

Operational Resiliency Policy

April 9, 2025

The Board of Directors of Avangrid, Inc. (“Avangrid”) oversees the management of Avangrid and its business with a view to enhance the long-term value of Avangrid. Avangrid is a wholly-owned subsidiary of Iberdrola, S.A. and a member of the group of companies controlled by Iberdrola, S.A. (the “Iberdrola Group”). The Board of Directors of Avangrid (the “Board of Directors”) has approved this Operational Resiliency Policy (this “Policy”) to assist in exercising its responsibilities to Avangrid and its stakeholders. This Policy is subject to periodic review and modification by the Board of Directors from time to time. This Policy and Avangrid’s certificate of incorporation, by-laws, corporate governance guidelines and other policies pertaining to corporate governance and regulatory compliance, risk, sustainable development, and social responsibility (collectively, the “Governance and Sustainability System”) form the framework of governance of Avangrid and its subsidiaries (collectively, the “Avangrid Group”). Avangrid’s Governance and Sustainability System is inspired by and based on a commitment to ethical principles, transparency and leadership in the application of best practices in good governance and is designed to be a working structure for principled actions, effective decision-making and appropriate monitoring of both compliance and performance. This Policy aligns with and further develops the principles contained in the *Operational Resiliency Policy*, the *Purpose and Values of the Iberdrola Group*, and the *Ethical and Basic Principles of Governance and Sustainability of the Iberdrola Group* approved by the Board of Directors of Iberdrola, S.A. from time to time.

1. Purpose

This Policy seeks to protect Avangrid critical business operations by providing the framework for a consistent, planned, and coordinated response to internal and external disruptive circumstances, events, or crises of any nature that might unexpectedly involve a significant degradation or disruption in the normal operations of Avangrid. The underlying purpose of operational resilience at Avangrid is to preserve the organization in the face of disruptive situations that put essential aspects of the organization at risk, and it includes Avangrid’s viability, limiting the impact of the event to the extent possible, reestablishing a situation of stability in the shortest possible time, and adopting appropriate lessons and improvements. Operational resilience includes both business continuity and crisis management practices and procedures.

2. Main Principles of Conduct

Avangrid adopts and promotes the following main principles of conduct that must inform all of its activities in the area of operational resilience:

- a) Define the continuity strategies and plans, endeavouring to ensure continuity of operational capacity and strengthening resilience, in order to minimise the impact of disruptive events or crises that might affect business continuity, to be regularly tested to improve and validate their capacities and response.
- b) Establish a comprehensive management process to lead, direct and supervise the Avangrid’s activities in response to disruptive incidents or crises that might have an impact on Avangrid or at the Iberdrola Group level as a whole.
- c) In relation to the external and internal context, including the political environment, assess the social, economic, legal and cultural aspects, the technological and competitive context, internal capacities, resources and decision-making processes to address disruptive incidents or crises.

- d) Promote the continuous improvement of processes by measuring, evaluating and reporting on the performance and effectiveness of the results of the operational resiliency plans of Avangrid and at the Iberdrola Group level.
- e) Allocate appropriate resources for the performance of the duties and responsibilities corresponding thereto established in the *Operational Resilience Model* and in the operational resiliency plans.
- f) Develop, provide and continuously improve the education and training of the staff assigned to the duties defined in the *Operational Resilience Model*.
- g) Promote a culture of operational resiliency and awareness within Avangrid, through an updated and continuous training program.
- h) Via the *Operational Resilience Model*, implement a formal, documented and measurable management system that defines the framework of activities for the operational resiliency plans of Avangrid's companies, endeavoring to ensure continuous improvement in order to achieve its goals.

3. Implementation and Monitoring

For the implementation and monitoring of the provisions of *this Policy*, the Board of Directors is assisted by the Corporate Security and Resilience Division (or such division as assumes the powers thereof at any time), which shall establish a procedure for regular monitoring and reporting to the governance bodies and which shall act in coordination with the appropriate corporate areas at the Iberdrola Group, in accordance with the Iberdrola Group's procedures for such purpose. The Avangrid Corporate Security and Resilience Division (or such division as assumes the powers thereof at any time) shall establish and regularly review an *operational resiliency plan* based on the Operational Reliance Model in coordination with the appropriate corporate and business divisions of the Avangrid Group.