Technical standard

Accident and incident communication, investigation and follow-up process

Code: **NT.00035.GN**

Edition: **2**

The following text is a translation of the original Procedure "_Proceso de comunicación, investigación y seguimiento de accidentes e incidentes" (NT.00035.GN), Version 2, in order that the contents should be easily understood by all Gas Natural Fenosa employees. In the event of any discrepancy in interpretation which may arise from the translation, the contents of the original Spanish version currently in force shall prevail for all relevant purposes.

THE MANAGING DIRECTOR
Date approved: 12/01/2017
Date translated: 04/05/2017

Revision Log

Version	Date	Reason for the version and/or summary of changes
1	14/01/2014	Newly drafted document that replaces and cancels the general communication procedures and the occupational and industrial accident and incident analysis procedures in force up to now at Gas Natural Fenosa, especially the following: PG.00012.GN Communication and Analysis of Occupational Accidents and Incidents PG.000.16.GN Industrial accident communication and investigation PE.00407.GN-GE.SI Generation Accidents and Incidents
2	05/05/2016	Update of names of units and managers. Update of forms linked to the document

Contents

1. Purpose

The purpose of this procedure is to establish the actions to be developed regarding the entire process of managing accidents, including notification, classification, investigation, follow-up and verification of the adoption of corrective measures, in addition to statistical analyses and the communication of lessons learned regarding all accidents and incidents, according to the definitions included below.

2. Scope

It is applicable to all companies in which Gas Natural Fenosa holds a majority shareholding and those in which it has operational and/or management control.

3. Reference documents

NG.0002.GN Manual for the Integrated Management System for Quality, Environment, Safety and Health

PG.00004.GN. Identification and evaluation of environmental aspects

PG.00010.GN. Preparation for and response to emergencies.

NT.00036.GN Classification of incidents

"Resolution Concerning Statistics of Occupational Injuries Resulting from Occupational Accidents", adopted by the 16th International Conference of Labour Statisticians (I.L.O., October 1998)

4. Definitions

Accident: any event that causes personal injury.

- **Occupational accident:** an unexpected and unplanned occurrence, arising out of or in connection with work, which results in one or more workers incurring a personal injury, disease or death. Professional diseases are excluded. In the event that there are several victims and/or deaths derived the same event, each victim will be considered an occupational accident.

  In turn, occupational accidents are classified into the following:

  - **"Work" or "non-commuting" accident:** any bodily suffered by a worker during or as a result of work performed for others. Includes journeys made during the course of the working day.
  - **"Commuting" accident:** that which a worker suffers during his/her normal way to and from work and home, at the beginning or end of the working day, or during a part of the day.

Depending on the absence from work which can result from such accidents, these may be classified as:

- **An accident without sick leave:** an accident which, despite having suffered injuries, the worker is able to continue working, or it generates a period of inactivity of the worker of less than 24 hours.
- **An accident without sick leave:** an accident in which, as a result of the injuries suffered, the period of inactivity of the accident victim is greater than 24 hours, providing that said sick leave is prescribed by a medical practitioner. As far as these regulations are concerned, accidents with sick leave are classified, based on the consequences, as:
  - **Fatal:** when the accident victim dies.
  - **Serious:**
    - When the injuries have been classified as such by legislation in force in the country and/or by Health Surveillance.
    - The same accident affects more than 4 workers.
    - Based on the initial injuries, there is a presumption of future permanent disability for the usual job, within the various total degrees of such disability, or a presumption of future permanent and absolute disability for any job.
    - There is a clear and evident life-threatening risk due to the injuries sustained in the accident.
    - Presumably more than 15 days of hospitalisation is required.
  - **Very serious:** those in which disability exceeding 120 days is presumed.
  - **Minor:** other accidents with sick leave.

- **Industrial accident:** an undesired event occurring in the various industrial processes and products or services provided to users, customers and third parties, thereby causing injury to people and/or harm to the environment.

  Its classification according to the consequences for workers and/or third parties is the same as that which is indicated for "*occupational accidents*" according to absenteeism.

  In turn, its classification according to the consequences for the environment is that which is described in the "Environmental accident" section.

  An occupational accident that occurs at a facility and/or during an activity of Gas Natural Fenosa is an industrial occupational accident, which in turn can have consequences for the environment.

- **Environmental accident:** an undesired event that essentially originates in the various industrial processes of Gas Natural Fenosa and causes harm to the environment outside the work area.

The relevance of these events is determined through the methodology of evaluating aspects under potential emergency conditions included in PG.00004.GN, on the Identification and Evaluation of Environmental Aspects.

Root cause analysis: a systematic method for identifying the root causes of events.

Root cause: it is "the ultimate cause of the origin of an event", and it is the fundamental circumstance that, if it were corrected, would prevent repetition of the event or adverse condition.

Direct or immediate cause: the initial or primary situation that directly explains why the event occurred.

Corporate Safety and Emergency Centre (CESEC): the unit of Gas Natural Fenosa whose duties include assistance to the group's employees by providing them with information, support, follow-up and management of incidents, as well as orientation and support regarding any incident that could affect them.

Professional disease: harm to health caused by exposure over time to risk factors inherent in the occupational activity. It is understood as that which is contracted as a consequence of work as an employee on activities that are specified in the regulations of each country and/or in recognised international criteria. Professional diseases are excluded from this procedure.

Accident date: the day when the occupational accident takes place.

- **Sick leave date:** the day when occupational disability is effective (the first day when the worker does not go to work).
- **Discharge date:** the day when the worker is told that he or she may return to work (the day before they return to work).
- **Sick leave duration:** it is calculated as from the first day when the worker does not go to work until the workday prior to going back to work, inclusive, and by calendar days.

Incident: an event that has not caused personal injury or harm to the environment, but under other circumstances, it could have caused personal injury or harm to the environment.[1]

Incidents are classified according to technical regulation NT.00036.GN Classification of Incidents.

External personnel: someone who, having a contractual relationship with any company of Gas Natural Fenosa (temporary employment agency, contractor or subcontractor, interns, etc.), is present at any of the group's work centres and/or who performs tasks at the request of Gas Natural Fenosa.

[1] The safety faults detected during the various visits to centers/works and corrected using other tools (OPS, IDS, works inspections, incident book, etc.) and/or applications will not be considered incidents. The term "incident" is associated with the fact that an incident has occurred.

Event: any incident and/or accident that may affect or may have affected persons and/or the environment.

Intentional event: any occurrence caused deliberately (bombing, vandalism, sabotage, etc.), barring the fraudulent manipulation of our installations. These events are not the object of this technical regulation.

Third parties: personnel unrelated to companies of Gas Natural Fenosa (passers-by, customers, users, etc.) or to its contractor companies who suffers an accident or causes damage to or as a consequence of any of its facilities, activities or products (gas, electricity, etc.).

5. Responsibilities

The responsibilities of the members of the organisation are those defined in the existing prevention plan.

All Management Divisions of Gas Natural Fenosa must ensure that the general principles of this regulation are applied, and it is their obligation to check implementation of the same. In this regard, the following functions and responsibilities are detailed, derived from this regulation:

Management Committee

- Analyse those accidents in which there have been fatalities.

Executive Team:

- Lead the investigation activities of accidents and incidents occurring in their division, and controlling, if applicable, the planning and efficiency of the measures proposed as a result of said investigation.
- Verify the correct reporting of accidents and incidents by the personnel under their supervision, as well as development of the investigation and adoption of adequate preventive and corrective measures, thereby assuring compliance with the established deadlines.

Middle management:

- Notify, in accordance with the requirements set forth in this regulation, the occurrence of any event that may take place within the scope of their jurisdiction, and actively participate in the investigation thereof and in implementing the preventive/corrective measures that may defined for such purpose, thereby assuring compliance with the established deadlines.
- Notify any accident that occurs within a maximum of 24 hours, according to the mechanism established in this regulation.
- Immediately notify any serious or fatal accident that occurs.
- Transfer the lessons learned to the rest of the organisation.

- Participate in the investigations of events whenever required or in those investigations when corporate units deem it necessary.
- Promote the creation of an atmosphere of trust and respect that favours the notification and investigation of events.
- Provide the people and resources and priority attention so that investigations are conducted on time and in the adequate depth.

Industrial Safety, Prevention and Environment Units of the Country/Business:

- Provide advising and support to Business and Corporate Units in the investigation of events.
- Participate in those accident or incident investigations in cooperation with the hierarchical line.
- Propose and cooperate on the adoption of Corrective or Preventive Actions.
- Actively participate in the necessary training for implementing the actions derived from this regulation.
- Report the data that may be requested from the corporate units of Industrial Safety, Prevention and Environment.

Corporate Industrial Safety, Prevention and Environment Units

- Provide advising and support to management of Gas Natural Fenosa and to Business and Corporate Units in the investigation of events.
- Participate in those accident or incident investigations for which it may thus be required due to their importance, or at the request of the business.
- Propose and cooperate on the adoption of Corrective or Preventive Actions.
- Actively participate in the necessary training for implementing the actions derived from this regulation.
- Establish the criteria to follow for the entire group regarding events.
- Prepare the necessary statistical reports and analyses of causes.
- Develop global campaigns for reducing accidents and incidents.

Health Surveillance Unit of the country:

- Provide occupational assistance to victims and manage such assistance.
- Follow up on the occupational accidents and professional diseases that are notified to the unit.
- Propose adequate measures for relocating workers in job positions according to the injury to health due to accidents that occur.

- Complete the corresponding official medical documentation (sick leave report, discharge report and the preparation of medical reports) or manage the same. Likewise, provide the necessary documentation to initiate the processing of disability cases.
- Manage the benefits corresponding to temporary disability due to an occupational accident or a professional disease in those areas where Gas Natural Fenosa is a self-insurer.
- Conduct the necessary legal processing and notification to manage any disability.
- File the original documentation corresponding to the complete medical file of all occupational accidents and professional diseases.
- Propose and cooperate on the adoption of Corrective or Preventive Actions.

Corporate Health Surveillance Unit:

- Provide advising and support for those countries that may require it.
- Establish the criteria to follow for the entire group regarding Health Surveillance.
- Prepare the necessary statistical reports and analyses of causes.
- Propose and cooperate on the adoption of Corrective or Preventive Actions.
- Develop global campaigns to reduce accidents, and to reduce the duration of sick leaves.

People, Organisation and Culture Division:

- Make the notifications that may be legally mandatory, through the official channels established in each country, and verify the correct validation of data.
- Within a maximum of 24 hours, notify the competent labour authority of serious, very serious or fatal accidents in those countries where it is legally mandatory.
- Send reports with lists of minor accidents, within the established deadlines, to the corresponding government agency in those countries where it may be mandatory.

Legal Services

- Within the legal scope, provide the necessary support to the company and to the workers regarding the consequences that could be derived from events that occur.

Workers

- Collaborate with company management on improving the preventive action.
- Notify they hierarchical superior of the accidents or events that may occur to them when performing their job, as well as those that may affect collaborating companies with which there may be interference or those of which they may have knowledge.
- Cooperate on investigating the events that have occurred.
- Actively participate in the training actions that are set up.

- Cooperate on the adoption of Corrective or Preventive Actions.

Prevention Delegates or worker representatives of each country

- Collaborate with company management on improving the preventive action.
- Be informed of the occupational accidents that occur.
- Cooperate on the investigation of the occupational accidents that occur according to may be established in the legislation in force in each country.
- Cooperate on the adoption of Corrective or Preventive Actions.

Obligations of all collaborating companies

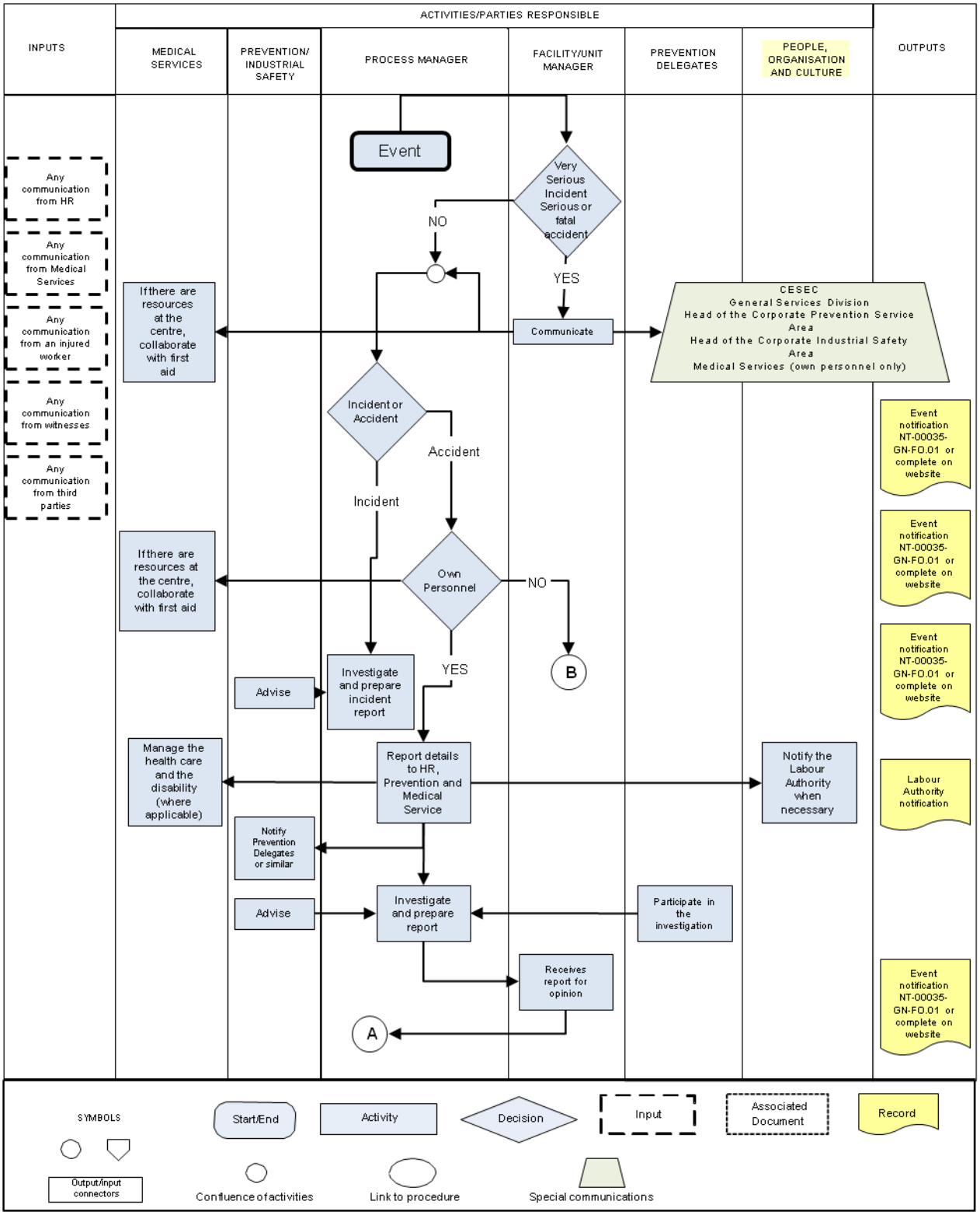
- Notify all accidents and incidents related to their workers or companies under their supervision, as well as investigate the same and prepare the corresponding reports and send them to the agent of the Gas Natural Fenosa work groups.
- Cooperate with the management of companies of the Gas Natural Fenosa group on improving preventive actions by adopting the identified prevention measures.

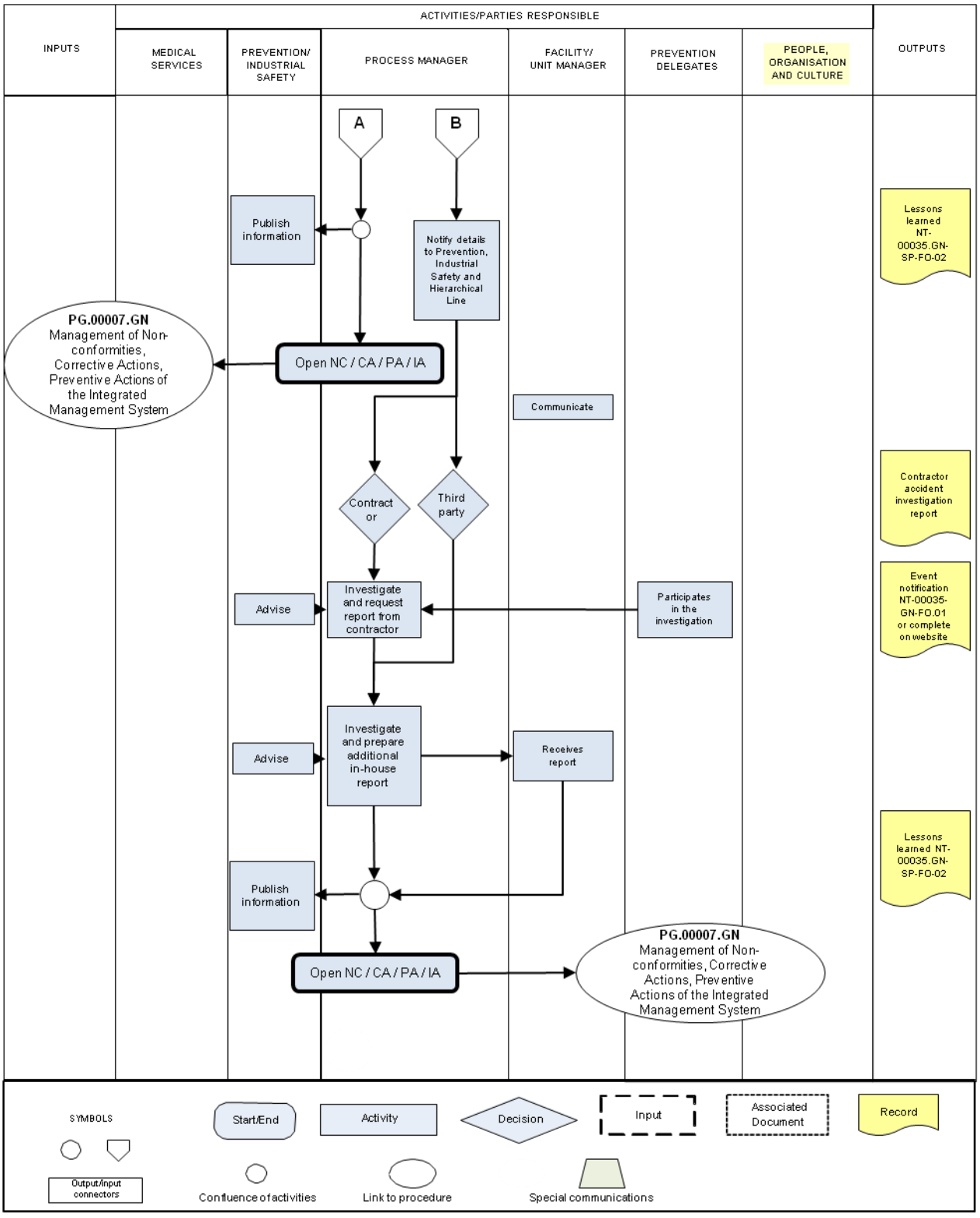
The ***Auditing, Compliance and Internal Co Division*** will examine compliance with these procedures in the course of the audits it carries out.

The ***Director of Purchasing, Prevention and General Services*** will be responsible for keeping the appendices to this procedure updated after receiving approval from the General Director.

6. Development

6.1. Flowchart





6.2. Notification

The initial receipt of information about an event can come from the following sources:

- The injured worker
- Witnesses to the event
- The hierarchical superior
- Third parties
- A communication from Health Surveillance
- Any communication from People, Organisation and Culture

Other sources of notification (emergency services, police, fire brigade, environmental authorities, etc.)

Any event that may occur will be notified by the affected party or those involved in the shortest possible time to the Hierarchical Superior and/or manager of the job, process and/or facility.

The Hierarchical Superior of the victim will be in charge of including the notification data in the computer application that exists for this purpose or using form NT.00035.GN-FO.01, Notification of Events, by sending it to the list of e-mails provided in Appendix 3.

Depending on the type of event, the following maximum deadlines for notification and the scope of the same are established:

In the case of **incidents**:

Incident	Communication up to	Maximum deadline
Minor incident	Hierarchical line up to the Director of the technology, facility or process. Industrial Safety of the installation/country and corporate Prevention Service of the installation/country and corporate Environment of the facility and business	1 week
Less Serious Incident		3 days
Serious Incident	Hierarchical line up to General Director / Country Manager Industrial Safety of the installation/country and corporate Prevention Service of the installation/country and corporate Environment of the facility or business and corporate	24 hours
Very Serious Incident	*In addition to those indicated in the preceding point.* Director General, who will inform the Managing Director / Management Committee and Purchasing Management, Prevention and General Services CESEC	Immediate communication by phone and e-mail Inclusion in the application with max. deadline of 24 hours

The classification of incidents is that which is indicated in NT.00036.GN

In the case of **accidents**:

Type of event	Communication up to	Maximum deadline
Minor accidents	Hierarchical line up to General Director / Country Manager (not applicable in the case of third-party accidents, which will only be communicated up to the job/facility manager). Prevention Service of the installation/country and corporate (*accidents of own personnel and of collaborating companies*) Local Health Surveillance (*only accidents of own personnel*) Local People, Organisation and Culture (*only accidents of own personnel*) In the case of an industrial accident, Industrial Safety of the installation/country and corporate In the case of an environmental accident, to Environment of the facility and business	24 hours
Serious, very serious accidents	*In addition to those indicated in the preceding point:* Director General, who will inform Purchasing Management, Prevention and General Services CESEC Corporate Prevention Service Manager, who will inform the Prevention Delegates Corporate Environment	Immediate communication by phone and e-mail Inclusion in the application with max. deadline of 24 hours
Fatal	*In addition to those indicated in the preceding point.* Director General, who will inform the Managing Director / Management Committee	

Every occupational accident will be analysed between the Hierarchical Superior, the Manager of the job, process and/or facility, the referenced Medical Services and Prevention in order to finally agree on the qualification as an occupational accident.

6.3. Medical care

In the case of an occupational accident, the Hierarchical Superior/Manager of the job, process and/or facility of the victim will coordinate with Health Surveillance personnel, who will coordinate the most appropriate medical care according to the severity of the situation.

So that medical care for own personnel is provided by mutual insurance companies of professional contingencies, the manager of the victim will complete the form that exists for this purpose, depending on the particular entity and the country where care is provided. If the victim is covered by the scheme of Social Security Collaborators or a similar body in the particular country, Health Surveillance will be responsible for providing not only initial assistance but they will also handle comprehensive management of the health care process.

6.4. Event investigation

All events that occur will be investigated. The investigation of all events seeks to clarify and give order to occurrences and causes in order to determine, implement and follow up on all control and prevention measures that may be established to prevent the repetition thereof.

Said investigation will be conducted jointly by the corresponding businesses and the local prevention areas, and if applicable (for industrial and environmental accidents), with the participation of the Industrial Safety and Environmental Units or any other units that could contribute to the objective, whenever necessary.

In the case of accidents involving external personnel, the companies to which they belong are responsible for conducting an investigation of the same, and Gas Natural Fenosa Personnel may collaborate. Apart from this point, the corresponding units of the Gas Natural Fenosa that manage or supervise jobs where such accidents may occur will conduct the investigations and write the reports they deem necessary.

The aforementioned is independent from the possible investigations that may be furthered by the Corporate Environmental, Prevention and Industrial Safety areas, if applicable.

6.4.1. Responsibility for the investigation

The particular business will be responsible for conducting an investigation of the events occurring within their field of action, through the Hierarchical Superior or Manager of the job, process and/or facility in order to determine the causes and prevent repetition, for which they will receive cooperation and advice from the Local/Business Areas and Corporate Areas of Prevention, Environment and Industrial Safety whenever necessary.

Said business must also ensure adequate implementation of the corrective and preventive measures that may eventually be determined from said investigation.

6.4.2. Development of the investigation

The principle of identifying the immediate and underlying causes of an event has implications with respect to the configuration of the investigation team. Specifically, for identifying certain causal factors (such as the management, organisational and design factors of the job), the team may include people, either all or some of them, who have direct experience with or knowledge of the relevant tasks or of the working conditions, such as the following:

- A person belonging to the organisational unit where the accident/incident occurred.
- A person familiar with the task or process.
- A person with supervision duties in the performance of tasks or processes that are similar to those within the scope of which the event occurred (e.g. supervisor of the position).

- Any other person who may be deemed necessary.
- In the case of occupational accidents, whatever may be determined by legislation in force in the country.

The inclusion of these people will also raise the objectivity of the process and therefore give greater validity to the investigation.

In addition to the investigation team, there will optionally be specialists in areas of specific knowledge according to the characteristics of the accident.

Some of the functions might be conducted by the same person.

The Corporate Prevention, Environmental, Health Surveillance and/or Industrial Technical Safety units may be present, together with the business, thereby forming part of the work group. In turn, they could also propose the formation of a work group, in coordination with the Business, to investigate cases of less serious or minor events that, due to their frequency, make the investigation thereof reasonable. In the case of Serious, Very Serious or Fatal Accidents and Very Serious or Serious Incidents, they will always be present.

6.4.3. Investigation System

The actual investigation process will start as soon as there is knowledge of the event. The person or persons who are going to conduct the investigation will go to the site, when applicable, in order to learn about the circumstances that caused it, to collect physical evidence and to start the process of compiling information (photographs, diagrams, measurements, operation records, etc.), which will subsequently be complemented by any interviews, procedure reviews, tests and analyses considered necessary.

It must not be forgotten throughout the entire process that the purpose of the investigation is to:

- Identify the primary and underlying causes and the factors that, to a certain extent, contributed to the accident/incident: why?
- Identify, where applicable, measures that tend to prevent or reduce the risk of the event happening again by establishing suitable improvements: learn.

6.4.4. Investigation report

The investigation report will be drafted by completing at least the data in sections 3 and 5 of the notification sheet or of the corresponding section of the computer application, or in default thereof, of the event sheet.

In cases of special relevance, such as serious, very serious or fatal accidents and very serious or serious incidents, a complementary report will also be prepared, with a detailed analysis of the causes of the same. Specific investigation methodologies will therefore be used, such as Fault Tree Analysis, TapRoot ® or similar methodologies.

For cases of minor complexity, simpler cause analysis methods may be used, such as the “5 reasons why” or a checklist, which allow getting to the root causes that gave rise to the event.

Said specific report will include the following, at a minimum:

- **Description of the event**
  - Event data: Date, place, victims, environmental impact, time, companies involved, activities being performed.
  - Victim data, if there are any (name, age, job position, training and information, etc.).
  - Environmental impact data, if there are any (magnitude of the impact and vulnerability of the affected environment).
  - Data from other personnel in the area (name, age, job position, training and information, etc.)
  - Existing documentation on the work.
  - Tasks being performed before and during the accident.
  - Detailed description of the accident.
- **Analysis of the accident**
  - Analysis of existing and implemented work procedures.
  - Analysis of the causes of the same.
  - Details of the main root causes of the same.
- **Conclusions**
- **Action Plan**, with the planned actions for preventing repetition and the planned dates for development/implementation of the preventive/corrective measures.

6.4.5. Review of and follow-up on the improvement options

The result of the investigation must lead to taking preventive/corrective measures that have an impact on the basic causes on the three aspects: technical, organisational and personnel.

Depending on the identified causes, the preventive/corrective measures of point 4 of the computer application or of the notification sheet will be established, which will likewise include those who are responsible for implementing the same and the planned implementation deadlines.

The person from Gas Natural Fenosa who is responsible for implementing the proposed measures assumes the same according to the indications proposed in the investigation report.

In the event that the need to evaluate risks is derived from the investigation, the evaluation must be conducted and the reason for the same must be recorded.

If necessary, the corresponding non-conformity, corrective actions and preventive actions of the Integrated Quality, Environmental, Safety and Health Management System will be opened, in accordance with the provisions set forth in PG.00007.GN, as well as in the addenda of each Management Division.

6.4.6. Investigation deadlines

The following maximum investigation deadlines are established:

Type of event	Maximum deadline for the investigation and report
Less Serious and Minor Incidents Minor Accidents	15 days
Very Serious and Serious Incidents Serious, very serious and fatal accidents	24 hours for the initial report on the direct causes 15 days for the final report

In exceptional cases, the deadline may be extended, subject to authorisation from management of the business.

6.5. Event statistics and event reports

Accident and event statistics will be prepared according to the instructions included in Appendix 4 of this regulation, which may be consulted directly in the computer application.

Likewise, the periodic follow-up reports on incidents that are deemed necessary will be prepared.

6.6. Good practices and distribution of lessons learned

Lessons learned will be prepared regarding all accidents and incidents that are deemed relevant due to their repetition, consequences, repeatability, etc., according to form NT.00048.GN-SP.ESS-FO.01, Lessons learned.

These lessons learned will be forwarded to all businesses through the corresponding channels defined for such purpose.

7. Delivery and transmission deadlines

Appendix 5 indicates the delivery and transmission deadlines of all actions derived from this regulation.

8. Records and data. Applicable forms

Record	Party responsible for issue	Medium / Filing Location	Format	File manager	Time kept on file
Event notification	*User Unit*	Paper / computer	NT.00035.GN-FO.01	*Corporate Units*	15 years
Lessons Learned			NT.00035.GN-FO.02		

- NT.00035.GN-FO.01 Event notification
- NT.00048.GN-SP.ESS-FO.01 Lessons Learned

9. List of Appendices

- NT.00035.GN-AX.01 Members of the Knowledge and Experience Management Network
- NT.00035.GN-AX.02 Data for completing the sheet
- NT.00035.GN-AX.03 Notification addresses
- NT.00035.GN-AX.04 Statistical analysis
- NT.00035.GN-AX.05 Deadlines
- NT.00035.GN-AX.06 Requirements sheet for tool implementation

Accident and incident communication, investigation and follow-up process

Appendix 01. Members of the Knowledge and Experience Management Network

Sponsor:	Pedro Luis Perez Vallejo
Leader:	Javier Giner Jimenez
Reg. Gas Bus. Member:	Maria Dolores Garcia Aparicio
Reg. Electricity Bus. Member:	Jose Luis Alcaide Rodriguez
Generation Member:	Rosa Ana Suarez de la Puente
Lat. Am. Member:	Palemon Torres Cano
UC Member:	Jose Luis Ausín Pascua (left 12/06/2013) Nury Rector Rubio (joined 12/06/2013)
Wholesale Member:	Segundo Alfonso Fernandez (joined 12/06/2013)
Prevention Member:	Antonio Vázquez Vázquez

appendix

Accident and incident communication, investigation and follow-up process

Appendix 02. Data for completing the sheet

Code: **NT.00035.GN-AX.02**

Edition: **2**

Revision Log

Version	Date	Reason for the version and/or summary of changes
1	14/01/2014	First version of the document
2	05/05/2016	Update of names of units and managers.

Table of Contents

1. Initial data of the event

1.1. Country and Company

They will be the countries and companies that exist in the OF and that report events to Gas Natural Fenosa.

1.2. Businesses and Divisions

The existing organisational structure of Businesses and Corporate Areas will be included in this section.

Business / Corporate Area	Division
Internal Auditing, Compliance and Internal Control	• Strategy and Support Business Internal Auditing • Internal Auditing, Wholesale and Retail Energy Business Generation and Energy Planning • Internal Auditing of the Regulated Electricity Business • Internal Auditing of the Regulated Gas Business
Communications and Office of the Chairman	• Latin America Communication • Deregulated Businesses Communication • Regulated Businesses Communication
Economic-Financial	• Finance and Tax • Management Control • Finance • Investor relations • Risks
Strategy and Development is responsible for the following:	• Latin America Strategy and Development • Gas and Electricity Strategy and Development • Regulated Businesses Strategy and Development
Wholesale Generation Businesses Management Division	• Coal • Combined Cycles • Hydraulic • Nuclear • Mining • O&M Energy
Latin America	• Argentina • Brazil • Colombia • Costa Rica • Mexico • Panama • Dominican Republic

Appendix 02. Data for completing the sheet

Business / Corporate Area	Division
Wholesale Energy Businesses	• Iberian Wholesale Marketing • Global Accounts • Organised Iberian Electricity Markets • Wholesale Energy Markets • Deregulated Businesses Europe • Renewable
Retail Energy Businesses	• Retail Energy • SME Market • Residential Market • Tertiary Market and Energy Solutions • Retail Businesses Italy • Planning and Retail Services • Sales and Operations
Regulated Businesses	• Italy • Moldova • Electricity Distribution Business Spain • Gas Distribution Business Spain • Reg. Bus. Shared Services
Energy Planning	• Balance • Gas Purchasing • Regulation • Upstream
Office of the Chairman and Managing Director	
People and Resources	• Purchasing, Prevention and General Services • Transformation and Quality Projects • People, Organisation and Culture • Safety • Customer Services • Information Systems • Technology & Engineering
Legal Services	• Corp. Legal Services • Generation Legal Services • Latin America Legal Services • Wholesale Energy and Use Legal Services • Reg. Bus. and Retail Energy Bus. Legal Services
Soc. Repsol - Gas Natural LNG, SL	

1.3. Centre/System, sub-category and sub-type

Centre/ System	Sub-category	Sub-type
Transmission and distribution of electricity	***Electrical connection cabinet (cgp/btv)***	
	Measurement cabinet	
	Transformer substation on pad	• Pad • Power transformer • LV Panel • XS Fuses
	Underground or surface-mount transformer substation	• MV switchgear • LV Panels • Power transformer • MV/LV Bridges • Access/Civil works
	Meter Room	• LV Busbar • Meters, wiring
	Particular installations	
	Overhead LV line	• Conductor/Splice/Terminal • Pad • Facade • Roof
	Underground LV line	• Conductor/Splice/Terminal • Conduit • Gallery • Utility shaft
	Overhead MV line	• Conductor/Splice/Terminal • Pad
	Underground MV line	• Conductor/Splice/Terminal • Conduit • Gallery • Utility shaft
	Overhead HV line	• Conductor/Splice/Terminal • Pad
	Underground HV line	• Conductor/Splice/Terminal • Conduit • Gallery • Utility shaft • Jointing chamber
	Substation	• MV yard • HV yard • Power transformer • Command-Control-Protection-Measurement Elements • Auxiliary Services Equipment • Power cables • Infrastructures and Buildings (roads, accesses, enclosures, pipelines, etc.) • Other equipment/elements/auxiliary systems (oil collection tanks)

Appendix 02. Data for completing the sheet

Centre/System	Sub-category	Sub-type
Transport and distribution of gas	***GD*** (General Distribution)	• Line connections • MOP network less than or equal to 5 BAR • MOP network greater than 5 BAR or equal to 16 • Network > 16 BAR
	RMS	
	EM (Energy management)	• Steam generators • Meter • Gas detectors • Cut-off electrovalve • Interior installations • Keys • Premises • Burners • Evacuation tubes • Ventilation
	LPG (Liquefied Petroleum Gas)	• Fill opening • Pipelines • Storage tank • Transfer equipment • Electrical installations • Regulation modules • Vaporisation
	LNG (Liquid Natural Gas)	• Steam generators • Chromatograph and measurement installations • Storage tank • Odorising Tank • Electrical installations • Unloading modules • Regulation module • Vaporisation module
	CNG (Cogeneration Natural Gas)	• CNG storage • Pipelines • Compression stations • CNG dispensers • Electrical installations • Regulation module
	GT (Gas Transport)	• Compression station • Gas transport pipeline • Disconnection and cut-off positions
	Gas Tool (Gas Use)	• Devices • Regulation cabinet and subscriber regulation • Hoods • Device connections • Meter • Installation • Pressure limiter • Keys • Premises • Evacuation tubes • Ventilation • Other network elements

Appendix 02. Data for completing the sheet

Centre/ System	Sub-category	Sub-type
Generation	• Alternator and auxiliaries • HRSG, steam generators and auxiliaries • Mining installations • Handling and storage of fuels • Handling and storage of chemical substances • Internal combustion engines • Hydraulic civil engineering • Others • Electrical systems • Gas Turbine and Auxiliaries • Steam Turbine, Steam Cycle and Auxiliaries • Hydraulic turbines and auxiliaries • Spills, emissions and other environments	
Technology, engineering and renewable	• Cogeneration and biomass • Distribution and transport • Wind power • Gas and Nuclear • Mini hydro • Thermal	
Others	***Work Centres***	• Warehouse • Usual own work centre • Non-habitual own work centre • Third-party centres (customers, companies, users, etc.) •
	Works	• Fixed • Mobile •
	Travel / vehicles	• Travel on site / installation • Travel on public roads / field, machinery • Public transport • Company vehicle • Own vehicle, with or without motor
	Other activities	• Sports Activities • Recreational Activities • Training • Others

2. Details of the event

2.1. Details of the incident

The data will be completed according to regulation NT.00036.GN, classification of incidents

2.2. Details of the occupational accident - Delta Code

2.2.1. Form of contact

Form of contact
10.Contact with electric current, fire, temperature or dangerous substances.
13.Contact with direct flames or objects or surroundings -with high temperature or in flames.
14.Contact with object or surroundings - cold or frozen.
15.Contact with dangerous substances - through the nose, mouth, by inhalation.
16.Contact with dangerous substances - on or through the skin and the eyes.
17.Contact with dangerous substances - via the digestive system, swallowing or eating.
20.Drowning, becoming buried, becoming covered up.
21.Drowning in a liquid.
22.Becoming buried beneath a solid element.
23.Covered by, surrounded by gases or suspended particles.
30.Being crushed on or by an immobile object (worker is in vertical or horizontal movement).
31.Being crushed on or against, result of a fall.
32.Being crushed on or against, result of tripping or bumping against a non-moveable object.
39.Other contact - Type of known group 30 injury but not mentioned above.
40.Impact or blow against a moving object, collision with.
41.Bang or bump against an object - projected.
42.Bang or bump against an object - which falls.
43.Bang or bump against an object - balanced.
44.Bang or bump against an object (including vehicles)-in movement.
45.Collision with an object (including vehicles)-collision with a person (victim in movement).
46.Being hit by wave.
50.Contact with "material agent" edged, sharp, hard, rough.
60.Being trapped, being crushed, suffering an amputation.
61.Being trapped, being crushed - in
62.Being trapped, being crushed - under
63.Being trapped, being crushed - between
64.Amputation, sectioning of a member, a hand or a finger.
70.Physical over-exertion, psychological trauma, exposure to radiation, noise, light or pressure - unspecified.
71.Physical over-exertion - on the muscular-skeletal system.
72.Exposure to radiation, noise, light or pressure.
73.Psychological trauma.

Form of contact
80.Bites, kicks etc. (by animals or humans).
81.Bite
82.Insect or fish bite.
83.Blows, kicks, head butts, strangulation.
90.Heart attacks, strokes and other non-traumatic pathologies.

2.2.2. Type of place

Type of place
010.Industrial areas - unspecified.
011.Place of production, workshop, factory.
012.Maintenance area, repair workshop.
020.Works, construction, quarry, open pit mine.
021.Works - building under construction.
022.Works - buildings being demolished, renovated or maintained.
023.Quarry, open mine, excavation, ditch (including open mines and active quarries)
024.Underground work.
025.Works in water.
026.Works in a hyperbaric medium.
030.Agricultural, livestock, fish farming places, forest area.
031.Livestock farms.
032.Agricultural places -soil cultivation.
033.Agricultural places-tree or bush cultivation.
034.Forestry areas.
035.Fish factories, fishing, aquacultural areas (not on board a ship).
036.Gardens, parks, forest gardens, zoological parks.
040.Places of tertiary activity, offices, leisure areas, miscellaneous
041.Offices, meeting rooms, libraries etc.
042.Teaching centres, schools, institutes, universities, nursery schools.
043.Small and large sales outlets (including street trading).
044.Restaurants, leisure centres, places of accommodation (including museums, show grounds, fairgrounds etc.).
050.Health centres.
060.Public places
061.Spaces open permanently to the public (access, traffic routes, parking areas, station, airport waiting room etc.).
062.Means of transport-land: road or railway-private or public (whichsoever:train, bus, automobile etc.).
063.Area attached to public spaces access reserved for authorised personnel: railway line, aerodrome runways, motorway hard shoulder.
070.Homes
071.Private home.
072.Common parts, annexes, adjacent private gardens.
080.Places for sports activities.

Type of place
090.In the air, elevated - with the exception of work sites.
091.Elevated - on a fixed surface (roofs, terraces etc.).
092.Elevated - masts, towers, hanging platforms.
093.In the air - on board an aircraft etc.
100.Underground - with the exception of work sites - unspecified.
101.Underground - tunnels (road, train, underground train etc.).
102.Underground mines.
103.Underground - drains.
110.In water - with the exception of work sites - unspecified.
120.In hyperbaric medium - with the exception of work sites - unspecified.
121.In hyperbaric medium -underwater (immersions etc.)
122.In hyperbaric medium -hyperbaric chamber.

2.2.3. Type of work

Type of work
10.Tasks involving production, transformation, treatment, storage - of any type.
11.Production, transformation, treatment - of any type - storage - of any type.
12.Storage - of any type.
20.Earth movement, works and demolition.
21.Earth-moving.
22.New construction-buildings.
23.New construction- factory works, infrastructure, roads, bridges, dams, ports.
24.Renewal, repair, aggregation, maintenance - of any type of construction.
25.Demolition of any type of construction.
30.Agricultural work, forestry, horticultural, fish factory, with live animals.
31.Work of an agricultural nature-working the land.
32.Work of an agricultural nature-with vegetables, horticulture.
33.Work of a farming nature-on/with live animals.
34.Work of a forestry nature.
35.Work of a fishery nature, fishing.
40.Services to companies or people and intellectual work.
41.Services, healthcare, caring for people.
42.Intellectual activities-teaching, training, handling information, office work, organisation, management.
43.Commercial activities- buying, selling, related services.
50.Work relating to tasks coded in 10, 20, 30 and 40.
51.Placement, preparation, installation, mounting, dismantling, dismounting.
52.Maintenance, repair, adjusting, overhaul.
53.Cleaning of premises, machines-industrial or manual.
54.Treatment of residue, waste, treatment of all types of residue.
55.Surveillance, inspecting manufacturing processes, premises, means of transport.
60.Traffic, sports and artistic activities- unspecified.
61.Traffic, including in means of transport.

62.Sports and artistic activities.

2.2.4. Specific physical activity

Specific physical activity
10.Operations involving machines.
11.Startup, shutdown of machinery.
12.Powering, emptying the machine.
20.Work with manual tools.
21.Working with non-motorised manual tools.
22.Working with motorised manual tools.
30.Driving/travelling on a means of transport-cargo equipment.
31.Driving a means of transport or cargo equipment - mobile and motorised.
32.Driving a means of transport or cargo equipment - mobile and non-motorised.
33.Travelling as a passenger on a means of transport.
40.Manipulation of objects.
41.Grasping with the hand, gripping, taking hold of, holding in the hand, placing - in a horizontal plane.
42.Binding, tying, tearing, undoing, pressing, unscrewing, screwing, turning.
43.Fixing, hanging, hoisting, installing-on a vertical level.
44.Throw, project far away.
45.Opening, closing (a box, packing, a package).
46.Pouring, introducing liquids, filling, watering, pulverising, emptying, draining.
47.Opening (a drawer), pushing (a door of a hanger, an office, a cupboard).
50.Manual transport.
51.Transport vertically-raise, lift, lower etc. an object.
52.Transport horizontally-pulling, pushing, rolling, etc. an object.
53.Transporting a load (carrying) -by a person.
60.Movement.
61.Walking, running, going up, going down etc.
62.Entering, exiting.
63.Jumping, balancing etc.
64.Crawling, climbing etc.
65.Standing up, sitting down etc.
66.Swimming, submerging oneself.
67.Performing movements in a single place.
70.Being present.

2.2.5. Deviation

Deviation
10.Deviation due to an electrical problem, explosion.
11.Electrical problem caused by installation fault - giving rise to indirect contact.
12.Electrical problem -giving rise to direct contact.
20. Deviation due to overflow, overturn, leak, spillage, vaporisation, emission.
21.Solid state - overflow, overturn.
22.In liquid form - leak, oozing, spill, splashing, aspersion.
23.Powdery - emanation of smoke, emission of dust, particles.
30.Break, fracture, explosion, slip, fall, spilling of a material substance.
31.A breakage in material, joints, connections.
32.Breakage, shattering, in fragments (wood, crystal, metal, stone, plastic, others).
33.Slip, fall, collapse of a higher-level material agent (which falls on the victim).
34.Slip, fall, collapse of a lower-level material agent (which drags the victim).
35.Slip, fall, collapse of a material agent-at same level.
40. Handling of objects.
40. Loss (total or partial) of control of mach., means of transp.-cargo equip, manual tools, object, animal.
41. Loss (total or partial) of control-of machine (including untimely start-up), and of the material which is being worked on.
42.Loss (total or partial) of control-of means of transp.-of cargo equipment (motorised or not).
43. Loss (total or partial) of control-of tool. Manual (motorised or not), and of the material on which one is working.
44. Loss (total or partial) of control-of an object (transported, moved, manipulated etc.).
45. Loss (total or partial) of control-of an animal.
50.Slip or trip resulting in fall-people falling.
50.Slip or trip resulting in fall-people falling.
51.A person falling-from a height.
52. Slip or trip resulting in fall-a person falling -at same level.
60.Movement of the body without physical effort (normally provokes an external injury).
61.Stepping on an object that cuts.
62.Kneeling, sitting down, leaning against.
63.Becoming trapped, being dragged by an element or by its momentum.
64.Coordinated movements, impetuous, inopportune gestures.
70.Movement of the body as a consequence of or with physical effort (generally causes internal injury).
71.Lifting, transporting, standing up.
72.Pushing, pulling.
73.Depositing, bending.
74.In torsion, in rotation, on turning round.
75.Walking with difficulty, stumbling, slipping-without falling.

80.Surprise, fear, violence, aggression, threat, presence.
81.Surprise, fear.
82.Violence, aggression, threat-amongst company members under the authority of the business owner.
83.Violence, aggression, threat-carried out by people not related to the company, against the victim during the performance of his/her duties (bank robbery, bus driver)
84.Aggression, pushing, -by animals.
85.Presence of the victim or third party which in itself represents a danger for him or herself and for others.

2.2.6. Injured part of the body

Injured part of the body
10.-Head
12.-Facial area.
13.-Eye(s).
14.-Ear(s).
15.-Teeth.
18.-Head, multiple affected parts.
20.-Neck, including the spine and the cervical vertebrae.
30.-Back, including the spine and the dorsolumbar vertebrae.
40.-Trunk and organs, not described in greater detail.
41.-Thoracic cage, ribs, including shoulder blades and acromioclavicular joints.
42.-Thoracic area, including its organs.
43.-Pelvic and abdominal region, including its organs.
48.-Trunk, multiple affected parts.
50.-Upper extremities, not described in greater detail.
51.-Shoulder and humerus joints.
52.-Arm, including the ulna joint.
53.-Hand.
54.-Finger(s).
55.-Wrist.
58.-Upper extremities, multiple affected parts.
60.-Lower extremities, not described in greater detail.
61.-Hip and hip joint.
62.-Leg, including knee.
63.-Malleolus.
64.-Foot.
65.-Toe(s).
68.-Lower extremities, multiple affected parts.
70.-The entire body and multiple parts, not described in greater detail.
71.-The entire body (systemic effects).
78.-Multiple affected parts of the body.
99.-Other parts of the body not mentioned above.

2.2.7. Description of the injury

Description of the injury
010.-Superficial wounds and injuries.
011.-Superficial injuries.
012.-Open wounds.
020.-Fractures.
021.-Closed fractures.
022.-Open fractures.
030.-Dislocations, sprains and twists.
031.-Dislocations and subluxations.
032.-Sprains and twists.
040.-Traumatic amputations (loss of parts of the body).
050.-Shock and internal injuries.
051.-Concussion and intracranial injuries.
052.-Internal injuries.
060.-Burns, scalds and freezing.
061.-Burns and scalds (thermal).
062.-Chemical burns (corrosion).
063.-Freezing.
070.-Poisoning and infections.
071.-Serious poisoning.
072.-Serious infections.
080.-Drowning and asphyxiation.
081.-Asphyxias.
082.-Non-fatal drowning and submersions.
090.-Effects of noise, vibration and pressure.
091.-Serious loss of hearing.
092.-Effects of pressure (barotrauma).
100.-Effects of extreme temperatures, light and radiation.
101.-Heat and heat strokes.
102.-Effects of non-thermal radiation (X rays, radioactive substances, ionising radiation, “welder's eyes” etc.)
103.-Effects of low temperatures.
110.-Psychological trauma, traumatic shock.
111.-Psychological damage due to aggressions and threats.
112.-Traumatic shocks (electric, provoked by lightning etc.).
120.-Multiple injuries.
130.-Heart attacks, strokes and other non-traumatic pathologies.
999.-Other specified injuries not included in other sections.

2.2.8. Material substances

Material substances
00.00.00.00.No material agent or no information.
01.00.00.00.Buildings, surfaces at same level (interior or exterior, fixed or mobile, temporary or not).
01.01.00.00. Building, construction elements - doors, walls, partitions etc. and obst. by definition (windows, large windows etc.).
01.02.00.00.Surface or circulat. areas at same level-ground(int. or ext., agric. land, sports land, slippery floors, overcrowded floor, board with nails).
01.03.00.00.Level surfaces or circulation areas - floating.
02.00.00.00.Buildings, constructions, surfaces at height (interior or exterior).
02.01.00.00.Parts of fixed buildings at height, (roofs, terraces, openings, stairs, ramps).
02.02.00.00.Constructions, fixed surfaces at height, (includes walkways, fixed ladders, scaffolding).
02.03.00.00.Construct., mobile surfaces at height (includes scaffolding, mob. staircases, bucket lifts, platform lifts).
02.04.00.00.Constructions, temporary surfaces at height, (includes temporary scaffolding, harnesses, swinging scaffold).
02.05.00.00.Construct., floating surfaces at height (includes perforation platforms, scaffolding set on pontoons).
03.00.00.00.Buildings, constructions, surfaces below ground level (interior or exterior).
03.01.00.00.Excavations, ditches, wells, pits, escarpments, ditches for garages.
03.02.00.00.Underground, galleries.
03.03.00.00.Underwater facilities.
04.00.00.00.Devices for distributing material, power supply, piping.
04.01.00.00.Devices for distrib. material, power supply, piping-fixed-for gas, air, liquids, solids, including hopper-chutes.
04.02.00.00.Devices for distributing material, power supply, mobile piping.
04.03.00.00.Drainage channels, drains.
05.00.00.00.Motors, energy transmission and storage devices.
05.01.00.00.Motors, energy generators (thermal, electric, radiation), including compressors and pumps.
05.02.00.00. Energy trans. and storage devices (mechanical, pneumatic, hydraulic, electric, including batteries, accumulators).
06.00.00.00.Non-motorised manual tools.
06.01.00.00.Non-motorised manual tools for sawing.
06.02.00.00.Manual tools for cutting, non-motorised, separating (includes scissors, shears, pruning shears).
06.03.00.00.Non-motorised manual tools for carving, mortising, chiselling, cropping, casting.
06.04.00.00.Non-motorised manual tools for scraping, grounding, sanding.
06.05.00.00.Non-motorised manual tools for drilling, machining, screwing.
06.06.00.00.Non-motorised manual tools for nailing, riveting, stapling.
06.07.00.00.Non-motorised manual tools for sewing, spinning.
06.08.00.00.Non-motorised manual tools for welding, gluing.
06.09.00.00.Non-motorised manual tools for extracting materials and working the land (includes agricultural tools).
06.10.00.00.Non-motorised manual tools for waxing, lubricating, washing, cleaning.
06.11.00.00.Non-motorised manual tools for painting.
06.12.00.00.Non-motorised manual tools for holding, gripping.

Appendix 02. Data for completing the sheet

Material substances
06.13.00.00.Non-motorised manual tools for kitchen work (except knives).
06.14.00.00.Non-motorised manual tools for medical and surgical work, sharp, cutting.
06.15.00.00.Non-motorised manual tools for medical and surgical work, sharp, non-cutting, others.
06.16.00.00.Non-motorised manual tools for fishing (fishing tackle, hook etc.)
07.00.00.00.Mechanical hand-held or hand-guided tools.
07.01.00.00.Manual mechanical tools for drying.
07.02.00.00.Manual mechanical tools for cutting, separating (includes scissors, shears, pruning shears).
07.03.00.00.Manual mechanical tools for carving, mortising, chiselling, cropping, casting.
07.04.00.00.Manual mechanical tools for scraping, grounding, sanding (includes cutting machine disk).
07.05.00.00.Manual mechanical tools for drilling, making spin, screwing.
07.06.00.00.Manual mechanical tools for nailing, riveting, stapling.
07.07.00.00.Manual mechanical tools for sewing, spinning.
07.08.00.00.Manual mechanical tools for welding, gluing.
07.09.00.00.Manual mechanical tools for extracting materials and working the land (includes agricultural tools, cement grinders).
07.10.00.00.Manual mechanical tools for waxing, lubricating, washing, cleaning (includes vacuum cleaner, high pressure cleaner).
07.11.00.00.Manual mechanical tools for painting.
07.12.00.00.Manual mechanical tools for holding, gripping.
07.13.00.00.Manual mechanical tools for kitchen work (except knives).
07.14.00.00.Manual mechanical tools for heating (includes dryers, heat guns, electric irons).
07.15.00.00.Manual mechanical tools for medical and surgical work, sharp, cutting.
07.16.00.00.Manual mechanical tools for surgical work, not cutting, others.
07.17.00.00.Pneumatic guns (without specifying the tool).
08.00.00.00. Manual tools without specification as to their being motorised or not - in general.
08.01.00.00. Manual tools without specification as to their being motorised or not, for sawing.
08.02.00.00. Manual tools without specification as to their being motorised or not, cutting, separating (includes scissors, shears, pruning shears).
08.03.00.00. Manual tools without specification as to their being motorised or not, for carving, mortising, chiselling, cropping, casting.
08.04.00.00. Manual tools without specification as to their being motorised or not, for scraping, grounding, sanding.
08.05.00.00. Manual tools without specification as to their being motorised or not, for drilling, spinning, screwing.
08.06.00.00. Manual tools without specification as to their being motorised or not, for nailing, riveting and stapling.
08.07.00.00. Manual tools without specification as to their being motorised or not, for sewing and spinning.
08.08.00.00. Manual tools without specification as to their being motorised or not, for welding, gluing.
08.09.00.00. Manual tools without specification as to their being motorised or not, for extracting materials and working the land (includes agricultural tools).
08.10.00.00. Manual tools without specification as to their being motorised or not, for waxing, lubricating, washing, cleaning.

Appendix 02. Data for completing the sheet

Material substances
08.11.00.00. Manual tools without specification as to their being motorised or not, for painting.
08.12.00.00. Manual tools without specification as to their being motorised or not, for holding, gripping.
08.13.00.00. Manual tools without specification as to their being motorised or not, for kitchen work (except knives).
09.00.00.00.Machines and portable or mobile equipment - unspecified.
09.01.00.00.Portable or mobile machines for extraction and working the land -mines, quarries and construction/public works equipment.
09.02.00.00.Portable or mobile machines for working the land -agriculture.
09.03.00.00.Portable or mobile machines (except for land)-for work sites.
09.04.00.00.Mobile floor cleaning machines.
10.00.00.00.Fixed machines and equipment.
10.01.00.00.Fixed machines for extraction and working the land.
10.02.00.00.Machines for preparing materials:grinding, spraying, filtering, separating, mixing, massing.
10.03.00.00.Machines for transforming materials-chemical processes(reactors, fermenters).
10.04.00.00.Machines for transforming materials -heat procedures (ovens, dryers, stoves).
10.05.00.00.Machines for transforming materials -cold procedures (cold production).
10.06.00.00.Machines for transforming materials, other procedures.
10.07.00.00.Forming by pressing, crushing (machines for).
10.08.00.00.Machines for forming-by casting, laminating, cylinder machines (including paper manufacture).
10.09.00.00. Forming machines-by injection, extrusion, blowing, spinning, moulding, melting, metal casting.
10.10.00.00.Machining machines (brushing, milling, smoothing, grinding, polishing, turning, drilling).
10.11.00.00.Machining machines for sawing.
10.12.00.00.Machining machines-for cutting, slotting, cropping (includes embossing press, shear, guillotine, oxycut).
10.13.00.00.Machines for treating surfaces (cleaning, washing, drying, painting, printing).
10.14.00.00.Machines for treating surfaces -galvanising, electrolyte surface treatment.
10.15.00.00.Machines for assembling (welding, gluing, nailing, screwing, drilling, riveting, spinning, wiring, sewing, stapling).
10.16.00.00.Machines for refitting, wrapping (filling, labelling, sealing).
10.17.00.00.Other machines for specific industries (control of tests, diverse).
10.18.00.00.Machines used specifically in agriculture, livestock farming, not related to machines mentioned above.
11.00.00.00.Transfer, transport and storage devices.
11.01.00.00.Stationary transporters, equipment and continuous transport system-by means of conveyor belt, mechanical staircases, cable car, transporters etc.
11.02.00.00.Elevators, lifts, levelling equipment-goods lifts, bucket elevators, jacks, lathes etc.
11.03.00.00.Cranes: fixed, mobile, mounted on vehicles, bridge cranes, elevating equipment for suspended loads.
11.04.00.00.Mobile transport devices, transport trucks (whether motorised or not)-forklifts, stevedores for stevedore plates etc.
11.05.00.00.Lifting, mooring, pressure devices and diverse material for transport(includes slings, hooks, ropes).

Appendix 02. Data for completing the sheet

Material substances
11.06.00.00.Storage, packing devices, fixed containers (silos, deposits, cisterns, tanks).
11.07.00.00.Storage, packing devices, mobile containers.
11.08.00.00.Storage accessories, shelves, special shelves for storing loads in pallets, pallets.
11.09.00.00.Diverse packing, small and medium sized, mobile (baskets, diverse recipients, bottles, boxes, extinguishers).
12.00.00.00.Land vehicles.
12.01.00.00.Heavyvehicles:trucks(cargo transport), buses and coaches (passenger transport).
12.02.00.00.Light vehicles -cargo or passengers.
12.03.00.00.Vehicles-two, three wheels, motorised or not.
12.04.00.00.Other land vehicles: skis, roller skates etc.
13.00.00.00.Other transport vehicles.
13.01.00.00.Vehicles on rails, including suspended cargo monorails.
13.02.00.00.Vehicles on rails, including suspended passenger monorails.
13.03.00.00.Nauticalvehicles: cargo.
13.04.00.00.Nauticalvehicles: passengers.
13.05.00.00.Nauticalvehicles: fishing.
13.06.00.00.Airbornevehicles: cargo.
13.07.00.00.Airbornevehicles: passengers.
14.00.00.00.Materials, objects, products, elements which constitute a machine or a vehicle, fragments, dusts.
14.01.00.00.Construction materials-big and small: prefabricated agent, formwork, rafters, bricks, tiles.
14.02.00.00.Elements which constitute a machine, of vehicles: chassis, crankshaft, crank, wheel etc.
14.03.00.00.Worked parts, elements or machine tools (including fragments and splinters proceeding from such material substances).
14.04.00.00.Assembly elements, screws, nails, bolts.
14.05.00.00.Particles, dust, fragments, bits, projections, splinters and other elements which result from breakage.
14.06.00.00.Products-agricultural (includes grains, straw, other agricultural production).
14.07.00.00.Products- for agriculture, livestock (includes fertilisers, animal feed).
14.08.00.00.Products in storage (includes objects and packaging laid out in a store).
14.09.00.00.Products stored in rolls, reels.
14.10.00.00.Cargo-transported on mechanical manipulation or transport device.
14.11.00.00.Cargo-suspended levelling device, a crane.
14.12.00.00.Cargo-hand-manipulated.
15.00.00.00.Chemical, explosive, radioactive, biological substances.
15.01.00.00.Materials-caustic, corrosive (solids, liquids or gases).
15.02.00.00.Materials-toxic, corrosive (solids, liquids or gases).
15.03.00.00.Materials-inflammable (solids, liquids or gases).
15.04.00.00.Materials-explosive, reactive (solids, liquids or gases).
15.05.00.00.Gases, vapours without specific effect-inert for life, asphyxiating.
15.06.00.00.Substances-radioactive.
15.07.00.00.Substances-biological.
15.08.00.00.Substances, materials - with no specific danger (water, inert materials…)
16.00.00.00.Protection devices and equipment.
16.01.00.00.Protection devices-on machines.
16.02.00.00.Personal Protective Equipment.

Appendix 02. Data for completing the sheet

Material substances
16.03.00.00.Emergency devices and equipment.
17.00.00.00.Office and personal equipment, sports gear, arms, domestic apparatus.
17.01.00.00.Furniture.
17.02.00.00.Equipment-computer, office, reprography, communication.
17.03.00.00.Equipment-for teaching, writing, drawing - includes: typewriters, stamping, enlarger, dating machines etc.
17.04.00.00.Objects and equipment for sports and games.
17.05.00.00.Arms.
17.06.00.00.Personal objects, clothes.
17.07.00.00.Musical instruments.
17.08.00.00.Apparatus, utensils, objects, house linen (professional use).
18.00.00.00.Live organisms and human beings.
18.01.00.00.Trees, plants, crops.
18.02.00.00.Animals-pets and livestock.
18.03.00.00.Wild animals, insects, snakes.
18.04.00.00.Micro-organisms.
18.05.00.00.Infections, viral agents.
19.00.00.00.Waste in large quantities.
20.00.00.00.Physical phenomenon and natural elements.
20.01.00.00.Physical phenomenon, noise, natural radiation (light, arch, luminous, pressurisation, de-pressurisation, pressure).
20.02.00.00.Natural and atmospheric elements (includes surfaces of water, mud, rain, hailstones, snow, ice, gusts of wind)
20.03.00.00.Natural catastrophes (includes flooding, volcanoes, earthquakes, tsunamis, burning, fire…).
20.99.00.00.Other physical phenomena and natural elements classified in group 20 but not listed above.

3. Event investigation

3.1. Associated risks

Associated risks	
Accidents caused by living beings	Exposure to biological contaminants
Being run over	Use of computers
Blows with vehicles or machines	Ionising radiation (X-rays, alpha rays, etc.)
Trapping	Non-ionising radiation (welder, laser, etc.)
Falling objects	Noise
Falls from a different level	Chemical substances
Falls on the same level	Vibrations
Collisions with fixed objects	Blows from an object or tool
Collisions with moving objects	Cuts
Contact with chemical substances	Fire
Electrical contact	Stepping on objects
Thermal contact	Flying particles or fragments
Explosion	Psychosocial risks (stress, anxiety, etc.)
Exposure to extreme temperatures	Over-exertion
Environmental conditions	No Apparent cause

3.2. Analysis of concurrent causes

Material working conditions	
Equipment, tools and auxiliary means	• Not applicable • In poor/defective condition • Poorly designed • Improperly used • Inadequate maintenance • Does not comply with legislation in force • Others (specify)

Appendix 02. Data for completing the sheet

Material working conditions	
Machines	• Absent/faulty alarms (start-up, hazardous machines, vehicles in reverse, etc.). • Absent/faulty safeguards or safety devices • Absent/faulty adequate maintenance • Absent/faulty means of placing a machine out of service • Absence of or faults in over-turn protections (ROPS) for automotive machines • Absent/faulty emergency stop (non-existent, ineffective or inaccessible) • Lack of control or emergency systems (level indicator, temp., load limiter, etc.) • Improperly used machine • Accessible moving parts away from the operating point • Risks derived from the mobility of self-propelled machines • Insufficient warning system • Incorrect control system (sudden starts, guards disabled, etc.) • Unprotected or insufficiently protected operating zone • Others (specify)
Materials	• Not applicable • Leaks and/or spills of chemical products • Instability of stacked materials. • Inadequate handling of materials • Materials that are heavy, voluminous, sharp, in awkward shapes, etc. • Loss or degradation of the qualities of materials • Unidentified hazardous products (at the origin) • Aggressive substances or products • Inadequate transport of materials • Inadequate use of materials • Others (specify)

Material working conditions	
Electricity	• Not applicable • Unexpected electric power outage • Non-existent/failure of protection against direct electrical contact • Non-existent/failure of protection against indirect electrical contact • Others (specify)
Fire	• Not applicable • Uncontrolled sources of ignition • Inadequate storage of flammable products • Non-existent or insufficient fire detection or extinguishing systems • Non-existent or insufficient sectorising of risk areas • Incorrect fire detection/alarm transmission systems • Others (specify)
Others	

Appendix 02. Data for completing the sheet

Factors pertaining to the environment and work place	
Spaces, accesses and surface areas	• Not applicable • Unprotected openings and/or holes • Accesses that are unsafe or poor condition • Absence of / faults in work platforms • Signposting that is absent or insufficient • Difficulty accessing the job position • Difficulty of movement in the job position. • Inadequate or insufficient protection equipment • Insufficient space/forced postures • Insufficient housekeeping • Faulty or inadequate pavement (broken, slippery, etc.) • Insufficient protections and/or safeguards • Insufficient or unusable evacuation routes. • Work, transit and/or storage areas not delimited • Others (specify)
Work environment	• Not applicable • Inadequate temperature and humidity (physical agent) • Insufficient or incorrect lighting (physical agent) • Radiation (physical agent) • Excessive noise (which can mask signals) (physical agent) • Insufficient ventilation (physical agent) • Vibrations that can cause loss of feeling or fatigue (physical agent) • Acute intoxication (chemical agent) • : Infection, allergy or toxicity (biological agent) • Insufficient oxygen • Living beings • Miscellaneous contaminates of different types (indicate which ones) • Others (specify)

Appendix 02. Data for completing the sheet

Individual factors	
Knowledge (aptitude)	• Not applicable • Unawareness of the working method • Unawareness of the risks of the task/job • Unawareness of applicable prevention measures • Unqualified for the task • Inexperience • Non-habitual job • Others (specify)
Behaviour (attitude)	• Not applicable • Adopting an inadequate position for performing the task • Incorrect storage • Failure to follow express work orders • Incorrect loading • Lifting objects incorrectly • Not having adequate protection, or the protection is insufficient • Not providing signalling or warning • Non-use of personal protective equipment • Operating equipment without authorisation • Performing maintenance on equipment while it is operating • Removal/disabling of safety guards or devices • Use of defective and/or inadequate equipment • Improper/incorrect use of work tools or equipment • Others (specify)

Appendix 02. Data for completing the sheet

Occupational Organisation and Prevention Management	
Type and/or organisation of the task	• Not applicable • Insulation • Extraordinary/unusual for the worker • Lack of adequacy between the task and the material means used • Lack of coordination in joint operations • Lack of coordination between different companies • Maintenance on or cleaning of a machine without turning it off • Incompatible operations • Hazardous operations left up to the worker's choice • Insufficient work scheduling and/or planning • Activities being simultaneously performed by the same worker • Others (specify)
Communication / Training / Information	• Not applicable • Failure to obtain work permits for operations that involve a risk • Delivery of insufficient and/or inadequate documentation • Lack of/insufficient qualifications and/or experience for the task • Lack of/insufficient training/information • Non-existent, confusing, contradictory or insufficient instructions • Non-existent/inadequate work method • Inadequate system for assigning tasks • Others (specify)
Defective Prevention Management and Organisation	• Not applicable • Non-existent/inadequate analysis of work procedures • Purchase/rental of inadequate work machines/equipment • Non-existent/inadequate coordination of business activities • Emergencies: Unplanned intervention • Emergencies: Inadequate preparation • Necessary PPE is non-existent or inadequate • Non-existent/insufficient documented inspections • Non-existent/inadequate maintenance • Non-existent/insufficient working training plan • Non-existent/insufficient Safety and Health Plan • Hazardous products without identification by label or safety data sheet • Preventive Resource: Absent and/or insufficient training • Others (specify)

Accident and incident communication, investigation and follow-up process

Appendix03.Notification addresses

LATAM

Country	Units Responsible in Country						Corporate Unit	
	Safety Centre	People, Org. and Culture	Health Surveillance	Prevention	Industrial	Environmental	Prevention And Industrial	Environmental
Argentina	562700(ext) 54911(ext) 541143092700 69928349	opayero@gasnatural.com	dgrella@gasnatural.com	jdemasi@gasnatural.com	segind@gasnatural.com	simperiali@gasnatural.com	sucesos@gasnatural.com	usistemai@gasnatural.com
Brazil	552131156300 552199690051	fcamilo@gasnatural.com	aloysio@gasnatural.com	cluiz@gasnatural.com		rcmatos@gasnatural.com		
Colombia	581287(ext) 581273(ext) 57 36 11 287	mjimenezl@gasnatural.com	saludlaboral@gasnatural.com	jbobadilla@gasnatural.com amolina@gasnatural.com		princong@electricaribe.com		
CostaRica	------	jsolano@unionfenosa.co.cr dchacon@unionfenosa.co.cr	smedico@gasnatural.com	spm@gasnatural.com		achen@ufpanama.com		
Mexico	577444(ext) 576446(ext) 52 5552790444	secheveste@gasnatural.com	rvalderrama@gasnatural.com	jtrujillo@gasnatural.com		cserralde@gasnatural.com		
Panama	564352(ext) 564353(ext) 507 315 9352 507 315 9353	ralvarez@ufpanama.com mtovio@ufpanama.com	mjimenez@ufpanama.com	achen@ufpanama.com agarcia@ufpanama.com		achen@ufpanama.com		
PuertoRico	----	damaris.rivera@ecoelectrica.com	pedro.martinez@ecoelectrica.com	pedro.martinez@ecoelectrica.com		mvasquezl@gplv.com.do		
Dominican Republic	18099551717	xaquino@gplv.com.do	-----	mvasquezl@gplv.com.do		mvasquezl@gplv.com.do		

SPAINAND EMEA

Country	Units Responsible in Country						Corporate Unit	
	SafetyCentre	People, Org. and Culture	Health Surveillance	Prevention	Industrial	Environmental	Prevention And Industrial	Environmental
Australia	-----	GRRHHParteAccidente@gasnatural.com	smedico@gasnatural.com	spm@gasnatural.com	segind@gasnatural.com	usistemai@gasnatural.com	sucesos@gasnatural.com	usistemai@gasnatural.com
Spain	22404(ext) 22128(ext) 915 676 404 915 676 128	GRRHHParteAccidente@gasnatural.com	smedico@gasnatural.com	spm@gasnatural.com		usistemai@gasnatural.com		
France	---	jwirth@gasnatural.com	jwirth@gasnatural.com	jwirth@gasnatural.com		usistemai@gasnatural.com		
Italy	----	rrhhoperativa@gasnatural.com	medicocompetente@gasnatural.com	spp@gasnatural.com		mpesce@gasnatural.com		
Kenya	----	pmuthamia@iberafrica.co.ke	----	nnjogu@iberafrica.co.ke		lgomezv@gasnatural.com		
Madagascar	----	rseheno@unionfenosa.com.mg	funhece@funreco.mg	rando@unionfenosa.com.mg		mtatay@gasnatural.com		
Morocco	----	Najat.lailai@gasnatural.com Ahmed.sghou@gasnatural.com	chagraoui@gasnatural.com	Mohamed.karkouri@gasnatural.com		Mohamed.karkouri@gasnatural.com		
Moldova	561950(ext) 373 224 31 950	resurse_umane@ufmoldova.com	vavdeenco@ufmoldova.com	vtcaciuc@ufmoldova.com		VCOMENDANT@UFMOLDOVA.COM		
South Africa	----		smedico@gasnatural.com	spm@gasnatural.com		lgomezv@gasnatural.com		
Uganda	----	stellab@omenergy.co.ug	smedico@gasnatural.com	eojede@omenergy.co.ug		mtatay@gasnatural.com		
Others:	----	GRRHHParteAccidente@gasnatural.com	smedico@gasnatural.com	spm@gasnatural.com		usistemai@gasnatural.com		

Accident Rate web page

https://gnal.ecua.es

Accident and incident communication, investigation and follow-up process

Appendix03.Notification addresses

Accident and incident communication, investigation and follow-up process

Appendix 04. Statistical analysis

1. Definitions

Frequency rate: number of occupational accidents with medical leave per million hours worked at the company.

Incident rate: number of occupational accidents with medical leave per 1000 workers.

Severity rate: number of work days lost occupational accident per 1000 hours worked.

2. Statistics preparation criteria

For drawing up statistics, the following criteria apply:

- **Scope:** All occupational accidents that have occurred in the period under consideration will be included, and those which give rise to sick leave and death will be kept separate from those which do not. Commuting accidents will not be included.
- **Relapse (Recidivism):** Repeated sick leaves by a worker as a consequence of the same occupational accident, within a period of six months from the day on which the accident occurred. In this case, the total number of days in each period must be accounted for (by the general method) and added together to obtain the total, but only accounting for one single accident.
- **Number of workers:** The average number of workers in the company during the period under consideration.
- **Hours worked:** The real number of hours worked in the company during the period under consideration.

  In the case of collaborating companies, only the hours worked for Gas Natural Fenosa will be considered.

For a determined reference period, the statistics must specify the number of occupational accidents that occur during the period and the workdays lost as a consequence of the same during that period.

The statistical data/indicators will be provided periodically, and they will include, as far as possible, both the monthly values and the accumulated values of the current year, in addition to the accumulated values of the last 12 months (TAM).

3. Occupational accident rate indexes

To make standardised comparisons across the different country/company scenarios, the Corporate Prevention Unit, using the complied data, will prepare reports using the following statistical rates (indexes), with which it will be possible to study the month under consideration, the accumulated figure of the current year and the accumulated figure for the twelve months prior to generating statistics:

3.1. Monthly indexes

3.1.1. Monthly Frequency Rate

$$\mathrm{IF} = \frac{\mathrm{No.\ of\ accidents}}{\mathrm{No.\ of\ hours\ worked}} 10^6$$

No. of accidents: No. of new occupational accidents involving sick leave recorded during the month (fatal or otherwise)

No. of hours worked**:** Total real hours worked in the Company in that month.

3.1.2. Monthly Severity rate

$$\mathrm{IG} = \frac{\mathrm{No.\ of\ workdays\ lost}}{\mathrm{No.\ of\ hours\ worked}} 10^3$$

No. Days Lost**:** Total sick leave days as a consequence of recorded occupational accidents (without taking days-scale into consideration).

No. of hours worked**:** Total real hours worked in the Company in that month.

Note: The allocation of days-scale shall be carried out in separate statistics and not in the general statistics.

3.1.3. Monthly Incident Rate:

$$\mathrm{II} = \frac{\mathrm{No.\ of\ accidents}}{\mathrm{No.\ of\ workers}} 10^3$$

No. of accidents: No. of new occupational accidents involving sick leave recorded during the month (fatal or otherwise).

Number of workers: Average no. of workers in the Company during the month under consideration (average payroll).

3.1.4. Average monthly duration of sick leave:

$$\mathrm{DM}_{\mathrm{accum.}} = \frac{\text{No. of workdays lost}}{\text{No. of accidents}}$$

No. of days' sick leave: Total sick leave days as a consequence of new cases of occupational accidents recorded in the month (without taking days-scale into consideration).

No. of accidents: No. of new occupational accidents involving sick leave recorded during the month (fatal or otherwise).

3.2. Accumulated indexes

Calculations of the accumulated values can also be made, either of a certain period (annual) or of an accumulated 12-month period (TAM)

3.2.1. Accumulated Frequency Rate:

$$\mathrm{IF}_{\mathrm{accum.}} = \frac{\text{No. of accum.}_{\text{ accidents}}}{\text{No. of accum. hours}_{\text{ worked}}} 10^6$$

No. accum. accidents: No. of occupational accidents with sick leave (fatal or not) recorded in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

No. of accum. hours worked: Total real hours worked at the company in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

3.2.2. Accumulated Severity Rate:

$$\mathrm{IG}_{\mathrm{accum.}} = \frac{\text{No. of days of accum.}_{\text{ sick leave}}}{\text{No. of accum. hours}_{\text{ worked}}} 10^3$$

No. of accum. days sick leave: Workdays lost as a consequence of occupational accidents (including relapses) recorded in the twelve accumulated months of the year or in the last 12 months under consideration (TAM), including the current month.

No. of accum. hours worked: Total real hours worked at the company in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

Note: The days-scale, if calculated, will be assigned in a separate statistic and not in the general statistics.

3.2.3. Accumulated Incidence Rate:

$$II_{accum.} = \frac{No.of\ accum._{accidents}}{No.of\ accum._{workers}} 10^3$$

No. accum. accidents: No. of occupational accidents with sick leave (fatal or not) recorded in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

No. of accum. workers: Average no. of workers at the company recorded in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

3.2.4. Average length of accumulated sick leave:

$$DM_{accum.} = \frac{No.of\ accum.days\ of_{sick\ leave}}{No.of\ accum._{accidents}}$$

No. of accum. days sick leave: Workdays lost as a consequence of occupational accidents (including relapses) recorded in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

No. accum. accidents: No. of occupational accidents with sick leave (fatal or not) recorded in the twelve accumulated months of the year or in the considered last 12 months (TAM), including the current month.

4. Analysis reports of accident causes

Besides the aforementioned indicators, periodic reports will be prepared in order to analyse the causes of the events, thereby identifying the most relevant factors or repetitive factors in order to be able to define the preventive measures that avoid the possible repetition thereof.

Accident and incident communication, investigation and follow-up process

Appendix 05. Deadlines

The current periods are maximums

<table>
<tr><th rowspan="2">Item</th><th rowspan="2">Event notification</th><th colspan="3">Integration of statistical data</th></tr>
<tr><th>Own Personnel</th><th>Contractors</th><th>Third Parties</th></tr>
<tr><td>Frequency</td><td>Whenever the event occurs</td><td colspan="3">Monthly</td></tr>
<tr><td>Notification by manager</td><td colspan="4" rowspan="2">According to section 6.2 of the procedure</td></tr>
<tr><td>Data entry in application</td></tr>
<tr><td>Event investigation</td><td colspan="4">According to section 6.4 of the procedure</td></tr>
<tr><td>Upload of staff data, hours worked, network per company</td><td rowspan="11">N/A</td><td colspan="2">Day 10 of the next month</td><td>N/A</td></tr>
<tr><td>Entry of indicator data in template</td><td colspan="3">Day 17 of the next month</td></tr>
<tr><td>Delivery of monthly Event Scorecard</td><td colspan="3">Day 20 of the next month</td></tr>
<tr><td>Preparation of lessons learned</td><td colspan="3">Within 7 days after the accident occurs</td></tr>
<tr><td>Distribution of lessons learned</td><td colspan="3">Within 10 days after the accident</td></tr>
<tr><td>Quarterly report</td><td colspan="3">Day 20 of the month following the end of the quarter</td></tr>
<tr><td>CSR Data</td><td colspan="3">1st half of January</td></tr>
<tr><td>Annual Report</td><td colspan="3">1st half of February</td></tr>
</table>

Classification of incidents

Appendix 06. Requirements sheet for tool implementation

Tool	H12 Accident and incident management
Name of the network	Knowledge and Experience Management
Approval date of the design	21 October 2013
Planned implementation dates	January - February 2014

Description of the tool

Define the management process of the occupational and industrial accident rate and incident rate in all the stages thereof: notification, investigation, statistical analysis, improvement actions, lessons learned and implementation of improvements

Associated documentation

NT.00035.GN: Accident and Incident Communication, Investigation and Follow-up Process
NT.00036.GN: Classification of Incidents

Scope (area, group, related businesses)

The entire group, including all units and companies and all persons, including third parties and collaborating companies. To view each of the responsibilities by level, see points 5 and 6 of NT.00035.GN

Implementation strategy

Implementation will begin with the approval of said regulations.
Notification will be made as it has been up to now, in the updated Excel form, which is attached with the procedure (NT.00035.GN FO.01). The form will be sent, completed, to all corporate units so that it can be uploaded centrally.
The described model will also be used for an accident investigation, unless the complexity of the investigation requires a specific report.
Corporate units will follow up on the accident rate statistics based on the indexes described in Appendix 4.
In the midterm, when the evolution of the current computer system (Ecua) has finalised, data will be captured directly by the user according to the aforementioned Excel model.

Communication

Corporate communication of launch of the H12 tool at the microsite of Naturalnet, “Safety and Health Commitment Plan - Advances in the project”, and cascaded information given by the hierarchical line, as with all other tools.

Required training

Classroom and on-line training has been defined according to the various profiles of the personnel involved in the process, which will be given during the first half of 2014; in no case does it limit use of the tool.

Monitoring and reporting

The accident/incident rates will be monitored based on the indicators defined in Appendix 4 of NT.00035.GN and according to the deadlines established in Appendix 5 of said regulation and the deadlines indicated in the regulation itself.
Some of the indexes referred to in Appendix 4 are defined in Appendix 3 of NT.00037.GN as reactive indexes. For

monitoring, the provisions of said regulation will be taken into account.

Risks and contingency plans

No risks of relevance have been detected

Representatives of the network

For coordination in the post-implementation phase:

Sponsor:	Pedro Luis Pérez Vallejo
Leader:	Javier Giner Jiménez
Technical Management of Regulated Businesses	María Dolores García Aparicio
Spain Reg. Electricity Bus.:	José Luis Alcaide Rodríguez
Mexico Gas and Generation:	Palemón Torres Cano
Training:	Nury Rector Rubio
Generation Spain:	Rosa Ana Suárez
ORP:	Antonio Vázquez Vazquez
Spain Wholesale Business:	Segundo Alfonso Fernández
Project office:	Mª Teresa Domínguez, Amaya González, Miguel Sánchez Ariza, Antonio Vázquez