







Letter to our stakeholders

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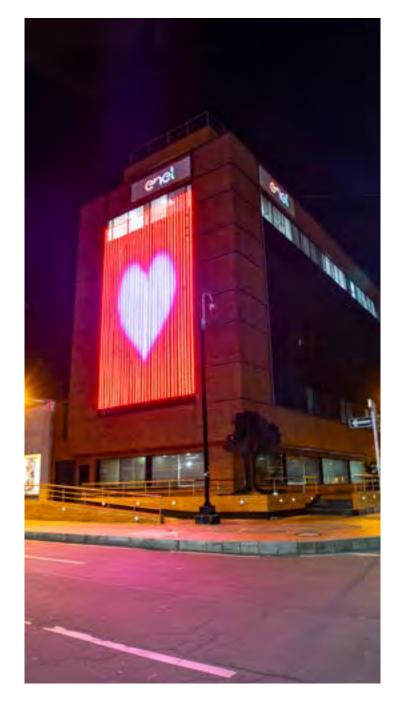
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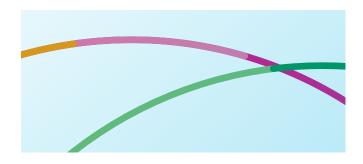
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Letter to our stakeholders

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Currently, the world is experiencing deep transformations entailing great global challenges, in which Enel Américas is called to be a leading actor in the energy transition, building a sustainable future in the region.

There is no doubt that energy plays indisputable role in progress and growth as long as it is clean, affordable, inclusive and at the service of people. Thanks to the new uses and forms of energy and the increase in connectivity and smarter infrastructure, we are able to have more sustainable cities with greater commitment, dialogue, collaboration and care for natural resources in more urbanized cities.

Our business model integrates sustainability as a strategy and a way to balance economic, social and environmental performance in line with regional challenges and reality. This roadmap has been reflected in the fact that today; Enel Américas is the largest private energy company in Latin America and has the best prospects for growth and creation of sustainable value over time.

During 2018, we reinforced our commitments to the United Nations Sustainable Development Goals (SDG), specifically by increasing the number of projects that favor access to education, energy and employment, as well as economic, sustainable and inclusive

growth (SDGs 4, 7, 8) and low-carbon services and technologies as a way to combat climate change and move forward in reducing specific CO2 emissions (SDG 13). We acquired two new commitments; first, contribute to the promotion of innovative, sustainable and inclusive industrialization; and the development of resilient infrastructure (SDG 9). Second, we are committed to propel the development of sustainable cities and communities (SDG 11). Those commitments are our motivation and guideline, but they couldn't be accomplished without our people. Their aspirations, expectations, enthusiasm, and, above all, their curiosity allows having more trustworthy and collaborative relations. Curiosity is the starting point for innovation, by being a key facilitator in the search for diverse visions and opinions that allows visualizing opportunities from different perspectives.

Undoubtedly, one of the main milestones was the acquisition of Enel Distribución São Paulo. This added more than seven million customers, bringing the total market share in the distribution market in Brazil to 20%, crucial to our growth strategy based on low-carbon technologies.

We also launched Enel X, a new business line, that promotes energy efficiency and the use of clean energy by offering innovative products and ser-

vices aimed at all types of consumers: residential, industrial, transportation and cities.

We also made progress in optimizing our assets, in both the generation and the distribution business, resorting to digitalization and automation, where innovation is the main factor in improving our operations. In generation, we are transitioning from a preventive maintenance model to an early prediction model thus ensuring a greater availability of power plants with a more efficient use of our resources. In the distribution business, we moved forward in the digitalization of our networks to ensure the continuity of power supply, especially during emergencies.

2018 was marked by a closer engagement with communities, centered on closeness, collaboration and involvement, guided by the search for shared-value opportunities that set down the basis for a social and economic development that will lead to social mobility and the integration of women.

The wellbeing of our collaborators, both in-company as contractors, has allowed us to accomplish the objectives set for 2018. We focused the managing of our people on consolidating a diverse and inclusive work environment that encourages their professional development and a balance between their work



and family life. We also continued our efforts on strengthening our safety culture in order to prevent any type of labor accident.

As part of our commitment to ethics and the best governance practices, in 2018 Enel Américas certified its anti-bribery management system according to ISO 37001, becoming the first South American multinational company in the electricity sector to achieve this recognition. We continued the improvement of our internal and external compliance system by training employees and identifying risks.

Finally, all of the above has led to the addition of Enel Américas to the Dow Jones Sustainability Index Emerging Market and the Dow Jones Sustainability MILA Pacific Alliance INDEX, along with the ratification of our presence on the Dow Jones Sustainability Chile Index and the FTSE4Good Index. This are the highest acknowledgements of our social, environmental and corporate governance performance that confirms

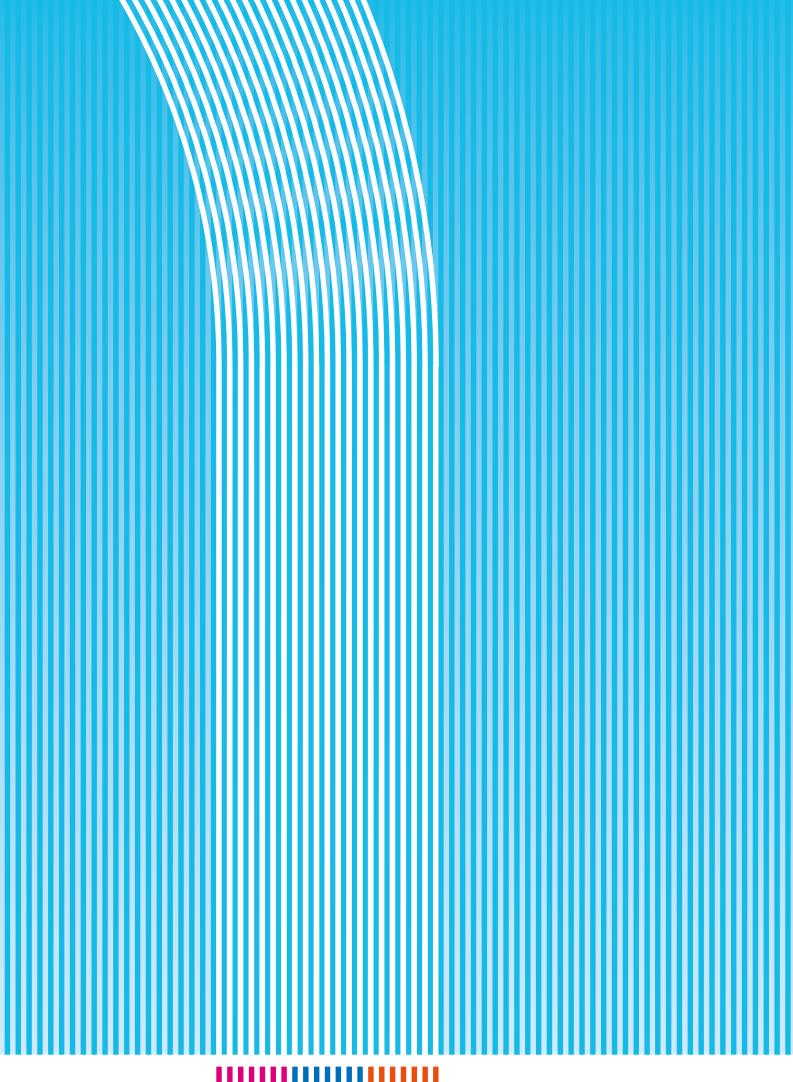
our position as a leader in the energy transition, showing that sustainability creates value for all our stakeholders.

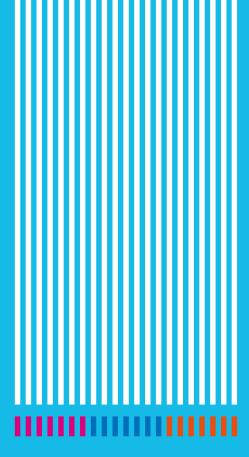
Francisco de Borja Acha Chairman of the Board

Paurino Boruha

Maurizio Bezzeccheri Chief Executive Officer







Cong-term sustainable growth



About Enel Américas

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Enel Américas S.A. is part of the Enel Group, which operates in the energy sector in 35 countries on 5 continents. The Group supplies power to more than 73 million end consumers and operates a net installed capacity of 89 GW.

It is one of the largest private utility holdings in South America in terms of consolidated assets and revenues. Its main business is generation and distribution of electricity through its subsidiaries and associates in Argentina, Brazil, Colombia and Peru.







18,393

Collaborators



56,518

Contractors'Collaborators



US\$ 3,358

EBITDA in millions



12.6%

Sustainanble responsable investors



US\$ 13,184

Earnings (in millions)

Generation

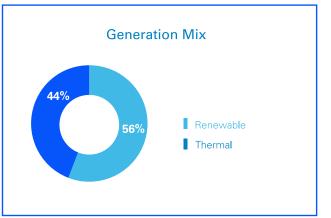
Enel Américas generates 39.9 TWh of energy through its subsidiares in Argentina, Brazil, Colombia and Peru.











Distribution Network

Enel Américas through its distribution subsidiaries, concessionaires in the capitals of the countries where it operates has more than 590 thousand km of distribution network.



100.9 TWh

Energy Distributed

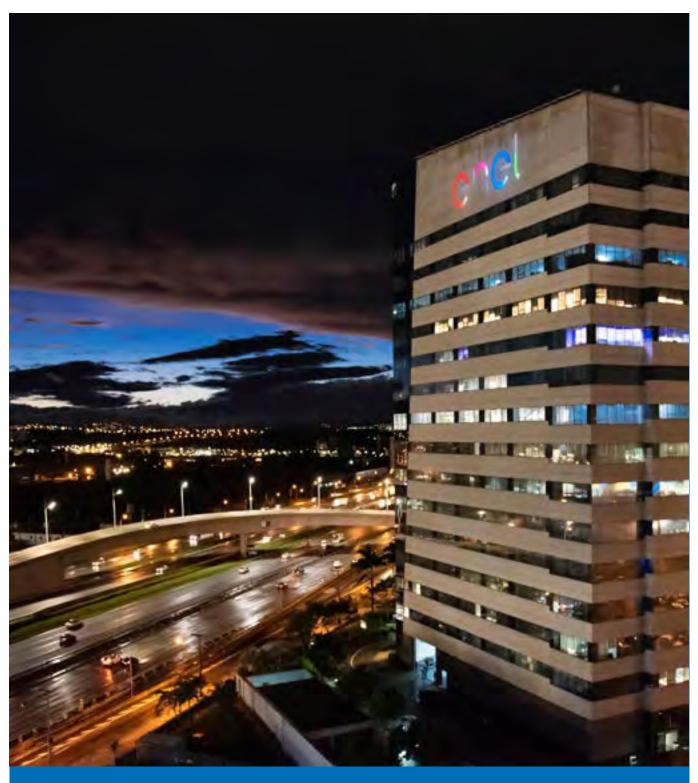


24.5 millions

Number of customers







Acquisition of Eletropaulo, now Enel Distribución São Paulo

In the aim of consolidating the position of Enel Américas in the region, in June 2018, it acquired Eletropaulo, a power distribution company in Brazil. Through this acquisition, Enel Américas became the largest operator on the Brazilian distribution market, increasing its customer base by 7 million and bringing its market share close to 20%.

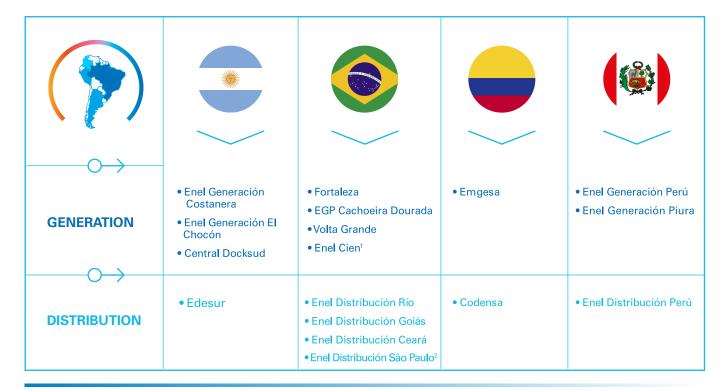


Ownership structure

Enel Américas is controlled by Enel SpA, an Italian company (hereinafter the Enel Group), which owns 51.8% of its shares; the remaining 48.2% is owned by 23,285 shareholders.

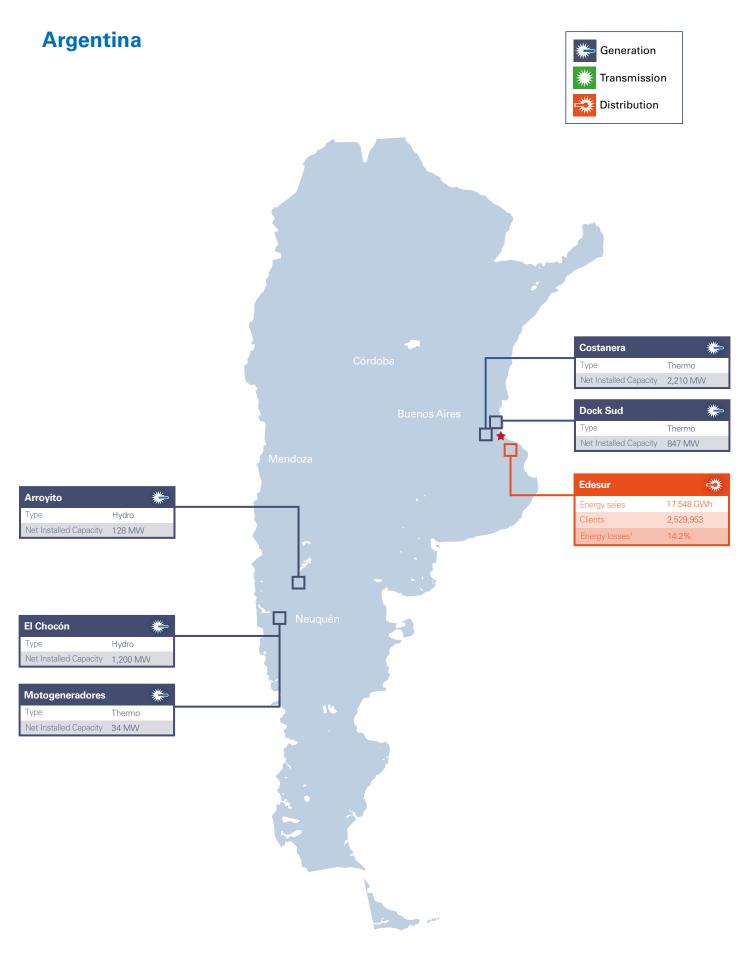
Description and businesses of Enel Américas

Below are the generation plants and concession areas in the countries where we are present.



- 1. Transmission
- 2. Acquired in June 2018





^{*}Non-billable consumptions are not included in distribution business.



^{1.} Corresponds to the total loss that includes high, medium and low voltage as well as commercial losses and thefts

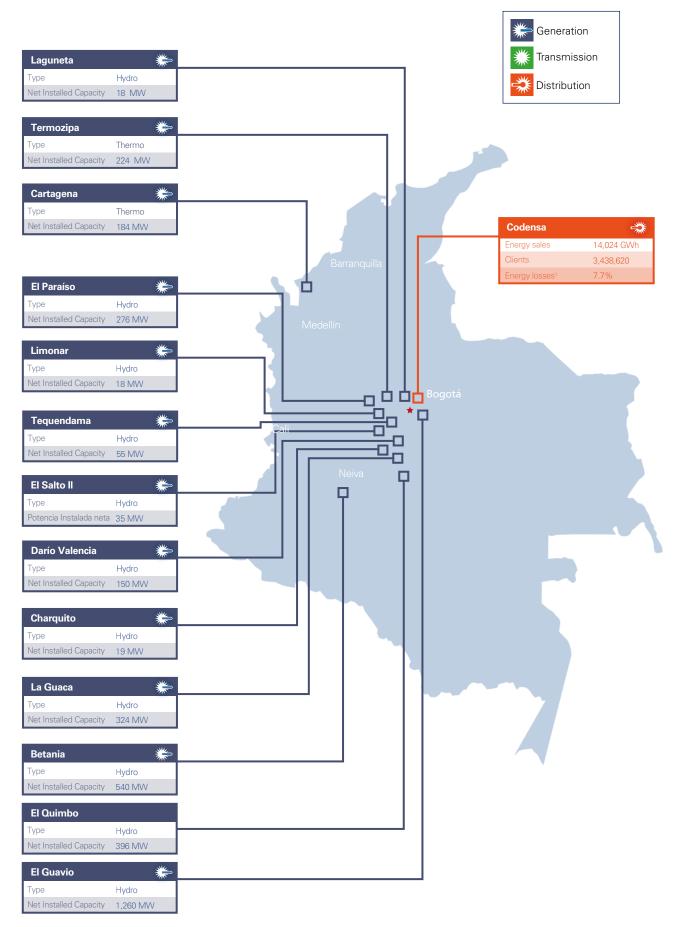
Brasil







Colombia

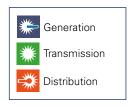


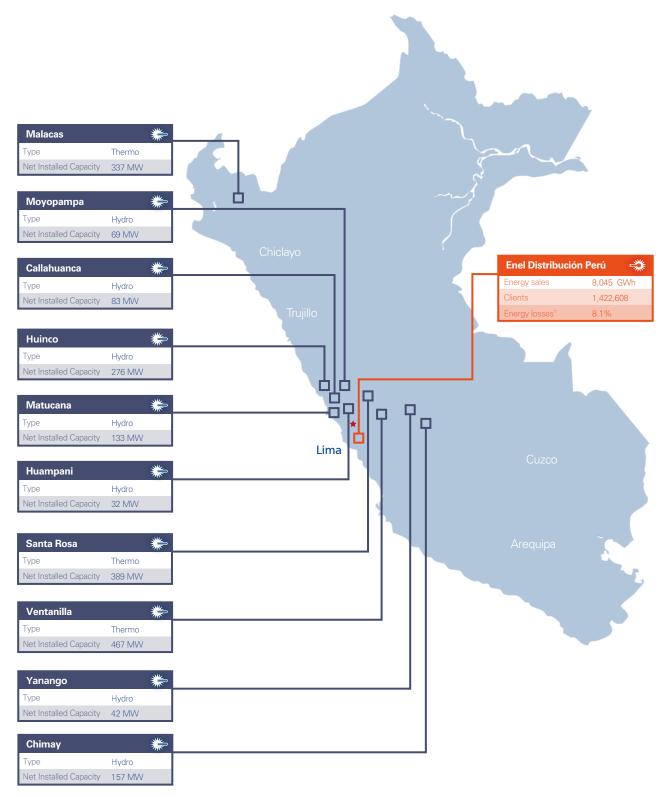
^{*}Non-billable consumptions are not included in distribution business.

^{1.} Corresponds to the total loss that includes high, medium and low voltage as well as commercial losses and thefts



Peru





- *Non-billable consumptions are not included in distribution business.
- 1. Corresponds to the total loss that includes high, medium and low voltage as well as commercial losses and thefts





The purpose of the corporate governance system is to create value for shareholders in the medium and long term, taking into account the social relevance of operations and the interests involved.

The Board of Directors is the highest body of corporate governance in Enel Américas. It is comprised of professionals expert in the electricity industry, who must define the company's path in line with the interests of the Enel Group. The Board defines and approves the mission, corporate value, codes of conduct, business strategy and risk management.

Governance structure

In accordance with article 50-bis of Companies Law 18,046, Enel Américas S.A. has a Directors Committee comprised of three members, the majority of whom must be independent. The Directors Committee has the authority and duties stipulated in said article and the authority and duties delegated by the Board of Directors according to the Directors Committee Regulations.

On June 29, 2005, the Company's Board of Directors created an Audit Committee comprised of three members who were also members of the Board, as required by the Sarbanes-Oxley Act and the NYSE Corporate Governance Rules. On April 22, 2010, the bylaws of the Company were amended at a Special Shareholders Meeting and the Audit Committee was merged with the Directors Committee, which assumed all the duties previously performed by the Audit Committee.

Directors Committee (performs duties of an Audit Committee)

Shareholders Meeting

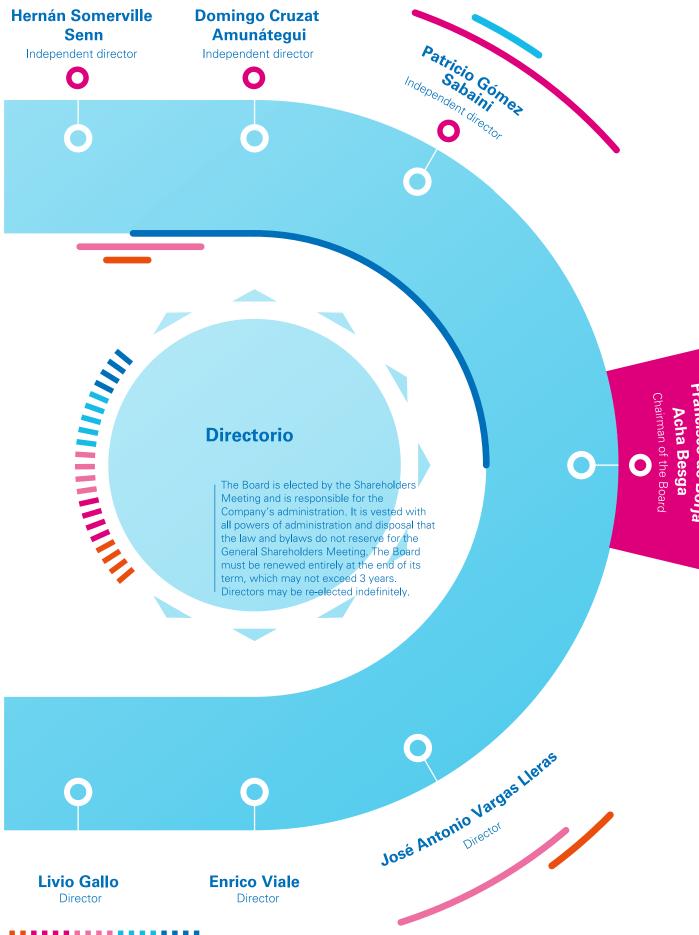
The Shareholders Meeting must examine the situation of the Company and opinions of account inspectors and external auditors, in addition to approving or disapproving the annual report, balance sheet, financial statements and exhibits submitted by the Company's managers or liquidators. It must also decide on the distribution of profits in each fiscal year, in particular the payment of dividends; on the election or revocation of regular and alternate members of the Board, of liquidators and of the auditors of management.

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Independent auditor







The Board of Directors of Enel Américas



1. CHAIRMAN

Francisco de Borja Acha Besga

Law Degree Universidad Complutense of Madrid Spaniard Since April 28, 2016*

*First elected director of Enersis Américas S.A., the predecessor to Enel Américas, on June 30, 2015.

2. DIRECTOR

José Antonio Vargas Lleras

Law Degree Universidad Colegio Mayor del Rosario, Colombia Colombian Since April 28, 2016

5. DIRECTOR

Law Degree

Hernán Somerville S.

University of Chile
Master of Comparative Jurisprudence
New York University
Chilean
Since April 28, 2016*
*First elected director of Enersis S.A., the
predecessor to Enel Américas, on July 29, 1999

3. DIRECTOR

Enrico Viale

Engineering Degree Polytechnic University of Turin MBA School of Business Santa Clara University Italian Since April 28, 2016

6. DIRECTOR

Domingo Cruzat A.

Industrial Engineering Degree University of Chile MBA, The Wharton School University of Pennsylvania Chilean Since April 28, 2016

4. DIRECTOR

Livio Gallo

Electronic Engineering Degree Polytechnic University of Milan Italian Since April 28, 2016

7. DIRECTOR

Patricio Gómez S.

Degree in Business Administration George Mason University, Virginia Master in Business Administration George Washington University, Washington, D.C. Argentine Since April 28, 2016

Please go to https://www.enelamericas.com/es/conocenos/a201611-directorio.html for further details on directors' experience.

The Board is the highest body of corporate governance in Enel Américas. It's made up of professionals who are experts in the electrical industry, either because of their executive experience or as directors in the sector, who must define the Company's roadmap. The Board defines and approves the mission, corporate values, code of conduct, business strategy and risk management.

Seven members elected for a three-year period by the Shareholders Meeting, with the possibility of being re-elected, compose the Board. The Shareholders Meeting sets their compensation. Further information is available in the Annual Report at www.enelamericas.com.



Board and shareholder reporting procedures

New Director Induction

This procedure consists on communicating the mission, vision and strategic objectives of Enel Américas through meetings with the Chairman of the Board and the different managers in the Company. As part of this induction, new directors receive copies of the Human Rights Policy, Sustainability Reports, Code of Ethics, Zero Corruption Tolerance Plan and the Diversity Policy.

Ongoing Training

Members of the Board receive permanent instruction on regulatory, organizational changes or any relevant event for the Company, providing them with tools to achieve their objectives and strengthening the competencies relevant for their performance.

Shareholder Reporting

The purpose of this protocol is to report, in advance, shareholders on the candidates for directorships, including their experience and professional profile as well as their relationship with the company and the industry.

The Board appoints the Chief Executive Officer and senior executives, it's also responsible for the economic, environmental and social decisions, delegating some of its authority to the Chief Executive Office. The Company has an arrangement of powers approved by the Board of Directors, where competences are protocolized according to the subject at matter.

The Board meets monthly to monitor the Company's results reported by the Chief Executive Officer and his executive team. Likewise, in each session, a relevant risk is analyzed, according to an established schedule, until completing an annual analysis of the business and process risk maps.

The Chief Executive Officer and Board receive reports on the management of sustainability matters from the Sustainability Division. In addition, together with the CEOs of each company, Institutional Relations, Communications and, eventually, other areas, the Board of Directors takes knowledge of the results of the relationship with the various stakeholders.

Lastly, to improve its work, an independent expert each year analyzes and evaluates the Board's management in order to detect areas for improvement.

According to the Company's bylaws and Law 18,046 on corporations, Board Meetings, as well as the adoption of resolutions, require the attendance of at least an absolute majority of the directors, equivalent to 57% of its members. The average attendance of all Directors was 89% in 2018.





Sustainable business model

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Enel Américas has reoriented its industrial plans towards a sustainable business model that emphasizes the links between the different business lines and the outside world. With the purpose of finding market solutions that create long-term value for customers, society and the environment, the Company

seeks to be an active part of a scenario where social, cultural, economic and environmental changes are taking place at an abyssal speed. In order to be a relevant actor in this context, the Company aims to lead the necessary energy transition by leveraging innovation, digitalization and collaboration with other

partners, putting the costumer at the core of its strategy.

Through its five business lines, Enel Américas is leading the energy transition contributing to sustainable development

Trading Integrated management of Infrastructure and Networks **Renewable Power Generation** energy margins through an optimization of the A digital infrastructure The engine for the growth in commodities portfolio. platform that aims for zero-emissions energy operating excellence, the generation that will facilitate Trading Trading Renewable Power Ca drive behind distributed social development through energy and service quality. access to energy. Renewable Power Ceneration And Network Thermal Generation Retail

Thermal Generation

It plays a key role in the transition towards a low-carbon energy matrix. It is a priority in the optimization of assets through digitalization and a responsible engagement with communities.

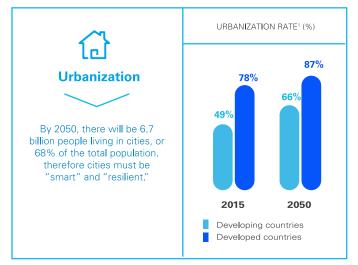
Retail

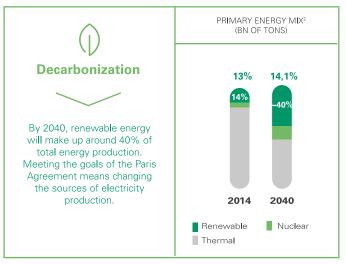
A focus on the customer as an energy user to promote a responsible and conscientious consumption.

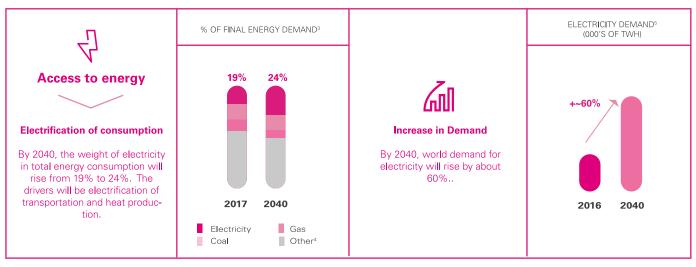
Enel X

It plays a key role in the energy transformation and on putting the emphasis on the consumer as an actor in the development of new solutions where energy is a service.









- 1. United Nations, World Urbanization Prospects, 2018 Revision.
- 2. IEA-IRENA Perspectives for the Energy Transition 2017.
- 3. IEA-WEA 2018 and IEA-IRENA 2018 New Policies Scenario.
- 4. "Other" includes oil, heat, biomass and waste, and hydrogen.
- 5. Bloomberg New Energy Finance, New Energy Outlook 2017, June 2017

Each business line addresses the main global trends, regarding the energy transition:: decarbonization, urbanization, electrification of energy consumption and digitalization.



Enel Américas is focused on ensuring energy generation through its 6.2 GW hydraulic capacity (55% of total capacity). At the same time, it also committed to lowering its carbon footprint by designing innovative solutions, such as the use of demand-response technologies and storage (batteries).

Within the context of urbanization, Enel X and Infrastructure & Networks seeks to provide resilient urban infrastructure that allows the sustainable development of cities. Enel X is also becoming a channel for electrification by being a platform for selling products and ser-

vices that facilitate new uses of energy. Some of its focal points are promoting e-mobility by building the infrastructure required for its massification.

Digitalizing assets is a key factor for the development of smart networks that allows a better management and communication between the customer and the energy distributor. Automation improves the quality of service, optimizes processes and reduces response times. In the generation business, digitalization leads to a greater efficiency at power plants, providing a greater reliability and flexibility in the system enabling decarbonization.

Enel is reinforcing all of its business lines, by fostering and promoting innovation with the goal of providing quality service to its customers, who are fundamental to the Company's business model.

The model described leverages the business itself to the generation of environmental value by decontaminating cities through renewable power generation and by conserving natural resources.





Commitment to Human Rights

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Enel Américas has a <u>Hu-man Rights Policy</u> that reflects its commitment to this key area of social

and corporate sustainability. The Policy's refers to different treaties such as the International Declaration of Human Rights, the Fundamental Conventions of the International Labor Organization (ILO), the United Nations Convention on the Rights of the Child and ILO Convention 169 on the Rights of Indigenous Peoples, among others. In addition, it considers several internal documents such as the code of ethics, the zero corruption tolerance plan, the criminal risk model and the International Master Agreement with World Unions.

The Policy lists eight principles that reflect the commitment and responsibilities of Enel Américas in relation to all Human Rights, in particular those related to its business.

The company urges its contractors, suppliers and trade partners to adopt these principles and it looks out for conflictive and high-risk situations, such as labor practices and community relations.

The Policy - based on two macro-concepts, can be viewed on line at www. enelamericas.com.

- Work practices: The policy forbids forced labor² and child labor; respect for diversity and non-discrimination, the freedom of association and collective bargaining; occupational health and safety; and fair and good working conditions.
- 2) Community relations: The policy stipulates respect for the rights of communities; zero tolerance for corruption and a respect for privacy and communication.

The policy designates Sustainability area as responsible for planning and coordinating Due Diligence processes in collaboration with the other functions involved as concerns their respective duties; informing the Board of Directors when the process has begun and an annual report on compliance with the commitments in the Sustainability Report.

Any person, regardless of their position or relationship with the Company, may report a situation to the Internal Audit Division or through the Ethics Channel when he or she believes there is a violation of his or her fundamental rights under the Human Rights Policy principles.

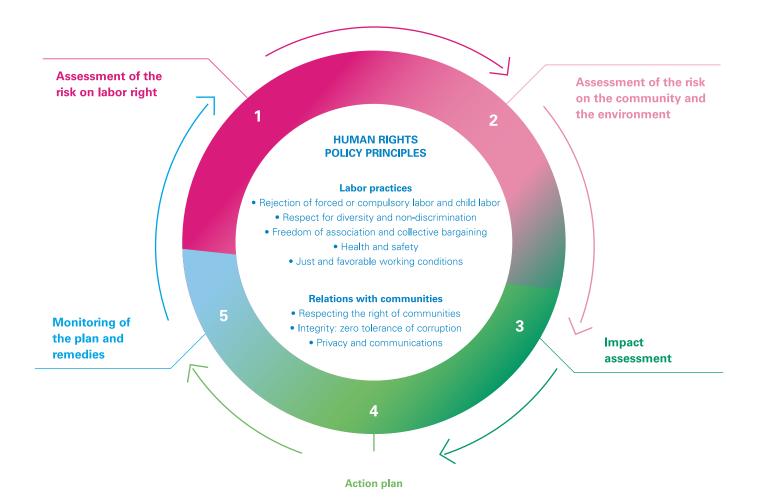
The Policy is an essential document for managing business processes and each business line manager must integrate the principles set down in the Policy so that the fundamental rights of all stakeholders are not harmed or impacted.

Enel Américas conducts Human Rights due diligences to identify potential risks and impacts and for designing the respective mitigation plans.

Those principles are reinforced by the implementation of procedures for community relations where criteria are defined to be followed in dialogue, negotiations and community task forces. Examples are the transparency of the information exchanged, accessibility to communications and the cultural pertinence of the information provided.



² Defined as any work or service required of an individual under threat of any penalty or for which the individual does not volunteer (Article 2.1 of Convention 29 of the ILO).



Due diligence process

During 2016, the Enel Group restructured the Human Rights due diligence process throughout the value chain in the different countries in which it operates, according to the United Nations Guiding Principles on Business and Human Rights (UNGPS) and the Enel Human Rights Policy. In order to assess the main risks in this area, a method was developed, aligned with international practices. It consists of four phases:

- An assessment at country level of the risk perceived, by key stakeholders concerning labor rights, local communities and the environment.
- Assessment of the impacts to identify and analyze organization and control systems.

- The design of action plans to address any area of improvement resulting from the previous phase.
- Monitoring of action plans and resources.

Analysis of the country risk perception

To understand the Company's Human Rights context and to identify the most relevant risks, experts from different sectors were consulted, such as civil society, academic institutions, citizens, customers and suppliers, in the different countries where the Company is present.

This consultation helped classify each of the subjects included in the Human

Rights policy by the level of risk perceived, which results from the combination of the relevance and probability of a real violation. The risks were classified according to the following scale: acceptable (minimum), to be controlled, high priority, high (maximum).

The results of the analysis were:

- Corruption and environmental impacts were assessed as a "high-priority risk" requiring companies to implant advanced monitoring procedures.
- > Diversity, child labor, the mitigation of impacts on local communities and best practices in health and safety were assessed as "a risk to be controlled." In South America, the impacts on local communities require more attention, while the issue of health and safety is a fundamental issue in all countries.



Impact assessment

The second phase of the due diligence process aimed at evaluating the Human Rights practices and policies in each country in order to identify areas for improvement and make recommendations to comply with the UNGPs and the Company's policy.

Practical examples were also defined in this activity to support the implementation of the Due Diligence.

The process involved the top corporate managers to strengthen the level of awareness of respect for Human Rights and to integrate the principles in the policies to the main strategic alternatives. A standard self-assessment tool was developed, divided into two main sections:

- > Self-assessment of the general methods of managing Human Rights to evaluate compliance with the UNGPs.
- > Self-assessment of Human Rights performance management to evaluate the Company's processes and procedures in comparison to its own policy.

This phase of the process was conducted with the support of Business for Social Responsibility (BSR), a global, non-profit organization that is the leader in designing sustainable business strategies and solutions. It works with a network of more than 250 member companies and other partners. The analysis looked at more than 100 indicators and focused on evaluating the Company's Human Rights management in comparison to benchmark international standards.

The results were tabulated in a risk and violations matrix for the Latin America zone (LATAM), broken down by country, taking into account the probability of their occurrence as well as the severity of the impacts.

The systems that received a score above 75% were considered robust. Those scoring between 50% and 75% have opportunities for improvement.

Each country prepared its own gap assessments and an action plan to be implemented in 2018 and 2019. All plans cover 100% of the operations and sites, including information campaigns and training in Enel Policies through workshops on diversity, gender equality and human rights.

In 2018, the Enel Group conducted an in-company communications campaign prior to celebrating the 70th anniversary of the Universal Declaration of Human Rights. This campaign entailed posting each of the 30 articles of the Universal Declaration of Human Rights on the intranet platform, accessible by all employees. An online Human Rights course was also offered to all collaborators that explained actions taken by Enel, along with other companies, that promoted respect for Human Rights in personal and working relations, relations with the community and with all stakeholders.

The results of the due diligence and the progress in the action plan by country are shown below; additional to the actions by the Enel Group that covers all countries in which Enel Américas operates.





Enel Brazil has been given the Friend of the Child Seal granted by the Brazilian Toy Manufacturers Association Foundation (Abring) for its commitment to fighting against child labor and for the adoption of internal policies that encourage young people to enter the marketplace when they reach a legal age.

In Argentina

The areas best evaluated in relation to Human Rights were: working conditions (100%), freedom of association (95%), and environment (95%). The issues with the greatest gaps were forced labor (58%), diversity (61%), corruption (69%), and community (75%).

A 12-activity plan was designed for these gaps, of which 10 were addressed in 2018 with an average progress of 82%. Two activities with a more administrative and informational nature will be implemented in 2019 as well as the rest of the plan. Matters of gender and diversity will be intensified.

Among the activities carried out, it is important to highlight the program to broadcast the policies on ethical conduct, conflicts of interest, government relations, confidentiality, competition and fair treatment, gifts and entertainment, bribery and corruption. The Ethics Channel was also made more visible and accessible to encourage its use and to guarantee that all collaborators can report potential violations.

In Brasil

The best indicators evaluated were: freedom of association (95%), health and safety (93%), and working conditions (93%). The matters with the greatest gaps were: forced labor (71%), the environment (73%), diversity (75%), and community (75%).

The gaps found served as the basis to create an action plan for the period 2018-2019 containing 38 managerial and operating activities. In 2018, actions focused mainly on implementing new policies and internal procedures, such as policies on moral and sexual harassment; on creating a country map for the monitoring of Human Rights risks;

and on preparing and increasing access to reporting channels in the company's different businesses. A plan was also designed to adapt the facilities of Enel Distribución Goiás, added to the group in 2017, to comply with the standards of OSHAS 18001 and ISO 14001. The two-year action plan progressed 60% in the first year. For 2019, the main commitment is to finish the Action Plan and further deploy risk management actions; to promote diversity; to combat even more child and forced labor in the supply chain; and to encourage the participation of collaborators in the online Human Rights course launched at the end of 2018.





In Colombia

The best evaluation ratios were: child labor (100%), corruption (100%), and environment (95%). The matters for which the greatest gaps were identified that need to be resolved are: diversity (89%), health and safety (90%), and forced labor (92%). Although the results were considered to be robust according to the Human Rights method, opportunities for improvement were found for which a 13-activity action plan was designed for the period 2018-2019, focused on four main points:

- 1. Diffusion of the Human Rights commitment.
- Prevention of potential impacts by progressing in the implementation of Human Rights complaint procedures (no complaint had

been received in the year), in the preparation of semi-annual reports on cases involving the community and in holding a symposium with local coal suppliers to socialize guidelines and government measures to prevent child labor. This was made possible with the supports of the Colombian Ministry of Labor and the Colombian Institute of Family Welfare;

- 3. Supply chain activities to improve the evaluation of their Human Rights practices. Three audits were done to coal suppliers, confirming compliance with industrial safety, environmental and Human Rights standards, mainly the absence of child labor in mining operations.
- Preparing a risk assessment when new projects are developed.

The two-year plan had progressed 61% during 2018. The remaining improvement actions in that plan will continue to be implemented during 2019.

In Peru

The best evaluation ratios were: child labor (100%), corruption (100%), and environment (95%). The matters with the greatest gaps are: community (84%), forced labor (92%), health and safety (93%), and working conditions (93%). According to the Human Rights method, all were considered to be robust. A 12-activity action plan was designed based on the results for 2018 to broadcast the Human Rights commitments, strengthen relations with local communities and confirm respect for Human Rights in our supply chain. These actions will be implemented by the end of 2019. There was a 75% progress in the plan during 2018 and the defined actions will continue during 2019, together with the diffusion of the Human Rights commitment among all collaborators and the supply chain.



In Colombia, as part of the commitment to promote gender equity, at the 5th Women Working for the World 2018 conference, Enel presented the stories of 8 women who, by their passion for their job, were a source of inspiration in different parts of the country. "We are building an inclusive world" was the subject of the event held in the El Nogal Club in Bogota, attended by different expert speakers in the subject of gender and social development, such as Kimberlé Crenshaw, a Harvard lawyer and well-known theorist of race in the United States; and Elizabeth Nyamayaro, the main advisor to the U.N. Secretary General. These women, together with Emma Watson, actress, are leading the HeForShe initiative. Pat Mitchell, Bloomberg Philanthropies, Johnson &

Johnson Corporation, Aspen Institute and the Weissberg Foundation, with the support of the International Development Bank, organized this conference.



Integration of Sustainable Development Goals (SGS)



In 2015, the United Nations published the Sustainable Development Goals (SDG), inviting companies worldwide to undertake the challenges presented by sustainable development, such as poverty, gender equality, access to clean water and energy and climate change. The same year, the Enel Group announced its commitment to four goals: SDG 4 on quality education, SDG 7 on clean and affordable energy, SDG 8 on decent work and economic growth, and SDG 13 on climate change action. By the end of 2018, the Group made a commitment to two additional goals: SDG 9 on industry, innovation and infrastructure, and SDG 11 on sustainable cities and communities.



Goal

Enel Group Target

Progress



Quality Education



2030 target: 2.5 million beneficiaries since 2015



2015-2018

353,876 beneficiaries accumulated since 2015

2015 2016 2017 2018 15,161 84,430 188,479 65,806



Affordable clean energy



2030 target: 10 million beneficiaries since 2015



2015-2018

2,994,815 beneficiaries accumulated since 2015

 2015
 2016
 2017
 2018

 473,848
 646,357
 454,880
 1,419,730



Decent work and economic growth



2030 target: 8 million beneficiaries since 2015



2015-2018

345,163 beneficiaries accumulated since 2015

 2015
 2016
 2017
 2018

 138,079
 79,513
 98,095
 29,476



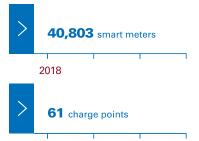
Industry, innovation and infrastructure



Sustainable cities and communities



2021 targets: 46.9 million smart meters, 455,000 charge points and 5.4 million Euros of investments in digitalization (2019-2021)





Climate action



2030 target: reduce specific CO2 emissions and limit the group's emissions to **230 g/kWheq.**



2018

170 g/kWheq of specific CO2 emissions

(1) Sud America e Centro America

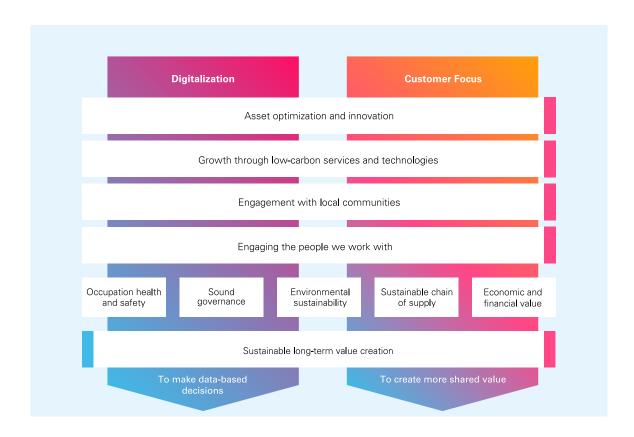


2018-2020 Sustainability Plan

The sustainability plan is the articulating axis of the business model of the Company. It integrates social, environmental and governance matters with industrial

goals by incorporating tangible objectives and measurable goals into its every day management, seeking to create long term value for the Company. The

sustainability plan is based on the materiality analysis, considering the global and national contexts.



The 2018-2020 sustainability plan is grounded on 5 pillars that represent the fundamental principles of an integrated sustainable model: occupational health and safety, sound governance, environmental sustainability, a sustainable supply chain and the creation of economic

and financial value. These pillars uphold the strategic priorities of the Company, like asset optimization and innovation, growth through low-carbon services and technologies, engagement with the communities in which the company does business, and engagement with

the people with whom it works. Both the pillars and the strategic priorities have as transversal enablers the focus on clients and digitalization.



2018 Milestones



JANUARY



Emgesa began maintenance of the El Quimbo hydroelectric power plant dam.

Emgesa announced the beginning of a series of works on the main dam of the El Quimbo hydroelectric power plant as part of the maintenance schedules set for the principal civil works at that plant.



Edesur inaugurated the Padre Novak Substation in Florencio Varela

This substation supplies 42 thousand customers in Florencio Varela and Almirante Brown in Argentina. The company is a subsidiary of the Enel Américas Group and invested ARS\$102 million under the plan that, for 2018 involved construction works worth ARS\$5 billion. This construction by Edesur in the Florencio Varela district comprised a new substation with a 40 MVA transformer, a medium voltage room with 8 feeders, and the stringing of 13 kilometers of medium voltage wires.



FEBRUARY



Codensa premiered a modern service center in the Restrepo neighborhood in Bo-

The Service Center forecasts handling around 12,500 customers a month. The project required an investment of COP\$2.9 billion and contains 18 cubicles especially designed to bring customers closer. The Service Center is characterized by its modern infrastructure and comfortable facilities to offer customers the best experience possible when visiting the facilities.

Moody's rates Enel Américas Baa3

On February 23rd, Moody's rated Enel Américas "Baa3," changing the outlook from stable to negative due to the macroeconomic situation in Colombia.



MARCH



Celg changes name to Enel Distribución Goiás

This change in brand is part of a transformation that began after the company was acquired. The transformation included an increase in investments and restructuring to improve the quality of service to satisfy customers' needs.



Codensa and Emgesa the first in the Colombian electricity sector to receive the Labor Equity Gold Seal from

Equipares

This recognition was the first awarded in Colombia and it means that these two companies have certifiably put demonstrable equity policies into effect and have closed the gender gap in terms of salary, opportunities and inclusion.



Codensa inaugurated the first renewable energy generation and distribution project in Cundinamarca

20 families living in relatively inaccessible zones in the Alto Redondo sector, 230 kilometers and 8 hours away from Bogota, benefitted from this minigrid.





Edesur is awarded the "Ringing the Bell for Gender Equality" prize for putting women on

its board

The National Securities Commission honored Edesur as one of the companies with the greatest gender equity on its board. Female executives from different areas of the company attended the ceremony, namely Monica Diskin (Legal Department), Alejandra Martinez (Communications Department) and Gislene Santos Rodrigues (Sustainability Department), together with Maurizio Bezzeccheri (Enel Argentina Country Manager at that time).



Agreement announced between Enel Argentina and the Margarita Barrientos Foundation to improve health in the Los Piletones sector.

To accompany settlement reurbanization projects of the government of the city of Buenos Aires, the Company developed projects to encourage the sustainable use of energy and preventive health care in conjunction with the Health Care Center of an important NGO in this sector. The We Are Healthy project was implemented to diagnose chronic diseases related to lifestyle and nutrition through non-invasive medical examinations using advanced technology.



APRIL



Successful local bond issue of Codensa for COP\$360 billion

The Company successfully placed bonds on the Colombian capital market worth COP\$360 billion out to 7 and 12 years under its Ordinary Bond and Commercial Paper Issue and Placement Program approved by the Financial Commission of Colombia.



El Quimbo became international scientific benchmark for research and the repopulation of fish

In an alliance with Universidad Surcolombiana (USCO) and the Surcolombiana Experimental Station on Hydrobiological Resources (ESRH), Emgesa held the First International Seminar on the Ecological Management of Dams. El Quimbo was a scientific benchmark in research on the repopulation and relocation of native fish. This activity is part of the Fish and Fishing Program of Alto Magdalena that Emgesa has been developing in El Quimbo for the past six years. Cooperation agreements have been made with different universities and contributions for more than COP\$15 billion have been received.





MAY



Enel Distribución Peru launched an electricity e-bill in Lima and Callao

This initiative benefitted 1.4 million customers in Lima and Callao, saving close to 40 tons of paper and 250 thousand liters of water.



Codensa, the first electric utility to receive a healthy organization certification
The "Fundación Co-

lombiana del Corazón" (Co-Iombian Heart Foundation) issued a healthy organization accreditation to Codensa as a result of the implementation of policies and practices that promote healthy habits. This is the first time this honor has been awarded to an electricity utility by being a pioneer in taking actions to manage the health of employees. Those actions are based on 7 fundamental premises that aim to reduce absenteeism, diagnose health problems early on and increase the physical and mental wellbeing of workers.



JUNE



Enel Brazil acquires Eletropaulo (now Enel Distribución São Paulo)

Investimentos Brasil Sudeste, a subsidiary of Enel Américas, received confirmation of the acceptance of its offer to purchase all of the capital in Eletropaulo Metropolitana Eletricidade de São Paulo SA. By acquiring Eletropaulo, Enel Américas became the largest distributor in the country, with 17 million customers and a market share of close to 20% in the distribution business. Enel Brasil Investimentos Sudeste later learned that the shareholders in Eletropaulo Metropolitana Eletricidade de São Paulo SA sold an additional 19.9% of shares in Eletropaulo to Enel Sudeste between June 5 and July 4, 2018, giving it a 93.3% interest in Electropaulo. The purchase was made in accordance with the regulations of the Brazilian stock exchange.



Risk Rating agencies confirm Enel Américas' rating after the acquisition of Eletropaulo (Enel Distribución São Paulo)

On June 5th, after the acquisition of Enel Distribución São Paulo, S&P confirmed the Company's international rating of "BBB" with a stable outlook. Fitch Ratings also reviewed and ratified the Enel Américas international rating of "BBB+" with a stable outlook and its national rating of "AA (cl)", also with a stable outlook. On June 7th, Moody's classified Enel Américas as Baa3 with a negative outlook. The next day, Feller Rate rated Enel Américas locally at "AA-," with a stable outlook

Enel Américas continues to be part of the FTSE4GOOD Index Series

This index classifies the leading companies in the world according to their environmental, social and governance (ESG) practices. Enel Américas was honored by being put on the Emerging Markets Index and Latin America Index after the corresponding second-semester audit.





Board of Directors of Enel Américas appoints Maurizio Bezzeccheri chief executive officer

At a special meeting the Board of Directors of Enel Américas appointed Maurizio Bezzeccheri as the new Chief Executive Officer of the Company effective August 1, 2018. Mr. Bezzeccheri holds a Ph.D. in Chemical Engineering from the University of Naples, graduating cum laude. His career at the Enel Group began Before becoming in 1999. the CEO of Enel Américas, he was the Country Manager of Enel Argentina.

Enel Américas received cer-tification of its crime prevention model

Enel Américas received the certification of its Crime Prevention Model according to Law 20,393 that holds legal entities criminally liable for the crimes of asset laundering, terrorism financing, bribery and concealment. certification was granted for 2 years, the longest period allowed by law, and it marks the Company's commitment to maintain and control a compliance system consistent with local regulations.





Codensa and Emgesa have progressed the most since 2015 in the PAR gender equity ranking

Both these companies were recognized to have advanced the most in the PAR Organization Gender Equity Ranking for Colombia since 2015. Companies are ranked by Aequales, a consulting firm, the District Office for Women and by the College of Higher Administration Studies (CESA). 209 organizations were evaluated in 2018.



Emgesa and Codensa honored for having the best work environment

This honor was awarded during the ANDESCO 2018 Congress, after an evaluation to the policies, practices and initiatives that were implemented by Codensa and Emgesa to promote gender equity, career development and occupational health and safety among their employ-







AUGUST

Enel Américas is recognized to be one of the best companies on the capital market in 2018

This award was given during the Capital Markets Awards celebrated by Latin Finance, a financial market magazine. The magazine highlighted the success of the corporate restructuring that begun in 2015 that separated the Chile assets from the rest of the region and the purchase of Eletropaulo (now Enel Distribución São Paulo) in June 2018, the largest power distribution company in São Paulo, Brazil.



Codensa named one of the most inspiring companies in the country

Codensa was named one of the most inspiring companies in the nation during the 2018 Congress of the National Industrial Association (ANDI). This award acknowledges Colombian companies that are committed to overcoming the main social challenges in the country and in the world through strategic activities in their businesses. Codensa was awarded for its "Cundinamarca 100%" program. It's objective is bringing energy to families in the area who currently have no access to electricity because they live in relatively inaccessible zones. The list of inspiring companies recognizes the companies that strengthen their competitiveness by addressing some of the most urgent social and environmental challenges in Colombia. This list came to be because of "Being the Change", an exercise conducted since 2013 by FSG, an international consulting firm co-founded by Mark Kramer, one of the creators of the shared value concept, in conjunction with Fortune Magazine. The ANDI Foundation decided to replicate this initiative and the evaluation method in Colombia in order to encourage companies to try to create business opportunities that also have a social impact.





Enel Colombia Foundation and Uniminuto award college scholarships

Codensa and Emgesa, through the Enel Colombia Foundation and Universidad Minuto de Dios, opened a contest for 21 people from seven municipalities in the Department of Cundinamarca to apply for scholarships to study technical, technological and professional programs at Universidad Minuto de Dios. The scholarship covers 70% of tuition and provides a transportation subsidy for 50% of the minimum monthly wage.



Edesur inaugurates a substation in Sarandí for an investment of ARS\$154 million

Edesur inaugurated the renovated Sarandí Substation, which directly benefits 47 thousand homes and businesses-more than 150 thousand inhabitants-in Sarandí, Villa Domínico, Wil-Monte Chingolo and Gerli. The company invested ARS\$154 million under a plan to build throughout the concession area. For this year is it expected an investment of more than five billion pesos in different works



SEPTEMBER

Enel Américas announced a change in the Administration, Finance and Control Officer

The board of directors of Enel Américas appointed Aurelio Bustilho the new chief administration, finance and control officer of the company. Mr. Bustilho holds a degree in Business Administration and a MBA from Coppead/UFRJ, specializing in competitive intelligence. Before taking office, he was the CFO of Enel Pagail

Enel Américas confirms it is a sustainability leader by its inclusion to the Dow Jones Sustainability Index

The company was included for the first time to the Dow Jones Sustainability Emerging Markets Index and the Dow Jones Sustainability MILA Pacific Alliance Index. Also it to continue to be a part of the Dow Jones Sustainability Chile Index for the second consecutive year.

Fitch Ratings confirms the rating of Enel Américas

On September 20th, Fitch Ratings confirmed the local rating of AA(cl) Stable and international rating of BBB+ Stable.

Institutional Investor in the 2018 Latin America Executive Team honors Enel Américas

The results are based on votes by 924 managers, portfolio analysts and analysts who invest and cover Latin American stocks. The company is among the top three in the Electric & Other Utilities sector.



Enel links its gross strategy in Colombia to the evolution of its brands

After 20 years of operation in Colombia, Codensa and Emgesa added the Enel brand to their logo, as part of their development.



OCTOBER



Enel Distribución Perú invested 42 million Peruvian Soles to improve electricity service in North Lima

Enel Distribución Perú began building the new Izaguirre Power Substation (SET) in the district of San Martín de Porres. The substation will require an investment of S\$42 million and will improve electricity service to approximately 110 thousand customers, in addition to satisfying the power demand of large businesses.



Enel Generación Perú will install the first energy storage battery in Peru

This consists of a 14-megawatt (MWV) device that will be installed in the Ventanilla thermoelectric power plant for a total investment of approximately 9 million dollars. The construction works are expected to begin during the first half of 2019 once the last permits are received, and the battery should begin operating on the second half of the year.





Alliance between Codensa and Bancóldex to promote e-mobility projects in Colombia

A collaboration agreement was signed on October 4th to promote e-mobility projects in Colombia. This new alliance seeks to create a joint task force to identify and evaluate regional and national e-mobility projects and then participate in them as structurers, bidders, lenders and/ or investors.



Companies in the Enel group in Colombia received again the IR recognition from the stock exchange

For the sixth consecutive year, Codensa and Emgesa received the Investor Relations award from the Colombia Stock Exchange. This award is granted based on the Group's high standards of information disclosure, engagement and corporate governance in the nation.









Enel Brasil receives the Guia Exame Sustainability Award

The national magazine Exame ranks the most sustainable companies in Brazil annually. Enel Brazil and Fletropaulo (now Enel Distribución São Paulo) were rated in this year's edition. Enel was classified as the most sustainable Brazilian company among all sectors of the Brazilian economy. Enel Distribución São Paulo received honors in the category of Ethics and Transparency.



Emgesa's pilot ecological restoration plan at El Quimbo was a success

The company organized an ecological restoration and environmental sustainability symposium. At the symposium, it reported the success of the Pilot Ecological Restoration Plan of the Tropical Dry Forest implemented from 2014 to 2018 on 140 hectares located in the biotic compensation area of the El Quimbo power plant.



Edesur inaugurated the Puesto Roca mobile substation to improve service in Temperley

This measure directly benefits 90 thousand inhabitants in Lomas de Zamora and Almirante Brown, Edesur, a subsidiary of the Enel Group, under a plan to build infrastructure, invested ARS\$26 million in 2018. Looking to improve the distribution network AR\$5 hillion were invested on this subject.



Edesur installed remote control devices in the medium voltage network

In order to reduce the number of outages in the Cañuelas sector, especially in the rural area, Edesur installed four telecommand devices at strategic points along the medium voltage network. These devices are remotely controlled sensors that can divert supply when an outage occurs, thus accelerating the outage detection and repair times.



Open Plant Event at Enel Generación Costanera

The Open Plant is an initiative of Enel Generación Costanera to wel-come the families of collaborators and a guest school to a tour of the plant and see how energy is generated, people attended. This event was part of the broadening of the Open Doors Program at all of Enel's power plants in Argentina. Under that program, universities and schools are invited to take guided visits of Enel's power plants so they can have a better understanding of power generation. Visitors can also attend one of the following workshops: e-mobility; job interviewing and résumé guidance; or energy efficiency. 1,234 students from 38 different schools and universities visited the plants.



DECEMBER



Eletropaulo changes its name to Enel Distribución São Paulo

The change in brand name positioned this distribution company within the multinational energy Group that operates in all segments of the energy sector. It is prepared to offer all types of products and services to the energy market. This change in brand also emphasizes Enel's global reach and the company's focus on digitalization, technology and innovation.

Enel Américas ranked among the Best Emerging Markets Performers by Vigeo-Eiris

This ranking consist of companies with the best performance in emerging markets. determined according to the Equitics@ method. The selected companies have achieved the highest scores in the universe of reference, 855 companies are evaluated from 35 sectors and 31 countries. Enel Américas was distinguished for the Electric & Gas Utilities Emerging Market.





Edesur awarded the Quality prize The directors of Ede-

sur received this recognition at the Casa Rosada. The National Prize for Quality Board Management is the most important and prestigious award to which companies and non-profit organizations, that demonstrate an

The National Prize for Quality Board Management is the only honor by which Argentina honors companies that are models of excellent management and encourages them to support modernization, innovation and competitiveness. It uses a rigorous three-step evaluation process that includes an individual analysis, a consensus among evaluators and a final choice by high-level judges.

organizational management

of excellence, can aspire.



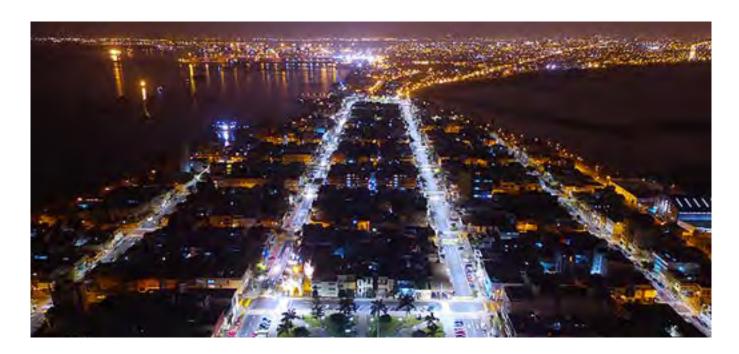


Edesur installs smart meters to make electricity consumption more efficient

Smart meters began to be installed in 2017 under a pilot project. 15,697 meters were installed in different localities in the concession area.







Context of sustainability and the energy industry

102-15

Demographic growth and urbanisation are creating a lasting change in the life habits of society. It is estimated that by 2050, close to 68%2 of the world population will live in urban areas. This poses new challenges, such as urban planning and management to create cities that are safer, more inclusive, resilient and sustainable. The National Survey on the Environment3, published by the Ministry of the Environment, demonstrates that lately there has been more consciousness and concern for socio-environmental issues, triggering essential changes in society. The appearance of models that revolutionise the way in which people satisfy their needs, whether in transportation, housing, energy or finance, is mainly caused by this new reality. The role of the energy sector is key to urban transformation and the challenge rests on being capable of handling these changes to help develop sustainable cities.

According to World Energy Outlook 2018, final consumption of electric energy in Latin America would grow by 67 million tonnes of oil equivalent for the 2017 – 2040 period, with an increase of 81% compared to the one recorded for the 2000-2017 period. This expected growth would apparently present the following distribution, 62% from buildings (vs 66% from the previous period), 33% from industry (vs. 34% from the previous period), and finally the emerging transportation consumption, which accounts for 5% of these projections.

The increase in greenhouse gas emissions, which have reached unprecedented levels, and the growing scarcity of natural resources make a deep impact in society and the economy. Here, the contribution of the energy industry is key to achieve the objectives and commitments from the Paris Agreement Paris4, celebrated during COP 21. The challenge for the company is to lead the technology change, adding environmental and social sustainability criteria in the development of its products and services.



³ United Nations, World Urbanization Prospects, 2018 Revision.

^{4 2018} National Environmental Survey of the Social Studies Office (DESUC) of the Institute of Sociology of the Catholic University (ISUC).

The social progress of the last 30 years is undeniable. The Human Development Report prepared by the United Nations Development Programme (UNDP)⁵ says that there was an increase of close to 20% in the global Human Capital Index from 1990 to 2017. However, inequality and inclusion continue to be some of the main challenges faced by humanity. One of every four Latin Americans still lives

in "chronic poverty," 6 defined as homes with income below the poverty line that also lack one or more basic needs, representing the greatest inequality in the world according to the Gini coefficient? Also, one of every five teenagers in Latin America, between the ages of 15 and 24, is not in school or working, according to a 2016 World Bank Study. At this time, 17 million people have no access to energy8.

To progress, the world needs to change the relations between civil society, governments and companies. The UN's Sustainable Development Goals (SDG) set 17 global challenges with their objectives and guidelines for the collaboration between the different stakeholders to accomplish these challenges.



«Humanity» evolution

- Demographic expansion on a global scale coupled with aging trends, with social and financial effects.
- Strongurbanization and increase of mega-cities.
- New kinds of mobility and sharing models.
- Greater awareness and sensitivity of the community on environmental aspects (egenvironmentalist Party victory in Germany1).



Climatechange and «Planet Boundaries»

- Increasing population, economic growth and climate change put the planet's resources under strong pressure.
- Boost on the transition from fossil fuels to renewable energy, commitments to combat climate change, technological innovation, development of electric vehicles, circular



Technological revolution and digitalization

- Exponential development of digital technologies and increasing application of connected and intelligent tools.
- Automation: robotics, wearables, machine learning, artificial intelligence, etc.
- Cyber-security
- Innovation in business models
- Technology, employment, job and skills.



A new social contract

- Equity and inclusion have wide room for improvement.
- To thrive in a rapidly changing planet, it is necessary to redirect the relationships between civil society, government and companies
- Growing demand for sustainable products and services, new driver for companies.
- United Nations
 Sustainable Development

- 5 United Nations Development Programme (UNDP), Human Development Indices and Indicators: 2018 Statistical Update.
- 6 Grupo Banco Mundial, Latinoamerica Indigena en el Siglo XXI, 2015
- 7 CEPAL, Social Panorama of Latin America, 2018
- 8 International Energy Agency, Energy Access Outlook, 2017.





Materiality Analysis

102-45 102-46 102-32

This report takes into account the relevance of material issues defined by Enel and its stakeholders based on the sustainability reporting guidelines of the Global Reporting Initiative.

In the first semester of each year, the Enel Group compiles data globally by means of an online platform specifically created to store and analyze information by country and by company. This preliminary analysis is supplemented in the second semester by the prioritization set by the stakeholders for the different main and secondary issues in the Company's strategy.

For the above, primary and secondary sources of information are used, including interviews and press analyses.

Identifying priority matters

102-21

In order to integrate the expectations of stakeholders in a structured way that is aligned to the Company's purpose, Enel Américas conducts an annual priority identification process in which it identifies and prioritizes economic, ethical, environmental and social matters that are relevant to stakeholders and form part of the company's strategic priorities

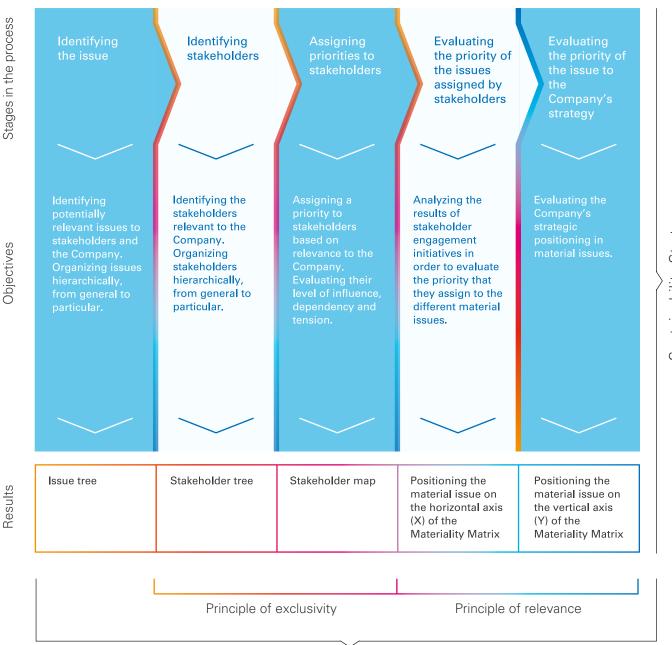
The results of this process are a contribution to the strategic planning of the business and to the design of the Company's sustainability plans. They also determine the content of the Sustainability Report and are an aid in the effective management of stakeholders and their expectations.

In conducting this process, the Company and each of its subsidiaries uses the Enel Group's method that is aligned with AA 1000 APS. The purpose of this standard is to guide the organization in the strategic management of interaction with its stakeholders, accomplished by following a set of principles, by correctly identifying stakeholders (Principle of Inclusivity), by prioritizing matters that are worthy of the Company's attention (Principle of Materiality) and by constructing answers (Principle of Responsiveness) to the expectations that create more value for the Company and the community that it serves.



Sustainability Strategy

Identification of priority issues



Standard AA 1000 APS





Engaging Stake- holders

Understanding the expectations of stakeholders is the cornerstone of Enel America's Sustainability Strategy. This method aims mainly to identify drivers to be included in the company's plans.

The Company's commitment to maintaining an ongoing dialogue with stake-holders is essential to monitoring and understanding the market and to creating trust, continuous engagement, specific responses and timely solutions. Ultimately, Enel believes that management of, and dialogue with, stakeholders helps to:

- Improve the management of risks and opportunities.
- 2. Identify early material trends and issues.
- Strengthen credibility and confidence, which will lead to synergies.

- 4. Encourage decision-making.
- Detect improvement and business opportunities.

Depending on their level of responsibility and scope of action, all of the company's managers continuously engage with their stakeholders.

Identifying Stakeholders:

Enel Américas regularly reviews, identifies and maps its nationwide and local stakeholders. It updates the map each year according to the Company's situation.

Prioritizing stakeholders

In 2018, stakeholders were prioritized by the relevance they have for the Company. This is done through the active participation of the Company's different business and corporate units. Stakeholders are prioritized using two variables:

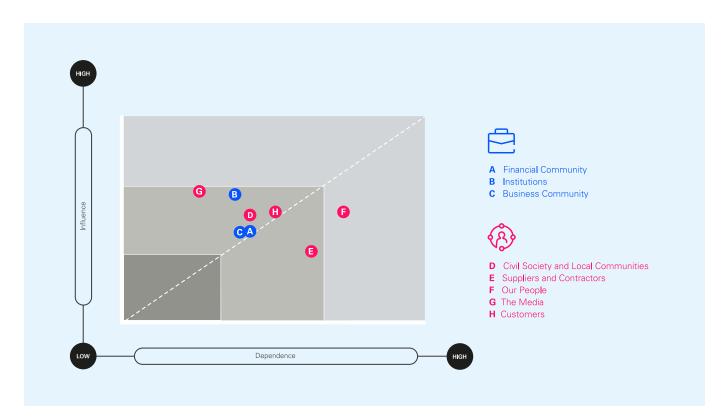
- Dependency: Groups or individuals that are directly or indirectly dependent upon the activities, products or services of the organization and the associated functions.
- Influence: Groups and individuals who may have an impact on the organization or stakeholders strategic to the decision-making process.

The combination of these two factors reveals the materiality of the stakeholder, and guides and prioritizes their involvement in identifying material issues.

This method is also used for all territories where the company operates, thus increasing the level of detail and, therefore, the relevance in the construction of effective responses.

The 2018 analysis, which included 19 companies from the 4 countries where Enel Américas operates along with 95 initiatives with stakeholders, has resulted in the following stakeholder map.



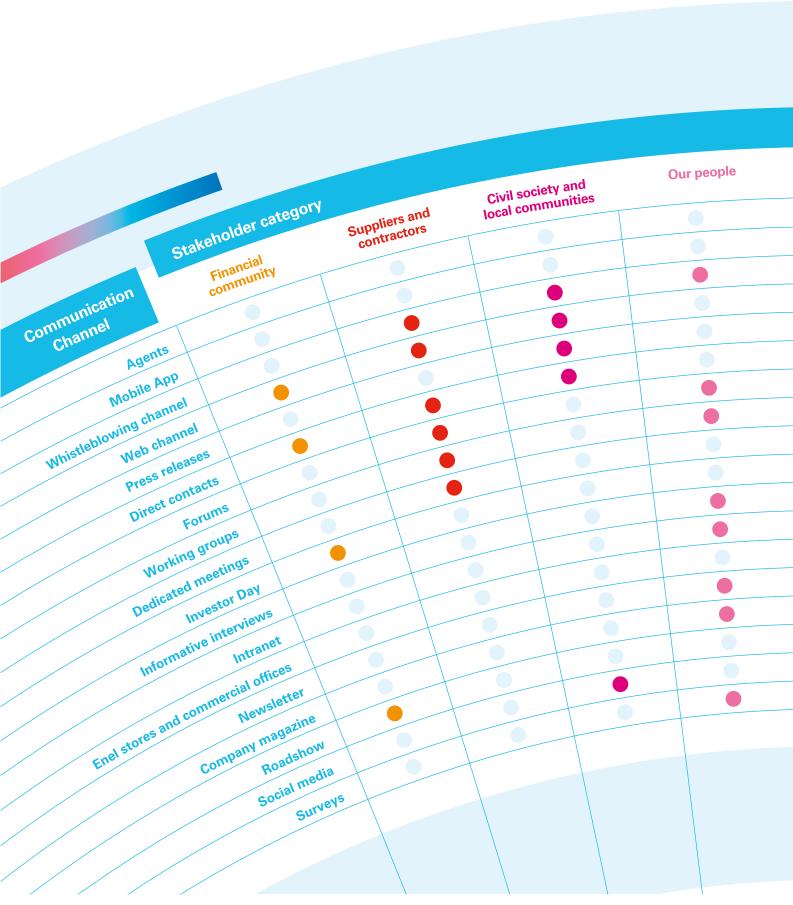






Channels of communication with the stakeholders:

A timely channel of communication is defined or created based on the characterization of each stakeholder.



Institutions	Business community	Class	
		Customers	Media Communication Channel
			Agents Mohii
			Whistleblowing channel Web channel Press releases Direct contacts Forums
			Working groups Dedicated means
			Inter Inter
			Enel stores and commercial offices Roadshow Societ
			Social media Surveys



Enel Américas on Social Media

The subsidiaries of Enel Américas are widely present on social media and direct their content towards their stakeholders. They maintain a fluid interaction with their virtual communities. The company posts corporate, educational, commercial, financial, sustainability and customer service information through its accounts on the different social platforms (Twitter, Facebook, LinkedIn and Instagram).



Enel service account

- @EnelArgentina
- @EnelBrasil
- @EnelClientesBR
- @CodensaEnergia
- @Emgesa Energia
- @EnelPeru



- @EnelArgentina
- @EnelBrasil
- @EnelClientesBR
- @CodensaEnergia
- @Emgesa Energia
- @EnelPeru



Enel Argentina

Enel Brasil

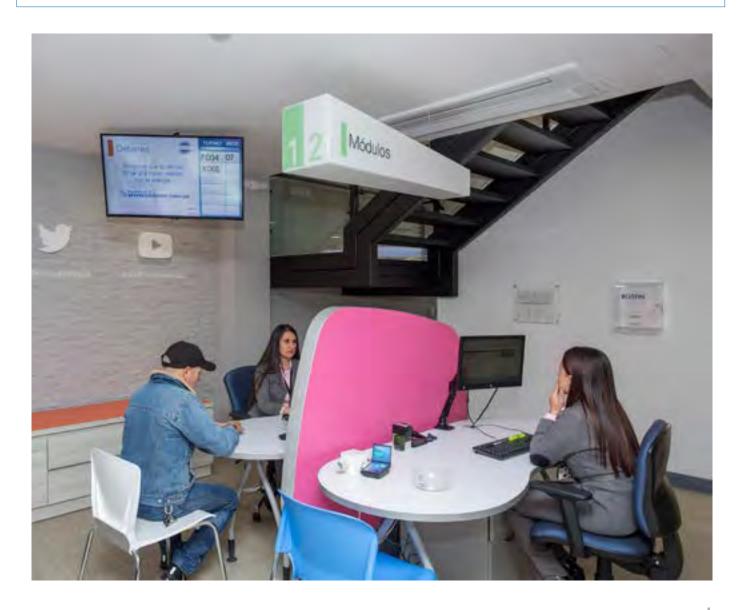
Codensa

Emgesa

Enel Peru



- @EnelArgentina
- @EnelBrasil
- @EnelClientesBR
- @CodensaEnergia
- @Emgesa Energia
- @EnelPerú





Materiality Study

In 2018, Enel Américas conducted a materiality study that served as the basis to define the priorities in its 2019-2021 Sustainability Plan. Sources and stakeholders' representatives has been consulted both directly and indirectly in 2018 in the following ways:

 An analysis of energy and sustainability trends that may have a potential impact, present or future, in

- the Company's business.
- An analysis of investors and analysts of sustainability matters.
- A review of the materiality assigned to management issues of the leading companies in the electricity sector.
- An analysis of the mass media and social networks.
- 5) In-depth interviews with the Company's senior executives.

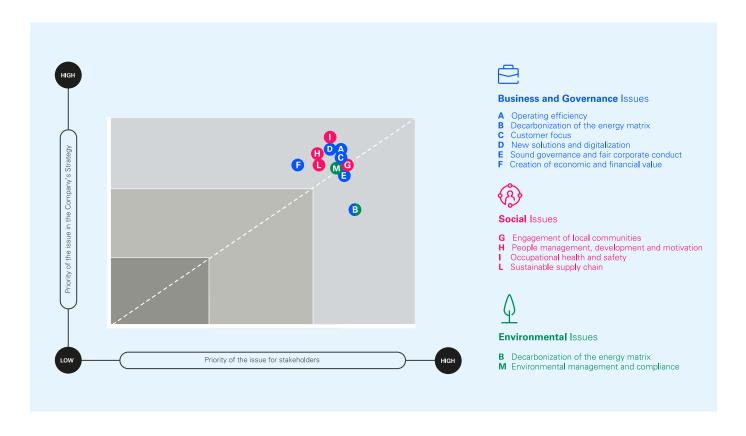
An analysis of the reports on different aspects of the Company's sustainability: the corporate reputation report, the employee climate survey and the customer satisfaction survey.



Results of the Materiality Study

Priorities for the company and stakeholders

The materiality of the different sustainability issues in the business strategy and the level of priority assigned by stakeholders are shown in the following matrix:





Material issues for Enel Américas

102-47

Below we explain the issues with the greatest relevance the Company and to stakeholders:

Occupational health and safety

Enel Américas and its stakeholders regard health, safety, and physical and mental integrity as one of the most valuable assets of its operations. To that effect, the Company embraces the best practices available to detect and prevent situations that may expose its collaborators and contractors to risk.

The development of new solutions and digitalization

Digital transformation makes room for new business opportunities to appear, based on the development of energy solutions that promote sustainability and help diversify the offer of products and services of the Company. Therefore, innovation and process digitalization are driving forces the Company leans on to better adapt to the needs of its business environment.

Operating efficiency

Operational efficiency is crucial to ensure a continuous service with high quality standards. Therefore the Company impulses the introduction of innovating solutions, eased by the significant technological changes the industry has experienced. These innovating initiatives enabled the Company, for example, to increment efficiency in generation plants, to use fewer resources and to reduce negative impacts on the environment, thus ensuring the quality of the service given to our clients.

Customer focus

The definition of a business strategy placing customers at its core is essential. Likewise, an excellent customer service is of utmost importance in the relationship with customers, searching for maximum effectiveness and continuous improvement.

Engaging with communities

The establishment of harmonious interrelations with the community and the promotion of socio-economic development have become one of the main objectives for companies today. It is essential to create spaces for participation, transparency and inclusiveness in order to be an active participant in solving the main challenges of the territories where the Company is present.

Environmental compliance and management

Managing environmental impacts has become one of the main focuses of attention to stakeholders. Regulations have also notably intensified, which has led to an increase in the performance requirements demanded of companies to minimize their environmental footprint.

Creating economic and financial value

To sustain economic growth, integration of financial and non-financial aspects is essential since the business' sustainability increasingly depends upon performance in environmental, social and governance matters.



Material issues

Issue	Scope	GRI material aspect			
Contribute on the state	Enel Américas and contractors	Procurement practices			
Sustainable value chain	Enel Américas and contractors	Social assessment of suppliers			
Creation of economic and financial value	Enel Américas	Economic performance			
Decarbonization of the energy mix	Enel Américas	In-company: Availability and reliability			
Digitalization and new solutions	Enel Américas	In-company: Innovation and operating efficiency			
	Enel Américas	In-company: Research and development			
Operating efficiency	Enel Américas	In-company: Efficiency of the system			
Customer focus	Enel Américas and customers	In-company			
NA	Enel Américas	Employment			
Management, development and motiva-	Enel Américas	Training and education			
tion of employees	Enel Américas	Diversity and equal opportunities			
	Enel Américas	Materials			
	Enel Américas	Energy			
	Enel Américas and contractors	Emissions			
Environmental management and compli-	Enel Américas and contractors	Effluents and waste			
ance	Enel Américas and contractors	Water			
	Enel Américas and contractors	Biodiversity			
	Enel Américas and contractors	Environmental compliance			
	Enel Américas	Anti-corruption			
Sound governance and fair corporate con-	Enel Américas	Public policies			
duct	Enel Américas	In-company: Ethics and integrity			
	Enel Américas	In-company: Governance			
	Enel Américas	Local communities			
Relations with local communities	Enel Américas	In-company: Disasters, emergency plans			
neiations with local communities	Enel Américas	Customer health and safety			
	Enel Américas	Human Rights Assessments			
Occupational health and safety	Enel Américas and contractors	Occupational health and safety			





Institutional relations and memberships

103-2 103-3 102-12 102-13 415-1

Enel Américas and its subsidiaries are members of different trade and business associations. As a result, they are involved in the enactment of regulations relating to their businesses, in addition to their annual commitments to funding.

Under the Enel Group Compliance Program, the Company is committed to providing complete and transparent information to the organizations with which it is involved so that the institutions' representatives are in an optimal situation to make decisions

In line with its code of ethics, the Company strictly prohibits any funding of political parties, their representatives or candidates and of any congresses or celebrations where the only purpose is political propaganda, both in Chile--where the headquarters are located--and in countries where it is present. In addition to the above, the Company refrains from any type, direct or indirect,

pressure on political public figures - for example, through public concessions to Enel Américas, acceptance of hiring suggestions, consulting contracts - etc.

Enel Américas and its subsidiaries are members of trade and business associations where they have adopted roles that include representing and positioning member companies in the design of regulatory frameworks for their businesses.

The annual funding by Enel Américas and its subsidiaries in the last four fiscal years of the organizations indicated below totaled US\$1,172,089 in 2018, US\$1,144,895 in 2017, US\$ 968,656 in 2016 and US\$773,839 in 2015.

In 2018 in particular, the three largest payments to associations were; two in Colombia, to the Colombian Association of Power Generators (US\$256,920) and the Colombian Association of Energy Distributors (US\$182,247); and one in

Brazil, to the Brazilian Association of Power Distributors (US\$114,209).

The institutional dialog of trade and business associations in which Enel Américas or any of its subsidiaries were committed in 2018 received the support of regulatory and consultation processes on the following main subjects:

- > The design of energy policies: This includes perspectives on energy strategy, energy efficiency, renewable energy growth, the development of smart grids and energy prices, among other energy issues. Contributions of US\$887,738 were made for this reason in 2018.
- Increase in business competitiveness: This includes, but is not limited to, tax and labor regulations and environmental policies. Contributions of US\$284,350 were made for this reason in 2018.



Making Global Goals Local Business - Argentina

In 2018, Argentina was host to this conference organized by the Argentina office of the Global Compact and the UN Global Compact Office that brought together local and world leaders of companies, civil society and government to coordinate collective action to attain the targets of the Sustainable Development Goals.

Ms. Lise Kingo, CEO and Executive Director of United Nations Global Compact, was present as well as Maurizio Bezzeccheri, at that time the Country Manager of Enel in Argentina, who was also a speaker.





Argentina Association of Ethics, Compliance and Control (AAEC)

Association of Power Generators of the Republic of Argentina (AGEERA)

Association of Power Distributors of the Republic of Argentina (ADEERA)

Italian Chamber of Commerce in the Republic of Argentina

Argentine Committee of the World Energy Council (CACME)

Argentine Business Council for Sustainable Development (C.E.A.D.S)

Institute for Entrepreneurial Development of Argentina (IDEA)



Brazilian Association of Power Vendors (ABRACEEL)

Brazilian Association of Financial Development Industries (ABDE)

Brazilian Association of Power Distributors (ABRADEE)

Brazilian Association of Power Generators (ABRAGE)

Brazilian Association of Thermoelectric Power Generators (ABRAGET)

Brazilian Association of Independent Power Producers (APINE)

Brazilian Association of Electric Vehicles (ABVE)

Brazilian Committee of the Global Compact

Acende Institute

ETHOS Institute

Meters & More



Chilean-Argentine Chamber of Commerce

Chilean-Brazilian Chamber of Commerce

Chilean Committee of the World Energy Council (WEC)



Colombian Association of Power Generators (ACOLGEN*)

Colombian Association of Power Distributors (ASOCODIS)

National Association of Public Utilities and Communications Enterprises (ANDESCO)

National Association of Colombian Entrepreneurs (ANDI)

Regional Energy Integration Commission (CIER)

Commercialization Advisory Committee (CAC)

Advisory Committee for Transmission Planning (CAPT)

Colombian Committee of the CIER (COCIER)

Colombian Committee of the Global Compact

Colombian Committee of the WEC (COCME WEC)

Association and Center for Technological Research and Development (CIDET)

National Operations Council (CNO)



Association for Progress in Management

Italian Chamber of Commerce in Peru

Official Chamber of Commerce of Spain in Peru

National Mining, Oil and Energy Society



^{*} Emgesa withdrew from Acolgen in October 2018







The Company voluntarily participates in several initiatives to measure the effectiveness of its compliance plans, to measure its performance, and to apply the best practices on corporate governance and sustainability management. This year it included:



Main types of risks

Given the nature of its business and geographic distribution, the Enel Group is exposed to different types of environmental, social and governance (ESG) risks. The main risks are shown in the table below alongside the activities that mitigate their effects and ensure those activities are properly handled across the company. The following benchmarks are used in identifying potential risks:⁹

> The results of the priority analysis (see the chapter on "Materiality"); the Global Risks Report 2019 by the World Economic Forum (WEF) in which around 1,000 experts and leaders around the world were involved;

- > Risk assessments as part of the Human Rights due diligence conducted by Enel that involve numerous experts from different sectors, including civil society, academic institutions, local communities, customers and suppliers in the different countries in which the Group operates;
- Analyses by internationally certified ESG rating agencies that employ specific risk assessment systems to measure the company's sustainability performance.

During the identification and risk assessment phase, the "Precautionary Principle" was also applied, particularly in relation to environmental, health and safety risks, specific actions were identified to mitigate the effects and to ensure proper management. This principle was also employed in risk management, in particular regarding the development and introduction of new products and technologies, the planning of operational activities and the construction of new plants/assets.

9 The analysis takes into account the perceived risk assessment if there are no controls.

10 Principle 15 of the Rio Declaration on Environment and Development (Rio de Janeiro, June 3 to 14, 1992).



ESG Risk

Risk description

Management method and mitigation

Risks related to cyberattacks The era of digitalization and technology innovation means a growing exposure of organizations to cyberattacks which are becoming more numerous and sophisticated, in relation to changes in the industry. The complex internal organization of the Group and the amount of data, people and the industrial assets expose resources to the risk of attack.

The Enel Group has adopted a risk management model that uses a "systemic" vision that can be applied to both the traditional information technology sector and the industrial sector (operational technology). It also takes into account smart object networking (the internet of things). In particular, Enel has adopted a cybersecurity policy framework to guide and manage cybersecurity activities. This involves participation by business units, the implementation of regulatory and legal instructions, the use of the best technologies available, the preparation of ad hoc commercial processes and raising the awareness of people. The framework sets down the basis for strategic decisions and design activities from a risk-based focus using a design and development model that defines the appropriate security measures throughout the entire life cycle of applications, processes and services ("cybersecurity by design"). Enel has also created its own cybernetic emergency readiness team (CERT) to address an industrialized response to cyber threats and incidents, This program is recognized and accredited by national and international communities.

Physical risks related to climate change

The physical risks resulting from climate change can be related to unique events or long-term changes in climate models. Extreme weather phenomena and natural disasters expose the Group assets and infrastructure to damages, with the consequent possibility of a prolonged unavailability of the affected assets. The Group is also exposed to the risk of impacts on operational assets related to gradual climate changes (for example, air and water temperatures, precipitation and wind).

Enel is present throughout the entire value chain of electricity (generation, distribution and sale) and has a diversified business portfolio in terms of generation technologies and geographic areas and markets where it does business, mitigating the risks associated with changes in climate patterns and their general financial implications.

The Group also makes use of the best prevention and protection strategies aiming to reduce potential impacts on communities and areas surrounding assets: there is constant monitoring and weather forecasting in areas where the assets are most exposed. Maintenance is performed frequently to increase the resilience of the assets most exposed to extreme weather or natural disasters. All of the Group's areas are subject to ISO 14001 certification and the potential sources of risk are monitored through internationally renowned Environmental Management Systems (EMS) to be able to detect any critical event promptly.

Transition risks related to climate change.

Transition to a low-carbon energy model may involve risks related to regulatory, political, legal, technological and market changes resulting from the fight against climate change, with possible impacts in the short, medium and long term.

The Group is committed to the continuous improvement of existing activities in terms of environmental impact, through its own emission reduction objectives, mainly that of "generation of zero emissions" by 2050, and adopts a strategy aimed at growing through the development of low carbon technologies and services, in line with the objectives of COP 21.

Some of the climate change risks to which Enel may be exposed and might have a potential impact on the Company's financial performance are: an increase in the emissions reporting obligations and other legal requirements, the use of low-emission energy sources and a reduction in the exposure to fossil fuels, uncertainty in market signs of potential unforeseen changes in energy, an increase in the price of primary commodities or the growing interest of stakeholders in climate change.

To mitigate the risks of legal and regulatory aspects related to climate change, the Group also maintains transparent and collaborative relations with local and international regulatory authorities.





SG Risk	Risk description	Management method and mitigation
Risks related to water crisis	The risks of the water crisis are due mainly to climate change and the use of water. Impacts differ depending on geography, but in general, the ability to predict the frequency of rain occurrences has diminished while those episodes have become more intense, consequently causing the availability of water to decline. The risk of how water is used relates to the competition between sectors for water usage when there is a shortage (industry, farming and potable water).	Enel analyzes the weather every 3 to 6 months and is performing a long-term analysis in areas where there are power plants, in particular hydroelectric plants, to anticipate potential variations in the availability of water. Major activities are also under way in collaboration with local authorities to manage river basins in the continuing aim of adopting a shared strategy for water management that also takes into account the needs of local communities. Enel has also adopted measures to improve the efficiency in the use and quality of water by installing EMS at production sites.
Environmental compliance risks	Environmental protection laws are becoming increasingly more restrictive, also due to the greater awareness and sensitivity of the community to these issues. The result is an increase in the requests for companies to minimize their environmental footprint. Population and economic growth have also caused impacts on scarce resources like water, waste and biodiversity management.	Enel has implanted an ISO 14001-certified EMS- at its power plants and in its distribution networks that includes environmental KPI monitoring systems and actions to reduce its environmental footprint that go beyond regulatory requirements. Enel is also implementing specific measures to protect biodiversity in the surrounding areas of nearby plants and facilities. Finally, the Group prepares environmental impact assessments each time it develops a new project and puts measures in place to protect the environment and surrounding ecosystems throughout the entire life cycle of the project (construction operation, and disposal).
Risks related to Human capital: application and de- velopment of new profiles and professional skills.	The profound transformation in the energy sector, characterized by a strong technological drive, requires new profiles and skills professional and an important cultural and organizational change. Organizations must move towards new, agile and flexible business models. Policies to improve diversity, and administrate and promote talent have become key to the widespread of companies making the transition.	Enel puts the people who work for the Company at the core of its business model. To this end, human capital management is one of the pillars of the 2019-2021 Strategic Plan. That plan containing specific goals, includes the development of digital skills and competencies, the promotion of systems to evaluate the work environment and performance, and the dissemination in all companies of the diversity and inclusion policy. Enel is also developing specific initiatives to spread the agile work method across the company's processes.

More details on the risks listed above and about the risk management system in general, together with the emerging risks, as well as those of a financial nature, can be found in the Annual Report 2018, available on the Company's website. (www.enelamericas.com).



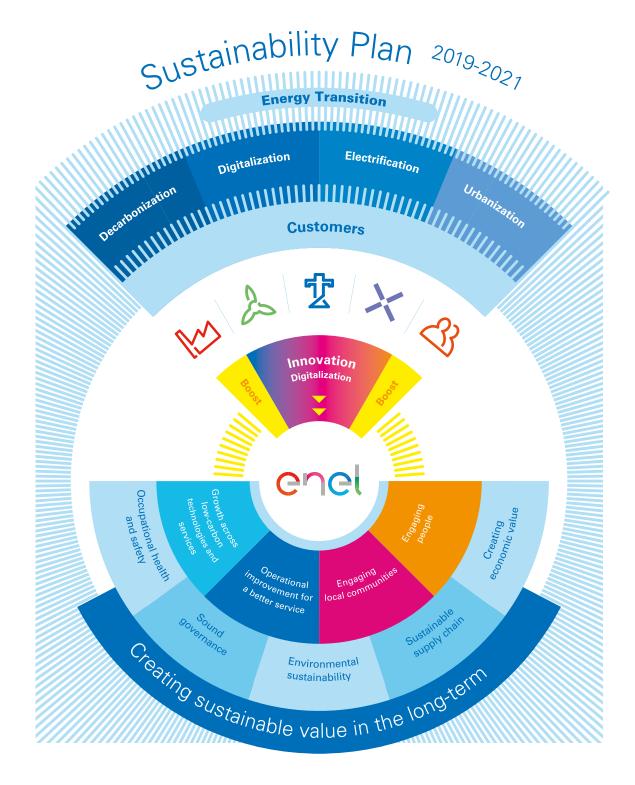
2019-2021 SustainabilityPlan

102-15

The sustainability plan is updated each year after an analysis of global trends, including social, sustainability, industry, and energy factors, among others. The context of each country is analyzed and takes into account the guidelines of

public policies and the materiality analysis made year to year. Once the plan has been designed with the business lines and operations, the Sustainability Division in each country monitors the progress and fulfillment of the plan. The

2019-2021 sustainability plan will guide Enel's actions during the coming year to help it face the challenges and opportunities posed by the energy transition that is progressing at an unexpected pace.





Enel's commitment to the SDGs

Backbones

Boost Pillars

	Boost	Pillars				Васкооп	ies				ı
tiethat	Innovation and digitalization	Growth across low-carbon technologies and services	Operational improvement for a better service	Engaging local communities	Engaging the people we work with	Operational health and safety	Sound governance	Environmental sustainability	Sustainable supply chain	Economic and financial value creation	
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Environmental, social and governance (ESG) indexes and rankings



Dow Jones Sustainability Index

In 2018, Enel Américas ranked 13th globally within the global electricity industry on the Dow Jones Sustainability Index, was also included in the subcategories of Emerging Markets and Latin America Integrated Market (MILA) and was once again part of the subcategory for Chile.

The DJSI index is built based on an assessment of the sustainability performance of companies performed by RobecoSam (now SAM). To be included in the different indexes, companies must be within certain percentiles in their industry: the top 10% for DJSI Emerging Markets, 30% for DJSI MILA and 40% for DJSI Chile.



FTSE4 GOOD



Enel Américas was included for the second year in a row to the FTSE4Good index in the categories of Emerging Market and Latin America. This index classifies the top companies based on their performance in matters such as the fight against climate change, corporate governance, respect for Human Rights and the fight against corruption.

The ranking is done based on several environmental, social and governance (ESG) criteria.

FTSE4Good is a sustainable company index of the London Stock Exchange. Its purpose is to provide information on the non-financial performance of the most important companies listed on that exchange to aid investors in making decisions.



vigeoeiris •••

Vigeo-Eiris

Enel Américas was included to Vigeo-Eiris' ranking of the Best Emerging Markets Performers, where the companies with the best performance on emerging markets are included with a focus on "best in their class." The selected companies have received the highest scores out of a universe of 855 companies from 35 sectors and 31 countries.







Prizes and awards

The most outstanding acknowledgments of the management in each of the countries where Enel Américas operates were the following:



- > National Quality Board Management Prize: Distinction granted to the Board of Edesur by the National Commission of Foreign Trade in recognition of its excellence management model, which promotes modernization, innovation and competitiveness.
- > Ringing the Bell for Gender Equality Prize: The National Securities Commission named Edesur as one of the companies with the greatest gender equity on its Board of Directors.



> Interlat and Hotsuite Latam Digital prize: In Bogota, Enel Argentina won first place in the best marketing video category, for its "Understand renewable energy" project, and second place in the category "Best social network campaign," for its "Repair of High-Voltage Panel 62."



- > Abradee Prize: In this 20th version, Enel Distribución Goias received recognition in the best evolution category.
- > Exame Prize: Enel Brazil was named the most sustainable company of Brazil based on its commitment to the Sustainable Development Goals, while Enel Distribución São Paulo received an award in the ethics and transparency category.
- > Época Reclame Aquí Prize: Enel Distribución Goiás was one of the finalists in the Service Concessionaire category and, after an open public vote, won third place.
- > Fourth Brazil's Solar Innovation and Technology Prize: Enel X was the winner in the category for Engineering, Procurement and Construction for its complete solar energy project that incorporated design, supply and installation of the equipment followed by operation and monitoring.
- > Association for Life: Enel Distribución Rio and Enel Distribución São Paulo received awards in three categories of these honors awarded by Leal, a protective equipment manufacturer. In the category of success in protecting the population, it was awarded for "Learn from Fireman Rafa" videos, coordinated by director Aloisio Baptista; in Phrases and Photos, José Aldo da Silva, meter reader of Enel Distribución São Paulo, was awarded. Finally, for commitment to job safety, the company received the prize for most committed.
- > 35 largest companies in the country: Enel moved up 23 positions in the Value 1000 ranking compared to 2017, prepared by the newspaper Valor Econômico, which classifies the largest companies in Brazil into 25 sectors. In 2018, the company ranked 35th among the 1000 largest organizations.
- > Great Place to Work: Enel Brasil is among the 150 Great Places to Work, according to the Época de Negocios guide. This ranking elaborated by Great Place to Work based on qualitative and quantitative investigation among officials and managers of 2,280 companies. The company ranked 74th nationally and 9th in the State of Rio de Janeiro in the year.
- > Brazilian Quality Of Life Association National Quality of Life Prize. Gold Category.





- > Gold Seal for Job Equity Equipares: Emgesa and Codensa received certification of their gender equality management system from the Ministry of Labor.
- > Gender equity ranking of organizations PAR: Emgesa and Codensa ranked fourth and recognized as the companies that have progressed the most in the rankings since 2015.
- > Andesco sustainability prize: Emgesa and Codensa were honored in the category of best work environment based on their policies and practices to promote gender equity, career development, and occupational health and safety among their employees.
- > Most inspiring companies: Codensa received recognition from the ANDI 2018 Congress. This award honors organizations committed to the social challenges of the world and the country through business. The Inspiring Companies list recognizes companies that strengthen their competitiveness by addressing some of the most urgent social and environmental challenges in Colombia. This list came to be a result of "Change the World", an exercise conducted by FSG an international consulting firm co-founded by Mark Kramer, one of the creators of the shared value concept in conjunction with Fortune Magazine since 2015. The ANDI Foundation decided to replicate this initiative and the evaluation method in Colombia in order to encourage companies to try to create business opportunities that also have a social impact.
- > Investor Relations Award: For the sixth consecutive year, Codensa and Emgesa were recognized by the Stock Exchange for their high standards of information disclosure, engagement and corporate governance.
- > Innovation ranking of the National Association of Businessmen of Colombia and Dinero Magazine: Codensa was in this ranking for the second consecutive year. It ranked 14th in general in 2018, 3rd in Services and 5th in the Top 1 most innovative companies in Bogota and Cundinamarca. 329 companies participated.
- > Codensa received a recognition for being a pioneer in the country in the management of polychlorinated biphenyls (PCB), a component that is highly harmful to the environment. The Ministry of Environment and Sustainable Development rewarded Codensa during the International Environment Fair for being one of the precursors to PCB management.



- > For four consecutive years, Enel Distribución Perú and Enel Generación Perú continued to receive the Seal of "Safe Company free of violence and discrimination against women," awarded by the Ministry of Women and Vulnerable Populations.
- > Leonardo Prize: Each year the Italian Chamber of Commerce in Peru awards the Leonardo Prize to Italian companies present in Peru that have stood out for their projects and efforts to improve trade and relations between the two countries. This year the Board of Directors of the Chamber chose to give this award to Enel.





Enel Américas



> Industry Mover: a recognition based on the 2018 assessment by SAM, a sustainability analyst to the companies which had the highest increase in its annual sustainability assessment score and located at the top 15% performers on their industry. As a result, it also entered into the 2019 Sustainability Book, which lists the companies that create value for their shareholders in the long term.

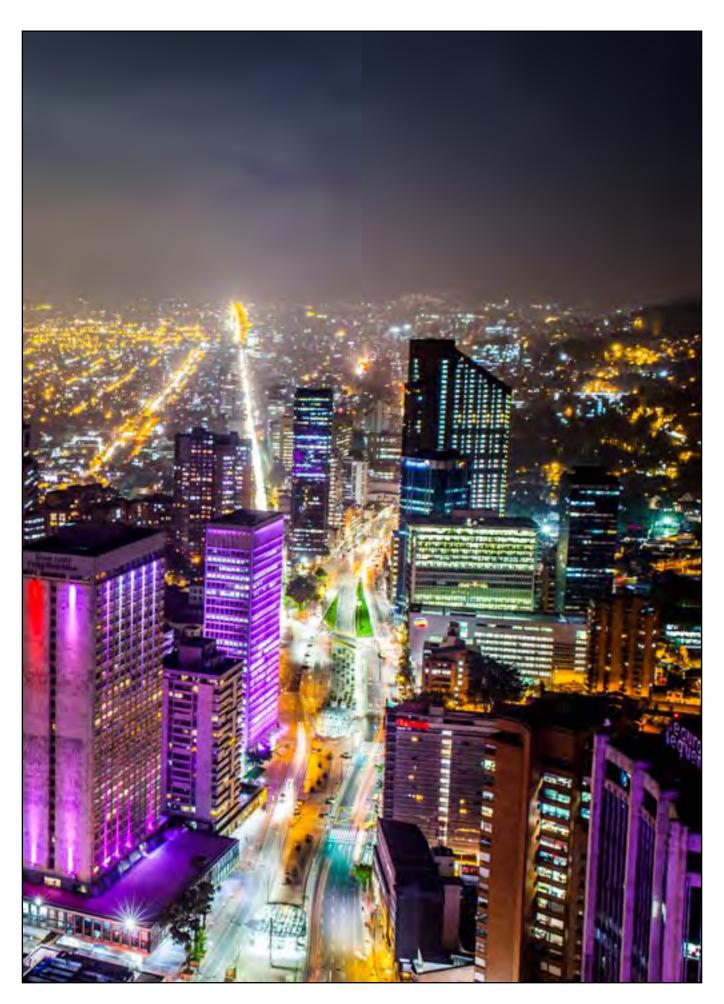
Institutional Investor

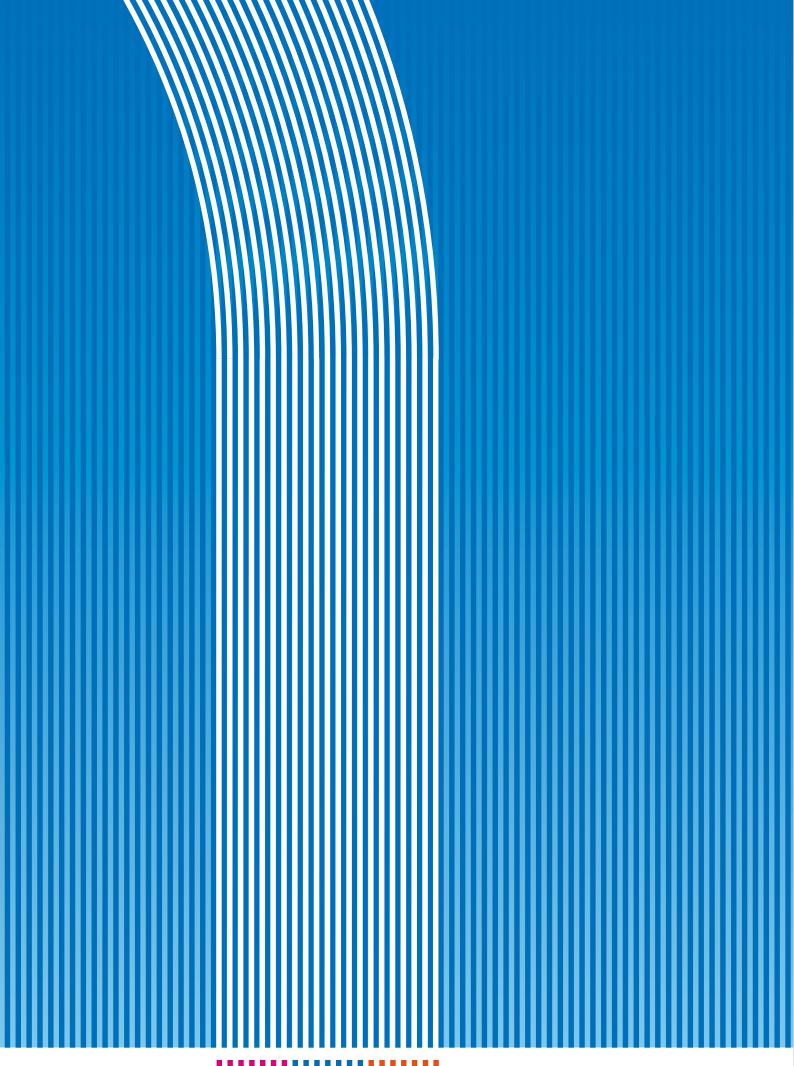
> Institutional Investor: an international company that performs perception studies of institutional investors awarded Enel Américas first place in the sustainability category for its program and metrics and third place in the Investor Relations category for its program in the electricity sector in Latin America.

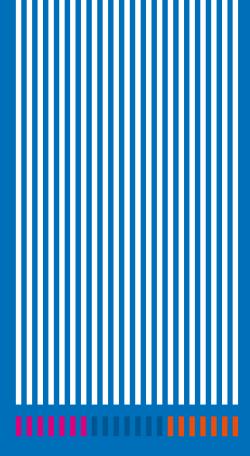


> Alas 20: initiative that recognizes, in six categories, the participants that promote excellence in the public disclosure of information on the best practices of sustainable development, corporate governance, and investor relations in accordance with the terms of participation established. Enel Américas won third place in the category leader in sustainability.









02
Sustainable value created

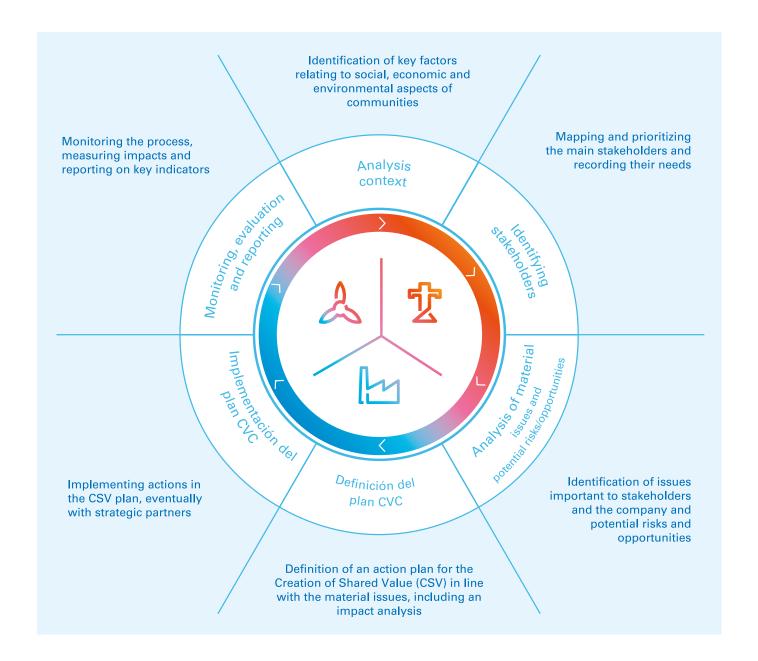


Engaging with communities

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Enel Américas has implemented a Creation of Shared Value (CSV) model as a way to create value for society by facilitating the integration of social and envi-

ronmental factors to business processes and throughout the value chain while also increasing the company's competitive advantages. The Group model has been implemented in all of its companies, adapted to their local needs. It consists of a transversal process, involving shared responsibilities of all.





The tools in the CSV model and the local materiality matrixes facilitate identifying short, medium, and long-term actions that combine, through specific initiatives, the company's perspective with the needs of local communities.

Particular attention has always been paid, to local communities in project areas, in compliance not only with ILO Convention 169 and local regulations, but also in respect for traditions and culture.

Engagement by Enel Américas with territories

The Community Relations and Sustainability Policy -published on the website-establishes principles that allow the guiding and contribution to the well-being of the territories in the countries in which Enel Américas operates, trying to understand the cultural characteristics, identify local priorities and determine points of convergence with corporate interests.

Ongoing dialogue with the many public and private players and civil society helps us design initiatives that answers shared priorities and promote local development.

Stakeholder Engagement

102-40 102-42 102-43 102-44

Engagement criteria defined by the Company assure an equitable and transparent participation in the different countries where Enel Américas operate throughout the life cycle of projects: business development, engineering and construction, and operation and maintenance. The territorial teams depend of the Sustainability Division in each country.



A preliminary analysis of impacts and risks is made for all projects, entitled the Social-Environmental Impact Assessment (ESIA), to measure and evaluate

real and potential risks and thus assess their social and environmental viability from the beginning.



Community development

Enel Américas carries out social and economic development projects based on the most relevant issues in the communities, their aspirations and their culture. The focus on community development is fundamental to the social viability of the Company's projects. Enel Américas broadens the empowerment of communities by providing the tools they need for their development. Those tools include access to quality education, energy, and the enablement of entrepreneurships, as defined in the Group's commitment to the Sustainable Development Goals (SDGs).

To implement its initiatives, the Company has created strategic alliances with universities, NGOs and other institutions that accompany and contribute to the success of those initiatives. Some of our main alliances are with:

PROGRAMA DE RECICLADO



Garrahan Foundation

July 13th Institute

Un Litro de Luz Foundation

Margarita Barrientos Foundation

Energy Mercosur Star Up Health Strategy Management

Consortium of Italian Universities

86 Neighborhood Organizations in the Province of Buenos Aires



Professional institutes

Promil, Senac, Senai, Firjan, Centec, Electra, Technological Vocation Center.

Department of Safety and Citizen Services of Ceará

Department of Culture of the State of Rio de Janeiro

Brazilian Service for Support to Micro- and Small Businesses (Sabrae)

Centers for Social Assistance to Local Municipalities .



FUNDACIÓN







Sirolli Institute

Salesian University Foundation

Universidad Minuto de Dios

Un Litro de Luz Foundation (A liter

Organization of Ibero-American States for Education, Science and Culture

School of the Body Association

Juan Felipe Gómez Escobar Foundation

Bosconia Youth Service Foundation

Identity Roads Foundation

Department of Education of Cundinamarca

National Learning Service

Society for Cooperation in International Development

Association for Development Towards Peace of Downtown Magdalena

Redprodepaz Foundation



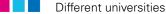
Sinfonía por el Perú (Symphony for Peru)

Pachucute Development Foundation

Art Museum of Lima

Caritas Peru

Global Reporting Initiative



















During 2018, Enel Américas contributed US\$70 million to the community, broken down into 3% for charitable donations, 90% for investments in the community, and the remaining 7% to commercial initiatives. 67% of the contributions were in cash and 27% were in goods and services, 5% corresponding to time and less than 1% to voluntary work.

The following describes the main community development projects of Enel Américas carried out by its subsidiaries.



Access to, and responsible use of, energy

Access to electricity is fundamental to ensure a better quality of life for individuals. Energy poverty is considered one of the greatest challenges on the global energy agenda because continuous access to safe energy improves the possibilities of human, social and economic development. Therefore, Enel Américas strives to eliminate barriers to energy, provide training on efficiency and safety use of electricity, among other aspects

Energy | | Responsible and safe consumption workshop – Argentina





Beneficiaries in 2018: 4.326 people.

Description: training in the responsible and efficient use of energy and the disclosure of commercial and social information to adults and teenagers in the communities.

Impact: approchement with the community and an alliance with close to 90 neighborhood organizations that has the potential to multiply the understanding of sustainable use of energy. Potential reduction in energy consumption thanks to the new understanding of energy safety and efficiency.

Energy | | Energy workshop for kids – Argentina





Beneficiaries in 2018: 2,438 people

Description: education of children in the safe, efficient and rational use of energy.

Impact: reduction in the risks of electrical accidents and a more efficient use of energy.





Energy | | Play Energy - Argentina



Beneficiaries in 2018: 2,990 people



Description: provide an understanding of the value of energy and the meaning of its most innovative technological applications, by training teachers and students and deliver material for home and school environment.

Impact: development of renewable energy projects in schools, which increases an understanding of the energy cycles and energy efficiency.

In 2018, within the framework of the Play Energy Program, the implementation of the winning project of the 2017 edition was carried out, developed by students of the "Gustavo Adolfo Martínez Zuviría" School of Commerce in the Boedo neighborhood. The project consisted of

a solar tree to charge the batteries of mobile devices. Enel engaged Colectando Sol to support students at the school in implementing the idea together with their teacher, who oversaw the design. After four months of work, the solar tree was inaugurated in October and could charge two cell phones simultaneously. It is located on the school wall, in front of the street. The solar panel also powers a lamp that lights the sidewalk. Students contacted and informed neighborhood institutions and school that they can benefit from the solar charger.

Energy | | Safe Energy - Brazil



Beneficiaries in 2018: 56,469 people



Alliances: Sebrae, Senac, Senar, Promil Institute, Technological Vocational Center (CVT), Northeast Institute of Citizens, Department of Safety and Citizen Services of Ceará. Coperbelgo and local prefectures.

Description: contribute to greater safety in the use of electricity in communities by training the community leaders in safety so that they can spread this knowledge. Also, acting as facilitators for the maintenance crews in risk areas in order to perform maintenance, works and restore energy during emergencies.

Impact: a reduction in the risk of accidents in the population and better access for the operational teams in risk areas.



Enel shares efficiency in Brazil

Enel is offering the opportunity to change old refrigerators to the inhabitants of Calvacante through the energy efficiency center "Procel". The new refrigerators are certified for efficiency, and would replace the old ones in Enel's effort to contribute to a conscientious energy consumption. In 2018, 556 people opted for this benefit.

In Rio de Janeiro, three energy efficiency projects were implemented under this program in public buildings, to the benefit of 1,585 people.

Enel Ceará organized 72 events in 33 municipalities. Enel Goias made 44 events in 33 municipalities, replacing the old equipment for the new and highly efficient one, at no cost for the people.



Energy | | Lighting of community spaces - Colombia





Beneficiaries in 2018: 850 people.

Alliance with the "Litro de luz" Foundation

Description: The installation of solar-powered lamps in unlighted public areas.

Impact: 66 photovoltaic lamps were installed in 2018 as well as three bus stops for the community.







Energy World in Colombia



In 2018, more than 75,000 children had the chance to learn about the generation, distribution and sales of electricity through play-based learning activities held at the Divercity theme park.

Lima Art Museum Week in Peru



Enel freely and willingly promotes the subjects of sustainability, innovation and energy through art and culture displaying some of the renewable energy projects to 20,232 people.

Light for sports in Peru



This program promotes recreational, social and cultural spaces at night in low-income districts of Lima by providing lighting. 13,500 people have benefitted from this initiative.











1,419,730 beneficiaries in 2018



2,994,815 beneficiaries since 2015





Sustainable socioeconomic development

103-2 103-3

According to the United Nations reports, one of the main problems in rural areas is the difficulty for people of working age to find a job, especially younger people, women and senior citizens. Moreover, working conditions do not necessarily guarantee the possibility to

overcome poverty, for which it is crucial to promote an inclusive, sustainable and environmentally respectful growth to obtain sustainable social and economic development.

Enel, through local investments and technical training, aims to create the

necessary conditions for local development, by supporting entrepreneurship initiatives, the creation of quality jobs and the stimulation of the economy, while conserving the cultural and natural heritage of its neighboring commu-

We are recycle | | Circular economy in the community - Argentina







Beneficiaries in 2018: 4,733

Alliances: Garrahan Foundation, "13 de julio" Technical Education and Professional Training Institute and the City of Buenos Aires.

Description: 19.7 tons of lumber in disuse (pallets and spools) were delivered to 10 educational and training institutions and NGOs engaged in social and educational activities.

Impact: Make educational materials available saving money for institutions and reducing the cost of technical programs for students. For Enel, waste management based on a circular economy signified savings.

Circular economy in the community in Argentina

In the framework of its circular economy projects, Enel Argentina provided inputs (waste wooden pallets and spools) to Technical School 33 D.E. 19 in the city of Buenos Aires. Their students belong to at-risk zones and live in hardship situations. 2,060 kilos of lumber were supplied and used to manufacture foldable benches with functional quality de-

sign of little environmental impact. The benches were delivered to the Guaraní community in Ojo del Águila in the province of Misiones, to the benefit of 280 people.

The project awarded the students with their participation in the Education, Arts, Science and Technology Fair in the category of 3R+D projects, "Sustainable solutions with a social impact." They displayed the foldable benches and a pediatric wheel usable in motor skill therapy. They won first prize and qualified for the national competition organized by the Ministry of Education of Argentina.





Work | | Facilitating entrepreneurship - Colombia





Beneficiaries in 2018: 182 people, of which 103 were women.

Alliance: Sirolli Institute

Description: Develop entrepreneurship capacities and advise communities in the El Quimbo influence area in creating sustainable business models.

Impact: Increase productivity and the competitiveness of rural entrepreneurs.

Two events were held between 2017 and 2018 to launch 32 financially sus-

tainable entrepreneurships that earned income 200% higher than what these entrepreneurs earned before applying the method. A minimum of two jobs per entrepreneurship were created.



Strengthening the coffee production chain in Colombia





96 coffee families from four organizations—Asocafega in Gachalá, Asofincas in Gachetá, Ascamecol in El Colegio and Asopalmares in Viota—participated in the following programs:

- > Administrative and commercial reinforcement.
- > Empowerment of women using the gender equality method where 40 women completed the Men and Women Equality Training Plan (IMH) and two IMH committees were created. Thanks to their participation in this program, there is an equal membership on the Boards of three Associations and there are 26 women employed in two municipalities.
- > Improvement in infrastructure. Three mini-power plants were supplied for coffee production centers in the communities of Gachalá, Gachetá and El Colegio, to standardize and improve the quality of the coffee.
- > Improvements were made to guarantee power supply to areas where the coffee production centers are located.



Work | | Enel propels opportunities - Brazil

Beneficiaries in 2018: 5,621





Alliances: The professional training institutes PROMIL, Energía, Electra and FIRJAN

Description: Aid the socioeconomic development of local communities through professional training.

Impact: The employability of youths has increased as did the entrepreneurial spirit. People trained in technical professions found jobs in different companies, which reduced the costs of hiring and minimized turnover rates.

Beneficiaries: The beneficiaries are all the individuals who attended the professional training, but not all were hired by contractors or by Enel. More than 700 people have been placed on the job market since this program began.

Enel is setting entrepreneurship in motion in Brazil





This initiative supports projects that power the economic development of people and groups in low-income communities. It stimulates the formation of networks and community production associations. There were 1,784 beneficiaries in 2018.

In 2017, this initiative added circular economy to its work strategy, in particular the reuse of uniforms of Enel's distribution companies, which were donated to production groups and converted into products of economic value. In 2018, 6,642 uniforms were discarded and

then recycled under the circular economy strategy, which helped generate income for production groups covered by the project in Rio, Ceará and Goiás.

Enel supports digital inclusion in Brazil



This program supports the use of data processing tools and the internet by setting up computer rooms and internet connections in social institutions granted by the community for the promotion of social development through the training of youths and adults, and the access of the community to technology. This program benefited 1,331 people in 2018..











Improvement in the value chain of the main agricultural crops from families in Callahuanca and Barba Blanca, Peru







Enel launched the Enel for Peru fund-raising campaign worldwide, where collaborators throughout the Enel Group made their contributions. More than 400 thousand dollars were raised to help the socioeconomic development of communities affected by the El Niño phenomenon. Those funds were used, in an alliance with Caritas Peru, to develop production projects in Callahuanca and in Barba Blanca.

In 2018, the project impact reached 352 people (52% were women) improving agricultural practices on 45.9 hectares of avocado, custard apple and garden plantations. Moreover, three irrigation canals were built to boost the efficiency of the irrigation systems. As a result of this initiatives two small businesses, Empresa de Productores de Callahuanca S.A.C. and Empresa Agrícola Barbablanca S.A.C., were created with 42 partners. These SMBs manage and work on commercial initiatives such as the Fruit Nursery (created to produce and sell custard apple and avocado trees), the community zucchini field (which was created on land owned by five victims of the El Niño in Barbablanca), Tambo Agrícola (a store that sells farm products at reasonable prices) and the Custard Apple Pulp Processing Plant (to produce and sell products with added value).

Technical training program in Peru



This program provides technical training in safety and masonry for the local population in the Monzón sector. The goal is to boost local employment opportunities in electrical projects. 183 students were trained in 2018.

Work | | Together for the community action boards - Colombia



71 community action boards from several municipalities, including Ubalá, Gachalá, Gama and the Tourist District in Cartagena, participated in the community reinforcement program aligned to the SDG 8. The workshops imparted political and pedagogical formation and taught biodiversity, entrepreneurship and project design, assessment and management. New subjects and educational methods were added during 2018, such as community tourism and information technology.





Strengthening cacao post-harvest activities in Colombia



52 producers, who farm their own land and sell cacao through their producer association, , attended the program. They manufacture native cacao based products for local sale. Parabolic solar dryers and canopies were installed in 2018 to improve the quality of the final product.

"Plan semilla" – professional training for youths in Colombia



"Plan semilla" promotes education and the generation of income opportunities for young people interested in electricity. 180 youths were trained in 2017 and 2018, 41 of whom were women from Sibaté, Cundinamarca and Bogotá. They learned about the assembly and maintenance of aerial electricity distribution networks and later did internships with contractors of Codensa.



Work | | Curibamba Coffee - Peru





Beneficiaries in 2018: 100, 36 of whom were women.

Description: Inhabitants in the Comas and Uchubamba river valleys received training in the technical management of crops. The Company also provided materials and inputs.

Impact: Increase the productivity and competitiveness of entrepreneurs to produce more and better-quality coffee. The Cooperativa Agraria de Cafés Especiales Curibamba was formed in 2017 and has 45 members (25% are women). It sold 16,580 kg of coffee in 2018.





62 projects





29,357 beneficiaries in 2018



345,163 beneficiaries since 2015









Commitment to education

U.N. SDG 4 aims to guarantee an inclusive, equitable and quality education and promotes learning opportunities for all. As a relevant actor in the energy industry, Enel Américas has put initiatives into actions that educate by raising awareness, sensitization and the development of skills relating to the energy world.

Education | | El Chocón Hydroelectric Energy Workshop - Argentina





Beneficiaries in 2018: 171

Description: Workshops at schools in Villa El Chocón. Consists in explaining the role of the power plant in the community as well as its history and the groups', their importance to the country and environmental care. The power plant also provided teaching materials required to improve the educational experience of students.

Impact: Diffusion in the educational community of the concepts of clean energy. Strengthening of the natural science program at the institute and a closer relationship with local schools.

Education | | Enel shares energy - Creative schools in Rio de Janeiro - Brazil





Beneficiaries in 2018: 630

Alliances: Department of Culture from the State of Rio de Janeiro, Niterói Municipality and Quitanda das Artes

Description: The goal is to contribute to a quality education for teachers and students in three schools in the public school system and encourage an efficient consumption of energy. Information, access, formation and investigation activities were held with students and teachers under cultural programs in school areas which were remodeled especially for this purpose. Solar plants were also installed in the schools participating in this project.

Impact: An improvement in academic performance because students have more interactive tools and computers. The cost of electricity at the schools also fell.



Education | | Educating with Energy - Colombia





Beneficiaries in 2018: 400 teachers and 2,479 children.

Alliances: The Enel Foundation Program in an alliance with the Organization of Ibero-American States (OEI) to strengthen social and emotional skills and provide vocational and professional orientation to students in public schools.

Description: This project has allowed the consolidation of a pedagogical strategy, which has direct implementation guidelines in schools, and a diploma course, included in the offer of training programs by the Secretary of Education of the District . This program attracted 130 schools, 30% of the public schools in Bogota.

Good energy for your school in Colombia



This effort is improving the quality of education by reducing electrical risk and improving the infrastructure at public schools. In 2018, 5,268 children and teenagers benefitted, from 9 schools in the departments of Cundinamarca, Bolivar and Bogota.

Children and youth participation and organization in Colombia



Through the "Sembrando Valores, cosechando líderes" initiative, Emgesa was able to create meeting spaces for children and youths from group resettlements and the host community thus strengthening the ties of friendship and neighborliness . 37 cultural and recreational events were held as well as 33 training activities in coordination with the municipal governments and private entities.

Environmental education in Colombia



In 2018, 51 actions were implemented under the Environmental Education Program of the El Quimbo Power Plant to reinforce the environmental education in schools. In addition, 95 activities promoting the environment along with social actors in 6 cities (1,528 participants), 10 training sessions were imparted in communities and 359 visits were made to encourage good environmental practices among resettled families. Moreover, 8 ecological groups received aid, and 42 actions focused on sustainable tourism were implemented with municipal governments and community organizations.







Núcleo Enel in Peru

The Núcleo Enel was created in 2012, in alliance with "Sinfonía por el Perú" with the aim of creating a musical education space for children from 5 years old and teenagers. 472 girls, boys and young people participated in 2018.

Santa Elena School in Peru

In 2018, education was promoted by the maintenance and repair of the Santa Elena de Piedritas School in Piura. Students and teachers were transported to and from the School, and also received instruction in the bio-garden.





71 projects





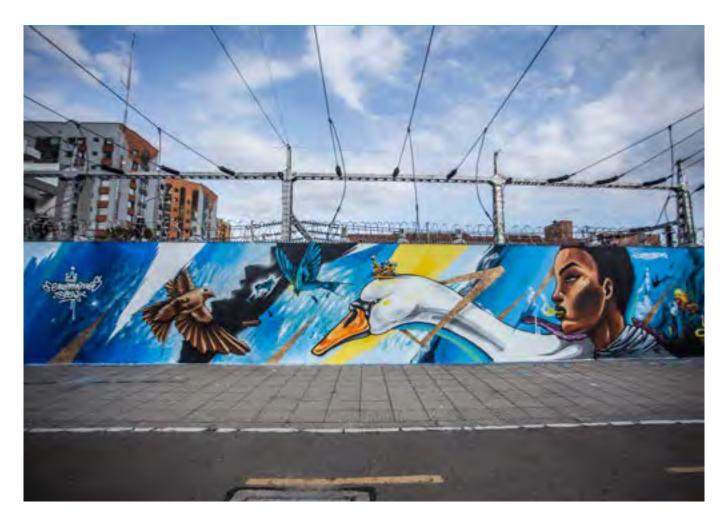
65,806 beneficiaries in 2018



353,875 beneficiaries since 2015



Other projects



Get energized in Colombia

This project aims to improve the environment of neighborhoods near substations. The outside walls of those substations are painted, which also encourages local artistic and cultural progress. In an alliance with Galería Cano, the walls of the Autopista and Castella-

na substations were painted in 2018 by 26 guest artists selected by means of a contest. A group of 29 youths also received instruction in the techniques of muralism and they had the opportunity to make changes to the wall for the first time.







Artistic mural - Argentina

Beneficiaries: 1,105



Description: Promoting art and culture. Enel sponsored the painting of a mural in the Avellaneda sector with the collaboration of artists in the municipal program. Students from local schools and the sector's inhabitants chose the design. After it was complete, Enel X lighted the zone with high-efficiency LED technology to encourage the use of this public space.

Project context: Encourage the use of public spaces through art and lighting that creates safe recreational areas.





Forest reborn (Codensa-Emgesa Natural Reserve) in Colombia

This forest was created as a sustainability initiative for the conservation and protection of 690 hectares of upper Andean forests. It is located in the Municipality of Soacha and will recover and connect ecosystems located in the middle and lower basins of the Bogota River. Close to 35,000 trees have been planted since 2012 to compensate for the activities of Enel's Companies.

Restoration of the Callahuanca Forest in Peru

In Peru, Enel and the farming community of Chauca-Callahuanca worked on the preservation and recovery of 15.5 hectares of forest comprising more than 18,000 trees damaged by the 2017 El Niño phenomenon. Five new forest rangers were hired thanks to the initia-

tive. According to studies, 943 tons of CO₂ have been captured to this date.

This plantation forms an ecosystem that houses regional flora and fauna strengthening protected by our preservation of the forest.



Promoting health and wellbeing in communities

During 2018, Enel Américas has carried out different projects that contribute to the health and welfare of the population.

We are health in the Piletones Neighborhood - Argentina





200 people from the community of Piletones in Villa Soldati were examined non-invasively to make a preventive diagnosis of potential illnesses. To do this, an alliance was created with the Margarita Barrientos Foundation and the Health Strategy Management startup. In the beginning, the results were intended to serve as a database for the health trends to guide the Margarita Barrientos Foundation's initiatives and potential public policies on preventive health care.

Prevention of Dengue, Zika and Chikungunya- Brazil



The strategy for the prevention of Dengue, Zika and Chikungunya was reinforced through the identification of possible locations where the Aedes Aegepity mosquito reproduces and spreads. In association with the Departments of Public Health of different States, we trained 850 employees and identified 14,465 potential zones.



Health care campaigns in Callahuanca, Huinco and Barba Blanca-Peru



The goal is to conduct health care assessments and ongoing check-ups in different neighborhoods. 1,500 people received medical care in 2018 through home visits, and 240 sessions were held in order to educate in nutrition and good hygiene practices.



Sustainable Communities



In 2018, in several neighborhoods a need was detected for a more effective collaboration between companies, neighborhood organizations and families. Each year the sustainability plan foresees activities to respond to identified needs. In 2018, different initiatives were undertaken as explained in this report.

In Argentina

Villa 21/24 in Argentina

In conjunction with NGOs, local leaders and governmental social institutions, Enel Argentina opened new channels for dialogue that enabled the Company to set up distribution lines and install transformers to mitigate urban safety issues that restricted the access of maintenance crews to the Villa 21/24 area. Workshops were held on responsible energy consumption and other subjects to stress the importance of electrical works and strengthen alliances to put new shared-value projects into effect in the community. One example was the delivery of waste lumber from the distributors' operations to a local women's carpentry entrepreneurship.

The new distribution lines brought electricity to buildings as part of the re-urbanization of the Villa, which includes 320 families. 12,729 people in the community also benefitted thanks to the installation of new cables and transformers, improving the quality of the power supply.

In order to tighten relations with institutions, customers and informal neighborhoods, the basics of electrical safety are being teach, as well as a workshop on responsible and conscientious use of energy, organized in conjunction with municipalities and social organizations.

The 78 workshops, imparted in 12 municipalities with 1,367 people benefited, focused on raising awareness in electrical safety, prevention of accidents and explaining the hazards of the misuse of electricity in households.

In addition, customers from different municipalities could attend talks regard-

ing qualifications for lower rates, commercial information, understanding of bills and energy savings. In 2018, the Company held 101 meetings in 12 municipalities and the city of Buenos Aires, benefiting 2,900 people.

In relation to residential clients, policies and standards are in place for preferential and priority care of people who are disabled, elderly, pregnant or electricity-dependent in all channels of attention. An exclusive toll-free number is available to these customers.

Likewise, a multidisciplinary group has been set up (customer service, communications, legal, commercial, operations and sustainability) to coordinate a worktable and the communication with the association that represent electricity-dependent costumers. The Company has established a direct channel, through a WhatsApp chat managed by this group, and that handles cases referred by the electricity-dependent association to ensure a diligent solution to their needs.

Different branches are being adapted for disabled costumers and the San José branch is implementing special attention for deaf people through sign language.







In Brazil

The "Desenvolver en Brasil" Program

This program is focused on the social development of people, like insertion in the job market and access to education. In 2018 Enel Distribucion Rio alongside with the NGO Caritas focused their efforts on refugees from Congo, Angola and Venezuela.

The Company identifies electro-dependent consumers in order to prioritize their care. All registered customers are reviewed from time to time. 1,803 electricity-dependent individuals were handled by Enel Distribución Ceará S.A., 1,355 by Enel Distribución Goias S.A., and 1,500 by Enel Distribución Rio S.A.

Initiatives were undertaken in Enel Distribución São Paulo to regularize illegally connected customers, replace inefficient equipment and actively add qualifying individuals to the Low Electricity Rate Program. Other projects were "Eletropaulo in Schools" and "Recycle More and Pay Less," among others.

In Brazil, Enel also conducted several activities that are described in the section on circular economy.





In Colombia

Thanks to the Company's efforts, different parks and athletic fields have been lighted, which gave new life to public areas and the frontages of city buildings, churches, monuments, parks and sites of interest. The main objective of this type of lighting is highlighting the architecture of structures and beautify cities.

One notable project was the 2018 Christmas Route: "Christmas closer to the stars," which is an empirical and integrating project that activates urban economy and tourism. Christmas lights were turned on for 37 nights in 2018 in more than 45 sectors that brought light and the joy of Christmas to millions of citizens and tourists in Bogota.

Codensa has formed strategic alliances with the communities in its area of influence. Those alliances encourage corporate action to improve citizen skills and competencies in understanding the business and other subjects of common interest. The most notable projects in 2018 were:

- > Energy Wardens: 256 schools and 39,544 students received training
- > "A tu lado" and an operating unit in Cundinamarca: 2,416 working days, 150,293 customers
- A mobile customer service center: 1,986 visitors / requests / complaints handled
- > Conferences on a productive, conscientious and efficient use of energy: 125 talks to 4,580 customers
- > Energy breakfast: 11 breakfasts were held, attended by 207 people, among them legal representatives, local authorities, spokesmen and committee members

In Peru

- A plan was designed to promote energy efficiency and the safe use of energy. The information was spread through flyers, videos and small events in customer service offices, as well as on Facebook, Twitter and the web site.
- > Two campaigns were organized to offer payment facilities. Activities were coordinated with different areas in the Company, such as marketing and customer service.
- > Application of the First Contact Policy to provide and control appropriate assistance to customers who are not satisfied with their bill.





2018 progress in the management plan of the El Quimbo hydroelectric power plant in Colombia

El Quimbo hydroelectric power plant is run by Emgesa and services 4% of the country's energy demand.

The power plant's direct area of influence covers the townships of Gigante, Garzón, Altamira, El Agrado, Paicol and Tesalia with which maintains a permanent engagement. The facility counts with two customer offices in the first two townships with the purpose to strength its communication channels with the community and respond to their concerns and needs.

Social management

Within its social management plan, and after a census, Emgesa designed a program for relocated families, approved by the national authority. Of great relevance in Emgesa's social management is the plan for resettled families that was designed after a census approved by the national authority. The families could choose to be resettled individually or as a group, receiving a house and 5 hectares for their farming and agricultural projects. 152 families have been resettled thus far, either as a group (four) or individually. Each family has received constant support from a team of more than 30 professionals specialized in social, economic, agriculture and environmental matters for farming or in raising livestock. It is important to note that 60 families achieved a self-financed project

and are currently receiving only technical assistance.

The following are among the most notable activities conducted during 2018:

- > 226 bonding activities in the four resettlement groups, recovering traditions and extend their practice to members of the community.
- > 37 cultural and recreational events and 33 training activities in coordination with local governments and private entities to create space where children and teenagers from the resettlement groups and the host community can get together from time to time to strengthen their ties of friendship and neighborliness and thus restore the social fabric.
- > 458 psychological and social visits to all resettled families and 4 training sessions focused on sales and accounting to encourage the adoption of the Agricultural and Livestock Production Plans (PPA).
- > 34 training sessions held for resettled families, providing them with the tools for a self-sustainable production economy that allows their insertion and appropriation of the environment.
- > The Company, in the census conducted, identified the affectation and implemented as a management measure the restitution of employment, through the delivery of educational aid for 597,198,659 Colombian pesos

- and payment of 5,637,689,533 Colombian pesos in seed capital for the implementation of productive projects to 201 fishermen, defined in the construction stage of the project.
- ➤ In 2018, compensation was definitively settled for 1,948 individuals who were working in the zone but were non-residents or non-landowners. 5,871,045,325 Colombian pesos of that compensation was for education and 54,681,634,331 Colombian pesos for seed capital. These payments have been ongoing since 2013.

Environmental management

During 2018, the environmental programs continued to prevent, manage and monitor the environmental impacts associated to the implementation of the project. These programs are executed with the assistance of universities and specialists according to international standards. Of note are the following projects:

- > Wildlife management plan: More than 33 thousand animals have been rescued from 2015 to December 2018.
- > Fishing and fisheries management plan: 21 species of fish were reported for a total catch of 158,215.9 kg and an abundance of 261,556 specimens.

 Of the total, 93% came from the res-





ervoir, 3% from upstream and 4% from downstream. The spotfin mojarra accounted for 87.96% of the biomass caught, mainly in the reservoir.

- > Wildlife habitat recovery plan: This involved planting nearly 7 thousand plants and building several structures
- to protect fauna. Emgesa has also created an investigation center that is now operating.
- > Ecological restoration program: Emgesa implemented the first phase of the Ecological Restoration Program under the Four-Year Pilot Restoration

Plan (April 2014 - April 2018) to identify the most effective ecological restoration strategies to be replicated throughout the compensation area, the region and in other dry forests in the nation.

Enel Foundation in Colombia









Codensa and Emgesa have worked on implementing projects through the Enel Foundation as part of the commitment to socioeconomic development within their influence areas.

The Enel Foundation integrates and boosts social management programs. In 2018, the programs were focused on supporting community development, promoting access to energy and identifying opportunities to create shared value.



Corporate volunteering

Argentina





The corporate volunteering program engages the Company's collaborators in different projects with social focus. Their purpose is to integrate and interrelate different stakeholders in the search for a mutual benefit and the development of social actions together with the community. The initiatives are aligned with the commitments of the Enel Group to the Sustainable Development Goals, emphasizing in particular goals 4, 7 and 8. One of the activities in 2018 addressed SDG 13, Climate Action, in the South Coastal Ecological Reserve, a protected natural area where 100 species of native trees were planted by 28 collaborators.



The Red del Bien exists in Brazil since 2012. This network promotes voluntary actions to stimulate citizens and create an atmosphere of cooperation between the Company's employees and communities. A new online platform of the program was launched in 2015 that gives volunteers more autonomy and interactions. There are now 1,621 volunteers registered on the platform. 2018 was marked by the arrival of the program to Sao Paulo and the addition of many new volunteers.

Another important moment in 2018 was the launching of the Women in Energy initiative. Our female engineers met with students at schools and universities to encourage girls and women to study technical and professional careers that are predominantly practiced by men or where women are not very active. In addition, 306 volunteers helped in the donation of food, cleaning supplies, toys and clothes through the year, as well as in the celebration of children's parties and Christmas to the benefit of more than 6,000 people.

Colombia





The corporate volunteering program is an aid to the social work of charitable foundations and schools. Companies' employees volunteer during office hours. There were three lines of action:

1. My time: accompanying foundations in playful activities with children, teenagers, the elderly and the disabled. 2. My understanding: support foundations through workshops, teaching competencies for children and teens, and offering special tutoring. 3. My hands: activities to improve schools' environments.

363 employees conducted the activities in these different areas in 2018 to the benefit of 840 children, youths, elderly and disabled at 16 foundations and 5 schools in Bogota and Cundinamarca.

Peru





In 2018, Enel Peru's collaborators continued to volunteer for solidary activities that support patients with cancer at the National Neoplastic Disease Institute. Our collaborators donated food and medicine and provided support to 25 patients, and they contributed with 519 cans of baby formulas to 50 children from different provinces that had no place to stay while they were being treated for cancer.

19 kilos of plastic bottle caps were collected and donated to the Crystal Angels Program of the Children's Hospital to help cover the expenses of children suffering from Epidermolysis bullosa.

Finally, 8 professionals volunteered to teach in the Industrial Electrotechnology Program of the Pachacutec High Technology Institute. They taught a total of 900 class hours in the year to more than 150 students.







Engaging the people we work with

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The value of our people

Under its Open Power vision, the People and Organisation Management creates environments where empowerment and development of our people are fostered, embracing their professional growth and balance between work and private life, framed by an internal culture of openness and inclusiveness that can be reflected in the competitiveness of the business, its progress and work for a sustainable future.

The People at Enel Américas

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Enel Américas employed a total of 18,393 people in 2018, a 61% increase compared to the previous year, ex-

plained by the addition of Enel Distribución São Paulo in June 2018.

Staff in 2018 (1)	Managers and senior executives	Professionals and techni- cians	Collaborators and other employees	2018	2017	2016	2015
Argentina	21	1,914	2,439	4,374	4,861	4,935	4,823
Brazil	56	4,839	6,005	10,900	3,589	2,499	2,659
Chile	13	44	3	60	55	62	87
Colombia	38	2,104	2	2,144	1,980	1,898	1,544
Peru	41	874	0	915	908	930	931
Total	169	9,775	8,449	18,393	11,393	10,324	10,044

(1) Includes collaborators performing manual labor in each country.

18% of all collaborators are women, a reduction compared to the 20% in the previous year, as a result of the recent addition of Enel Distribución São Paulo where the operating functions are mainly performed by men. If Enel Distribución São Paulo were excluded, the percentage of women would have been 21% of the workforce. Enel Brazil firmly believes in gender equity and has policies and initiatives in place to encourage it. The equity indicator should improve as those policies are implemented in Enel Distribución São Paulo over a longer horizon of time. 21% of the executive staff (both junior and senior) are women, 23% holding junior positions and 27% senior positions. Also, 16% of the management positions in revenue generating functions are women.

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		2017		
Country	2018			
	Men	Women	Men	Women
Argentina	87%	13%	87%	13%
Brazil	83%	17%	79%	21%
Chile	73%	27%	75%	25%
Colombia	69%	31%	70%	30%
Peru	72%	28%	73%	27%
Total	82%	18%	80%	20%



Country	Below age 30	30-50 years of age	Older than 50
Argentina	11%	63%	26%
Brazil	19%	70%	11%
Chile	20%	64%	16%
Colombia	10%	73%	17%
Peru	7%	55%	38%
Total	16%	67%	17%







Agile

The Enel Group decided to promote the Agile Method in support of the ongoing transformation in the industry. This is a different collaboration model based on openness and flexibility, and it is a way to experience the Open Power values and principles with colleagues.

The Agile method puts people into small, interdisciplinary, self-organized teams that perform incremental, iterative work sequences throughout a project. The customer is continuously involved from the onset. The model combines a meth-

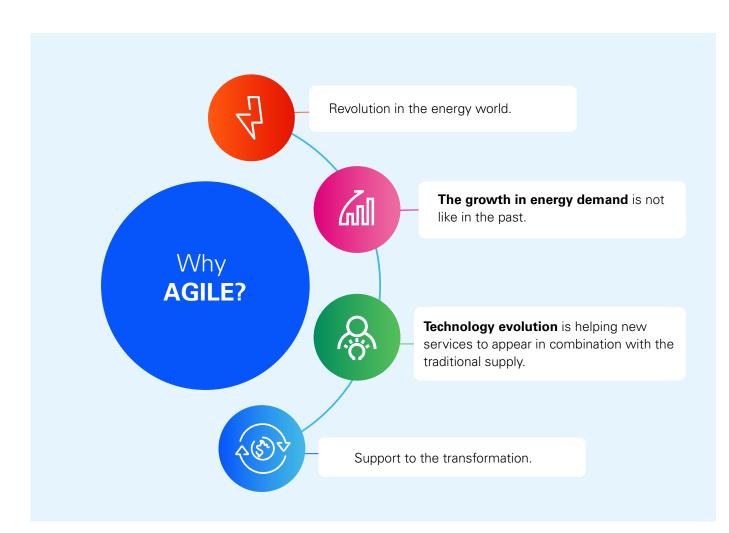
odological rigor in the everyday application of principles (see, for example, the values expressed in the Agile Manifesto) and shared tools (like the Scrum Method) with an ongoing adaptation to the changing needs of customers and settings in the development of products and services from conception to sale.

This model facilitates and aids in changing and improving solutions, processes or systems that already exists on the market, in order to adapt them to new needs.

In 2018, an important group of employees participated in several initiatives to explain the basic concepts, how this method works and to promote the use of tools in order to start Agile projects.

In 2019, work will be significantly concentrated on change management. Sensitization, motivation and formation will be involved, among other processes. The goal is to progress in making the use of this method widespread, thus leveraging the values, conduct, mentality and culture required to overcome the Company's challenges today.









Diversity and inclusion

103-2 103-3

To Enel Américas, and in compliance with the Group's Policy of Diversity and Inclusion, counting with diverse work teams and fostering an inclusive working environment is essential for the creation of a culture of innovation allowing for the opening of different points of view that enrich the working environment and add value to the Company on a permanent basis.

During 2018, many Diversity and Inclusion activities were held in the different countries that make up Enel Américas, with the goal of making people aware

of, and give them an appreciation for, the different principles of the Group's policy, analyzing each dimension (Gender, Age, Nationality and Disability). The campaigns involved informational sessions and activities so that participants can reflect on the main subjects involving diversity, experience what it means to put yourself in another person shoes through role-playing, and reinforce skills relevant for a greater inclusion.

Below are the most important actions taken across the companies:

- Reject any form of arbitrary discrimination and ensure and promote diversity, inclusion and equal opportunities.
- 2. Promote and maintain a climate of respect for the dignity of people, honor and identity.
- 3. Ensure the highest standards of confidentiality of any information on the private life of workers to which there may be access.



Equal opportunity for men and women

In order to recognize, respect and manage the differences between men and women while assuring a development of their talents and equal opportunities and treatment, the following initiatives are to be implemented:

> A balance between male and female candidates in recruitment and selection for the year 2021. Reasons must be given whenever this is not possible

- > The Training Area will coordinate with universities and other institutes of higher education to identify programs and opportunities for collaboration and encourage the participation and inclusion of female students, especially in technical areas.
- > All companies from the Enel Group will propose in-Company programs to achieve a balance between the parent-

ing needs of their employees and their professional growth aspirations. Female workers, their superiors and the People and Organization area will be interviewed before and after children are born in order to emphasize the value of motherhood for the employee and for the Company. A tutor will be assigned at the request of female workers who are on, or about to be on, their prenatal and postnatal leave.







The value of the generational gap

In order to recognize, respect and manage the differences between generations ensuring an integration, motivation and knowledge transfer among all generations the following initiatives will be implemented:

- > Tutors to support employees during important transitions, such as the first few days after being hired. Requests can be made to the People and Organization Division for the assignment of a tutor for the period that may be necessary.
- > The professional development of the Company's workers will be ensured by relying on the participation of the most experienced ones, as trainers within the Company.

An international view

In the effort to recognize, respect and handle the differences between people of different nationalities and encourage their integration, all relocated employees, depending on the individual's need, will be assigned a tutor.

Working with different capabilities



In order to recognize, respect and manage the different skills of people within Enel Américas, based on the abilities each person has, each country will identify a person in charge of matters related to disability.



This person in charge will support the People and Organization area as well as supervisors and workers, so that they can raise different needs detected on this matter, making possible their management (specifically the satisfaction of the needs and achieving the aspirations of disabled workers).





Major diversity and inclusion initiatives

In Argentina





- > A talk was given through the NGO "En Buenas Manos" to raise awareness about barriers and challenges of inserting disabled people into society.
- > A workshop on blindness that provided experiences on living without vision.
- > A workshop on communicating through sign language.
- > Videos were shown containing testimonies on awareness: "What is Diversity for You?," where different collaborators of the Company related their experience with diversity and inclusion.

In Brazil





- > During the year, Enel Brazil participated in different instances to promote the involvement of women in engineering programs. More than 170 students participated.
- > Courses were given to develop technical and behavioral skills for the labor market: 50 disabled people are now working.
- > In 2018, many expats arrived to Brazil because of the acquisition of new companies. The number of Brazilian expats sent to other countries also doubled. So, the need arise and structure activities for expatriates to address multiple issues such as the cultural differences between countries and to provide more information on local culture, customs and the curiosities about Brazil. The results were very positive, and feedback obtained signals the activities helped understand the profile of Brazilians and be able to adapt more quickly.

In Colombia





- > A cultural change is being encouraged within the Company to promote female integration in all work areas. For the first time in the electrical sector, there are mixed crews and the first entirely female crew.
- > Enel Colombia was a sponsor of the first Women in Business conference held at Universidad de los Andes. The Company also set up a stand to inform on the initiatives implemented and the certifications that it holds guaranteeing diversity and gender equity.
- > The Job Equity Gold Seal is the highest level of recognition in the Gender Equality Management System Certification Process. It is awarded by the Ministry of Labor for implementing, demonstrable, equity policies that have been able to reduce the gender gaps inside the Company.

En Perú



- > The main initiatives to promote gender diversity involved encouraging the hiring of women. Universities and schools were visited to emphasize the importance of women studying engineering degrees. Efforts have been made inside the Company to create an awareness of violence against women, especially through the "No excuse" campaign.
- > An expatriate coaching program was also designed and put into practice to ease the arrival of foreigners to the country and prepare them for different international experiences.
- > Finally, some additional benefits were offered to disabled collaborators, such as an additional day of teleworking.
- > The seal of "Safe Company free of violence and discrimination against women" was awarded by the Ministry of Women and Vulnerable Populations.



Benefits, quality of life, and reconciling work and personal life







Maintaining a high level of commitment, motivation and satisfaction among collabora-

tors is vital for making the Company's vision a reality and achieving the strategic goals of the business. Enel Américas puts different programs and benefits at the disposition of its collaborators to improve the work environment and encourage balance between their family and working life.

Scholarships for academic excellence

Financial aid was given to collaborators with children that achieve excellent academic performance.

Family day

Different stimulating and recreational activities were held for the children of collaborators.

Extended leave

Paid leave for marriage and maternity was extended beyond the legal requirement.

Welfare and health care programs

The actions included care, prevention and awareness of the importance of health and wellbeing.

Parenting program

Through this program female workers are given support during pregnancy: exercise classes in gyms, health care advice and guidance, among others were carried out.

Smart working

Employees were given the option of working one day a week from home or any other location where they had a good internet connection, provided safety standards were met.

401-2

Country	2018	2017
Argentina	124	77
Brazil	149	95
Chile	11	11
Colombia	399	280
Peru	127	3
Total	810	466





Outstanding initiatives

In Argentina





- > A blood donation campaign in which more than 35 collaborators volunteered, helping 57 patients. Additionally the company initiated a Prevention and Awareness program on the importance of the early detection of breast cancer. A mobile ultrasound machine was set up so that a medical professional could examined interested collaborators. Other activities were an Express Massage, Skin Check, Mindfulness Sessions and Expo Health.
- > The "Enel cares for you" program during 2018: 1,175 employees participated in sports activities and workshops were held on health care, job stress and well-being.
- > There were approximately 17 Quality of Life projects that provided non-monetary benefits to collaborators, in addition to the programs to help employees achieve a balance between working and personal lives. All collaborators attended these initiatives in 2018.

In Brazil





- > Approximately 50 Quality of Life activities under the Good Living (Bem Viver) program, provided non-monetary benefits to collaborators and programs to help them achieve a balance between working and personal life. Of worth noticing were cultural field trips organized by Vacation Planning (Programação de Férias); legal, financial, psychological and social assistance through the You Channel program (Canal Vocé); vocational guidance for the children of collaborators under the Looking Towards the Future (Orientando o Futuro) program, as well as pre- and post-natal support to pregnant collaborators through the Health Management Program (Gestação de Saúde).
- > During 2018, these programs were available to all collaborators and 2,813 participated in these and other initiatives.

En Colombia





- > There are more than 70 Quality of Life benefits being offered to all collaborators involving non-monetary benefits and programs aimed at achieving a balance between work and personal life.
- > The external audit by the Colombian Institute of Technical Standards and Certification (Icontec) was obtained. Re-certification by the More Family Foundation will be received in 2019. The Company completed another cycle as a Family-Responsible Business (EFR). The first EFR certificate was received in 2013. In 2015, the Company received re-certification for another three years. The external audit by Icontec in 2018 proved again the Company's commitment to continue working on people's quality of life.
- > The benefit program of Enel Colombia was measured through a survey that seeks to understand and identify the level of knowledge of the benefit plan, the level of satisfaction of the benefits with respect to personal needs, the perception about the competitiveness of the benefits plan compared to other companies and the efficiency of the communication channels of the benefits.
- > A benchmarking process was carried out with companies known for their good practices in benefits management. Its outcome was combined with the results of the survey in order to create a new benefits choice model. The new model allows people to manage their benefits online according to their personal needs. Employees will earn credits, to be exchanged for job flexibility, smart working and tailored experiences, extended to their families.



In Peru



- > The Quality of Life projects, oriented toward all collaborators, provided non-monetary benefits and programs to attain a balance between working and personal lives.
- > In 2018, there were several wellbeing activities such as the integration party, a Christmas party and courses in different areas of the Company.
- > Two 5K marathons were also held to integrate collaborators and their families.

Climate survey

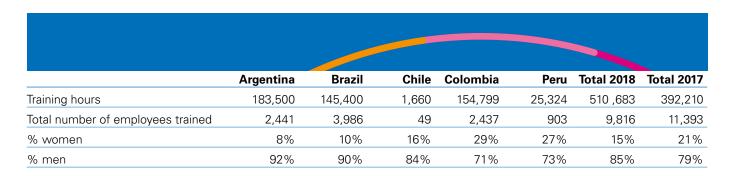
Every two years Enel Américas conducts a climate survey among collaborators. In 2018, the survey was conducted online and on paper in different countries and covered of 91%, where 90% of collaborators were actively engaged. This shows improvement compared to 2016, which had a coverage of 81%, with 73% of collaborators actively engaged.

Employee development



103-2 103-3 404-1 404-2

Enel Américas is proactively taking actions to update and permanently improve the formation, leadership skills and development of its collaborators, in an attempt to foster career development within the Company and increasing internal mobility.



Hours include training of both employees with a continuing contract and a fixed-term contract.







A course for buyers: Procurement School

The Procurement School is a global initiative organized in collaboration with the European Institute of Procurement Management (EIPM). Its objective is to improve the skills and capabilities of the different roles and professional profiles in the procurement sector.

The program began in June 2018 and will conclude in December 2019 including 37 face-to-face editions around the world, with the participation of Enel Américas collaborators in the countries where it operates.

E4E Project

The E4E is a global project on the transformation of business and innovative technologies, ultimately intended to improve the administrative and managerial capacity of the Company. This will guarantee that business and global processes converge and information is accreditable worldwide. It is directed towards users of the Infrastructure and Networks Business modules and the financial modules (Administration, Finance, Control, Procurement and Market).



Notable courses by country



In Argentina

An annual training plan was designed including **operational training and the formation of strategic skills**. The objective was to reinforce the competencies of our collaborators.

The programs "Líderes 2018" (2018 Leaders) and "Líderes Generación" (Generation Leaders) were deployed to develop strategic skills of technical supervisors. Líderes 2018 was oriented towards Infrastructure and Networks. while Líderes Generación focused on the Generation area. Each collaborator had a training of over 40 hours, and there were 180 participants in total. Both programs aimed at strengthen leadership skills and aptitudes, providing a clear vision on the expected management model and style for operating teams based on Open Power behavior and business needs.

To strengthen and integrate teams in Enel Argentina and align them with the business strategy, **Team Building** was conducted to develop competencies in leadership, communication, teamwork and other aspects that were both relational and personal. The purpose was to fortify high-performing teams. These activities involved experiential initiatives, games and playful interaction to understand how the team members interacted, analyze their performance capacity, coordinate and create instances to reflect on present and future challenges.

People and Organizations, Infrastructure and Networks and the Legal Departments participated in these outdoor activities in 2018.

At El Chocón, training mainly involved the protection of generators and power transformers, facility maintenance, tire systems and environmental impacts, in addition to workshops on Integrated Management Systems and Incident Management Systems.

Costanera imparted operator training courses for the different generating units, both for steam turbine units and combined cycles 1 and 2, as well as transversal services. Operators were also educated in specific technical procedures and the skills of more than 20 operators were revalidated.

Finally, Edesur continued in 2018 with the Enel Campus program that entailed the re-design of the electrician training strategy. Teaching manuals were written taking into account the practical reality of the business.

74,494 hours of technical, hygiene and safety training were imparted to the operations staff. In 2018, technical training continued to be oriented towards supporting the 2020 Edesur Project. The purpose of this project is to teach employees to be operatively multifunctional. Supply outage and restoral workshops were also held for employees from the Commercial Operations Area, together with smart meter workshops.

To develop strategic skills, Edesur implemented the People Management Program in which 40 Commercial Su-

pervisors participated, receiving more than 40 hours of training in team-leading strategies. They also were taught tools for an effective management of conflicts

In Brazil



During 2018, the main focus was on individual development through technical training to raise the quality of services. Hours of technical training were the priority in all business lines, especially Infrastructure and Networks, which had totaled 48,632 hours. Some of the subjects covered were protection of electric capacity systems, transmission lines and automation.

The outstanding programs to boost employee development and, consequently, their commitment and permanence at Enel Américas were:

- > The Hall of Energies Program: This offers collaborators the possibility of distinguishing a colleague or team. The winner receives a prize of 500 to 1,000 Euros. Three events were held in 2018. 484 nominations were received and a total of 78 prizes were awarded, both individually and as a group. The program reached 1,596 people.
- > Internal Mobility and Promotions:
 The Osmosis project was designed to temporarily switch positions between different areas. The intent is to increase all collaborators' understanding of the Enel Group's businesses and increase the sense of belonging.
- > New Hires Program: This was direct-





ed towards young new hires, consisting of 40 hours of training in Italy. The new employees came from several countries.

Another notable program was the **Leadership Academy** to teach leadership by means of the learning path method and transform knowledge into best leadership practices and results for the business. 454 people participated and received 5,772 hours of training. 99% of the participants gave positive feedback on their experience.

The youth talent attraction and internships program, created in 2014, has the objective of forming professionals to handle the needs and challenges of the business and preparing them to work in the electrical sector.

In Colombia



Universidad Cooperativa added a school exclusively for the leaders of Enel Group in Colombia with the purpose of imparting knowledge and tools based on the latest **leadership** trends. This year, a group of fixed courses was designed, to be attended by all leaders to gain an understanding of the relevant issues driving the Company's strategy, such as digitalization and happiness. Elective courses were

also constructed, based on the particular formation needs in subjects such as emotional intelligence, activity monitoring and control, and managerial skills. 94.5% of the leaders attended at least one course.

The "Leader Guide" was also launched, setting down the basic principles for senior and middle management, including a simpler online version. This guide provides practical advice to improve team management skills.

The purpose of the professionalization program was to contribute to the higher education of collaborators. Academic benefits are offered to help them apply and pay for college. In 2018, 11 employees took courses in Logistics Technology and another 24 in industrial engineering.

The educational loan and scholarship program is available to all levels of the organization provided they hold a professional degree and have the potential for growth. This benefit is directed towards higher specialized education, post-graduate degrees, MBAs, other master's degrees, senior management programs and specialized technical certification taught by national and international universities or other educational institutions that have been duly constituted and recognized as such. 69 professionals opted for this benefit in 2018 at different national and international universities.

In Peru



A program for leaders was developed to strengthen the leadership skills following an in-company theoretical and study case method. More than 100 leaders received lessons in 2018.

Scrum and Design Thinking courses were taught in 2018. Customer journey training and language programs were also offered, including Italian.

The **young talent** program was redesigned for interns in the Company. All participants were evaluated under the program. Four of the students from this program were hired by Enel Peru.

The **E Generation** program, formerly known as the "Young leaders for change," ended the formative stage, accomplishing the development of leadership and seniority skills in 2018.

The **Design thinking** program aimed towards high-performing professionals who were selected by their divisions to be a part of the program. The goal is to generate innovation within the Company through this method. More than 15 improvements projects were presented in 2018.







People development and motivation

Enel Américas values and recognizes the work of its collaborators in different ways that strengthen, empower and reward commitment to corporate values, initiative, participation and meritocracy.

Performance evaluation

Enel Group launched a new, innovative tool called Open Feedback Evaluation, for 360° feedback based on the Open Power Model. It acknowledges how cross-cut and multidirectional labor relations at Enel are, even between different countries. It aims to encourage exchange and reciprocity and the responsibility to give feedback and trust in feedback received, which are two of Enel's values.

On this web platform, any colleague may at any time give feedback, share compliments and explain opportunities for improvement in relation to any of the 10 Open Power behaviors.

Annual performance evaluations include feedback and calibration as well as a peer review between employees. 99% of collaborators received regular performance evaluations in 2018, where 82% correspond to male workers and 18% to female.

Turnover

401-1

The turnover ratio in 2018 was 7% for all companies, compared to 10% the previous year. This variation was mainly due to a reduction in the turnover in Brazil, exceptionally high in 2017 because of the voluntary retirement plan put into effect in Enel Goiás.

Labor and union relations

102-41

For Enel Américas and its subsidiaries, labor and union relations provide instances for permanent dialogue to continue improving the working conditions of collaborators and have a positive impact on job climate, personal satisfaction and the Company's efficiency.

In union matters, Enel Américas adheres to the Labor Codes in each country and respects and protects union rights.

In 2018, 54% of all collaborators were unionized and 93% were covered by collective bargaining agreements.

Employees can learn about their union rights from union leaders and the People and Organization personnel.

Complaints on violations of labor or union rights can be filed using the ethi-

cal channel or by other means, such as emails and letters. All complaints are forwarded to the Audit Division following internal procedures and kept confidential. Each case is subject to investigation and, in case any violation is being confirmed, corrective actions are set in place. There were no confirmed cases of discrimination in 2018.

The ethics and consultation channels are internal and externally promoted by annual campaigns, putting emphasis on the Compliance Program's policies and procedures, on the Code of Ethics and Ethic Channel, the Criminal Risk Prevention Program and Conflicts of Interest. The Audit Division reports quarterly to the Board on the handled and complaints of significance.

In 2018, three labor complaints related to the job climate, personnel selection and people management were received through the ethics channel. The measures adopted involved formal feedback, actions to improve the soft skills of employees, warnings, and in one case, firing of a worker.



Growth through low-carbon technology and services

103-2 103-3

COP21 was held in Paris, France, in 2015, which resulted in the "Paris Agreement" where 197 member states adopted a commitment to take all actions necessary to combat climate change in the aim of keeping global warming below 2°C by 2030.

The technical discussion progressed at the COP22 held in Marrakesh, Morocco, in 2016, where the emphasis was on how to put the Paris Agreement into practice after 2020, and how to secure a greater political commitment on the part of the Agreement signatories. Short-term tools were debated as well as the necessary long-term investments, emphasizing a transparency in the monitoring and reporting of emissions and their verification and evaluation standards to define new goals.

COP23, held in Bonn, Germany, centered on the analysis of financial commitments, skills development and technology transfers worldwide.

COP24 was held in Katowice, Poland, in 2018, where the "rule book" was approved for implementation of the Paris Agreement. The document sets down the willingness of participant nations to further the agreement despite uncertainty about the economic cycle and the complex geopolitical scenario. It established guidelines to put the global commitment into practice, which enters into force in 2020





Energy transition towards a decarbonized matrix

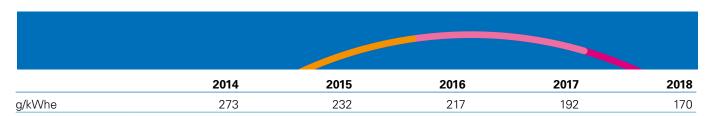
The Enel Group is committed to furthering the global goals, so it made the de-

cision to implement quick and effective transformations to transition towards a

carbon-free energy matrix by 2050.



As part of its involvement in the energy plans being implemented in each country where it does business, Enel has promised not to build any more coal-fired thermoelectric power plants to help reduce CO_2 emissions. In 2018, coal-fired generation accounted for 0.4% of Enel Américas´ total generation.



Enel Américas has contributed to accelerate the energy transition, with a generation matrix focused mainly on renewable energies with 59% of CO₂-

free hydro generation, with a focus on reducing the carbon intensity of thermal generation through energy efficiency initiatives, as demand response, use of batteries, among others and with a low carbon intensity portfolio.



Main initiatives to reduce Enel Américas emissions

In Argentina



New instrumentation has been acquired as part of the technology renovation of the Costanera thermoelectric power plant. This instruments will continuously measure gas emissions in all emission conduits. Installation will be completed in 2019. This investment project will optimize the control of emission ratios.

In Brazil



Enel São Paulo changed its telemetry system to enable a better control of the fleet. It also provided truck driving training and took action to reduce unproductive travel, which fell by 6%. In addition, measures were taken to create awareness, and assets were adapted to reduce power consumption by 2% which also reduced Scope 2 emissions. Lastly, initiatives have been implemented to recover commercial energy losses. 86% of what was initially forecast was recovered helping bring down Scope 2 emissions.

In Colombia



At the end of 2017, Codensa started up two pilot projects for the use of unconventional renewable energy in the supply of electricity to remote zones in the energy market using off-grid technology. A mini-grid was installed, which is able to supply 20 kWp, and 18 individual solar energy solutions were built in rural zones of Paratebueno and Puerto Salgar Cundinamarca.

After 12 months of operation, the pilot projects were generating more than 24 MWh of energy by December 2018. This gave electricity to more than 150 people who used to have none, reducing CO2 emissions by approximately 9,800 kg.

On the other hand, after 8 months of operation, a customer perception study was conducted of a representative sample of the communities benefitted by the two pilot projects where the performance of the technologies was evaluated. The overall result was a 100% satisfaction with the mini-grid technology.

In these 12 months of operation of the pilot projects, relevant information was consolidated and used to improve the construction guidelines of Enel for offgrid solutions implemented around the world. This will set down the foundations to define a local and national sustainable business model.

In Peru



When evaluating climate change management in Peru, it is important to highlight that there is a Clean Development Mechanism project under way for the combined cycle thermoelectric generation at the Ventanilla Power Plant to reduce greenhouse gas emissions. According to the project design, it will reduce CO_2 emissions by 407.296 tons per year.



Enel X 👼 🏣





As part of its commitment to reduce carbon emissions, the Enel Group has added new products and services to its portfolio, grouped under Enel X. This new business unit aims to lead the change in the paradigm of energy consumption and making technology available to customers in order to convert it into new opportunities for innovative solutions that will help anticipate needs and promote a better use of energy.

In line with SDG 11 of sustainable cities and communities, that encourages the solution of urban challenges, such as the growing energy demand, the explosive urban densification and the new demands of the industry and the final consumers, and the SDG 9 of industry, innovation and infrastructure, Enel X developed four business lines to improve the quality of life - and increase energy efficiency - of final consumers, focusing the energy business on people.







E-Home:

E-Home offers services and solutions for home, through efficient and safe products, that simplify everyday life. In addition to offering comfort and technology, these products reduce the carbon footprint of individuals and promote the use of solar and photovoltaic energy.

The product portfolio includes LED lighting, efficient climatization and infrastructure to generate photovoltaic energy at home. Moreover, home financial services and micro-insurance were sold.

The expectation for 2019 is to expand the supply of services in the countries where Enel Américas operates. In 2018, insurance and customer assistance were implanted in Brazil, Colombia and Peru, including the possibility of applying for credit cards.

Argentina

This year, Enel X Argentina concentrated on offering products and services designed to satisfy the immediate needs of its customers. In particular, it provided the maintenance and repair of different equipment supplied by Edesur. Likewise, micro-insurance is under development for its products.

Brazil

In Brazil, micro-insurance began to be offered for the products sold. One important milestone in 2018 was the launching of Enel X in São Paulo, which is expected to considerably broaden the market. Services will include residential solar panels and technical service plans.

Colombia

Codensa offers credit services through its own credit card in association with Colpatria. Enel Colombia also began to sell micro-insurance to its customers in 2018.

Peru

The Enel X credit card was launched in 2018 as a complement to insurance services, based on the model used in Colombia.





E-Mobility







As the automobile world is changing quickly, e-mobility is focused on providing and promoting new and clean ways of travel, in particular through the sale of electric vehicles—motorcycles, bicycles and scooters—, in addition to charging infrastructure.

Argentina

Main advances

- > Electric bus plan.
- > E Bike Rental, consisting of the sale or loan of E bikes to employees, including the installation of charging points and maintenance.
- > After the launching of Kangoo ZE (the only fully electric vehicle on the Argentine market), a trade agreement was signed under which Enel X and two certified suppliers provide charging equipment
- > A pilot program of the Government of the city of Buenos Aires where two Renault Kangoo ZE vehicles were supplied to the city's transit fleet for two months. Enel X provided the chargers and training in their use. Renault provided the vehicles and training in driving them.
- ➤ Enex X's first public charging station was installed and put into operation at a service station in Argentina, under an agreement with PAE AXION.

In Brazil

We attended the 2018 Automobile Salon to present e-mobility solutions that are now under development. Public electric vehicle charging stations were installed in the city of São Paulo. Services were also offered to connect vehicles to the network (V2G) and to reuse batteries (second life).

In 2018, solutions were offered in Brazil to companies of different sizes and in different segments, focused on flexible services (energy consulting, energy efficiency, distributed generation, off-grid solutions and demand response). A total capacity of 2,344.94 KWp of photovoltaic energy was sold to 25 customers and for 28 customers, the total installed capacity is 717.48 KWp.



In Colombia

Main advances

The **electric taxi pilot** program completed its sixth year of operation. The fleet, comprised of 37 vehicles, accumulated more than 12.5 million kilometers traveled, a total consumption of 3.7 GWh, and an estimated reduction of 3,100 tons of CO2. The taxi pilot plan has helped identify points that require improvement and the need to have support from different stakeholders for an optimal implementation, including the Municipality of Bogota that regulates rates and the main engine for massification of the fleet.

Transmillennium Project: Codensa participated in dimensioning the electrical infrastructure associated to the bid submitted by BYD, an electric bus manufacturer, and Actin, the bus operator, to make articulated and double-articulated electric bus fleets viable in the bus component of the Transmillennium system.

A **collaboration agreement** was signed with **Bancoldex** to facilitate the financing of e-mobility projects. Funding totaled close to 80 billion Colombian pesos

As part of the **Automobile Salon** held at Corferías, a fair site, Codensa helped activate the Enel X brand by offering the supply and installation of electric vehicle charging points.









MoverNos is promoting the use of sustainable mobility means among the employees of companies part of the Enel Group in Colombia, such as walking, carpooling and bicycling reducing traffic in the city and caring for the environment, as well as the wellbeing and quality of life of everyone. In 2018, 279 people joined this program and travelled 50,965 kms on bikes and on foot. A total of 662 people carpooled.

In Peru

A 2-year pilot electric bus project was implemented that will be used to gather information on costs and operation to pave the way for the future implementation of electric buses in the Peruvian public transportation system. The buses can travel 364 kms and carry 80 passengers. Personnel and other individuals will be trained to begin this pilot program, generate knowledge on this new technology, and clear away the myths and distrust of e-mobility.







E-City:

E-City is focused on promoting a new urban illumination culture that combines energy savings with aesthetics. The solutions prioritized safety and comfort in the community, and provide innovative systems of public lighting where cars and other devices can also be charged.

Progress has been made in Argentina through the installation of lighting posts in the cities of Berazategui and Quilmes, 1,000 in the first and 3,000 in the second. For the G20 summit in Buenos

Aires, Enel X was asked to artistically light the building owned by the Italian Embassy. This is expected to be done again in Brazil and Peru in 2019.

In Colombia, on the other hand, smart lighting is the main attractive product for cities, and 421 thousand points have been installed. Smart lighting systems are designed to attain the greatest energy and money savings, added to the excellent visibility, it provides people a greater sense of safety. Enel X's innovative technology also guarantees a uniform distribution of light and a reduction in light pollution.

E-Industries:

With the E-Industries line, Enel Américas directs its focus to companies, offering power generation equipment, optimizations of the electrical system and diagnosis of existing facilities or the requirements of new projects. In addition, it offers development of electrical infrastructure such as medium or high voltage distribution networks and substations and facilities for compressed or liquefied natural gas.





Asset optimization and innovation

103-2 103-3

A robust electric infrastructure is fundamental to ensuring the sustainable development of cities. The energy transition toward a zero-emissions setting, and flexible and resilient digital networks will help overcome the main social challenges of the present, like the technology revolution, demographic densification and air pollution.

In this context, in line with the Enel Group's strategy and the energy agendas of the countries where it operates, Enel Américas has decided to make assets optimization one of its strategic priorities. Through innovation, it plans to operate digitally integrated power plants capable of optimizing processes to facilitate well-informed decisions based on data analysis. The Company has also made progress in building smart distribution networks that are automated and connected and can be managed in real time.

Within this process, special care has been taken not to impact the environment, while focusing efforts on the efficient use of resources and on maintaining a harmonic relationship with the natural and social environments

Enel Américas has boosted investments at power plants for the implementation of improvements in the search for a greater efficiency in generation and better performance. In distribution, Enel Américas has pushed for innovation in maintenance and monitoring to make the systems able to better withstand contingencies and to offer security to inhabitants and companies.

Significant progress was made in 2018 in the digitalization and automation of generation and distribution assets to ensure and strengthen the performance of plants and distribution networks.

Smart power plants

Tele-command and predictive maintenance are among the main initiatives. In effort to reduce costs and minimize potential outages, early prediction models were implemented based on real-time power plant data, and using artificial intelligence algorithms to measure, monitor and forecast the different variables that indicate when maintenance is needed. The Enel generating companies are thus transitioning from a preventive maintenance model to a data-analysis predictive maintenance model to forecast potential failures and adopt measures that avoid or minimize their impact at an early stage. As a result, the Company can allocate resources more efficiently and extend the periods of availability of power plants.







Thermal generation

The 2017-2022 GTG Evolution is being developed, a digitalization plan, that contains initiatives to optimize generation assets based on three cornerstones:

- > Plant Performance Improvements
- > Digitalization of process
- > Infrastructure that will facilitate achieving the above two goals.

These initiatives are being implemented in the countries and at the power plants according to financial, strategic and technical considerations.

Thermal generation is part of the modernization of the Enel Group's ERP through the E4E project.

In Argentina

Given the technical characteristics of the power plants, part of the Thermo Global Line, and the technical obsolescence of their control systems, updates are now underway to make them a basic source of information for the subsequent application of tools to upgrade their performance. The control systems of the combined cycles at the Costanera Plant are now being modernized.

Nonetheless, wherever is possible, predictive analysis tools have been deployed to optimize maintenance. This is the case of the Dock Sud plant, which was connected to the PREDIX system, that uses operating data to predict eventual failures and the optimal times for maintenance, to be efficient and profitable.

As for improvements to basic infrastructure, the most relevant relate to the communication links of Costanera power plant and to cybersecurity. In cybersecurity, firewalls, analytical data flow and protective equipment have been installed around the security perimeter of plants, both at the Dock Sud Plant and the Costanera Plant. Moreover, Company efforts have targeted the plant itself, PC's and the control system servers. Work is being done, with a focus to be finalized at the beginning of 2019, on the updated installation of antivirus and computer patching systems, aligning the networks and control equipment with the Enel Group's framework and policies.



In Brazil

In 2018 the Plant Information (PI) system became operational, enabling real time analysis of power facility data and thus predictive decision making that seeks for operational efficiency.

Moreover, the Operation Support System (SSO) tool entered into operation to optimize processes in the plant operating area. There were considerable gains of time in the performance of routine work, and the traceability of activities and records at the plant is now assured.

In Peru

Regarding the Thermo Global Line, the GTG Evolution has focused on two work streams that will be the basis for the use of several tools to improve the performance of plants and digitalization in the coming years.

The first project, called PI 2.0, is for the compilation and analysis of plant data based on an infrastructure that connects to the control systems and creates a database that feeds into other systems. The PI systems started and was reinforced at the Santa Rosa and Malacas plant. The information collected has led to the implementation of the PREDIX predictive maintenance analysis systems at the Malacas plant and

the PRISM system at the Santa Rosa, Malacas and Ventanilla plants.

The main activities from the second project, have been oriented in the basic infrastructure of the Santa Rosa, Malacas and Ventanilla power plants between the cybersecurity and communication links. In cybersecurity, firewalls, analytical data flow and protective equipment have been installed around the security perimeter of plants. Moreover, Company efforts have targeted the plants themselves, PC's and the control system servers. Work is being done, with a focus to be finalized at the beginning of 2019, on the updated installation of antivirus and computer patching systems, aligning the networks and control equipment with the Enel Group's framework and policies.

In addition to the progress in the GTG Evolution project, Enel Generación Peru and Piura participated in a roll-out of the new ERP of the Enel Group, E4E, which began operation at the end of 2018. Therefore, power companies in Peru have been fully integrated to the new practices and to this modern platform of the Enel Group. The functional scope of the project was to update asset, financial and accounting modules as well as the maintenance, project and materials modules.

Hydraulic generation

In Brazil

A global initiative called HYPER (Hydro Power Efficiency Revolution) is being put into motion, to change the operation and maintenance strategy of hydroelectric power plants. The initiative aims in the search for a large-scale optimization that involves a sensitivity analysis of capital costs and operating costs.

This project will also produce data usage in historic analyses in order to reduce corrective and preventive maintenance, increase energy availability, and steer plants toward the best operating practices based on the optimal conditions for each task performed by the system, among other gains.





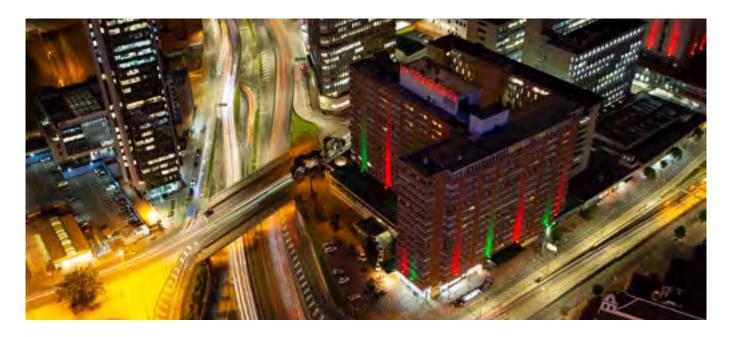
In Colombia

The main initiatives were:

Hydroelectric power plant	Actions
Betania	> The speed and tension regulator of Unit 3 was updated as part of the plant modern- ization project that will continue in 2019.
	> The speed regulators of Guaca Unit 2 were renovated and maintenance was per-
Cadena Pagua	formed on Unit 1. The rotor poles of the same plant were also replaced. Invest-
	ments were made and work was performed to make the Automatic Generation
	Control of the 6 units in the Chain reliable and flexible.
	> The project for Capacity Recovery at the Tequendama Plant concluded. The result
	was an increase of over 37.4 MW in the Plant's installed capacity, which allowed
	Emgesa to become the first generator in the country to have an installed capacity
	of 3,504 MW. The Control Room, Automation and Central Control Center project
	was also developed. At the Darío Valencia plant, the replacement of the penstock
Antigua	and of the concrete in the Unit 5 tailrace, planned in the second phase, was con-
Cadena	cluded. The intakes of the Salto II and Tequendama plants were also repaired. At
Río Bogotá	Tequendama, the speed regulator was updated, as was the one at the Charquito
	Plant at the same time as the renewal of the tension regulator and the capacity
	switch. The Muña II pump unit was overhauled to improve the Pump Station's
	efficiency. The zone beside the Alicachín gate at the Muña III pump station was
	cleaned. The Charquito catchment was also cleaned to improve operation and the
	landscape's beauty.
	> The Plant Information (PI) system began operation and allowed the analysis of plant
Information system digitalization	variables in real time, this way, predictive decisions can be made to make opera-
	tions more efficient. Software is also being developed for process digitalization.

Reservoirs' bathymetrics and land surveys were also prepared during the year. Boats and aircrafts equipped with laser devices allowed a better coverage of the zones, measurements with greater precision and being able to build the models required for an improved interpretation.





Smart grids

Historically, cities have been the driving forces for social, economic and cultural progress. They currently concentrate 55% of world population. By 2050, it is estimated that 68% of the population will be living in cities11.

This trend, together with the growing demand for energy and the problem of air pollution, responsible for 60% of the greenhouse gas emissions, has motivated the Enel Group to foster the development of smart cities.

In this regard, even though the electric distribution network has been evolving on a permanent basis, there are current challenges that are more ambitious, such as energy efficiency, the need to incorporate renewable energies and the competitivity of the industry, all of which require faster and more effective solutions, involving more people at the same time.

Because of this, Enel is focused on developing smart networks and digitalising processes, for both the distributor and the final consumer, as a way to make the transition to a tele controlled energy service.

System digitalization and resilience





The efficiency of networks depends on constant revision and maintenance. To that effect, they have been the focus of improvements aimed at prevention, in order to have networks resilient to social and natural contingencies. In this regard, digitalization is essential, as it allows real time data visualization, quick response to contingencies and the promotion of responsible domestic energy consumption. The company has an electric facility maintenance program under which inspections and maintenance of the distribution network are planned, coordinated and implemented.

11 United Nations, World Urbanization Prospects, 2018 Revision







In Argentina

Grid digitalization

Edesur has implemented a topographic survey of all medium- and low-voltage networks that are part of the medium-voltage investment plan (to replace existing cameras by others of a greater capacity. This replacement will improve the quality of service and avoid losses) adding them to the Medium-Voltage Telecommand System (STM) to operate the grid remotely and thus centralize operations. The integration of the SCADA-STM Telecommand Systems has concluded, which will improve grid operation.

Implementing telecommand equipment means a quicker and effective restoral of service for customers affected by a power outage. Data are also managed according to innovation policies, with particular emphasis on IT threats

Technological improvement of the grid

Edesur continued to work on improving the System Average Interruption Duration Index (SAIDI) by installing an additional 555 telecommand machines at different points on the medium-voltage network, bringing up the total to 900 operating hosts since the program began. 1,210 mini remote supervision units (UTR) were installed and 150 branch supervisory units to obtain real-time information on relevant variables of the grid. Work has also been done on modernizing the design of the low/medium-voltage and high-voltage network and the implementation of new technologies according to the best practices from different distributors and the standards defined by the Enel Group.

Maintenance management

In 2018, an integral high/medium and low-voltage maintenance project began involving intertwined actions to reduce network outages. The most noteworthy actions were failure analysis, operating risk analysis, information system improvements, and the installation of the CERTA grid management system so that maintenance plans can be monitored and analyzed. A topographical survey was also made of the high/medium-voltage aerial lines by helicopters equipped with the latest technology to take photographs and videos, prepare thermographs and laser images. The low-voltage lines was Mobile Mapped (obtaining thermal images, photographs and videos).

A preventive maintenance plan was implemented in 2018 for the high-voltage system, increasing the maintenance work by 74% compared to 2017. This plan is very important since any failure in that system causes power outages for more than 100,000 customers.





In Brazil

Enel Distribución Ceará modernized and automated the Camocim, Crato, Jabuti, Papicu, President Kennedy and Umirim substations by installing a modern digital protection, control and supervisory system. Progress was also made in the system tele-command project, where 51% of the repositions of energy supply were by tele-command, which reduced the average power outage to 40 minutes. Remote transformer monitoring began helping to identify failures and restore service in the shortest period of time possible.

Enel Distribución Goiás expanded the automation to 126 reconnectors at medium-voltage substations. New projects for transformer and distribution lines protection systems were also developed under the high-voltage reliability plan which included replacing actual electromechanical systems by microprocessors. Remote terminals at the 69 kV and 138 kV substations will also

be updated. The modernization and digitalization of protections began in 2018 with a gradual implementation over the next three years to increase the level of automatization of facilities, remote access for studies, and a greater reliability of the power system and real-time operation. One of the pillars was the tele-command project for the automatization of the medium-voltage grid by installing tele-command equipment and a remote management system that will identify and isolate more quickly any failures occurring in the grid. 1,000 devices of this type were installed in 2018 and the expectation is to reach 5,000 by 2020.

Enel Distribución Rio automated its processes to detect failures in 40 feeders. That automation can isolate the segment of the defective medium-voltage network and automatically reconnect customers who are on those segments. The main actions in the maintenance plan of the distribution network were trimming trees and repairing the line to ensure quality supply.

Enel Distribución São Paulo began a real-time monitoring of capacity transformers that includes the status of the oil temperature, the winding temperature, moisture, voltage regulation, load current and transformer voltage. This increased safety, service, failure and cause identification. Security copies also began to be made of key equipment in the automation panels of substations to guarantee a redundancy and minimize system unavailability. Lastly, new rectifiers and battery banks were purchased for the telecommunications repeaters, avoiding a communication loss with equipment that allows real time monitoring. All this made the communications network more robust.





In Colombia

Reduction of times in the assembly chain of Tele-command equipment

In order to achieve efficiency in the installation and commissioning of tele-command equipment and ensuring a greater reliability and continuity of service, changes were made to the assembly chains of these machines that reduced the operating start-up times from 90 days to 3 days and increased the equipment availability rate by 10%.

Service continuity

In the operations of Cundinamarca, a data capture process was started electronically to reduce the time of recording information associated with the work that is carried out. This also minimized the use of paper and improved contractor productivity, an element that facilitated the integration of technical and commercial operations to manage system failures opportunely, as well as preventive maintenance and an improvement in infrastructure.

Forestone System

This system was implemented in 2018 for the operating management of activities involving the trimming and chopping of trees as part of the execution of distribution grid maintenance plans and emergency service. Forestone warrants an appropriate custody and traceability of information on the activities performed by contractors that will help consolidate reports to the environmental authorities in compliance with environmental legal requirements.

Preventive maintenance plan

Under the annual preventive maintenance plan performed during 2018, Codensa compiled information of circuits along 4,021 km in Cundinamarca by using drones. This reduced the time by 75% compared to the traditional method, so defects in the network were identified more quickly and their repair could be scheduled according to the level of criticalness and operating capacity.





In Peru

An automatic allocation of low-voltage emergency service was implemented using the E-order system, one of the first in Latin America. An operations manual was drafted for each of the primary cabin substations that included pre-determined sequential tasks to restore and normalize power supply after sudden interruptions.

For the medium-voltage distribution system, an automatic failure detection system was installed in 15 feeders to isolate the broken segment and automatically reconnect, restoring power supply to customers that are on the segments without failure. In 2018, digitalization began by mobile mapping of the medium- and low-voltage aerial lines, using the LIDAR system (point cloud and 360° photographs) to identify anomalies and validate the location of the geo-referenced posts.



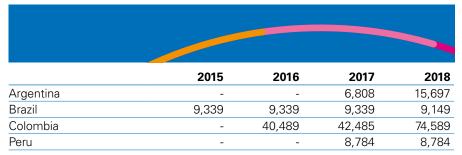




Smart metering

Deployment of smart meters

Enel Américas recognizes the need to evolve towards technologies that allows the implementation of smart meters, a new way for the Company to interact with its customers. The goal is to achieve progress towards a digitalized power system, where the quality of service can be traced and there can be a quick response to any request. In the case of self-generating systems, like solar panels, charges and energy sales to the grid can be recorded hourly. The distribution companies within Enel Américas have implemented several pilot projects in the cities where they operate to facilitate the introduction of this technology.



Cumulative figures at the end of each year.

In Argentina

In 2018, Edesur completed the installation of the first meters under a pilot project.

In Brazil

Smart meters using 100% Enel's technology, are being designed to comply with Brazilian standards. The regulatory authority will be asked to approve them in 2019 so that a pilot plan for one million meters can be put into effect in 2020.

In Colombia

Since 2016, Codensa has been conducting a pilot project to test systems and identify the required adjustments to the grid for the full implementation according to the regulatory authority's instructions that set a coverage target of 95% of urban users in 2030.

Some of the notable results of the pilot plan are:

- > Record effectiveness of 94.1% in remote reading of smart meters for the billing of the consumers' consumption
- > More information for an efficient use of energy. A monthly bulletin is being issued that describes the day of greatest consumption, the weekly average consumption and a comparison to neighbors. This document has been delivered to 41,460 customers and can also be viewed on the App and on the Company's website.
- Remote suspension upon 753 outages that meant a 79.4% effectiveness and portfolio recovery of 111 million Colombian pesos.



- Remote suspension upon 753 outages that meant a 79.4% effectiveness and portfolio recovery of 111 million Colombian pesos.
- > 753 actual remote power reconnections.

In regulatory matters, MME Resolution 40072 was received, and it establishes mechanisms to implement an Advanced Metering Infrastructure in the public power utility. It highlights aspects such as a gradual implementation and the responsibilities of the grid operator.

In Peru

According to regulations, distribution companies have 8 years to install smart meters in replacement of analog meters

Quality and safety performance in the power supply

102-6

The quality and reliability of the power grid are central to Enel Américas management. In 2018, it continued to develop different initiatives to attain an operating excellence that will safeguard the effectiveness of the system.

The most relevant management indicators are the SAIDI, that represents the outage time per customer over a period of 12 months, and the SAIFI that indicates the frequency of interruption per customer in the same period. Both indicators showed a significant improvement, mainly due to the addition of Enel Distribution Sao Paulo that, in both cases, account for 48% and 54% of the average consolidated decrease.

Certification of energy management systems

Durante 2018, Enel Distribución Rio and Enel Distribución Ceará in Brazil, Codensa in Colombia and Enel Distribución Peru worked on implementing a new energy management system. That system was certified according to ISO 50,001 during the year, consolidating Enel's leadership in the efficient use of energy resources.

This certification confirms the Company's energy management, that encompasses from the purchase of energy to measures that promote energy savings. The certification guarantees the efficiency of the measures adopted and evaluates the responsibility of management, communication and involvement of the entire Company as well as the goals set, the plans implemented and the continuous improvements in energy issues

Prevention and planning for contingencies

The Company has contingency plans in place according to the Crisis and Incident Management Policy that is intended to provide a rapid response to problems with power supply, based on three types of strategies:

The Crisis and Incident Management Policy sets down the procedures to handle occurrences that may affect power supply. It establishes a protocol to make quick and effective decisions.

Rationing Plan

Allows reducing the energy consumption in case the authority dictates it.

Sets the actions and procedures approved by the authority to re-establish the supply in case of a fall in the electrical system.

Emergency operation plan

Allows facing unusually adverse conditions that prevent that prevent a normal power supply to users, such as heavy rain, a windstorm or flooding.





Customer focus

102-7







Customers are core to Enel America's management. The Company procures to listen actively to the needs of approximately 24 millions clients of its areas of concession, by means of different communication channels as well as client surveys.

Quality service for customer satisfaction

A close and effective relationship helps the Company understand and respond effectively to its customers needs. The Company has a plan in place that constantly monitors customer satisfaction with the service and with its quality of each customer service channel, to accordingly design plans for continuous improvement based on results.

In Argentina

Since 2018, surveys began to be taken of all customers handled through digital channels. In 58% of the cases, commercial attention was rated good, very good or excellent.

In Brazil

The perceived Quality Satisfaction Index (ISQP) of Abradee is measured by a survey among different types of customers—residential, large customers and companies. The satisfaction survey covers a statistically representative sample of our total customer data base with a 95% confidence level. The satisfaction results varied within the margin, taking into account the economic crisis in the country and the perception of an increase in price.

For 2018, the satisfaction goals were 70.5% for Enel Distribución Río, 84.5% for Enel Distribución Ceará, and 71.3% for Enel Distribución Goias. No goal was set for Enel Distribución Sao Paulo, since it was acquired in June 2018.

Perceived quality satisfaction index	Enel Distribuición Río	Enel Distribuición Ceará	Enel Distribución Goiás ⁽¹⁾	Enel Distribución São Paulo ⁽²⁾
2018	70.4%	80.1%	66.3%	73.3%
2017	67.8%	83.8%	68.5%	-
2016	62.7%	83.2%	-	
2015	57.7%	85.8%	-	-

- (1) Controlled by Enel since February 2017.
- (2) Controlled by Enel since June 2018.





In Colombia

In Colombia, Codensa received a score of 73.2% in the evaluation done by the Regional Energy Integration Commission (CIER) and was ranked 14. The highest expectations of improvement for the client are focused on prior notification of power interruption, the time waiting to be attended, and the number of days until the bill due date. 56 energy distribution companies in Central and South America participated in this measurement. The goal for this year was 75.6%. The satisfaction survey covered a statistically representative sample of our total customer data base with a confidence level of 99%.

	2015	2016	2017	2018
Customer satisfaction	78.4%	76.7%	77.6%	73.2%

In Peru

This survey is taken by Datum quarterly, each time among 425 customers distributed throughout the different districts in our concession, including Norte Chico (Near North). It covers attributes such as power supply, the bill and payment locations, customer service in our commercial offices and the customer phone line. The surveys are direct and personal and covers a statistically representative sample of our total residential customers data base. The confidence level of 95%, and are carried out at the homes (residences) of those surveyed if the distribution company operates in the area. A structured questionnaire is used for the survey. The improvement of 2018 meant exceeding the annual goal of 61.1%.

	2015	2016	2017	2018
Customer satisfaction	65.5%	61.1%	55.6%	61.4%





Customer Journey

Related to the goal of customer satisfaction and continuing with what began in 2017, Enel Américas implemented improvements in the five pillars that make

up the Customer Journey project, in line with the Company's Customer Centric culture, which puts the customer at the center of the business.

Currently, Colombia and Peru have implemented the five axes of Customer Journey, while Argentina and Brazil are making progress in their implementation.



In Argentina

Several actions and programs were implemented in 2018 that brings the company closer to the pillars of the Customer Journey Program.

E-bill campaigns have been held to increase the number of customers who receive electronic bills. The database also contains key information to contact customers. In 2018, 61% of customers had provided their e-mail and cell phone number.

Furthermore, in collaboration with the National Electricity Regulator and power companies, we are working on a new billing model to provide more information to customers on their consumption, encouraging awareness in the savings and efficient use of energy.

A Smart Invoice was implemented, a web tool where customers can see a version of the printed bill on a web interface. This gives them the possibility of seeing their bill digitally.

Customers can contact the Company through many channels (to make complaints, requests or ask questions): phone, SMS, the App, website, e-mail, Twitter, Facebook, visits to commercial offices, virtual service stands and self-management terminals.





In Brazil

The Salesforce Marketing Cloud was implemented in Brazil to contact customers in specific segments by e-mail, get closer to them and make the sales process more effective, in addition to filling in gaps in the customer database.

In Colombia

The Customer Journey was placed into practice in 2018 with the purpose of analyzing and redesigning the customer experience with the Company's points of contact. The improvements focused on e-bills, e-commerce, the energy service model, and products and services with added value.

Customer Journey maps were prepared for the e-commerce, Connect, Digital Incentives, E-bill, 24/7 Emergencies and Insurance projects. This improved the customer's experience at each of these points of contact, all of this supported by the Service Blueprint and the design

of a service model that helped improve processes.

On the other hand, an Agile Room for the Voice of the Customer (VOC) was implemented to define a model to measure experience and manage the VOC leveraged on technology to monitor, respond to and improve interaction throughout residential customers journeys.

The main challenges in improving customer experience are to implement the VOC program, enhance the experience with the Company's entire product portfolio and promote the Customer Experience Culture within Codensa.

Under the DeX project, each of the declared customer journeys was evaluated to learn whether customers were really identifying and appreciating their value proposal. The following was developed in this regard:

Customer Journey there is no power:

this was compared to what customers truly experienced when there were power outages or scheduled maintenance, in addition to learning what their expectations and perception of the service are. The satisfaction survey was adapted at the end of the customer journey.

Customer journey info on my billing:

experience with the e-bill was measured to learn the level of recommendation of the service in 2018, where the result was 41%. Customers appreciate the ease of receiving information on mobile phones, the savings of paper and the contribution to the environment.

Customer Journey I am interested in your offer: customers were presented Codensa's new e-commerce to learn what the impact would be before it was officially launched on the market. They expressed an interest in products for the home, the security that is felt when purchasing Codensa brands, and the ease of navigating.

Customer journey I have to pay my

bill; this measurement evaluated the customer experience with electronic payment means. The level of recommendation closed at 57% in 2018, mainly because customers appreciated





the new payment button and how easy and safe it was to use. Finally, the new Codensa APP was evaluated among customers and beta users as well as Codensa employees, who helped corroborate the importance of having the new payment button.

In Peru

Diverse initiatives were undertaken during 2018 and the progress in the following pillars can be highlighted:

I want to be known: initiatives were mainly directed towards enriching, enlarging and improving the customer database

These initiatives increased the information on contracts from 200,300 to 1,086,200 out of a total of 1,400,000.

I have to pay my bill: campaigns were undertaken to encourage payment through digital channels, collection agents and automatic account debit (540,000 by SMS and 12,000 by e-mail). It was also established that three collection notices would be given.

There is no power: although the Enel app is relatively new in Peru, 1% of all power outages was reported through this platform. 21% of outages were reported through automated channels like IVR.

Emergency plans

103-2 103-3

The Company has Operating Emergency Plans in place to handle contingencies that may jeopardize power supply, such as critical weather events or highly conflictive anniversaries. Once activated, activities begin to return power service to normal as soon as possible and respond quickly to customer requests.

In Argentina

In response to the high demand because of the increase in temperature, Edesur designed and elaborated a technical and commercial plan to confront the power supply shortage.

One of the actions prior to summer was a Predictive Strategy and On Condition plan for high/medium/low-voltage facilities and grids most stressed during the summertime, taking into particular account critical zones. Contractors will be assigned to each area and municipality to ensure quality of service.

The Preventive-Corrective Maintenance Plan reduces the level of risk at the start of the summer. On the one hand, medium/low-voltage maintenance crews are increased, the number of staff is enlarged and optimized to handle claims and make repairs; and on the other, more operators are hired at the medium/low-voltage control center.

The reinforcement of the high voltage system includes an intensive substation and high-voltage line inspection plan. There is also a direct phone line with municipalities to handle to critical cases.

The mobile power unit uses a 100 to 1600 kVA electric generator which sets and alternative power equipment for electricity-dependents. The mobile office handles the answers of the customer traffic asking commercial and technical questions.

What contingency containment, response and anticipation actions are taken?

- > Monitoring of social networks and the media.
- > Early alert and preventive actions in the event of power outages.
- A Institutional Relations / Communications team that handles and manages relations with stakeholders in the concession area in Buenos Aires and suburbs.
- > A direct hot line for critical events (mobile phones, Whatsapp, e-mail).
- > As part of the service and expansion of the contact center, 90 people will be added to reach a total staff of 380 that can handle 20,000 calls daily.



In Brazil

Enel Distribución Goiás implanted the Summer Plan to reduce the impact of the rainy season on technical KPIs. This initiative entailed an increase in emergency response teams, night crews, operators in the shifts at the Operations Center, and the mobilization of extra crews depending on the level of the contingency under the Crisis Policy.

Enel Distribución São Paulo also implemented a Summer Plan that's put into practice each year to handle the impacts of weather on the distribution grid. Emergency crews were increased.

One innovation in 2018 was our association with the character Fireman Rafa, who explains different risks to children and who, with our support, addressed electrical risks in a YouTube video. The video provided guidance on playing with pipes and the hazards of touching loose threads, among others. This playful video teaches children important facts and at the end, they receive a virtual "diploma." This initiative was awarded the Alliance for Life Prize as the best safety video.

In Colombia

In 2018 the Service-to-Sales project was developed by which the process to offer and sell products at the Contact Center and the many channels were standardized. Sales rose more than 60% compared to 2017.

The daily work in the optimization of processes and resources shows the maturity of the model, which is used to measure the perceived quality, the emitted quality, satisfaction of clients, the Net Promoted Score (NPS) and the recovery of the experience. The emergency service model was redesigned and a City Hall engagement model was designed, while the 115 toll-free line was activated for cell phone operators in the Cundinamarca zone.

As a consequence of the integration of technical and commercial operations at a contract level, and the continuing search for options to handle failures more quickly, synergies were materialized in Bogota between the emergency service and suspension, cutoff and reconnection crews. In Cundinamarca, the resources allocated to preventive maintenance and service restoral investment projects were articulated and integrated and the results were excellent.

In Perú

Enel Distribución Perú implemented the following contingency plans in 2018:

- > For the Pope's visit (January 18 to 21, 2018)
- > For Municipal Elections (October 7, 2018)
- > For the National Referendum (December 9, 2018)

These contingency plans set down operating procedures to reliably supply power to locations considered to be strategic. They are designed to confront situations that may occur while supplying power to strategic locations and other places where important activities are held and there is a mass congregation of people inside the concession area. It also explains the general criteria for operations and the main activities to be implemented by the areas involved. This initiative included actions to increase emergency service crews, night crews, operators and the number of operators per shift at the Operations Center, in addition to the mobilization of additional resources depending on the level of contingency, as defined in the Crisis Policy.







Omnichannel strategy

The importance of power supply to the everyday life of people creates an increase in requirements, which means that customers want certain responses in the shortest time possible. The Company therefore offers an omnichannel service, focused on integrating and aligning its different attention channels to offer an across-the-board attention experience on all its platforms.

The commitment of Enel Américas to quality service has materialized through the implementation of digital platforms, among them the Salesforce CRM. Through this tool, channels can provide the same information and level of service, regardless whether the customer chooses to visit an office or contact the Company remotely or digitally.

Commercial offices

Mobile office

Mobile App

Company's website

Twitter account

Facebook page

Call Center

Mail (e-mail and postal)

Face-to-face channels

It is composed of commercial offices that have self-pay and self-consultation modules and mobile offices that run through the different districts of the concession area according to a calendar, providing commercial attention and receiving payments.

> Shift system in commercial offices: the objective is to organize costumer's service. The status of each commercial office can also be visualized as compared to the number of customers and the number of sales reps available to provide service.

> Face-to-face virtual service in commercial offices: 10 virtual service machines were installed in four commercial offices to reinforce attention by sales reps and add a new service channel.

In Argentina

Two hosts were added at the most visited branches (four commercial offices), who have tablets to assist customers.

31 supervisors were trained at the commercial offices to learn the tools to be able to lead their teams

In Brazil

Enel in Brazil is committed to constantly improve customer relations and increasingly offer more options for communication through digital channels, while still maintaining the ties through face-to-face contact with customers who prefers it. Initiatives have been implemented at offices, such as subtitles on screens and Braille communication, to ensure that all



clients can receive the information they need

Enel in Communities: mobile offices were available to communities to provide face-to-face service without the customers having to go to a Company's office.

In Colombia

- > Remodelling of Service Centers: in Chocontá and Madrid, which allowed better customer service spaces.
- > Construction of the Cundinamarca
 Service Model (service standards):
 the construction of the service model for the Cundinamarca offices was completed. This model allow having service standards that improve the experience and facilitate customer service according to the characteristics of the region. Three workshops were held with Service Centre advisors to take into account their experiences and understanding of Cundinamarca's costumers.

During 2018, we achieved the following milestones regarding customers and the strengthening of customer relations:

- > We made an image change in all Service Centres in Bogota and Cundinamarca as well as the Virtual Office and townships covered. This helped unify the image in offices and facilitated our customers' recognition of the brand.
- > The SalesForce Care CRM was implemented for face-to-face service channels. This tool can trace the contacts made by our customers with the company to understand more deeply their information and needs. It can

- also consolidate, generating reports faster, which facilitates the management of requirements and requests.
- > Virtual stands: Four smart stands were installed in the Venecia Service Centre and two in the Soacha Service Centre. This stands issued approximately 600,000 coupons for self-payment by customers, offering digital alternatives for payment.
- > Office remodelling: The Restrepo and Kennedy offices inauguration included an interactive centre where people can try out lighting, insurance, solar panels and other products. Workstations were expanded, making them roomier and improve customer service.

In Peru

- > Focal Points groups were identified and formed in conjunction with the contractor in charge of managing the commercial offices, with the goal of improving the service's quality. The goal is to have experts in each office who can quickly answer questions by employees and thus improve the time to market.
- "Performance Committees" were implemented between the Market and Infrastructure & Networks Areas to identify incidents and opportunities for improvement in the sale of new connections.
- > Training was given to the team in charge of the integral management process of selling new connections on the modifications made to the instructions for the sale of new connections, also weekly "work tables" were implemented to identify incidents and opportunities with constant evaluation.

Digital channels

These channels give access to the Company's services and information in real time, 24 hours a day, seven days a week. The channels include the website of distribution companies, Facebook, Twitter and a mobile application.

In Argentina

Related to artificial intelligence, the monitoring used is through an e-mail alert system and the S1 Gateway tool. This is a cloud hosting application for the management of messages received digitally (public and private, via Twitter and Facebook, e-mail and the website). This system routes messages and organizes responses by the bots who answer them. It allows generating reports with the number of messages managed and monitoring response times, among other things. In addition, it allows the organization of executive's groups to answer messages by type (for example, centralize messages of specific topics with specially trained executives).

The tool also has an alert system that sends e-mails automatically, given a specific setup, to highlight messages that meet a particular condition (for example, name a specific company employee, influencers, politicians, journalists and anything programmed to be an alert). In addition to this function, it allows grouping messages by user, and associating a digital user with a company's customer number. It also has functions of exportable reports to analyse the management and allows programming online surveys to users who communicate.





The Enel APP is a new customer application based on Salesforce for the optimization of costumer's serivice by improving the experience, digitizing and increasing self-attention.

During 2018, the implementation of a new digital tool called the "Payment Button" took place. The goal is to speed up payments on the website and through the APP, shortening the response times and optimizing the service.

In Brazil

A publication plan was defined for social networks based on the behaviour of customers in conventional channels (stores and call centers). The most searched services were analysed by day of the week, and based on these data the periodicity and strategy of the campaigns was established.

Lastly, the work with artificial intelligence through Messenger and the website was consolidated.

In Colombia

The Integrated Service Network was updated to continue improving the experience of customers in Cundinamarca. It is now capable of processing video calls, voice calls and chats. Document files can also be sent through the same platform.

The Net Promoted Score (NPS) began its measurement in August 2018. This score measures the level of recommendation for the customer service channel on social networks by migrating the satisfaction survey to the GetFeedBack platform, offering the possibility of consulting results online and of including

the NPS score. This standardizes the measurement in different channels and manages the experience of different costumer's types.

432 customers have responded thus far, 75% are promoters, which means that what they most value in the channel is the quickness, agility and friendliness. On the other hand, detractors are 12%, who reported constant trouble with the lack of power supply and solution times despite good service. Their expectations relates to restoring power in the shortest time possible and to the responses guaranteeing effective solution times. The net cumulative recommendation score is 63%, above the market benchmark of 50%.

This measurement helps visualize the observations and comments by customers in real time and their comments and scores regarding each of the questions asked.

The main challenges are to enhance the Services to Sales model, implement SalesForce in the commercial cycle, and continue along the positive path toward customer satisfaction and experience. Other challenges are, offer customers new services through the non-face-toface sales and services channels, create space to generate memorable experiences, implement the Net Promoted Score (NPS) survey for all customers that contact the channel, implement bots or artificial intelligence internally to optimize customer response times, preventive information provided to customers and operating costs, and to implement the voice IVR to improve customer experience.

In Peru

In the aim of increasing the use of the APP functionalities by affiliated users, improving satisfaction and complementing the Omni-channel experience of customers, the function of reporting public lighting issues was included in the APP. Cases reported via the APP represented 4% of the monthly total.

Customers can use this app to report automatically cases of one or more light posts without power, that are on during the day, or that look like they might fall down. To improve the experience even further, there is a geo-reference function to indicate the exact post location.

At the end of 2018, the public website as part of the One Hub project, was launch for people, companies and the help centre.

Remote channels

Remote channels are the first line of customer service, using Interactive Voice Response (IVR). They provide options to customers for self-service or, if necessary, referral of the call to a Call Centre representative.

In Argentina

The exclusive line of large clients was implemented, which allows the customer to be identified and provide specialized attention when power cuts occur, prioritizing personalized attention according to their characteristics: hospitals, public agencies, industries, businesses, and others.



In Brazil

The reinforcement of the IVR achieved a call retention indicator of 44%. This kept close to 50% of the calls from being directed to the call centre, thus improving the regulated indicators of the Central de Teleatención (Automated Phone Service) (INS: Service Level Indicator, IAb: Abandonment Indicator; and ICO: Busy Indicator). This improved operating efficiency and reduced costs, and an increased in customer satisfaction, because their needs were resolved or the service was provided in a simple and quick way.

The company has also incorporated Speech Analytics tool allowing the capture of voice and text. Thanks to the tool capacity of categorizing and counting it's possible to consolidated and manage the main variables indicated by clients for the generation of prioritised actions plans.

In Colombia

Contact Center: 2,691,923 calls were handle by phone, which meant a growth of 16.7%, which means 391,232 calls more compared to 2017. This was the main result of the rainy season that prevailed throughout the year and the closure of INMEL, a contractor, which caused customers to call again because of the time it was taking to resolve grid incidents.

New services were implemented in 2018, such as WhatsApp for city halls, municipal governments and Asobares, a trade association; in addition to a specialized line with 10 channels and notification to business customers of the cancellation of scheduled maintenance.

In Peru

In order to increase the use of transactional IVR and customer self-service, a functionality was implemented to report an outage through this channel. 33% of all monthly cases were reported this way.

Through this function, customers can automatically report an outage at their house or in their area.

Costumer privacy

During 2018, Enel Américas did not register verified data loss from customers.

Complaint management

In Argentina

The implementation of an APP allowed the integration of Edesur's Emergency SSTT with the Iguana Fix application, so that Edesur's customers with power supply problems are contacted directly by the supplier to provide them with a first support.

In Brazil

Different teams evaluate and decides on any request, suggestion or complaint made by a customer to the distribution company, whether or not the complaint or request is valid. Some transparency initiatives were:

- > The information according to article 200 of Resolution 414 when a request is denied, allowing the customer to resort to the courts if he/she disagrees.
- > The distribution company informs the customer of the attention channels, including the regulatory authority, the National Electricity Agency

- Customers can receive a personalized response and submit their request/ complaint, even if its unrelated to our business.
- > The channel "you and the president" allows customers to send their requests directly to the Company's senior management.

At Enel Sao Paulo, all complaints, suggestions and congratulations received through the different channels are registered under a sequential number for online dispatching and monitoring. This software makes possible the mapping of attendance records through workflow, as well as the accompaniment of the requests pointing to each emergency phase, the status and the attention period.

In Colombia

During 2018, an increase of 27.1% occurred in the reception of requests, petitions, complaints and an increase of 24.8% in their handling in comparison to the previous year. This was largely due to the integration of Empresa de Energía de Cundinamarca (Energy Company of Cundinamarca) and the implementation of Decree 1166, according to which customers who present a verbal request must receive a written response, which made possible the filing of appeals in this way.

Regulatory entities sent 2,640 requests to the Company because of customers complaints brought to their attention. All of these requests were handle in the period stipulated by law.

This year complaints rose 21.1% compared to last year because of the weather affecting the continuity of service in some areas of Cundinamarca.





The Consumer Defence Agency filed 1,035 suits, of which 1,006 were closed in the same period, with an average attention period of 11 business days.

In Peru

The monthly average number of complaints was 2,778 in 2018. There were 160 requests for reconsideration, 453 appeals and 224 complains. Requests also increased 34.7% compared to the previous year. The main reason for the

growth was energy billing, which accounted for 47.7% of all applications received.

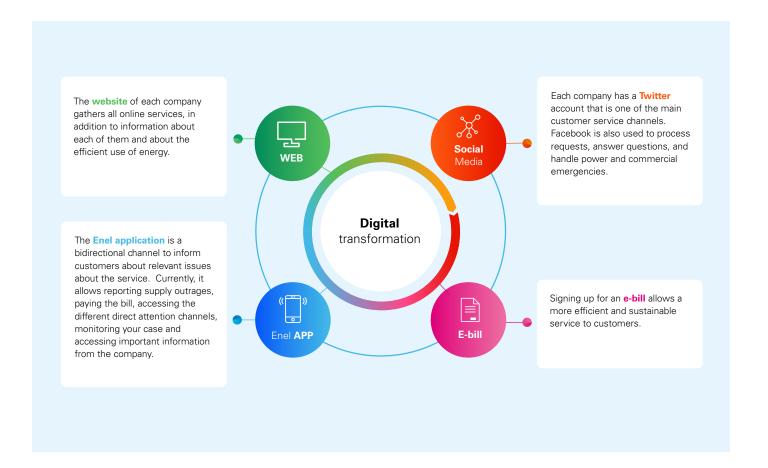
Regulatory authorities made 5,435 requests to the Company because of customers' claims brought to their attention.

In the aim of reducing the number of complaints, we are working on reformulating the "solution upon first contact"

policy. This implies giving the attention channels a greater autonomy and better understanding so that they can provide better guidance and information to the customer. We also plan to migrate the notice process (currently done manually) towards a digital correspondence model in compliance with all standards required by Peruvian regulations.

The digital transformation era

One of the pillars in Enel Américas' strategy is innovation. In this context, we are implanting digital channels to optimize relations with customers that provide reliable and easily accessible information quickly. These channels, once deployed, are continuously improved to meet the exigent expectations of users and regulators.





Open Innovation and digitalization

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In a changing society where technology and cultural transformations are taking place very quickly, innovation is fundamental at responding to the expectations of customers and consumers. In this context, the Company has defined innovation as one of its strategic pillars and has established a symbiotic relationship between sustainability and innovation under the concept of innovability.

For the Enel Group, innovation is and must be work from a broad prospective, through an openness towards internal and external stakeholders. This is accomplish through the Open Innovation model, where the goal is to create an innovative ecosystem to overcome challenges in the business and the environment.

Encouraging a culture of innovation

Enel has established two areas of work to build up a virtuous ecosystem that promotes collaboration, the Idea Hub and the Innovation Hub.

Innovation Hub: seeks to capture ideas from customers, collaborators, suppliers and startups, to carry out innovative solutions that contribute to the sustainable development of the business.

Idea Hub: Focused on the culture of innovation and corporate entrepreneurship, it emerges as an innovative alternative to solve business problems, and aims to promote and disseminate culture, knowledge and behaviours in innovation and entrepreneurship, ensuring the participation of all workers and the integration of business.

The Company wants to use this open model to give stakeholders a voice by means of the Open Innovability crowd-sourcing platform. There, everyone can suggest sustainable innovation projects or solutions to the challenges faced by the Group.

Innovation Hub

Is an international network that concentrates observation points, collectors and idea incubators for solving problems by finding innovation in places and communities where it originates.

Scouting is one of the tasks where Enel looks into technologies and business models of interest to the Group, ranging from smart grids to artificial intelligence, from e-mobility to the internet of things. The selected innovation projects receive technological and economical support, then implemented in Enel's companies. The projects are eventually escalated to all Companies in the Group to promote a reciprocal development of Enel and the particular start-up.

Enel Brazil Innovation Hub

Is an international network that connects the main actors in the innovation ecosystems, namely: incubators and business accelerators, venture capital funds and entrepreneurs that solve problems by capturing innovation in the places and communities where it originated.

Partnerships are formed with venture capital funds, incubators, universities and government agencies to accelerate and develop businesses. Since work began, alliances have been signed with close to 30 start-ups.





Ideas Hub

The Idea Hub seeks to stimulate a culture of innovation among collaborators and drive the creativity of technical and professional teams who are given the tools and opportunities to develop their abilities.

The Hub works on three pillars: Enel Idea Factory + Innovation School + Innovation Culture

Enel Idea Factory	Innovation School	Innovation Culture
Transforming business issues and chal-	Innovation = Creativity x Execution x	Innovation Ambassadors: strengthening
lenges into creative solutions	Traction	innovation and teamwork

Idea Hub encourages creativity and innovation in collaboration with, and integration, the businesses. It accomplishes this through multidisciplinary teams, often led by Innovation Ambassadors who add, each in their area, important points of view, knowhow and new ways to confront problems.

Creativity is contagious, as is enthusiasm and the necessary motivation to go beyond the barriers of the obvious and lead the change.

If any business line is having problems finding new ideas and the inspiration they need, Idea Hub helps them find it. Preparation, commitment, excitement, intuition and imagination are essential to achieving powerful outcomes.

electric departments where participants submit projects in categories like continuous improvement and innovation.

Innovation has become particularly important to an energy transition towards a carbon-free matrix. The goal is to digitalize and optimize the way we work, encouraging collaborators to follow this process of adaptation and change opening spaces for creativity.

The program captures ideas on innovation and continuous improvement. Employees submit projects to a committee that evaluates the technical and economic viability of the proposals.

In 2018, Argentina received 41 ideas, 34 of which were for improvement and seven for innovation. The number of proposals increased compared to previous years. The different fields involved operating performance, safety, environment and sustainability. Three of the proposals received first place awards and three second place honours.

In the second Gxcellence contest in Brazil, 23 proposals for improvement and 7 innovative ideas were registered. First, a panel with renowned members on innovation evaluated them. Of the

Idea Hub invites collaborators to:

Discover their creative potential and of their teams.

Create their strategy differently.

Create the change.

Innovation initiatives

There are global initiatives to motivate an internal cultural change and the participation of employees in the different business lines. To name a few; Gxcellence and Hydro Bottom-Up facilitate exchanging ideas and designing solutions to the challenges faced by the industry.

Gxcellence: capturing ideas on thermal power plants

Gxcellence is a worldwide program to encourage innovation by capturing new ideas and, as a result, improve work climate. It's a joint work carried out by the Operational Performance Innovation Area (OPPO Innovation) with all of the Company's thermo-



30 applications registered, 14 were presented before a 9-member committee, which included people from human resources, the head of Thermal Generation Brazil-Colombia and his first line of managers. Six projects were selected for the evaluation of the Global Committee

In Colombia, 36 ideas participated and 25 of those ideas were approved to compete in the participating categories. Nine ideas received awards (2 for innovation, 1 for sustainability, 3 for gas improvements and 3 for carbon improvements). Two of these ideas were global winners, one for "Best O&G Environmental Improvement Proposal", and the second as "Best Sustainability Proposal".

In Peru, the third contest was held during 2018 at thermal power plants. 25 improvement proposals were presented and five were selected for the categories of Process Improvement, Safety, Environment, Sustainability and New Business, which were evaluated by the Global Gxcellence Committee.

The purpose of this program is to gather innovative, vanguard and original ideas to improve operation and maintenance, security and environmental management of plants and to promote new technologies and business models.

A group of experts evaluates the proposals based on the innovation, sustainability, and technical and economic viability of the ideas. The most promising have the possibility of implementation on a global scale.

Promotion of innovation

In October 2018, Enel Argentina was one of the main sponsors of the 2018 Digital Summit, a seminar where the main role models in the industry shared the latest trends in the digital market. There were more than 50 talks by experts and workshops. This is a networking event where new technologies were tested and matters were addressed, such as the virtual and augmented reality, Bitcoins, entrepreneurship, e-commerce, the Internet of Things, IT security, web animation, freelance work, digital marketing, Influence Content, Social Networks and Performance, UX design and Data Science.

The head of Enel X in Argentina was a speaker on "Innovation in e-mobility", on behalf of the Enel Group.

In Brazil, during 2018, agile rooms were set up with Enel Group facilitators. The challenge for 2019 is to reinforce this issue. The Innovation Academy will also be implemented, a global initiative to disseminate concepts and tools.

The Innovation Challenge was held for the first time in São Paulo, attended by collaborators and managers of other companies in the Group from Italy and Spain, for example. Two actions were adopted that helped reduce the Equivalent Interruption Duration per Consumer Unit (DEC) in Enel Distribución São Paulo.



THE MAIN POWERFUL IDEAS

- > Encourage creativity, giving the opportunity to share a personal experience that can be applied worldwide through an innovative idea or a suggestion for innovation.
- > Rewarding excellence and sharing of the best ideas.
- > Reinforcing motivation, the sense of belonging and discovering talents.
- > Inspire and motivate by appreciating and awarding prizes to the most creative employees from a "bottom-up" approach.





On the other hand, one of the most notable innovation projects implemented in Brazil was Inspire Deu Certo (Sure Inspiration). The objective of this initiative is to leverage innovation by encouraging and capturing innovative practices involving collaborators, suppliers and customers who can present their projects on a special platform. These projects are presented annually.

All projects go through pre-assessment stages according to specific criteria (impact on efficiency, quality, originality/creativity, impact on safety/image) by which they are rank. Guidance and feedback are provided for the top scoring projects that later participate in the selection phase, after which they are presented to the Enel Brazil Executive Committee. These projects are also displayed at the annual Innovation Day that ends with activities related to the innovation culture. The top projects in Inspire Deu Certo in

2018 received awards, as did the most important mentors. There are conferences, courses, workshops and displays during the event as well.

People interested in being innovation mentors receive specific training to support the Inspire Cyber Security by Design initiatives. Then they replicate the methods, know-how and experience in their respective areas, providing support to teams in the daily practices to encourage process improvement and increase the number of innovative practices. The mentors are innovation role models within Enel who also receive awards for their participation in the evaluation of projects by the Innovation Committee, conferences, courses, guided projects, among others.

In 2018, there was an increase of 61% in the number of participants, to a total registration of 522 people. The increase

in the number of projects was 140% compared to 2017, totalling 183 projects.

In line with the ongoing search for innovation, in view of the regulatory decisions by the National Electricity Agency (Aneel), generators, transmitters and distributors of Enel in Brazil allocate 1% of net operating income to research and development investment projects under the Research and Development program. In 2018, allocations totalled R\$29,360,574. Of note are the following milestones:

> The micro-grid project continued, begun in 2017, consisting on the installation of a system in a condominium in Eusebio, Ceará, capable of smart-capturing customer demands about energy, in addition to the installation of solar panels and two small wind turbines that will be used for compatibility testing.





- > Implementation of a pilot electrical vehicle sharing system for the use of Fortaleza's collaborators and taxis.
- > VAMO Alternative Vehicles for Urban Mobility, and other pilot projects that will gather indicators to understand the economic, social and environmental impact of that technology on Brazilian cities.
- > Temporary Connection Project that builds temporary constructions commonly used to make changes to power lines, in order to optimize the cost and duration of those activities.
- > Piercing Connection Project, enabling to work safely on energized sub-transmission lines. This reduces the duration of scheduled interruptions and costs, while minimizing the risk of accidental disconnection and the social and environmental impacts. The product was patented with the National Industrial Property Institute (Inpi).

Enel São Paulo concluded the smart grid program, considered the greatest smart grid initiative in Brazil for the development and implementation of monitoring, metering, supervisory, communication and intelligence solutions on the power grid. The Smart Underground Grid project also began to develop the latest technology for the design, construction, operation and digitalization of the underground grid.

In Colombia, Codensa created the people network to promote the innovation culture within the organization. A group of 20 innovation ambassadors received training at the Innovation Academy to become innovation promoters. 28 sessions were held in 2018 were 421 people participated. A total of 99 hours were dedicated to creative thinking.



Innovation projects and alliances

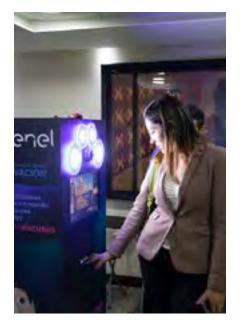
Enel Américas has made different alliances with organizations tied to the world of innovation. The goal is working together to create value for both parties. It has boosted different start-ups that are developing and leveraging innovation and technology projects under the Open Innovation model.

In Argentina

One of the innovative projects developed by Enel in Argentina is "We are Health", in association with Health Strategy Management, a health care start-up. The first pilot plan was implemented during 2018 to work on preventive health care. Non-invasive and preventive diagnoses were made of potential illnesses among a group of individuals in Piletones, in Villa Soldati, in an alliance with the Margarita Barrientos Foundation. Initially the results will serve as a database on health care trends that will guide initiatives of the Margarita Barrientos Foundation and potential public policies on preventive health care.

Given the new Law on electricity-dependent individuals in the country, Edesur, aware of the relevance and urgency of this subject, conducted an extensive investigation of solutions available on the market. It designed a technical solution adapted to the needs of customers and the Company. An alliance with Qmax for an initial purchase of equipment and at the same time, technical specifications of the alternative energy source equipment were developed to carry out a public bidding in the market for future purchases. This zero-CO2 emissions equipment can replace fuel-fired electric generators. The battery can run for 12 hours with a charge of 600 VA, to be used by electricity-dependent customers during outages.





In Brazil

Seven start-ups were announced, selected under the Energy Star project. In 2017, Energy Star invited more than 700 companies to participate. The winners were divided into three categories:

- Investment (R & D): Horus, Tracel and OneRF received investments to implement joint projects.
- Silicon Valley Immersion: Horus and SmartGreen will be immersed in San Francisco, Californa (USA), to experience the Silicon Valley ecosystem and progress in their business models.
- > Joint Ventures: Easy Crédito, Enguia Serviços Digitais, SmartGreen and Thermo-off were selected for a joint venture that may make them Group suppliers.

In Colombia

Six start-ups stood out in Colombia: Synapsis, ImagineApps, Emobi, Green Factory and Wee Global Mercado a su Casa. Entrepreneurs had the chance to present their start-up and their pilot plan to work with Enel. The pertinence and strategic alignment of the start-ups with the Company's business were evaluated as well as the entrepreneurs' attitude, the potential of the idea or pilot plan, ending with approval of the pilot by those present. Of the six start-ups participating, three pilot plans were approved, Synapsis, Emobi and Wee Global, that will be developed in 2018 and 2019.

> **Synapsis:** This start-up designs virtual realities to simulate and perceive space and objects in the third dimension, very much like what the spaces and objects would be in reality.





The pilot plan includes two experiences: the first involves the area of quality, safety, health and environment to train Enel collaborators in the risks of electricity and of working at heights in the maintenance of electric lamps, and the accompanying consequences. The experience will be in a setting where employees can train to perform the target work in an evaluative environment that will guarantee an understanding of the procedures they learn.

There will also be a Christmas light experience to facilitate selling this project to the B2B segment.

Emobi: This start-up has created a Car Sharing application to rent 100%-electric vehicles in Bogota. There are currently 12 electric vehicles and 60 parking points through an alliance with a major national parking lot company. At this time, only 20% of the parking lots where Emobi operates have chargers. The others only

have space for parking the vehicles. The pilot plan intends to add 50 electric scooters for rental through the platform.

Wee Global: This start-up engages in the integral management of industrial waste, in particular electrical and electronic devices. The goal of this project is to hold an awareness campaign about Resolution 1512, issued in 2010, that requires the producers and sellers of these types of products to submit Selective Selection and Environmental Management Systems. The goal is to create a strategic alliance with WeeGlobal to provide the services of device collection and an appropriate management of electrical and electronic waste to companies that are required, by Resolution 1512, to manage their waste and that may be exposed to fines because of their ignorance of it.

During 2018, in partnership with the Universidad de los Andes and the Renewable Division a research project was structured for the analysis and use of waste obtained and the mitigation of blockages of the load pipe in the penstock of the generation plant Alicachín.

We also worked with Universidad Javeriana and the Universidad Nacional de Colombia on designing and implementing research, development and innovation projects to obtain tax benefits for the Infrastructure & Networks line.

In Peru

In-company innovation workshops have been carried out to detect challenges in the Infrastructure & Network subdivisions. The requirements were communicated to the responsible of global innovation, for the development of solutions with start-ups.





Digitalization training

In Argentina

As part of the digital transformation, the implementation of the Customer Journey continued to leverage the relationship with customers and find efficiency and agility in processes, procedures and systems. Among the concepts developed was the Digital Customer Journey South America project that is focused on the customer, the use of the Agile method and a data-based organization. Courses were taught on the system and data model, on recurrent customer information management, reporting and claims management, among other subjects. 120 collaborators attended in 2018.

In Brazil

The digital transformation project consists of joint actions involving the technology, communication and customer service areas. The Company wants to facilitate communicating with customers, diversify points of contact, and redefine the share of automatic channels in the mix of the Company's service. The digital transformation has already been able to raise the use of these channels to 69% of the total volume handled by Enel Distribution Ceará. Through innovation and technology in the service channels, Enel Distribución Ceará is strengthening the company's digital image and is giving access to the most varied types of customers.

The challenge of Enel Distribución Ceará is to optimize and innovate in customer service. The focus is on automatic channels, namely those where the customer can receive self-service. Around 44 million people received attention in this way in 2018.

In Enel São Paulo, the implantation of digitalization in substations resulted in a reduction in power outages caused by protection failures, a greater agility in operations, and reductions in the equivalent interruption duration per consumer unit, the equivalent interruption frequency per consumer unit, and in operating costs.

In Colombia

Several training strategies have been put into practice directed towards contributing to digital matters within the framework of the digital transformation strategy. More than 30 courses, for a total 38,940 hours, were imparted under the digital shadow to 89% of Enel Colombia's total staff.

Training seminars were also held for employees and outsiders on using the AM-ATIA application that digitalizes reports on the operating control of environmental considerations at Codensa. AMATIA has been used since 2015 and provides important information for the report of indicators to stakeholders in the Integral Management System.



Cybersecurity management

Big data and the increasing use of the cloud, social and mobile networks, added to greater cybernetic threats, reinforce the relevance of information privacy and security. The critical infrastructures must be protected from events that could harm their operation.

Given the evolution of Enel's businesses, in a context where power plants are characterized by a great interconnection and automation, with a huge quantity of data being stored in the cloud, and the progressive digitalization of distribution networks, makes the adoption of an integrated and collaborative cybersecurity model a necessity to ensure the privacy of the Company's information and its customers.

The Enel Group has a Cybersecurity Framework policy, which's goal is to direct and manage all digital security activities with an across-the-board participation of all business's areas aligned with local regulations in the territories where it operates.

The approach behind the cybersecurity strategy is global, holistic and risk-based. Starting with the design, systems and applications are analysed to increase the ability to respond to cyber-attacks.

People are vital to cybersecurity management. They are vulnerable points of contact to cyber-attacks. Therefore, the Company has put appropriate sensitization and prevention processes into practice within the organization.

Argentina

Among the main activities developed to create an awareness of the importance of information safety and the use of data in Enel in Argentina are:

- Global Policy 15, Counterparties Analysis Policy. The Protection of Critical Event Management and Reporting.
- > Talks to create an awareness of information security in the company and in personal lives, attended by 184 employees of Edesur. Induction talks were also given to new hires that included these subjects (49 people in 2018).

- > Notices by internal e-mail and posters on Information Security issues. The subjects addressed included Ransomware, Spare Phishing, Identity Theft, Information Protection Policy 33, Using Passwords Safely, and the International Information Security Day.
- > Newspaper and specific research articles were distributed to the people who manage and administrate critical infrastructure, and to areas like the help desk and communications.

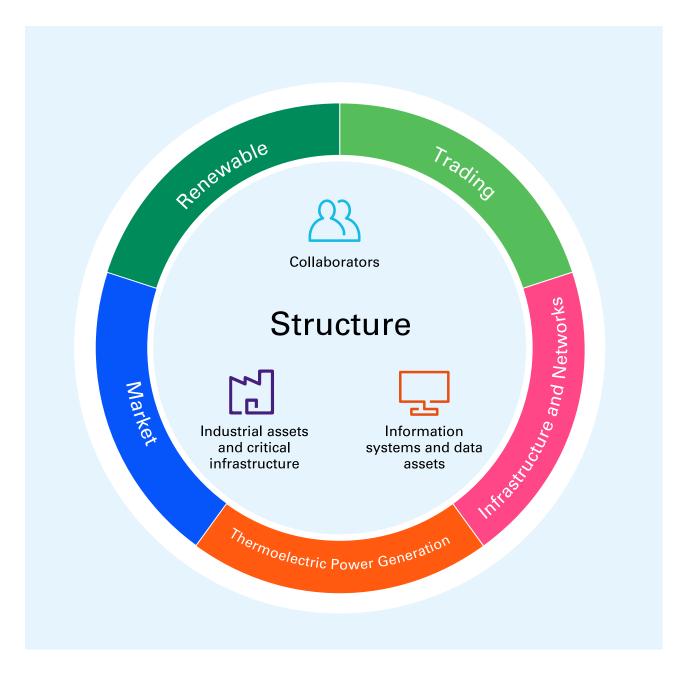
Colombia

Information security: Training was imparted to teach participants the context of the information security world. They were given a look at the different ways information infrastructure can be attacked, and the tools to protect the infrastructure and the information that it contains. 12 employees participated in 2018.

Cybersecurity by Design for IT solutions: This course illustrated how to address and administrate cybersecurity from the early stages of development, based on the "by design" principle, and how to administrate IT solutions. Three employees attended in 2018.







Cyber-attack prevention and monitoring

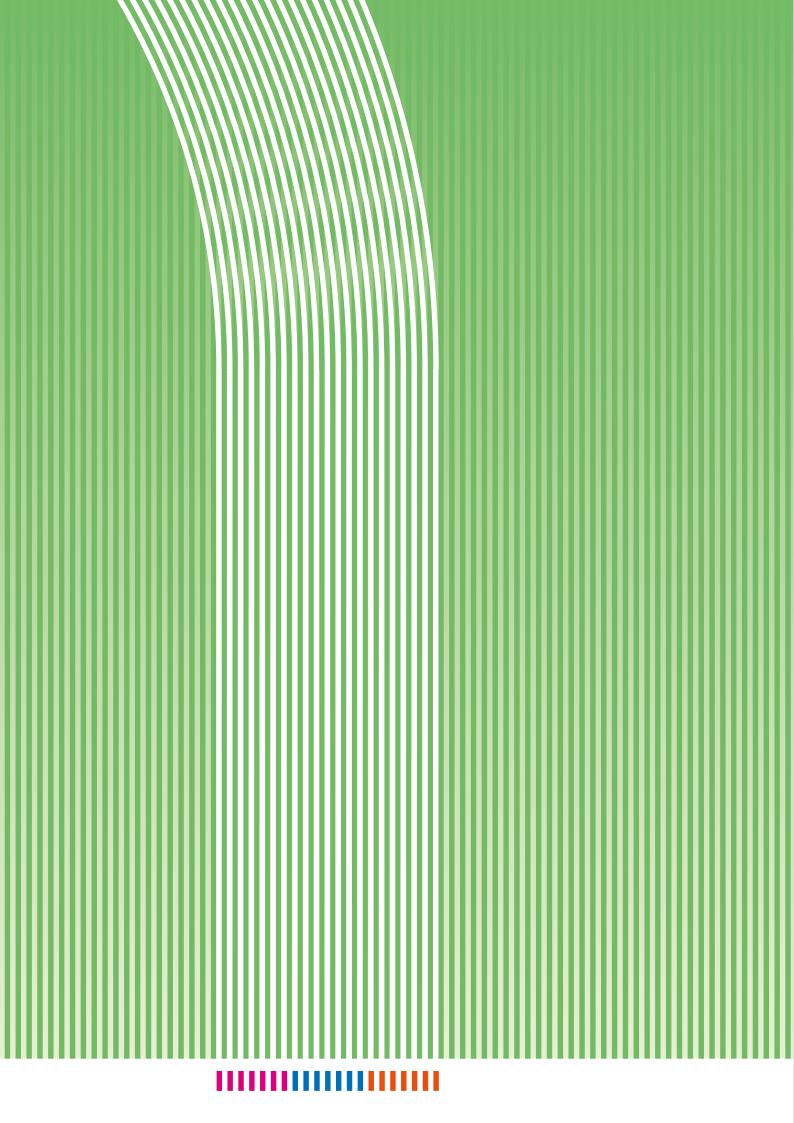
Enel Group's Computer Emergency Response Team (CERT) manages Cybersecurity. Consists of a group of experts who manage cybersecurity incidents. There is ongoing communication with the CERTs in each territory so that there is a synergy and collaboration among all countries.

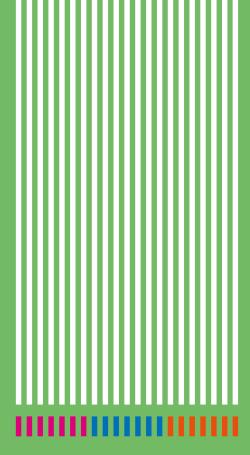
CERT designs the strategy to prevent and stop cyber-attacks against industrial and digital assets and the Group's critical infrastructure. Analysts continuously monitor risky situations in the control room and should an incident occur, they coordinate the response with all departments in the group in each territory.

CERT is active in 11 countries, including the countries comprising Enel Américas, and its mission is to support and protect Enel from cyber-attacks that may be an obstacle to its operation. It has more than 20 cybersecurity analysts and at least one is assigned to each of the companies where Enel operates.













Corporate Governance

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Internal auditing

The Internal Control and Risk Control System and its alignment with the business model constitute one of the main factors of Enel Américas's success.

The Internal Audit Division must objectively and independently guarantee the efficiency and effectiveness of the internal control and risk management system. Given its nature, the Internal Audit Division reports directly to the Board.

This division conducts periodic audits to evaluate the performance of the Company's operations from a risk-based approach and to determine where there are areas for improvement. This helps devise action plans with the process owner to strengthen the Internal Control

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System. The results of each audit and the following of the action plans implementation are reported regularly to the Board of Directors. The Board directly supervises that improvement actions have been concluded appropriately.

Each audit includes control activities associated with the Criminal Risk Prevention Model (MPRP). That Model meets the requirements of the Crime Prevention Model stipulated in Law 20,393, which governs Enel Américas as it is based in Chile, and it encourages the adoption of the best international practices to prevent and detect potential risks of wrongful acts, fraud and any action that may conflict with the ethical principles of the Enel Group.

Ethical standards and behaviour

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Enel Américas is fully committed to complying with its ethical standards and behaviour and with the law governing in each of the territories where it does business, both in-Company and externally with other stakeholders. The value of transparency and ethical conduct are an integral part of the values that build trust and responsibility with all our stakeholders

The Company and its subsidiaries have a Code of Ethics to guide the actions of boards of directors, managers, employees and workers with whom there is an occasional or temporary contractual relationship. The Code explains the commitments and ethical responsibilities in managing the businesses and business activities.

The Code of Ethics consists of 16 principles that define the benchmark values, such as impartial decisions, honesty and integrity, correct conduct in the face of potential conflicts of interest, information confidentiality and fair competition.



The Board is responsible for the observation of ethical standards and for criminal risk prevention within the Company. It delegates the monitoring and management to the Internal Audit Division.

To avoid conflicts of interest, the Company abides strictly by the Chilean Corporation Law. Some of the requirements imposed by that law are independence and zero conflicts of interest. The Board has also voluntarily adopted General Rule 385 of the Securities and Insurance Commission (SVS), now called the Financial Market Commission (CMF). According to the ruling, an outside expert must advise in the detection and implementation of eventual improvements and to indicate areas where operations can be strengthened. An independent expert also evaluates these matters annually and issues a report that is presented to the Board.

Criminal Risk Prevention Model

Enel Américas actively opposes any form of corruption, be it direct or indirect, in any process in the value chain or operational locations and with any of its stakeholders. The Criminal Risk Prevention Model covers all the requirements set down in Chilean Law 20,393.

The Criminal Risk Prevention Model was constructed based on the Zero Corruption Tolerance Policy and Code of Ethics. The Model's objective is to control and prevent crimes inside the organization and ensure compliance with regulations and transparency in the actions of all companies in which Enel Américas has a majority in the shares, exercises control or is responsible for management.

This Model is composed of several specific programs. The Model and the Enel Global Compliance Program take into account local laws, mainly Law 20,393¹², and the highest international standards, such as ISO 37001, the Foreign Corrupt Practices Act (USA) and the Bribery Act (United Kingdom). Additionally, the Company included the definitions of the U.N. Global Compact and the U.N. Sustainable Development Goals.

A relevant fact is that the Criminal Risk Prevention Model of Enel Américas was re-certified in 2018. That certification accredits and objectively evaluates the prevention system adopted and implemented by the Company according to the requirements in Law 20,393. The re-certification is for two years (the longest period possible for this type of certification). During this two-year period, Enel Américas will be subject to ongoing evaluation to maintain this certification.

Chilean Law 20,393 also underwent a material amendment in November 2018. Its scope now encompasses the criminal liability of legal entities for the crimes of private-to-private corruption, management fraud, conflict-of-interest business transactions and misappropriation. These crimes are additional to the crimes of asset laundering, terrorism financing, concealment and bribery. Bribery anywhere in the world is a crime.

This model has been conceived as a central thrust of the Company's operations and is, therefore, a behavioural guide for all of the organization's collaborators.

¹² Chilean Law 20,393 stipulates that legal entities are criminally liable for asset laundering, terrorism financing, bribery, concealment, private-to-private corruption, misappropriation, conflict-of-interest business transactions, and management fraud.



The Board approves the compliance system programs, and it relies on the Crime Prevention Officer for their implementation.

The Crime Prevention Officer has the necessary organizational autonomy, authority and resources to perform the job adequately. The Board evaluates and monitors the implementation and improvement of the programs periodically at the level of the Company's processes.

All subsidiaries directly managed by Enel Américas have defined the standards of their compliance programs, and those programs are designed specifically according to the requirements in each country. In 2018, all countries where Enel Américas operates have rules on the requirement for specific compliance programs and on the liability of the Company for crimes relating mainly to corruption and bribery. Entities that are not controlled directly, joint ventures and related companies are encouraged to draft their own codes in line with local laws and with the Enel Group standards in order to be able to maintain a commercial relationship.

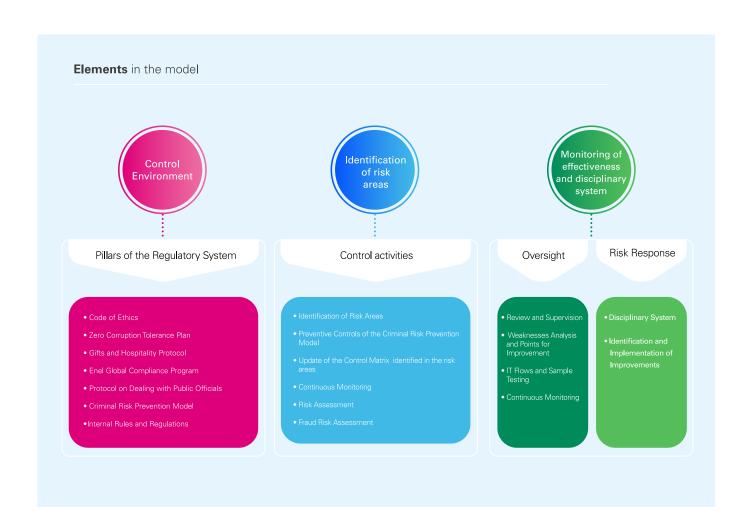
Legislation governing subsidiaries Law on criminal **Anti-Corruption Law Legislative Decree** Law 1778 of 2016 12,846/2013 liability for legal 1352 of 2017 entities. Law 27,401 This law holds legal This law holds legal This law holds legal This law sets down entities administratively entities legally liable for entities civilly and rules on the liability of (criminally) liable for the the crimes of administratively liable legal entities for crimes of corruption, corruption, extortion and for harmful acts to transnational corruption asset laundering and other offenses. national or foreign and other crimes. terrorism financing. public administrations. It is supplemental to The Anti-Corruption Law 1474 of 2011, the The Peruvian Office published Anti-Corruption Bylaw. government enacted detailed guidelines on new regulations that October 2018 to comply explained the minimum with this law. elements and concepts of the prevention model.



The internal and external implementation of these programs is evaluated and monitored continuously in all of our operations through annual work schedules. These programs are planned and designed based on the "Compliance Road Map".

Main documents comprising the Criminal Risk Prevention Model

- > Code of Ethics
- > Enel Global Compliance Program
- > Zero Corruption Tolerance Plan
- > Protocol on dealing with public officials and authorities
- > Protocol on accepting and offering gifts, presents and favours
- > Internal Regulations on Order, Hygiene and Safety
- > Conflicts of Interest Management Policy
- > Policies on retaining and managing consultancy and professional services
- > Donations policy
- > Tender and procurement policy





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ISO 37001 certification

As part of the Enel Group's commitment to implementing the best practices worldwide, during 2018 Enel Américas and its subsidiaries Edesur, Enel Codensa and Enel Emgesa received ISO 37001:2016 certification of their anti-bribery management systems.

ISO 37001 specifies several measures to help organizations prevent, detect and confront bribery and comply the vol-



untary commitments assumed by Enel Américas.

This certification strengthens the confidence of stakeholders in Enel Américas, which became the first South American multinational traded on the New York Stock Exchange to receive this certification.



Supply chain compliance system

414-1

The providers of services and employees contractors adhere to the compliance rules through General Contract Conditions that include the Code of Ethics, the Zero Corruption Tolerance Plan and other compliance documents of the Enel Group. Enel Américas promotes crime prevention and the fight against corruption through specific training of its supply chain based on the type of business, in addition to ongoing monitoring.

Enel Américas' Board of Directors must evaluate and approve transactions with Politically Exposed Persons (PEP) and Individuals closely connected to a PEP (PEPCO). Moreover, once a year all suppliers are verified according to internal policies and the results are reported to the Board.

The Enel Group has specific procedures for hiring consultants and professional services in order to guarantee their suitability.

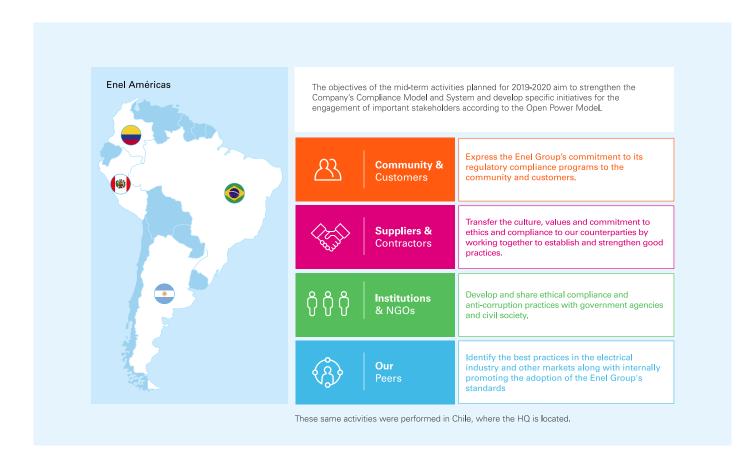




Compliance Road Map

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The objective of the mid-term activities planned for 2018-2019 was the management of the risk matrix and control of the associated processes, in addition to develop specific initiatives to improve the Group's compliance standards in its relationship with important stakeholders.



Key activities in the Criminal	Key activities in the Criminal Risk Prevention Model by stakeholder							
0	Express the Enel Group's commitment to its regulatory compliance programs to the commu-							
Community and Customers	nity and customers.							
Suppliers and Contractors	Transfer the culture of ethics and commitment to compliance to services and inputs providers,							
	working jointly to establish and strengthen good practices.							
Institutions and NGOs	Develop and share ethical compliance and anti-corruption practices with government organiza-							
	tions and civil society.							
Our Peers	Identify the best practices in the electric power industry and other markets and internally pro-							
	mote adopting the Enel Group's standards.							







During 2018, compliance was focused on the identification and early mitigation of corruption risks, focused on potential conflicts of interest and on ethical behaviour in all processes. The following tools were used:

- > Fraud Risk Assessment (FRA) Matrix: This evaluative tool is used to assess the corruption risks in all of the Group's business units. The tool identifies and evaluates any type of potential fraud within the organization. It was designed in line with the Audit Risk Assessment.
- Assessment of the Risk Matrix for the Criminal Risk Prevention Model: Work was done on confirming the specific risks of both Enel Américas and its subsidiaries according to Law

20,393 and local laws of each country. Documents, risks and controls were updated in Enel Américas to take into account the broader scope of Law 20,393, which added four new crimes for which legal entities could be criminally liable.

- > Risk Assessment Matrix: This is used to evaluate the risks in all Enel Américas and subsidiaries processes following the C.O.S.O. method¹³ the main international standard on the subject.
- > Ethics channel: The Company keeps this channel open to all its stakeholders. It offers a guarantee of confidentiality, no reprisals and anonymity to people using it. An outside entity manages the channel independently.

Enel Américas also maintained its communications plan and training plan that are focus toward disclosing the main aspects of the compliance program and strengthening the culture of workers and suppliers. Those plans include internal and external activities, in particular the induction of new hires, who receive specific training in the compliance system of Enel Américas and its subsidiaries.

100 training sessions were held in 2018 by Enel Américas and its subsidiaries, attended by 2,772 people, focused on preventing corruption, the use of the ethics channel, ISO 37001 and understanding Enel Américas and subsidiaries compliance system.

¹³ Committee of Sponsoring Organizations of the Treadway Commission.

Whistleblowing channel

The whistleblowing channel, put into place by the Internal Audit Division but administrated externally, allows anonymous reporting of irregular behaviour, contrary to the principles in the Criminal Risk Prevention Model, the Code of Ethics or involves other matters relating to accounting, control, internal auditing or crimes, such as asset laundering, terrorism financing, bribery, private-to-private corruption and concealment.

The Global Policy 107 on Whistleblowing that guarantees anonymity, the protection of the person making the report against reprisals, and protection against dishonest reporting, rules this channel.

In 2018, part of the communications and training management was focused on strengthening the use of the ethics channel. Advertisements were posted and individuals received training to show its convenience and how collaborators should take advantage of it. The understanding of this channel was also reinforced at supplier events by means of promotional materials and talks in

all countries within the sphere of Enel Américas

The Channel can be accessed from the corporate portal, trough internet and the intranet, by phone or writing, received 93 complaints within the Enel Américas sphere of activities during 2018. This was 37% more compared to 2017. 13 inconsequential violations of the Company's Code of Ethics were found as a result of these reports, relating to contract administration, conflicts of interest and work climate, all of which were appropriately handled.

KPI	Unidad	2016	2017	2018	2018-2017	%
Complaints received ⁽¹⁾	n.	22	68	93	25	36.8%
Non-compliance involving:	n.	7	21	13	-8	-38.1%
Conflict of interest /Corruption(2)	n.	1	3	3	0	0.0%
Misappropriation	n.	2	12	6	-6	-50.0%
Work climate	n.	3	5	3	-2	-40.0%
Community and society	n.	0	0	0	0	0.0%
Other reasons	n.	1	1	1	0	0.0%

¹⁾ There was an increase in the number of complaints in 2018 due to the change in the perimeter of Enel Américas and the reinforcement of communicational activities to improve the understanding of the use of the Ethics channel.

Where can you report a violation? Corporate Website

Right menu / Ethics channel www.enelamericas.com

Internet

Directly through the Ethics channel https://secure.ethicspoint.eu/domain/media/es/gui/102504/index.html

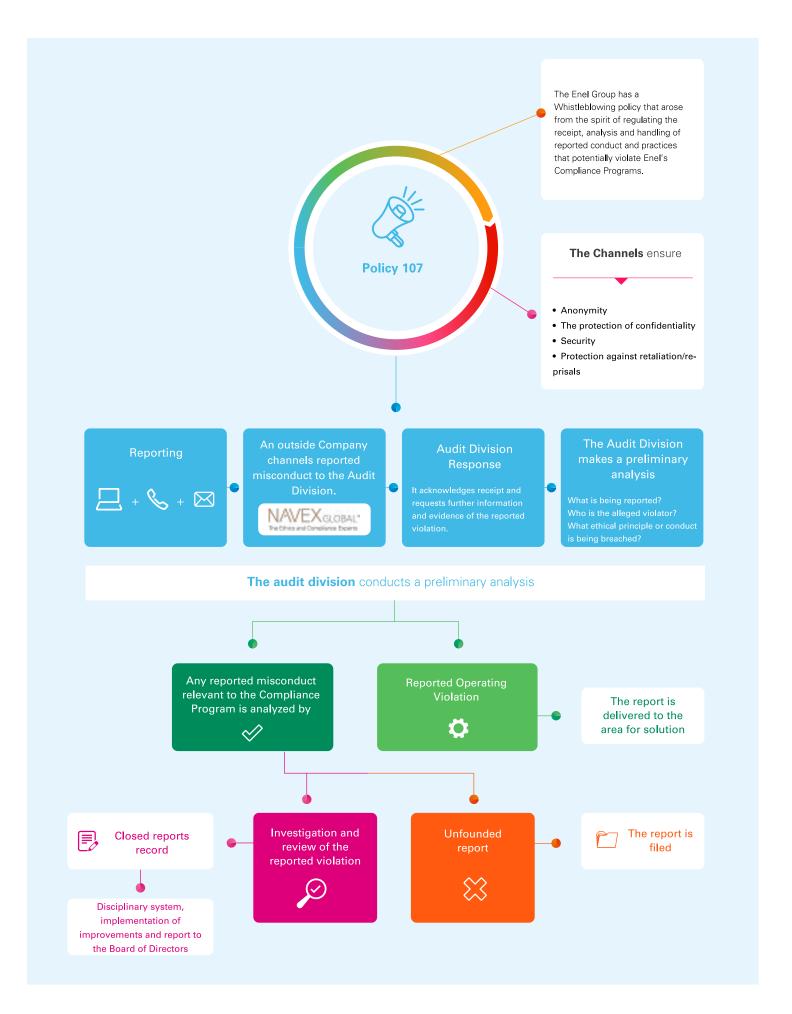
In person or in writing

Enel Américas Internal Audit Division, Santiago, Santa Rosa 76, 9th floor



⁽²⁾ Corruption defined as an abuse of power for privately benefit individuals in the public or private sector. It includes corruptive practices such as bribery, extortion, collusion, conflicts of interest and asset laundering.





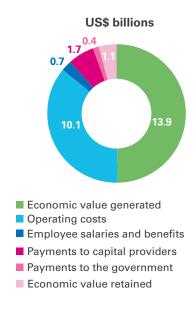
Creation of Economic Value

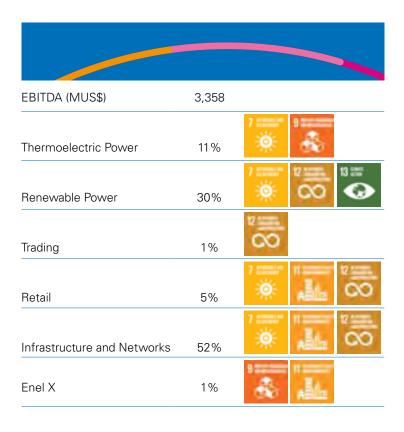
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During the 2018 management, Enel Américas created value worth 8,148 million dollars, 25% higher than the value generated in 2017. 94% of that amount corresponded to the Company's sales revenue, supplemented by financial income and other minor income.

The economic value was distributed among the different operation areas and stakeholders. Of note are payments for energy and fuel accounting for 61% of expenses while 12% were allocated to financial capital providers (dividends to shareholders and financial expenses). 3% was for payment of income tax.

		2016		2017		2018	
		Mill de US\$	%	Mill de US\$	%	Mill de US\$	%
Economic Value Generated (EVG)	Income	8,148	100%	10,843	100%	13,926	100%
	Operations	7,686	94%	10,540	97%	13,184	95%
	Non-operational	462	6%	302	3%	742	5%
Economic Value Distributed (EVD)	Operating costs	5,401	66%	7,663	71%	10,087	72%
	Salaries and employee benefits	427	5%	665	6%	662	5%
	Payments to capital providers	1,411	17%	1,413	13%	1,664	12%
	Financial expenses	773	9%	870	8%	1,072	8%
	Dividend payments	638	8%	544	5%	592	4%
	Payments to the Government	531	7%	519	5%	438	3%
Economic Value							
Retained (EVR)	EVR = EVG-EVD	377	5%	583	5%	1,075	8%









Occupational health and safety



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The Enel Group believes that the physical and mental health, along with the safety and integrity of people must be key focuses of the Company. This can be seen in the Integrated Safety, Quality and Environmental Policies of each country. In line with SDG 3 on Health and Wellbeing, the goal is to encourage good practices and a culture of safety among all collaborators.

The Company manages the health and safety of both its workers and the employees of its contractors. It works toward a common effort to increase the level of professionalism and operational safety. In this context, the Group transversally established the goal to reduce the accident rate compared to last year. At the same time it has set up a "commitment chain" that encourages the different levels in the organization to respect safety standards and environmental care in all stages of construction, operation and maintenance of assets.

SHE 365 program to reinforce the commitment

During 2018, the Enel Group deployed the new SHE 365 program to increase the level of attention to safety, health and environmental care in a specific, operational way based on a bottom-up model that includes collaborators. The new program implemented several initiatives aiming to reinforce the "commitment chain" across all levels in the Enel Group.

There are three lines of action in the program: strengthening the commitment chain, facilitating the exchange of initiatives and increasing contractor participation. Concerning this last point, SHE 365 also has the goal of raising the safety and environmental standards of contractors. Therefore, in collaboration with the Procurement Area, the SHE 365 requirements are a part of the qualification process and the Company's support and knowledge is available to contractors.

Stop Work Policy

102-11

As part of the commitment to ensure responsible behaviour, Enel Américas has adopted the Stop Work Policy that encourages precaution in situations of risks to health, safety or the environ-

All employees, whether Enel's or contractors', must intervene to stop any activity that may suppose a risk to the health and safety of workers. Moreover, any unsafe behaviour and any omission or situation that may potentially cause an accident must be notified as soon as possible to the employee's immediate superior.

Stop work notices do not entail any disciplinary action just because they are reported or for the individuals reporting them. The goal is to encourage warnings to emphasize in operations the importance of health, safety and environmental conservation.





Safety culture and management in operations

For Enel Américas, safety must be a cultural issue that permeates each activity. During 2018, safety awareness was reinforced through actions that ranged from communication—by means of workshops and seminars on accident prevention, self-care and job risk management—to oversight and audit initiatives applied globally, such as:

- > Boundary Operation: This program begun as a response to the evaluation of incidents in the operations area. The intent is to encourage safety controls by strengthening the ongoing evaluation of the activities risks considered routine where workers usually underestimate the risks inherent to the operation because they perform them regularly and they have experience in them.
- > Safety briefings: These are meetings held every two weeks by the Chief Executive Officer and senior executives of the Company to present the most recent rules on safety and accidents.
- > Extra Checking on Site (ECoS): These are audits to confirm the condition of safety equipment, behaviour and the handling of risks, and emergency response teams. These checks provide an outside view of aspects to be improved to further prevention and the prediction of incidents in power generation. During 2018, Enel Américas and its subsidiaries completed 67 ECoS, directly contributing to the Group's goal of reaching 150 ECoS in 2021.
- > Safety of Moving Parts, Special Tools and Intrinsic Safety: These are global practices to control the mechanical risks of handling equipment with moving parts or machinery that requires an intrinsic safety to avoid accidents, since they create unsafe and potentially dangerous situations.
- > Safety Moving Pool (SMP): This is an HSEQ strategy where experts and specialists attend major maintenance activities and conduct inspections, follow up, and share good practices.





Distinguished programs by country

In Argentina

A pilot plan was implemented at Enel Generación Costanera during 2018, in the form of a survey entitled "Safety Culture Attitude", to evaluate employees' attitudes towards safety issues. An Operating Control Procedure (PICOR) was also issued for the management of identified operating risks. A complete plant emergency plan was designed and approved by the Argentine Prefecture.

As part of their jobs, employees and contractors receive instructions on emergency and evacuation procedures to apply in case of an emergency. There is an internal structure at the plant to respond to each event, and each contractor is required to define its own internal structure while working at the power plant. Annual drills and training are held for all employees.

Meetings were held by Edesur to implement the self-control of Personal Protective Equipment on the E-Order platform, which is now undergoing improvements. Meetings were held through Skype to create a new global inspection form using Damasco.

In Brazil

At Enel Generación Fortaleza, the record of 5,000 days with no accidents was reached thanks to improvements and adaptations made to equipment and by reinforcing the culture of health and safety. Inspections and risk controls continued to be rigorous. Collaborator qualification was also improved; more alliances and instances were created to share experiences with other countries.

On its part, Enel Distribución São Paulo implemented the risk index, based on an idea that involved installing signs indicating the degree of risk of different operations, aiming to a preventively attitude. There is an incident management procedure in place to standardize and establish the minimum requirements for communication, investigation, rootcause analysis and evaluating the effectiveness of the actions taken to correct incidents occurring in the company. As a result, there was a 21% reduction in absenteeism and an 11% reduction in restrictions, added to a 30% reduction in the accident frequency ratio among the Company's employees. However, there was a significant increase in the in-company severity ratio caused by an accident in December.

In Colombia

The following strategic focal points were the basis for the main milestones and activities in the year:

 Reduce the probability of accidents involving the priority risks of the business. Activities were held on managing unsafe conditions and infrastructure; mapping fuse

- boxes-critical switches by identifying unsafe conditions; developing software for monitoring safe work at heights, to name a few.
- Implement controls to reduce the frequency, and prepare for the severity, of accidents involving mechanical risks. Initiatives were undertaken with this in mind, such as the installation of guards and barriers around all equipment identified to be risky as well as basic training and certification of the handlers of chemical substances at power plants, including contractors' employees.
- Process Safety: A plan was designed to improve the fire-fighting systems at plants. The goal is to guide actions to improve the protection of assets during fires.

In Peru

The activities of greatest note were:

Accident prevention using virtual reality technology: The design of a video game began in 2018 that uses virtual reality to sensitize people in a playful way to the hazards of activities and the control measures they should take.

Second Safety and Environment Day:

A day of sharing lessons learned from incidents, motivation and sensitization courses and talks by operating staff, demonstrating their leadership in occupational health and safety management.



Labour committees

As one way to get employees to engage in their own wellbeing, our subsidiaries continuously manage improvement through the constant involvement of the joint Occupational Health and Safety Committee. This committee meets regularly and oversees compliance with occupational health and safety rules and regulations. The active members of the Committee are trained each year in the Occupational Health and Safety Laws, Management Systems, Work Accident Analysis and Auditing. All employees are encouraged to stay apprised of the committee's actions and all employees are represented by it.

Occupational health and safety training

In Argentina

19 courses were imparted in risk prevention and safety-specifically at Enel Chocón-for a total of 2,729 hours of training in defensive driving, accident analysis, assembling scaffolding and signage, confined spaces, work at heights, the safe operation of hydro cranes, bridge cranes and working with voltage, all according to governing regulations.

Enel Generación Costanera spend 5,570 hours of training in personal protective equipment; new work permits; intrinsic safety workshops; asbestos prevention: practical and technical aspects of handling asbestos; first aid; and CPR. Workshops were added in 2018 on the use of automatic external defibrillators, the safe operation of bridge cranes, work

at heights, work in confined spaces, the plant emergency and evacuation plan, fire safety, road safety and the SHE 365 project.

Edesur focused on first aid and resuscitation, electrical risks, rescues at heights, confined spaces and post-accident actions, reaching a total of 17,344 hours in lessons. Training in technical matters was imparted at the Roca Training Centre where 70% was in the form of practice and 30% of theory, which improved the job performance of participants. The courses on medium and low-voltage operation and rescue at heights are of particular note. The total number of trainees in occupational health and safety was 2,682 people at Edesur who took 47 courses.

In Brazil

Enel Distribución São Paulo conducted an occupational health and safety training and formation program where collaborators performed their work after being duly trained and certified for specific jobs, as determined by current legislation and the Company's regulations. Training also focused on conduct, including a safety module in risk analysis.

Enel Cien followed the organizational procedure of training management by defining roles and responsibilities for the courses taught to workers and contractors.

At Enel Generación Fortaleza, all collaborators received instruction in work at heights, safety in confined spaces, safety in electrified facilities and operations, occupational health and safety when working with flammables and fuels, among other subjects, with the regularity defined by law. Contractors' workers also must accredit the same training in the activities involving these specific risks

In Colombia

Emgesa is designing occupational health and safety training programs according to law and is engaging in the preventive analysis of occurrences and their causes. 3,612 hours of training in these matters for thermal generation were imparted in 2018.

In Peru

Enel Generación Perú is designing a health and safety training program based on the risks to which its employees are exposed that incorporates a fatality prevention program. Courses include safe work at heights, hoisting safely, safety in confined spaces, electrical risk control according to NFPA70E, among other subjects.

Enel Distribución Perú held seven accident prevention and safety training courses attended by 729 people and a total of 4,408 hours. Seven talks were given on job health and to promote self-care.





Occupational health management

Prevention programmes

Enel Américas believes that occupational health and safety are objectives closely tied to the business, which, by nature, entails critical risks. The following programmes stand out in connection with occupational health:

Immunization programme

The immunization of Enel Américas´ employees is a preventive measure to take precautions against the resurgence of easily contagious diseases.

Preventive examinations

The focus is to perform regular medical evaluations to workers to detect early changes or pathologies potentially harmful to their health. This initiative is directed to all workers in the Company and it is carried out through a protocol defined by gender and age.

Cardiovascular risk

This program is aimed at helping workers who present Cardiovascular Risks according to the results of preventive examinations. The goal is to provide the tools for health care through specific physical exercise and diet controls.

Work place gyms

The workplace gym is an exercise programme to help prevent occupational illnesses like stress, tendinitis, back pains, carpal tunnel syndrome, and neck, arm and leg pain.





In Argentina

Enel Argentina has a medical service where employees can discuss health related issues and receive advice and care. All employees undergo health examinations upon hire and then on a regular basis, to detect occupational illnesses early. Each examination is based on the risk to which each employee is exposed.

In-company blood donations were made under the Enel Cares for You program, and a mobile ultrasound machine was brought onto the premises to help prevent breast cancer.

At Enel Generación Costanera, in addition to promoting exercise, a gym has been opened at the plant with a coach, nutritionist and psychologist. The occupational medical service has nurses available 24 hours a day, in addition to physicians.

Actions were taken by Enel Chocón to confront the risk of a hearing loss caused by noise at the facilities. The actions include hearing protection, training, on-site information of the places where noise exceeds 85 db, and an annual check-up of each worker by the occupational medicine area.

In Brazil

The following preventive health care campaigns were held in 2018:

- > Health care circuit: This program consists of educational actions to encourage collaborators into adopting healthier diets and exercise habits and mental health.
- > 1,712 examinations were made. Any problems found were referred to a physician for evaluation, accompanied by the occupational medical coordinator.
- Activities for the prevention of AIDS and Skin Cancer, Program for a Tobacco-Free Environment and oral health, among others.
- > Women's Health: Pink October creating an awareness of women's diseases, with an emphasis on the prevention and early diagnosis of breast cancer.
- Men's Health: Blue November creating an awareness of men's diseases, with an emphasis on the prevention and early detection of prostate cancer
- Live Better: After a diagnosis of close to 1,700 collaborators in 17 cities, the Live Better program was launched back in 2017, a new version of Know How to Live, which addresses seven principles that should guide and sustain the attitudes, ideas and decisions of collaborators. These principles are detailed below:
 - Live Longer: Respect life, it must always come first. There is always someone waiting for you.
 - Plan Better: Plan carefully before

- you begin any activity in order to avoid contingencies, but be prepared to face them proactively and safely.
- Excel More: Always prioritize quality. That's how you will achieve results, satisfy customers, work safely and care for the environment.
- Care more: Be responsible about your life and the life of others. Care for, respect and properly exercise the right of rejection. You are the example.
- Transmit More: Transmit confidence, be positive and treat everyone how you want to be treated.
- Communicate More: Share information and knowledge in a simple way and ensure that everyone understood the message.
- Innovate More: Propose practical, creative and safe solutions.

10,800 people participated in the different activities under the program.

In Colombia

Projects were developed to reduce the probability of occupational disease and promote healthier lifestyles. Checkups established in preventive programs were implemented for health risks at power plants, which was a focus of the 2018 Strategic Safety Plan. Specifically, a preventive program for respiratory and hearing risks at thermal power plants started. Hygienic measurements and regular physical examinations were also given.





In Peru

Some of the outstanding activities were:

Activities on April 25 and 26 in commemoration of the World Occupational Health and Safety Day celebrated on April 28th. Anti-stress therapeutic massages were offered, a nutritional talk was given on "How should we read food labels?" a "2018 World Safe Energy Contest" was held, and a playful activity with a clown called: Stop! Use the handrail!"

Under the Annual Occupational Health and Safety Program (PASST), we designed health care plans to prevent muscular skeletal diseases, control work stress, cardiovascular disease and cancer.

Over a period of three months preventive physical exams were offered to all workers, achieving 554 examinations to the occupational health of workers. Pre-employment and retirement examinations were also given to evaluate the medical aptitude of 157 people on staff or in training.

Involving contractors in health and safety management

In terms of health and safety, Enel Américas and its subsidiaries apply the same standards to contractors as they do to its collaborators.

Safety is integrated to the procurement process and contractors' performance is monitored through a control processes, both during qualification and the provision of the service.

Strict rules are applied during the supplier qualification and selection process based on health and safety performance. A pre-qualification audit is also required for high-risk activities.

All companies working with Enel must abide by its health and safety standards. The General Contract Terms (GCT) include specific clauses on these subjects. The GCT also stipulate fines for any violation of safety rules, which may also result in early termination of the contract.

For this reason, contractors are involved in the initiatives to promote a safety culture. In particular, an informational meeting is held on existing specific risks before contractor's employees are allowed to enter the work site. Enel's col-

laborators hold this informational meeting and the goal is to emphasize specific risks involved a particular job.

In Argentina

All contractor's employees at Enel Generación Costanera are required to present proof of regular check-ups before entering the power plant. They must also undergo a Preventive Medical Evaluation to detect, in addition to regular check-ups, problems of high blood pressure, body weight, drug and alcohol use that have an impact on the work environment. A Safety Pocket Book was also designed and is delivered to all contractor employees containing all environmental and safety standards to be respected.

Enel Generación Costanera provided a total of 1,236 hours of training to 1,183 contractor's employees.

Enel Generación El Chocón has a unique safety, environmental and quality policy that oversees its Integrated Management System. Contractors and their employees adopt and use the same records and mechanisms when performing their activities as in-company employees.

Edesur provided training to contractors in the practice of, and theory on, matters such as working at heights and in confined spaces, rescue from limited spaces, electrical risk, setting up safety committees, among others.



Each contractor must present a training and inspection plan that is evaluated by Edesur's occupational safety area.

Each contractor is asked to provide a safety program that complies with Edesur's policies. A regular control is made by on-site inspections. Several evaluations were made this year of different contractors, some existing and some new. This type of audit entails inspections of the documentation at contractor's offices and on-site inspections to evaluate how employees are working.

In Brazil

Enel Distribución Ceará conducted health care campaigns with contractors, a prevention of mental health campaign, and a campaign offering vaccinations against hepatitis, diphtheria and tetanus, among other diseases.

Enel Distribución São Paulo follows occupational health, safety and environment directives in the selection and contracting of services and materials providers. The health, safety and environment committee meets every two months and invites contractors' representatives to those meetings to discuss safety performance. It is important to highlight that a technical specification is created for certain contracts involving high and moderate risks that sets down

the technical and safety requirements under a control hierarchy. Periodically, there are regulatory audits of contractors who perform services on the grid. Three years ago, occupational health training began in conjunction with contractors, consisting of semi-annual meetings to discuss the importance of health and other matters and to standardize how those matters are handled.

At Enel Cien, collaborators and contractors received training to ensure that everyone was at the same level of understanding of all instructions for Enel's Integrated Management System. Enel Distribución Río mainly assessed contractors.

In Colombia

All preventive programs and activities within the objectives and goals of the management system are extended to contractor employees. Personnel of the Health, Safety and Environment area share improvements in unsafe conditions and the standardization of safe procedures to combat risks through general and specific safety briefings. The training and certification required for each contracted activity is tracked, as well as other legal occupational health and safety requirements, to confirm that companies comply with labour risk control.

In Peru

In generation, the Health and Safety Program stipulates activities for all contractors during the year, such as inspections, training and drills.

In distribution, occupational health and safety committees track and control prevention within the organization and by contractors. These committees have also designed action plans and the standardization of different safety equipment and practices. Meetings are held monthly with the contractors' managers to discuss occupational health and safety and inspections. 8,261 preventive inspections were conducted and 36,952 operational inspections.







Health and safety in nearby communities and of third parties

The plants of Enel Américas located in the different countries where it operates, are built according to regulations and good practices, and are equipped with operational safety management systems to eliminate and minimize risks to collaborators and to communities.

The plants, machinery and equipment are subject to systematic inspection and regular maintenance to guarantee normal operation according to the law and the highest standards.

Regular measurement campaigns are held to guarantee the community's health and safety and reduce the impact of the Company's production on the outside environment, monitoring indicators such as:

- > The level of electromagnetic fields generated by the power distribution plants.
- > The noise levels generated by electrical machinery installed in the pro-

duction plants, at substations and in transformer centres.

These regular measurement campaigns help keeping risks under control and within legal limits for the communities in the areas where the Company operates. The following environmental considerations are monitored: air emissions (contaminating gases, greenhouse gases, particulate matter, steam, aerosols); water discharges; waste production, recycling, reuse and disposal; land contamination; physical agents (noise, vibrations, dust, etc.); impacts after accidents and emergencies; biological impacts and impacts on ecosystems (the biodiversity, etc).



Environmental sustainability 103-2 103-3











Enel Américas frames its business activities in terms of environmental and social sustainability. The Company integrates an environmental and social management and analysis system throughout the entire value chain, thus minimizing the risk of impacts on both areas and creating opportunities to generate social and environmental value in the territories where it does business.

In 2018, the Company approved two key policies to consolidate the commitment of all its divisions to the conservation of natural resources and environmental management: the Environmental Policy and the Biodiversity Policy.

The purpose of the Biodiversity Policy is the continuing contribution with the United Nations Convention on Biological Diversity, the 2011-2020 Biodiversity Strategy Plan and the Aichi Biodiversity Targets, with the objective of protecting the natural heritage of countries, ensuring that it is appreciated, reversing or reducing the consequences of the loss or degradation of ecosystems, and promoting a sustainable development.

Under its Biodiversity Policy, Enel Américas has adopted practices to put into effect the concept of "mitigation hierarchy", which in a first instance seeks, to prevent or avoid negative impacts; if the impacts cannot be avoided, to reduce and remediate their effects; and lastly, to compensate for residual negative impacts. For residual impacts, it foresees to implement compensatory measures that respect the

principle of biodiversity "no net loss" and maintain a positive net balance.

The Environmental Policy is based on four principles: protect the environment by preventing impacts; improve and promote the environmental sustainability of products and services; create shared value for the Company and stakeholders; and adopt and fulfil voluntary commitments to promote ambitious environmental management practices.

The environmental and biodiversity policies encourage not only the compliance with the referenced environmental standards, but also foster a search for innovative solutions to the management of environmental impacts throughout the entire value chain and the creation of shared value in the territories where the Company does business. Therefore the Company uses tools such as an Integrated Management System (SGI), Life Cycle Analysis (ACV) and Circular Economy which help turning Enel into leader in the international energy industry.

A centralized unit at Group level provides guiding on the environmental policy, aligning thus environmental activities of all Enel companies. In each business line and global service function there are teams and figures that guarantee the operational implementation of shared strategies and guidelines. In particular, the staff coordinates the management of the respective environmental problems in each country, ensuring the necessary specialized support in accordance with the guidelines provided by the Group, while the operating units manage the specific aspects of the various industrial sites.

Integrated Management **System**

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Enel Americas and its generation and distribution subsidiaries leverage an Integrated Management System, according to ISO 14.001, OHSAS 18.001, ISO 9.001 and ISO 50.001 for environmental management. These standards enable the management and control of operating activities and processes of both power plants and distribution concessions areas, encouraging the design and implementation of improvement plans in different processes.

Maintenance of the Integrated Management Systems is done according to the global procedure, which defines the people responsible and the frequency of reports to the Board. The continuing improvement of the process at each subsidiary is verified annually by certified external auditors and is renewed every 3 years. For 2018, ISO 9001, ISO 14001 and OHSAS 18001 certification was in effect at all facilities, except for the Dock Sud Power Plant without the OHSAS 18001 certification, which will transition to ISO 45001 in 2019; and for the subsidiaries recently acquired in Brazil-Enel Distribuidora Goiás, Enel Distribuidora São Paulo and Volta Grande-, which are expected to receive certification in 2019.

In 2018, we made progress in Energy Management Certification according to ISO 50001 at Enel Distribución Rio and Enel Distribución Ceará. Edesur is set to receive the certification in 2019. The Energy Management System of the Ventanilla Power Plant was updated in 2018 with the objective to receive a re-certification in 2019.





The Stop Work Policy, widely used in health and safety matters, expanded its scope of action in 2018 to include the environment and archaeology. This policy authorizes quick actions to stop any activity involving a presumed risk to in-company or exterior health and safety or that may cause damage to the environment or alter the archaeological and artistic heritage of a location. The Company has thus acquired a new commitment to protect the environment, convinced that preventing risks and encouraging responsible behaviour in this area means defending the present and future wellbeing of generations to come.

Regulatory compliance

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The sustainability of Enel Group's operations involves an appropriate compliance with environmental regulations, for power generation and power distribution, as well as correct procedures for projects and the operations of its facilities. Within each company, the environmental unit is in charge of monitoring compliance with environmental commitments and sectorial regulations, supported by the Integrated Management System.

One of the major aspects of Environmental Management at Enel Américas is ensuring that the obligations and commitments of the stages of environmental impact assessment studies of the projects are implemented, monitored and reported to the corresponding agencies. All operations have internal systems to manage their obligations, monitor compliance and close any existing gaps. The authorities receive compliance reports upon request.

In Argentina

In 2018, Enel Generación Costanera received re-certification of its Integrated Environment, Quality and Occupational Health and Safety Management System (SIGAR) according to ISO 14001:2015, ISO 9001:2015 and OHSAS 18001:2007. In 2017, it received a certificate of Environmental Aptitude from the Buenos Aires Environmental Protection Agency, and it completed all related commitments in 2018.

El Chocón has internal systems for studies, inspections and monitoring, which include the Atlantide System and the Incident Management System. It also holds ISO 14001 and ISO 9001 certifications. Each areas presents its own goals for the year and the proper follow-ups and controls are carried out. All these activities are intended to evaluate and understand in detail environmental considerations and the potential impacts in order to devise control measures in advance. In addition, the assessments of environmental considerations and impacts were updated in 2018 in accordance with corporate policy 292. The company receives assistance in keeping the aspects related to legal requirements up to date.

In Brazil

In Brazil, all environmental permit requirements in the planning, construction and operating stages, environmental compensation and authorizations are monitored internally, through the Legal Conformity Control document, to guarantee exact compliance.

In Colombia

The Companies deliver Environmental Compliance Reports (ICAs) to the competent environmental authority. These reports are prepared annually, except for El Quimbo hydroelectric power plant, which delivers its reports every semester. The ICAs report on compliance with the commitments acquired for the execution of projects. They must contain the status of compliance with the Environmental Management Plan (PMA) programs and projects, the status of environmental permits and/or authorizations, the status of requirements in administrative acts, and an analysis of quality trends in the environment where the project is being developed.

In Peru

Enel Perú's activities include sending an annual report to the authority that summarizes compliance by each power plant with environmental commitments under their Environmental Management Instruments.

Any verification of legal compliance or of environmental commitments is done by the Agency for Environmental Assessment and Enforcement (OEFA), which



is the supervisory authority that is part of the Ministry of the Environment. Additionally, Enel verifies, through an independent third party, compliance with legal obligations and environmental commitments associated with permits.

Environmental litigation

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The relevant lawsuits in force for environmental reasons are those described below, not registering material environmental crimes. More information is available on the Company's website (www.enelamericas.com).

El Quimbo (Emgesa)

A "Class Action" was filed by fish hatcheries against El Quimbo in 2015, alleging that its operation may cause a massive mortality in fish. The process is pending a court decision since June 18, 2018. As evidence, the Regional Independent Association of the Upper Magdalena (CAM) and the National Environmental Permit Authority (ANLA) presented a joint report stating that the Company was in compliance with the obligations imposed by the Court in the precautionary measure. Although there is no paid amount in this process, it is reported because it creates a risk to the power plant's operation.

Annulment and reinstatement of right against the penalty imposed by the environmental authority for the presumed insufficient collection of lumber and biomass in the Quimbo hydroelectric project.

The National Environmental Permit Authority (ANLA) fined the company, alleging that lumber and biomass in the countryside was not being collected before the start of the filling phase (in 2015). The fine has not been paid.

Emgesa holds that the environmental license stipulates that lumber and biomass could be collected during the filling phase. The process must move on to the evidentiary phase.

Criminal investigation cause by the construction of the Quimbo plant.

The Prosecutor's Office began an investigation in 2012 cause by the construction and operation of El Quimbo. The case was intensely active through 2013, but since then, it was inactive until the end of last year when, by order of the central level of the Prosecutor's General Office, all infrastructure projects in the country were reactivated. The case again became relevant due to the unfavourable situation in the media, principally derived from publicly disclosed events occurring in relation to the Ituango Hydroelectric Project.

The data examined relates mainly to the level of oxygen in the water discharged from the plant and the disposal of biomass during construction. Documents in possession of the environmental authorities are currently under evaluation and tests are being performed to determine the level of oxygen in the water exiting the plant to establish potential impacts or damage caused to natural resources. Once the test conclude, the Prosecutor's Office can close the case or accuse the manager of Emgesa for apparently committing environmental offenses. The material damage is undetermined.

El Muña (Emgesa)

A class action to receive compensation for damages caused by pumping contaminated water from the Bogota River to the Muña Reservoir used for energy production.

In 2001, residents of the municipality of Sibaté filed a "class action" against several entities, businesses and Emgesa (60 in total) seeking joint payment for the damages caused by pumping contaminated water from the Bogota River to generate energy in the Muña basin.

In June 2015, the judge in the case absolved right away all of the accused, except for Emgesa, arguing that the pollution of the water is not in debate but rather merely the pumping of the water from the reservoir to produce energy. However, the Court revoked that decision by a resolution in December 2017. Some companies have appealed and the court has not yet rendered a decision.

Class Action for the Contamination and Drainage of the Bogota River and the Muña Reservoir.

In the framework of a "Class Action", the Administrative Court of Cundinamarca, by a 2004 ruling, protected the collective right to a healthy environment and declared the industries and municipalities in the river basin liable for contamination of the Bogota River, because of their untreated dumping. Diverse Ministries, the Regional Independent Association (CAR), Empresa de Acuaducto y Alcantarillado de Bogotá, municipalities near the river basin and others were also found liable for the failure in controlling the dumping. In 2014, the Council of State confirmed the Court's decision. Emgesa is obligated: (1) to comply with Inter-Institutional Conven-



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tion 9-07-10200-0688-2011 of 2011 and its technical annex for construction, operation and maintenance of the "Canoas" Pump Station as long as the water concession is in force for electric energy generation. (2) To coordinate with Empresa de Energía de Bogotá and CAR the implementation of necessary activities for operation and maintenance of the Muña Reservoir. An Environmental Management Plan is being drafted for the Muña reservoir with Empresa de Energía de Bogotá (GEB) and with the assistance of CAR, in order to comply with this requirement.

Actions for annulment and reinstatement of the right against CAR's res-

olutions imposing decontamination works for the Muña Reservoir.

There are two parallel actions seeking Annulment and Reinstatement of Right against Administrative Resolutions of CAR: (a) A lawsuit against Resolution 506 of 2005 that imposed decontamination works for Muña, such as the removal of grease, oxygenation of the water and construction of a treatment plant (PTAR) for the municipality of Sibaté. A decision was rendered on July 15, 2015 against the Company that was appealed. The Company is alleging that it has no obligation to assume environmental burdens or obligations that are the exclusive competence of the environmental authority and that a non-existent solidarity is being imposed for the pollution of the Bogota River that ignores the truth and the binding effect of other judicial rulings that decided that the Company is not polluting. An appellate ruling is expected in approximately five years; (2) A lawsuit against Resolution 318 of 2007 that imposed the implementation of a Contingency Plan for the case water pumping in the Bogota River is suspended and an Air Quality Study. In this case, the evidentiary stage culminated with a ruling favourable to the Company and closing arguments were presented. The case file entered the Judge's Office for a first instance decision that is expected in approximately two years.



Environmental impact management

A fundamental part of the Integrated Management Systems is to evaluate, monitor and mitigate the environmental impacts of Enel Américas' activities.

The Company takes regular measurements and controls the potential environmental impacts that may be caused by the operation of its power plants or distribution substations, such as emissions, noise, waste, smells, fauna and flora. etc.

Below are some of the most relevant measures to mitigate environmental impacts implemented during 2018.

In Brazil

Improvements were made to 162 substations of Enel São Paulo to comply with the noise emission limits (noise barriers, transformer encapsulation or replacement, among others) and systems for the collection and separation of oil were implemented (containment basins and water/oil separation boxes) to reduce the generation of smelly effluents in maintenance. The use of space was also optimized thanks to a new technology, building compact substations under sub-transmission lines. Closed substations were also built according to architectural designs that reduced the visual and noise impacts.

Works were performed at four substations in 2018 (São Bernardo, Bela Alianza, Thomas Edison and Miguel Paulista) for the purpose of adjusting the noise level. A final resolution on the noise

measurement is still pending for two substations.

Moreover, specific equipment was acquired to rescue fauna and ramps were built to avoid the death of specimens by drowning at Volta Grande.

The measurement of electromagnetic fields at Enel São Paulo was taken as part of the design of sub-transmission projects to meet the requirements for an environmental license and to verify legal emission limits. The measurements were also taken to comply with the operating licenses issued for lines/branches and substations or in the case of formal complaints.

In Colombia

Emgesa replaced the existing technology in its Termozipa power plant for the removal of ash from the bottom of boilers by "Magaldi", a dry technology that eliminates the use of water in this process.

After 12 noise-monitoring procedures during the year, it was found that in two cases, the regulatory noise levels were met partially and as a mitigation measure, Codensa opted to install noise buffers in transformers.

As part of an innovation project, measurements were taken early at some power substations. This activity will continue in 2019 with the analysis of the results obtained.

On the high-voltage side, activities were performed earlier than scheduled at some power substations to guarantee a high reliability of service, related to the repair of infrastructure, the enhancement of foundations, the replacement of protections and switches, the construction of oil pits and firewalls.

In Peru

Renewable generation has no impact on the environment. Although the figures on sediments are high during the rainy season for hydraulic power plants, they are a product of the season and not of power plant management. No parameters measured at the renewable power plants, committed in the environmental management instruments, exceed quality limits or standards.

In the case of thermal generation, the following environmental monitoring were conducted during 2018 in compliance with the commitments assumed in the Environmental Management Instruments (IGAs) and with governing environmental laws:

- the emissions monitoring: For all the emission sources at the generation units of the thermal power plants, the atmospheric emissions monitoring of the following parameters was carried out: NOx, SO₂, CO, O₂ as well as the particulate material. For sources whose air emissions could not be monitored, the emissions were estimated using the AP-42 method of the U.S. EPA. The emissions were compared to the maximum permissible limits issued by the World Bank (1998) or to the IGAs.
- Air quality monitoring: Air quality is monitored for all thermal power plants at the upwind and downwind points declared in the IGAs. The concentrations of SO₂, NO2, CO and O₃ were determined







as well as the particulate matter below 2.5 μ m (PM 2.5) and particulate matter below 10 μ m (PM-10). The results of the air quality monitoring were compared to the air quality standards established in Executive Decree 003-2017-MI-NAM.

- > Meteorological parameter monitoring: Meteorological monitoring was conducted in parallel to air emissions and air quality monitoring, recording mainly the parameters of wind speed and direction, relative humidity and temperature.
- > Noise monitoring: Noise monitoring was done at all thermal power plants at the points declared in their IGAs. The results were compared to the noise standards established in Executive Decree 085-2003-PCM.
- > Effluent monitoring: Effluents were monitored monthly at all

- dumping points of the thermal power plants in compliance with R.D. 008-97-EM/DGAA, the Maximum Permissible Levels of liquid effluent emissions for activities in the Electric Sector.
- > Soil monitoring: Soil is monitored at Ventanilla Thermal Power Plant. The results of the soil monitoring were compared to the Environmental Quality Standards approved by Executive Decree 011-2017-MINAM.

Environmental variables management

Enel Américas aims to work for a continuous improvement generating efficiencies in its processes and products by adding the latest technology. Its purpose is not only to fulfil regulations and reduce environmental externalities, but also to safeguard the surroundings at its operations.

Water resource management

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The availability of water is key for the development of the generation business and represents a risk due to the variability in the patterns of precipitation, and changes in the flow regimes. In the face of changing climate patterns, hydroelectric power plants become more important since they can make adjustments to supply, take on higher loads when consumption increases, and be an excellent complement to renewable technologies whose generation is variable.



In Argentina

At Dock Sud Power Plant, the Management System for the control of water use was optimized. A test was performed to optimize the production of demineralised water and thus increase the life cycle of the regeneration material of the water plant. Water consumption from the municipal main by the Dock Sud Power Plant totalled 678.014 m³, which includes all the water used at the plant, both for production and non-production uses. Moreover, Enel Generación El Chocón complies with the requirements on managing flooding and water demand according to governing regulations. The result in 2018 for flood and demand management for fresh surface water consumption (rivers, lakes, etc.) was 0.4 m³/hour, supplied from the municipal water main, and 0 (zero) for fresh ground water consumption.

For Enel Generación Costanera, the result of the 2018 management of fresh surface water consumption (rivers, lakes, etc.) was 95,444.6 m³/hour.

Water supplied by the municipal main totalled 235.1 m³/hour and consumption of fresh groundwater was 0 (zero).

In Brazil

The only company where there is a significant impact on the access to a water source is Enel Generación Fortaleza. The power plant has contracts with Cogerh, responsible for water resource management in the State of Ceará. It is also a member of the Drainage Basin Committee in the Metropolitan Region of Fortaleza. In 2018, the company stopped a concession granted by the State Water Resource Department for the use of water in operations. The objective, in the short term, is to ensure a safe supply of surface water from the Castaño reservoir, the main source of supply in the Metropolitan Region of Fortaleza. Water consumption by the Enel Generación Fortaleza plant is not significantly affecting the water source and accounts for less than 5% of the reservoir's capacity.

Enel Generación Fortaleza is participating directly and indirectly in the management of the State's water resources, complying with consumption demand and reservoir levels, especially at the Puerto de Pecém Industrial Complex.

Actions oriented towards reducing water consumption

Enel Fortaleza continued with the projects from previous years for the reuse of water in the industrial process. The tower concentration cycle was also increased and wastewater from boilers was reused in the cooling tower.

In 2018, Enel Distribución in Rio de Janeiro and Ceará signed a commitment to monitor water consumption with a reduction goal in the Integrated System Management of 1% compared to 2017. The result wasn't achieved in Ceará, but Enel Distribución Rio surpassed the goal with an 8.95% reduction.

Enel Cien defined the utilization goal of 1,500 m³ of water per year, encouraging a thoughtful consumption.

Enel Distribución Goiás set the goal of a 4% reduction in water consumption. In that context, it installed automatic hydrants and aerators in its nozzles to reduce flow and consequently reduce the volume of water consumed. Enel Distribución Rio began an inventory of, and process to regularize, artesian wells at the electric energy substations. It also implemented campaigns for a conscientious consumption of water.

At Enel Distribución São Paulo, the year was marked by the construction of new bases using technologies for rainwater harvesting and water reutilisation. A per capita limit of water consumption was set at 0.97 m³, and the result was achieved with a performance of 0.75 m³ / collaborator.



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In Colombia

Emgesa has prioritized water management at its hydroelectric power plants since water is the main source for energy production, representing 89% of the total generated. The company has set targets for the consumption of water resources for each of the power plants based on their average use in the last three years, with the goal of defining monthly utilization indicators.





Among the main activities taken in this context are:

- Agreements with environmental authorities and municipalities for the protection of watersheds, their ecosystems and the development of pasture and forest projects, among others.
- > Agreements for an environmental training and education of communities.
- > The purchase of band skimmers to collect oil, through hoses, at the Darío Valencia power plant in order to separate oil from water and thus recover the water.

At Codensa, consumption is concentrated on the household use of its facilities, which include the substations, service centres, operating and administrative headquarters. The company has developed campaigns for an efficient use of resources to sensitize employees to the importance of rationalizing use, taking into account the actual situation of the

planet, but no reduction targets have been set.

In Peru

For the case of hydroelectric generation, it is important to mention that efficiency takes place through the optimization of water use by generating more energy with the same amount of resources. This has been achieved by performing maintenance and implementing modernization and automation projects, raising efficiency and translating it into more generation.

The water that is consumed at the Ventanilla Thermal Power Plant comes from five underground wells. Most of this water is consumed in the cooling system and at the water treatment plant. The effluents generated are mostly industrial in nature and, to a lesser extent, household effluents; both are reutilized in watering internal green areas at the power plant. In the case of the Santa Rosa Thermal Power Plant, water is consumed from

the public main (SEDAPAL). Reject water from its water treatment plant is also reused in the watering of internal green areas at the power plant.

A system was implemented in 2018 at the Malacas thermal power plant for the recovery of reject water from the Water Treatment Plant (osmosis), which is used to water the green areas at the power plant, thereby reducing the consumption of water for household use and improving the appearance of the power plant.

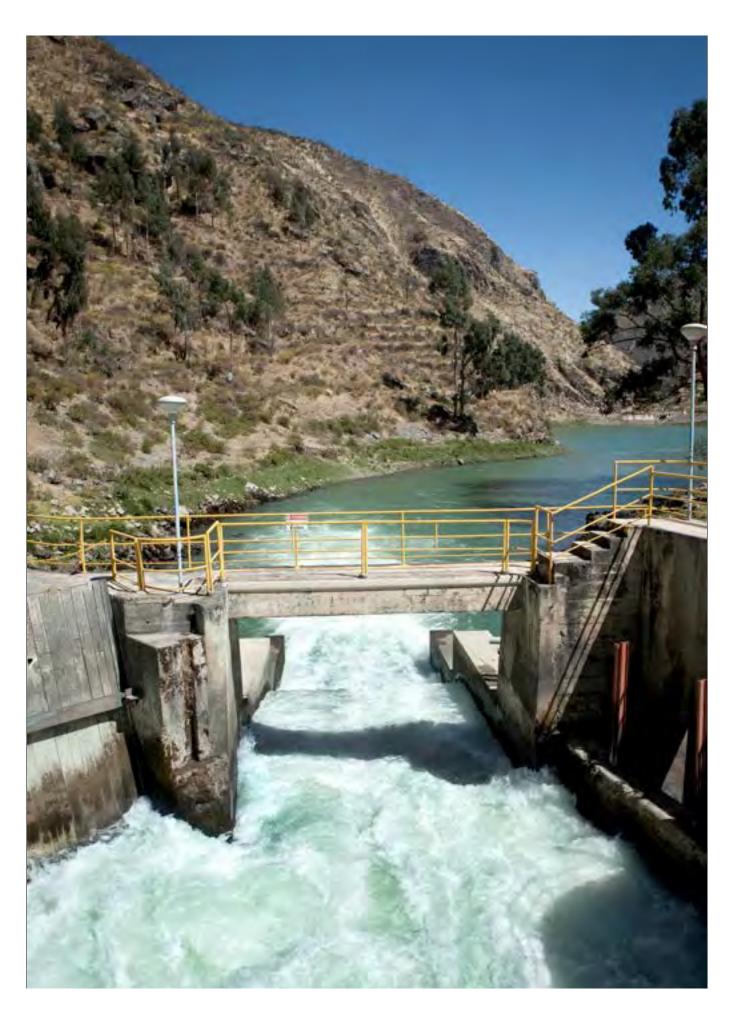
In the electric generation process at hydroelectric power plants, the utilization of water is non-consumptive, i.e., the water used is returned in the same amount and with the same quality to the river from which it was taken for the usage in turbines.

In 2018, the dumping of water by thermal power plants increased in comparison to the previous year due to changes in Argentina, explained by the generation mix, while in Peru it was related to the increase in generation by the Ventanilla power plant.



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Water discharged

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Total volume of water discharged	MMm ³	2015	2016	2017	2018
Argentina	MMm^3	1.53	1.33	1.77	1.90
Brazil	MMm^3	0.45	0.26	0.29	0.10
Colombia	MMm ³	0.07	0.05	0.03	0.04
Peru	MMm ³	0.98	0.73	0.46	0.82
Total	MMm ³	3.02	2.37	2.55	2.86

In Argentina

At Enel Generación Costanera, the cooling water for thermoelectric units and industrial water are discharged into the Río de la Plata within the limits for all parameters.

At the Dock Sud Power Plant, a treatment system is used for water discharged by a physical-mechanical method in separator pools, in compliance with the applicable regulatory limits.

In Brazil

The wastewater of Enel Generación Fortaleza has effluent treatment systems according to existing local regulations, depending on whether it is industrial or household in origin.

In Colombia

The Company reuses 5% of the industrial wastewater used in the operation of the Termozipa power plant to control the watering processes in the ash yard. In this way, in 2018 there was a consumption of water for industrial use totalling 52,638 m³, of which 2,640 m³ were reused.

In Peru

In the case of the thermal power plants, the treated industrial wastewater from the cooling process and other industrial processes is returned to the environment. This effluent is in compliance with the applicable environmental standards and in some cases, the quality is better than the quality of the water in the receiving body.



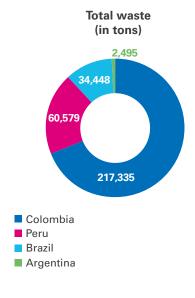


Waste management

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Enel's Environmental Policy contains directive guidelines for waste management, the priority being waste reduction and reutilization, encouraging the development of circular economy projects. 346,771 tons of waste were generated in 2018 where 99% corresponded to non-hazardous waste. In comparison to the previous year, it increased by 21 thousand tons due to the increases of 91 thousand tons in Colombia (because of underground work on the medium- and low-voltage grid according to the Bogota Master Land Use plan and work on the Compartir substation to increase connections and improve the continuity of service during contingencies). By 16 thousand tons in Brazil (mainly because of the trimming of trees by Enel Distribution Rio); and by 4 thousand tons in Peru, offset by the decrease of 90 thousand tons in Argentina that was exceptionally high in 2017 due to the dredging of the private pier of the Costanera Power Plant. Enel Américas does not handle any radioactive waste, since it does not operate any nuclear plant.

Waste in tons	2015	2016	2017	2018
Hazardous waste generated	3,649	6,836	6,665	4,788
Non-hazardous waste: ash	66,707	34,968	6,893	9,646
Non-hazardous waste, excluding ash	72,290	143,748	280,070	300,423
Total waste generated	142,645	185,552	293,628	314,857
Non-hazardous waste recycled or sent to recovery	8,925	12,014	25,513	26,723
Hazardous waste recycled or sent to recovery	2,252	3,472	3,503	2,190
Non-recycled waste	131,468	170,066	264,613	285,944
Total waste disposal	142,645	185,552	293,628	314,857



In Argentina

The main actions during the year were:

- > Enel Generación Costanera
 - Hiring for the mapping of asbestos at the TurboSteam facilities, the removal of asbestos and its replacement by new insulation (mineral wool).
 - A project is being designed for a wastewater treatment system.

- > Dock Sud Power Plant: In relation to the hazardous waste management and control system, work has intensified to replace asbestos-containing insulation.
- > At Edesur, a recycling-at-origin campaign began for the Company's buildings through workshops imparted to employees and the e-mailing of information on the recycling campaign and on how to recycle in the place of origin. In 2019, the activity will be extended to other buildings and the training of outside personnel is planned (services).



In Brazil

Enel Fortaleza began a joint venture with the EcoEnel program to collect recyclable waste, which includes paper, coal, plastic and metal.

Enel Distribución Ceará made progress, on its part, in the waste management procedure, establishing the same monitoring method for more offices in comparison to the previous year. Around 80% of the waste generated was recycled.

Enel Distribución Goiás defined specific waste management procedures, such as the preparation of an inventory, specific training and the creation of a baseline to establish targets for indicators.

In the case of Enel Distribución Rio, emphasis was placed on the training of operating personnel in the subject of waste. Training was imparted by university professors, technical visits were made to garbage dumps and sanitary landfills, and plays were staged that focused on a selective collection in order to raise awareness and broaden knowledge on the subject.

Finally, Enel Distribución São Paulo worked on gathering the waste from trimming trees using chip trucks. All waste was sent to composting in different places (for example, the São Paulo zoo). The intent behind this initiative was to avoid sending 1,000 tons of waste to dumps.

ZSABES CLASIFICAR LOS RESIDUOS? Te lo explicamos con colores:

In Colombia

Codensa and Emgesa continued to develop the comprehensive waste management campaign in the Companies' corporate buildings. Although both companies actively participated in this initiative, Codensa is leading the work with green points. The main milestones in the year were:

- > The installation of 160 green points made from lumber, with 99% recycled materials from the different offices of the Company.
- Naming cleaning and cafeteria contractors' employees as sorting ambassadors in order to promote good waste-separation practices.
- An analysis of temporary waste storage centres, broadening the collection scope of recyclable material by Fundación Sanar.

Other milestones to highlight are the use of 83% of hazardous waste generated by operations. Among the waste there is PCB-free dielectric oil and lead batteries. At the same time, 95% of the non-hazardous industrial waste generated by the operation was recycled. A large part of this waste corresponds to waste from concrete posts, which, as another example of circular economy, is subjected to sorting, cleaning and crushing for reuse in the production of gravel, granular subbases and bases.

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In Peru

In the renewable generation ambit, 0.3% of all non-hazardous waste was recycled and for 2019, a composting project will begin to minimize organic waste, which is expected to reduce the generation of non-hazardous waste.



Backbones 179



Environmental liability management

Polychlorinated biphenyl (PCB) is the main environmental variable linked to the electric industry. This pollutant was used in dielectric oil in the equipment of different industries from the 20s through the 80s. Given its highly contaminating and almost non-biodegradable characteristics, the Stockholm Environmental Convention (2001) is pushing for its elimination by the year 2025. This agreement has been ratified by Argentina, Brazil, Colombia and Peru, among other countries.

In Argentina

The environmental liabilities of Edesur are hazardous waste consisting of contaminated oil and solid waste containing PCBs. A total of 80 liquid drums and 38 solid drums are stored weighing a total of 23,503 kilos.

The waste is exported by sea from the Port of Buenos Aires to the Ditecsa Soluciones Ambientales PCB plant in the locality of Murcia, Spain, where it is treated, and an international Final Disposal certificate is obtained. The transport and disposal operations are performed according to international standards and the Basel Convention-Law 23,922.

In Brazil

During 2018, no environmental liabilities were identified in the operations of Enel Fortaleza, Cachoeira Dorada and Volta Grande.

Moreover, in the distribution business, no environmental liabilities were identified for Enel Distribución Ceará and Enel Distribución Goiás. In the case of Enel Distribución Goiás, a plan has begun to identify contaminated areas, marking where spills or leaks were found. This will serve as the basis for future management.

Enel Distribución Rio implemented an environmental incident report according to the Enel Group policy, intensifying the monitoring and tracking of environmental liabilities. A survey is being taken of all assets to have a general vision.

Enel Distribución São Paulo has been searching intensely for new technologies to cleanse equipment in order to eliminate PCB. During the year, six pilot projects were put into effect to implement the decontamination of equipment still in operation, which allowed 20 machines to be reclassified from "PCB" to "Non-PCB".

In Colombia

During 2018, Emgesa continued to eliminate environmental liabilities. It substituted oils contaminated by PCB at the Termozipa power plant by changing the auxiliary transformer and a power transformer through a dechlorination process. It also signed a sampling and marking contract for equipment containing dielectric oil at the renewable and thermal power plants.

On its part, Codensa gave continuity to the marking and sampling of insulating fluids and equipment containing oil, making progress in the national goals for the environmentally responsible disposal of PCB. By the end of 2018, 41,118 machines had been marked, 3,934 of them analysed by chromatographs, which is a method to determine PCB concentration in equipment containing dielectric oil. Nine contaminated machines were also removed, which were connected to the distribution network.

In the same way, the analyses were brought forward for transformers that had been declared obsolete or in disuse to identify the presence of PCB, declaring 54 machines to be contaminated.

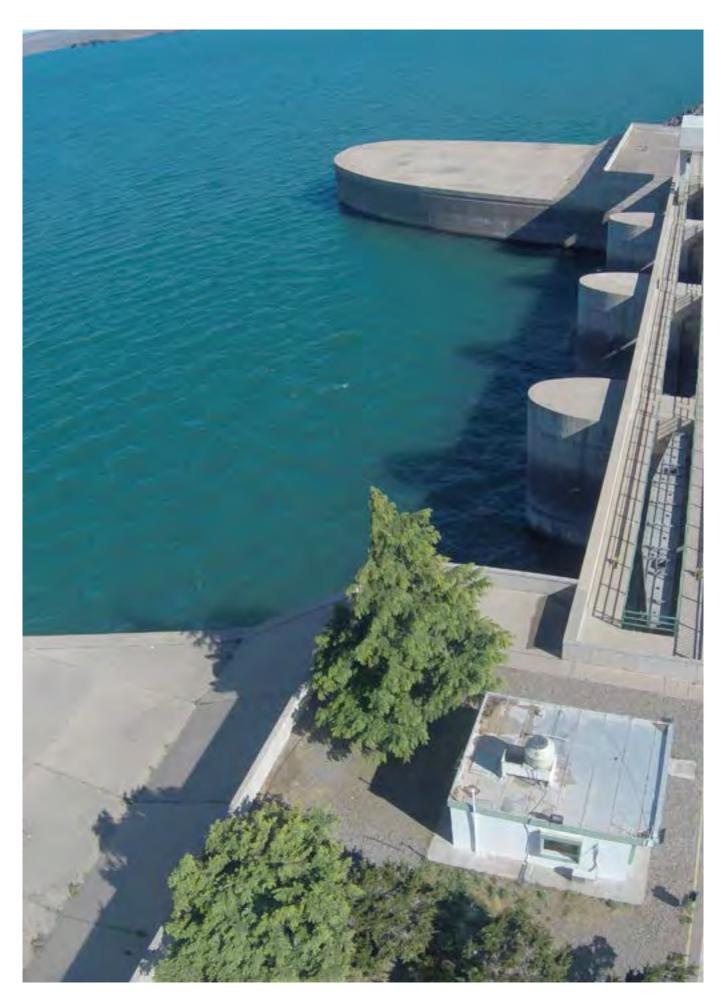
Codensa also managed the treatment and disposal of waste contaminated by PCB where it achieved the decontamination of 25.2 tons of solid material from equipment and the export of 9.7 tons of oil and waste for disposal. This was done under the environmentally appropriate management and disposal of a PCB framework headed by the Ministry of Environment and Sustainable Development.

In Peru

Three transformers were found to have PCB in 2018 in a very distant zone, which were replaced as part of a modernization of the Marcapomacocha mini-power plant. The equipment was encapsulated and an outside company handled the final disposal. This work is expected to end in April 2019. After that, Enel Generación Perú and its Renewables Division will be free of environmental liabilities.

In the case of generation, no environmental liabilities have been identified.



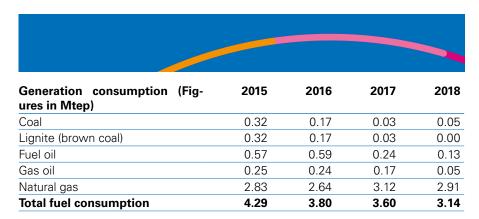




Energy management

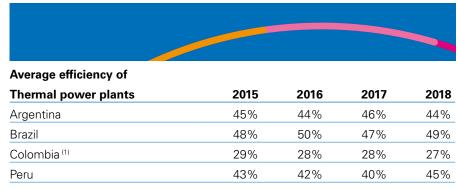
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The Enel Américas' thermoelectric generation is mostly based on gas, where coal-fired generation accounts for 0.4% of the total generated. During 2018, different initiatives were carried out that aims for a greater energy efficiency and a lower consumption of resources by all subsidiaries compared to the total fuel consumed in each territory. The following table presents the consolidated total consumption of fuels:



Mtep: Millions of Equivalent Tons of Oil

One way to evaluate the performance of the company's power plants is through the operating efficiency indicator, which measures the ratio between the net energy produced in the form of electricity and the energy contributed in the form of fuel. The average efficiency of the power plants in each country is presented below:



(1) Coal-fired plant

In Argentina

Enel Generación Costanera, through the "cleaner production" sustainability project, has joined the Cleaner Production program (P+L) of the Government of Buenos Aires. The objective of this project is to improve the environmental conditions and efficiency of the industry through changes in the production processes of companies. This has permitted a) Efficiency training and Ecoseal; b) The submission of a report to the APRA (Environmental Protection Agency of the Government of the City of Buenos Aires) on the present situation; c) An on-site audit to survey the present situation; and d) recommendations from the authority on the improvement plan.

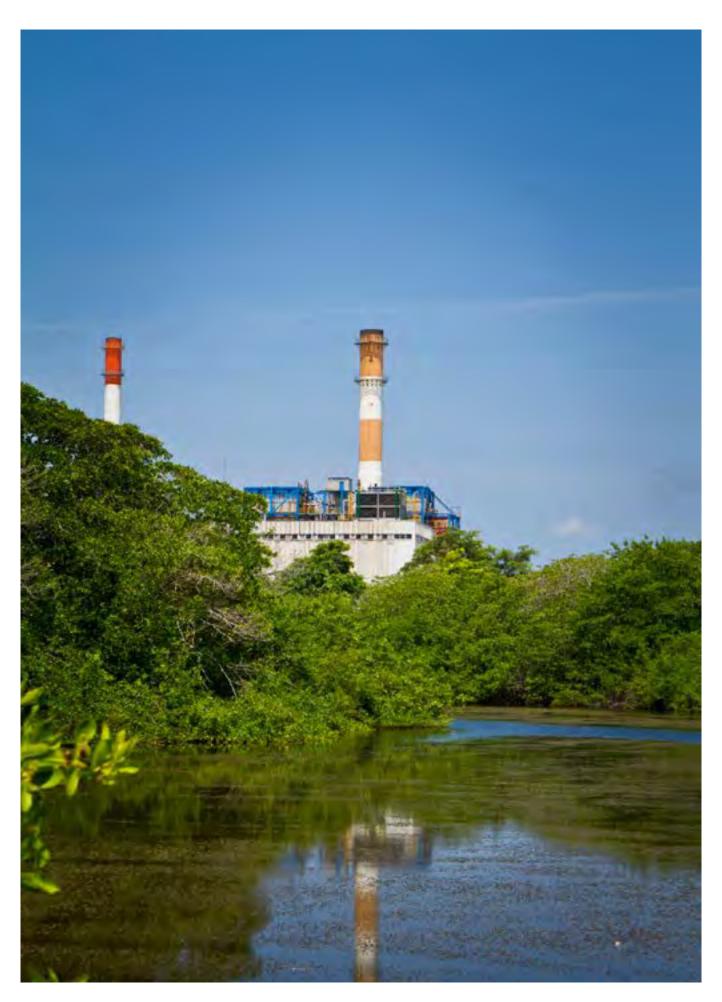
The Dock Sud Power Plant has carried out changes to install LED lamps to reduce energy consumption. 354 lamps were replaced in 2018, achieving a reduction of 36% in non-productive energy consumption.

At Edesur, building remodels consisting on switching to a more efficient technology have finished. In this case, incandescent lamps and fluorescent tubes were replaced by LED lighting; an automation system was installed for lighting in some sectors of the building (corridors) and air-conditioning equipment was replaced by equipment that is more efficient.

In Brazil

Enel Generación Fortaleza is implementing new operating routines to improve energy efficiency in relation to the consumption of auxiliary equipment while it is in operation and also when the plant is inoperative.







The new operating routines include activities not previously planned for the context of energy efficiency. That is, the Operation and Maintenance team of the technical unit made a technical assessment and the shutdown of some equipment was confirmed and/or a reduction in that equipment's operating time when the unit is inoperative, such as:

- > A reduction in the operating time of the main cooling pump, from 7 hours to 2 hours a week:
- > A reduction in the operating time of the closed cooling system pump, from 24 hours a day to 2 hours a day;
- > The deactivation of the hydraulic mixers of the chemical preparation tanks;
- > The deactivation of a medium-voltage transformer (480V) and the redistribution of its load among the other transformers.

In Colombia

The implementation of Emgesa's ISO 50001 Energy Management system ended in the first half of 2018. This includes the energy baseline as of 2017, identifying the technical losses in the distribution network and the most significant energy consumption. The energy performance indicators and action plans were designed and calculated, in

addition, an energy management committee was created.

The external audit of the Company's integrated management system ended in May 2018, which included Codensa's Infrastructure and Network (I&N) energy management system. As a result of the audit, the energy management system received certification upon confirmation of compliance with the requirements in ISO 50001:2011 by TÜV Rheinland.

The scope of the certification includes the Company's network management activities, the commercial services associated with energy distribution and with the connection of end customers and producers, the former applied to the infrastructure of the distribution network and administrative and operational headquarters, with coverage of the operation zones of Bogota and Cundinamarca.

A group of Company employees were trained during the second half of 2018 to be internal auditors of the integrated management system and thus regularly verify compliance, implementation and improvement of the system based on Quality Standards (ISO 9001:2015), Occupational Health and Safety Standards (ISO 45001:2018), Environmental

Standards (ISO 14001:2015) and Energy Standards (ISO 50001:2011) for the I&N scope, as well as the conformity and efficacy of the system in respect of legal, global and local requirements.

In Peru

As concerns efficiency improvements, Enel Generación Perú has continued with the project for automatization of lighting and use of LED technology at hydraulic power plants. At this time, there is an average reduction of 50% in the consumption of energy that is injected to the system at the Huinco power plant and Matucana power plant, reaching 1.04 GWh/year and a reduction of 208 tons of CO2eq/year. In the coming years, 100% of the hydroelectric plants will use this technology.

As for thermal energy savings, the combined cycle project of the Ventanilla Thermal Power Plant will allow a greater quantity of energy to be generated without increasing the use of primary energy. The reduction in energy consumption will also indirectly help decrease greenhouse gas emissions. Below are the results for 2018:

		Net production with project	Production without project	
Project	Units	(combined cycle)	(before the combined cycle)	Energy savings
Ventanilla Combined Cycle	GWh	3,024.1	Baseline	1,018.9
			Total savings (GWh)	1,018.9



Circular economy and life cycle analysis

The Life Cycle Analysis (LCA) entails a holistic investigation of the incoming and outgoing flows of materials and energy throughout the entire value chain of a product or service. This tool can be used to generate relevant information to design environmental strategies appropriate for specific processes in the value chain and/or a quality of the product or service to be disclosed to consumers and other stakeholders.

LCA is also a relevant input for the inclusion of the Circular Economy principles to Enel's business model. The intent is to generate a change in mentality throughout the entire ecosystem of Enel's value chain and take advantage of opportunities offered by existing technologies

while at the same time promoting sustainable innovation among the Company's collaborators and suppliers.

The Circular Economy model is based on five principles that define its scope of application:

- > Sustainable inputs. The goal is to reduce the use of untouched natural resources by encouraging the use of renewable materials and, whenever possible, recycled materials.
- > Extension of the useful life of assets through strategies such as a modular design of projects, extension of the useful life of power plants and preventive and predictive maintenance of assets.

- > Shared use of products in order to reduce the manufacture of new ones.
- > Product as a service. The sale of services associated with the use of products, instead of the product itself, as one way of maximizing the product utilization factor.
- > End of life of assets. Reuse or recycling strategies will be sought to reduce the generation of waste at the end of an asset's useful life and create a new life cycle.

The Enel Group was recently added to the 100 Global Partners of the Ellen MacArthur Foundation, a non-profit organization and a world referent in the inclusion of the principles of circularity to the economy. This poses the challenge of continuing to be a leader in matters of sustainability while promoting the circularity of the Company's processes and those of customers through an increasingly cleaner energy supply.

In Argentina

Argentina has a wood recycling program described in the section Engaging with Communities.

Another of the projects in which it actively participates is the Garrahan Foundation Recycling Program, through different points of collection set up inside the Company's buildings. This year we delivered 11.7 tons of paper and 79 kg of plastic. It is estimated that 200 medium-sized trees were saved from felling by this project.



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This program allowed six children and their families to remain in the Garrahan House (Garrahan Children's Hospital) with all expenses paid while they receive treatment.

In the same line, the Electronic Waste Program consists of delivering IT equipment in disuse to educational and professional training centres so that youths from vulnerable communities acquire IT knowledge. During 2018, 23 CPUs were delivered, including peripherals, and 62 LCD monitors, reaching 5,160 beneficiaries, also reducing the impact of Enel's activities through an appropriate waste management that applies the concepts of circular economy.

In Brazil

Ecoenel is a program present in 44 municipalities in Rio de Janeiro, Ceará and Goiás, which helps generate social and environmental gains from collecting recyclable materials and discounts to electricity bills. At the 215 active green points, customers can deliver materials like paper, glass, metal and plastic, which are converted into bonds to be used as discounts from their own electricity bill or another utility bill, or for another consumer, for example charitable entities. The action allows a reduction in the level of incompliance. In 2018 alone, 3,767 invoices were reduced by 50% or more in value. Ecoenel Rio achieved a record of 1,395 tons of waste collected and R\$381,932.69 in bonds granted. In 2018 alone, 5,174 clients participated in the program.



The main cumulative figures are:

- > 6,538 tons of recycled waste.
- > 1.4 million reais in bonds.
- > 27,154 clients benefitted..

The lid campaign consist of collecting the lids from aluminium cans at green points around Ceará and in collection bins in the buildings of Enel Distribución Ceará, Goiás and Rio de Janeiro. Revenue from the sale of these materials is invested in the purchase of customized wheelchairs for children from 5 to 14 years of age. The program is developed in conjunction with the Instituto Entre Rodas and in 2018; it signified the collection of 73 kilos of lids.

In Peru

Within the development of the circular economy in Peru, Eco furniture projects have also been launched, manufactured from waste lumber from construction projects, thus achieving a new use and product value from previously discarded materials.

In 2018, Thermal Generation has identified the following circular economy projects:

- > The reutilization of shelters and analysers of the continuous emissions monitoring systems (CEMS), removed in May 2017 from the Ventanilla power plant to be implemented as CEMS in units that still do not have this system.
- > The separation of oil and water at the Santa Rosa power plant for reuse of the water and the sale of the oil.



Biodiversity management and conservation

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According to the biodiversity policy, Enel Américas is working with different actors, including NGOs and universities, on the conservation of species and natural habitats near its plants to offset potential negative impacts and prevent a biodiversity "net loss".

The Company has thus promised not to plan any activities that may interfere with species and natural habitats. The effects of building a new plant on ecosystems and their biodiversity are assessed in each case to avoid compromising areas of a high environmental value and to anticipate measures to eliminate, reduce or mitigate impacts.

Enel Américas has broad experience in managing the biodiversity near its operation sites. In all thermal and hydroelectric power plants, monitoring is done to prevent impacts on the surroundings of operations, activities for the protection of biodiversity track the evolution of plants and any exposure to a biodiversity risk is highlighted in the initial phases. This evaluation is part of a more extensive analysis of the context provided by the application of the "creation of shared value" model whereby the Company confronts social, economic and environmental needs in the territory and outlines plans in a way that they create value.

Enel also promised to keep biodiversity management aligned with the best good practices of the sector. In 2017, it also began a collaboration with the In-



ternational Union for the Conservation of Nature (IUCN), whose conclusions are now an integral part of the definition of the manual on biodiversity management to be applied within the Group.

Enel Américas made a total investment of US\$3.6 million in biodiversity in 2018 that involved 25 projects covering approximately 48 thousand hectares. There are 321 species on the IUCN Red list in these areas.

corporate native species, some of which are threatened or in danger of extinction.

This year, collaborators from the Costanera Power Plant volunteered to work with the Buenos Aires Ecological Reserve, which provided tools and advice, to plant 100 native and fruit trees to help capture CO2 and respect the native vegetation, improving the landscape and the life guality of neighbours and visitors.

In Argentina

Like every year, the fish and water quality Monitoring Program was conducted according to methodology guidelines set by the Interjurisdictional Basin Authority (AIC), surveying the different environmental variables related to water quality and fish wildlife in the reservoirs. The corresponding reports on results were sent to AIC.

The program to plant different native species of trees continued in the Buenos Aires Ecological Reserve. The Costanera Sur Ecological Reserve is a natural protected area that contains the highest biodiversity within the city of Buenos Aires, and it has an area of 350 hectares. The main purpose of vegetation management on the reserve is to recreate those lost ecosystems, therefore, is necessary to in-

In Brazil

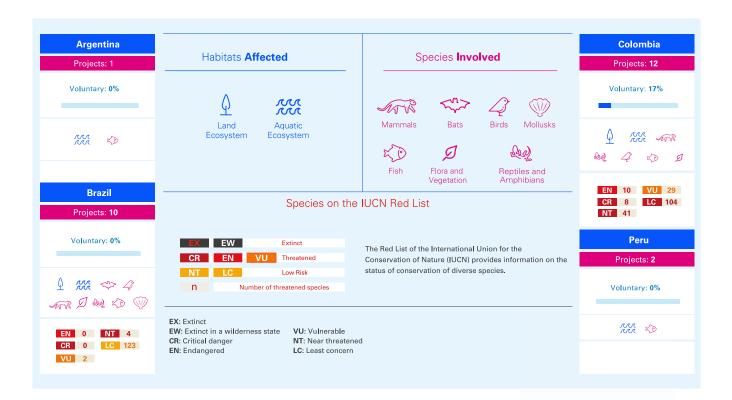
Enel Fortaleza initiated the process to implement a study of local fauna in order to have the necessary information to design and implement mitigation measures in case of affecting it.

The greatest impacts from operations on biodiversity relate to the passing of distribution and transmission networks through ecological stations, parks and reserves to supply electricity to remote localities. Trees are cut and trimmed under authorization and, if necessary, the required environmental compensation is made in full. In these cases, three trees are planted for each tree cut. Although each environmental compensation can require different numbers, depending on the area affected and the species involved, the most used in Brazil is 3 to 1,



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meaning three trees are planted for each tree cut.

Enel Distribución Ceará is carrying out a project to strengthen the social and environmental efforts in the Canindé sector that entails actions for the preservation of nature and popular culture. Moreover, together with the Aquatic Ecosystem Research and Preservation Association (AQUASIS), the Nature Brigade Project has been under way since 2002 seeking to help at-risk children and teenagers in the Region of Iparana, Pacheco and adjoining areas (the coast of the municipality of Caucaia, Ceará).

Every year the Nature Brigade project selects youths from public schools in the region in order to complement their education by teaching sustainability and conservation of natural resources. Moreover, it conducts activities linked to recycling, organic farming, the biology of conservation and income generation. More than 300 children have participated in this project since its creation.

Enel Cien has a procedure for eventual cases of a disturbance of local native fauna where the intent is to cause the least environmental impact possible.

In the case of Enel Distribución Rio, the Good Environment Project was implemented where the objective is to promote environmental awareness activities through diversified practical and theoretical work. Initiatives on perception and environmental sensitization were also developed, contextualized to the local reality.

Finally, Enel Distribución São Paulo mapped the main biodiversity impacts of its operations. There are measures to mitigate the occurrence and intensity of all negative impacts and in the case of vegetation elimination, a compensation is done. A pilot project was also developed for the appreciation of ecosystem services, considering four projects developed on safety strips (Pomar, Green Lines, Flock Revitalization and Community Orchards).

In Colombia

Given the nature of the operations of the Enel Group companies in Colombia, concern for the protection and care of biodiversity is a priority in their management.

Based on the recognition of species located in projects' influence areas and with a view to consolidate the sustainability of the operation starting from the protection and conservation of biodiversity, these activities have been developed:



RENACE FOREST



Since 2012, more than **30,000 trees** have been planted in compensation for the company's activities, on both a voluntary and an obligatory basis.

Supporting

- Water and environmental sustainability in the areas and communities in which they operate.
- Conservation of native flora and fauna species in the Tequendama area.
- The connectivity of the ecosystems located in the middle and lower basins of the Bogotá River.

SPECIES REPOPULATION



Introduction of **360,000** fingerlings of native species to the Betania dam

Supporting

 The increase of the fish population in the reservoir's ecosystem and ensuring the sustainability of artisanal fishing work in the area.

ECOSYSTEM PROTECTION



6 initiatives to protect the ecosystem bordering the Cartagena thermal power plant were developed.

Supporting

• The conservation of aquatic ecosystems.

A cooperation agreement was signed in 2017 with Fundación Ingenial, a non-governmental organization whose main objectives are research, the promotion of programs directed towards informal education, environmental and social sustainability and, the protection of native and/or foreign fauna and flora. This agreement highlights the work done to prepare an ecological characterization and functional connectivity model for the influence zone of Emgesa's operations in Tequendama: Cubsio (San Antonio del Tequendama), Peñas Blancas (El Colegio and San Antonio del Tequendama), and Forest Reborn (Soacha). With the establishment of the corridor, we were able to understand, strengthen, expand and connect the protected areas inside the influence zone, encouraging low-impact uses such as forest and agroforest systems, in addition to discouraging any high-impact use such as large-scale deforestation. The success of this process lay in a high degree of cooperation by institutions and stakeholders, which made it a more inclusive, participative and decentralized scenario in furtherance of the conservation of the biological diversity of the region of Tequendama.

Based on biological and forest studies, two ecological connectivity models were constructed for five municipalities in the region of Tequendama, one structural and one functional, considering the Forest REBORN area, significant to the conservation of strategic upper Andean ecosystems. The studies on the zones, through shadow species and succession conditions of the forest, identified more than 1,000 hectares, which are to become an ecological corridor for the conservation of local flora and fauna.



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Codensa causes no significant impact on biodiversity or wildlife. However, the Company seeks that its value chain knows how to react to any finding that occurs, in addition to carrying out all processes for the planning of new projects in accordance with the ecosystem protection and conservation.

Since 2017, Codensa has implemented a protocol for wildlife management. During the course of 2018, 11 findings of fauna were reported during maintenance work. Added to the foregoing, as part of the environmental sensitization of employees, activities were conducted on biodiversity management and conservation with the participation of the National Army and the Environmental and Ecological Police. These organizations shared initiatives relating to the restoration of paramo ecosystems and the control of biodiversity traffic focused on the protection of wildlife.

Bees have been found in different highand medium-voltage structures. As a result, taking into account the fundamental role that they play in the conservation and preservation of the world biodiversity, the Company developed alternatives to protect them. On 10 occasions, it safely removed colonies from the structures.

In Peru

Peru ranks second in South America in forest surface, which represents approximately 57% of its territory. Forests are one of its main renewable natural resources and they provide environmental services, such as the maintenance of water sources, habitats for biological diversity and climate regulation by capturing carbon. As concerns thermal generation, none of the power plants are located in protected natural zones or zones where there are species listed on the Red List of International Union for the Conservation of Nature (IUCN). As part of the environmental commitments, in 2018 maintenance of the forested areas with native and fruit tress in the Malacas thermal power plant facilities.

The lands where the hydroelectric power plants are located aren't protected areas. However, the Chimay hydroelectric power plant is located in a high jungle area that contains a great variety of vegetation and fauna that must be preserved. For that purpose, the environmental parameters are monitored monthly, in particular the flow and population of macro benthos and nekton, with the purpose of confirming the development of the habitat in the influence zone of the Chimay Hydroelectric Power Plant.

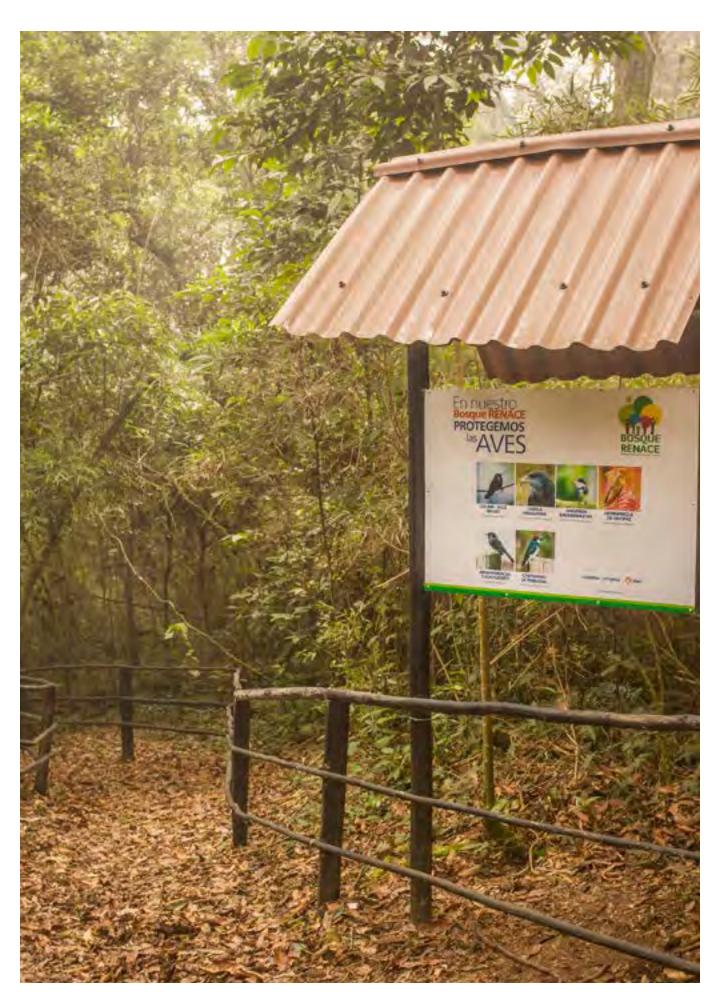


Enel Generación Costanera received the First Ecoseal of the Government of the City of Buenos Aires



In the context of its voluntary participation in the Buenos Aires´ City Government program, Buenos Aires Clean Production (P+L), Enel Generación Costanera was awarded its first Ecoseal after attending the Training Symposium of the Environmental Protection Agency (APRA). This award specifically acknowledges the environmental improvements made by this subsidiary to its processes, the reduction of emissions and increase in efficiency.







Sustainable Supply Chain

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Enel Américas and its subsidiaries have the firm commitment to drive sustainability throughout their value chain, in which supply chain management is one of the strategic pillars. In line with SDG 12, Responsible Consumption and Production, the Enel Group promotes responsible procurement practices and extends internal sustainability policies to all its suppliers propitiating safe environments for the thousands of contractor workers.

The Company also tries to encourage new requirements in its operational locations to strengthen suppliers' capabilities, thereby developing the local industry. Lastly, these processes help improve management, reduce costs and prevent incidents at plants and in the community.

Payments to suppliers for the supply of goods and services totalled US\$8.6 billion in 2018, compared to US\$6.4 billion in 2017, increasing mainly due to the incorporation of Enel Distribución São Paulo, which made payments for US\$1.5 billion.

Following the group's guidelines, Enel Américas is conducting a risk assessment of all its Level 1 suppliers, which include suppliers with contracts exceeding 25 thousand Euros, totalizing 2,385 and representing 99% of expenses. After a detailed analysis of all sectorial groups, the risks associated with each category were defined.

Among the main risks identified were economic, environmental, social and reputational. For further information on critical suppliers, please see the Annual Report available at www.enelamericas. com and the Group Annual Report available at www.enel.com. As for contractors, 56,518 contractors provided services to Enel Américas companies.



Total	number	of Tier	1 S	Suppliers
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Country	Total
Argentina	201
Brazil	848
Colombia	638
Peru	476



Country	Distribution	Generation	Total
Argentina	742,656	123,215	865,871
Brazil	4,628,535	581,013	5,209,548
Colombia	927,195	463,525	1,390,720
Peru	818,427	299,480	1,117,907



	2016	2017	2018
Contractor Employees	53,402	48,017	56,518
Argentina	6,014	4,377	5,101
Brazil	23,809	24,313	30,848
Colombia	15,635	12,561	13,674
Peru	7,944	6,766	6,895







Procurement with a long-term view

As part of its business strategy, Enel is continuously monitoring macro-trends, identifying challenges, such as a reduction in resource use, risk prevention and having a resilient supply chain. As one way to respond to these new challenges, the Company has been working for the past year on the Procurement Transformation with the goal of maximizing the creation of value in its multiple forms -safety, cost, deadlines, quality and risks--and of improving the complete experience of product suppliers and service providers. Work is being done on three macro goals: expanding the competencies of procurement managers using intuitive technologies, improving integration and communications with clients, and involving suppliers from the start.

In line with the Global Procurement Policy, all procurement processes must be transparent and collaboration-based prior to making a contract. This means putting ethics at the core to generate long-term trust.

Generally, supplier management involves three major stages. The first, called **Qualification**, centred on an objective analysis of suppliers, mapping their critical points and encouraging solutions. The second stage involves **Contracting**, whereby the contractor is informed of contractual obligations, values and codes of conduct that the Enel Group expects from suppliers. The third and last stage is called **Vendor Rating**, which monitors compliance during operation through objective evaluations that encourage a continuous improvement through collaboration and participation.

Supplier qualification and selection

Following the Group's directives, Enel Américas worked to implement a new qualification process that, on the one hand, supports the business by reducing evaluation times and health, safety and environmental risks; and on the

other, improves the buying experience and the quality of services by suppliers. Suppliers can also monitor the status of the process at any time on the website.

The qualification process is a system that evaluates economic, financial, reputational and technical aspects and specifically evaluates sustainability, measuring considerations such as occupational health and safety, environmental compliance and a respect for Human Rights. The sustainability evaluation has different levels of analysis depth according on the type of risk attributed. This integration of sustainability criteria allows matters to be investigated, such as compliance with ISO 14001, OHSAS 18001, ISO 14067, waste management and other matters, i.e., employment practices.

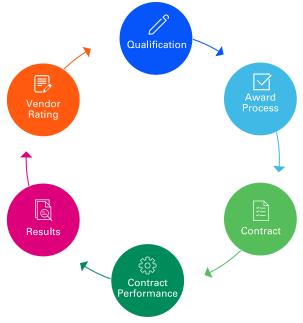
Suppliers wanting to qualify are evaluated on differential basis accordingly the risk level of the activity being performed. Risks may be technical, involve safety, the environment or reputation.

Suppliers evaluated for:	2017	2018	2020 Goal
Safety	100%	100%	100%
Environment	100%	100%	100%
Human Rights	100%	100%	100%

Once selected, suppliers must sign an adjudication contract. This document requires them to respect the principles in Enel's Code of Ethics and affiliates them to the Zero Corruption Tolerance Program







Monitoring performance through Vendor Rating

The evaluation process does not end with the selection of the suppliers. Enel's General Contract Terms stipulate that once suppliers began to provide services, they need to be constantly monitored through the Vendor Rating system.

The Vendor Rating system gathers information systematically and objectively on a supplier's performance during the procurement and execution of the service. It evaluates the quality of the goods and services supplied, compliance with deadlines, employer compliance and the safety of the operation.

In 2018, the Procurement Divisions in the different countries, in their ongoing search for technological solutions to maximize value, developed a new digital tool called Track and Rate. The different evaluators of the business lines can, through this tool, issue and receive alerts of incidents regarding quality, punctuality, safety, environment and social responsibility in real time

The Human Rights Policy of the Enel Group extends to its suppliers to ensure that there are no violations in its supply chain. During the classification stage, suppliers are evaluated through a questionnaire that is based on the U.N.'s "Guiding Principles on Business and Human Rights" and the "Children's Rights and Business Principles" of UNICEF.

This evaluation provides the supplier ratio (IVR), obtained as a result of the compilation of information for the overall evaluation of each contractor, referenced to the different types of services and/or goods supplied. Action plans are designed for contractors presenting flaws aiming at improving their performance.

Vendor Day

The first Vendor Day was held in 2018. In this instance, the subsidiaries of Enel Américas brought together their suppliers to share experiences and learn about the Company's new procurement method.

The day focused on sharing health and safety experience, in addition to deepening the characteristics of each business line—Generation, Distribution and Enel X-involving supplied in procurement management.



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Outstanding supplier relations initiatives in 2018

In Argentina

Vendor Day was held for the first time in Enel Argentina on December 2018, in which 140 suppliers, representatives from the different business lines and the Procurement Area participated. Different aspects were exhibited during the day, focused on Procurement Transformation, advances and focal points for the coming year. Different workshops were also held, concentrated on generation, energy distribution and the market, as well as on general aspects of services and new businesses.

Training was held in Argentina regarding the main pillars of the Procurement Transformation project launched by Global Procurement. The most relevant activities included the tendering process, where procurement processes were segmented into spot order, light tender and full tender; the new planning tool called "Smart Planning tool"; the different levers in which there is constant training in "should cost".

Among other activities were dissemination workdays with the sponsors from the different business lines, explaining the Procurement Transformation and inviting them to participate or collaborate in the work in which they were involved.

In Brazil

- > Responsible Supplier Program: Through this program, Enel is seeking to discuss with its suppliers the basic issues of sustainability in order to encourage their inclusion in the supply chain. In 2018, 169 companies participated in at least one of the four events in the program, totalling more than 400 representatives where 97% evaluated the events as good or very good.
- > New relationship channels: Spot Order, Smart Planning, which is a new interactive programming tool for planning.
- > Suppliers Day. At this event, by means of the Vendor Rating, 12 companies received honours in the categories of services and materials. 200 representatives participated from 115 suppliers.
- > 11th Sustainability Seminar: Suppliers received awards for Performance Evolution, Thermal Generation, EGPB, IT Services and Infrastructure & Networks.
- > Self-assessment questionnaire: Suppliers answer this questionnaire each year by which they report on improvements in their management. The notable results in 2018 were:
 - 90% of suppliers have defined a mission and a vision.
 - 80% of suppliers conduct periodic internal campaigns to reduce energy consumption.
 - 68% of suppliers invest in updating their technology template in order to reduce resources and reuse waste.
 - 11% of suppliers began to conduct training activities to combat corruption, which lead to 70% of companies implementing those practices.



In Colombia

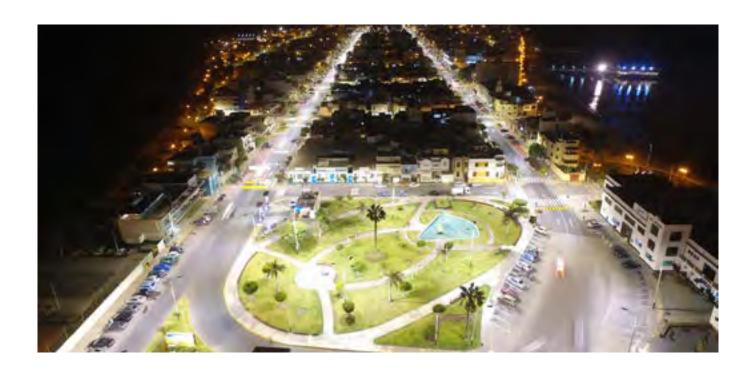
- > Suppliers Day: The Global Procurement Director attended this event together with the top managers in the organization. 97 suppliers participated in this activity.
- > Workshop: With a focus on the investment plan for high and medium voltage and renewable energy, 74 suppliers participated in one of the two workshops: one on medium voltage and one on high voltage.
- > Pro-veernos: This is space for relations and regular communication with suppliers.
- > Socialization of the Vendor Rating process: Integrated meetings between the business and the areas involved in the Vendor Rating process were held in order to socialize results and explain the Company's internal processes.
- > Participation in outside organizations: Different forums were attended in the sector and benchmarking was made with other companies' supplier areas.

In Peru

- > Procurement Transformation: The new guidelines that will by used for supplier qualification, starting 2019, were release. The need to work hand in hand with suppliers since a need arises was made clear, accompanying each other in the interest of contributing to the increase in the supplier population, attending to the needs of businesses and ultimately attaining a mutual gain with shared benefits.
- > GRI Reporting Program: This project seeks to help generate a sustainable supply chain by involving suppliers and sustainability issues. 10 suppliers were specifically trained in the GRI standard in this first stage of preparation of a sustainability report. Training consisted of theory and practice sessions and the supervision in the preparation of a simplified sustainability report by each company. All participating suppliers published a sustainability report. It is noteworthy that 29 suppliers have signed up for the second session.







Methodological note

Scope of the report

102-50 102-51 102-52 102-54

This is the third annual sustainability report as Enel Américas with operations on the markets of generation, transmission and distribution of electricity through its subsidiaries and related entities in Argentina, Brazil, Columbia and Peru. This report has been prepared according to the Core option of the GRI Standards.

The pages above report on the economic, social and environmental management in the four countries where Enel Américas' subsidiaries and related companies operate, for the period from January 1 to December 31, 2018.

The sustainability report follows the Communication on Progress (CoP) of the United Nations Global Compact, the Model of the International Integrated Reporting Council (IIRC) and the SDG Compass, guide that facilitates adapting sustainability strategies to the United Nations Sustainable Development Goals. The report is structured according to the strategic priorities of the Enel Group Sustainability Plan.



Assurance statement

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Appendix

Collaborator's indicators

Internal mobility

	2015	2016	2017	2018
Argentina	9%	16%	16%	31%
Brazil	1%	1%	2%	1%
Chile	76%	2%	133%	3%
Colombia	6%	10%	10%	14%
Peru	12%	10%	13%	6%
Enel Américas	7%	10%	10%	10%

Turnover rate 401-1

	2015	2016	2017	2018
Argentina	4%	4%	5%	9%
Brazil	10%	12%	19%	6%
Chile	12%	22%	9%	9%
Colombia	15%	9%	8%	10%
Peru	4%	5%	9%	5%
Enel Américas	7%	7%	10%	7%

Enel Américas, consolidated	2018
Number of new hires	1,022
New hire rate	5.6%
Number of dismissals	1,613



	% of	unionized co	llaborators	% c	f collaborators o	overed by collect	ive bargaining a	greements
	2015	2016	2017	2018	2015	2016	2017	2018
Argentina	86%	85%	87%	87%	87%	85%	87%	87%
Brazil	35%	34%	45%	46%	98%	98%	98%	100%
Chile	75%	66%	56%	57%	47%	66%	56%	57%
Colombia	42%	25%	38%	36%	57%	63%	65%	68%
Peru	36%	33%	30%	30%	95%	95%	95%	96%
Enel Américas	61%	57%	60%	54%	86%	85%	87%	93%

Accident Rate

403-2

		Collaborators		Contra	ctors' collabo	orators		Total	
Туре	2016	2017	2018	2016	2017	2018	2016	2017	2018
Fatal accidents	0	1	1	3	3	5	3	4	6
Serious accidents	2	1	1	4	1	3	6	2	4
Minor accidents	58	55	38	66	60	74	124	115	112
Frequency ratio	3.00	2.26	1.84	0.87	0.67	0.80	1.28	1.00	0.99
Severity rate	0.60	0.45	0.37	0.17	0.13	0.16	0.26	0.20	0.20
Rate of working days lost due to accidents	21.30	18.72	26.48	3.03	3.04	4.74	24.33	21.76	8.56
Hours worked	20,024,300	25,219,998	21,716,579	84,145,700	96,150,511	102,092,948	104,170,000	121,370,509	123,809,527
Days lost	2,133	2,361	2,875	1,276	1,461	2,422	3,412	3,822	5,297

Note: Consolidated information

Absenteeism Rate

		Absorbacione mate (Dave)	Absorbasions mate (9/)	Occupational disease mate
	2016	Absenteeism rate (Days)	Absenteeism rate (%)	Occupational disease rate
•	2016	6845	14%	0%
Argentina	2017	6845	14%	0%
	2018	5629	12%	0%
	2016	22063	11 %	0%
Brazil	2017	20052	8%	0%
	2018	20565	3%	2%
	2016	510	2%	0%
Chile	2017	260	1%	0%
	2018	955	5%	0%
	2016	6016	27%	0%
Colombia	2017	6108	27%	0%
	2018	6228	1%	0%
	2016	6587	3%	0%
Peru	2017	4907	2%	0%
	2018	5050	2%	0%
	2016	35472	15%	0%
Américas	2017	31623	13%	0%
		38427	5%	0%





Environmental Indicators* 302-1 303-1 305-1 305-2 305-3

Description	Unit	2015	2016	2017	2018
Total direct GHG emissions (Scope 1)	tCO2e	9,771,000	8,778,000	7,897,000	6,771,008
Indirect greenhouse gas emissions from energy					
consumed and purchased (Scope 2) (1)	tCO2e	33,000	43,000	58,000	115,000
Other indirect emissions (Scope 3)	tCO2e	121,704	64,551	14,174	19,000
Non-renewable energy produced (electricity, heating					
and cooling)	MWh	19,938,000	17,889,000	18,436,000	16,173,000
Fossil fuels purchased and consumed (coal, oil, natural					
gas, etc., for energy purposes)	MWh	46,115,918	42,295,535	41,443,105	36,526,465
Electricity purchased (non-renewable)	MWh	3,810	29,317	18,824	55,901
Renewable energy produced	MWh	23,462,000	24,359,000	25,809,000	23,691,000
Total consumption of non-renewable energy	MWh	26,181,727	24,435,852	23,025,929	20,409,366
Total average loss on the distribution network (2)	%	11 %	11 %	12%	11 %
Total cost of energy consumption	US\$ miles	394,243	362,156	229,308	226,843
Total municipal water supply (or from other water					
utilities)	MMm^3	2.67	2.82	3.17	2.96
Fresh surface water (lakes, rivers, etc.) (3)	MMm^3	0.26	2.05	2.34	0.71
Fresh groundwater (4)	MMm ³	0.17	3.10	2.24	3.21
Total net consumption of fresh water	MMm ³	3.10	7.97	7.76	6.89
Wastewater (used at plants)	MMm ³	0.00	0.00	0.34	0.00
Total water consumption	MMm ³	3.10	7.97	8.10	6.89
Wastewater (volume discharged)	MMm ³	3.02	2.37	2.55	2.86
Final water consumption	MMm ³	0.08	5.61	5.55	4.03
Direct NOx emissions	Ton	16,811	12,555	10,981	10,043
Direct SOx emissions	Ton	15,752	11,052	3,211	3,240
Direct dust emissions	Ton	1,204	1,535	444	329
SF6 emissions	Ton	0.57	0.61	0,80	0.66

^{* :} The environmental data presented covers 100% of the consolidated operations over a period of 12 months.



In the 2018 data, Enel Distribución São Paulo was excluded because it was acquired in June and will began to be consolidated in 2019 in order to align systems and procedures.

Enel Distribución Goiás and Volta Grande are included in 2018 data, acquired during 2017 and excluded for that year because no comparable information was available for that period.

Note 1: The increase in Scope 2 emissions is mainly explained by the Incorporation of Enel Distribución Goias's measurements and a change in the methodology.

Note 2: Total losses correspond to high, medium and low voltage and commercial losses and losses from theft.

Note 3: The difference between 2017 and 2018 is due to the decrease in the production of the Fortaleza plant in Brazil.

Note 4: The difference between 2017 and 2018 is due to the increase in the production of the Ventanilla plant in Peru.

Environmental and ecological penalties exceeding US\$10,000

	2015	2016	2017	2018
Number	3	12	5	4
Amount in US\$	179,714	1,445,722	2,472,836	12,847,667
Provisions	0	0	0	0

Penalties rose in 2018 because Enel Distribución Rio de Janeiro was fined US\$12,215,833. This fine is currently under appeal and being administratively defended before the corresponding environmental agency based on a lack of evidence proving the company's liability for the events. The intention that the Company has expressed to the authority is to restore the area affected as one way of paying the fine.

Power supply quality and safety indicators

Company	Indicator	2015	2016	2017	2018
Argentine Edecur	SAIDI	1,932	1,950	1,782	1,511
Argentina –Edesur	SAIFI	7	7	7	7
D 1 5 10: 11 1/ 0 /	SAIDI	596	500	515	522
Brazil – Enel Distribución Ceará	SAIFI	4	5	5	4
D	SAIDI	-	-	1,861	1,538
Brazil – Enel Distribución Goiás	SAIFI	-	-	16	12
	SAIDI	-	-	-	429
Brazil – Enel Distribución Sao Paulo	SAIFI	-	-	-	4
	SAIDI	1,631	1,321	1,085	833
Brazil – Enel Distribución Rio	SAIFI	12	12	10	8
	SAIDI	820	688	820	710
Colombia – Enel- Codensa	SAIFI	10	9	10	9
	SAIDI	542	485	469	436
Peru - Enel Distribución Perú	SAIFI	3	3	2	3
	SAIDI	1,116	978	1,085	787
Enel Américas Consolidated ¹	SAIFI	8	7	9	7

 $^{1\, \}hbox{The method of calculation changed in 2018 to use the weighted average by the number of clients}\\$





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"Curiosity and knowledge are the energy that drives us to grow more each day, to face the present and look towards the future with enthusiasm. A journey of discovery that leads us to appreciate diversity, establish relations and create trust. Brilliant ideas and new achievements that pioneer the difference, creating value for our customers, for the communities in which we operate, for our people and for our shareholders. Because thanks to curiosity, to knowledge, to collaboration and to the exchange of experiences, we can care for and protect our planet sustainably."