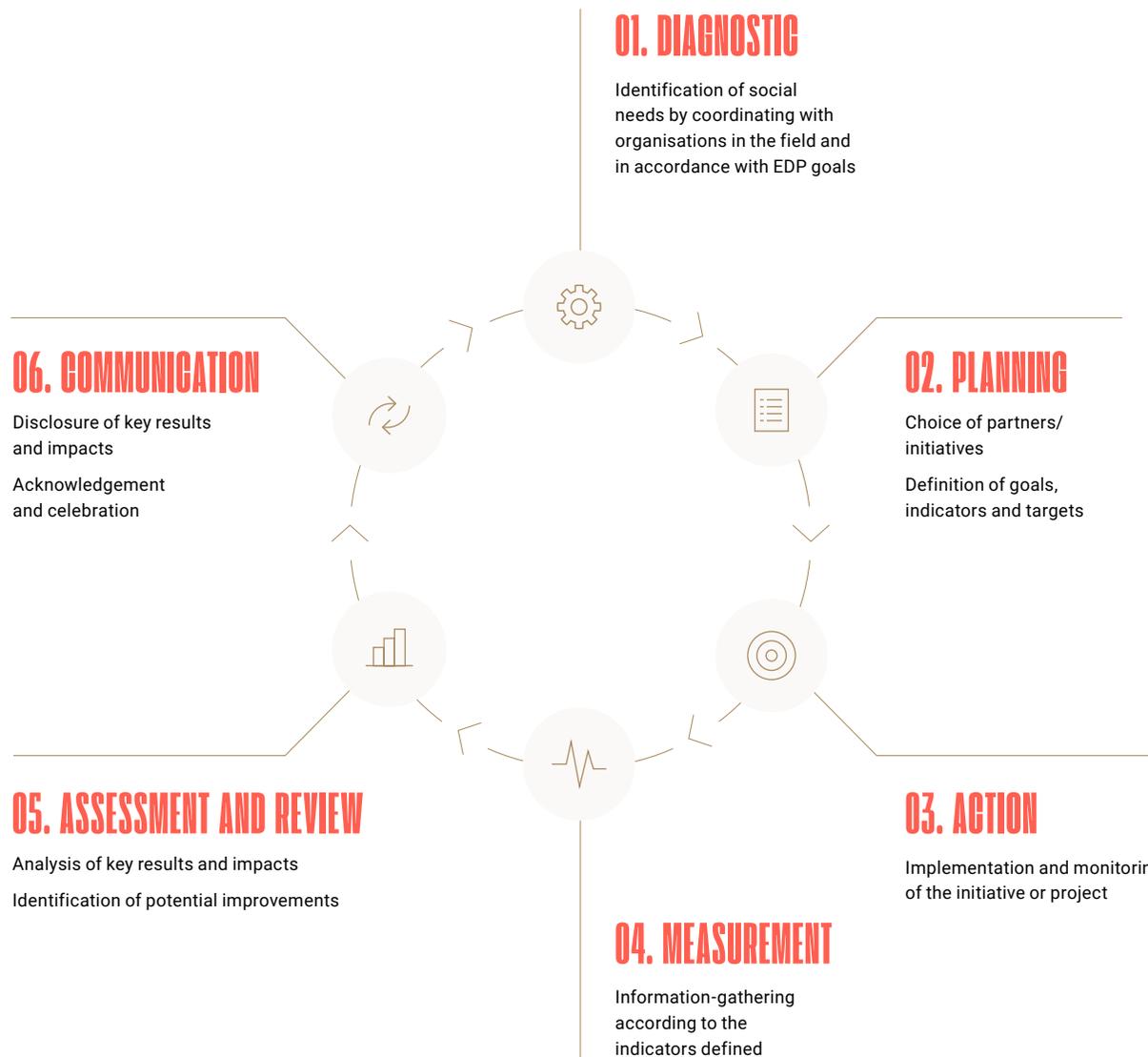
- Organisations empowered
- Children and young people empowered
- Improved facilities and energy efficiency/ security
- Development of local communities
- Involvement in biodiversity initiatives
- Awareness-raising initiatives

EDP

- Transparent and lasting relationships with stakeholders
- Reputation linked to social investment themes
- Employee appeal and motivation
- Enhancement of company's culture and work climate

APPROACH TO IMPACT

Our approach to impact is pragmatic and is based on a process of continuous improvement. For us, impact is the set of changes that take place between a given starting situation and the end of the intervention involving that same situation. For there to be an impact, there must be change and transformation. Therefore, in order for the moments to be comparable, it is essential to have at least a basic reference and a final objective. These two factors have guided our constant measurement, assessment and learning.



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This approach to impact inspires action. Impact is always on people and contexts and on a cohesive, fairer and more sustainable society. The approach taken by the EDP Group and, consequently, the Volunteering Program is strongly guided by the United Nations Sustainable Development Goals (SDGs), illuminating the company's main areas of focus. Thus, in our impact management approach, we always align the results achieved with their contribution to the SDGs.

To understand the impact of what we do in the community, to make it known and to make better decisions, it is essential to record and monitor. To this end, the B4SI – Business for Societal Impact methodology has been the approach used when reporting the social investment in the community, as this is the reporting system adopted by the Group.

This approach has allowed the company to assess, strategically analyse and increase its impact on communities, as well as to leverage the benefits of activities carried out in line with its core business operations.

Our Theory of Change accurately reflects how we measure and report impact, as well as the key indicators used in B4SI. Over time, this approach has allowed respect for the specificities of the projects monitored and developed, irrespective of the form and methodology they use in assessing their impact.

The measurement procedure we carry out, like all procedures of this kind, has its specific features and limitations. We highlight the following:

1.

The Volunteering Program operates in several areas, where the variables present and the relationships between them are complex realities. While action in these areas should always be informed by evidence, it is not always easy to extract this evidence. Over the years, we have improved this process by consulting and involving partners, particularly the NGOs with which we work, and by successively aligning the reporting instruments with the strategic goals. **We always choose pragmatism;**

2.

We favour listening to the organisations that work with the beneficiaries, because it is always through them that we develop initiatives. **We have always resolved to give a voice to the partners and beneficiaries of each activity;**

3.

Projecting future impact is very difficult and raises big questions about the bases for these calculations. We collect information according to the type of project and the potential impact: that is, we adapt the resources to the degree of intervention. **We only collect the information necessary for informing strategic decisions according to the objectives set;**

4.

The EDP Group's volunteering activities are heterogeneous and cover multiple regions. This comprehensiveness brings challenges in respect of impact measurement, in particular with regard to such factors as the attribution of effects and the homogeneity of the impact measurement procedures. **We favour reporting transformations from a local point of view;**

5.

For us, the impact measurement process is constantly changing as a result of learning on the ground and systematic interaction with the field. At the same time, the multiplicity of supported interventions and of developed projects lead to different degrees of deepening the results. **We always respect the idiosyncratic logic of each project and report the transformations according to the specific extent of each one.**

The results we present below are organised into the five axes in which we focus our attention today: social inclusion, skills, energy inclusion, biodiversity and climate action. To illustrate the impact of our activities, we have created five stories in the voice of our partners and volunteers.

FROM TOMORROW TO BEYOND ACTION

Changing tomorrow now.



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10 YEARS RESULTS OF EDP VOLUNTEERING

43,000

Volunteer participations

33,326

Volunteers

+1.7 M

People impacted

+4,100

Beneficiary organisations

€6M

Community investment by EDP Volunteering Program

€200,000

Donated by volunteers, friends and partners

12 COUNTRIES

We promote volunteering in countries where EDP is present

316,000

Hours or 13,167 days of volunteering

IMPACT 2020

78.7%

Volunteer Promoter Score

74%

Volunteers claim that their participation in volunteer actions helped them develop their skills

96%

Of beneficiary organizations claim that the volunteer action had a positive impact in the community/beneficiaries

OUR ACTIVITY

The activities of the EDP Volunteering Program are in alignment with the EDP Group’s social investment policy, namely: (1) promoting access to culture and art and protecting cultural heritage; (2) promoting social inclusion and the adoption of sustainable lifestyles by enhancing energy inclusion and access to energy; (3) protecting natural heritage and biodiversity; (4) promoting energy efficiency, renewable energy and decarbonisation. We have contributed in many ways and in different regions through the engagement of various stakeholders. This multiplicity of contributions and partners has enabled us to achieve results with an impact on many dimensions.

SOCIAL INCLUSION



Humanise to include and make the world a fairer place for all

EMPOWERMENT



Our skills at the service of a more sustainable and inclusive future

ENERGY INCLUSION



Inclusion through affordable and efficient energy

BIODIVERSITY



Protecting biodiversity

CLIMATE ACTION



Raising awareness for more sustainable lifestyles

SOCIAL INCLUSION



The social inclusion axis includes all our volunteer activities that involve the humanisation of the most vulnerable segments of the population, helping mitigate the factors that lead to social exclusion and discrimination.

To this end, we seek to develop initiatives that favour proximity to the people and the local communities in which we are present, promote human dignity and social inclusion in collaboration with social sector organisations, and which offer an integrated response to the socio-economic needs felt in these communities. In specific projects, the impact can go beyond the regions in which EDP is present, as is the case with emergency responses promoted through the activation of EDP volunteers.

Project



My Cause

Project that allows volunteers to use their hours in volunteering projects of their choice and in their community. We have volunteers who use hours of their time to participate in projects in their communities, either in the local food bank or on the board of a social organisation. Causes that appeal to them are therefore also ours.

Key numbers

- 66 initiatives
- 145,000 euros invested
- 723 volunteer participations
- 4,816 hours of volunteering
- 12,387 beneficiaries
- 112 NGOs

Region

In all countries in which EDP Volunteering is promoted

Project



Comedores Sociales

A volunteering project that has been going on for two years in communities in Spain. Volunteers visit community kitchens providing food for people in need and help distribute of meals to those who rely on these kitchens for a full meal.

Key numbers

- 2 initiatives
- 1,935 euros financial, in-kind and time investment
- 13 volunteer participations
- 39 hours of volunteering
- 2 NGOs

Region

Spain



SDGS



1,370

Initiatives

€3M

Invested in the community

€187,000

Donated by volunteers, friends and partners

21,000

Volunteer participations

129,000

Hours of volunteering

580,000

People impacted

1,856

Beneficiary organisations

Project**Conexão do Bem**

A five-year project aimed at creating healthy links between EDP leaders, their teams and their community organisations through volunteering. This is a skills-based volunteering initiative that challenges EDP teams and leaders to help social organisations solve problems and difficulties, helping them achieve the best impact for their target audience. EDP volunteers activate their skills and contribute to improved management of social organisations, providing support in terms of communication, human resources, promoting the LEAN methodology and more sustainable habits. Volunteers also share their knowledge of energy, renewable energies and the safe use of energy to promote greater energy efficiency in social organisations.

Key numbers

- 118 initiatives
- 94,339 euros of financial, in-kind and time investment
- 2,191 volunteer participations
- 12,240 hours of volunteering
- 46,810 beneficiaries
- 118 NGOs

Region

Brazil

Project**Kilos Solidaires**

A project which has been running for eight years in collaboration with Mensageiros da Paz, an NGO that aims to help the most disadvantaged, alleviate child poverty and the abuse of women, help families at risk of poverty and immigrants in difficult situations. The role of volunteers is to provide support for daily tasks related to social meals, such as managing the kitchen and delivering meals during breakfast and helping collect food and other donations.

Key numbers

- 4 initiatives
- 21,536 euros of financial, in-kind and time investment
- 68 volunteer participations
- 321 hours of volunteering
- 106,758 beneficiaries
- 30 NGOs

Region

Spain

10 STORIES BY EDP VOLUNTEERS

Saving Lives!

Helena Aparecida Silva Corrêa, EDP Brazil

In 1993, I was delighted by the attitude of Sociologist Herbert de Souza - Betinho in creating Ação da Cidadania (Citizen Action), the largest campaign to combat hunger in Latin American history. According to the Institute of Applied Economic Research (IPEA), that year 32 million Brazilians were living below the poverty line.

EDP Soma - This volunteering activity has had a profound impact on me, because we are talking about saving lives with a plate of food. It is unacceptable to live with this situation of vulnerability, people who live below the poverty line, that has become so evident in our country with the pandemic. With this activity we are giving a child the right to be rescued socially, physically and intellectually, providing the food necessary for its development. This is powerful! Currently, six out of every ten Brazilian households are struggling to put food on the table. This is very sad! I am thankful for EDP, which has leaders who are aware of this reality. EDP has enabled us to take action in a small way; however, in addition to many other actions, this is making a difference to the lives of many people. I consider this attitude to be more than a volunteering activity; it is a question of saving lives!!!

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International Women's Day

Celebration of International Women's Day in the countries in which EDP Renewables is present. Every year, activities are launched to raise awareness of women's rights. Activities are also promoted for women at risk of social exclusion, as a way of helping them better integrate with society.

Key numbers

- 5 initiatives
- 12,530 euros of financial, in-kind and time investment
- 66 volunteer engagements
- 265 hours of volunteering
- 110 Beneficiaries
- 30 NGOs

Region

In all countries in which EDP Volunteering is promoted

Project



Christmas Campaign

The Christmas Campaign is a tradition of our Volunteering Program and has taken place annually, over the past 10 years, in the communities in which EDP is present. This is a special time when the desire to help increases given the needs of our communities. That is why we promote a number of volunteer activities with a great goal – to humanise Christmas for those who need it most. The unique feature of this campaign is that it is put together with the help of our volunteers. In addition to many of them becoming involved in the Campaign's management teams, our volunteers can propose and streamline initiatives with the company's support.

Key numbers

- 1,074 initiatives
- 2,136,688 euros of financial, in-kind and time investment
- 15,647 volunteer participations
- 82,937 hours of volunteering
- 372,122 beneficiaries
- 1,355 NGOs

Region

In all countries in which EDP Volunteering is promoted

10 STORIES BY EDP VOLUNTEERS

Legs I want you to have

Priscilla Mendes, EDP Brazil

On 12 September 2018 I took part in an EDP-sponsored race in Guarulhos. It was a volunteering activity that involved running with some wheelchair users. I never imagined that day would make me so happy and so full of life.

When we met these people, we attached a piece of equipment to the wheelchair and then went for a run. Along the way we took turns with other volunteers, and to see the smiles on everyone's faces – there are no words to describe it. The joy and energy were contagious.

There was a lot of reflection and gratitude in every step taken to push that wheelchair.

And in the end we were all winners!

It was a very affecting moment to realise I could make a difference in the lives of people... and I thank EDP for giving me the opportunity to experience that moment.



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IMPACT STORY

A Christmas with Meaning

It's 6pm on Friday, 18 December 2020.

Catarina is 30 years old and works at EDP Brazil. Today is the last day of work before the weekend and Christmas is just around the corner. This Christmas is during the pandemic, and this year, more than ever, Catarina feels she needs to make a difference to someone's life, so she joined the Natal com Propósito (Christmas with Meaning) initiative, as she does every year.

EDP Brazil's Natal com Propósito has been part of EDP's Christmas Volunteering Campaign for 10 years. In Brazil, this initiative has already involved more than 660 volunteers who have given their time (around 1,107 hours) and put it into the service of 28 social organisations, impacting the lives of some 3,738 people.

This year she knows everything will be different, so she wants to offer those most in need the best Christmas possible. EDP gives this opportunity to all employees who, like Catarina, want to make a difference to someone's life. It's simple: just choose one of the many active initiatives on the volunteering platform, join the chosen cause and help in a practical and safe way, without putting anyone's health at risk.

While Catarina is looking for the initiative she wants to volunteer for, in Guarapari, Espírito Santo, Sister Marilsa is in the kitchen supervising a team of catering professionals who are preparing meals for the 60 residents of the Santo Antônio Nursing Home.

Sister Marilsa has made social inclusion her life's mission! Particularly apprehensive about the times Brazil and the world are going through, she says: "The number of elderly people living alone is growing and the population in general is ageing. This growth is happening so quickly that there are not enough long-stay institutions and hostels to meet demand. We now have 60 residents here in our Recanto. We have been here for more than 30 years, caring for the most vulnerable elderly in society, many of whom have no family and who have been abandoned.



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We help and welcome these elderly people with open arms, regardless of their nationality, gender, colour or religion. We want to give these people a home, especially at a time as difficult and scary as this.”

While researching and reading about the various initiatives on the volunteering platform, Catarina thinks about her grandfather. Her grandfather died in April, at the beginning of the pandemic. She recalls his last days, when he was so confused and disoriented because of dementia and because he had been bedridden for more than a year and, mainly, because everyone around him was wearing a mask, and no one was able to touch or hug him. She felt very sad. It brought a lump to her throat just thinking about how many elderly people have been abandoned and have no family or even carers, anyone who would care about them, at this moment of such fragility in their lives during a global health crisis.

According to the Brazilian Institute of Geography and Statistics (IBGE), between 2012 and 2017 the number of elderly in the country grew by 19%, from 25.4 million to more than 30.2 million people. Over the same period, the number of men and women aged 60 or over in public nursing homes increased by 33%, from 45,800 to 60,800. Family abandonment is a growing problem; in Brazil, investment in projects to improve long-term care and assistance for the elderly is scarce.

‘This year, although it is not possible for volunteers to go to the nursing home in person, they can still be Christmas parents and make a difference to the lives of the residents.’

Catarina stops scrolling. The mission of the organisation she has on screen has caught her attention: “We are a long-stay institution with vast experience. We have operated in Guarapari for more than 30 years serving the elderly, providing those who have suffered abandonment or

family absence with a decent quality of life.” Her decision is made, and the winner is the Santo António Nursing Home.

Catarina immediately sets up a video call with Bianca, the contact person who acts as the bridge between EDP and the nursing home, to find out how she can help and fulfil her purpose this Christmas.

“Hello Bianca, how are you?” she asks. “It’s been such a long time, Catarina! I’m fine; how about you? How can I help?” Bianca asks in a friendly tone. “As you know, every year I get involved with our Christmas campaigns, and this year I think it’s even more important to participate,” answers Catarina. “It’s so nice to hear that! Contrary to what I had expected, this year, even with the pandemic, more employees than ever want to volunteer for our Natal com Propósito initiative this year! We’ve now got 650 people, 150 more than last year”, Bianca says enthusiastically. “That is fantastic and I want to be one more! I’ve already picked the cause that I want to volunteer for: the Santo António Nursing Home. How can I help? What can I do for the residents?” Catarina asks.

Bianca asks Catarina to wait a moment, then she gets up and goes to the cupboard behind her, takes out a pile of letters and places them on her desk. Catarina can see them, and she asks who they are from.

“All these letters are from residents of the Santo António Nursing Home. Each one has a short introduction and a list of gifts the resident would like to receive. This year, although it is not possible for volunteers to go to the nursing home in person, they can still be Christmas parents and make a difference to the lives of the residents. Of the 60 letters received, 55 have already been allocated a Christmas parent, but there are still five people without a match. I’ll take a letter from one of these five, scan it and email it to you. Shall I?”

“Of course!” Catarina replies excitedly. “But is there any chance I can get in touch with the resident I am allocated? Even if it’s only over the phone or by a video call, I’d like to wish them a merry Christmas and see if I can help them in any way.”

“At the bottom of the letter you’ll find the nursing home’s contact details. Just call and ask to speak to the resident you have been allocated,” says Bianca. Catarina and Bianca say goodbye and hang up. Catarina opens her email and carefully reads the letter before ordering gifts from the list.

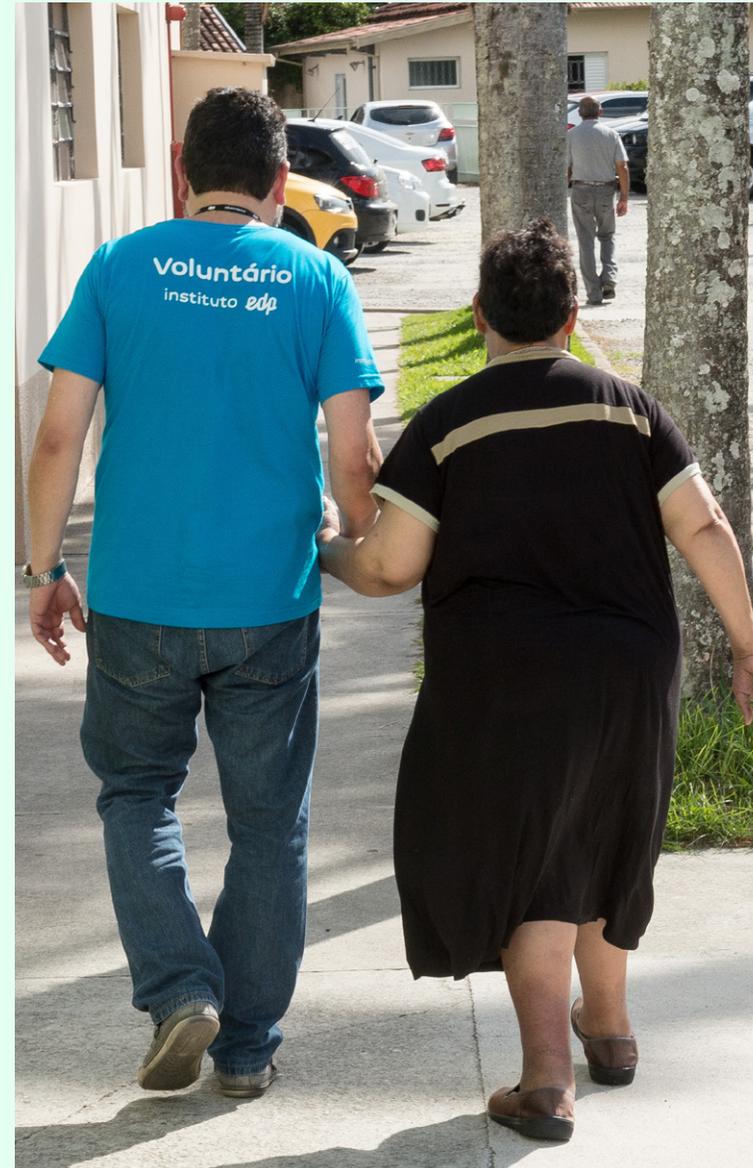
The letter reads as follows:

"Hello, dear EDP volunteer! My name is Augusto Elias, I'm 83 years old and I live in the Santo António Nursing Home. I was widowed two years ago and came here to live. I like being here and I've made a lot of friends. I have no children, but I have nephews who used to visit me a few times a year and I would spend Christmas with them every year. Unfortunately, this year this is not going to happen because of the pandemic. This year I will spend Christmas here in the home without my family. I miss my nephews a lot, I miss hugging them and talking to them face-to-face. At least now I've learned how to make video calls on my phone and I talk to them sometimes, but it's not the same. Thank you so much for cheering up our Christmas here at the nursing home and for being our Christmas parents. If you can, send me a letter with your contact details: I would very much like to thank you. Have a merry Christmas, take care of yourself and yours, and be safe. A long-distance hug!"

To Catarina's surprise, the gift list Augusto wrote had only two things: a pair of size 42 trousers and a baseball cap for his favourite football team: Desportiva Ferroviária. She did not hesitate. She immediately called a friend who was a football fan to help her buy the cap, and ordered the trousers online. However, not content with that, she dialled the number at the bottom of the letter and called the nursing home.

"Hello, this is Sister Marilsa from the nursing home. How can I help you?" says a sweet voice on the other side of the line. "Hello, sister, my name is Catarina. I'm an EDP volunteer and I'm calling because I'd like to ask Augusto Elias if I can send him some more Christmas presents. He asked for only two things and I'd like to help him more." Sister Marilsa replied: "Whenever we think of others, we experience their joy. The happiness of others is our happiness, so I want to say thank you to every EDP employee on behalf of every resident of this nursing home. I want you to know that you make such a big difference to and bring so much joy into the lives of our residents. Despite the circumstances, this will be a very special Christmas because of your support. Thank you so much for your kindness! I'll get Augusto. Can you wait just a minute?" asks the sister in a voice full of emotion. "Sure! There's no need to thank me; we would like to do even more for you."

After a few minutes Catarina hears the sound of footsteps and some background chatter, and then a hoarse voice: "Hello, this is Augusto Elias!" "Hello, Augusto, it's so good to hear you! How are you? My name is Catarina and I received your letter and gift list." Augusto laughs and replies: "I'm very well. Better now that I've spoken to my Christmas parent. Thank you so much for everything..." Catarina interrupts: "Augusto, there's nothing to thank me for. In fact, your list





is too small, what more do you need? I'd like to send you a few more gifts, so tell me honestly. I'd be happy to send you more!" Augusto replies "My dear, there is only one thing I want to ask from you as a gift that is not on the list." "Sure, tell me!" Catarina says. "When it's safe for both of us, can you come and visit me?" Catarina promised that she would, and that was the start of a friendship that crossed generations and geographical and physical barriers, which only those who know the true meaning of empathy and concern with others have the power to create.

In this very different year, the Natal com Propósito activities garnered a great response from EDP volunteers. Many of them, like Catarina, felt that this year more than any other they had to do something for those so much in need. Around 24 EDP volunteers took part in this volunteer activity, transforming Christmas for 54 beneficiaries from this social organisation: Santo António Nursing Home

Being a volunteer means leaving your comfort zone and going out to meet others. Over the last eight years, almost 2,000 volunteers have taken part in the Christmas campaigns, investing close to 9,940.75 hours (the equivalent of one year, one month and 18 days) in helping 145 organisations and impacting the lives of more than 15,000 people across Brazil.

‘Being a volunteer means leaving your comfort zone and going out to meet others. Over the last eight years, almost 2,000 volunteers have taken part in the Christmas campaigns.’

The Christmas activities have greater meaning: they humanise this time of celebration and take a close look at our communities. Often, these actions are the first experience of volunteering for many employees, who then go on to volunteer their skills and volunteer for long-term projects, seizing the chance to identify new opportunities for collaboration with organisations on the ground.

SOCIAL INCLUSION

EMERGENCY RESPONSES



Over the past few years, in partnership with organisations in the field, we have sought to provide an integrated and quick response to emergency situations that ravage the world in which we live and affect people and communities, such as the 2017 forest fires in Portugal and Spain, Hurricane Harvey in Houston in the United States, and Cyclone Idai, which mainly affected the Beira region of Mozambique. Another more recent example was the emergency response to the COVID-19 pandemic, in which our volunteers have been involved in activities to combat social isolation, produce personal protective equipment and respond to the growing food and poverty emergency that has affected a large number of people and families in the countries in which EDP is present.

This response to emergencies is part of the Social Inclusion axis, promoting voluntary activities that seek to address the pressing needs that arise in exceptional contexts and crises.

Emergency volunteering has been part of our social response since 2017. In that year, a major forest fire hit central Portugal. Dozens of people died, thousands of homes and hectares were destroyed. In the wake of that disaster, we launched the first emergency response Volunteering Program. In partnership with Médicos do Mundo, EDP volunteers went into the field as part of an integrated response that involved several of our business units and partners.



10 ESTÓRIAS DE VOLUNTÁRIOS EDP

EDP NEW R&D Volunteering activity for Mozambique

Paul Kessler, EDP Renewables

Within my first months at EDP NEW R&D (2018), I was invited by a colleague to support a volunteering activity on the upcoming Saturday at which the objective was to prepare and pack care/ first-aid packages for the population of Mozambique affected by the cyclone Idai.

Not only was I surprised by the plenty of helping hands that supported the volunteering action that day but also by all the others who had provided food, medical and hygienic supplies. It was so much that we shortly ran out of packaging material and had to improvise wrapping the goods with plastic/garbage bags.

Overall, it has been a great experience that also helped me to meet new people in the organization across various departments.



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10 ESTÓRIAS DE VOLUNTÁRIOS EDP

The taste of universal language

Marta Bastos Santos, EDP Portugal

Those who know me know I am passionate about dancing, that universal language that can unite us and make us smile even at the most difficult of times. How often have we seen videos of children just about surviving in intolerable conditions, but who still make music using whatever is to hand and who dance with a smile on their face?

Luckily I have a lot of stories about volunteering to tell, many of them showing how this universal language unites us. However, since I can only pick one... I remember it like it was yesterday - the first day we visited Cova da Moura, to bring some families their Christmas dinners and some presents for the children from the Associação Nasce e Renasce (Birth and Rebirth Association). While we were taking the bags of groceries from house to house, I was surprised when, around the corner, I saw some children dancing in the street next to a car playing music. I didn't even think twice: I dropped the bag and joined in.

**‘Every volunteering story
is unique, every person we contact,
every hug, every smile we take
home with us.’**

I felt so happy. At that moment there is no poverty, there is no shame, there is no sadness, there is no commitment to dancing well, to making the ‘right moves’ - there is a ‘conversation’ that is just ours: one that we were lucky to record on video.

Every volunteering story is unique, every person we contact, every hug, every smile we take home with us. The truth is we all have wings, but only volunteers can fly — and what beautiful flights I've had. Thank you!



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Hope and Resilience Our Energy

Pedro Geraldes is an architect at EDP. Carla Paiva is Executive Director of Médicos do Mundo. What do they have in common? Energy. The energy they gave, tirelessly, to those who most needed it in 2017, when hell raged in Pedrogão Grande, Castanheira de Pera, Figueiró dos Vinhos, Vouzela, Oliveira de Frades and Treixedo, leaving an unprecedented trail of material and human destruction.

EDP acted immediately, with a robust, full and well-articulated emergency response. With an attentive and concerted attitude, it developed an integrated response involving local leaders, public authorities and private organisations. This included offering support in transporting donations to the region, providing computer equipment, donating three vans, supporting affected customers with the cost of energy, supporting the establishment of the Médicos do Mundo Hope Mission, skills-based volunteering by bringing specialist technicians to support reconstruction projects, volunteers who helped screen donations, and reforestation initiatives during the second phase. All of these initiatives represented an investment of around €200,000 from EDP. In total, 488 volunteers were mobilised. More than 12,800 hours were volunteered in the six localities, of which 4,776 hours were from skills-based volunteering. During this emergency response, 30 projects were carried out with 29 families benefitting.

“It is not easy to remember what happened in June 2017. As complete as my architecture course was, nothing could have prepared me to deal with a tragedy of this magnitude,” says Pedro, who was part of a team of 21 specialist volunteers. “Our goal was to provide designs that would allow the reconstruction of homes, from A to Z. More than 200 homes were partially or completely destroyed and EDP offered 58 designs to Pedrogão Grande and Castanheira de Pera which met all the needs identified by the municipal councils for the proper licensing of designs. We spent a lot of time in the field, we spent hours trying to raise walls that were 30 centimetres tall and lower than kitchen benches as we tried to figure out how the house was originally arranged. Many people were unwilling to return to their homes because they did not want to see them in that state of ruin...” Pedro pauses for a moment of silence. “Sorry, but there are certain images that I will never forget.”



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Carla continues: “I understand perfectly what Pedro feels when describing these scenes. It’s a feeling that has no explanation. I arrived in the field three days after the fires. We had been working with the municipality of Castanheira de Pera. We provided support for basic health care, psychosocial support and started helping the Civil Defence Offices in any way we could. There were very short deadlines for sending the entire land survey to the Ministry of Internal Affairs.

This was also a titanic task: naming all the people who had been made homeless, whose homes had been totally or partially destroyed, and who would later be identified so the EDP team could begin their architectural designs. These were two of the areas we worked on.”

Carla and Pedro’s work was closely linked. In everything they did, they always focused on the main thing: people. In addition to the specialist volunteers, such as Pedro’s team of architects, engineers and surveyors, other teams carried out a number of essential tasks, such as food distribution, sorting clothes, reforestation and, in the second stage, preventing landslides.

‘Carla says that this volunteering was different from all the others, and stresses that this desire to help, to respond to urgent and emerging needs, to make a difference where it is most needed, is truly part of EDP’s organisational DNA.’

“Those who went through those streets every day witnessed a Dantesque scene that left undeniable psychological scars and consigned many people to loneliness and isolation. So, along with EDP volunteers, we planted a lot of trees. During the emergency phase that was the first 90 days, we also cleared debris from private homes so that Pedro’s team could do its job, and we focused on clearing roads of all the debris from the fires. Additionally, in order to create a relationship of trust between our team and the locals so we could gain

access to their “safe space” and enable the psychologists to do their work, we restored their gardens and replaced most of their farm animals. Starting the work from the outside in was essential and was only possible thanks to EDP’s tireless volunteers. In these situations, it is important to work on the emotional side,” added Carla.

This aspect was also a priority for Pedro. In addition to drawing designs, architects also have a duty to preserve the emotional side of a house, which is the emotional connection people have with their home. For this reason, Pedro always did everything possible to try to restore homes as much as possible. “Deep down, what people wanted most was to save as many memories as possible,” he says.

Carla and Pedro recall that the watchwords in those days were humanity, resilience, agility, cooperation and citizenship – these qualities motivated all the volunteers who were there every day! Carla says that this volunteering was different from all the others, and stresses that this desire to help, to respond to urgent and emerging needs, to make a difference where it is most needed, is truly part of EDP’s organisational DNA. And she recounts one of the stories that truly proves the fibre and resilience of EDP volunteers: “One Saturday morning, on one of the almost unbearably cold hillsides, the whole team of volunteers on the list turned up. Even though they were freezing cold, from the tip of their noses to their toes, no one gave up. It was an activity for families, so the volunteers brought their children and I was responsible for the children’s workshop. I stayed with all the children in one of the rooms at Castanheira de Pera town hall, while the parents went to plant trees. Even in the bitter cold, and through a storm that nobody expected, the activity went very well from beginning to end.”

All the volunteers who took part in this emergency response said that they were proud that EDP promoted these initiatives. And that is why volunteers were more willing to continue engaging in voluntary activities, either with the social partners they met during this activity or with other partners whose mission the volunteer identifies with. EDP’s Volunteering Program allows its staff to propose their own volunteering initiatives and set aside four working hours a month for that purpose. In the case of this action, in partnership with Médicos do Mundo, Carla tells us that after the emergency response “we have some EDP employees who have become volunteers at Médicos do Mundo.” Pedro adds that the leaders themselves promote volunteering and encourage us to add it to development plans. He also says he has taken part in several activities with other EDP partners, including Junior Achievement Portugal and the Banco Alimentar Contra a Fome, and that almost all his colleagues also participate in activities every year.

Flexibility and the ability to work in record time and against the clock were essential skills during this emergency response. “Normally, volunteering doesn’t happen in such an organised way in such unpredictable activities as this. This was an ongoing activity. There were weeks when we had no time for the activities that were going on in our jobs at EDP. People gave their all, and some gave even more. Today we are not the same. I’m very proud of all the work we’ve done,” Pedro tells us.

The relationships created under these conditions, where helping others is the main focus, are developed exponentially and leave people affected for the rest of their lives. Sharing the most challenging moments with someone stimulates trust and proximity in a special way. As Pedro notes, following this volunteering experience “The people I talk to, who I didn’t know before the emergency volunteering, are now almost like family to me. We often had dinner at the fire station and ended up staying there, drawing on the tables, using whatever we had to hand until the small hours. Four years on, these connections are still strong,” he adds.

Carla has thousands of memories. She eventually moved to Castanheira de Pera with her two-year-old son to be able to provide an ongoing and constant response on the scene. One of the stories that made an impression on her was that of a couple who, while she was helping unload lorries one late afternoon, came to her with two children and pleaded for help because they had been trapped in a village where no help had arrived and they had not eaten for five days. The entire team immediately stopped what they were doing to help this family. It’s moments like this that make Carla feel all the effort is worth it, all the dedication is worthwhile, and that everything becomes relative when you can help someone when they need it most. The other person becomes our priority, and that is the highest degree of empathy and humanity.

Pedro mentions the gratification he feels for having participated in this activity and highlights the phenomenal work of all EDP volunteers. He also makes special mention of the tireless work of André Rente, one of the promoters of this activity, who “was EDP’s face on the ground and the engine of this emergency response. This whole process has been difficult and time-consuming. I think we managed to do our job in record time and we should be very proud. We had a multidisciplinary team, with technicians from all over the country.



‘Flexibility and the ability to work in record time and against the clock were essential skills during this emergency response.’



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It generated a team spirit that I have never experienced before and which I will never forget," he concludes.

To help as many people in such a short time, using all the services in the most integrated way possible – this was the major objective of the EDP volunteer teams on the ground, who created such a strong mission spirit among themselves, a spirit of selflessness and devotion that allowed them to be there at 2am unloading the lorries that arrived with tons of clothes, clearing debris, planting trees in the most unbearable conditions, distributing water and food on foot all over the village, listening to those who needed to vent and offering them a shoulder to cry on, helping them to bear and to relieve the pain.

This is EDP Energy, and the energy of its volunteers for those who need them most. The Energy of those who dare to change the world and make a difference!

‘We had a multidisciplinary team, with technicians from all over the country. It generated a team spirit that I have never experienced before and which I will never forget.’



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SKILLS



We know the impact that volunteering has on continuing and strategic skills. That is why we challenge our volunteers to share their personal and professional skills for the benefit of others. The Skills axis includes all voluntary activities that promote the activation of EDP volunteers' skills and contribute to reinforcing entrepreneurship initiatives in the regions around our power stations, as well as promoting the empowerment, development and transformation, in partnership, of children, young people and social organisations.

All the projects we have promoted for social organisations seek to help them manage their resources more efficiently, to be more agile and more sustainable. By empowering organisations, the impact generated is felt over the long term and in a lasting way, as we contribute to strengthening their activities in pursuit of their mission.

Project



Comunica com Energia

This program, which was launched in 2016, is aimed at 1st year secondary school pupils, and is run by volunteers from EDP Produção who organise the six sessions that make up the program. At the end of the six sessions, pupils show an improvement in their self-esteem, overcome their nerves and fear of an audience, organise ideas and speeches, can listen attentively and critically and develop a culture of mutual assistance.

Key numbers

- 5 initiatives
- 9,780 euros of financial, in-kind and time investment
- 43 volunteer participations
- 825 hours of volunteering
- 184 beneficiaries
- 12 NGOs

Region

Northern and Central Portugal

Project



Aprender a Empreender in partnership with Junior Achievement Portugal

EDP has been a founding partner of Junior Achievement Portugal for the past 16 years. This is a skills-based volunteering project that seeks to empower and teach children and young people to succeed in a global economy through transformative experiences that are based on three key pillars: citizenship and financial literacy, entrepreneurship education, and skills for employability. Over the 16 years of this partnership, hundreds of EDP volunteers have activated their skills and committed themselves to empowering young people through JAP.

Key numbers

- 1,204 initiatives
- Approximately 751,258 euros of financial, in-kind and time investment
- 1,253 volunteer participations
- 15,373 hours of volunteering
- 23,220,000 people impacted
- 535 beneficiary schools

Region

Portugal



SDGS



Project**Academia Fundación EDP**

The Academia Fundación EDP is an innovative program that has been running since 2019. Its goal is to help enhance the management and organisational skills of collaborating entities in order to reinforce their social impact. The program usually runs from March to June. This project aims to improve organisational development and training in specific areas. This helps organisations meet their needs and address shortcomings identified as priority areas for improvement.

Key numbers

- 15,642 euros of financial, in-kind and time investment
- 45 volunteer participations
- 513 hours of volunteering
- 666 people impacted
- 48 beneficiary organisations

Region

Spain

Project**EDP Solidária**

EDP Solidária has been on the go since 2015. It is an initiative driven by Fundación EDP and its main aim is to improve the quality of life of people in the areas where EDP operates by supporting sustainable projects that help improve the environment, reduce inequalities and enable the creation of a fairer, more equitable and socially responsible society.

Key numbers

- 40,833 euros of financial, in-kind and time investment
- 106 volunteer participations
- 1,329 hours of volunteering
- 60,396 beneficiaries
- 74 NGOs

Region

Spain (Andalucía, Aragón, Asturias, Barcelona, Cantabria, Castilla la Mancha, Extremadura, Galicia, Madrid, Murcia, Basque Country, Valencia, Navarra)

10 STORIES BY EDP VOLUNTEERS

2020 Virtual Christmas Choir

Ana Patrício, EDP Portugal

The pandemic affected us all, isolating people. We felt the need to bring some joy by showing our community we care about it.

We organised a virtual Christmas concert with the Santo Amaro de Oeiras and EDP choirs, and the dream came true. We broke down the barriers built up by the pandemic and discovered that nothing is impossible. Not even a virus can stop us! We just have to be creative.

The concert reached up to 6,000 people from the north to the south of Portugal, as well as some in Brazil. It showed that EDP cares about the community around us. We received many messages of thanks that warmed our hearts and encouraged us to continue.



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Project**LEAN Volunteering**

A skills-based volunteering project that seeks to develop management skills in social organisations. This project seeks to empower organisations through knowledge transfer, LEAN methodologies and experience, in order to identify and eliminate inefficiencies, improve process efficiencies and management in general within social organisations.

Key numbers

- 33 initiatives
- Approximately 73,694 euros of financial, in-kind and time investment
- 289 volunteer participations
- 3,236 hours of volunteering
- 13,864,000 people impacted
- 71 beneficiary organisations
- 50,411 euros is the total amount NGOs have been able to save after taking part in this project

Region

Portugal

10 STORIES BY EDP VOLUNTEERS**The power of word-of-mouth**

Ana Margarida Silva, EDP Portugal

Without hesitation, I accepted the 2020 Christmas challenge to donate a hamper to an institution that gives to families in need. Given that the pandemic has only increased the need experienced by many families, and that hunger is a scourge that should not exist, I tried to encourage some colleagues from Labelec to also take part. The initial interest was quite poor, so I asked if they would like to help out with my hamper or if they wanted to share the cost, since I hoped to donate just one or two baskets.

They accepted this idea, and through word of mouth at Labelec, I got a pleasant surprise when I found out around 30 people had said they would help buy some food. I then found myself managing an 'internal' activity, because I discovered that while most people want to participate they are in many ways unable to do so. So I was in charge of dealing with the hampers, and with the money we raised we were able to put together 20 well-stocked Christmas hampers, with a few extras for the children, just to make sure these families have a better Christmas.

‘All it takes to achieve great things is for one person to encourage others.’

The institution appreciated the hampers we delivered, and managing the project and bringing it to fruition was very rewarding for me because while we were helping out I was learning new skills along the way.

In the end, we were happy to know that just a few of us helped a lot of people to have a slightly better Christmas, and to realise that together we can make everything a lot more rewarding. All it takes to achieve great things is for one person to encourage others.

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10 STORIES BY EDP VOLUNTEERS

COVID - Helping the front line remotely (Thank you and Believe)

Ricardo Henriques , EDP Portugal

In March 2020, we were surprised by something that changed everything and which forced us to suddenly start living in a new way. At the start of the pandemic everything was new, but I immediately began to realise how unprepared the health sector was for the tsunami that was approaching. The term “Front Line” appeared on television, and I asked myself how, given the situation, I could use my knowledge to help others. The TV news only seemed to show graphs of new infections, hospital admissions, deaths and recoveries.

It gradually began to dawn on me that the story we were all watching on the TV news could be told in a very different way. As I work in a process area, my professional life involves helping my team capture value with Process Mining technology by looking at the behaviour of EDP Comercial’s business processes. Making a comparison with the Covid-19 cycle, I began to realise it would be possible to reproduce what is happening in reality and from there try to find answers hospitals undoubtedly did not have. In Portugal, it would be very difficult to reproduce the data because although the data are anonymised they are not public, so, after a number of months of trying to contact different entities my conviction began to fade.

In November last year I met a group of people from the Porto region with whom I began to share my vision, and they realised that it would be really different to what we all see in the news. They put me in contact with the administrators of the São João Hospital, who quickly realised the potential of applying Process Mining to hospital management. So, instead of viewing data on absolute counts of the hospital’s resources, it would be possible to see the whole flow of Covid-19 patients entering Level 1 units, then those going to Level 2/3 or to ECMO, those recovering or those who had unfortunately died. It would also show them the average times these patients spent in each of the services. In December we had a first, more technical session with the hospital’s Data Intelligence Department to demonstrate Process Mining concepts and technologies. They told me they would start by studying the

life cycle of oesophageal patients, as they go through a number of services, representing a complex cycle to analyse.

It was surprising to see the hospital team achieving the results in a completely independent way without my involvement and using only the knowledge I had given them. In January, I was even more surprised because in a new workshop they showed that they were already analysing the Covid-19 cycle, comparing the first wave with the second wave by using another technology that I said they should evaluate.

This is how I found a way to confirm that human beings working collectively can expand their capabilities, and thus say “Thank You” to those who fight to save human lives every day. Additionally, I believe that because I tried never to give up on my initial conviction it finally became a reality and now, perhaps, it will spread throughout the national health service.

‘This is how I found a way to confirm that human beings working collectively can expand their capabilities, and thus say “Thank You” to those who fight to save human lives every day.’



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10 ESTÓRIAS DE VOLUNTÁRIOS EDP

Um dia na vida de Joana

Sérgio Ribeiro, EDP Portugal

It was the year 2010, and once again I had signed up for JAP’s entrepreneurship programmes, an activity that I have embraced since it began here in Porto in 2007. I was far from imagining that I would be teaching 3rd cycle students at the Escola do Cerco, let alone a problematic class containing students with various levels of economic and social need. For me it was also a challenge to leave my comfort zone, even more so as I worked in the office in the centre of Porto and had to commute 6 times a week to the suburbs, using public transport, as I don’t drive, and to reduce my commute time between the school and the office.

‘Being a volunteer means giving a part of ourselves to those who need our help, without looking for monetary reward. It means feeling good about ourselves and contributing to creating a fairer and more caring world.’

But, dear colleagues, it was worth all the effort I put into preparing for classes every week, arriving at the School and always having a gift and a treat to give. That has indelibly marked me, forever, as far as my learning of what it is like to volunteer and serve a cause that can

impact the lives of others for the better. Joana, one of the students in the class I was teaching, “Economics for Success”, at first thought the class was just another class like all the others, i.e. “boring”, and what I knew from the teacher was that she was a student with terrible results. However, lesson by lesson I managed to win her over and she began to enjoy the class and show a taste for learning, and I would see her in the next class asking me what I had to give. In fact, in each class I always had a gift for each student, which was also the result of Porto Editora’s goodwill in providing me with a hundred adventure and game books: I was fortunate to be able to contribute these so that the class would begin to have a taste for reading and improved learning. The teaching was done in a playful way which awakened the desire to know and learn in each student.

I later learned that Joana had passed the year and the teacher sent me an email thanking me for having managed to captivate the class and improving the self-knowledge of each student. If it was already a special pleasure for me to teach people who needed the stimulus to learn and who had monetary needs for access to education, it was in addition an imperative of my own, because I also had to start working from the age of 16 and I finished my economics degree as a working student.

I will end with this simple message: “Being a volunteer means giving a part of ourselves to those who need our help, without looking for monetary reward. It means feeling good about ourselves and contributing to creating a fairer and more caring world”.



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The Transforming Energy of Caring

A conversation with César Campo Rodríguez, the EDP volunteer “Manager” of the Projects that the Parkinson Asturias Association has developed within the framework of the EDP Solidaria program, is enough to realize the enormous importance and impact that the Fundación’s projects and EDP volunteers have had in the Parkinson Asturias Association. “I believe that thanks to the Fundación EDP programs involving the Association over the last three years an impressive transformation has been achieved in the lives of many people.”

The mission of the Asturias Parkinson’s Association is to provide continued support to patients with Parkinson’s – through psychosocial support and rehabilitation – with the aim of improving the quality of life of these patients and their caregivers.

Since 2016, the Asturias Parkinson’s Association has been supported by the Fundación EDP and the Volunteering Program, with three projects selected from the EDP Solidaria editions in 2016, 2018 and 2019. The EDP Solidaria initiative seeks to fund up to 75% of the projects in a number of social fields, and each project selected has the support of volunteers who accompany the organisations during the course of the project and act as interlocutors and bridges between the organisation and the Fundación.

The first project selected, “Comprehensive care for people with Parkinson’s”, was able to help improve the quality of life of patients through physiotherapy, speech therapy, aquatherapy and social activities. More than 250 people benefited directly from this initiative, 35% of the beneficiaries showed signs of improvement and 21% remained in a stable condition – which is an excellent indicator of impact, given that the disease is degenerative and incurable.

In parallel with the projects developed as part of the EDP Solidaria initiative that benefited the Asturias Parkinson’s Association, the latter organisation also received support from the Energia Solidaria initiative, in the form of an investment towards improving the conditions



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of the Association's facilities and optimising their energy performance. Specifically, in the case of this Association, this support resulted in an improvement of the heating and electricity systems at the Association's premises. We cannot overemphasise the importance of the skills and know-how employees from different EDP businesses voluntarily contribute to this program, bringing skills to these organisations that normally do not have the necessary capabilities and resources given the constraints resulting from their nature and their focus on their mission.

'EDP volunteers were always willing to help us. They are essential for supporting our Association's communication and management.'

In 2018, the Association again took part in the EDP Solidaria with an innovative project: the "Asturias Parkinson's School", which seeks to be a new way of providing information to everyone who wants and/or needs information about Parkinson's disease and the functioning of the Asturias Parkinson's Association. This project again involved Cesar Campo as an EDP volunteer managing the program.

Those who care deserve to be cared for! The Asturias Parkinson's Association and the Fundación EDP know this better than anyone, and in 2019 the third project, "Support for the Parkinson's patient's carer", won the "Innovative Initiative" award in a popular vote.

We spoke to Yolanda Villanueva, director of the Association, who talked about the importance and role of carers in caring for patients with Parkinson's:

"Being a carer is not just about "keeping someone company" or "being there" to administer medication. Being a carer is being there at every moment: providing encouragement and help with motor and non-motor rehabilitation exercises; accompanying the patient to medical appointments and examinations; helping maintain regular physical exercise; offering support in carrying out daily tasks.

This isn't an easy job. Especially during a global pandemic, when "isolation" is the watchword. Frustration, impatience, feelings of helplessness, emotional and physical overload, loneliness, irritation, sadness and tiredness are some of the emotions experienced by people who care for Parkinson's patients every day. They often forget to take care of themselves, and they become worn out and emotionally vulnerable."

"As volunteers in the workshops, we were teaching patient care in all areas, but we realised that the carer was not being cared for. We focused on caring for the carer and created "Support for the Parkinson's patient's carer." Our mission is to offer a better quality of life to Parkinson's patient carers," explains Yolanda Villanueva.

"EDP volunteers were always willing to help us. They are essential for supporting our Association's communication and management," said Yolanda Villanueva Rodríguez, director of Asturias Parkinson's. "Thanks to them we have been able to develop the project. They made us think more deeply about how we could improve the carers' quality of life. These volunteers, with their dedication, were essential catalysts who, disruptive and innovative, helped us improve our approach to carer welfare. We started to approach it in a holistic way: that is, paying full attention to the carer – not only focused on the psychosocial aspect, but also the emotional and physical."

Ultimately, what was the real impact of the Fundación EDP and EDP volunteers on the lives of the members of this association?

One member's testimony tells us about how his life was positively affected by the Association and the sense of family that was created. "My wife has Parkinson's and I am her carer. I've never had anyone to talk to about the challenges we face every day. Everything changed the day I came across the Asturias Parkinson's Association: I found a group of people to talk to and with whom I could let off steam, people who understand me and listen to me. Over time we became family. I really like what we do here because we listen to each other and exchange views. I always take part in training workshops and physical activities. So far I have not missed a single one. I am very happy to be part of this project and I believe other initiatives like this should be supported."

It was with training workshops, self-help groups, psychosocial care, attention and many "friendly shoulders" that the Asturias Parkinson's Association, with the support of EDP, was able to impact the lives of carers and the Parkinson's patients themselves.

To assess the real impact on the lives of carers, the Zarit Scale was used, which evaluates the load on the carer, i.e. the level of wear on the carer from a physiological, social and psychological perspective. 73% of carers with a high load level improved their scores, and this improvement in their physical and emotional wellbeing had a positive impact on the Parkinson's patients.

Improvements have also been noted in the care provided by carers, the free time they have to spend on their personal activities, their state of health, lack of intimacy and problems related to sleeping and eating. These improvements have led to a reduction in feelings associated with "shame" and "irritation" in the relationship between the carer and the patient.

Another carer, who has relied on the Association for support for many years, said: "For me this project is very important. When I come to the regular workshops, I can relax and exercise. We tell each other what's going on in our lives, share experiences, talk about Parkinson's and realise we have very similar problems. It is basically contact between families going through the same situation and who become one big family. This ends up being a moment when we can relax a little and cheer each other up."

The basis of any family is cooperation, and it was exactly this that the Asturias Parkinson's Association created with the support of EDP and its volunteers, in a unique and very special project. "There is a before and after among those who participated in the training workshops and physical activities. Although workshops are events with a beginning and an end, the fact is that even outside the Association, members have continued to schedule activities and meet up. In this way, essential synergies have been created for the consolidation of these relations. The boost from EDP was fundamental, and we can see these dynamics of support and improvements in the well-being of our carers today. Without them we would not have had the resources to do many of the things we have done and build this great family we are now," concludes the director of the Asturias Parkinson's Association.

We asked Cesar Campo Rodriguez if he would like to say a few more words about his involvement with the Association. He concluded: "What more can I say about all this? Being a part of this family has been something that I can't describe in words: it's a source of pride to work in a company like EDP. This is just the beginning."



“The basis of any family is cooperation, and it was exactly this that the Asturias Parkinson’s Association created with the support of EDP and its volunteers, in a unique and very special project.”

‘Throughout these years of implementing projects with EDP Solidaria, its involvement in Energia Solidaria and the Academia Fundación EDP, the Asturias Parkinson’s Association has relied on the support of around 20 volunteers.’

This is such a beautiful and special impact story. It is a story without end and with a happy continuation. After five years (the first project was in 2016) of EDP and the Asturias Parkinson’s Association working together, the improvements are visible and encouraging. The impact has been real. Even in 2020, in a highly unusual year where everything went wrong, expectations were met.

Throughout these years of implementing projects with EDP Solidaria, its involvement in Energia Solidaria and the Academia Fundación EDP, the Asturias Parkinson’s Association has relied on the support of around 20 volunteers. Cesar Campos and Isuka Navarro were the volunteers who supervised these projects as managers of the three EDP Solidaria projects. Six volunteers also took part in the pilot program “Full support for the Asturias Parkinson’s Association”, which gave rise to the current Academia Fundación EDP, and they have participated in every edition and in the training provided by our volunteers.



Our journey with the Asturias Parkinson’s Association through EDP Solidaria, Energia Solidaria and the Academia Fundación EDP has created a bond of trust and collaboration that we are sure we will strengthen through future projects and collaborations. What’s next? We’re already thinking about what we can do together this Christmas! However, without a doubt, we want to continue to invest, and continue looking after those who care!



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10 ESTÓRIAS DE VOLUNTÁRIOS EDP

From “Arm” to “Hug”

António José Coelho, EDP Portugal

Hello everyone, I’m Antonio José Coelho, and I work in Guarda and volunteer.

I have many beautiful tales from the many years I have spent volunteering in different places, contexts and with different stakeholders. However, I would like to share with you one that has become very special to me.

In 2015, I took part in the “Braço Direito” (Right Arm) volunteer project with Junior Achievement Portugal, where I welcomed a student from a Professional School. The day could not have gone any better. I was excited to show my work and the student, Jorge Tavares, was just as excited to see some of the things he had studied being done in practice. “So far, so good”, I hear you all say; and you would be right, if it wasn’t for the fact that my friend Jorge later applied to do an internship at EDP and became a colleague.

I knew the impact and importance that this action had for me, but I had no idea what it had meant to Jorge, until the moment I reviewed his internship and then welcomed him as a colleague.

I am still working in Guarda, and my colleague Jorge Tavares is working in Viseu. I spoke to him recently to let him know I was going to share our story.

I hope by sharing this I am giving you something positive, because we never know when or how we can make a difference.

Later, and keep WELL.



‘I have many beautiful tales from the many years I have spent volunteering in different places, contexts and with different stakeholders.’



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ENERGY INCLUSION



The main objectives of all Energy Inclusion volunteering projects are to promote improvement in the living conditions of people and communities in circumstances of energy exclusion or energy poverty, as well as to encourage the implementation of more sustainable lifestyles, contributing to greater energy efficiency and increasing access to energy.

In these projects, EDP relies on the support of its volunteers to meet these objectives, either through their direct involvement and transfer of knowledge, or through financial donations or donations of material goods; or by implementing measures and instruments to enable this implementation.

Project



Rehabilitation Volunteering in collaboration with Just a Change

Volunteer program for energy rehabilitation and inclusion, which provides for the renovation of run-down homes in urban areas and the improvement of their energy efficiency. The partnership with Just a Change contributes to one of the most iconic Energy Inclusion projects, not just because it is aligned with the EDP Group's mission and business, but also because it transforms lives and brings hope to those who need it most.

Key numbers

- 205,850 euros of financial, in-kind and time investment
- 708 volunteer participations
- 3,900 hours of volunteering
- 706 people impacted
- 10 beneficiary organisations
- 40 houses renovated

Region

Portugal

Project



Energía Solidária

This project aims to improve the safety, wellbeing and energy efficiency of the poorest families and the NGO centres with which the Fundación EDP collaborates. This is the project developed among the communities of Spain.

Key numbers

- 33,165 euros of financial, in-kind and time investment
- 141 volunteer participations
- 1,070 hours of volunteering
- 29,693 people impacted
- 85 beneficiary organisations

Region

Spain (Andalucía, Aragón, Asturias, Barcelona, Cantabria, Castilla la Mancha, Extremadura, Galicia, Madrid, Murcia, Basque Country, Valencia, Navarra)



SDGS



Project**EDP at schools**

A project developed in Brazilian communities, which organises activities for school pupils so as to help enhance the creativity of children and adolescents, awakening a more sustainable consciousness. Volunteering is part of the EDP in Schools program, where employees help deliver kits to pupils, talk about the various types of energy and about human values and Sustainable Development Goals.

Key numbers

- 150,711 euros of financial, in-kind and time investment
- 156 volunteer participations
- 989 hours of volunteering
- 36,254 people impacted
- 115 beneficiary organisations

Region

Brazil

Project**Bolsa de Eletricistas e Verificadores de Eficiência Energética**

Skills-based volunteering project established in 2013 and managed in partnership with E-Redes to support and strengthen the activities of non-profit institutions and their beneficiaries. The work of the scholarship is organised in two areas: electrical works and repairs; and energy efficiency checks to reduce energy bills.

Key numbers

- 58 initiatives
- Approximately 71,833 euros of financial, in-kind and time investment
- 199 volunteer participations
- 3,229 hours of volunteering
- 8,907,000 people impacted
- 43 beneficiary organisations

Region

Portugal

**10 STORIES
BY EDP VOLUNTEERS****EDP Labelec/NEW R&D volunteering,
as part of the SENSIBLE project**

Ricardo André, EDP Portugal

SENSIBLE is a European project, funded by the EU Horizon2020 programme, designed to demonstrate the technical, social and economic benefits of energy management applications applied to distribution networks, buildings and communities. The project had a budget of €15 million, and ran from January 2015 to 2018.

SENSIBLE had 14 European partners, from various areas, including industry, academe, the utilities and technologists. It was coordinated by Siemens AG, while EDP Labelec /NEW R&D led the project's demonstration package, which was split between Nottingham in the UK, Nuremberg in Germany and Valverde in Portugal.

Valverde, a village near Évora, was identified as the ideal location for implementing the Portuguese demonstrator, given the size of the town, its geographical location and energy characteristics.

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The project installed energy management solutions, solar panels, batteries and water heaters in 25 local houses, which were managed intelligently by the technological solutions developed by the project and which demonstrated technical, social and economic benefits, taking the project's objectives into account.

Apart from all the engineering developed, SENSIBLE was an opportunity to demonstrate EDP's original social mission, enhanced by one of the project's objectives and related to the involvement of the solutions developed and the communities.

In 2016 there was an action to involve the population of Valverde, as part of the EDP volunteer programme. The action was split into two stages.

In the first stage, the EDP Labelec/NEW R&D team worked closely with the local population to restore the Valverde Casa do Povo, a community hall used for celebrations in the town, but which had become somewhat dilapidated over time. So, one Saturday, a team from EDP, duly equipped with paint, brushes and all the other tools required, restored the façade of the Casa do Povo in one very productive and happy day, with the EDP team and the local community sharing a nice lunch in fine Alentejo style.

In the second stage, EDP Labelec invited all the local primary school children to Lisbon, with transport provided. The day began with a visit to Labelec's premises, where the students saw how many technical experiments we carry out. The children thought some of the experiments seemed like "magic". But the day didn't end here. After lunch at the company's premises they enjoyed a pleasant cable car ride in the Parque das Nações area, culminating with a visit to the Lisbon Oceanarium, with the support of the volunteer programme.

Undoubtedly a day that the little ones will not soon forget.

Being EDP is more than working for a big company. Being EDP means having a social responsibility that enables us to help those who need it and are within our reach. Being EDP means having a mission to ensure the involvement of communities that are part of our sphere of influence.

The story recounted above is just one example of what it is to be EDP.

The volunteer action described brought a strong emotional dimension to the SENSIBLE project, a dimension which did not exist in the project up until then. It was a way of creating close ties with the local population, one of the reasons for the project's success and the acceptance of both the project and EDP in Valverde and the subsequent recognition by the European Commission which awarded it Flagship Project status.

‘Being EDP is more than working for a big company. Being EDP means having a social responsibility that enables us to help those who need it and are within our reach.’



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Renovating homes, transforming lives

Chatting with Simão Oom, Director of Operations for Just a Change, we discovered the history of this EDP partner up close: one day in 2010 two young entrepreneurs went to sing in central Lisbon. What began as a bit of fun between friends trying to earn some cash – Just a Change – was transformed into the beginning of an adventure they could never have imagined. And just because they looked around carefully – and because they cared!

They realised there were many homeless people in the area. With empathy and initiative typical of good entrepreneurs, they called more friends and started applying their talents to raise money that could be turned into food for the homeless. But when they started distributing food, they realised there were already many other initiatives and organisations doing the same.

They then asked themselves, “What more can we do to make a difference in the lives of people who have very little or almost nothing?” And then came the answer. It didn’t take long, and it arrived in the form of a challenge to intervene in the home of a family in need. They soon realised that someone’s home is the most important place in the world to them, and that everyone deserves a comfortable and safe place to live. But they also realised that, more than rebuilding homes, they were rebuilding lives, filling them with a new breath of joy and hope. They therefore wanted to create an organisation that would mobilise the joy and strength of youth, and the skills of partners, to identify the homes of people in dire need and renovate those homes while rebuilding lives.

Just a Change came about in response to the housing poverty that currently affects more than 500,000¹ Portuguese people. And thanks to the efforts of young volunteers – more than 1,000 every year – the support of businesses and other organisations, and the local knowledge of municipalities, Just a Change has been renovating homes and transforming lives throughout the country for almost 11 years.

¹ References: INE, I.P. – Taxa de privação severa das condições da habitação (%); Anual; INE, Inquérito às condições de vida e rendimento, IP, 2018; LIDDELLI, Christine et al., Excess winter deaths in 30 European countries 1980–2013: a critical review of methods, (2016) Journal of Public Health; INE: https://www.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_indicadores&indOcorrCod=0006259&selTab=tab0; Eurostat: https://ec.europa.eu/eurostat/databrowser/view/ilc_mdcs01/default/table?lang=en



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And because housing poverty goes hand in hand with energy poverty, EDP wanted to be part of this process of transforming lives, and to go even further. How? By combining the energy of its volunteers, their skills, their knowledge, their material resources, by promoting more sustainable forms of consumption through the installation of solar panels, water heating equipment (such as smart hot water heaters or storage heaters) and other energy-efficient equipment, which is one more way of ensuring that the impact of renovation lasts. A milestone in this partnership took place on 24 July 2020, when the first photovoltaic panel was installed on one of the houses renovated by Just a Change. To date, another three photovoltaic panels have been installed and 19 pieces of energy efficient equipment have been donated to houses renovated by Just a Change.

‘...the lightness with which you go about renovating a house is transformed into an immense desire to rehabilitate the lives of those who live there. Because it’s not the house you see while you’re there...it’s loneliness, abandonment, sadness, shame. It’s the word “quit” that is carved into the walls.’

The numbers speak for themselves and highlight the importance of Just a Change’s work in the community, as well as the importance of EDP’s input: in Portugal, around 23% of the population are currently unable to keep their homes warm; more than 60,000 Portuguese people have no piped water or sanitation, and about 30,000 have no electricity at home. This all contributes to a 28% increase in winter mortality in Portugal compared to other EU countries².

Energy poverty is not limited to the difficulty in accessing equipment. It is also often reflected in an economically and environmentally inefficient use of energy. For this reason, EDP also provides free services that help create the conditions for sustainability, such as issuing energy pre-certifications (46 pre-certifications have already been issued), and through monitoring the energy efficiency of renovated houses. When equipment and installations fail or are damaged, the Electricians and Energy Efficiency Verifiers Bank is activated for any necessary electrical repairs. This bank is an EDP skills volunteering project, in which volunteers – technicians with electricity and energy efficiency training – donate their time to assist JaC-supported social organisations and/or needy families, to whom they offer a qualified service in electrical repairs and the promotion of energy efficiency measures.

Together, Just a Change and EDP have helped address the social problems derived from housing and energy poverty, such as increased health risks, increased security risks, reduced comfort and welfare, increased social exclusion and the country’s reduced energy efficiency.

Simão (JaC’s director of operations) considers EDP a key partner for the fulfilment of the Just a Change mission, and states that “in addition to the **key role in the sustainability** of Just a Change, the **specific skills of its volunteers**, which translate into the **quality of delivery** itself, and the **way in which they personally have been involved** with interventions on the ground, linking our beneficiaries beyond the project, represent an additional impact on the transformation of lives we want to bring about.”

Clorinda Ramos is a volunteer and member of the Just a Change project management team at EDP. Full of emotion, she said:

“...the lightness with which you go about renovating a house is transformed into an immense desire to rehabilitate the lives of those who live there. Because it’s not the house you see while you’re there...it’s loneliness, abandonment, sadness, shame. It’s the word “quit” that is carved into the walls.”

² References: INE, I.P. – Taxa de privação severa das condições da habitação (%); Anual; INE, Inquérito às condições de vida e rendimento, IP, 2018; LIDDELLI, Christine et al., Excess winter deaths in 30 European countries 1980–2013: a critical review of methods, (2016) Journal of Public Health; INE: https://www.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_indicadores&indOcorrCod=0006259&selTab=tab0; Eurostat: https://ec.europa.eu/eurostat/databrowser/view/ilc_mdcs01/default/table?lang=en

EDP has been working with this organization since 2018, in an alliance that first began with the Volunteering Program and in 2019 extended to EDP Comercial, a partnership that falls into the Energy Inclusion Area of the Group's social investment strategy. The EDP Volunteering partnership with Just a Change has already involved more than 500 EDP volunteers in the field, who have given a total of 3,000 hours and managed to renovate 40 houses, as well as 10 social organisations and with a positive impact on the lives of 706 people.

The Just a Change experience in the lives of EDP volunteers has also been transformative and a source of positive impact: about 70% of volunteers feel they have developed personal and professional skills, 65% say this activity has improved their wellbeing and motivation, and many say that after participating in this activity their willingness to volunteer has increased.

The energy of EDP volunteers has made an indispensable contribution to this partnership: 85% of volunteers say that what moves them is their willingness to contribute to the community in which they live. They believe this is a project that promotes social inclusion and is at the forefront of the fight against inequality. And they share the view that they gain greater awareness when confronting a different social reality that is so close, but often invisible.

Hugo Mé, project manager and EDP volunteer, shares the impact that participation in this project has had on his life:

"By participating in this project and realising the impact we have on people's lives and, in turn, the satisfaction it brings us in realising we are effectively contributing to improving the living conditions of those who need it most, which brings me back to my starting point. Volunteering is a much broader concept. It's something that 'is good for the soul', motivating and addictive."

In the first edition of the EDP Energy Campaign in 2018, close to International Energy Day (29 May), a group of 45 volunteers decided to change the life of 84-year-old Dona Amélia. They came into her life and renovated her walls, papering them as a home ought to be decorated, and brightened up the old stucco ceiling. Her living room, hall and kitchen have gained a new energy, driven by the humanity of the volunteer electricians who, motivated and happy, have given their talents to this new version of home. Amélia lived in her living room, moving from her armchair – where she watched her soap operas and kept up with the latest news from Portugal and around the world – to the computer on her desk, from where she navigated the world and sent her messages. She lived alone and rarely left the house. A rather run-down house. Especially the walls, the ceiling and the electrics, which put her safety and wellbeing at risk.



'Volunteering is a much broader concept. It's something that 'is good for the soul', motivating and addictive.'

Amélia got better, much better than she had been. But all those who changed her life also got better. Amélia stayed in their hearts and in the hearts of those who could see and feel what had been done.

That's the energy EDP wants to give. An energy consisting of work, skills and volunteerism, as well as care, proximity and empathy.

To deepen and consolidate this alliance, EDP has become a Just a Change associate as well as a member of its Advisory Board, from where it can closely monitor and have a greater positive influence on the mission's aims. And because good agreements also make good friends, a partnership protocol will be drawn up by 2025; this will continue to strengthen the collaboration and shared desire to make a positive impact.

**‘That’s the energy EDP wants to give.
An energy consisting of work,
skills and volunteerism,
as well as care, proximity
and empathy.’**



BIO DIVERSITY



In the area of Biodiversity, the initiatives undertaken incorporate the EDP Group mission to be a greener and more sustainable company that seeks to preserve and protect natural heritage and biodiversity.

The main goal of this social intervention is to promote biodiversity and the circular economy through awareness-raising/educational projects, applied research, voluntary projects for the recovery and enhancement of species and ecosystems, giving priority to vulnerable territories where electrical infrastructure is present. In this context, and for the past 10 years, our volunteers have been in the field taking part in reforestation and environmental clean-up activities.



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CLIMATE ACTION



This area includes all activities that seek to raise awareness of the negative impacts climate change can have and highlight the importance of caring for the environment. At the same time, we showcase renewable energies, which deliver more sustainable lifestyles and promote energy efficiency.

The climate action area is aligned with our energy transition strategy, so we challenge our volunteers to use their energy and skills and share them with the communities in which EDP is present. Energy lessons are the flagship project here, and through them we introduce the younger generation to the world of energy and renewable energy, namely through the Energy Campaign that has been running since 2018 in every region in which EDP operates. This campaign seeks to activate the skills and energy of volunteers in service to others.

Project



Energy Campaign

Key numbers

- 561 initiatives
- 273,757 euros of financial, in-kind and time investment
- 1,128 volunteer participations
- 7,361 hours of volunteering
- 31,918 people impacted
- 488 beneficiary organisations

Region

In all countries in which EDP Volunteering is promoted

Project



Energy Lessons

Key numbers

- 552 energy lessons
- 75,360 euros of financial, in-kind and time investment
- 408 volunteer participations
- 2,701 hours of volunteering
- 8,818 people impacted
- 173 beneficiary organisations

Region

In all countries in which EDP Volunteering is promoted



SDGS



1,113

Initiatives

400,000

Invested in the community

1,692

Volunteer participations

10,743

Hours of volunteering

44,617

People impacted

724

Beneficiary organisations



Energy Captains: The Power of the Future

It's Tuesday on a hot day in May 2019, and Joanhia is today's Energy Captain. Proud and aware of her responsibility, as soon as she got to school she put her badge on. Aged eight and a half, she knows what her mission is! She has to be the first in the classroom, enter before everyone else, open the windows to let the air circulate and, at the end of the day, she has to be the last to leave, after all her classmates, without forgetting to turn off all the lights. Mission accomplished! Failures to report? Zero!

The whole class applauded and the teacher congratulated her, adding that the next Energy Captain has already been chosen. The teacher then asks Joanhia to hand the badge to Afonso and to explain the next day's mission to him. "You're tomorrow's Energy Captain, so don't forget you have to be the first to arrive and at then, at the end of the day, you need to turn the lights off when we leave the room," she said. Afonso agreed, he's nervous, but confident and ready for his special energy-saving mission.

When she gets home after school, Joanhia tells her parents that she was the Energy Captain, and tells them all about what she learned and how her day at school was. She knows a superhero's job is never done, so she continues her mission at home: "Dad, can you turn the kitchen and hall lights off? We're about to have dinner now, so don't forget to turn off the TV in the room, OK?"

She reminds them that saving energy is as important as recycling. She asks her mum to put the empty plastic water bottle into the yellow bin outside – between the green and the blue bins. Joanhia is a superhero in action, and this is what superheroes do: they protect, teach, inspire and are a role model for all around them.

Paula Saiote, an EDP volunteer, is a serial superhero creator: Superheroes of a very special category – the Energy Captains! With the help of the teacher, Susana, and through the EDP volunteering initiative, Paula left an impression on two classes at the Santo António Basic School in Cruz de Pau, Seixal: Energy Lessons.



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These lessons came about with the creation of the Energy Campaign, a global campaign that challenges employees to share their energy with communities during the month in which Energy Day is celebrated (May 29). Inspired by the EDP Renewables Energy School Kit that challenged employees to go into their children's schools to talk about their work, these classes have been growing, and right now EDP Portugal and EDP Spain have embraced this activity and have been promoting it among their staff; this benefits their children, and also pupils from schools applying to host these classes. Each kit contains the material needed to give this explanation in an educational and entertaining way. Wherever you are in the country, whatever the school, the content and message remain the same. In addition to Portugal and Spain, this kit is available in seven other countries around the world where EDP is present: France, Italy, Poland, the United Kingdom, Romania and Brazil.

‘These lessons came about with the creation of the Energy Campaign, a global campaign that challenges employees to share their energy with communities.’

With this magic kit and a lot of creativity, Paula created an Escape Room based on the theme of Renewable Energies. In this way, using a totally different pedagogy from the traditional one, applied in an interactive and fun way, she created real Energy Agents who have the power to transform the world every day through the conscientious behaviours they have learned and the way they share them with the people around them. It was while dreaming up the energy classes in Portugal, in partnership with I Ways, that the concept of “Energy Captains” came about. Even today, every day, Susana uses it in the classes she teaches. It’s a huge success.

Even during the pandemic, Paula’s voluntary online sessions made all the difference to how pupils learned about renewable energy. “Explaining the concept of energy to children is a challenge, and EDP’s assistance was essential in bringing the concept to life and explaining it in a creative, interactive and original way that captured pupils’ imagination,” says Susana.



“It’s not enough to explain that in nature we can get energy from different elements: sunlight, wind, waves, trees and many other sources. We can then transform these forms of energy into other forms, such as electrical or mechanical energy. We need to turn these concepts into activities, into games that challenge children and put them to the test. Renewable energy is a very topical issue, which arouses a great deal of curiosity among pupils, and a large majority already have some knowledge about it, which is a good thing. They bring books, news and films about the different renewable energies from home, and they want to share these with the rest of the class.”

After the success of the energy classes taught by the volunteer Paula Saiote, several teachers have also requested these sessions in order to achieve the same result Susana has had in her two classes.

At the same time, elsewhere on the Iberian Peninsula – more specifically, in Madrid – the class will end in a different way for primary school pupils attending one of the classes at the Colegio Ramón y Cajal. They’re being visited by Íñigo Sáenz, a volunteer with EDP Renewables in Spain, who brings with him a magic Energy School Kit, ready to satisfy the curiosity of the youngest children and open new horizons for the future.

Íñigo shares the same passion and mission as Paula: he wants to take the world of energy to children, teach them about renewable energy and create great Energy Captains. “Who can tell me what renewable energy is?” he asks, after introducing himself and telling the class what he does every day in his job.

Shyly, one of the pupils raises his hand. Íñigo asks him his name and age. “I’m Santiago and I’m 9,” he mutters. Íñigo nods and lets him answer.

“Renewable energy comes from natural resources that replenish themselves naturally,” Santiago says in a single breath. “And can you give me some examples of these resources?” asks Íñigo, clearly surprised by the accuracy and speed of Santiago’s answer.

“Yes. For example: the sun, wind, rain, tides and biomass. There are other resources, like coal and oil, that are taken from nature but exist in limited quantities, so they do not replenish themselves naturally – they are called fossil fuels. It is very important that we stop using these fuels and start using only renewable energy,” says little Santiago.

Íñigo is flummoxed. Curious, 9-year-old Olivia, asks: “Íñigo, how do you get wind energy?”

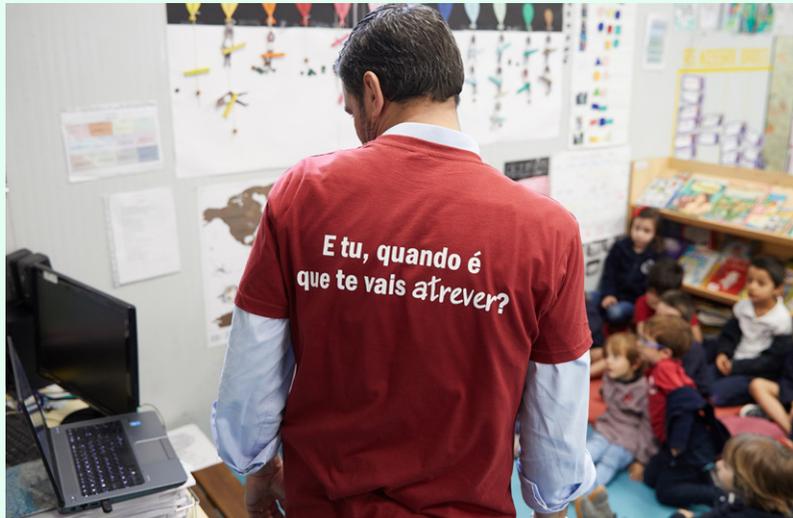
Cardboard, coloured paper, straw, plasticine and drawing pins – these were the materials chosen by Íñigo to show Olivia and her classmates how to “capture” wind energy. Following his instructions, every pupil used these materials to build a small windmill, and he then explained to them how people take advantage of the force of the wind for various purposes.

You could feel the enthusiasm in the room; the pupils asked question after question, they were constantly taking part, there was no more shyness, and they clearly enjoyed the session a great deal. At the end, they said goodbye to Íñigo and asked him to come back more often.

‘Renewable energy is a very topical issue, which arouses a great deal of curiosity among pupils, and a large majority already have some knowledge about it, which is a good thing. They bring books, news and films about the different renewable energies from home, and they want to share these with the rest of the class.’

As soon as the last pupil had left the classroom, the teacher told Íñigo: “I knew that the pupils were very curious about renewable energies and interested in them, but what I saw during this class surprised me a lot. Santiago is an above-average pupil, but even I was surprised by how much he knew about this subject. He’s usually very shy and introverted, but I believe that if he could, he would have stayed much longer talking to you.”

With a huge smile, Íñigo replied: “I will remember this class for a long time, especially such a great afternoon and a lesson in humility. This afternoon reminded me that sometimes children are more grown up than grown-ups. The concern for the future of humanity, climate change, pollution... it’s amazing to see how young they are, but they already have these very clear ideas in their minds and know the urgent need to act, to change our behaviour and to be more sustainable in everything we do...it’s indescribable!”



‘This is an excellent initiative. EDP is actually creating a new energy.’

“This was undoubtedly a much-needed initiative and it not only informed the pupils about renewable energy, but it also helped us teachers to get to know them even better, because we almost always deal with them in a traditional classroom context. Now we can use a lot of the content that has been mentioned in this session to draw parallels with other subjects. Today I felt a new energy being created in this room. This is an excellent initiative. EDP is actually creating a new energy. A young, strong and robust energy – the energy of the future. I’m glad they are investing in schools and pupils,” the teacher said as he helped Íñigo put the rest of the material back into the kit.

“I greatly value EDP’s investment in people, young people and children with projects like this. Whenever my schedule allows, I will be here. I want to make a difference to the future of these children and help shape their minds. It’s a huge honour to make a difference while wearing an

EDP badge. More than to teach, I come to these sessions to learn. I learn so much, the children inspire my work. They’re the best in the world, they’re little superheroes,” Íñigo says, after putting the windmill he built during the class into a box, closing the lid on a kit that proved to be really magical.

Íñigo and Paula are two out of more than 361 volunteers who have introduced the world of energy to young people since 2018. Armed with their energy kits, these volunteers have already delivered 552 energy lessons to 563 classes, creating about 8,818 Energy Captains who are now taking on the responsibility of looking after our planet and its sustainability through greener and more environmentally ways of life!

This is a much-valued activity by EDP volunteers because it reinforces their sense of belonging to the company. Indeed, about 100% of the volunteers are proud that EDP promotes this kind of volunteering activity and say it has contributed to their wellbeing within the company, and has also contributed to the development of their personal and/or professional skills. This feeling is widespread among all volunteers who have participated.

This project has also been highly valued by teachers: in 2018, the 85 teachers who responded to the action evaluation questionnaire gave it a rating of 9.5/10 and in 2019, the 110 teachers who shared their feedback gave it a score of 8.9/10.

The assessment is very positive. 100% of teachers who hosted energy classes in 2018 say they would like to take part in an activity of this kind again, and in 2019, 100% of teachers agreed it was a very positive experience for their classes.

Taking EDP energy into schools and making younger people and their teachers aware of it reinforces the company’s aim to contribute to energy transition with the best energy!

THANK YOU!

To all the volunteers, partners and organizations that have been making this journey with us!

We can all be volunteers.

But only those who have the courage are willing to volunteer. Only those who dare are volunteers!

Brave we are all for daring. Dare to volunteer. Dare to change the world!



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This report had the support of IES-Social Business School, namely in the construction of the 5 stories that illustrate the impact of voluntary energy and the strength of partnerships.

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CONCEPT AND PAGINATION

White Way®

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