

GENERAL COMMUNICATION POLICY

1. OUR AIM

- Communication and transparency of information through all available channels is one of the most important commitments to our stakeholders and society. To achieve this aim, the company's communication must always be rigorous, accurate, clear and verifiable.

2. OUR COMMITMENTS

- The promotion of responsible, accurate and inclusive communication that fosters positive, two-way relationships and mutual respect with all stakeholders; to rigorously and transparently communicate the activities carried out by the company's different units that stimulate media interest or have a potential impact on stakeholders.
- The deployment of any necessary activities, communication channels and relational models that are required to guarantee a streamlined and coordinated response to the needs of the company, as well as to the requirements of stakeholders.
- Proactive management of communication channels to anticipate the needs of our stakeholders; planning the company's own communication policies and actions in the short, medium and long term to provide a continuous response to the environment and to the informational requirements of society and stakeholders.
- The management of communication channels in a way that is coordinated globally and with the group's vision, without undermining the adaptations required in each of the geographical areas where the company has a presence.
- The development of communication actions that prevent and mitigate negative impacts on the company's reputation.
- The definition and implementation of digital communication actions to facilitate communication with our different stakeholders.
- The promotion, through communication actions, of an internal corporate culture that represents the values of the company and that contributes to meeting the set commitments and objectives.

3. OUR PERFORMANCE

- The company permanently implements a general strategy for reporting economic-financial, non-financial and corporate information through various channels. It sets out the principles and guidelines that help to maximize the distribution and quality of the information available to the market, investors and other stakeholders. It promotes continuous and permanent reporting to the general public and shareholders alike.
- Similarly, the company has multiple effective communication channels to ensure that these groups are constantly kept up to date with any relevant issue of interest, as well as to allow two-directional communication with the company.
- Naturgy constantly implements any instruments and information and communication channels that allow us to take advantage of new technologies, keeping the company at the forefront.
- Naturgy adheres to the principles of transparency and cooperation with the authorities, regulatory bodies and competent administrations.

4. OUR CHANNELS

The corporate website www.naturgy.com

- This is the main instrument for communicating with the general public, as well as with shareholders, institutional investors and the markets.
- The corporate website will be updated continuously, and, in any case, its content will comply with all the stipulations of legislation applicable to listed companies.
- The contents of the corporate website will be posted simultaneously, whenever possible, in Spanish and English, and the Spanish version shall prevail in the event of a discrepancy.
- The company will publish any information that may be of interest on its corporate website, thus contributing to transparency as a priority value that shapes the relationships of the Company both with the markets and the general public.
- In particular, the Company will promote the broadcasting of any main activities that may be of interest to the different shareholders. It will do this live on the Company's corporate website, with simultaneous translation into English, giving stakeholders the opportunity to ask questions. In this sense, the Company attempts to ensure that the broadcast of the entire event remains accessible on the corporate website for a reasonable period of time.
- Similarly, an interactive system (OLS-On Line Shareholders) has been included on the corporate website, through which shareholders (with proper identification guarantees where required) can easily access any statutory documentation and other content of interest. It will also allow them to participate in activities ultimately aimed at promoting shareholder involvement in the Company.

Other communication channels (media, social media, apps)

- Naturgy may use other traditional communication channels for distributing information of interest to its stakeholders, such as the press, radio and television, always in compliance with all legal obligations.
- In view of the evolution and growing importance of new information technologies and other communication channels, the Company will use social media accounts on which the corporation, or any of its areas with access to digital channels, has a presence (Facebook, Twitter, YouTube, Instagram, LinkedIn) to distribute information of interest to stakeholders, always in compliance with all legal obligations.

Code of ethics complaints channel

- Naturgy will provide a specific communication channel to allow any stakeholder to confidentially and securely report any possible breach by Naturgy or its employees