

2017 Global Reporting Initiative Index Table

Contents

SOCIAL	2
<i>EMPLOYMENT</i>	2
<i>OCCUPATIONAL HEALTH AND SAFETY</i>	3
<i>TRAINING AND EDUCATION</i>	4
<i>DIVERSITY AND EQUAL OPPORTUNITY</i>	5
<i>SUPPLIER ASSESSMENT FOR LABOR PRACTICES</i>	5
<i>INVESTMENT</i>	5
<i>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</i>	6
<i>CHILD LABOR</i>	6
<i>FORCED AND COMPULSORY LABOR</i>	6
<i>SECURITY PRACTICES</i>	7
<i>INDIGENOUS RIGHTS</i>	7
<i>SUPPLIER HUMAN RIGHTS ASSESSMENT</i>	7
<i>LOCAL COMMUNITIES</i>	7
<i>ANTI-CORRUPTION</i>	8
<i>PUBLIC POLICY</i>	9
<i>ANTI-COMPETITIVE BEHAVIOR</i>	9
<i>COMPLIANCE</i>	9
<i>SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY</i>	9
<i>GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY</i>	10
<i>DISASTER/EMERGENCY PLANNING AND RESPONSE</i>	10
<i>ACCESS</i>	10
<i>PROVISION OF INFORMATION</i>	11
<i>CUSTOMER HEALTH AND SAFETY</i>	11
<i>PRODUCT AND SERVICE LABELING</i>	11
<i>MARKETING COMMUNICATIONS</i>	13
<i>CUSTOMER PRIVACY</i>	13
<i>COMPLIANCE</i>	13
<i>ACCESS</i>	13

2017 Global Reporting Initiative Index Table

SOCIAL		
LABOR PRACTICES AND DECENT WORK: For Disclosures on Management Approach: See We Invest in Our Team		
<i>Employment</i>		
G4-DMA: Employment	<ol style="list-style-type: none"> 1. Programs and processes to ensure the availability of a skilled workforce. 2. Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors. 	<p>1. At NEE, we leverage a suite of tools and practices to ensure we develop and maintain access to a highly skilled workforce.</p> <ul style="list-style-type: none"> • College Recruiting and NEXT Internship Program: We recruit the best college and university students and trade/technical school graduates to help shape the future of clean and renewable energy. In 2016, the recruiting team attended more than 50 on-campus events. We partner with schools that have diverse populations in addition to top educational programs. By affording students relevant work experience on challenging projects and assignments, the Company’s internship program provide opportunities to develop new talent and identify candidates for potential full-time employment in the future. • Internet and Social Media: The Company uses a wide array of job sites and social media in order to attract the best available talent. • Employee Development: In 2016, there were approximately 708,000 employee training completions including online courses and instructor-led courses. Approximately 1 million hours were spent in employee training in 2016. <p>Our Talent Acquisition team also regularly attends recruiting events at colleges, universities, trade/technical schools, professional associations, military and veterans groups and virtual career fairs. We continue to build relationships and partner with various organizations to actively recruit for the Company.</p> <ul style="list-style-type: none"> • Professional Diversity Organizations and Events: In 2016, we attended 38 career events with various professional diversity organizations, including the American Association of Blacks in Energy, the National Black MBA Association, the National Society of Women Engineers, LatPro Diversity Bilingual Career Fair, American Indian Science and Engineering Society, Equal Opportunity Publication and many others. • Military Recruiting and Partnerships: In partnership with the Non-Commissioned Officers Association (NCOA), the Transition Assistance Program (TAP), The Navy Fleet and Family Support Center, VetReady and other military organizations, our recruiting team participated in 43 military/veteran career events throughout the country in 2016. <p>For more information on our programs and initiatives to ensure the availability of a skilled workforce please see Learning and Development and Diversity & Inclusion on our online report.</p> <p>2. Comprehensive safety rules and programs are in place to ensure both the safety of our employees/contractors and that the Company is compliant with all safety regulations. Via the Company’s robust training program, employees receive position specific safety training and updates to support adherence with the safety rules and programs. See Health and Well-Being and Employee Safety for more information.</p>

2017 Global Reporting Initiative Index Table

<p>G4-LA2</p>	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.</p>	<table border="1"> <thead> <tr> <th colspan="4">NEE 2016 Benefits Summary</th> </tr> <tr> <th>Benefit</th> <th>Full-time Non-bargaining</th> <th>Full-time Bargaining</th> <th>Part-time Non-bargaining</th> </tr> </thead> <tbody> <tr> <td>Medical</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Dental</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Vision</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Retirement Savings Plan (401k)</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Pension Plan</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Paid Holidays</td> <td>✓</td> <td>✓</td> <td>NA</td> </tr> <tr> <td>Vacation</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Sick Leave</td> <td>✓</td> <td>✓</td> <td>NA</td> </tr> <tr> <td>Short-term/Long-Term Disability</td> <td>✓</td> <td>✓</td> <td>NA</td> </tr> <tr> <td>Life Insurance</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>	NEE 2016 Benefits Summary				Benefit	Full-time Non-bargaining	Full-time Bargaining	Part-time Non-bargaining	Medical	✓	✓	✓	Dental	✓	✓	✓	Vision	✓	✓	✓	Retirement Savings Plan (401k)	✓	✓	✓	Pension Plan	✓	✓	✓	Paid Holidays	✓	✓	NA	Vacation	✓	✓	✓	Sick Leave	✓	✓	NA	Short-term/Long-Term Disability	✓	✓	NA	Life Insurance	✓	✓	✓
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<p>EU18</p>	<p>Percentage of contractor and subcontractor employees that have undergone relevant health and safety training.</p>	<p>Our contract terms and conditions with all contractors require that they will work in an OSHA compliant manner. To accomplish this, contractors must have all relevant safety training/certifications to perform their specific tasks.</p>																																																
<p><i>Occupational Health and Safety</i></p>																																																		
<p>G4-LA5</p>	<p>Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.</p>	<p>All (100 percent) of our employees are represented in formal joint management-worker health and safety committees either directly or indirectly through our Zero Today! Programs. See Employee Safety for more information.</p>																																																
<p>G4-LA6</p>	<p>Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender. Report on health and safety performance of contractors and subcontractors working onsite or on behalf of the reporting organization off site.</p>	<p>At NEE, safety processes are strengthened throughout every year, and safety rules are reviewed and updated (as needed) at least annually with the goal of appropriately addressing risks. Additionally, the Company has a very active safety committee process that reviews incidents and promotes a feedback loop of lessons learned to mitigate risks. See Employee Safety for more information. The Company does not report on contractor injury rates or work related fatalities; however, we require all contractors to follow OSHA regulations.</p> <table border="1"> <thead> <tr> <th colspan="3">Injury Rates and Fatalities by Subsidiary</th> </tr> <tr> <th>Subsidiary</th> <th>2016 OSHA Rate</th> <th>Work Related Fatalities</th> </tr> </thead> <tbody> <tr> <td>FPL</td> <td>0.82</td> <td>2</td> </tr> <tr> <td>NEER</td> <td>0.44</td> <td>0</td> </tr> <tr> <td>Company-Wide Rate</td> <td>0.68</td> <td>2</td> </tr> </tbody> </table> <p>In 2016, we lost two members of our workforce in a single motor vehicle event.</p>	Injury Rates and Fatalities by Subsidiary			Subsidiary	2016 OSHA Rate	Work Related Fatalities	FPL	0.82	2	NEER	0.44	0	Company-Wide Rate	0.68	2																																	
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2017 Global Reporting Initiative Index Table

G4-LA7	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	See Health and Well-Being for more information.
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	Safety permeates all 10 collective bargaining agreements throughout the Company's operations, with specific provisions for personal safety equipment, hazardous working conditions, and joint company-union involvement in the ongoing development of safety standards. For example, the agreement between FPL and the International Brotherhood of Electrical Workers' System Council U-4 has a very detailed company-union program including Local Joint Safety Advisory Committees, Business Unit Joint Safety Committees and a Corporate Joint Safety Committee. See Employee Safety for more information.
<i>Training and Education</i>		
G4-LA9	Average hours of training per year per employee by gender and by employee category.	In 2016, there were approximately 708,000 employee training completions including online courses and instructor-led courses. Approximately 1 million hours were spent in employee training in 2016. Since each employee is unique in the amount of time he or she takes to complete an online training program, we cannot provide an accurate estimate of average corporate online training hours per employee.
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	<p>NextEra University (NEU) was launched in December 2002, serving as the corporate platform to coordinate and deliver strategically aligned, enterprise-wide and business unit-specific training and development courses. The university structure combines the corporate training unit and the business unit functional training groups (colleges) under one umbrella in an effort to:</p> <ul style="list-style-type: none"> • Establish consistency in processes and metrics; • Eliminate redundancies; and • Improve the efficiency and effectiveness of learning. <p>NEU is responsible for enterprise-wide education and training. It plays a key role in the support of employee development plans with classroom and online offerings in the following focus areas:</p> <ul style="list-style-type: none"> • Career development; • Commercial skills; • Corporate culture; • Leadership development; • Personal and professional effectiveness; and • Process and project management. <p>Services delivered by NEU for all Company employees include: assessment services, career planning, and organizational development/performance consulting services. Business Unit functional colleges represent the major sectors of the Company's business:</p> <ul style="list-style-type: none"> • College of Customer Service, • College of Human Resources, • College of Information Management, • College of Nuclear Power, • College of Power Generation, and • College of Power Delivery. <p>These training units provide employees the knowledge and skills necessary to succeed. University oversight involves two essential segments of the university structure: a senior management-level Leadership Steering Committee to assist and guide university leadership; and a Learning and Development Team comprised of the managers of each functional college and the corporate unit, which oversees day-to-day operations within the university. See Enhancing Learning and Development Opportunities for more information.</p>

2017 Global Reporting Initiative Index Table

G4-LA11	Percentage of employees receiving regular performance and career development reviews by gender.	All eligible exempt and non-exempt employees receive regular performance and career development reviews through the Company's Partners in Performance (PIP) program. A performance management process has been in place at NEE for more than 35 years. This system has evolved over time to include a review of employee competencies, development needs, and work objectives. The competency review focuses on employee strengths and opportunities for development. The program is an effective way to determine individual objectives and development needs. The PIP process is the standard performance appraisal process at NEE. The process includes a goal-planning phase, an interim review, and a year-end final review of performance objectives and corporate values. Although these are formal requirements, managers are encouraged to deliver performance feedback throughout the year. All non-bargaining employees are required to participate in the Partners in Performance program. Over the past 10 years, the Company has met its percentage completion targets for eligible employees participating in the PIP program.
<i>Diversity and Equal Opportunity</i>		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Other than the composition of the Board of Directors and its committees, this aspect is considered business confidential information and is not publicly disclosed. For details on the committees our Board of Directors serve on, please see The Board of Directors and its Committees .
<i>Supplier Assessment for Labor Practices</i>		
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct for more information. NEE's standard terms and conditions for specific contract work require suppliers to agree to certain labor relations provisions which are screened for exceptions prior to execution of a contract. Suppliers are required to establish and administer a labor relations program covering the work. Such program shall be in compliance with requirements and guidelines established for the project. NEE's interface for construction labor relations matters is the designated contact for labor relations and the supplier provides reports regarding such matters as NEE requires. In the event that a supplier experiences labor relations difficulties that may affect the progress of the work or the work of NEE or other contractors, the supplier immediately notifies the NEE Company-specified representative.
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	NEE's supply chain participates in Company practice dry runs in preparation for labor contract negotiations to ensure that supply chain functions are not disrupted and core operations can continue in the event of a strike or delay in work. The Company also ensures that alternate sources of supply exist should there be labor concerns impacting material deliveries and supplier performance of work.
HUMAN RIGHTS: For Disclosures on Management Approach: See Community Engagement		
<i>Investment</i>		
G4-HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening.	NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct .

2017 Global Reporting Initiative Index Table

		<p>NEE's standard terms and conditions for specific contract work require suppliers to adhere to certain equal employment opportunity (EEO), civil rights and homeland security provisions which are screened for exceptions prior to execution of a contract including the following:</p> <p>To the extent applicable to the performance of the work, suppliers shall (and are to cause their subcontractors to) comply with the EEO clause in Section 202, Paragraphs 1 through 7, of Executive Order 11246, as amended, and applicable portions of Executive Orders 11701 and 11758, relative to EEO and the implementing rules and regulations of the Office of Federal Contract Compliance programs and shall abide by the requirements of 41 CFR 60- 1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, marital status, genetics, sex, sexual orientation, gender identity, gender expression, or national origin. Moreover, these regulations require that the supplier and its subcontractors take affirmative action to employ and advance in employment qualified individuals without regard to race, color, religion, marital status, genetics, sex, sexual orientation, gender identity, gender expression, national origin, protected veteran status or disability.</p> <p>Suppliers shall (and shall cause its subcontractors to) comply with the U.S. Department of Homeland Security Bureau of U.S. Citizenship and Immigration Services Employment Eligibility Form I-9 for all employees performing any work at the jobsite or any other purchaser site, including, without limitation, examination of documents that establish identity and citizenship.</p>
G4-HR2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	NEE employees completed 4,239 hours of human rights courses in 2016. This training is available to all Company employees. Additional business unit training may have also been conducted, which is not reported in the above figure.
	<i>Freedom of Association and Collective Bargaining</i>	
G4-DMA: Freedom of Association and Collective Bargaining	Report on management mechanisms to address the right to organize, right to bargain and right to strike or instances of lock out, given the context of the industry's need to ensure continuous provision of essential services. Where the right to strike does not exist or is limited, report on remedial measures such as binding arbitration. Where freedom of association or expression are limited or prevented by regulatory regime, report on mechanisms and processes that exist for getting employee input on conditions of employment.	<p>NEE respects the rights of employees to freely associate and will continue to ensure that this right is not infringed upon in any manner across our organization. There have been no instances where NEE has been found to restrict the right to free association or collective bargaining.</p> <p>We work to comply with all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment.</p>
G4-HR4	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	NEE respects the rights of employees to freely associate and will continue to ensure that this right is not infringed upon in any manner across our organization. Additionally, NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct . No issues within our supply chain have been identified at this time.
	<i>Child Labor</i>	
G4-HR5	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	NEE and its subsidiaries do not typically employ individuals younger than 18; therefore we do not consider this issue to be a significant risk to our operations. Additionally, NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct . No issues were identified within our operations or supplier operations during 2016.
	<i>Forced and Compulsory Labor</i>	
G4-HR6	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory	NEE and its subsidiaries do not operate in countries, regions, or states where this would be a significant issue; therefore, we do not consider this a significant risk to our business. Additionally, NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international

2017 Global Reporting Initiative Index Table

	labor.	labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct .
	<i>Security Practices</i>	
G4-HR7	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	In 2016, four (4) security employees participated in online training regarding policies and procedures concerning aspects of human rights that are relevant to operations.
	<i>Indigenous Rights</i>	
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken.	In 2016, as in 2015, NEE and its subsidiaries did not have any incidents of violations involving the rights of indigenous people throughout U.S. or Canadian operations. Through a four pronged approach we are committed to the equitable treatment of all people regardless of age, race, creed, nationality or sexual orientation. For more information, please see Tribal Relations on the Community Engagement webpage for more information about operations near U.S. federally- or state-recognized Indian Tribes or their traditional lands. And for more information about our commitment to engaging with recognized Aboriginal communities in Canada, please see NEE Canada, LP's First Nation and Métis Relationship Policy .
	<i>Supplier Human Rights Assessment</i>	
G4-HR10	Percentage of significant suppliers, contractors, and other business partners that were screened using human rights criteria.	<p>NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct.</p> <p>NEE's standard terms and conditions for specific contract work require suppliers to adhere to certain EEO, civil rights and homeland security provisions which are screened for exceptions prior to execution of a contract including the following:</p> <p>To the extent applicable to the performance of the work, suppliers shall (and shall cause their subcontractors to) comply with the EEO clause in Section 202, paragraphs 1 through 7, of Executive Order 11246, as amended, and applicable portions of Executive Orders 11701 and 11758, relative to EEO and the implementing rules and regulations of the Office of Federal Contract Compliance Programs and shall abide by the requirements of 41 CFR 60- 1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, marital status, genetics, sex, sexual orientation, gender identity, gender expression, or national origin. Moreover, these regulations require that suppliers and their subcontractors take affirmative action to employ and advance in employment qualified individuals without regard to race, color, religion, marital status, genetics, sex, sexual orientation, gender identity, gender expression, national origin, protected veteran status or disability.</p> <p>Suppliers shall (and shall cause their subcontractors to) comply with the U.S. Department of Homeland Security Bureau of U.S. Citizenship and Immigration Services Employment Eligibility Form I-9 for all employees performing any work at the jobsite or any other purchaser site, including, without limitation, examination of documents that establish identity and citizenship.</p>
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	The Company is not aware of any issues related to human rights by its suppliers.
	SOCIETY: For Disclosures on Management Approach: See Delivering for Our Communities	
	<i>Local Communities</i>	
G4-DMA: Local Communities	Stakeholder participation in decision making processes related to energy planning and infrastructure development. Approach to managing the impacts of displacement. Report whether the	Please visit Our Communities and Our Partners .

2017 Global Reporting Initiative Index Table

	organization's programs for managing community impacts have been effective in mitigating negative impacts and maximizing positive impacts, including the scale of persons affected.	
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Please visit Our Communities . Also, see: Economic Development ; Powering Florida ; and Our Customers .
G4-SO2	Operations with significant potential or actual negative impacts on local communities.	NEE did not identify any operations with significant potential or actual negative impacts on local communities in 2016. We firmly believe that NEE operations have a positive impact on local communities through increased property tax revenue to the cities, counties and states, wages paid to employees, construction jobs during new project development, lease payments paid to property owners, and philanthropic donations to the areas we operate in. Please see the links below on how we positively impact the communities in which we live and work: Economic Development , Our Communities , and Our Customers .
EU22	Number of people physically or economically displaced and compensation, broken down by type of project.	The Company is not aware of any people physically or economically displaced by any of our operation.
Anti-Corruption		
G4-SO3	Percentage and total number of business units analyzed for risks related to corruption.	<p>The Company has a comprehensive Anti-Bribery & Corruption Compliance program, which includes, but is not limited to, an internal site that provides Transparency International's country ranking, anti-bribery policies, presentations to key groups (e.g. developers, construction), and due diligence procedures based on risk assessment.</p> <p>All subsidiaries and employees (except FPL bargaining employees) are required to adhere to the Code, which includes a section on bribery, kickbacks and the U.S. Foreign Corrupt Practices Act ("FCPA"). Annually, we train all employees working on the Company's behalf, directly or indirectly, on international projects on the FCPA.</p> <p>Additionally, contractors/suppliers/service providers and joint ventures deemed to be an International Business Party (third party intermediaries that assist with NEE's business outside of the U.S. and that are anticipated to interact directly or indirectly with Foreign Officials on the Company's behalf) are required to agree to special terms and conditions, which include anti-bribery and right to audit clauses.</p> <p>All business units involved in non-U.S. projects are informed of the risks related to corruption and to mitigate any risk these business units are required to request to do business with international business parties (IBP) and before approval is granted full due diligence is performed by the Compliance & Responsibility Organization on the IBP to determine whether or not the business unit may proceed.</p> <p>Prior approval must be received from internal and/or external counsel in addition to the Chief Compliance Officer for certain charitable contribution/donation, political contribution or sponsorship is made to foreign charities/organizations and gifts, meals or entertainment provided to foreign officials. NEE's International Anti-Bribery Policy and Procedure requires that gifts, meals, and hospitality to foreign officials or charities be tracked in one of two ways: 1) Prior approval is required when the requested item exceeds \$250 per individual, or 2) those items valued at less than \$250 per individual must be reported on a monthly basis. Additionally, prior approval is required when individual items cumulatively exceed \$250 in a 12-month timeframe.</p> <p>Lastly, on a monthly basis, gifts, meals and hospitality under \$250 that have occurred over the previous month are required to be reported to the Ethics & Compliance Department. This process is adopted throughout the entire Company as new business units become involved or business expands to other foreign markets.</p>
G4-SO4	Percentage of employees trained in organization's anti-corruption policies and procedures.	Employees involved in non-U.S. projects are trained in the organization's anti-corruption policies and procedures every year. All employees involved in non-U.S. projects completed the annual Anti-Bribery Training. Additionally, all subsidiaries and employees (except FPL bargaining employees) are required to adhere to the Code of Business Conduct & Ethics , which includes a section on preventing bribery and kickbacks, and compliance with the FCPA.

2017 Global Reporting Initiative Index Table

G4-SO5	Actions taken in response to incidents of corruption.	<p>The Company has several internal communication tools / reporting options to avoid bribery and corruption: Code of Business Conduct & Ethics Hotline or website; Corporate Security Hotline; EEO Hotline or discriminatory/harassment reporting form found on internal employee website; and Nuclear Safety Employee Concerns Hotline. The Ethics and Compliance Department and the Internal Auditing Department thoroughly investigate all questions and concerns received.</p> <p>Additionally, the Code of Business Conduct & Ethics states that employees can raise concerns through their manager or supervisor; the head of their business unit; HR; Internal Audit; or a compliance officer. This information is publicly available in our Code of Business Conduct & Ethics.</p> <p>The Company will not discharge, demote, suspend, threaten, or harass or in any manner retaliate or discriminate against any individual by any means with respect to concerns reported in good faith or for participation in any Company investigation.</p>
<i>Public Policy</i>		
G4-SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	<p>The Company's Political Action Committee (PAC) discloses activity to the Federal Election Commission (PAC ID: C00064774) and to the Florida Division of Elections (UIN: 60978). For more information on PAC activities, including contributions, please visit FEC Committee Details and Florida Committee Details.</p> <p>Questions about the PAC may be directed to NextEra-Energy-PAC@nexteraenergy.com. See Advocating for Good Public Policy for more information.</p>
<i>Anti-Competitive Behavior</i>		
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	<p>Item 3 of the Form 10-K filed with the Securities and Exchange Commission requires the Company to include information about significant pending lawsuits or other legal proceedings, other than ordinary litigation, if any. Additional discussion of compliance and legal actions, if any, may also be discussed in other areas of the Form 10-K.</p> <p>2016 Form 10-K</p>
<i>Compliance</i>		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	<p>Item 3 of the Form 10-K filed with the Securities and Exchange Commission requires the Company to include information about significant pending lawsuits or other legal proceedings, other than ordinary litigation, if any. Additional discussion of compliance and legal actions, if any, may also be discussed in other areas of the Form 10-K.</p> <p>2016 Form 10-K</p>
<i>Supplier Assessment for Impacts on Society</i>		
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	<p>NEE did not identify any significant actual or potential negative impacts on society in its supply chain in 2016. NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct for more information.</p>

2017 Global Reporting Initiative Index Table

G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	NEE did not identify any significant actual or potential negative impacts on society in its supply chain in 2016. NEE expects its suppliers to comply with the letter and spirit of all applicable U.S. and international labor and employment laws including, without limitation, those associated with equal employment opportunity, immigration, child labor, forced or compulsory labor, work hours, wages and benefits, employment security, health and safety, freedom of association and a harassment-free work environment. See NEE's Supplier Code of Conduct for more information.
<i>Grievance Mechanisms for Impacts on Society</i>		
G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms	The Company is not aware of any grievances related to the impacts on society.
<i>Disaster/Emergency Planning and Response</i>		
G4-DMA: Disaster/Emergency Planning and Response	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	<p>NEE has an established, comprehensive emergency preparedness posture that encompasses response and restoration plans for all hazards coupled with yearlong training, contingency planning and preparation activities to ensure the corporation and its key business units are ready to address a broad range of potential threats to our operations.</p> <p>The Company augments its on-going infrastructure storm hardening activities with a robust emergency organizational structure patterned after the Incident Command System (ICS) and responsible for the annual preparations, training and exercising of emergency plans and procedures to maintain readiness. The NEE emergency preparedness organization is responsible for ensuring a ready posture to all hazards including, storm and severe weather, cyber and physical security events, electric grid emergencies, wild fires, technology disaster recovery, and business continuity events. The emergency response organization includes a comprehensive supply chain and logistics section which ensures availability and procurement of materials, vendors, and services in support of preparedness and restoration efforts. Drills and exercises augment specific training activities throughout the year wherein all employees with an emergency response role review and practice processes, procedures and tasks associated with emergency response. Drills are held for key hazard and threat areas including storm and severe weather, cyber and physical security and electric system grid emergencies.</p> <p>Disaster recovery and business continuity processes are reviewed, updated and tested throughout the year. In addition to ensuring NEE readiness internally, the organization in coordination with multiple customer and government facing business units ensures on going outreach to customers and communities, local, state and federal government agencies and regulatory bodies as well as emergency operations centers. This outreach establishes NEE's partnership with our communities to promote preparedness and information sharing before, during and after any potential emergency event.</p> <p>Please see Preparing For Storms and Strengthening Our Infrastructure and Investing in the Smart Grid on the Affordable, Reliable, Clean webpage.</p>
<i>Access</i>		
G4-DMA: Access	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	<p>FPL has diligently worked over the past several years to ensure that our rates are the lowest in the state, and that is critical to helping our customers in need. As well, FPL works closely with several partners in offering a range of programs to help our customers save energy and lower their bills. Due to economic issues of the past several years, the number of customers in need remains high, and as Florida's population continues to rebound, many customers are new to the issue of energy bill challenges. We have worked to engage partners, maximize resources, streamline processes and strive to provide the best possible services and assistance to those who need it most.</p> <p>Our key programs in assisting at-risk households include:</p> <ul style="list-style-type: none"> • ASSIST: FPL works with nearly 900 agencies system-wide to facilitate payment assistance for qualified customers. Funding sources include the Low Income Home Energy Assistance Program (LIHEAP), the Emergency Home Energy Assistance Program for the Elderly (EHEAP), FPL Care To Share® and other funding sources from non-profit and faith-based groups. In 2016, FPL processed over \$24.6 million in ASSIST payments for nearly 92,000 customers in need of help paying their electric bills. • FPL Care To Share®: FPL's Care to Share® provides crisis assistance to customers who are unable to pay their electric bills. In 2016, FPL raised nearly \$1.4 million for customers in need, and paid nearly \$1.3 million in bills for almost 3,900 households in crisis. Donations to Care To Share® included \$1 million from NextEra Energy shareholders and almost \$129,000 from approximately 1,700 employees, with the balance from FPL customers. Every dollar donated is given directly to those in need through partner agencies such as The Salvation Army and no tax-deductible

2017 Global Reporting Initiative Index Table

		<p>donations are used for fundraising or administrative costs. Since 1994, Care to Share has raised more than \$22.5 million to help approximately 89,000 families in need.</p> <ul style="list-style-type: none"> Advocacy for Community Care for the Elderly (CCE) programs: CCE provides assistance to qualifying seniors aged 60 and over so they can remain in their homes or with their caregivers rather than relocating to institutional care living facilities. In 2016 (and 2017), FPL again supported the Florida Council on Aging (FCOA) with a shareholder sponsorship of \$5000, which was matched by donations from partner organizations and individuals across the state. Together, these sponsorships enabled FCOA to conduct a grassroots advocacy campaign that helped increase funding for the program from the Florida Legislature. <p>For information on FPL customer programs, including those available to low-income families and others in need, please visit FPL Customer Programs and We Invest in Customer Value.</p>
<i>Provision of Information</i>		
G4-DMA: Provision of Information	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	<p>FPL</p> <p>For customers with a language barrier, approximately 40 percent of FPL’s customer care representatives are Spanish speaking agents and 2 percent of our agents speak Creole. Our automated phone system offers customers the opportunity to select Spanish or English. In addition, our website has a language toggle that allows our customers to view information in English or Spanish.</p> <p>FPL has three Spanish-speaking spokespersons on staff. We translate our news releases and press kit materials to Spanish. Spanish news releases are posted to the FPL Newsroom website and distributed for coverage. We reach out to Spanish-language media outlets for public relations campaigns, and conduct interviews and share information about news and events with them on an ongoing basis. In 2016, we also translated select press kit materials to Creole, an effort we will be expanding in 2017.</p> <p>For the hearing impaired, FPL utilizes the Florida Relay Service 711 for people who are hearing or vision impaired or have speech disabilities to ensure that we can effectively communicate with our disabled customers.</p> <p>GEXA & NextEra Energy Services (NES)</p> <p>GEXA has approximately 26 percent of the customer care representatives and supervisors are fluent in Spanish. NES has approximately 40 percent of the customer care representatives and supervisors are fluent in Spanish. No other languages are available at this time. Our automated system offers customers the opportunity to select Spanish or English.</p> <p>Please see Customer Service webpage for more information on how we Communicate Effectively and our Discussion on Public Safety.</p>
PRODUCT RESPONSIBILITY: For Disclosures on Management Approach: See Public Safety		
<i>Customer Health and Safety</i>		
G4-PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	NEE’s primary product is electricity, specifically the generation and transmission of electricity. Public and employee safety risks related to the use of, and working with/around, electricity are assessed and addressed on a regular basis. Please see Affordable, Reliable, Clean, Employee Safety, Public Safety , and Safety and Electricity for more information.
G4- PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	NEE’s primary product is electricity, specifically the generation and transmission of electricity. NEE is not aware of any incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of NEE products and services during their life cycle, by type of outcomes.
<i>Product and Service Labeling</i>		
G4- PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	NEE and its subsidiaries clearly mark electrical equipment with appropriate warnings to ensure customer and employee safety. Additionally, we educate our customers through various public safety campaigns (see Public Safety for more information).

2017 Global Reporting Initiative Index Table

G4- PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Item 3 of the Form 10-K filed with the SEC requires the Company to include information about significant pending lawsuits or other legal proceedings, other than ordinary litigation, if any. Additional discussion of compliance and legal actions, if any, may also be discussed in other areas of the Form 10-K. 2016 Form 10-K
G4- PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	<p>FPL measures residential and business customer perceptions of value on an ongoing basis, and sets an annual target for each segment. The value measure is calculated using a base of all customers responding, with the value score being the percentage of those who respond with a top-3 rating based on a 7-point scale. In 2016, 90 percent of residential customers surveyed (random sample of approximately 192 residential customers conducted each month; all FPL customers are eligible for survey participation and survey is conducted by phone and email) responded with a top-3 rating. Business customers gave us a 91 percent top-3 box rating (random sample of approximately 96 business customers per month).</p> <p>FPL participates in the Market Strategies International/Cogent Utility Trusted Brand & Customer Engagement national benchmarking studies for residential and business customers, which helps the Company compare its performance to other comparable energy companies on measures of brand trust, product experiences and operational satisfaction. In 2016 FPL was recognized as a “residential customer champion.” FPL also was recognized as a “business customer champion,” one of 15 brands achieving this status.</p> <p>In July 2016, FPL was honored to receive the J.D. Power award for ranking “Highest in Residential Customer Satisfaction among Large Utilities in the South.”</p> <p>FPL’s Customer Care Center measures residential and business customers’ level of customer satisfaction through the phone channel on an ongoing basis and sets annual targets for each segment and each of the five key metrics: first call resolution, ease of contact, satisfaction with the interactive voice unit, satisfaction with call, and satisfaction with the phone representative. Customers score their overall satisfaction using a seven point scale. Seven indicates the highest satisfaction rating and one indicates the lowest satisfaction rating. A random sample of approximately 300 residential and 100 business customers was surveyed each month.</p> <p>FPL’s Customer Service Field Organization conducts a survey to measure the residential and business customer’s satisfaction when an energy survey or bill investigation was completed. Several aspects of the field visit are measured, but key metrics are the customer’s satisfaction with the experience and the field rep. A random sample of approximately 43 residential and 20 business customers was surveyed each month.</p> <p>In addition, the Field Organization conducts another survey for larger assigned business customers to gauge customer satisfaction with the Assigned Accounts Customer Plan and delivery process, as well as measure the account manager’s performance. This survey is conducted with a sample of about 90 small/medium business, major accounts, national accounts, and governmental customers. The key metrics are satisfaction with the account manager and adding value in such a way that it improves your satisfaction with FPL.</p> <p>FPL also uses the Customer Account Satisfaction Tracking (CAST) system and the Complaint Variance Analysis (CVA) process to monitor customer feedback.</p> <p>The CAST system is used to capture and monitor customer dissatisfaction and performance commendations. Additionally, CAST provides a means for the analysis of daily, weekly and monthly interval data and assists in the following:</p> <ol style="list-style-type: none"> 1) identification of trends and issues, 2) modification of processes and policies and 3) determination of impact of process changes and policies that will impact the efficiency and quality of customer service. <p>The CVA process monitors customer dissatisfaction to identify emerging trends that may warrant additional investigation and focus. Moreover, FPL’s complaint resolution process includes the performance of in-depth analysis to understand drivers of dissatisfaction and identify process improvement opportunities. Through proactive customer contact, FPL’s Customer Advocacy department focuses on improving customer satisfaction levels.</p>

2017 Global Reporting Initiative Index Table

<i>Marketing Communications</i>		
G4-PR6	<p>1. Report whether the organization sells products that are:</p> <p>a. Banned in certain markets</p> <p>b. The subject of stakeholder questions or public debate</p> <p>2. Report how the organization has responded to questions or concerns regarding these products.</p>	<p>As a participant in a regulated industry, NEE regularly participates in state and federal regulatory proceedings relating to the generation, sale, transmission and delivery of energy products. NEE is not banned from any markets.</p> <p>Stakeholders will ask questions about various aspects of power generation, transmission and distribution. During public forums, a Company representative will do their best to answer these questions. Additionally, answers to many of these questions can be found on the Company's websites. In other cases, stakeholders will contact customer service. Our customer service representatives will try to answer question or refer the question to a subject matter expert within the Company to do so.</p>
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	<p>Item 3 of the Form 10-K filed with the SEC requires the Company to include information about significant pending lawsuits or other legal proceedings, other than ordinary litigation, if any. Additional discussion of compliance and legal actions, if any, may also be discussed in other areas of the Form 10-K.</p> <p>2016 Form 10-K</p>
<i>Customer Privacy</i>		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Information regarding privacy can be found in the NextEra Energy Privacy Policy .
<i>Compliance</i>		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	<p>Item 3 of the Form 10-K filed with the SEC requires the Company to include information about significant pending lawsuits or other legal proceedings, other than ordinary litigation, if any. Additional discussion of compliance and legal actions, if any, may also be discussed in other areas of the Form 10-K.</p> <p>2016 Form 10-K</p>
<i>Access</i>		
EU26	Access - Percentage of population underserved in licensed distribution or service areas.	FPL is required to provide electricity to all customers requesting service; however, we realize that there are individuals who are unable for various reasons to procure electric service. The Company is not able to track the percentage of the population in our licensed service territory who are not provided electricity at this time.

2017 Global Reporting Initiative Index Table

EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime.	<p>FPL does not publicly share the number of disconnects for non-payment. FPL utilizes a risk based model to determine what accounts should be disconnected for non-payment. Disconnection for non-payment however is always a last resort and the Company is committed to maintaining fair practices. This means doing all we can for those in need and also ensuring that those customers who pay on time are not paying for those who do not. We make it clear to our customers that they have many opportunities to stay connected even if they are late in making a payment.</p> <p>If a customer should fail to make a payment by the regular bill due date, a final notice is sent. After the final notice expires, various additional communication attempts are made, such as emails, and outbound telephone calls. During these communication points, customers are offered the opportunity to pay by phone and/or online via various methods, including credit card or nearest pay agent. At times, customers may need more time to pay throughout the process and may be eligible for payment extensions. Additionally, FPL may direct customers who may have difficulty paying to an assistance agency, which determines their financial eligibility for bill payment assistance.</p> <p>If a customer should fail to make payment and their service is disconnected, a payment will be required prior to reconnection of service. If a customer makes sufficient payment, an order to reconnect service is automatically issued and depending on the account type, may be sent for field or remote reconnection. For the majority of our customers, we are utilizing Smart Meter technology which reconnects customers remotely in less than three minutes.</p> <p>Our collection policies are designed to treat all customers fairly. Fortunately, most customers do pay their bills on time and never experience the collection process.</p>																														
EU28	Power outage frequency	<table border="1" data-bbox="1317 943 1930 1171"> <thead> <tr> <th colspan="3">System Outage Frequency (Interruptions/Customer)</th> </tr> <tr> <th>Year</th> <th>Distribution</th> <th>Transmission</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>0.92</td> <td>0.20</td> </tr> <tr> <td>2015</td> <td>1.00</td> <td>0.14</td> </tr> <tr> <td>2014</td> <td>0.99</td> <td>0.21</td> </tr> </tbody> </table> <p>Power outage frequency data are for FPL's transmission and distribution network only.</p>	System Outage Frequency (Interruptions/Customer)			Year	Distribution	Transmission	2016	0.92	0.20	2015	1.00	0.14	2014	0.99	0.21															
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2017 Global Reporting Initiative Index Table

G4- EU30	Average plant availability factor by energy source and by regulatory regime.	FPL 2016 Plant Availability Factor		
		Fuel Type	Availability Factor (%)	No. of Units
		Gas	94.16%	68
		Coal*	88.74%	3
		Solar	99.46%	2
<p>Data represents FPL-owned facilities and the number of units represents those electrical generators in the FPL Load Base and Intermediate portfolio. Gas units include all combined cycle generators in said portfolio. NEER data is not included as it is considered proprietary.</p> <p>*FPL owns 76.36 percent of Scherer unit 4, which is operated by Georgia Power; and 20 percent of units 1 and 2 at St. Johns River Power Park, which is operated by JEA.</p> <p>Availability (EAF %) for FPL non-solar units reflects unit capacity-weighted performance summary, considering forced and planned/scheduled outages as requested (excluding maintenance outages).</p> <p>FPL Availability (EAF %) for FPL solar units reflects unit capacity-weighted performance during a 12 hour period per day, considering forced and planned/scheduled outages (including maintenance outages). The solar availability shown is the Commercial Availability Factor (100%-Availability Loss Factor)</p> <p>Maintenance outages are excluded for non-solar units since FPL operates as a fleet of units and with a reserve margin which allows optimization of maintenance costs, which may adversely affect the Maintenance Outage Factor. Since EAF is managed separately at NEER and this is considered a competitive advantage for NEER, the Company is not providing data at the corporate (NEE) level.</p>				