

GUIDELINES FOR THE HANDLING OF CUSTOMER COMPLAINTS AND CLAIMS

We want to be the leading group in the energy sector, leading a better future and creating value in a sustainable way, with a quality service for our customers (who we care about and involve), being a benchmark for our firm commitments to ethical principles and regulatory compliance, good corporate governance and transparency, safety of people and security of supply, quality and operational excellence, innovation, care for the environment, customer focus and the Sustainable Development Goals approved by the United Nations. We make this possible thanks to the work of our employees and the people who work with our suppliers and collaborators, who we care about, offering them all the resources we have available in training and reconciliation measures for their development and to promote equal opportunities.

We work to understand the needs and expectations of our customers, to offer them the best solutions, continually striving to look after them and increase their satisfaction, promote responsible consumption and make their lives better and easier, strengthening their relationship with us.

To that end, we are governed by the following commitments, established as a basis for dealing with our customers' complaints and claims:

- Provide **access** to an open, simple and free complaints and claims management process through direct customer service channels, both face-to-face and remote.
- Identify complaints and claims with a **reference code** which allows customers to follow up their case at all times.
- Use **simple and courteous language** throughout the complaints and claims handling process, using all **languages** in which the products and services are offered. Provide **accessible contact channels** so that everyone can access the process, regardless of their communication skills.
- Respond to and **promptly** resolve all complaints and claims.
- Manage all phases of the complaints and claims management process with a **customer-oriented** approach. Be receptive to feedback and demonstrate commitment to the effective and efficient resolution of all complaints and claims, bearing in mind that all our products and services must comply with the **quality and safety** standards and parameters required by the applicable regulations at all times.
- Treat each complaint or claim in an **individualised, equitable, objective, honest and impartial manner**, by means of the **management procedures** developed. Promote fair and non-discriminatory treatment regardless of race, colour, nationality, social origin, age, gender, marital status, sexual orientation, ideology, political opinions, religion or any other personal, physical or social condition.

- Develop **actions** to correct the root causes of the problems that lead to customer complaints and claims, in order to **prevent and avoid** any future recurrence. **Record** the monitoring of the complaints and claims management process in its different phases.
- Know customer expectations and try to exceed them in order to ensure customer **satisfaction**.
- Guarantee the confidentiality of clients' **personal data**, undertaking not to disclose them to third parties, except with the client's consent, by legal obligation or in compliance with judicial or administrative resolutions.
- Offer customers an **Alternative Dispute Resolution System** as a dispute resolution option.
- Apply **transparency, information and protection** standards. Promote a preventive culture, based on the principle of "zero tolerance" towards the commission of illegal acts and situations of **fraud** and on the application of the principles of **ethics and responsible behaviour** by all Group professionals.
- **Train people** who work with customers, to improve their skills and efficiency and deliver a satisfactory customer experience.
- Plan, design, implement, maintain, review, analyse and continuously improve the processes for managing and resolving complaints and claims, promoting a culture of **continuous improvement** and **excellence** in management, with the aim of creating value for customers.
- Have **Quality Management Systems**.
- Promote **innovations** that add value for users and increase customer satisfaction.
- Favour access to energy, both for **groups with special difficulties** and for customers in **vulnerable situations**.
- Ensure the **commitment by Iberdrola's management** to **monitor and continuously improve** complaints and claims management processes.