



OPEN POWER FOR A BRIGHTER FUTURE.

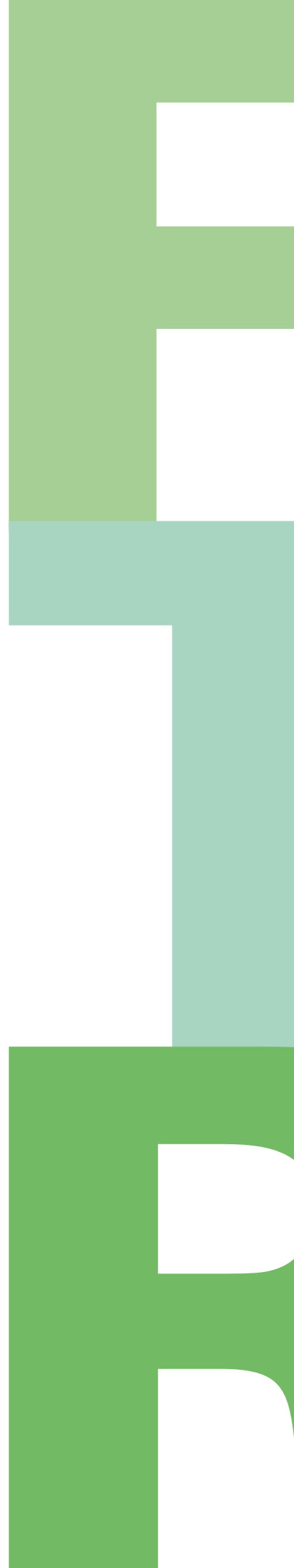
WE EMPOWER SUSTAINABLE PROGRESS.

2019 SUSTAINABILITY REPORT
ENEL AMÉRICAS





2019 SUSTAINABILITY REPORT



“Enel Américas has built a business strategy focused on sustainability, which contributes to the achievement of the United Nations Sustainable Development Goals...”



Letter to Stakeholders

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Several countries in South America have lived through a recent period of economic growth, leading to important social, environmental, and technological changes in the region and worldwide. The rapid expansion of technologies, digitalization, demographic changes and migration between countries, as well as climate change are material to our business in this continuously changing scenario.

The adoption of a multidimensional perspective regarding the role of the Company and its executives, facing these diverse and interconnected changes and in a context in which sustainability is particularly relevant in terms of long-term value creation, is increasingly important. This analysis has become more relevant with the disruptive expansion of the COVID-19 pandemic around the globe. Our answer has materialized with the implementation of immediate teleworking measures to minimize the propagation of the virus and its impacts within the Company and its subsidiaries. We also responded to the crisis by ensuring continuity of electricity generation, distribution, and customer service, even more strategic for countries in this circumstance. We have placed safety first, protecting our people that are working to ensure continuous electricity supply, and responded immediately to collaborate with different solidarity initiatives in countries where Enel Américas operates, supporting the most vulnerable in the face of this pandemic.

Enel Américas has built a business strategy centered on value creation and sustainability, and the commitment to comply with the United Nation's Sustainable Development Goals. Since 2019, 61% of our electricity generation comes from renewable sources, which confirms our commitment to environmental action, reinforced by our new contracts for demand response by 29 MW that facilitate a more efficient use of energy. We deliver electricity to 24.7 million clients, which is a key factor in the electrification of cities, to make them more environmentally sustainable and safe. Worth highlighting, the installation of electric chargers, alliances to move forward with electric mobility, and investments in digitalization, not only regarding our assets and services, but also for our clients. We have implemented multiple digital channels, apps, and virtual assistants on cellphones and webpages to provide customer service and answer any and all questions or doubts they may have. Our applications and data have already migrated to the Cloud and have therefore been operational and have offered remote and digital access from any location during this contingency.

Our business strategy has led us to very solid and sustainable economic and financial results, which are being recognized by the financial community. Our performance and position in terms of sustainability has led to an increase in the number of shareholders that incorporate sustainability in their investment decisions. Enel Américas has also had a positive impact on society through its environmental performance, its integration into the social tissue of the territories in which it operates, and through crafting a work environment that responds to the needs of its people. These results rely on constant attention to solid corporate governance, an ethics and compliance model, supply chain sustainability, and occupational health and safety for employees and contractors. In short, our equation is sustainability equals value for all our stakeholders.

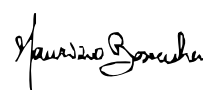
The market's response to the Company's performance and strategic vision was positive considering the successful US\$3 billion capital increase that was subscribed by practically all our shareholders, and the greatest in Latin America in the last five years. We are proud to announce positive results in different sustainability indexes, and also the awards and recognitions received from several market analysts that have evaluated Enel America's high performance in terms of Environment, Society and Governance (ESG), such as being recognized by Alas 20 as the Best Company in Sustainability and Corporate Governance in Chile.

During 2019, a strategic design has consolidated, a sustainable growth path, allowing us to look into the future with a purpose that defines our role as a company: "Open Power for a brighter future. We empower sustainable progress". Our Company sees energy as an enabler of progress and social well-being, even more so if it is clean, accessible, and at the service of people, contributing to face humanity's present challenges.

Our values, proactivity, innovation, trust, and responsibility, inspire us and guide us towards aligning economic objectives with society and the environment, advancing in the region's sustainable development.



Francisco de Borja Acha
Chairman of the Board of Directors



Maurizio Bezzecheri
Chief Executive Officer and General Manager



01.

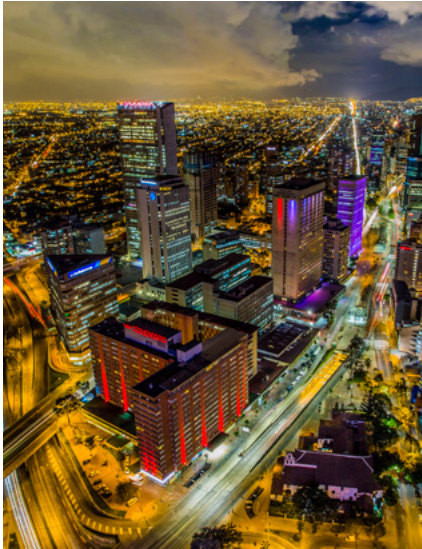
Letter to Stakeholders

Open Power

Executive Summary

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The Backbone of Sustainability

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Enel Américas is Open Power

Positioning

Open Power

Purpose

Open power for
a brighter future.
We empower
sustainable progress.

Mission

- Open access to electricity for more people.
- Open the world of energy to new technology.
- Open up to new uses of energy.
- Open up to new ways of managing energy for people.
- Open up to new partnerships.

Vision

Open power to tackle
**some of the world's
biggest challenges.**

Values

- Trust
- Proactivity
- Responsibility
- Innovation

Principles of Conduct

- Make decisions in daily activities and take responsibility for them.
- Share information, being willing to collaborate and open to the contribution of others.
- Follow through with commitments, pursuing activities with determination and passion.
- Change priorities rapidly if the situation evolves.
- Get results by aiming for excellence.
- Adopt and promote safe behavior and move pro-actively to improve conditions for health, safety and well-being.
- Work for the integration of all, recognizing and leveraging individual diversity (culture, gender, age, disabilities, personalities, etc.).
- Work focusing on satisfying customers and/or co-workers, acting effectively and rapidly.
- Propose new solutions and do not give up when faced with obstacles or failure.
- Recognize merit in co-workers and give feedback that can improve their contribution.



1. EXECUTIVE SUMMARY

Sustainable Business Model



Global Power Generation

11,3 MW gross installed capacity
55% of installed capacity is renewable energy
41.8 GWh electricity generated
61% from renewable sources
166 g/kWheq specific CO₂ emissions
14 million tons of CO₂ avoided

The new business line Power Generation, established in 2019, has a key role in accelerating the energy transition, managing the decarbonization of the electricity generation matrix and carrying on with increasing investments in renewable capacity.



Enel X

29 MW in response to demand
448 charging points installed
417,000 lighting points installed

Enel X enables the energy transition by acting as an accelerator for decarbonization and electrification of customers, helping them use energy more efficiently and leveraging the Group's assets through innovative services.



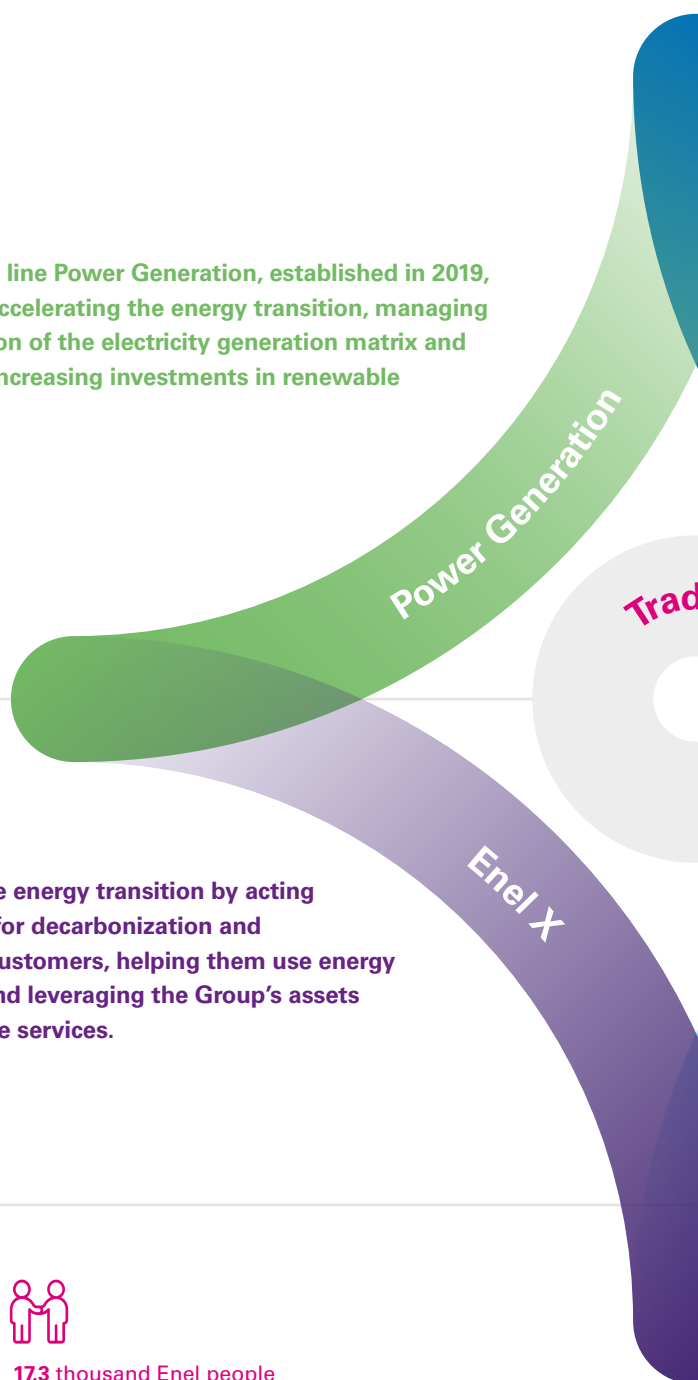
US\$ 14,314 million in revenue
US\$ 3,994 million in EBITDA
88% low carbon EBITDA



27% of share capital SRI investors



17.3 thousand Enel people
72.4 thousand contractors
0.69 frequency index (LTIFR) employees and contractors



2019 Results



The mission of Infrastructure & Networks is to guarantee electricity supply, reliability, and service quality for communities via resilient and flexible networks, leveraging efficiency, technology, and digital innovation.

590 thousand km in distribution networks
554 thousand km² concession area
122,000 Smart meters installed

Infrastructure & Networks



Enel interacts with families, industries and companies through its end customer sales (Retail). Digitalization and platforms allow improving customer satisfaction and customer experience.

24,7 million customers
120 TWh TWh Enel Américas electricity sales

Retail



Participation of local communities (2015-2019):
522 thousand educational program beneficiaries
4.042 thousand energy access program beneficiaries
383 thousand decent work and economic growth program beneficiaries



11,7 thousand hectares of biodiversity projects
0,16 l/kWh specific water requirements

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Ownership structure

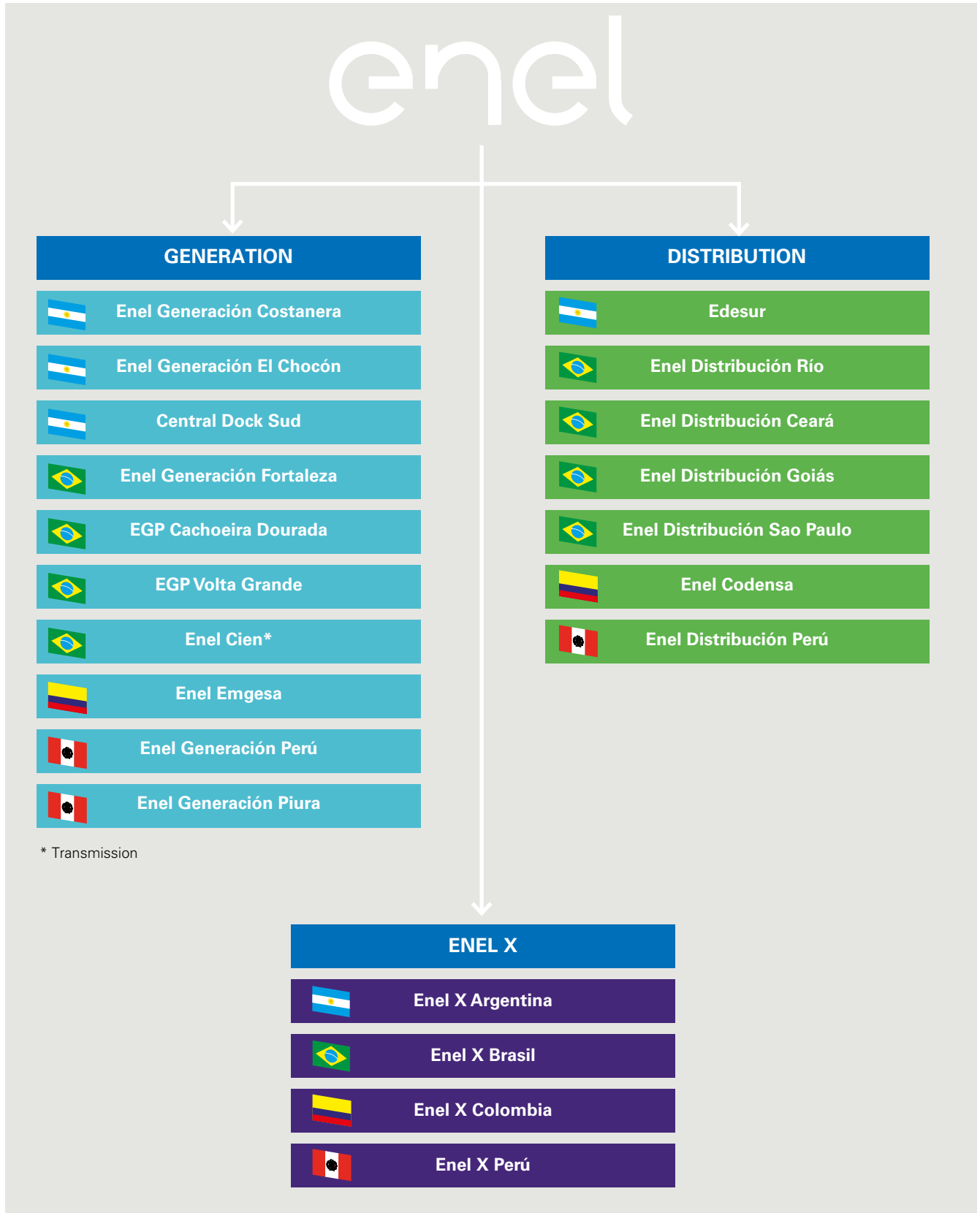
Enel Américas is controlled by the Italian company Enel SpA, (hereafter Enel Group) that holds a 57.3% ownership share; the remaining 42.7 % is owned by 22,896 shareholders.

Enel Américas is a Chilean publicly held limited liability stock corporation, with subsidiaries engaged primarily in electricity generation and distribution in Argentina, Brazil, Colombia and Peru.

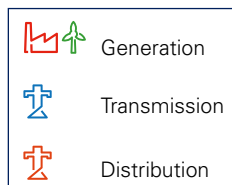


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Business Structure

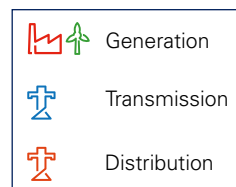


Argentina



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

Brazil



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

1. Energy sales since June 2018, date of consolidation of the company.

Colombia

Laguneta	
Type	Hydro
Net Installed Capacity	18 MW

Termozipa	
Type	Thermo
Net Installed Capacity	225 MW

Cartagena	
Type	Thermo
Net Installed Capacity	184 MW

El Paraíso	
Type	Hydro
Net Installed Capacity	276 MW

Limonar	
Type	Hydro
Net Installed Capacity	18 MW

Tequendama	
Type	Hydro
Net Installed Capacity	57 MW

El Salto II	
Type	Hydro
Net Installed Capacity	35 MW

Dario Valencia	
Type	Hydro
Net Installed Capacity	150 MW

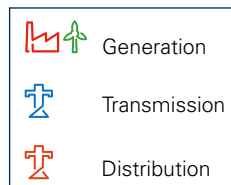
Charquito	
Type	Hydro
Net Installed Capacity	19 MW

La Guaca	
Type	Hydro
Net Installed Capacity	324 MW

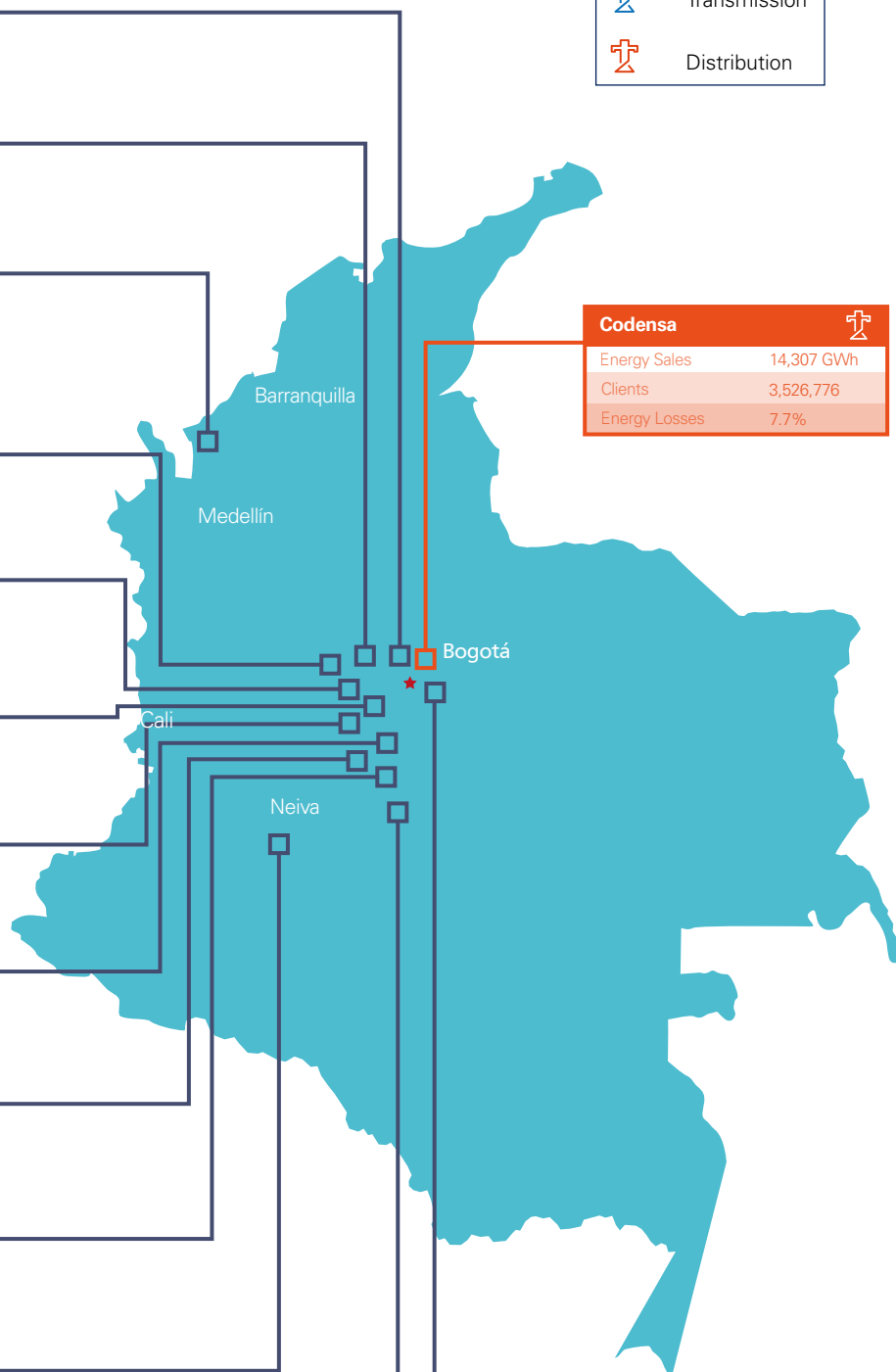
Betania	
Type	Hydro
Net Installed Capacity	540 MW

El Quimbo	
Type	Hydro
Net Installed Capacity	400 MW

El Guavio	
Type	Hydro
Net Installed Capacity	1,260 MW

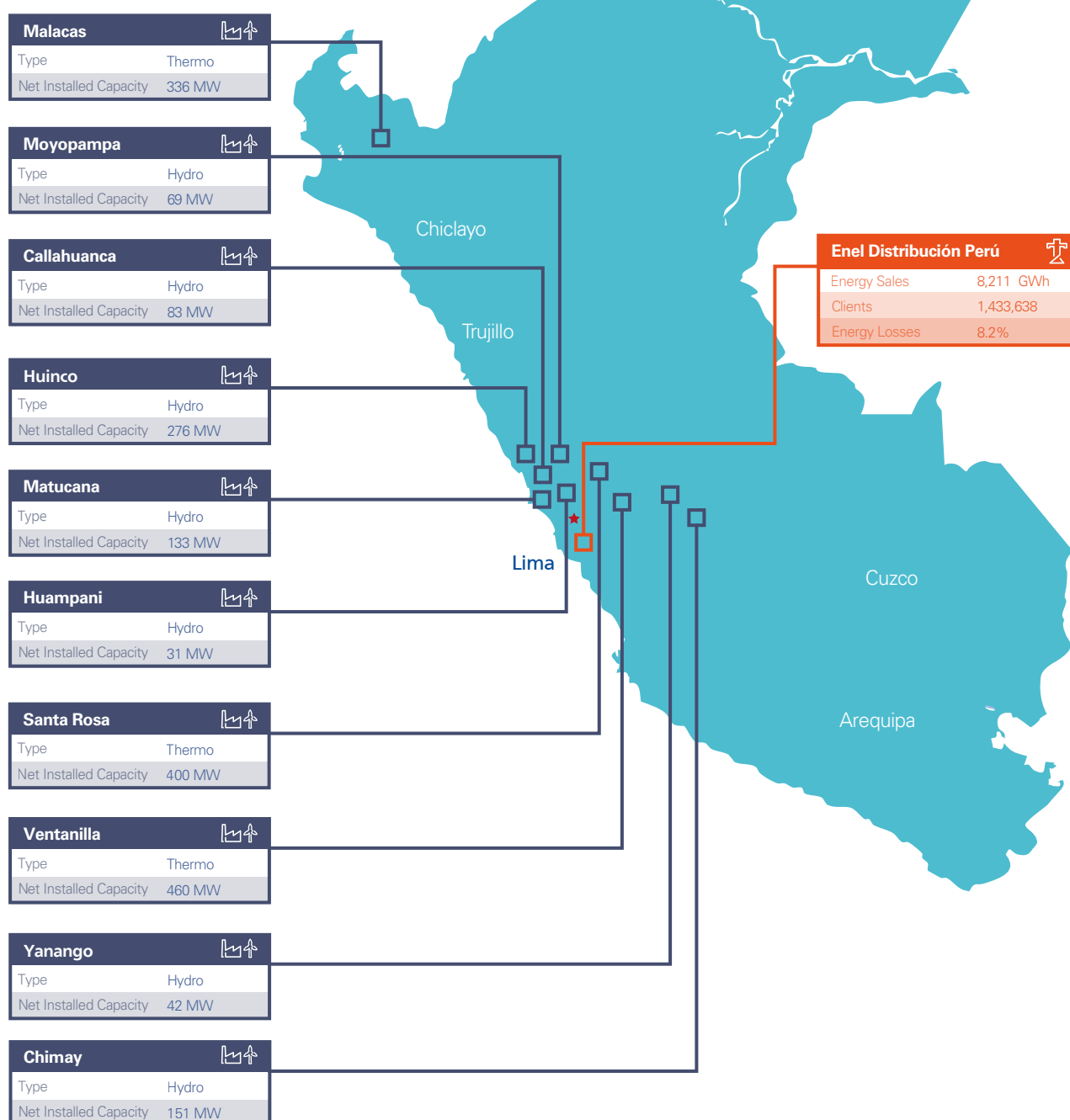
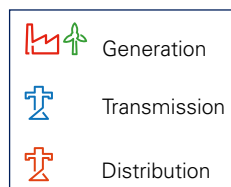


Codensa	
Energy Sales	14,307 GWh
Clients	3,526,776
Energy Losses	7.7%



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

Peru



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

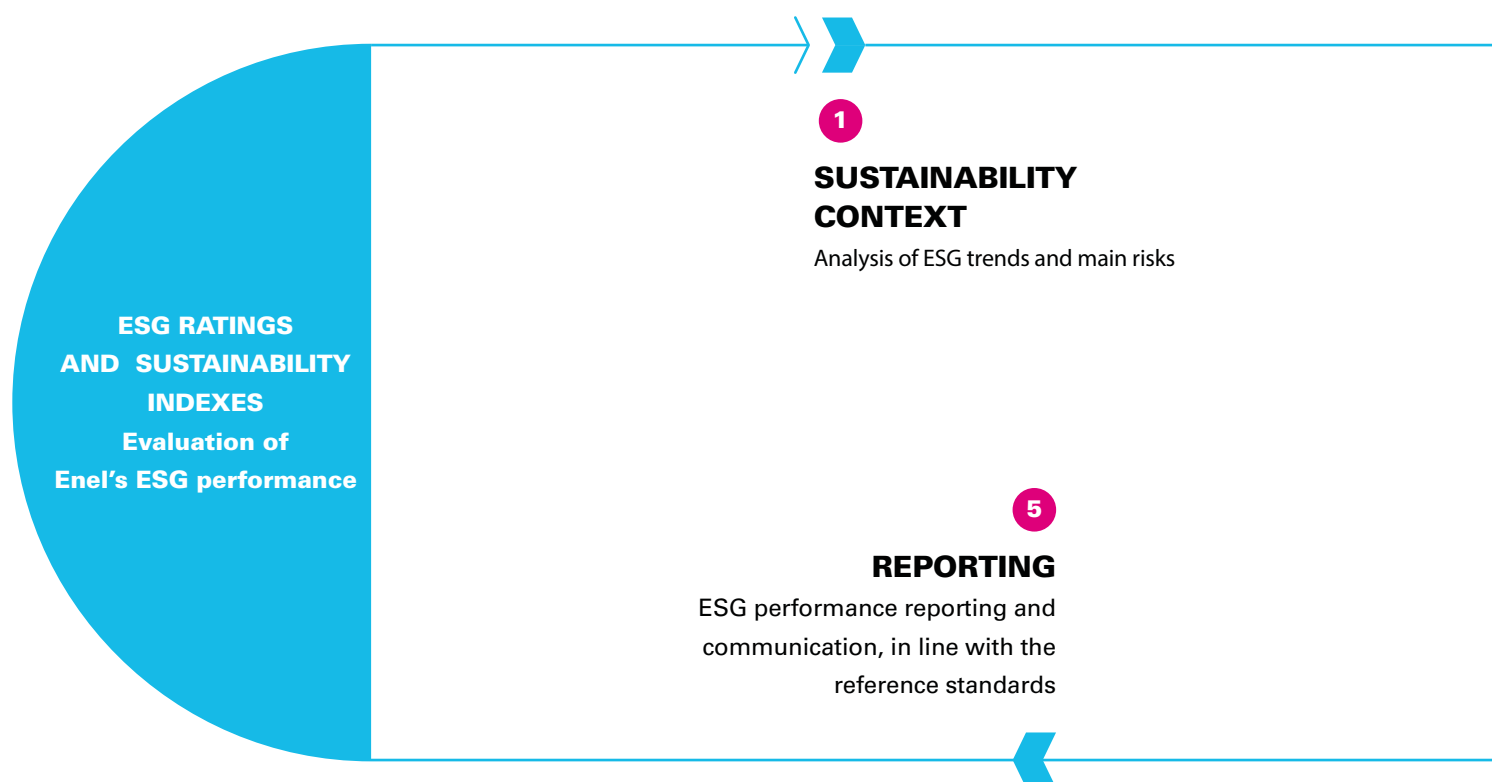
Sustainability Governance

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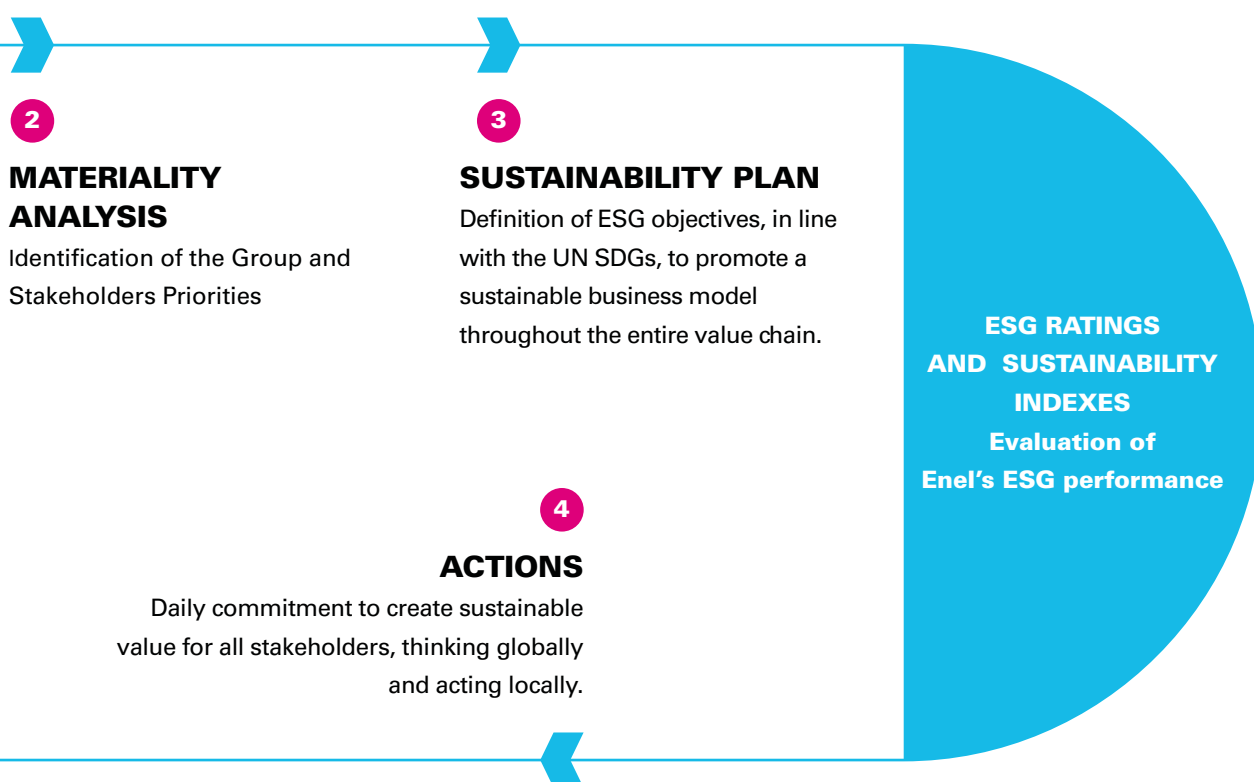
Enel has created a specific governance structure inspired on international best practices, integrating them into its decision-making process and operations throughout the entire value chain.

Sustainability and innovation are among the fundamental principles of the Company and its governance structure.

Integration of ESG factors in company management



- > **Board of Directors:** Approves strategic, industrial, and financial plans, including the Group's annual budget and the Industrial Plan, to promote a sustainable business model and laying the foundations for long-term value creation. The Board is also responsible for all Company endeavors, including: environmental issues such as emissions, integrated management systems, biodiversity, etc.; social issues, such as Human Rights, diversity and inclusion, employee retention, etc.; governance issues such as, corruption, lobbying, transactions between related parties, etc., and the approval of risk maps, including the sustainability risk map, and the Sustainability Report.
- > **The CEO and the Chairman of the Board of Directors** are responsible for defining and implementing the sustainable business model, establishing guidelines to manage the energy transition, promoting carbon-free electricity generation and commercial practices that account for the expectations of different stakeholders. The Chairman of the Board of Directors does not hold an executive position within the Company.
- > **The Sustainability department**, supervised by the CEO in every country and the CEO of Enel Américas, manages all activities related to sustainability and innovation, while following the Enel Group guidelines.



Enel Américas created a corporate governance structure that is based on international best practices and that spans over the entire Company, its decision-making process, and all operational processes throughout the value chain, thus guaranteeing a sustainable business model.

Enel Américas' business model considers sustainability as a transversal pillar for long-term value creation. The Company's industrial plan integrates the Sustainability Plan, which meets international and national demands, and stakeholders' priorities. This integration is accomplished through an analysis of local and international trends, the industry's context, and stakeholder's main concerns, which is conducted annually. The results obtained from this analysis constitute the primary input to update the plan that is the guide to the Company's endeavors.

Context

A Changing World: Megatrends

The world we live in is currently shaped by constant change, where the scenarios we face are ever more diverse. Global forces, or mega-trends, lead to variations in social behavior and the way people live, redefining the environment in which businesses develop. Society's evolution, climate change, the fourth industrial revolution, and a new social contract have been identified as some of the disruptive forces that are modelling new lifestyles, in which electricity is acquiring a leading role.

Today's leading global trends



Trends related to demographics and growing urbanization defy markets because of their need to develop sustainable cities and improve the population's quality of life. Specifically, migration towards large cities has produced greater inequality and pollution. Additionally, the climate crisis, development of new technologies, and a growing demand for services lead to greater demand for electricity. Hence, electricity plays a crucial role as an enabler of sustainable growth and progress.

Social Scenario

The progress on social issues over the past 30 years is undeniable. The human development report elaborated by the United Nations Development Program (UNDP) shows a 22% increase on the global Human Capital Index between 1990 and 2017. However, inequality and inclusion are still some of the main challenges faced by humanity. This is suggested by CEPAL (Economic Commission for Latin America and the Caribbean, in its Spanish acronym) in their Preliminary Overview of the Economies of Latin America and the Caribbean, arguing that the social and economic context in the region is extremely complex. Latin America is in a generalized and synchronized economic slowdown within a context of social demands and pressure to reduce inequality and have more inclusive societies that has detonated with unusual intensity in some of the countries in the region. The macroeconomic situation over the last six years (2014 to 2019) suggests a trend towards deceleration of economic activity, losses in GDP per capita, investment, consumption per capita, and exports, and a constant deterioration of job quality. The main economic policy challenge is preventing the region from falling into economic and social stagnation, while maintaining progress on macro financial stability and debt sustainability.

Considering that social weaknesses are potential risks for economic and business progress, Enel Américas considers that its role is to face the world's biggest challenges by developing its business through projects and initiatives that benefit both society and businesses. Hence, the Company is committed to the UN's Sustainable Development Goals and to domestic policies for social, economic, and environmental development.

Multidimensional Poverty Index and Energy Poverty

The definition of multidimensional poverty identifies social problems related to non-inclusive progress. This concept, in addition to income, incorporates other dimensions related to access to education, employment, housing, quality of life, health and autonomy, among other factors, depending on the methodology adopted by each country, following guidelines established by the UNDP.

Multidimensional Poverty Index	
Argentina ⁽¹⁾	32%
Brazil ⁽²⁾	3.8%
Colombia ⁽³⁾	19.6%
Peru ⁽⁴⁾	12.7%

(1) National Statistics Institute and 2018 National Survey. Considers health, education, and habitability conditions.

(2) UNDP Global Multidimensional Poverty Index. Based on information from 2015 and considers health, education, and living conditions.

(3) National Statistics Administration Department, 2018. Considers household education, childhood and youth conditions, health, work, access to residential public services, and household conditions.

(4) UNDP Global Multidimensional Poverty Index. Based on information from 2012 regarding health, education, and life conditions.

One of the consequences of multidimensional poverty is energy poverty.

According to a study carried out by the UNDP¹, energy poverty is defined as the situation in which a home lacks enough power to cover fundamental, basic, and secondary necessities, taking both objective and subjective issues into consideration. It is a multidimensional phenomenon with three dimensions: access, quality, and equity regarding energy services.

1 UNDP. 2018. 2018 Statistical Update: Human Development Indices and Indicators. New York. <http://hdr.undp.org/en/content/human-development-indices-indicators-2018-statistical-update>

A home is in a situation of ENERGY POVERTY when:

It lacks equitable access to high quality energy services to cover basic and fundamental needs that sustain economic and human development of household members.



Dimensions of Energy Poverty:

ACCESS

Physical and technological thresholds that limit access to electricity for cooking, hygiene, illumination, electronic devices, and household temperature control.

QUALITY

Tolerance thresholds that define access and equity. It considers standards of adaptability, reliability, and safety in terms of indoor contamination.

EQUITY

Economic thresholds regarding excessive expenses in home energy, under-expenditure in home energy, and the resources to invest in the home.

Source: Red de Pobreza Energética (<http://redesvid.uchile.cl/pobreza-energetica/que-es-pobreza-energetica>)

Energy poverty is considered one of the most important challenges in the global energy agenda because, according to the UNDP, access to safe and continuous energy affects human development at both social and economic levels.

Energy Challenges faced by Nations

In this context and seeking to increase access and improve household energy supply, progress has been made in terms of defining and bridging existing gaps and moving towards sustainable energy in the countries where Enel Américas operates.

These guidelines have shaped the industry in countries where Enel Américas has committed to becoming a relevant player in energy development.

Argentina

Within the framework of a participatory energy planning process, the Energy Secretary of State summoned several institutions to define the energy transition goals to 2050.

Pillars of Energy Transition Goals

1. Energy Safety
2. Environmental Sustainability
3. Efficiency and Competition
4. Social Inclusion

Energy Transition Goals

1. Have a robust, flexible, resilient, diversified, decentralized and integrated electricity system, both regionally and globally.
2. Achieve a cleaner energy system that fulfills Argentina's international commitments to reduce greenhouse gas emissions, operating according to the highest existing standards in terms of environmental protection and safeguarding the health of the population.
3. Have an energy system that promotes competition with prices that reflect the economic costs of different sources of energy, including socio-environmental externalities.
4. Achieve an energy system with the highest possible levels of energy efficiency in terms of electricity generation, transportation, distribution, and consumption.
5. Have infrastructure with high levels of digitalization and incorporating smart management and monitoring systems that guarantee service continuity, with quick responses and greater efficiency.
6. Ensure that all homes have access to electricity to cover their basic needs in a safe, affordable and modern way, incorporating safety and efficiency standards.
7. Create an electricity system that promotes local and national development and considers and mitigates the social and workplace impact of technological changes and the energy transition.
8. Institutionalize participatory planning mechanisms and processes in the electricity system, that consider environmental, social, economic, and gender impacts and consequences of energy projects, programs, and policies, including evaluation, monitoring, and revision mechanisms.

Source: http://www.energia.gob.ar/contenidos/archivos/Reorganizacion/planeamiento/2019-11-14_SsPE-SGE_Documento_Escenarios_Energeticos_2030_ed2019_pub.pdf

Brazil

The Ministry of Mining and Energy published an energy expansion plan for the 2020-2029 period. It contemplates elevating their renewable electricity capacity from the current 80% to 84% by 2029, in order to comply with the Paris Agreement objectives and with the Nation's domestic commitments.

The plan has three dimensions to pursue the following objectives:

Economy: Economic development and national competitiveness.

Strategy: Improve use of natural resources in the short and long term and promote regional integration.

Social: Access to energy for the entire population considering socio-environmental aspects.

Source: <http://epe.gov.br/sites-pt/publicacoes-da-dos-abertos/publicacoes/Documents/PDE%202029.pdf>

Colombia

To respond to sustainable development challenges, the Mining and Energy Planning Unit ("UPME" in its Spanish acronym) of the Ministry of Mining and Energy published the 2020-2050 National Energy Plan ("PEN" in its Spanish acronym). Its long-term policy includes seven objectives responding to the country's energy transition.

1. Reliability of energy supply and diversification the energy matrix
2. Energy as an axis for economic development and prosperity
3. Environmental management of the energy industry
4. Ensure supply of energy services and products, with inclusiveness and territorial development.
5. Energy efficiency
6. Regional energy integration
7. Environment that enables the implementation of 2020-2050 PEN

Source: https://www1.upme.gov.co/DemandaEnergetica/PEN_documento_para_consulta.pdf

Peru

The 2014-2025 National Energy Plan developed by the Ministry of Energy and Mining presents an Energy Policy that focuses on having a reliable, regular, continuous, and efficient electricity system to satisfy the country's demand for energy, promoting sustainable development supported by planning, research, and continuous technological innovation.

The policy's action lines are based on three objectives:

1. Have a competitive energy supply
2. Provide safe and universal access to electricity
3. Optimal energy resource development, minimizing environmental impact and low carbon emissions in a Sustainable Development framework.

Source: <https://united4efficiency.org/wp-content/uploads/2017/02/InformePlanEnergi%CC%81a2025-281114.pdf>

Environmental Context

According to CEPAL and IPCC, Latin America is highly vulnerable to the effects of climate change due to its geography and climate. These effects can be seen mainly in rising temperatures and reduction of rainfall, as well as in extreme climatic events such as droughts and floods. Its impact on productive activities and societies is evident, arguing that environmental, social, and economic factors are always interconnected and interdependent.

Seeking to be a proactive player in the countries where it is present, Enel Américas approaches climate issues from several perspectives: one strictly connected to its business and low-carbon services; another related to company policies, mainly environmental and biodiversity policies and integrated environmental management. Another axis regards the multiple commitments made by the Group with international organizations, which guide the path towards environmental sustainability. Along these lines, during 2019 we have prioritized conservation of natural resources as a climate change action, collaborating with science and the academic world. Among the initiatives carried out, we highlight the one developed in the natural reserve Bosque Renace, in Colombia. This initiative seeks to conserve and protect 690 hectares of high Andean forest, and has planted over 35 thousand trees since the program began in 2012. In Peru, Enel has actively contributed to recovering the Callahuanca Forest, 16 hectares damaged in 2017 by the El Niño phenomenon. In terms of socio-environmental issues, Enel fosters sustainable ventures carried out with communities. The Company is building sustainable economic initiatives that include climate change actions related to the Circular Economy, energy efficiency, and sustainable tourism, which seek to enhance native cultural value. These projects are detailed in sections two and three of this report.





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Energy Transition: our response to the New Scenario

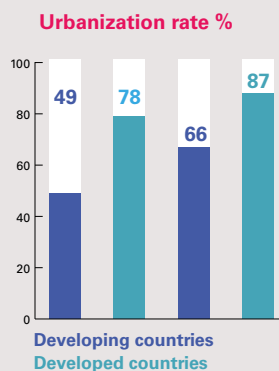
Demographic variables, social demands, the climate crisis, and the technological revolution present global challenges that drive companies to rethink their business strategies and come up with ways of developing their activities considering the environment, society and the economy (ESG). In this context, the energy transition is the industry's response, seeking to advance towards a carbon-free sustainable economy using renewable energies that lead to reductions in greenhouse gas emissions and energy efficiency measures. This shift in the energy model is fundamental to reach the goals set in the Paris Agreement, and is aligned with United Nations' Sustainable Development Objective number 13, related to Climate Action.

The main global trends that drive the energy transition are decarbonization, urbanization, the electrification of energy consumption, and digitalization.

Main global trends for energy transition

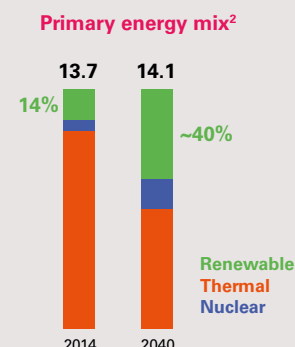
Urbanization

By 2050, 6.7 billion people will be living in cities, or 68% of the total population. Hence, cities must be "smart" and "resilient".



Decarbonization

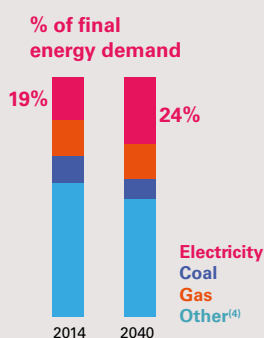
By 2040, renewable energy will make up about 40% of total electricity generation. Meeting the goals established by the Paris Agreement implies changing the sources of electricity generation.



Access to energy

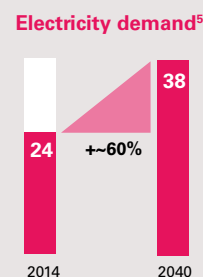
Electrification of consumption

By 2040, the weight of electricity in total energy consumption will increase from 19% to 24%. Drivers will be electrification of transportation and heat



Increase in Demand

By 2040, world demand for electricity will increase by about 60%.



1 United Nations, World Population Prospects, revisión 2014 y 2015
 2 IEA-IRENA Perspectives for the Energy Transition 2017
 3 IEA: WEO 2016 e IEA IRENA 2017 - NPS (New Policies Scenario)

4 "Other" includes: Fuel Oil, Heat, Biomass and Waste, and Hydrogen
 5 BNEF NEO 2017, June 2017

Sustainable Business Model

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Open Power for a brighter future. We empower sustainable progress

Open Power is the strategic and operational approach used by the Enel Group to deliver its services. It implies openness and communication with internal and external stakeholders, and with society as a whole. From this perspective, sustainability and innovation are essential elements to confront the greatest challenges the energy industry faces today. For the Group, Sustainability means value creation and it is achieved with innovation.

The challenge of decarbonizing the energy matrix, building smart and resilient cities as a response to increasing urbanization, and electrifying energy consumption, combined with an increase in demand for electricity, create an undeniable opportunity for the industry.

Hence, the purpose of Enel Américas, as part of the Enel Group, focuses on developing a sustainable business model based on innovation to create long-term value. Sustainability cannot be achieved without continuous innovation, and innovation is senseless if it is not directed towards sustainability. Through the Open Power vision, Enel Américas aims to open energy access to more people, open the world of energy to new technologies, open energy management to people, open the possibility of new uses of energy, and open itself to a greater number of alliances.

Enel Group's Sustainable Business Model provides synergies and long-term value for all stakeholders, through five business lines: infrastructure and networks, trading, electricity generation, retail, and Enel X.

The fundamental principles that have always characterized Enel Américas' way of doing business include ethics, transparency, anticorruption, respect for Human Rights, and the promotion of health and safety. These principles have been formalized in behavioral rules and criteria that apply to the entire Company.

Through its Energy Generation business line, Enel Américas contributes to decarbonization by generating 61% of its energy from renewable sources and investing to achieve greater efficiency in its thermal power plants. Regarding urbanization, the infrastructure and networks (I&N) business contributes by developing sustainable and resilient cities that guarantee a continuous electricity supply. Digitalizing operations and maintenance in generation and in electricity distribution is essential to increase the efficiency of power plants, improve service quality, optimize processes, and reduce response times.



Enel X is the business line within Enel Américas that seeks to implement and develop products and services related to energy efficiency and new applications of energy, thus contributing to the development of sustainable cities by incorporating innovation, cutting-edge technology, and future trends, such as electric mobility, distributed generation, and automation.

As a strategic axis of its sustainable business model, the Company has accepted the challenge of implementing the Circular Economy concept throughout its value chain and its business lines. Circular Economy is defined as the transformation of the business model through innovation to decouple economic development and value creation from natural resource exploitation, and also eliminate waste from the system by considering the issue from the initial design stage of projects.

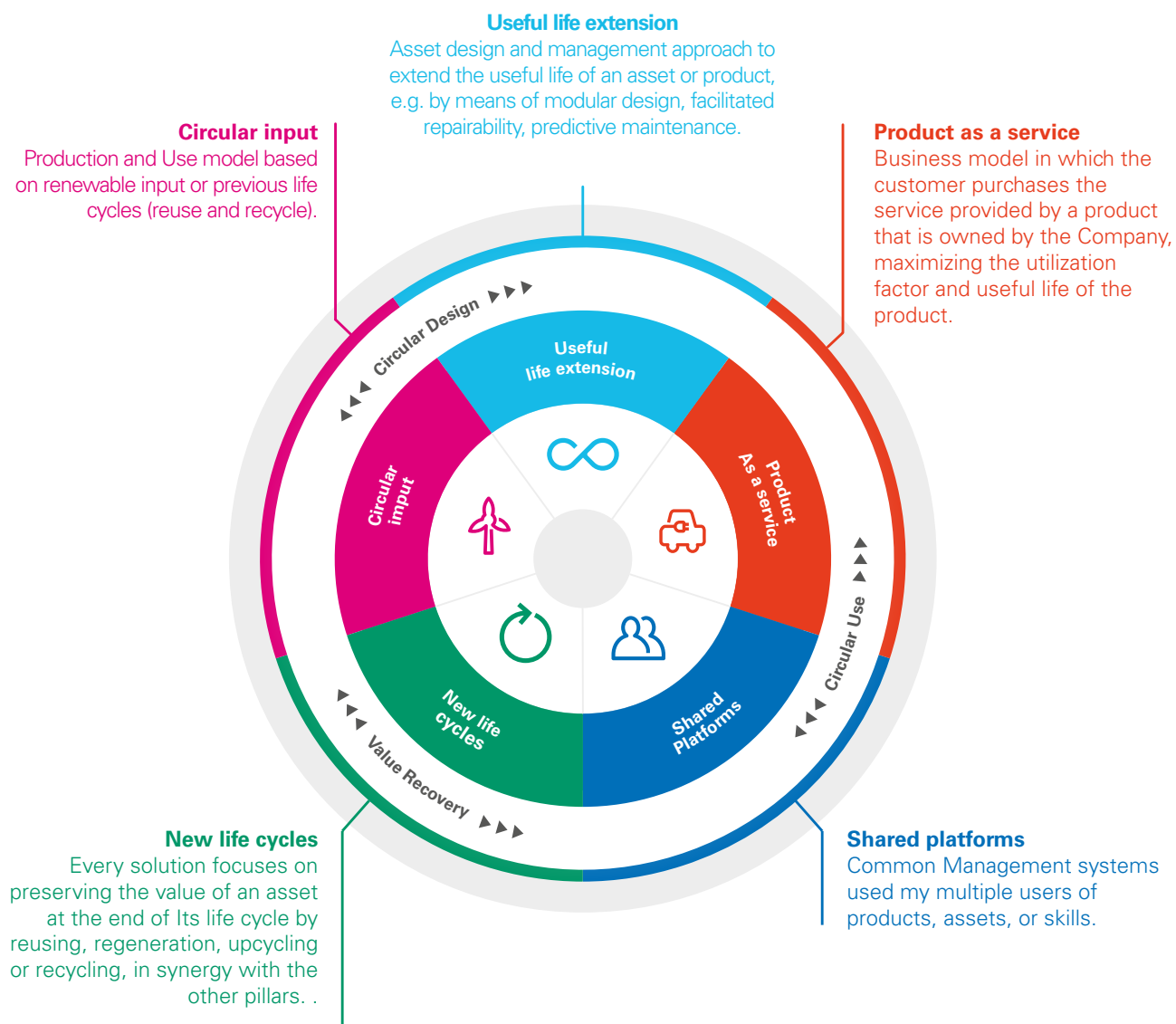
It is based on three fundamental principles:

- > Eliminate waste and pollution from products and services by design
- > Maintain materials and products in use
- > Regenerate natural systems

Circular Economy emerges as a solution to the climate crisis that affects our planet today. Consequently, in 2019 the Company created the Circular Economy unit within the Sustainability department to manage the implementation of the Circular Economy Model -which has been adopted by globally renowned organizations, such as the Ellen MacArthur Foundation- which is built on the following five pillars:

- > **Sustainable inputs:** This pillar refers to the origin of raw materials used in asset construction and operations. The Company promotes the use of energy and materials from renewable, reusable, or recyclable sources.
- > **Products as a service:** This pillar refers to the sale of services associated with the use of products, instead of the product by itself, as a way of maximizing product utilization.
- > **New life cycles:** This pillar refers to the final disposal of assets at the end of their useful life. The Enel Group promotes recycling and reusing waste, understanding that they are assets/materials that may be of value for other processes.
- > **Extension of useful life:** This pillar refers to preventive or predictive maintenance of power plants or assets to extend their useful life. It also involves a modular design of products, allowing to replace the defective parts of a product rather than the whole product.
- > **Shared platforms:** This pillar refers to multiple users sharing an underutilized asset through information technology.

Integrating a Circular Economy Model in the Value Chain



One of the most relevant challenges related to incorporating a Circular Economy in the Enel Group is quantifying and valuing the business' circularity. Therefore, the measurement model named CirculAbility Model ©² was developed to define a circularity baseline in relation to "Business as Usual" that allows quantifying the sustainability benefits generated from implementing one or more Circular Economy pillars, thus adding sustainability to its operations.

2 CirculAbility Model https://corporate.enel.it/content/dam/enel-it/azienda/circular/KPI-Model_3.2018_en.pdf

Materiality: Defining priorities

102-15 102-44 102-46

This report considers the importance of material issues defined by Enel Américas and its stakeholders, according to the Global Reporting Initiative's guidelines for the elaboration of sustainability reports. It informs on the accomplishment of goals set in the 2019-2021 Sustainability Plan, detailed in the 2018 Sustainability Report, and considers the results of the 2019 materiality analysis.

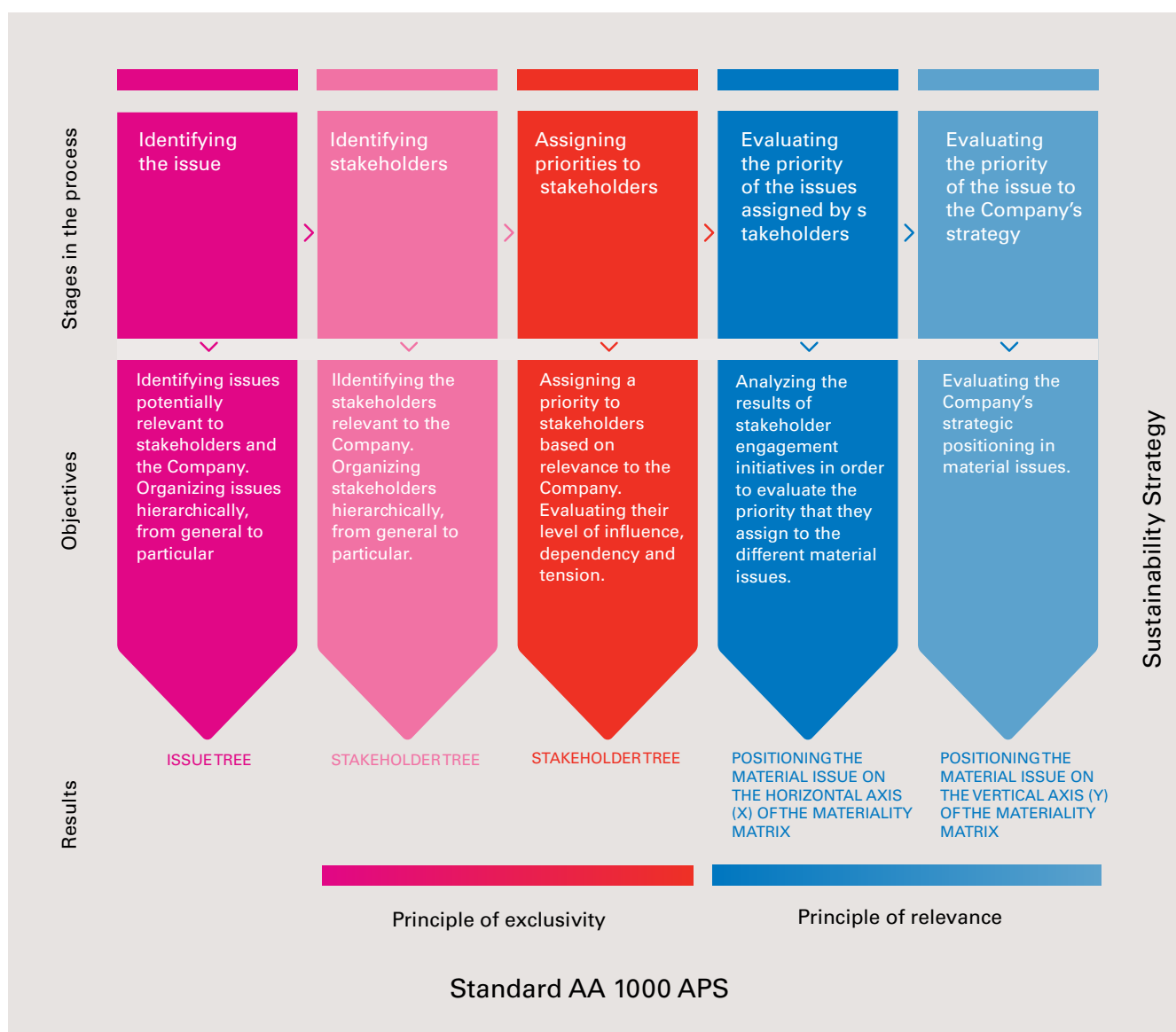
During the first semester of each year, Enel Américas and its subsidiaries gather data globally through an online platform created to store and analyze information by country and by company. This preliminary analysis is complemented during the second semester with the priorities that the stakeholders of Enel Américas and its subsidiaries assign to topics and subtopics within the Company's strategy. Primary and secondary sources are used in this process, including interviews and press reviews.

Identifying Priority Issues

Enel Américas carries out an annual priority identification process to integrate stakeholders' expectations, which are in line with the Company's objectives, in a structured manner. By means of this procedure, the Company evaluates and selects economic, ethical, environmental, and social matters that are relevant to its stakeholders and are also strategic priorities for the Company.

The results of this process contribute to the strategic planning of the business and the design of sustainability plans that involve all the Company's departments. It also determines the contents of the Sustainability Report and contributes to the effective management of stakeholders and their expectations, in coordination with all the departments of consolidated companies and subsidiaries.

The Enel Group developed a methodology that is aligned with international standard AA 1000 APS to carry out the priority identification process in the Company and its subsidiaries. This standard guides the organization in strategically managing interactions with its stakeholders by following a set of principles and identifying them correctly (Inclusivity Principle), prioritizing the issues that require the Company's attention (Relevance Principle) and designing the proper response (Responsiveness Principle) to stakeholder's concerns and expectations that create value for the Company and for the communities they provide for.



Stakeholder Participation

Understanding the expectations of stakeholders is a cornerstone of Enel Américas' sustainability strategy. This approach seeks to identify the main drivers that allow making sustainable, competitive, and safe energy models, as well as developing innovative, exhaustive, and cutting-edge perspectives to anticipate events, manage risks, and seek differentiation.

The Company's commitment to sustain continuous dialogue with its stakeholders is fundamental in creating areas of collaboration, development, and trust. Essentially, Enel considers that management and communication with stakeholders contributes towards:

- > Improving risk and opportunity management.
- > Identifying relevant trends and issues at an early stage.
- > Fostering credibility and trust, enabling synergies.
- > Facilitating decision-making processes.
- > Cultivating improvement and business opportunities.

Company managers are responsible for the ongoing management of their stakeholders.

Identifying Stakeholders

Enel Américas and its subsidiaries check, identify and map their stakeholders at a consolidated level on a regular basis. This map is updated annually according to the Company's present reality.



Prioritizing Stakeholders

102-40

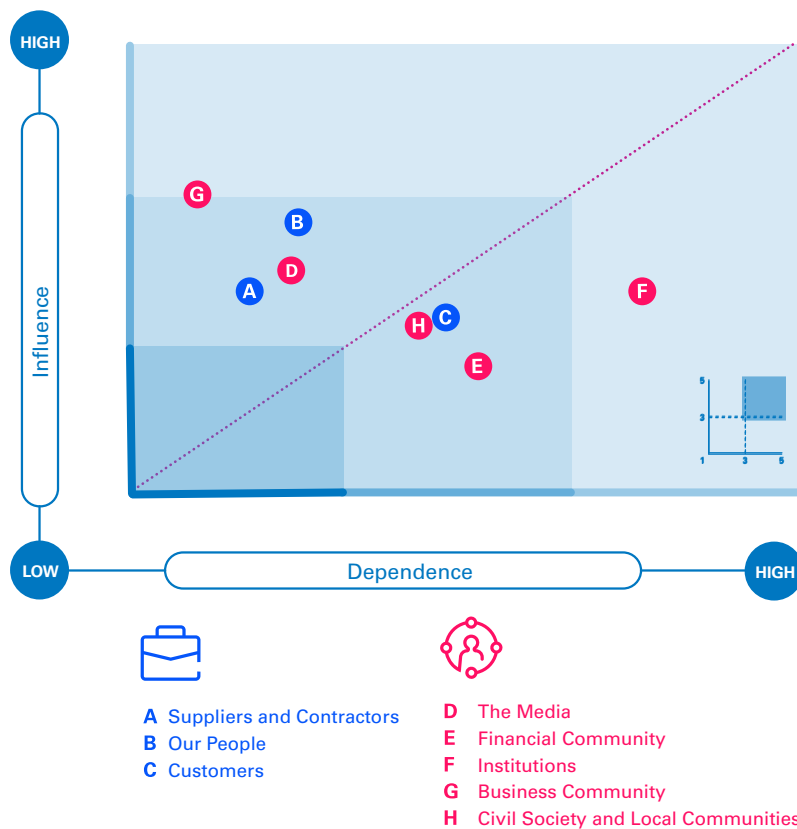
In 2019, stakeholders were prioritized according to their relevance to the Company. The priority was determined with the active participation of the Company's business and corporate units and was based on two criteria:

- > **Dependency:** Groups or individuals that directly or indirectly depend on the Company's activities, products or services and associated actions.
- > **Influence:** Groups and individuals that may have an impact on the Company or on strategic stakeholders decision-making processes.

The combination of both factors reveals the relevance of each stakeholder, which in turn determines each stakeholder's involvement in the process of identifying material issues.

It is relevant to note that this methodology is applied in all territories where the Company operates, which provides a greater level of detail to improve the design of effective responses.

The analysis performed in 2019 defined the following stakeholders map:



Additionally, each stakeholder group is segmented further into subgroups, which optimizes dialogue and consultation channels to evaluate their perception of Enel Américas' management.

Communication channels between Enel Américas and its Stakeholders

The Company's operational excellence relies on the continuous interaction with its stakeholders through day-to-day activities. By means of different communication channels and procedures, Enel Américas obtains solid knowledge of their needs and expectations. Additionally, the Company's whistleblowing channel is available to all stakeholders.

In 2019, the Company used the following channels:

		Stakeholder category								
		Financial community	Suppliers and contractors	Civil society and local communities	Employees	Institutions	Companies and trade associations	Customers	Media	
Communication Channel	Agents	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Agents
	Mobile App	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Mobile App
	Ethical channel	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Ethical channel
	Web channel	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Web channel
	Press releases	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Press releases
	Direct contacts	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Direct contacts
	Forums	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Forums
	Teams	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Teams
	Dedicated meetings	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Dedicated meetings
	Investor Day	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Investor Day
	Cognitive Interviews	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Cognitive Interviews
	Intranet	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Intranet
	Enel stores and commercial offices	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Enel stores and commercial offices
	Newsletter	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Newsletter
	Roadshow	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Roadshow
	Social media	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Social media
Surveys	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Surveys	
Communication Channel										

Enel Américas in Social Media

Enel Américas has acquired solid knowledge of its stakeholders' needs and expectations through different communication channels and procedures, such as the web channel, task forces, newsletters, the whistleblowing channel, the mobile App, and others (see infographic). The Company and its subsidiaries are also widely present in social media, providing information directed towards all stakeholders and maintaining fluid interactions with virtual communities. The Company also shares corporate, educational, financial, commercial, sustainability and customer service information on several social platforms (Twitter, Facebook, LinkedIn and Instagram). If there are problems with the privacy of customers, social networks serve as a point of contact to escalate these problems.



Customer Service Account
 @EnelArgentina
 @OficialEdesur
 @EnelBrasil
 @EnelClientesBR
 @CodensaEnergia
 @EmgesaEnergia
 @EnelPerú



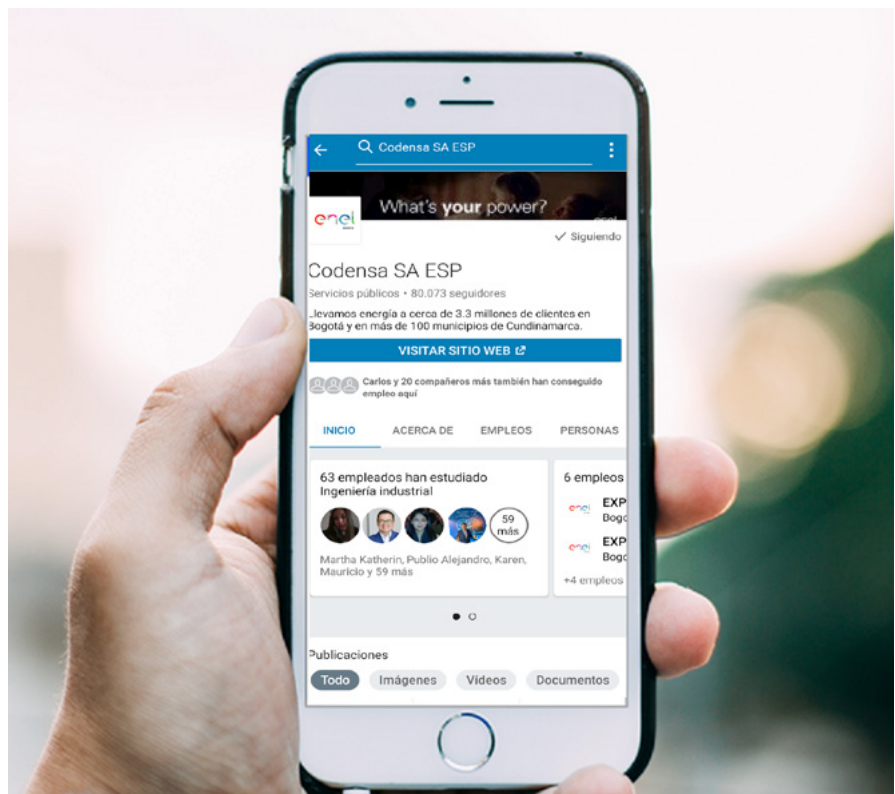
@EnelArgentina
 @EdesurArgentinaOficial
 @EnelBrasil
 @EnelClientesBR
 @CodensaEnergia
 @EmgesaEnergia
 @EnelPerú



Enel Argentina
 Edesur S.A.
 Enel Brasil
 Codensa
 Emgesa
 Enel Perú



@EnelArgentina
 @edesur.official
 @EnelBrasil
 @EnelClientesBR
 @CodensaEnergia
 @EmgesaEnergia
 @EnelPerú

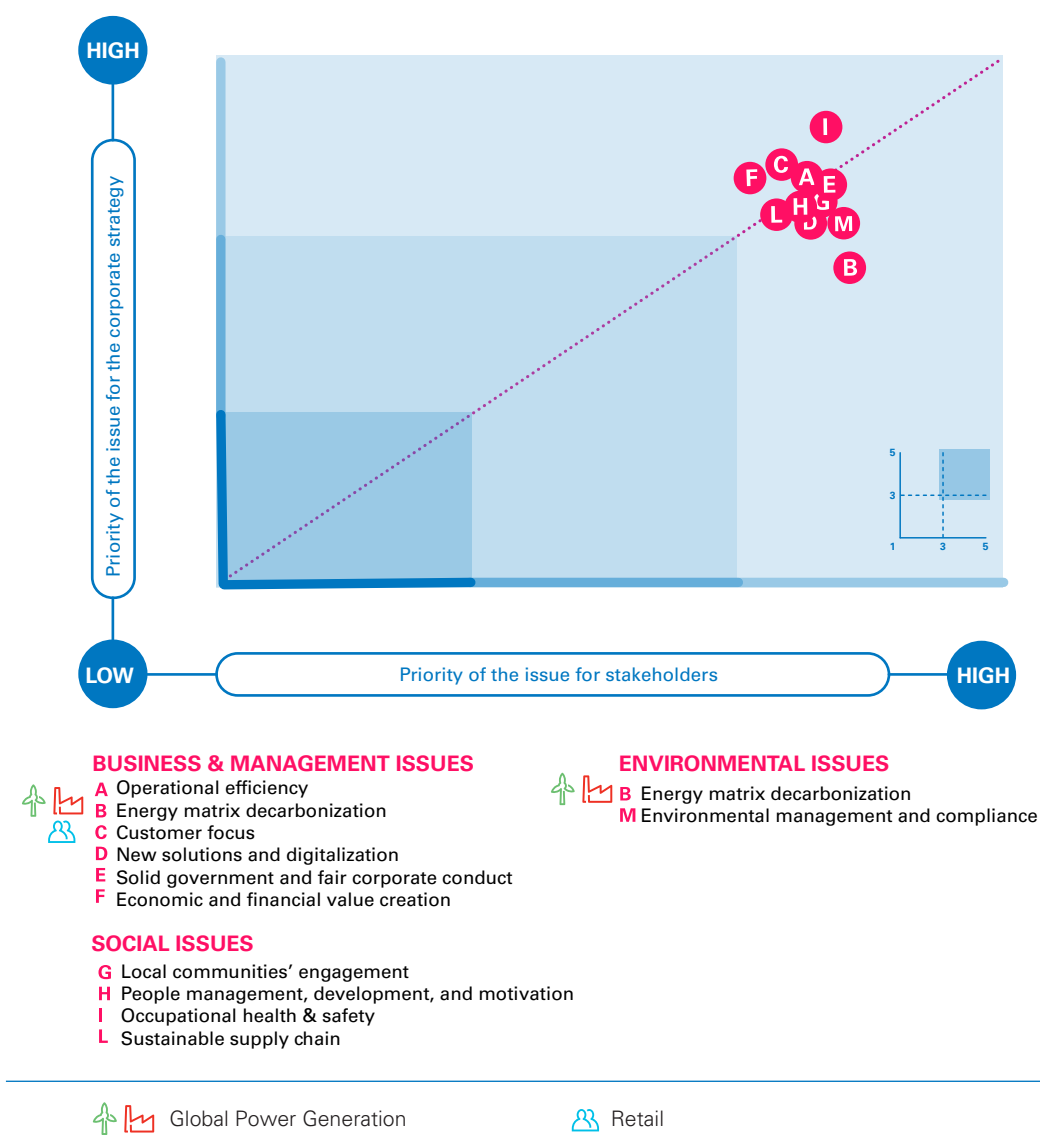


Materiality Study

During 2019, Enel Américas conducted a Materiality Study that served as the basis for defining the priorities established in its 2020-2022 Sustainability Plan. Sources and leaders of stakeholder groups were directly and indirectly consulted. The study involved:

- > Analysis of energy and sustainability trends that could have a present or future impact on the Company's activities.
- > Priority stakeholder surveys
- > Investor and analyst assessments on ESG matters.
- > Mapping issues that are relevant to the industry
- > Analysis of media and social media
- > In-depth interviews with Enel Américas' main executives.
- > Analysis of reports that include topics related to Company sustainability: corporate reputation report, employee work climate survey, customer satisfaction survey.

The study allowed identifying strategic topics of Enel Américas' business based on their importance to stakeholders and the Company, which are detailed in the following matrix.



Enel Américas' Main Material Issues

The issues identified through Enel Américas' materiality process are fundamental issues in the Company's strategy and Sustainability Plan. Every one of the 12 material topics identified through the process are concretely linked to Sustainable Development Goals (SDG) promoted by the United Nations. The six main material issues are presented below:



1. Occupational Health and Safety

Enel Américas regards occupational health and safety as a priority in the development of its operations. To that effect, the Company embraces the best practices available to detect and prevent situations that could expose its employees and contractors to risk. For more information, please refer to the Occupational Health and Safety section.





2. Focus on the Customer

The Company targets its business strategy towards satisfying the needs of its customers, acknowledging the role of energy as an enabler of socioeconomic development through quality, inclusive, and accessible service in which innovation is an enabler for the development of products and services of sustainable energy. For more information, please refer to the Operational Improvement for a Quality Service section.



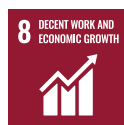
3. Energy Distribution

Managing and maintaining distribution networks is key to increase the networks resilience and mitigate the effects of climate change, while also allowing to provide a safe, reliable, and continuous service and advancing in the electrification of cities and providing a quality service.



4. Solid Governance

Enel Américas has established rules, models, and control mechanisms that govern the actions of its employees under principles of integrity, both internally and externally. This model of transparent conduct generates trust in stakeholders, which is also reflected in economic results as well as in main sustainability indexes. For more information, please refer to the Governance section.



5. Engaging local communities

The Company's weaves its operations into the social, economic, and environmental fabric present in the territories where it operates to create value and sustainable development for its stakeholders. This is achieved by creating space for inclusive, transparent, and participative activities and being an active part of the solutions to the communities' main challenges. For more information, please refer to the Communities section.



6. Economic and Financial Value Creation

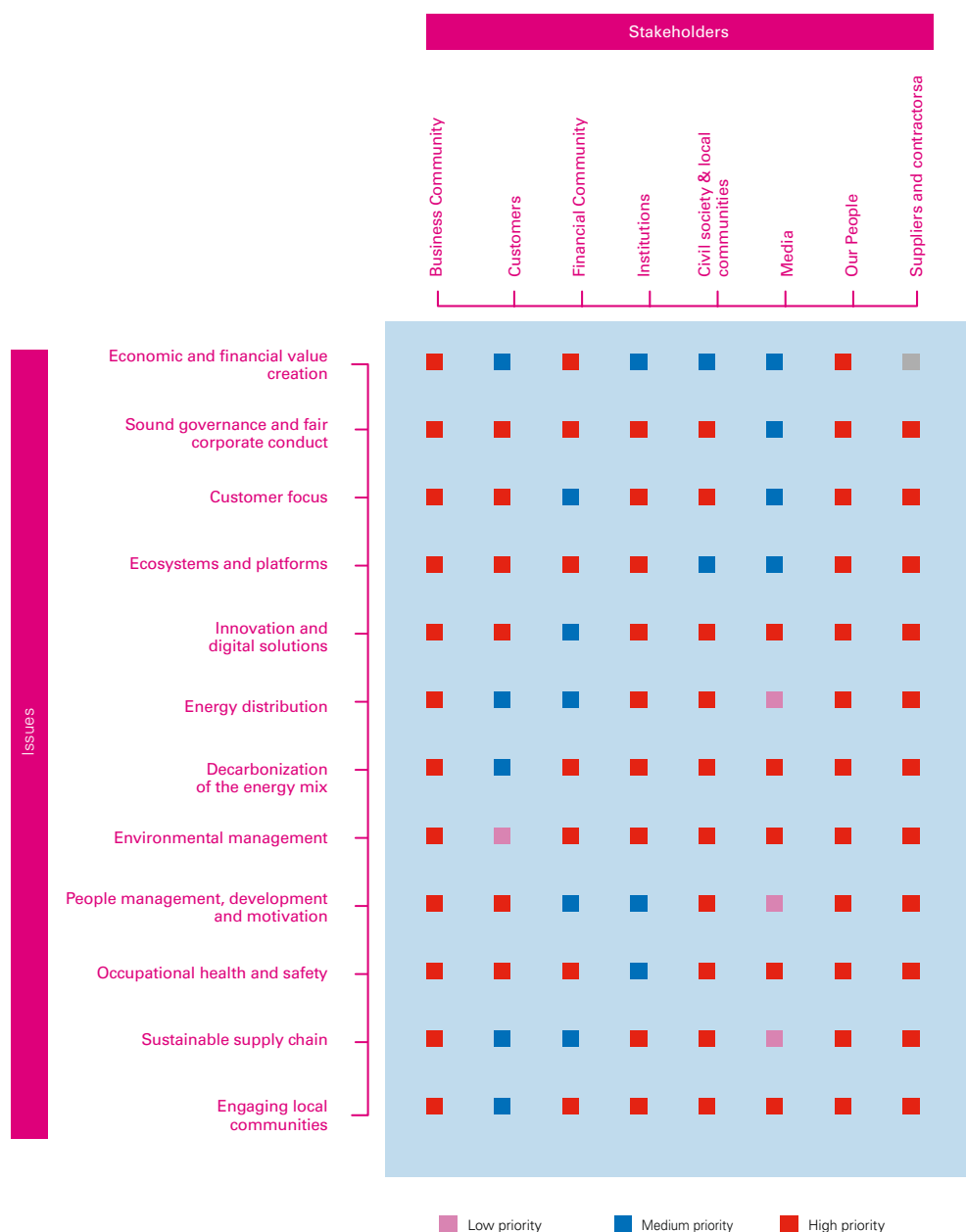
Enel Américas is aware that to create sustainable economic growth, it must incorporate financial and non-financial factors into its entire value chain, considering environmental, social, and governance (ESG) aspects. For the Company, sustainability is synonymous to long-term value creation for all its stakeholders, which is generated through a business model that combines industrial and sustainable objectives. For more information, please refer to the Value Creation section.

Stakeholder Priorities

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During 2019, Enel Américas and its subsidiaries carried out several initiatives with the Group's stakeholders, including the financial community, national and international institutions, authorities, industry and business associations, suppliers, customers, civil society, and Company personnel.

The following priorities were identified by the different stakeholders regarding each subject analyzed based on surveys. Through this process, Enel provides answers to key issues and questions raised by the different stakeholder categories regarding the main activities and projects carried out throughout the year. Enel also includes these results in the planning process, defining the objectives and actions to continue improving its performance and successfully reach stakeholders' expectations (for more information, please refer to the methodology note).



Enel Américas provides answers to these issues through its Sustainability Report, where every chapter details the actions and projects carried out throughout the year. Additionally, the 2019 Materiality Matrix, which is built upon these results, is also an integral part of the 2020 – 2022 Sustainability Plan.

102-47

Material Issues		
Internal Issue denomination	Scope	GRI Material Aspect
Sustainable Value Chain	Enel Américas and contractors	Procurement practices
	Enel Américas and contractors	Social evaluation of suppliers
Economic and financial value creation	Enel Américas	Economic performance
Energy matrix decarbonization	Enel Américas	Internal: growth through low carbon technology and services
Energy distribution	Enel Américas	Internal: energy distribution
Focus on customers	Enel Américas and customers	Internal: focus on customers
Employee management, development, and motivation	Enel Américas	Employment
	Enel Américas	Training
	Enel Américas	Internal: Respect for workers' rights
	Enel Américas	Diversity and Inclusion
Environmental management and compliance	Enel Américas	Waste management
	Enel Américas	Water
	Enel Américas and contractors	Biodiversity
	Enel Américas and contractors	Environmental Governance
	Enel Américas and contractors	Emissions
	Enel Américas and contractors	Energy
Solid governance and fair corporate conduct	Enel Américas	Anti-corruption
	Enel Américas	Public policy
	Enel Américas	Internal: Ethics and Integrity
	Enel Américas	Internal: Governance
Innovation and Digital Transformation	Enel Américas	Internal: Innovation and digital transformation
New solutions and technologies	Enel Américas	Internal: New solutions and technologies
Relations with local communities	Enel Américas	Local communities
	Enel Américas	Respect local communities and indigenous people rights
	Enel Américas	Internal: Communities' Social and economic development
	Enel Américas	Internal: Support to local communities
Occupational health and safety	Enel Américas	Health and safety

Key Risks

ESG risks (Environmental, Social, and Governance) are an integral part of the Company's risk management policy. They are identified with the following references:

- > Relevant Materiality issues identified in the 2020 Global Risks Report, issued by the World Economic Forum (WEF).
- > Risk assessments carried out within the Human Rights due diligence process and through integrated management systems (environmental, quality, and safety), among others.
- > Sustainability qualification analysis performed by prestigious international agencies that use specific risk assessment systems to define the Company's performance regarding ESG.

The risk management policy is reviewed and approved by the Board of Directors every year and includes risks that could potentially affect the achievement of the Company's objectives as well as sustainability risks. The following are worth highlighting:



Environmental Risks

- > They arise as a consequence of the impact of Company operations on the environment, including biodiversity and resource exploitation. Enel has established that effective environmental impact and risk prevention and mitigation is fundamental before and throughout the lifecycle of any project.
- > Environmental risks also arise from climate change, due to the impact of extreme events on the availability of assets and infrastructure, as well as the impact of the energy matrix transition towards a more sustainable business model. To face them, Enel has adopted asset prevention, protection, and resilience strategies and has acquired insurance policies. The Company's business model is based on decarbonization and electrification of energy consumption as strategies to move towards a low-emissions economy.



Social Risks

- > Social conflicts in countries where the intensity of such social conflicts may jeopardize the continuity of operations. Enel Américas has contingency management plans and procedures in place to face these risks. Aware of the strategic role of electricity in these countries, these plans prioritize uninterrupted electricity generation, customer electricity supply, and employee safety.
- > Conflicts resulting from the demands of communities that neighbor our power plants. Enel has teams working on-site to maintain a continuous relationship with local communities. The Company makes social investments in the territories in which it operates, aiming to create the necessary conditions for the socioeconomic development of communities by co-designing long-term growth initiatives.
- > Caused by internal employee or contractor accidents. The Company mitigates these risks by promoting a culture based on safety, developing policies and including safety practices in procedures and training workshops, among others.
- > Related to attracting and maintaining workers within the context of the energy matrix transition. To face these challenges, Enel has a Diversity Policy and also talent management and promotion policies. The Company carries out several work-life balance initiatives and promotes education and personal growth through scholarships and courses.

Governance Risks:

- > Related to illicit behavior, including corruption, lobbying, etc. or anti-competitive practices, by internal employees or contractors. Enel relies on its Internal Control and Risk Management System, which are based on commercial norms and procedures, to face this risk.
- > Human Rights violations that are detected through due diligence processes, which lead to action plans designed to address the breaches.

Additionally, this category includes transversal risks related to:

- > Protection of personal data: Collecting and processing personal data is one of the greatest challenges in the era of market digitalization and globalization. Enel Américas has taken on this challenge by accelerating digital transformation processes while increasing the number of clients in countries where the Company operates. This implies a natural exposure to risks related to processing personal data and increasingly broader privacy laws, where inadequate implementation may cause financial and economic loss and may harm the Company's reputation as well the customer's privacy rights. To manage and mitigate these risks, Enel Américas has adopted a framework that guarantees personal data protection for anyone who interacts with the Company. For this purpose, Enel complies with current Chilean legislation, mainly Law 19,628 regarding the protection of private life, and is gradually implementing measures that are in line with the European Union's General Data Protection Regulation (GDPR). The Enel Group has adopted their requirements and protection standards. Therefore, the Company has named a Data Protection Officer (DPO), who will be responsible for supporting the different business areas to make personal data protection a key element in every business activity.
- > Digitalization, IT effectiveness and service continuity: the Enel Group is performing a complete digital transformation of its entire value chain, developing new business models and digitalizing processes. This makes the Company more exposed to risks associated to operating companywide IT systems, which could lead to service interruptions or data loss. In order to mitigate these risks, the Company's Global Digital Solutions (GDS) department has established an internal control system that has placed monitoring points throughout the entire value chain. Enel is also promoting a digital culture to successfully implement its digital transformation and minimize related risks.

For further details, please refer to the Company's Annual Report, available at <https://www.enelamericas.com/>

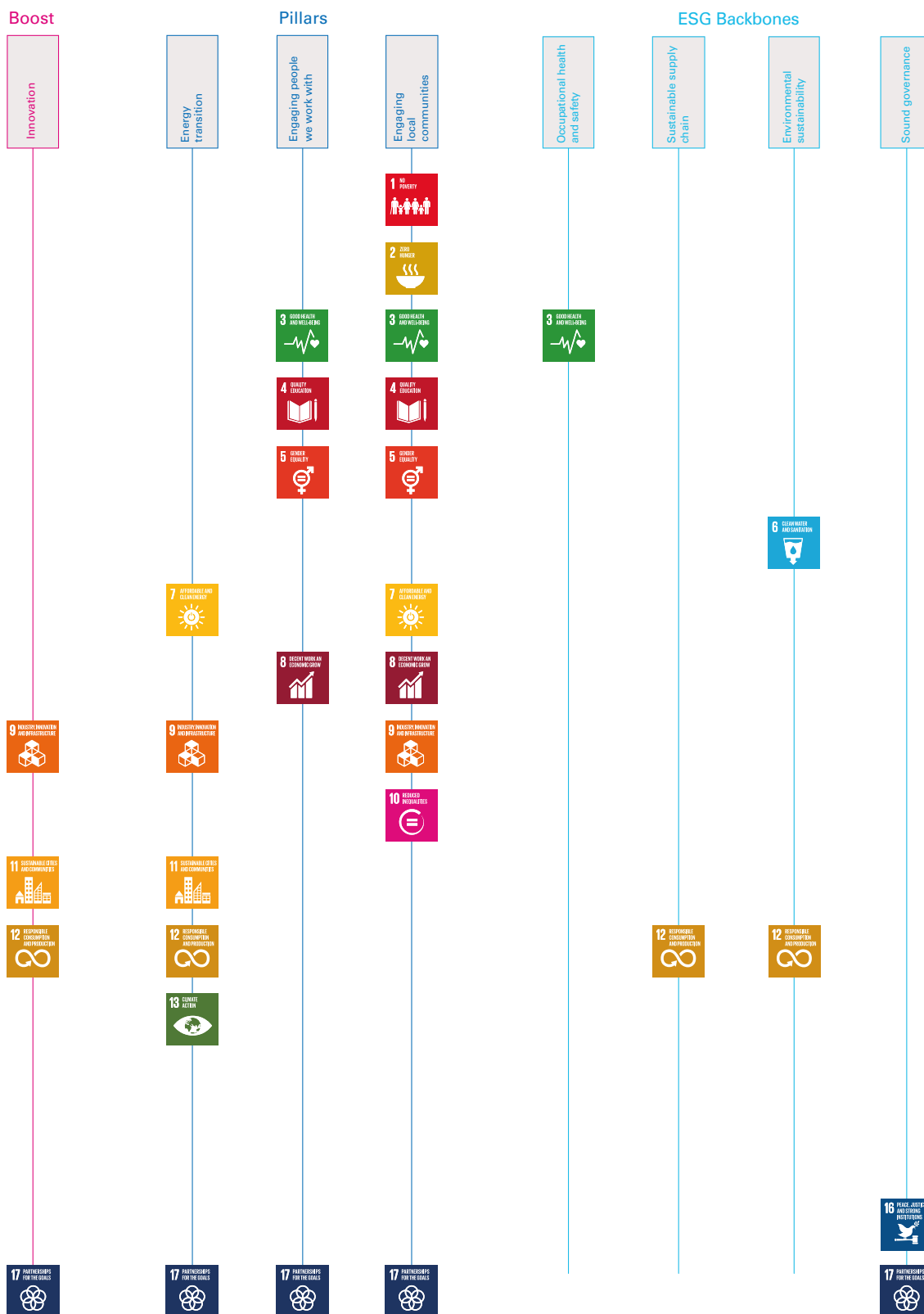
Sustainable Development Goals (SDG)

Enel Américas' business strategy has led the Company to contribute substantially towards reaching the Sustainable Development Goals (SDG) promoted by the United Nations. The Company has adhered to six of these goals: quality education (SDG 4); affordable and clean energy (SDG 7); contribution to the socio-economic growth of neighboring communities (SDG 8); promoting innovation in the context of responsible industrialization and resilient infrastructure (SDG 9); creation of sustainable cities and communities (SDG 11); and climate action (SDG 13) guiding management transversally towards becoming carbon neutral by 2050.

Source: <https://www.un.org/sustainabledevelopment/es/objetivos-de-desarrollo-sostenible/>



Enel's commitment to the SDGs



2020 – 2022 Sustainability Plan

The 2020-2022 Sustainability Plan will guide Enel Américas' endeavors for the next three years, allowing the Company to navigate towards the energy transition that is moving forward at an increasingly rapid pace. The Sustainability plan is part of the Company's industrial plan and considers the main trends and national contingencies that impact the energy industry, the most relevant risks of the industry, and the priorities of Company stakeholders.

Enel Américas, along with the Sustainability department of every country with company operations, monitors compliance and progress of every goal and objective.



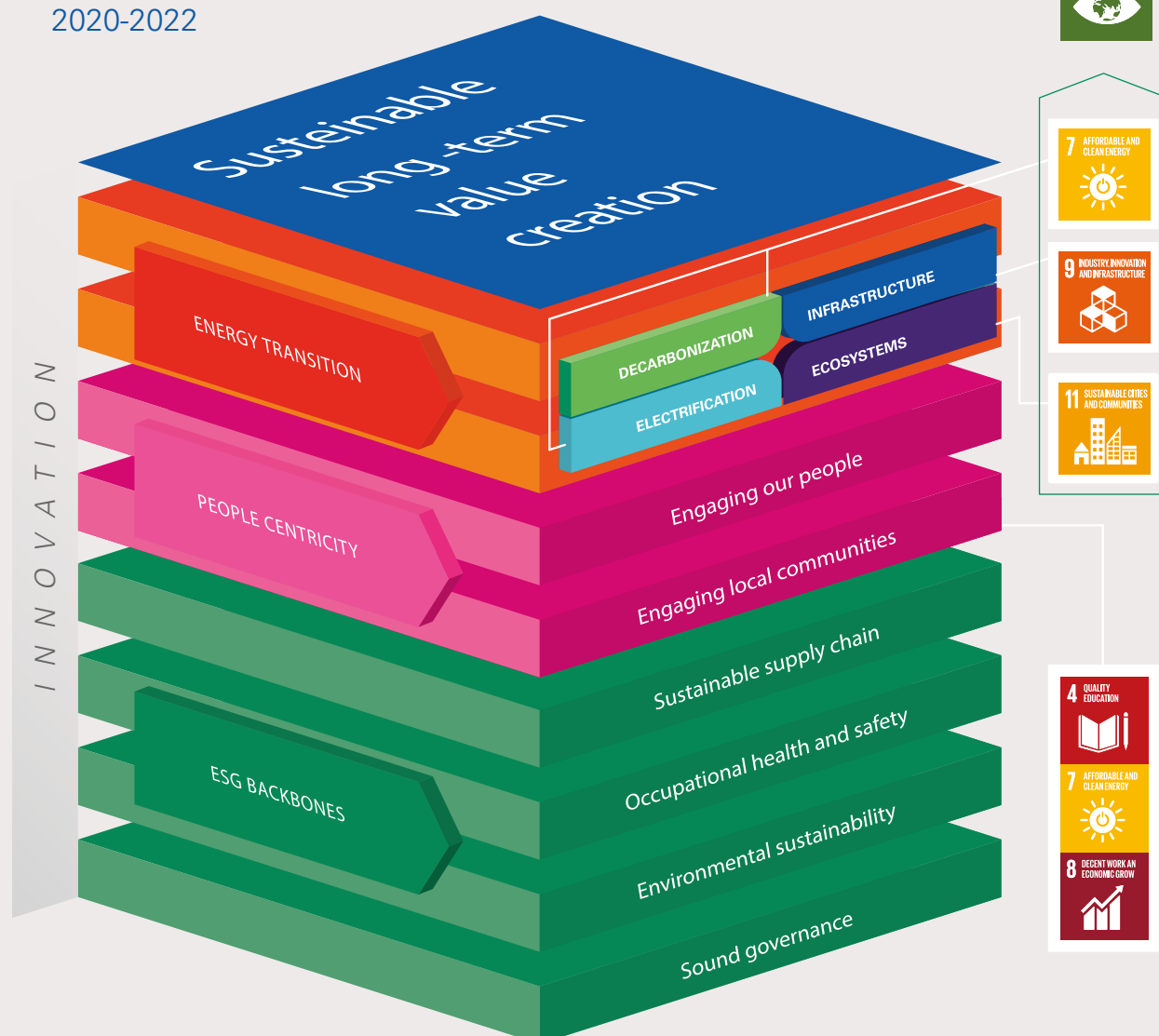
The following section presents the 2019 results of the 2019-2021 plan, which focuses on sustainable long-term value creation and has four focal points. The first two are described in the chapters regarding Growth through low-carbon technologies and Operational improvements for a quality service for our customers, both related to the energy transition process through decarbonization and electrification. The third focal point refers to social issues such as the sustainability of our assets regarding neighboring communities, and the fourth focal point refers to initiatives and programs for the Company's employees. The plan is based on five pillars that support this strategy: occupational health and safety, solid corporate governance, environmental management sustainability, supply chain sustainability, and economic value creation.

The plan's enabling element is innovation, which is considered indispensable to achieve sustainability in the business, as well as for the Company's internal and external social relationships.

Enel Américas' Sustainability Strategy considers contributing to the world's greatest challenges through the operation of its business. Therefore, the strategy is in line with the United Nations' Sustainable Development Goals, with Human Rights principles, with the goals of social and environmental development policies of every country in which it operates, and with investors' relevant Environmental, Social, and Governance (ESG) standards, as evidenced in the Company's several sustainability indexes.

Sustainability Plan

2020-2022



Our people

2022 Target



Engaging local communities

2030 Target



1 Enel Group Goals, applicable to Enel Americas

2 Does not include selection processes involving blue collars workers.

3 Eligible and accessible: those who have a permanent contract and who have been forcefulness and active for at least three months during 2019

4 Accumulated objectives since 2015.

5 Enel Américas aims to increase by 315 thousand beneficiaries in the period 2020-2022.

6 Enel Americas aims to increase by 2.5 million beneficiaries in the period 2020-2022.

7 Enel Americas aims to increase by 250,000 beneficiaries in the period 2020-2022.





2. PILLARS OF THE SUSTAINABLE BUSINESS MODEL



103-2

103-3

Growth through Low Carbon technologies and services

We are aware that one of the main threats to the Sustainability of our planet is the risk related to the current climate crisis, linked to rising global temperatures caused by greenhouse gas emissions, among other variables. Major international organizations, the Intergovernmental Panel on Climate Change (IPCC) in particular, have warned about the need to maintain the rise in global temperatures below 1.5°C, when compared to the preindustrial era. Facing this serious situation, the Enel Group has established a global strategy aiming towards decarbonizing its generation mix by the year 2050, in line with its commitment to the United Nation's Sustainable Development Goal (SDG) 13, which promotes Climate Action.

In this context, the Enel Group wants to be a proactive player, and has therefore committed to reduce its CO₂ emissions per kWh by 70% when compared to the level in 2017, in line with the latest April 2019 version of Science Based Targets Initiative (SBTI). Additionally, the Company has committed to reduce its indirect emissions by 16% by the year 2030, when compared to 2017. Enel has also adhered to the Task Force on Climate related Financial Disclosure (TCFD). This organism suggests implementing guidelines within the Company to steer the management of climate change related issues, particularly matters related to Corporate Governance, Strategy, Risk Management, Metrics or Goals, making the information related to climate change transparent. Enel Américas contributes to the achievement of the Enel Group's goals by aligning its business strategy with Climate Action.

The Company is fully aware of its role in the contribution towards resilience to climate change and resilience to the social phenomena related to urbanization. Hence, Enel Américas provides low-carbon services through the electrification of cities, quality services, and network digitalization, as well as with the generation of mainly renewable electricity, leading the transition towards low-carbon economies in the countries where Enel Américas is present.

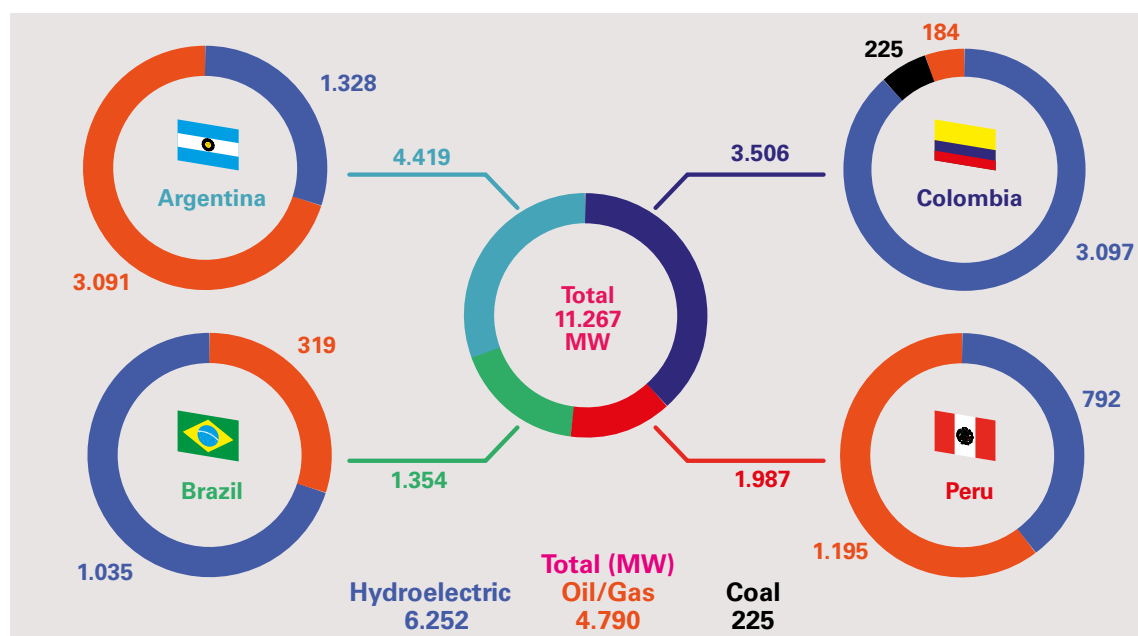
Electricity Generation



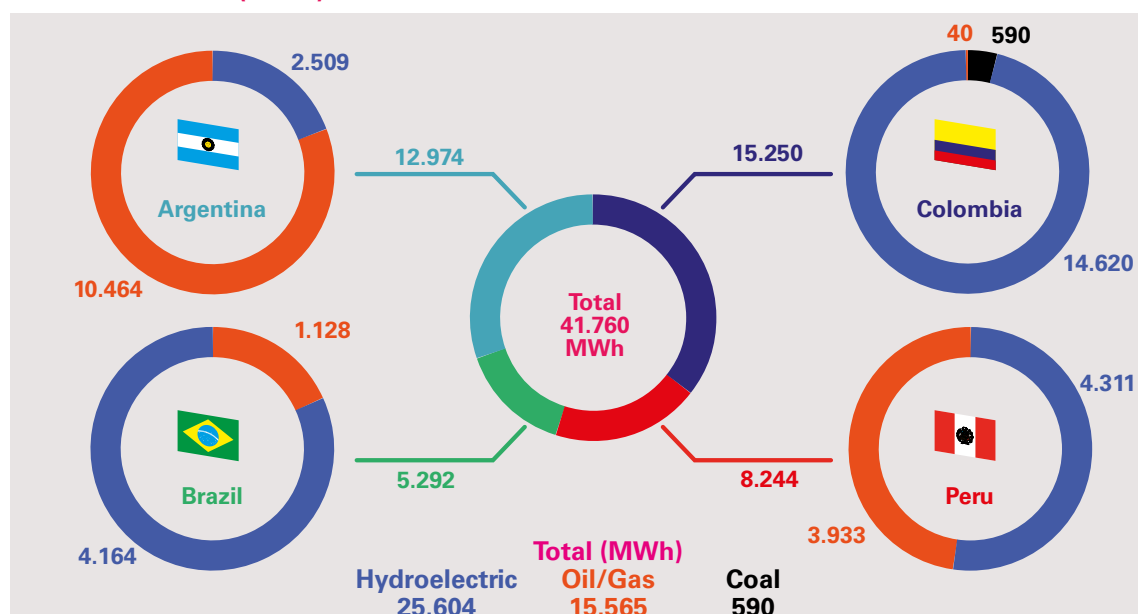
Enel Américas has committed to contribute to the energy industry plans of each country in which it has operations and consequently has agreed to not build additional coal fired thermoelectric power plants as a way to contribute to the reduction of CO₂ emissions.

Also, during 2019, coal-based generation represented 1.4% of Enel Américas' total generation, coming from a back-up power plant in Colombia. Renewable sourced electricity generation reached 61% of total generation, mainly due to improved hydrological conditions in Brazil and Colombia.

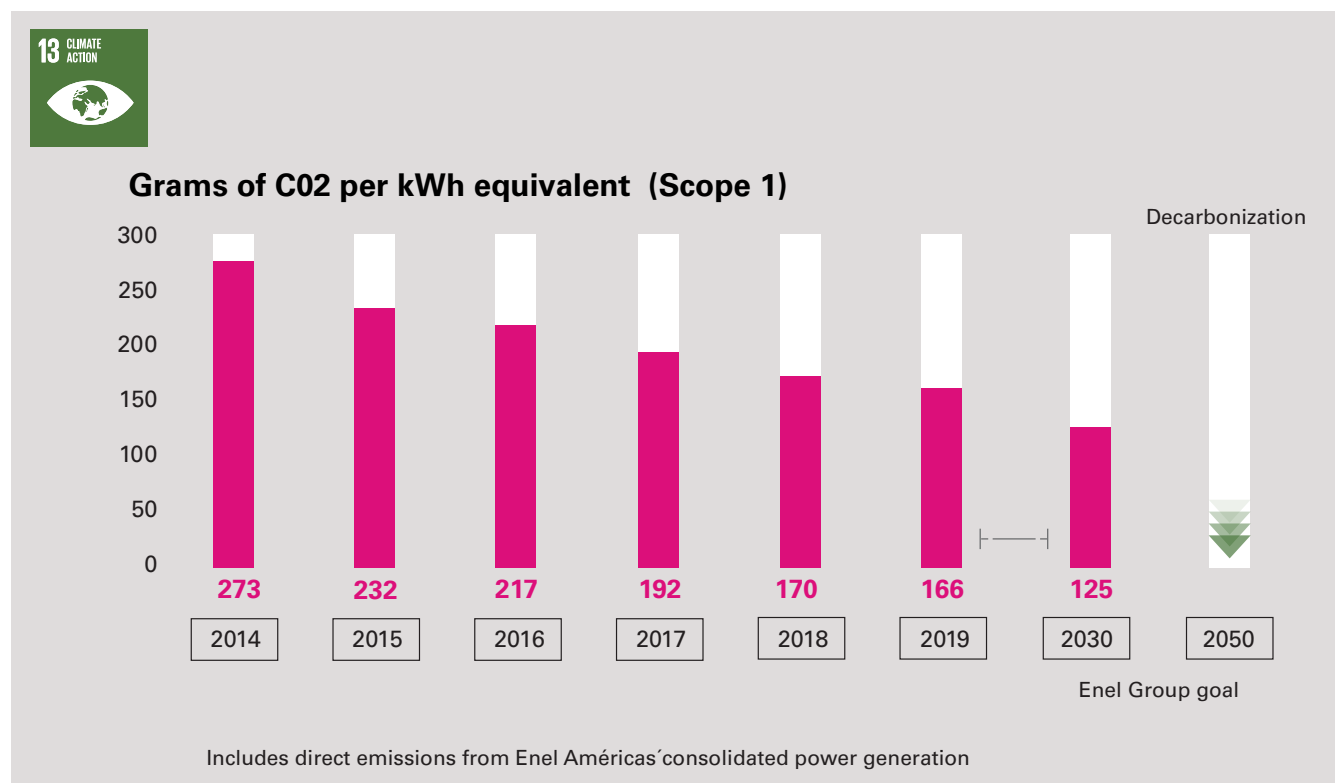
2019 Installed Capacity (MW)



2019 Generation (MWh)



As a result of the Company's energy mix and continuous investment to improve power-plant's environmental and efficiency standards, consolidated emissions have reduced, contributing to the Group's goal to reduce direct emissions derived from thermal generation.



Demographic growth and urbanization: new challenges for the industry

Other significant industry challenges are related to demographic changes; markets are faced with growing urbanization and the need to develop sustainable cities that improve quality of life. Electricity plays a crucial role as an enabler of growth and progress, which is why Enel Américas is a key player in the development of sustainable ecosystems by applying innovation to offer new uses to electricity and other related services.

Enel X

As part of the Company's commitment to the reduction of carbon emissions, the Enel Group has integrated new products and services into its portfolio through Enel X. The goal is to satisfy the needs of cities, companies, and people, offering integrated, innovative, sustainable, and digital solutions that seek to promote conscious and efficient energy consumption in the countries where Enel Américas operates. Specifically, Enel X solutions allow customers to transform their use of energy into new opportunities using digital platforms and low carbon services. Enel X delivers a complete service to each client, which requires having the ability to adapt and react quickly to satisfy the needs of people, cities, and companies with simple solutions.

Enel X encourages its clients' active participation by changing its focus from offering products to offering full services. To do so, it has defined four strategic pillars that put this new approach into practice: e-Mobility, e-Home, e-City, and e-Industries, to facilitate energy efficiency.





E-Home

E-Home offers several solutions to simplify and improve its customer's daily life through a wide variety of products and services based on clean and efficient energy that require installation and maintenance through innovative technological solutions. Their goal is to promote the use of clean and efficient energy, hence reducing their carbon foot footprint.



E-Industries

Become a strategic partner, contributing to the sustainable growth of their client's businesses. To accomplish this, they offer a wide range of consulting services based on technology and innovation, thanks to the Company's wide network of partners and suppliers. Specifically, they offer (segment B2B) solutions in infrastructure, efficiency, and optimization of energy consumption for buildings and industrial facilities through demand management, ultra-efficient LED lighting and photovoltaic generation, solar parking, heating and air conditioning systems that reduce primary power consumption, high efficiency industrial boilers, and diagnosing existing facilities or new projects. In short, they offer developing comprehensive projects, including expert advice and implementing and monitoring services, contributing a differentiating value for companies. Through E-Industries, Enel X helps reduce consumption and greenhouse gas emissions.



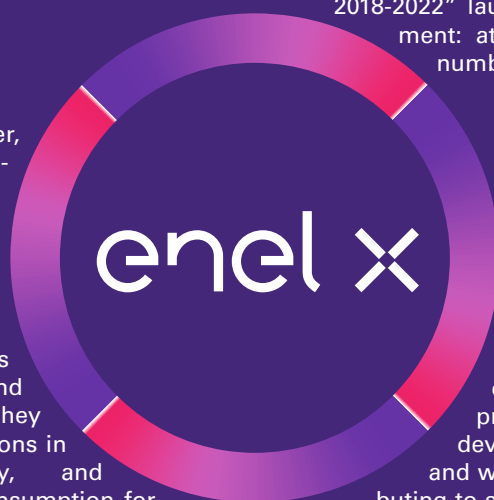
E-Mobility

Contribute to the electrification of transportation. This process is critical in addressing the relevant challenges of megacities where Enel is present, such as contamination, safety, and traffic, hence improving quality of life. To do so, they promote installing public-private electric charger infrastructure and technologic development of electric mobility. These goals are aligned with one of the commitments of the "Energy Road map 2018-2022" launched by the Chilean Government: at least tenfold increase in the number of electric vehicles.



E-City

Improve citizen's quality of life, establishing strategic public-private alliances to finance and develop projects to improve safety and wellbeing in Chile's cities, contributing to sustainable urban development. This is implemented through innovative services to provide smarter and more efficient cities, encompassing the city's entire ecosystem, with activities such as: promoting a new culture of urban lighting, combining efficiency, aesthetics and energy saving; new forms of power autonomy for buildings, advertisement infrastructure, and remote surveillance, giving municipalities a unique interface, simplifying processes and management of interconnected services.

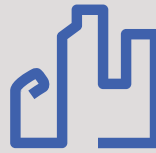


E-City



Target audience:

- Municipalities
- Various public and government entities



Strategic alliances

With collaborating companies that complement Enel X's value proposition providing technical services. For instance, companies that install public lighting, CCTV, power efficiency services, etc.



Outstanding Projects



In Argentina

Street Lighting Project for the Municipality of Avellaneda in Buenos Aires

The project consisted in installing 2,500 street lighting LED units, and 200 Tele-management equipment (hardware and software) to promote Smart City services. The project saves energy, provides softer street lighting, while also contributing to improve neighborhood safety.



In Colombia

Transmillenium Project in Bogotá, in Suba, Fontibon, and Usme counties

The project consists in designing and building four sites or electro-terminals to charge the 477 electric buses of the Integrated Transport System in Bogotá. The project includes installing 222 charging points and the associated electricity infrastructure. The goal is to guarantee the supply needed for the buses to operate correctly through efficient and smart management that optimizes operation costs and reduces the city's carbon footprint.



In Peru

Street lighting project for the San Miguel, Bellavista, Callao, and Magdalena del Mar municipalities in Lima.

Enel X installed approximately 1,200 LED streetlights, which provide a more efficient illumination system, reduce energy consumption, and provide better quality lighting.



In Peru

First electric bus in Lima

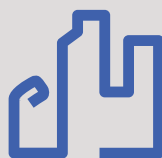
In 2019, Enel X, in association with GSEP and Hydro-Quebec, inaugurated the first electric bus in Lima. The bus will service the "Red Corridor" line, one of the most frequented avenues in Lima. This pilot project will provide the necessary knowledge to adopt and implement a massive electric transportation system in Peru.

E- Industries



Target audience:

- Commercial clients
- Industrial clients
- Companies in various industries



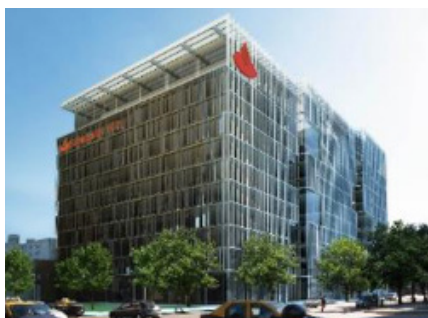
Strategic alliances to implement E-Industries initiatives:

Private alliances with distributors, operations and maintenance service suppliers for energy efficiency projects.

Agreements with companies to offer hi-tech services through smart software.

Alliances with financial institutions to offer sustainable investment projects to customers.

Outstanding Projects



In Argentina

Utility Invoice Management Project for Santander Bank

The project consists in implementing a Smart software that analyzes service expenses (electricity, water, gas, waste) in real time, by gathering invoices and verifying their exactness. This service automatically detects possible billing errors, and, at the same time, identifies potential opportunities to reduce consumption by comparing results from each one of the company's areas.



In Brazil

Photovoltaic Power Plant Project for Claro

During 2019, Enel X installed a 5 MW, photovoltaic power plant in Pernambuco, for the company Claro. It involved installing 15,330 photovoltaic panels, which reduces CO₂ emissions by approximately 1,203 tons per year.

In Colombia

Uninterruptible Power Supply Project for Hydrocarbon Exploitation in Colombia

The project consisted in the installation of 12 uninterrupted power supply systems for one of the biggest oil companies in Colombia, which increased the reliability of the power supply and with 100% voltage and frequency regulation and 99% availability, allowing the client to operate at maximum load, without energy interruptions or production losses. This system has sustained the load over the last 246 days during 107 events of the 115 KV network.

In Peru

Energy Storage Project with ON Energy

Enel X Peru alongside ON Energy, a company dedicated to designing and operating battery systems, joined forces to develop battery storage with BESS technologies. These use artificial intelligence to increase efficiency and reduce electricity consumption by 10% to 50%. The project leads to improved electricity quality, greater flexibility and system resilience, and a more efficient use of energy by avoiding consumption in peak hours.

E- Home



Target audience:

- Residential customers
- Micro-enterprises
- Local public entities such as municipalities, Planning Departments, and Community Development Offices because they concentrate residential and small businesses demand.



Strategic alliances

Commercial strategies with suppliers and electricians for the sale of mass consumer products

With partners in insurance and assistance companies

With health and educational corporations to implement temperature control projects in different establishments that require residential-type solutions



2019 Outstanding E-Home Projects

In Argentina

Launching micro-insurance services and home assistance

Home assistance is a low-cost multi-assistance project that offers the possibility to pay for the service monthly with the electricity bill. More than 5,400 customers have subscribed.

Micro-insurance offers low-cost insurance through a monthly payment made along with the energy bill. 2,300 customers have subscribed.

In Brazil

Energy efficiency product commercialization in Sao Paulo

The Company reached an agreement with the Brazilian insurance company Tokyo to provide the insurance products and assistance for its customers in the Sao Paulo region and formed new sales teams in the area. The Company agreed on providing space in the distributor's customer service branch for the sale of insurance and assistance products to begin in July 2019. Customers are offered the option to pay for the products monthly along with their electricity bill.

Third Party Billing in Río de Janeiro, Goiás, Ceará and Sao Paulo

Enel X, through the Group's electricity distribution companies, offers a billing service to commercial firms and charities, for their customers to pay for products and services along with the electricity bill. Thanks to this service, Enel Distribución added 540 thousand customers and 5.5 million transactions.

In Colombia

Easy Credit

The project seeks to develop a platform that allows clients to have their first experience with the financial system, through a credit card, which allows them to divide the payment of their purchases between one and 48 installments, and include the payment of the energy bill. It is currently the only credit card with which you can access the Comprehensive Transportation System (SITP in spanish) of the city, paying the following month on the energy bill without additional charges. It has a portfolio of more than 1.2 trillion colombian pesos.

In Peru

"Enel X Corners" in the Service Center in Lima to sell appliances

In order to facilitate access to customers, especially low-income ones, three corners of renewable energy products, such as solar panels and eco-friendly ones that promote electric mobility, were set up. This allows expanding the product portfolio and migrating from products associated with PEDS lighting to other environmentally friendly alternatives.

E- Mobility



Target audience:

- Vehicle owners
- Owners and operators of company vehicle fleets, car dealerships, parking area owners or administrators (hotels, retailers, real-estate companies, malls, etc.)
- Public transport fleet operators



Strategic alliances:

- Public transport operators to electrify buses, either by providing vehicles and/or charging stations.
- Municipalities that allow the installation of charging infrastructure.
- Car dealerships and distributors to provide, install, and maintain charging points for their end customers.





Outstanding Projects

Alliances with main automobile companies

Enel X has subscribed to several agreements with main electric automobile companies, such as Nissan, Jaguar, and Land Rover, to provide and install charging infrastructure for electric vehicle owners, and promote the Enel X business model in Brazil, Colombia, and Peru.

Smart Charging Systems in Latin America

Enel X offers Smart charging systems that rely on cutting-edge technology that allow Enel X customers to manage and improve their electricity consumption and costs, by avoiding consumption during peak hours for instance, when electricity is more expensive. They also allow for better scalability in terms of number of chargers because the equipment may be adjusted to use the existing distribution infrastructure in buildings or condominiums, providing smart charging systems and allowing to manage the equipment remotely.

Real Estate Projects in Brazil, Colombia, and Perú

Enel X, along with real estate and construction companies, have incorporated into the design phase of new buildings the minimum requirements and design criteria to provide residents with electric vehicles chargers. Additionally, innovative products have been incorporated, such as JuiceLamp, which are efficient street lighting points combined with charging infrastructure, and JuiceLED, an efficient charging point combined with LED screens for publicity.







Electric Taxi Fleet in Colombia

The first electric taxi pilot project was promoted by installing electricity charging stations with a total 34 charging points, to service 37 taxis that annually travel 14 million kilometers. Thanks to this project, 4,000 tons of CO₂ emissions have been avoided.

Electric Taxi Fleet in Peru

The Company launched a pilot project with two electric taxis, in collaboration with the Chinese company BYD and the Peruvian taxi service, Taxi Directo.

Progress/Sustainability Plan 2019-2021

Activity/Goal		2019 Results
	Reducing specific CO ₂ emissions. >230 g/kWheq (Group's reduction goal by 2030) 162 g/kWheq	162 g/kWheq
 e-City	Managed lighting points. 758 thousand by 2021	417 thousand.
 e-Industries	Demand response. Goal by 2021: 253 MW	29 MW
 e-Industries	Photovoltaic system sale. 45 MWp installed by 2021.	12 MWp installed.
 e-Home	Third-party billing services. Goal by 2021: 38 million transactions.	17 million transactions.
 e-Home	Micro-insurance Goal by 2021: 2.5 million contracts.	1.4 million active contracts.
 e-Mobility	Installation of public and private chargers. 12 thousand chargers by 2021.	448 installed chargers.

Operational Improvements for a Quality Service



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Operational excellence leads to an efficient use of resources, understanding efficiency as maximizing the use of natural resources and reducing the use of fossil fuels. This has various effects on the energy industry, such as the reduction of electricity prices and emissions, which benefit customers and mitigate environmental impact. Therefore, Enel Américas seeks to be at the forefront of the latest developments in terms of power plant innovation, digitalization, robotization, automation, data driven and predictive maintenance to increase asset management efficiency, maintain a high level of performance and increase safety standards for its power plant employees. The use of drones and robots to carry out risky tasks is an example of this strategy.

Electricity generation

Global projects

- > **E-Planner:** is a digital platform that centralizes power plant major maintenance activities allowing users to document maintenance activities in a timely manner and access any power plant documentation regarding the service interruption required to perform such maintenance. This digital tool has been implemented for thermal power plants in Brazil and Colombia and is in the process of implementation in Argentina.
- > **Heat rate optimization (ETAPRO):** is a tool being implemented to monitor energy efficiency in real time seeking to identify areas of improvement and reduce the related deviations process.
- > **InGEN,** is a global platform to collect and diffuse data on generation, losses, availability and maintenance in one sole auditable portal and also store such information providing a source of historical data. This portal puts an end to the use of numerous spread sheets, reducing the amount of work, errors and easing the transmission of information throughout different areas of the Company.

Central Termozipa storage system – Colombia

The project consists in the construction of the first energy storage battery system BESS at the 225 MW thermal power plant Central Termozipa. This innovative technology contributes to network stability and to the flexibility of Colombia's national electricity system and also strengthens Enel's leadership position in the implementation of advanced energy solutions in the country.



- > **GOS:** is a digital tool to manage data related to operational events, such as stop-pages, startups, equipment unavailability, and maintenance planning. It provides information to analyze and make decisions regarding energy operations, maintenance and commercialization. The browser is easy to use and has reporting capability, allowing to build personalized reports and graphs that improve the speed and quality of data analysis and decision-making.
- > **PREDIX:** is a predictive tool to monitor and diagnose power plant main equipment and relevant operational variables. It has been implemented in Argentina, Brazil and Peru and is supported by a centralized control room located in Ital. The control room monitors significant process deviations and reports them to the respective power plant if any action is needed.

Brazil

In 2019, hydroelectric power plants, Cachoeira Dourada and Volta Grande, began using drones to inspect dams, reservoirs and to perform photogrammetry, which improved employee safety. Towards the end of the year, an underwater, Remotely Operated Vehicle (RoV) was purchased to perform network inspections, which reduced the number of immersions and the risks related to diving.

Cachoeira Dourada implemented the Scada System that allows power plant remote control in real time from a control room providing greater power plant operational safety, greater system reliability and real time data.



Network resilience and digitalization



Enel América's operational improvement strategy focuses on Smart network technology to provide a quality service, such as remote-control equipment. Smart technology allows improving distribution network management because supply conditions, electricity consumption, energy losses or service interruptions may be monitored in real time and the necessary corrective measures to maintain service quality may be performed more efficiently. This contributes to timely responses to social and natural contingencies, increases distribution infrastructure resilience, and adds flexibility to the system that makes the transition to a low carbon economy easier.

Brazil

URBAN FUTURABILITY

Thanks to the acquisition of ElectroPaulo, which has 7 million customers, Sao Paulo became the city with the greatest number of customers. It is the perfect place to launch the Energy 4.0 revolution and respond to the global electrification, urbanization and decarbonization challenges of a megacity. In this context, the electricity network is the most relevant infrastructure to guarantee resilience and sustainable progress. In October 2019, the Governor of Sao Paulo, Mr. Joao Doria launched a network digitalization project, Urban Futurability, which intends to transform Vila Olimpia in a living laboratory with over 40 cutting edge technological solutions that improve network quality to be implemented for the first time in South America.

The program includes the construction of a digital network named "Doble Digital®" that uses the "twin" three-dimensional digital model to replicate the local electricity infrastructure, from physical individual elements to the most complex operational dynamics. The simulation is enabled by sensors, roughly 5,000, that are installed throughout the physical network that transmit real time information on the conditions of the grid allowing to perform preventive maintenance. Consequently, the "Doble Digital®" network increases the grid's resilience by anticipating risks. For instance, the system can predict if external elements, such as trees, could interfere with the electricity network activity allowing to solve the problem in advance.



Smart networks

Network remote control: The efficiency of networks depends on constant inspection and maintenance. Therefore, networks are the focus of preventive improvements projects to increase resilience to social and natural contingencies. Network digitalization is required to visualize data in real time, respond to contingencies and promote responsible residential consumption.

Remotely controlled equipment	2019	2018	2017
Argentina	565	555	124
Brazil	20,068	17,449	12,959
Colombia	1,178	1,128	1,996
Peru	1,561	1,526	785

Smart Meters

Enel Américas is aware of the importance of Smart meters as a new way to interact with its customers. The Company realizes that it must introduce the necessary technology to digitalize its electricity network in order to provide a quality service to its customers and respond to their needs rapidly, including the ability to provide hourly electricity rates for self-generation customers that have solar panels and want to sell their energy to the network. The Company's distribution subsidiaries have promoted several pilot projects to facilitate the adoption of this technology.



Smart meters *	2019	2018	2017
Argentina	15,697	15,697	6,808
Brazil	9,149	9,149	9,339
Colombia	88,084	74,589	42,485
Perú	8,784	8,784	8,784
Total	121,714	108,219	67,416

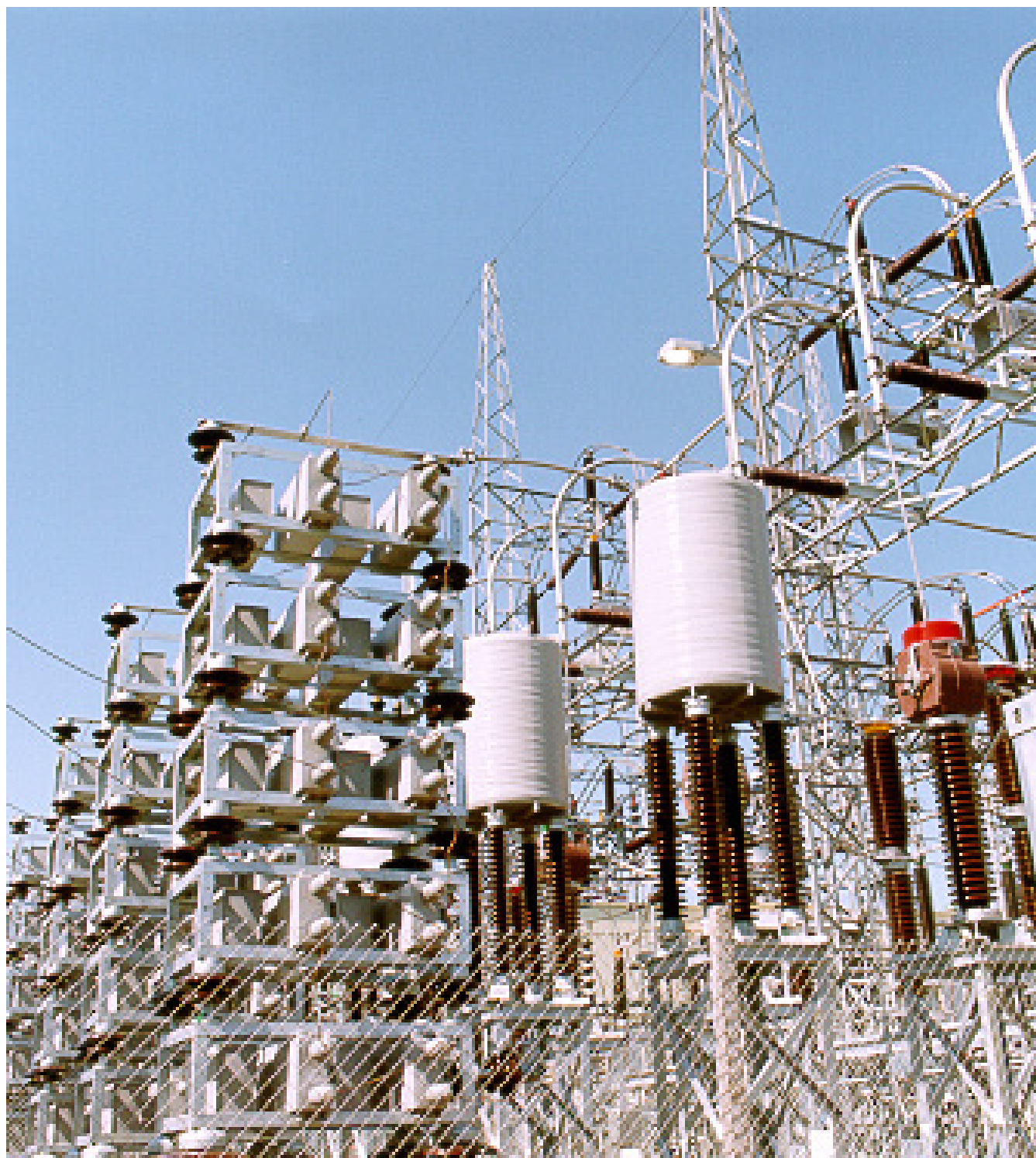
* Installed as of December 31 of each year

Preventive electricity network improvements

Low voltage line quality plan: To ensure that low voltage lines are operating correctly, the subsidiaries' of Enel Américas seek to prevent transformer overloads by replacing them in advance and improve service quality and continuity and also optimize SAIDI and SAIFI indexes by installing new connectors to low voltage distribution customer connection equipment.

Quality plan for medium and high voltage power lines

A new aerial monitoring system of high and medium voltage electricity lines was implemented using helicopters flying over high voltage lines and land vehicles and drones for medium voltage lines. This system increased the extension of feeders inspected and also digitalized their condition facilitating the ability to identify critical locations. The information collected allowed performing the necessary feeder maintenance activities, which included clearing trees, replacing damaged feeders and repairing connections. In Brazil, 58 kilometers of the network were inspected using this new aerial monitoring system.

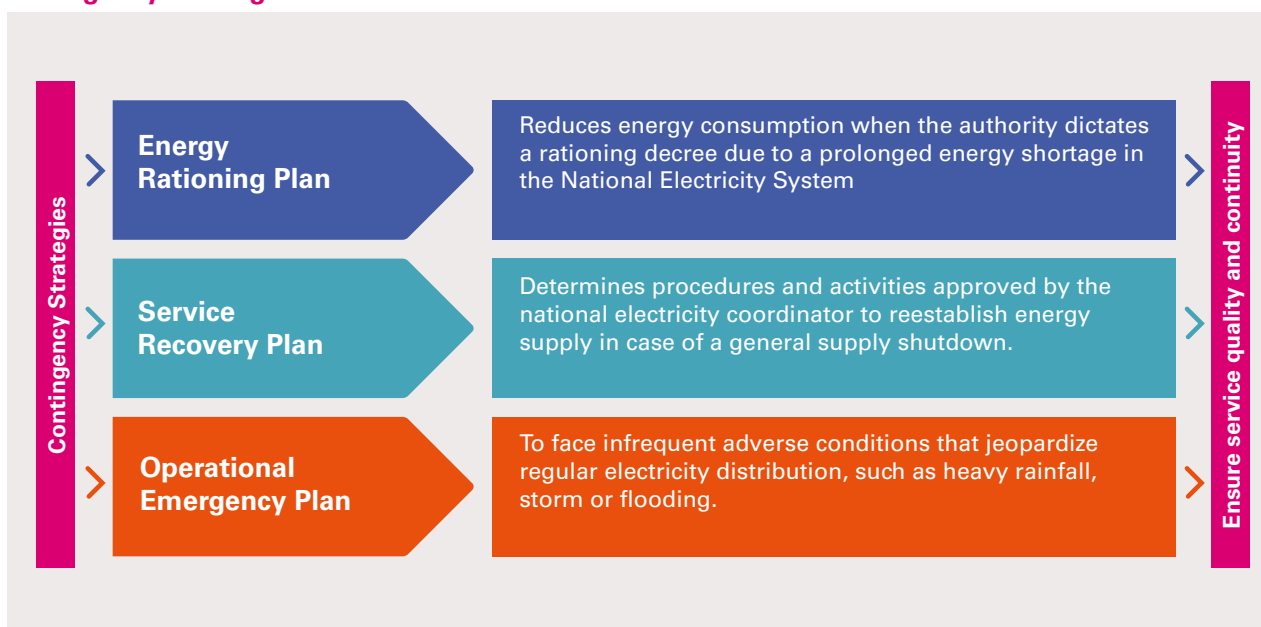


Contingency prevention and planning

The Crisis and Incident Management Policy define procedures for handling events that may affect the electrical operation, establishing a protocol for taking fast and effective decisions.

Within the scope of the Crisis and Incident Management Policy, the Company has Contingency plans that consider three types of strategies to rapidly respond to electricity supply problems, which are:

Contingency Strategies



Operational Emergency Plans were reinforced this year deploying field teams exclusively dedicated to solving daily contingencies. If an emergency plan were to be activated (such as extreme weather conditions for instance) specific operating plans would be carried out and if necessary, additional teams are made available to restore electricity supply.



Electricity supply quality and safety results

Electricity network quality and reliability are central to Enel Américas' management. The Company continued implementing several initiatives during 2019 to achieve operational excellence and ensure network effectiveness.

In terms of management indexes, the most relevant are SAIDI, which refers to the duration of electricity interruptions in a 12-month period per customer, and the SAIFI, which refers to the frequency of the interruption per customer within the same period. Both indexes improved, 5% and 12% respectively. The improvements in Edesur and Enel Distribución Goiás are particularly worth highlighting.

Although the indexes of Enel Distribución Goiás were affected by the September fires and the October/November rainy season that continued into December, the company was able to maintain the index within the contractually established limits.

Enel Distribución Sao Paulo reached the lowest interruption indexes in the history of the company and Enel Distribución Rio de Janeiro recorded the best SAIDI in 10 years, significantly below the limit established in its concession contract, despite the severe weather conditions during the first semester of the year. The performance of both indexes in Enel Distribución Ceará, on the other hand, deteriorated. Although the results were within the contractual limits, additional plans are being implemented for 2020 to improve the performance of these indexes.

Service has continued without interruptions during the COVID-19 outbreak in every country in which Enel Américas operates thanks to preventive emergency measures, proving the effectiveness of such emergency plans and power plant and distribution network stress plans. Also, 100% of our IT and data applications had migrated to Cloud before the COVID-19 outbreak, so that, we no longer have physical servers, which provides us access from any automated operating site.



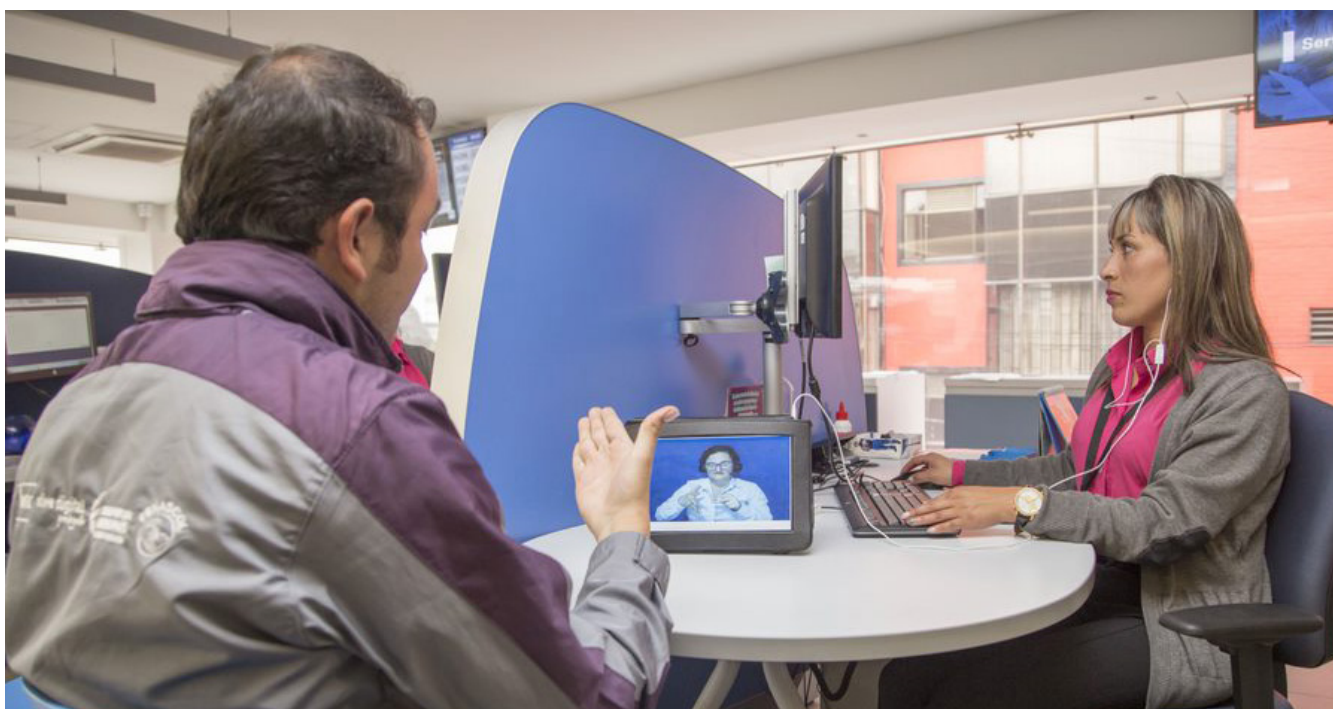
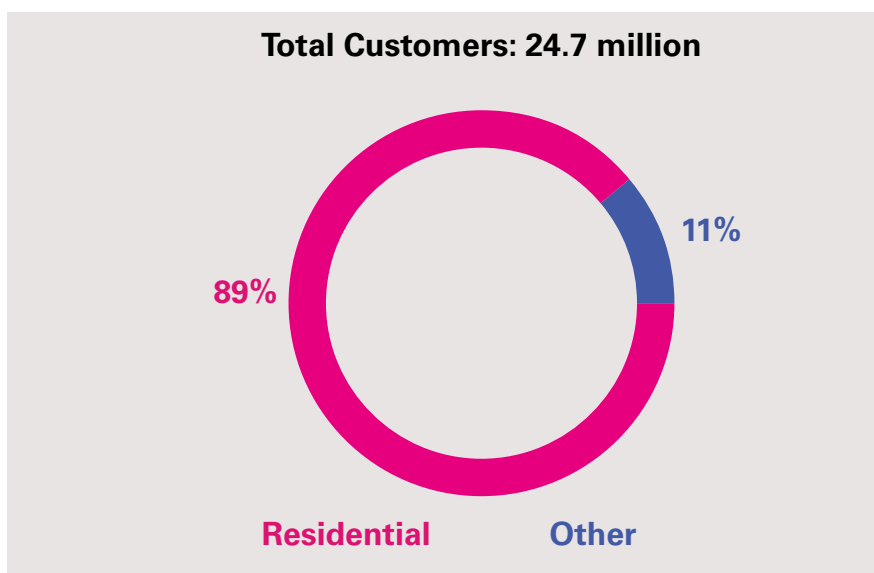
Customer relations

Enel Américas, through its subsidiaries, has different practices in place to improve access and interaction with its customers, including the following, among others:

- Develop new ways and channels to contact customers
- Improve back office processes
- Follow up on information complaints and requests to reduce response times and ensure adequate management of the issue
- Report analysis to understand customers' perception and any critical problem in progress to take immediate corrective actions and not risk the customers overall satisfaction with the Company
- Permanent training for customer service team
- Customer information privacy

The leadership position of a company like Enel Américas is necessarily related to customer service and the quality of the services provided. These aspects depend on the supply of electricity and/or natural gas, but also to intangible aspects of the service related to perception and customer satisfaction.

Enel Américas and its subsidiaries provide its customers with accurate and complete information using simple, specific, clear and accessible documents. A transparent, trustworthy and appropriate relationship with customers is critical to survival and to strengthening the relationship with our stakeholders.





Customer satisfaction

Enel Américas monitors its customers' perception of the quality of the service delivered and their customer service experience using different satisfaction surveys carried out by its subsidiaries.

By the end of 2019, Argentina and Brazil began measuring the Net Promoter Score (NPS), which is used internationally to evaluate customer satisfaction based on the probability that a customer would recommend the product or service to others on a scale from 0 to 10, in which 10 is the most favorable score. NPS includes open questions that inquire on the customers' reasons and feelings behind the score given, seeking to design and implement different action plans to improve customers' service experience.

Brazil

The perceived quality satisfaction index ("ISQP" in its Portuguese acronym) calculated by the Brazilian association of electricity distributors (ABRADEE - Associação Brasileira de Distribuidores de Energia Elétrica) is obtained through surveys to different types of customers, including residential, large customers and companies. The satisfaction survey is a statistically representative sample survey, with a 95% confidence level that uses the CIER (Spanish acronym for Regional Energy Integration Commission) methodology.

The results of all Enel Group distribution companies in Brazil were lower in 2019 than in 2018, and the same occurred to other companies in the industry. This is due to the social contingencies that affected the performance of the electricity sector in 2019, such as the complex political scenario, the public safety crisis in the country, high temperatures, strong winds and heavy rain.

The perceived quality satisfaction index (ISQP ABRADEE)

Year	Enel Distribución Río de Janeiro	Enel Distribución Ceará	Enel Distribución Goiás(1)	Enel Distribución Sao Paulo (2)
2019	60.3%	67.5%	60%	69.7%
2018	70.4%	80.1%	66.3%	73.3%
2017	67.8%	83.8%	68.5%	-
2016	62.7%	83.2%	-	-

(1) Controlled by Enel since February 2017.

(2) Controlled by Enel since June 2018.

The satisfaction goals for 2019 of the index of Satisfaction with perceived Quality (ISQP) were 71.8%, 80.1%, 69% and 76.7% for Enel Distribución Río, Enel Distribución Ceará, Enel Distribución Goiás and Enel Distribución Sao Paulo.

Meanwhile, the results of the survey carried out by Aneel, with a 95% confidence interval, were:

Year	Enel Distribución Río de Janeiro	Enel Distribución Ceará	Enel Distribución Goiás(1)	Enel Distribución Sao Paulo (2)
2019	56.4%	61.3%	57.2%	68.8%
2018	60.0%	67.7%	62.2%	61.5%
2017	58.5%	58.3%	60.9%	-
2016	59.9%	65.9%	-	-

(1) Controlled by Enel since February 2017.

(2) Controlled by Enel since June 2018.

The satisfaction score goals of the survey conducted by Aneel were 65.8%, 70.1%, 64.7%, and 64% for Enel Distribución Río, Enel Distribución Ceará, Enel Distribución Goiás and Enel Distribución Sao Paulo, respectively.



Colombia

Enel Codensa participated in the Perceived Customer Quality Satisfaction Index ("ISCAL" in its Spanish acronym) process conducted by the Regional Energy Integration Commission ("CIER" in its Spanish acronym). This index measures customers' perception on the veracity of the information on their electricity bill and the availability of customer communication channels, among others.

The assessment performed by the CIER is based on a survey that statistically represents all customers, with a 99% confidence level.

Enel Codensa ISCAL results

	2019	2018	2017	2016
Business electricity	75.3 %	75.3%	75.1%	78.6%
Cundinamarca residential electricity	58.7%	69.5%	66.5%	81.1%
Bogotá residential electricity	62.7%	73.2%	77.6%	82.0%

The satisfaction index goals for 2019 were 77.2%, 70.7% and 75.6% for the business customer segment, Cundinamarca residential customer segment and the Bogota residential customer segment, respectively.

The Company's performance in the residential segment was lower in 2019 when compared to 2018 and when compared to the goal for 2019, due to the following:

- > Customers are more demanding; they have access to more information on the services they receive and make comparisons with other services that are not necessarily a public service.
- > Customers are more susceptible to electricity outages and assume they are malfunctions when they may be programmed service interruptions that are related to network maintenance plans.
- > Customer service response times are longer than customers expect. Customers need a quicker response. Therefore, the Company is working on new ways of providing customer service to offer easier and quicker responses.



Peru

A residential customer satisfaction survey is carried out every year in Peru. In 2019, the outcome of the survey was lower than the 61% goal due to “Customer Service” and “Electricity Supply” customer satisfaction dimensions. This survey collects information from a statistically representative sample by asking residential customers that live in the Company’s concession area to respond a structured questionnaire. The results obtained from this survey represent the opinion of all customers with a 95% confidence level.

Satisfaction survey results

2019	2018	2017	2016
53%	61.4%	55.6%	61.1%

The goal was to reach a 61% satisfaction score.



Complaints management

Enel Américas has different communication channels available for its customers to submit complaints or request information, such as email, a toll-free telephone number, website, among others. The Company constantly monitors the complaints or comments it receives to understand its customers' perceptions and the critical problems they report to implement the necessary corrective measures.

Argentina

In 2019, a total 3,109,949 technical complaints were received, of which 90% were due to supply interruptions. The Company sends automatic responses to these complaints when the Company has the information on the outage.

A total 182,007 commercial complaints were received in 2019 related to customer electricity consumption, not receiving the bill and surcharges. These complaints are all responded within 15 days.

The concerns that are elevated to the regulatory authority are responded, on average, in 10 days, and have a 58% response rate.

Brazil

The Customer Experience team, along with other areas of the company, monitor the complaints received and analyze the causes of such complaints using a Heat Map that provides a georeferenced evaluation of indexes to identify critical locations through customer forums. The information provided by this tool allows the team to establish various improvement measure that once implemented are then monitored.

A total 1,042,698 commercial complaints were received in 2019. The most frequent complaint was related to customers' discrepancy with consumption or the billing amount, not receiving the bill, delays in restoring electricity, and service complaints in general.

Complaint management begins the moment a complaint is received through any Company channel (personal, remote, and digital) or through the Public Defense Office. The complaint is recorded in the distribution company's commercial system and forwarded to the area of the company involved with the specific content of the complaint. Complaints are classified according to the provisions of ANEEL's regulatory resolution 414/2010, Appendix I, which identifies 17 commercial complaint categories and five emergency complaint categories. The Customer Experience team collects and analyzes the data and then, based on the knowledge obtained from such analysis regarding the cause of the complaint and process improvements, promotes the development and follow up of action plans. This is carried out through specific forums with the main areas involved and also periodic senior executive committees seeking to improve customers' experience and develop a customer-oriented culture in the company.



Colombia

A milestone worth highlighting was the digital transformation of the complaint management system. The process began with the implementation of new automation technology to increase the speed of the company's response to customer complaints. In 2019, the requests, petitions, concerns and complaints received from customers increased 15% and their processing increased 17% because customers increased the use of revocation and appeal actions when compared to last year, specifically 16,880 customers. Authority inspection bodies submitted 3,201 requests to the Company related to customers' complaints. A total 99.8% of these requests were responded within the terms established by law. The most frequent complaints were related to electricity infrastructure maintenance (31.8%), electricity billings (14.5%) and electricity supply continuity (13.8%).

Peru

Enel Distribución Perú offers several communication channels to receive its customers' complaints (in personal, written, telephone, email, web). In 2019, a total 41,210 requests, petitions, concerns and complaints were received, of which 60% were related to the billing amount and 12% related to electricity reconnection.

The use of the web channel increased more than other communication channels. It received 13% of customer complaints in 2019 compared to 4.5% in 2018.

During the second semester of 2019, customer service offices and call centers made efforts to reduce complaints by using customer support tools (a pilot "pivot" was implemented to provide guidance to customers on billing concepts) and fast solutions (reinforce the first contact resolution policy and ask customers to submit the meter reading through WhatsApp), which reduced complaints 7.46% when compared to the first semester.

Regarding complaint management, only 26% were resolved in favor of the customer (substantiated or not fully substantiated) and 68% were determined to be unsubstantiated. The average response time was 28 working days as defined by regulation.

Products and services for vulnerable customers

Providing access to electricity for vulnerable individuals, considered a most urgent need, is a priority for Enel Américas. To do so, the Company develops various initiatives, in some cases jointly with governments and civil society organizations, to offer access and inclusion. Some of the main initiatives are described in the "Engaging Communities" chapter of this report, of which the following are noteworthy:

In Argentina, the Company installed the electricity connections of the recycling warehouse of the “El Correcamino” cooperative free of charge. This provided the cooperative access to electricity for the operations of their recycling machinery at a tariff that adjusts to their specific situation and benefits 43 families.

In Brazil, the project named “Enel Compartilha Cidadania” was implemented seeking to identify the customers that satisfy the legal requirements to benefit from this social electricity tariff and inform them about the benefits and offer them services along with the social services organizations. Customers must register at the social services center (“CRAS” in its Portuguese acronym) to receive this benefit. A total 270 customers qualified and received this benefit.

In Colombia, the “Energía Vital” project was implemented. It is a service offered by Enel Codensa to its residential customers in Bogota whose health depends on some sort of electric equipment, to provide them with electricity storage devices (battery) to replace electricity during outages. In 2019, a total 182 Vital Energy services were provided to electro-dependent customers, equivalent to 364 trips (battery drop off and pick up).

In Peru, two campaigns were carried out to promote payment alternatives to customers with past due accounts. Payment agreements were signed with 50,900 customers under terms that allow maintaining electricity supply without affecting the persons economic condition.

A project named “Mas luz mas vida”, meaning “more light more life”, was developed in Peru seeking to provide electricity to various informal settlements located within the Company’s concession area. In 2019, Enel expanded the low and medium voltage network, added new substations and street lighting for 89 informal settlements, which contributed to the wellbeing, safety and quality of life of 10,245 households.

Projects to improve customer service for individuals with some sort of disability have also been implemented in Peru and Brazil, such as having the electricity bill in braille for customers with a visual disability, having a special customer service channel exclusively for customers with a hearing disability so that they may be served by means of an interface with the customer service call center, and making adjustments to customer service offices for people with reduced mobility.

A digital application has been implemented in Peru named Pedius that offers a telephone service for customers with a hearing disability. This system allows individuals with hearing difficulties to write a text message that is converted to an audio for the Enel customer service executive to hear. Then, the voice response of the customer service executive is transformed to text for the customer to read. This process takes place in real time, which facilitates communication with customers, allowing to listen and respond their inquiries.



A transparent relationship with customers

A transparent and quality interaction with customers is critical to customer satisfaction. Therefore, Enel Américas requires that all contracts, communications and announcements made by the Company's subsidiaries, as stated by its Ethics Code, be:

- > Clear and simple, written in a language that is as close as possible to the language the customer normally uses.
- > Comply with applicable regulation, without illegal or unethical practices.
- > Not exclude any relevant information for customer decision making.
- > Accessible to customers.

To achieve truly transparent and quality communication with customers, the Company must commit to ensure that any cultural, language, analphabetism or disability will not affect equal access to information.

Enel Américas subsidiaries also have specific customer service channels to provide information for customers about their products and services and communicate with them on a permanent basis. These channels are either personal, by telephone or online. The frequent interaction with customers has been reinforced by using social networks, such as Facebook, Twitter, and digital applications.

In this regard, in 2019, the Company focused on strengthening its digital information and communication channels with customers. A total 12% of customers use the Apps and the Company's goal is that 22% use the Apps by 2022. A total 7% of customers have subscribed to digital billing and the goal is to reach 24% by 2022.

Number of clients with App by 2019 in thousands	
Argentina	114
Brazil	2,226
Colombia	409
Peru	157
Total	2,906

Number of clients billed digitally by 2019 in thousands	
Argentina	290
Brazil	1,134
Colombia	282
Peru	0
Total	1,706

Country DPO functions:

- to monitor the evolution of privacy/data protection laws;
- to ensure privacy/data protection compliance, providing related legal assistance;
- to assist, the relevant data controller/processor for data protection risk assessment and related mitigation activities by appropriate technical and organizational measures;
- to assist National Data Protection Authority relations and inquiries management.

Chatbol is a noteworthy technological innovation initiative implemented in Brazil and Colombia to improve customer service. This software simulates a human conversation on chat platforms. It seeks to automate repetitive, bureaucratic tasks, such as frequently asked questions, through predefined dialogues between a customer and a Virtual Assistant. Chatbol allows customers to inquire on their debt, request duplicate accounts, report an outage, obtain information about main services, among others, either by telephone or on the website. This system was implemented for the first time in 2017 and was upgraded in 2019 to provide access through WhatsApp and personifying the virtual assistant as Elena. It improves customer satisfaction by making customer service easier and faster. In 2019, in Brazil, approximately 132,100 calls were made using Chatbol including Enel Distribución Rio de Janeiro, Enel Distribución Ceará and Enel Distribución Goiás. This project was awarded as the best technical initiative at the National Electricity Distribution Seminar ("SENDI" in its Spanish acronym) in 2018. In Colombia, Chatbol performed 61,267 customer service conversations.

Enel Américas respects each country's regulation regarding the privacy of its customers' personal data. Consequently, the Company defined an Data Protection Officer (DPO), additional to the respective Enel Group document, to guarantee full respect for the privacy of every person it interacts with. The Company is also committed to supervise all suppliers and contractors that have access to its customers' private information, so that they comply with all existing regulation on the subject as well. Also, Enel Américas includes specific clauses in supplier and contractor contracts demanding safe and respectful use of customers' personal data.

Enel Américas was not aware of any confirmed loss of customer data in 2019. At the same period, the Company received 9 substantiated complaints from clients and 14 from regulatory bodies.

Argentina

In 2019, several customer services channels available to customers on Edesur's website were improved to offer a faster and more convenient service. Improvements included adding online administrative procedures, making the customer registration process easier and reducing customer service response time.

A specialized channel was created for individuals that rely on electricity for health reasons along with the media and the Argentine Electro-Dependent People Association to understand their needs and maintain a fluid interaction. The specific social solutions provided by this dedicated customer service channel are described in the "Engaging Communities" chapter.



Brazil

“Time for Customers” is a significant project implemented to improve customer satisfaction by evaluating the quality of customer service call centers. The evaluation is carried out by specialists that visit the call centers, and using a verification list, analyze the service provided to determine if it was adequate and check for any inconsistencies. The information collected is processed to determine and implement corrective measures to improve customer service. In 2019, a total 1,507 visits were carried out.

A training program was developed for customer service executives of personal communication channels and call center to strengthen the excellence culture, contribute to organizational learning and reinforce their commitment to customer satisfaction. The topics covered by the training sessions included customer service executive behavior, electro-dependent customers, low income customers, emergency notices, among others. The program included theory and practical classes using interactive tools. In 2019, a total 1,200 personal customer service executives and 1,960 call center executives participated in this training program.

Colombia

Smart Invoice is a personalized site implemented in 2019 for each Enel Codensa customer to check the detail of the monthly invoice, generate a virtual duplicate invoice in PDF, make payments and inquire on tips or Company promotions. Another noteworthy initiative is E-Commerce. It is an electronic platform to buy products, insurance, subscriptions, and also issue the respective invoice for the purchase and make online payment. Improvements were made to Novedad en Línea project, meaning new developments online, which this year focused on implementing a real time registry of new commercial developments, correctly, opportunistically and transparently incorporating and/or modifying billings.

Lastly, Enel Codensa implemented Conecta, a customer relations and loyalty program that allows the company to get to know its customers better and offer them various attractive loyalty benefits. The project consists of a digital system where customers provide personal information such as their sociodemographic characteristics, family composition, preferences and habits. In 2019, the program had 36,418 active customers and 8,597 with a complete profile. The customer satisfaction score of this program was 85%.



Peru

In line with customer service digital transformation, in December 2019, the Company began responding to customer requests digitally. This option improved customers' experience when receiving a response from Enel Perú, made the mailing service more efficient and contributed to the environment by reducing the use of paper.

Various projects were implemented to improve digital channel customer service. For instance, a private website was launched for each customer to inquire on debt and electricity consumption, make online payments, among others. The "Enel Perú" application was updated in 2019, adding additional capabilities such as credit card payments, and inquires on the history of notices sent to the customer. The use of the application increased 44% when compared to 2018 reaching a total 117 thousand downloads and more than 1.3 million interactions. A pilot project for customers to verify their electricity consumption named "We solve it with you" was implemented for customers that are not satisfied with their invoice. This initiative allows customers to send a picture of their meter reading through WhatsApp or email to initiate the solution to their concern. Another initiative worth highlighting within the Company's digital transformation process is the new commercial platform for industrial, commercial and institutional customers named Salesforce Care B2B. Similarly, the Salesforce recruitment module continued its transformation process. The main benefits of these platforms are the improvement of the customer experience, the improvement of operating processes and they also strengthen digital channel management.

Lastly in Peru, a training program was offered in 2019 to teach call center executives about processes, guidelines, and customer service flows and scripts. The program gave them the knowledge and tools necessary to support the company's customers efficiently.

Progress/ 2019-2021 Sustainability Plan

Activity/goal	2019 Results
Smart meters installed	122 thousand meters installed



Engaging communities

Social Management Model

103-2 103-3

The Sustainability and Community Relations Policy establishes the principles that guide the relationships with stakeholders, ensuring their uniform management across the countries in which the Company operates. The policy is available at <https://www.enelamericas.com/es/conocenos/a201910-politica-de-sostenibilidad-y-relacionamiento-comunitario.html>

Several factors and changes are rapidly modifying society's needs: climate change is pushing for improved natural resource management by modifying habits; technology means continuous adaptation to new tools and access to data and information; increased connectivity between people and organizations, added to urbanization, leads to new needs in society. All these modifications create an increasingly determined social demand towards inclusion and listening.

Thus, knowing local circumstances and listening to the needs of stakeholders become essential elements in identifying specific solutions, given the multiplicity of economic, social, and cultural realities Enel Américas operates in.

This community relations model encourages working collaboratively throughout a project's lifespan, beginning with its design, looking for the priority issues to create value for the community and for the Company. This allows building relationships with stakeholders that are based on trust and have a short, medium, and long-term shared common good vision.

During 2019, Enel Américas contributed US\$ 65 million to communities. Of this amount, 79.06% relates to investments in communities, 20.90% to business initiatives, and 0.04% to charity. Of this amount, 93.94% was invested in cash, 5.35% in time, 0.67% in products and services, and 0.05% in volunteer work.

Creating Shared Value

CSV Process (Policy 211) definition and management: This model considers a set of tools that allow evaluating social, economic, and environmental needs to define projects that create value for the Company and for local communities and mitigate potential socioeconomic impacts that may arise.

Operating Instruction No. 1768 “Project Portfolio Management System”: Defines the KPI and the methodology to calculate impact based on the characterization of the different social and environmental investment initiatives. This characterization includes a) CSV projects, b) CSR projects, c) philanthropic projects. The purpose of this operating instruction, for each project, is the following:

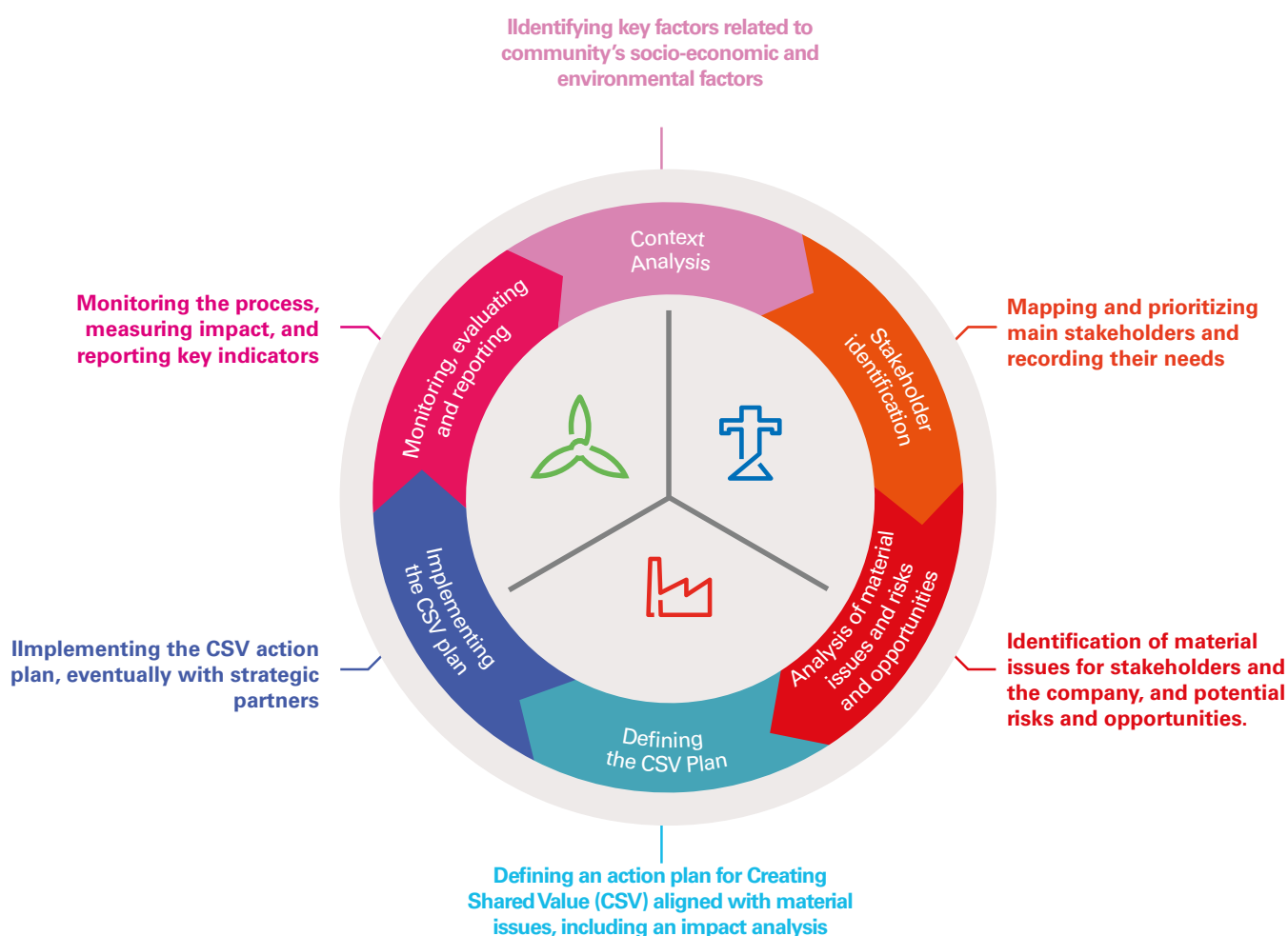
1. Evidence the connection with the Company’s assets.
2. Define a common model to update the KPI throughout the Group
3. Ensure the geolocation of every project and the respective assets involved.
4. Develop a constant monitoring and measurement process that includes a homogeneous reporting process for outcomes and impacts.

Since 2015, the Enel Group integrated the Creating Shared Value (CSV) model into its business practices, which considers all socioeconomic factors throughout the value chain and in all business lines and functions. This model includes the application of socioeconomic and environmental study tools, the definition of stakeholders, and the creation of a sustainability plan, agreed upon with them, focused on creating shared value: initiatives that benefit the community and companies. Disseminating this model throughout the Group required a process of cultural and operational consolidation among all subsidiaries, including Enel Américas, where procedures aiming to establish the general principles, roles, responsibilities and operating methods needed to define, implement, manage, and monitor the model’s application.



Every business line within every country establishes the local application of the CSV model, and must prepare an annual plan for each territory, including stakeholder analysis and materiality studies that prioritize the most important aspects of the territory and the business. The resulting action plan is co-designed and agreed upon by communities and stakeholders.

In 2019, The Enel Group established sustainability roles in all business lines, thus formalizing their integration throughout the value chain, which includes asset management and maintenance, business development, engineering, construction, and operational procurement, if applicable. Enel's organizational structure facilitates the definition and diffusion of guidelines for CSV practices, implementation and evaluation of sustainability actions, project management, and the dissemination of best practices. Also, throughout 2019 several regional virtual and physical meetings were held to share each country's best practices.



In 2019, 240 applications of the CSV model were implemented in different social and environmental initiatives throughout the value chain, mainly in operations and maintenance of the infrastructure and networks business line.



Community Relations

413-1

Engaging local communities and creating long-term value for them is one of the strategic priorities of Enel Americas' 2019 – 2021 Sustainability Plan. This is why the Company has developed procedures to establish the general principles, roles, responsibilities, and operating methods needed to define, implement, manage, and monitor the application of the Creating Shared Value (CSV) model throughout the entire value chain, business lines, and functions.

Goal	Target	Progress
Quality Education	Enel Group: 2.5 million beneficiaries (2015-2030) Enel Américas: increase by 315 thousand beneficiaries (2020-2022)	2015-2019 522 K 2015: 15 K, 2016: 84 K, 2017: 188 K, 2018: 66 K, 2019: 168 K
Affordable clean energy	Grupo Enel: 10 million beneficiaries (2015-2030) Enel Américas: increase by 2.5 million beneficiaries (2020-2022)	2015-2019 4.042 K 2015: 474 K, 2016: 646 K, 2017: 455 K, 2018: 420 K, 2019: 1.047 K
Decent work and economic growth	Grupo Enel: 8 million beneficiaries (2015-2030) Enel Américas: increase by 250 thousand beneficiaries (2020-2022)	2015-2019 383 K 2015: 138 K, 2016: 80 K, 2017: 98 K, 2018: 29 K, 2019: 38 K

Enel Américas has aligned its efforts with three SDGs, those that are most relevant to our stakeholders and that are directly related to our work and engagement with communities:

- 4 Quality Education
- 7 Affordable clean energy
- 8 Decent work and economic growth

Main Partnerships



Argentina

Fundación Garrahan
 Instituto 13 de julio
 Un Litro de Luz, NGO
 National Institute of Industrial Technology
 Buenos Aires University
 Association of Entrepreneurs of Argentina
 Ministry of Social Development of Argentina
 Villa El Chocón Municipality
 Secretary of Tourism, Villa el Chocón Municipality



Brazil

Professional Institutes
 Universities
 Federación de Industrias de los Estados through SENAI – Servicio Nacional de Capacitación Industrial
 Servicio Brasileiro de Apoio a Micro y Pequeñas Empresas (Sebrae).
 Centros de Referencia de Asistencia Social de los Ayuntamientos locales.
 Secretarías de Cultura y Educación de los estados
 Agencia Nacional de Energía Eléctrica (Aneel), through the Energy Efficiency Program
 Global Pact
 Social and environmental institutions



Colombia

Instituto Sirolli
 Fundación Universitaria Salesiana
 Universidad Minuto de Dios
 Fundación Un Litro de Luz
 Organización de Estados Iberoamericanos para la Educación la Ciencia y la Cultura
 Corporación Colegio del Cuerpo
 Fundación Juan Felipe Gómez Escobar
 Fundación Servicio Juvenil Bosconia
 Fundación Caminos de Identidad
 Secretaría de Educación de Cundinamarca
 Servicio Nacional de Aprendizaje
 Sociedad de Cooperación para el Desarrollo Internacional
 Corporación Programa Desarrollo para la Paz del Magdalena Centro
 Fundación Redprodepaz
 Casa Luker
 USAID



Peru

Sinfonía para el Perú
 Fundación Desarrollo Pachucute
 Museo de Arte de Lima
 Caritas Perú
 Global Reporting Initiative
 Several universities

The main results of community development initiatives carried out by Enel Américas' subsidiaries are described below:



Energy Access and Energy Efficiency

Enel's commitment to promoting access to clean energy is one of its most important challenges due to its undeniable role in the progress and development of the countries where it operates.

In searching for creative solutions that facilitate access to sustainable and clean energy and reduce energy poverty, the subsidiaries of Enel Américas, partnered with NGOs, foundations, and other organizations, developed several programs to identify and drive social innovation projects that allow responding to the most urgent challenges regarding energy poverty and sustainability. It also seeks to reduce economic barriers in vulnerable communities, ensure access to technology and infrastructure, encourage energy efficiency, and raise awareness of the responsible and sustainable use of energy.

2019	Projects	Beneficiaries	Investment
	163	1 million	US\$ 48 million

The following examples are some of the initiatives that Enel Américas has carried out in the countries where it operates and that have been promoted by the different business lines to support energy access and reduce energy poverty.



Energy | | We are network leadership – Argentina

- 2019 Beneficiaries: **594** electro-dependent customers (**3,256** cumulative total) and **34** normalized household electricity connections in the Edesur concession area.
- Partnership: Qmax (alternative sources of energy manufacturer), IguanaFix (inspections) and Melesur (electricity connection normalizations).
- Description: Since 2018, to offer continuous electricity supply to electro-dependent customers in vulnerable social conditions, the Company has provided them with Alternative Sources of Energy ("FAE" in its Spanish acronym), and a social intervention program. The alternative energy sources are designed according to the requirements of each medical device, with a 12-hour battery life in case of electricity outage. The intervention program includes socioenvironmental and technical inspection visits to check the electric installation, the development of the technical project, the certified installation statement, the FAE installation, and its monitoring.

During 2019, **60** socioenvironmental visits were carried out to determine the program's beneficiaries, and the electricity connection of **34** electro-dependent customers were normalized.

- Impact: Guarantees electricity supply for electro-dependent customers in case of power outages. Also, FAE do not generate CO₂ emissions, as opposed to traditional power generators.



We Are Energy | Normalization of neighborhood clubs – Argentina

- 2019 Beneficiaries: **400** people within the Edesur concession area of the Autonomous City of Buenos Aires.
- Description: In order to facilitate electricity supply payments for **12** neighborhood clubs located in marginal areas, the Company launched the "Electric adaptation of neighborhood clubs" project, which allows them to use energy efficiently by implementing efficient electricity solutions. Therefore, Company staff conducts a technical inspection to identify the electric work needed to adapt each club's installations to energy-efficient devices. LED lamps were also installed in the New Era Youth Club in the New Pompeya neighborhood of Buenos Aires.
- Impact: Support the club's operation so it continues to fulfill its important social role of providing meals, academic assistance, and support to the children and families in the community.

Energy efficiency program in Brazil

The annual energy efficiency program for the customers of distribution companies focused its effort in 2019 on the regions with the highest commercial electricity losses (electricity theft), seeking to encourage responsible consumption, especially among low-income customers, as a way of contributing to reduce energy poverty. 136 projects were carried out that benefited 894,752 customers of our distribution subsidiaries, through initiatives designed according to local needs, such as replacing refrigerators, new electric installations, and education initiatives regarding conscious energy consumption.

“Enel Shares” is Enel Brasil’s Sustainability Program for communities and customers. The program involves several initiatives including energy efficiency projects. Enel Shares Efficiency to Replace refrigerators in the Quilombola Kalunga community, Enel Shares Efficiency for Commercial and Public Buildings, and Enel Shares Efficiency to Replace refrigerators for customers are among the most noteworthy projects of 2019. The last two involve energy consumption savings for customers. In addition to the Enel Shares program, two other innovative initiatives offering important benefits to customers, society and the Company are being developed in Brazil: Ecoenel and Luz Solidaria, meaning solidary light.

Energy | Solidary Light

- Beneficiaries: **66,482** people in the cities of Rio de Janeiro, Ceará, Goiás, and Sao Paulo.
- Partnership: National Electric Energy Agency (“ANEEL” in its Portuguese acronym) through the Energy Efficiency Program they are implementing with a network of home appliance stores, such as Magazine Luiza or Ricardo Eletro, and institutions that had selected social projects for the program in the states of Rio de Janeiro, Goiás, Ceará, and Sao Paulo.
- Description: Seeks to provide customers with past due electricity bills the opportunity to exchange appliances with a 50% discount and donate 5% of such sales to support social organizations, thus contributing to generate shared value. Projects benefitted by this initiative are centered on Human Rights, income generation, and the environment. The goal of this initiative is to facilitate access to new, efficient appliances that contribute to the domestic economy and to environmental care.
- Impact: More than R\$ 52 million was distributed as special discounts to customers for efficient home appliance purchases in Rio de Janeiro, Goiás, Ceará, and Sao Paulo. Also, a total R\$ 1.1 million was raised through crowdfunding to support 57 projects.



Energy | Enel Shares Efficiency to Replace refrigerators in the Quilombola Kalunga community, Brazil

- 2019 Beneficiaries: **119** customers in the Quilombola Kalunga community in Goiás.
- Partnership: National Electric Energy Agency ("ANEEL" in its Portuguese acronym) through the Energy Efficiency Program.
- Description: Its objective is to provide new, certified energy-efficient refrigerators to help solve the energy poverty issue in this community, which is located in an area with low accessibility that is supplied with electricity from Enel Brasil. The project was developed based on a detailed study of the region and the community's quality of life. These communities were founded by the descendants of African slaves and current inhabitants are referred to as Quilombolas that are mostly self-sufficient farmers.

Energy | Enel Shares Efficiency for Commercial and Public Buildings, and Enel Shares Efficiency to Replace refrigerators for customers

- 2019 Beneficiaries: **53** public buildings and three commercial buildings, impacting a total of **70,934 people**. More than 14,000 refrigerators were replaced, affecting approximately 67,000 people in Rio de Janeiro, Goiás, Ceará, and Sao Paulo.
- Partnership: National Electric Energy Agency ("ANEEL" in its Portuguese acronym) through the Energy Efficiency Program, and governmental and private institutions in the states of Rio de Janeiro, Goiás, Ceará, and Sao Paulo.
- Description: Encourage energy efficiency among customers through the improvement of their electrical installations, such as changing lights, modernizing the HVAC systems, installing solar panels, among others, along with educational efforts and conferences that promote these subjects. The electrical improvement projects were selected through an annual open call process among customers of the public and private sector, such as schools, hospitals, universities, public safety institutions and business customers, resulting in reduced energy consumption.
- Impact: The results of the project included 46,813 MWh/year in saved energy and 8,812 kW in decreased demand. These energy savings are enough to supply energy to 26,000 households a year of an average consumption rate of 150 kW.

Energy | Ecoenel

- Beneficiaries: **62,280** people in the cities of Rio de Janeiro, Goiás, Ceará, and Sao Paulo.
- Partnership: National Electric Energy Agency ("ANEEL" in its Portuguese acronym) through the Energy Efficiency Program, and associations of Enel customers and recycling companies.
- Description: Encourage the selective collection of waste and increase awareness on environmental care in communities, in addition to reducing environmental impacts. This initiative addresses the global challenge regarding adequate disposal of solid waste. To participate, customers must take recyclable materials to the program's collection points, and in exchange receive discounts in their electricity bills or in the electricity bills of a social organization of their choice. Ecoenel was acknowledged by the Ministry of the Environment as an exemplary project to tackle the challenges of implementing the National Waste Policy.
- Impact: R\$ 2.8 million was discounted from customers' electricity bills for a total 8,431 tons of waste collected through 263 collection points in the states of Rio de Janeiro, Goiás, Ceará, and Sao Paulo.



Energy | Public Lighting - Colombia

- 2019 Beneficiaries: **1,000** people in the areas of influence of the Rio Bogotá and Guavio Hydroelectric Power Plants.
- Partnership: Un Litro de Luz Foundation
- Description: Its objective is to provide solar energy lighting for public spaces such as bus stops, intersections, soccer fields, and other locations far from the street lighting network.
- Impact: The recovery of public spaces, making them safer and increasing their use.



Energy | Pachacútec Institute – Peru

- 2019 Beneficiaries: **124** young adults (**8%** women) from Pachacútec, from 17 to 33 years old, and a total **693** young adults since the beginning of the program in 2006.
- Partnership: Pachacútec Institute
- Description: Technical training in electricity for young adults from vulnerable communities. The program consists of six academic semesters and includes complementary training, tutoring, workshops, visits to power plants and distribution sites, and a job placement program.
- Impact: Forming professional technicians, **90%** are hired by contractors of Enel Distribución Perú.



Energy | Seed Plan – Colombia

- 2019 Beneficiaries: **120** young adults from the Company's area of influence, particularly from the Bogotá and Chía areas of the Cundinamarca department that received financial aid for schooling.
- Partnership: National Training Service ("SENA" in its Spanish acronym)
- Description: Skilled labor in the electricity sector is scarce due to the perception of risk associated to those types of jobs, which makes people hesitate when deciding to pursue the job formally. Enel-Codensa contractors hire more than **500** people annually for these jobs and therefore a specialized training program is a must. Through Seed Plan, the Company finances a 15-month theoretical-practical course (nine months in the classroom and six months in the field) to teach best practices and knowledge on electricity network construction and maintenance.
- Impact: Generate development opportunities and increase employability of young adults from vulnerable communities.





Energy | Cundinamarca at 100% - Colombia

- 2019 Beneficiaries: 722 families in Cundinamarca
- Partnership: public-private association
- Description: This program seeks to expand electricity throughout the municipalities of Cundinamarca that fall within the Company's area of influence, implementing electrification projects in geographically isolated, rural areas with low accessibility and high user dispersion.
- Impact: Since the beginning of the program in 2016, a total 2,533 households that have been connected to electricity.



Energy | More lighting for sports – Peru

- Beneficiaries: **4,500** people. Since the beginning of this project in 2005, it has benefitted more than **189,000** people from **100** communities in **52** counties within the concession area.
- Description: Provide lighting for public sports facilities in low-income districts within Enel's concession area in Lima.
- Impact: In 2019, lighting was installed in three facilities, reaching a total 126 facilities since 2005. Providing lighted areas has promoted : physical activity, sports, and culture; spending more time in the sports facilities, that is safer, decreases vulnerability, provides equal opportunities for boys and girls, adds additional income and job creation through hiring staff to care for and manage the facilities; and finally, greater community involvement.





Sustainable socioeconomic development

Local economic development, aligned with the community's aspirations and market needs, is a pillar of a more inclusive economy for small and medium companies. Enel Américas aims to establish conditions that promote local development through initiatives, such as training, transferring best practices and technology, entrepreneurship, creating quality jobs, and stimulating the economy, while protecting the cultural and natural heritage of neighboring communities.

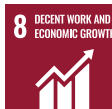
2019	Projects	Beneficiaries	Investment
	76	38 thousand	US\$ 5 million

In this respect, several projects that were launched or continued in 2019 are described below:

Employment | We Are Circular Economy | Furniture for the Garrahan House – Argentina



- 2019 Beneficiaries: **20** students and **1,000** Garrahan hospital patients.
- Partnerships: Garrahan Foundation, 13th of July Technical and Professional Education Institute, Autonomous City of Buenos Aires
- Description: Non-hazardous waste recycling program by Enel Generación Costanera that delivers discarded wood (pallets and coils) to the 13th of July Institute for their high school seniors to use them to build furniture, as part of their internship program. The furniture is then purchased by Enel Generación Costanera and donated to the Garrahan House.
- Impact: Provides material for the technical training institution and reduces environmental impact by recycling 155 kilograms of wood from the Enel Generación Costanera power plant.



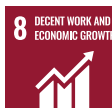
Employment | We are opportunity | Electrical adequacy Cooperative “El Correcamino” - Argentina

- 2019 Beneficiaries: **100** people from **43** families in the concession area.
- Description: Guarantee 100% access to energy to the productive space, through electrical installations that allows full operation of the installed machines, in two shifts of six hours each, increasing the capacity to recycle material.
- Impact: Increase the income of families of urban recyclers and opportunities for productive work, in addition to contributing to the care of the environment and recycling activity in the urban area of Buenos Aires. Three tons of paper and cardboard were recycled daily, and 300 kilos of plastic and acrylic daily.



Employment | We are sustainable tourism | Tourist circuit – Argentina

- 2019 Beneficiaries: **2,300** residents of the Villa “El Chocón” neighborhood in the Neuquén province.
- Partnerships: Villa “El Chocón” Municipality, Ministry of Tourism of Neuquén, and specialized NGO Los Grobo Rural Ventures Foundation.
- Description: Design a tourist circuit that includes relevant points of interest, including tourist visits to the Hydroelectric Power Plant, which have only been done so far for technical or educational purposes. The circuit's design must be validated by the community.
- Impact: Promoting sustainable tourism through an initiative that creates jobs and promotes local culture and development, in addition to reaffirming the bond that the “El Chocón” Hydroelectric Power Plant has with its local community.



Employment | We are opportunity | Electrical Workshops – Argentina

- 2019 Beneficiaries: **134** customers from the City of Buenos Aires
- Partnerships: National Technological University - Buenos Aires Regional Campus
- Description: Supports job placement initiatives for people entering the workforce in Argentina, contributing to their training and development through Beginner and Advanced Electricity Courses. The program also includes following up with graduates and a job market entry level evaluation.
- Impact: Social tool that improves the employability of workers specialized in electricity.

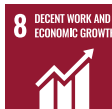
Employment | Enel Shares Entrepreneurship – Brazil

- 2019 Beneficiaries: **4,020** people from the states of Río de Janeiro, Goiás, Sao Paulo and Ceará.
- Partnerships: Local production groups and Enel suppliers
- Description: The objective of this initiative is to contribute to socioeconomic development through Circular Economy systems. It fosters networking, helps community production associations, and provides support to participants in evaluating their products, creating sales channels, management systems regarding structure and raw materials, and matters related to the environment and society. This initiative is significantly helpful to people who live in highly vulnerable areas, where the lack of education and professional skills, among other aspects, prevent them from entering the formal job market and having dignified working conditions. The project itself considers forming operating groups, composed mostly of women, that utilize canvasses, uniforms, cables, and copper wires that have been discarded by suppliers and contractors to manufacture bags, wallets, accessories, and PC cases.
- Impact: During 2019, the project generated R\$ 876 million in revenue, and reutilized 68,557 kilograms of material.

Employment | Enel shares opportunities – Brazil

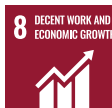
- 2019 Beneficiaries: **11,412** young adults from Río de Janeiro, Ceará, Goiás, Sao Paulo, and Rio Grande do Sul.
- Partnerships: National Service for Industrial Training – SENAI and Enel suppliers
- Description: This program delivers technical training to socially vulnerable young adults allowing them to work for Enel associate companies, which reduces employee rotation and creates shared value. This project considers workshops on entering the labor market and behavior in the workplace. These workshops also cover technical aspects, such as guidelines for an efficient use of energy and electrical network safety, as well as sustainability and SDGs. The project also provides technical courses for electricians.
- Impact: During 2019, the project generated R\$ 3,979,926.82 in revenue.





Employment | Together for the Community - Colombia

- 2019 Beneficiaries: **1,217** community members, of which **727** are women; the beneficiaries of this initiative are part of **101** community development councils from Ubalá, Gama, Gachalá, Sibaté, Soacha, El Colegio, San Antonio del Tequendama and Cartagena counties.
- Partnerships: Río Bogotá, Guavio, and Cartagena Municipalities.
- Description: This initiative aims to provide training for the members of Community Development Councils ("JAC" in its Spanish acronym), the main community body— other social organizations, and young leaders in Enel's territories of influence on subjects such as civil education, public policy, electricity industry development projects and legislation. This political and pedagogic training process for communities providing entrepreneurship, and project formulation, evaluation, and management skills seeks to contribute to the development of initiatives and projects that the communities may submit to different public entities.
- Impact: Develop entrepreneurial abilities and community-generated sustainable business models.



Employment | Coffee production chain - Colombia

- 2019 Beneficiaries: **119** coffee-growing families
- Partnerships: Tequendama and Guavio municipalities
- Description: This project seeks to strengthen the administrative, commercial, and relational skills of four coffee producer organizations. It involves standardizing the equipment process, developing markets for coffee microplots, and improving post-harvest infrastructure. This initiative also empowers women involved in these organizations through the gender equality principle, promoting their participation in decision-making instances in Council Meetings.
- Impact: Strengthen the competitiveness of rural sectors, reduce production and sales costs for families involved in the project and encourage associativity among workers.





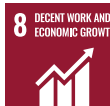
Employment | Business Facilitation - Colombia

- 2019 Beneficiaries: **40** entrepreneurs
- Partnerships: Soacha Municipality in collaboration with Eleva S.A.S.
- Description: Implementing the business facilitation methodology, which is a 12-month support and follow-up program available to entrepreneurs within the Compartir Substation area of influence. This program transfers a series of skills and knowledge to the entrepreneur, to be applied throughout his or her business life. The methodology identifies new players in communities by developing a bottom-up relationship model, which makes the community become its own support to develop and drive entrepreneurs' growth. A support team is created with people from the community, the contractor company and Enel-Codensa representatives. This team receives training on the business facilitation methodology and is then responsible for the execution of the project. The methodology also includes a business facilitator role, in charge of connecting anyone that has an existing business or a new business idea with the resources he or she may require.
- Impact: Drive the community's sustainable economic growth.



Employment | Strengthening community development councils and social organizations - Colombia

- Beneficiaries: **78** community leaders of the Danubio, Tabacal and El Rosal neighborhoods of the Soacha municipality in Cundinamarca.
- Partnerships: Cambio Colectivo S.A.S. collaborating company
- Description: The objective of this program is to strengthen social organizations, community leaders, and community development councils within the area of influence of the Compartir Substation. The project applied a social management strategy to minimize the project's execution risk and provide abilities that will benefit future community processes. This social management strategy consists of training the Community Development Councils in organizational management, politics, and project formulation.
- Impact: Strengthening organizations in terms of their internal structure, interaction with authority and community bodies, and project management.



Employment | Solid waste transformation and community beautification – Colombia

- 2019 Beneficiaries: **126** residents of the Danubio, Tabacal and El Rosal neighborhoods of the Soacha Municipality in Cundinamarca.
- Partnerships: Laudes Arquitectura S.A.S.
- Description: The Company, with the advice of Laudes Arquitectura, created a plan to encourage community participation in transforming solid waste generated by the construction of the Compartir Substation into useful items to install in public areas and community meeting points. This initiative supports the community in making the territory their own and contributes to its beautification.
- Impact: Strengthening social tissue



Employment || Eco furniture in Barba Blanca- Peru

- 2019 Beneficiaries: **18** residents (**90%** women) from the town of Barba Blanca, Callahuanca district, Province of Lima, affected by the 2017 Coastal Child Phenomenon.
- Partnership: NGO Simple Recycle
- Description: with the aim of supporting the economy of the families and, at the same time, giving a second life to the wood from the boxes used to transport the reconstruction machines of the Hydroelectric Power Callahuanca Plant, the Company implemented a carpentry workshop under the concept of Circular Economy. With training in activities that they can implement in the future, the residents learned basic concepts about furniture manufacturing.
- Impact: recovery of 180m3 of wood, donated by Enel, to make more than 230 furniture and accessories such as dining tables, chairs, benches, full beds, coat racks, drawers, multipurpose boxes, among others. In addition, 91 sacks of shavings were recovered, which were used in agricultural plots and 36 kg of nails and screws were recycled.



Employment | Protein substitution through guinea pig breeding – Peru

- 2019 Beneficiaries: **30** women from farming communities of the Chanchamayo province, in the Junín department.
- Description: This program aims to increase the protein intake of families -in this case, guinea pig meat – and drive economic growth by adding family income. Until 2019, participants had received 45 training sessions focused on guinea pig breeding and stew preparation techniques, more than 750 tailored technical visits, and materials to improve breeding spaces, three workshops to share successful experiences, and participation in local fairs. Also, guinea pig guano is sold as natural, organic fertilizer for coffee production.
- Impact: Improve health, encourage teamwork, strengthen women's leadership and economic independence. Guinea pig meat consumption among participating families has increased by more than 400% on average since 2014 to 2019, and revenues
 - Increase in guinea pig production, per capita (in 2014: 10 guinea pigs, today: 50 guinea pigs, aprox.)
 - Increase in guinea pig consumption, by family (in 2014: 4 guinea pigs – today: 26 guinea pigs aprox.)
 - Increase in guinea pig breeding revenue for women (in 2014: S/ 150 – today: S/600 aprox.)





Employment | Rural Agriculture Development Project in Callahuanca and Barba Blanca, Peru

- **2019 Beneficiaries:** In two years, the project has benefitted 115 farmers (54% women) of the Callahuanca and Barba Blanca communities, which were affected by the Coastal Niño Phenomenon in March 2017.
- **Partnerships:** Caritas Perú NGO.
- **Description:** Through the “Enel for Peru” international fundraising campaign, over US\$ 400,000 dollars were donated by Enel Group employees. The construction of three irrigation canals to increase irrigation system efficiency, along with training sessions and technical visits to farms improved the farming practices used for over 45 hectares of avocado, cherimoya, and vegetables, which increased production and sales.
- **Impact:** During the first year of the project, the Empresa de Productores de Callahuanca S.A.C. (Callahuanca Producer’s Company) and the Empresa Agrícola Barba Blanca S.A.C. (Barba Blanca Agriculture Company), SMEs currently helmed by women, were created with 45 members. These SMEs operate four business initiatives: a) Fruit tree farm, dedicated to growing and selling avocado and cherimoya trees, b) Communal zucchini farm, created on the land of five affected Barba Blanca residents, c) Tambo Agrícola, a store that sells produce at social prices, and d) Cherimoya pulp processing plant in each company. Two value added products have been created: cherimoya nectar and pulp. This project was chosen as the winner of the 2018 PROCOMPITE competition, a socioeconomic development initiative of the Ministry of Production.





Employment | Curibamba Coffee - Peru

- 2019 Beneficiaries: **80 farmers (29% women)** of the Tulumayo river valley communities, in the Junín department.
- Partnerships: Helvetas Swiss Intercooperation NGO and Bisetti Nut Roasting Company
- Description: Increase entrepreneurs' productivity and competitiveness. Training and materials provided by the Company, allowing coffee growers to produce a greater quantity of high-quality coffee, and to pursue new, larger markets. All this is achieved while implementing sustainable productive practices that are environmentally friendly.
- Impact: To date, the project has held more than 290 training sessions and 5,800 technical visits to the farms. Farmers have participated in five internships to share successful experiences and have participated in several fairs to promote their products. In 2017, the Cooperativa Agraria de Cafés Especiales Curibamba (Curibamba Special Coffee Agricultural Cooperative) was founded by 45 partners, of which 11 are women. In five years, the project has managed to increase coffee sales revenue by 52% and increase coffee production per hectare from 3.5 quintals to 10 quintals, a 185% increase.





Commitment to quality education

Enel Américas is committed to support an inclusive, equitable, and quality education, as well as promoting learning opportunities for everyone (SDG 4: Quality Education). In its role as a relevant player in the electricity industry, the Company has implemented initiatives that contribute to education by raising awareness and providing knowledge on energy related subjects.

2019	Projects	Beneficiaries	Investment
	79	168 thousand	US\$ 4 million

We are opportunity | Professional practices in Edesur and Costanera

- 2019 Beneficiaries: 26 students from "Instituto 13 de Julio"
- Partnerships: Instituto 13 de Julio
- Description: This alliance with Instituto 13 de Julio makes possible the education of young adults, giving them tools for their development in the energy market. This opportunity allows students to increase their chances of entering this specific labor market. The company awards stimulus scholarships and funds the school fees of the students involved.
- Impact: Well-trained energy market professionals who can work in the company ensuring a good quality of service provided to customers. Social recognition and branding close relation with the community where it operates.



Education | We Are Energy for High School Youth – Energy Transition Workshop – Technical High Schools - Argentina

- 2019 Beneficiaries: **150** students from **11** technical high schools in Buenos Aires
- Partnerships: Ministry of Education
- Description: The objective of this workshop is to raise awareness and train high school seniors on renewable energy in a didactic and experiential manner within a Professional Internship program. It targets educational institutions that specialize on electricity related training (electromechanics, electronics, electricity). The workshop becomes part of the curriculum of the program and therefore is officially certified. The workshop includes theory (6 classroom hours), and practice, which includes activities such as assembling solar phone chargers and solar lighting using their main components (solar panel, battery, charge regulator, cables, etc.). After completing the workshop, students receive a participation certificate.
- Impact: Contributing to the professional formation of students to accelerate the Energy Transition.



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

- 2019 Beneficiaries: **1,449** people, including students and teachers from the Niterói Municipality.
- Partnerships: Jijoca de Jericoacoara Municipality, Secretariat of Culture of the state of Rio de Janeiro, Niterói Municipality.
- Description: This program seeks to contribute to quality education in three public schools in Niterói, Rio de Janeiro, by integrating culture and sustainability using new teaching and innovation technologies. Its goal is to reduce energy consumption, increase academic performance, and increase the self-esteem of students. The project promotes the exchange of experiences between teachers and students, a new architectural environment in classrooms, the replacement of lamps to LED technology, and the installation of solar panels. In 2019, the project was launched in the public-school system of the Jijoca de Jericoacoara Municipality, and as part of the modernization of the Nossa Senhora da Consolação School in Jericoacoara, state of Ceará.
- Impact: A new way of learning about energy, experiencing the changes to the school's physical structure and the educational process.





Education | Enel Shares Culture – Sinfonía do Amanhã platform - Brazil

- 2019 Beneficiaries: **2,674** highly vulnerable students in all territories in which we are present.
- Partnerships: local social institutions and music schools.
- Description: This program seeks to contribute to the musical, cultural, and educational formation of students from highly vulnerable areas, as well as provide the public with free access to quality music and culture. The program operates through a collaborative platform that connects institutions and projects, providing the connections and the development of approximately 30 participating schools in the country. The program offers violin, classical viola, violoncello, double bass, guitar, flute, choir, and brass instruments classes. In addition to musical education, students receive social and learning support.
- Impact: 120,000 people attended musical events.



Education | Energy Women – Gender equality program – Brazil

- 2019 Beneficiaries: **54** women from Rio de Janeiro, Ceará, and Sao Paulo.
- Partnerships: Federal University of Rio de Janeiro (RJ), UNIFOR (CE), and Mackenzie University (SP).
- Description: Seeks to inspire female high school and university students to pursue technical degrees (electrical engineering, production engineering, civil engineering, computer science, among others), with the support of Enel employee volunteers, in order to reduce the gender gap.
- Impact: Eight volunteers from Enel participated in this initiative this year. The project is part of Rede do Bem meaning Kindness Network, a program developed by Enel Brasil to contribute towards Women Empowerment Principles elaborated by UN Women and Global Compact, where Enel participates as a partner.

Education | Educating with Energy – Colombia

- 2019 Beneficiaries: **3,649** students and teachers from Bogotá and several municipalities in Cundinamarca (Girardot, Flandes, Fómeque, Gachancipá, Choachi y Cáqueza).
- Partnerships: Organization of Ibero-American States for Education, Science, and Culture
- Description: Consolidate an educational strategy to strengthen socioemotional skills and processes related to professional and vocational orientation as well as to the sustainable development of students in the public-school system. It is implemented in schools and also includes a 140-hour course for teachers from the districts of Bogotá and Cundinamarca. Throughout the formation process, the strategy to use is defined on-site and is based on the formation programs offered by the Secretary of Education.
- Impact: support the development of soft skills and vocational orientation, which are necessary to facilitate the path of young adults into the labor market.



Education | Good energy for your school - Colombia

- 2019 Beneficiaries: **2,442** students from schools in Bogotá, Ubalá, Guavio, Tocancipá, Sibaté, Granada and San Antonio del Tequendama.
- Partnerships: Directors of the different school institutions and Mayors.
- Description: Seeks to provide financial resources to different schools, to make the necessary improvements that reduce electrical or other hazards to students. The project joins the volunteer program corporate beautification of establishments, which performs painting activities, armed with furniture, toilet, among others.
- Impact: Contribute to the quality of education, by reducing the risk of electrical accidents and improving the infrastructure of public educational institutions.

Education | Computers for everyone – Peru

- **2019 Beneficiaries:** To date, this program has benefitted more than **2,400** people, including children, young adults, and adults from the San Ramón and Chanchamayo communities in the Junín department. **65%** of the participants are women of all ages.
- **Description:** This program provides free access to basic Microsoft Office courses (Word, Excel, and PowerPoint) to children and teenagers that seek to learn and improve their computer skills. It is also available for adults who wish to improve their knowledge of technology. People who pass the course and have a 100% attendance receive an official certificate. The course also includes materials, the computer room, and specialized teachers.
- **Impact:** A satisfaction survey showed that 87% of small business owners increased their revenue, 48.5% of employed workers witnessed improvements to their salaries, and 55% of housewives declared having reduced household costs, all due to an improved management of inventories, costs, and in some cases, creating the advertisements of their business' marketing strategy.





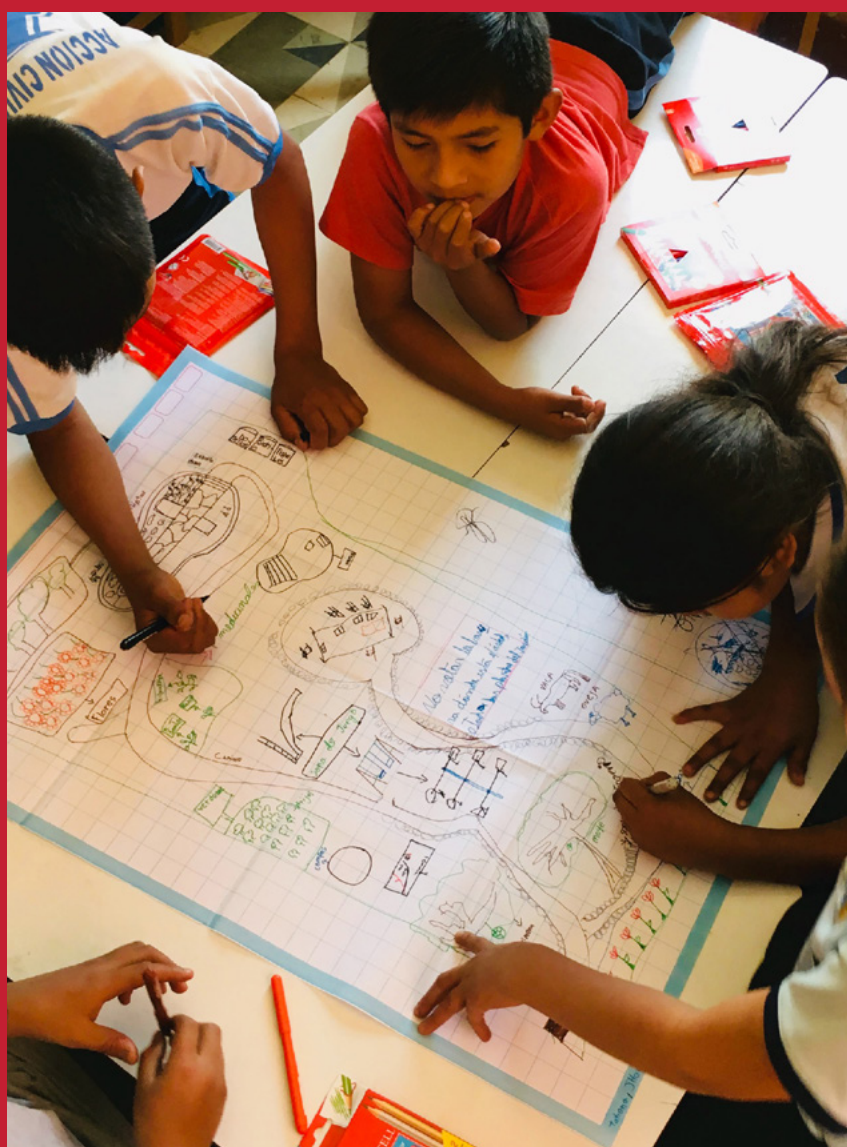
Education | Enel Nucleus – Peru

- Beneficiaries: the program benefits an average **522** kids per year, of which 58% are female and **42%** are male. To date, more than **2,000** kids and teenagers from Lima have participated in the project.
- Partnership: Sinfonía por el Perú
- Description: This program was launched in 2012 to promote music education for kids and teenagers within the concession area and strengthen their artistic skills through classical music, while developing values such as trust, innovation, proactivity, personal development, self-esteem, responsibility, and social integration. 7% of the participants are in pre-school, 61% in elementary school, and 32% in high school. 11 of them have special needs (autism, Asperger's, Marfan syndrome, ADD, ADHD, epilepsy, language disorder, mild intellectual disability).
- Impact: In 2019, 11 concerts were held and 78% of participants were graded with an AD + in conduct, and 68% have an AD+ grade average.



Education | Child land Project (“TINI” in its Spanish acronym) – Peru

- Beneficiaries: Children from the Barba Blanca community, affected by the 2017 Coastal Niño Phenomenon.
- Partnerships: ANIA NGO
- Description: Contribute to create an adequate space in nature for the children from the Barba Blanca community in the Callahuanca district of the Lima province to develop knowledge, skills, and values related to protecting life. The participants are 12 children from the I.E. Francisco Bolognesi Cervantes school, who developed a 500 m² “Child land”, where games and nature have renovated the town’s environment. The kids created the “Nature’s great treasure” story and added it to the school’s communications class. The space was named “The Wonderful Secret Garden” and included the creation of a logo and a vision statement. A symbolic ceremony was held to receive the land, to inaugurate the program and close the program.
- Impact: Contribute to the empowerment of children as agents of change.





Other Projects

Artistic Mural – Argentina

- Beneficiaries: 2nd of April Admiral Brown neighborhood, Buenos Aires province.
- Description: Within the context of the Leadership Network of the 2nd of April Admiral Brown neighborhood, the Company collaborates in the artistic intervention of the Blue Unicorn community garden by painting a mural with the community, whose theme was chosen by all residents.
- Impact: Promote art and culture in the neighborhood.

We are green attitude | Vertical Garden - Argentina

- 2019 Beneficiaries: **964** employees and contractors of Enel Generación Central Costanera power plant.
- Description: Construction of a vertical garden using native plants. The green walls hold air that increases thermal insulation, buffer the heat and the cold, absorb rainwater, and reduce the room temperature, thus generating energy savings. Additionally, it increases noise mitigation, reduces visual pollution, and renovates the Power Plant's façade, embellishing the public space.
- Impact: Raise awareness among workers, visitors, and the community in general on the importance of preserving Buenos Aires' native flora.

We are Community – Argentina

- 2019 Beneficiaries: **23** seniors from the CPEM N. 9 – Villa "El Chocón" High School
- Description: integration activities with the Villa El Chocón community, specifically with students, who went on an educational trip sponsored by Enel to Buenos Aires, where they cleaned the lake and the Arroyito reservoir.
- Impact: Raise environmental awareness and highlight the importance of cleaning the lake.



Enel Shares Sports and Leisure – Brazil

- 2019 Beneficiaries: **4,128** people in Rio de Janeiro and Ceará.
- Partnerships: Rio de Janeiro and Ceará state governments that enacted laws promoting sports and culture, and local social institutions that propose sports projects, such as “Craque do Amanhã” and APAE.
- Description: Promote the construction and maintenance of spaces for leisure and community life, such as regional recreational community centers.
- Impact: Strengthen youth leadership through cultural and sports activities, which also serve educational tools, and promote access to leisure spaces and activities in cities. Its goal is to contribute towards social inclusion and the sustainable development of urban areas.

Sustainability Culture Program “SER” (Spanish acronym for Sustainability Network) – Brazil

- Beneficiaries: **2,403** people from Rio de Janeiro, Goiás, Ceará, and Sao Paulo.
- Partnerships: Universities and social and environmental institutions.
- Description: Promote a culture of sustainability, increase employee participation in strategic planning and Sustainability Plan activities, and, primarily, encourage change in individual behavior.

Activities take place throughout the year and are divided in four areas (economic, environmental, social, and human): Be Social activities are concerned with local communities, social projects, and civil education; Be Economic relates to revenue-generating projects, personal finances, and other subjects related to economic growth; Be Environmental involves activities regarding the environment, such as decarbonization, conscious consumption, recycling, and Circular Economy; finally, Be Human deals with subjects related to diversity, Human Rights, volunteer work, and quality of life.

- Impact: 46 awareness, information, and mobilization activities to prepare for the launch of the program for Sao Paulo employees.

Vital - Colombia

- Beneficiaries: **420** students from the Pueblo Nuevo school in San Antonio, Tequendama, and San Benito school in Sibate.
- Partnerships: Siemens Foundation Colombia, Rio Bogotá and Guavio school headmasters
- Description: Educational institutions in the Company's area of influence generally get water through rural aqueducts that capture water from creeks. However, these aqueducts are used by neighbors to dispose of agricultural waste as well as sewage water, which increases the risk of the water not being suitable for human consumption, since it receives no treatment. Within this context, the Company installed water filters in schools, reducing the presence of viruses and bacteria in the water supply by 99.9%.
- Impact: The water filters in schools reduce virus and bacteria in water by 99.9%, which is why the quality of life of the student body in the Company's area of influence is expected to improve.

Fight Against Anemia – Peru

- Beneficiaries: medical care was provided to 362 mothers and children in the city of Talara.
- Description: Scientific research to determine the “relationship between postpartum stress and the microbiome quality of maternal milk, and its relationship with iron deficiency anemia in lactating children.” This project is taking place in Talara, in collaboration with community mothers, looking for the causes of anemia in children and fertile women.
- Impact: The results of this research will contribute to the understanding of anemia and malnutrition. This would allow analyzing if the actions implemented by the State, NGOs, and private companies may be improved, or if new strategies can be applied to eradicate the issue.

Comprehensive Health Program – Peru

- **Beneficiaries:** Medical care was provided to more than 260 people, and the anemia and malnutrition indicators of 48 children from the Chanchamayo province of the Junín department were constantly monitored.
- **Description:** Health programs that contribute to reduce anemia and malnutrition among children and improve the health of the people from power plant neighboring communities. This preventive program provides attention, monitors hemoglobin indexes and anthropometric measurements of children, and periodical treatment. The program was improved by introducing infirmary and dentistry services in five locations built and equipped by Enel, in the communities of Los Ángeles, Las Orquídeas, Yanayacu, Marancocha, and Unión Condorbamba, located in the Tulumayo river basin. In addition, and in coordination with 14 education institutions, during 2019 more than 14,000 protein-rich food rations were delivered to more than 100 children in pre-school and elementary school. Protein from frozen guinea pig meat was provided by the Productive Guinea Pig Breeding program, which advises on equality of rights, violence against women, and home sanitation. The program also provides at-home monitoring to improve hygiene, nutrition, food manipulation habits, as well as reduce domestic violence.
- **Impact:** 130 monthly medical visits in areas without access to basic health services.



Clean River – Peru

- Beneficiaries: community from the San Ramón district, Chanchamayo province, Junín department. In 2019, **600** students (250 boys and 350 girls) from the Juan Santos Atahualpa school.
- Partnerships: Celepsa, Perené, EGE Santa Ana S.R.L., UNACEM, and the “Sustainable City” association.
- Description: Promote recycling in the community through the “Reciclatón” contest to reduce the number of plastic bottles in the rivers by raising community awareness and improving recycling management to increase waste removal capacity. Also, the “Humildes de San Ramón” recycling Association received lectures and tetanus shots.
- Impact: In 2019, this initiative prevented 2,000 kilograms of plastic bottles from being dumped in the river, increased revenue of recyclers by S/ 590, and reduced the cost of cleaning the river.



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. New forest rangers were hired thanks to the initiative. According to studies, 470 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.



Progress on El Quimbo Hydroelectric Power Plant Management Plan

The power plant's area of direct influence in Colombia includes the Gigante, Garzón, Altamira, El Agrado, Paicol, and Tesalia Municipalities, where an environmental intervention plan was created for the local community – especially the families that own the land in the project's area of influence, as well as people who work or have business activity there.

Of the 152 families that chose to relocate, 40 chose to receive land to set up their homes and farm or start a business venture there. During 2019, several initiatives were carried out to improve the quality of life of the families that were relocated.



Strengthening social and community organizations

86 actions were implemented to strengthen social organizations: Support Dr. Santiago Palacio Association in applying as a nonprofit organization before the Tax and Customs Agency, DIAN (in its Spanish acronym). Obtain a special tax regime qualification to enable ESAL to provide accounting services to ASO-FUNDADORES and ASOPESCADA to start the process

to obtain the non-profit organization qualification. The ICO was applied to existing organizations in Nuevo Veracruz, San José de Belén, Nuevo Balseadero, and Nueva Escalereta, in coordination with the COOFISAM Foundation.

Local Socioeconomic Development

Enel-Emgesa strengthened its presence in the territory by kicking off 23 companies in the region. By applying the management trilogy, these companies were able to reinforce and add financial sustainability to their businesses, thus contributing to the economic growth of their respective municipalities by generating 49 direct jobs and 24 temporary jobs for locals, who in turn improved the life conditions of their families.

Additionally, in 2019 a support program for the non-landowning resident and non-landowning non-resident population, who received seed capital through the "Entrepreneurs with Energy Strategy"; to boost their productive projects. To do so, 67 workshops focusing on social, economic, and business aspects were held, attended by 1,334 people from the Altamira, El Agrado, Garzón, Gigante, Paicol, Tesalia y El Pital municipalities, and marked the closure of this support program.

In 2019, the relocated families sold products amounting to COL\$ 893 million in total revenue.

Individual and Collective Resettlement

Currently, the Irrigation Districts of the communities relocated in Nuevo Veracruz (Montea), Nuevo Balseadero (Santiago & Palacio) y San José de Belén (La Galda) are operational and have allowed 56 families to resume their economic activities. The Irrigation District of Llanos de la Virgen project, for the community relocated in Nueva Escalereta, is currently under construction, and is expected to be completed by the second semester of 2020.

In December 2018, the users' association Dr. Santiago Palacio of the Irrigation District of the Nuevo Balseadero resettlement, received irrigation infrastructure to cover 120 hectares given to 24 families. The Company continued bearing the operation and maintenance costs throughout the first trimester of 2019, while the legal paperwork transferring them the ownership of the assets was being processed, which was completed during the second semester of 2019.

Also, 20 shallow wells were built, which are currently operational and helped consolidate community self-management in four resettlements in San José de Belén, which recovered a tradition and made this practice available to members of the relocated communities.

Enel compensated 2,123 people, of which 1,699 were non-residents of the area of direct influence and 424 were non-landowning residents from Gigante, Garzón, El Agrado, Paicol, Altomira, and Tesalia municipalities. In 2019, this process concluded with the delivery of COL\$ 6,553 million in educational support and COL\$ 60,947 million in seed capital.

Strengthening environmental participation scenarios

In 2019, 134 actions were carried out to strengthen environmental education at educational institutions, 149 environmental promotion activities with the social stakeholders of six municipalities, which were attended by 1,047 people, 11 community workshops and 508 environmental visits to promote best practices among relocated families, eight ecological groups received support, and 49 actions focused on sustainable tourism were performed with municipalities and community organizations.

Cooperation agreements with municipalities within El Quimbo Power Plant's direct area of influence

Following its shared value creation model, Enel-Emgesa invested COL\$ 10,000 million to co-finance a series of productive projects in the six municipalities located within Central El Quimbo's direct area of influence, which will benefit more than 1,500 families.

Other projects

During 2019, and within the context of the "Public Works Tax Deduction" mechanism, Enel-Emgesa equipped 70 educational campuses in the municipalities of Tello and Baraya with new educational infrastructure that will help raise educational standards in these two communities located in north of Huila, which have been historically affected by the armed conflict in Colombia.

Also in 2019, the cooperation agreement with the Luker House, the United States Agency for International Development (USAID), Eafit University, and the Saldarriaga Concha foundation to encourage the plantation of 700 hectares of cacao in six municipalities of Huila (El Agrado, Garzón, Gigante, El Pital, Campoalegre and Rivera) began its implementation stage. The objective of this initiative is to improve the life conditions of producers and help generate inclusive rural development, which is why a 60-hectare pilot cacao agroforestry project is being implemented in El Agrado municipality.

Volunteer Work

The Company encourages corporate volunteer work programs in the countries where it operates, which gives employees a chance to get involved with the Company's various social projects. The goal is stakeholder integration and interrelations searching for mutual benefits and the development of social actions with the community. The themes of volunteer work align with the Group's commitment to the Sustainable Development Goals, particularly emphasizing objectives 4, 7 and 8.



Argentina

- Within the context of the “We Give” volunteer program, the electrical installation of the M.A.N.U House was upgraded to a more efficient and safe system. This included installing LED lights throughout the home and repairing a generator, to optimize the electricity consumption of the 60 abandoned children or children of HIV-positive mothers living in the home.

Brazil

- The “Kindness Network” volunteer program was launched in 2012 and seeks to foster a culture of social commitment among Company employees and in society in general. Since 2015, the program relies on a digital platform, similar to a social media network, with a dynamic and collaborative format. The platform transforms the volunteer into the protagonist of the initiative, as they can propose action plans and share talents and impressions after the activities conclude. The activities of the program also contribute directly to the 17 SDGs proposed by the UN. The most important Kindness Network activities include Christmas party and gifts to underprivileged children (Christmas with a Purpose); educational programs on gender equality (Energy Women); and visits to social projects supported by Enel (Solidary Light). During 2019, 195 volunteers participated in activities that amounted to 760 total hours and benefitted 2,298 people.
- The Christmas with a Purpose initiative, which is part of the Kindness Network program, collects new toy donations from employees to brighten the Christmas of children from several institutions in five Brazilian states: Rio de Janeiro, Ceará, Sao Paulo, Goiás, and Rio Grande do Sul. The toy drive is held yearly during November and December and culminates in a Christmas party in Enel’s premises and in their respective institutions where the kids can enjoy a day of fun, food, gift giving, and volunteers dressed as Santa Claus. In 2019, 185 volunteers participated in this initiative, which included 8 institutions and benefitted 2,057 children.



Colombia

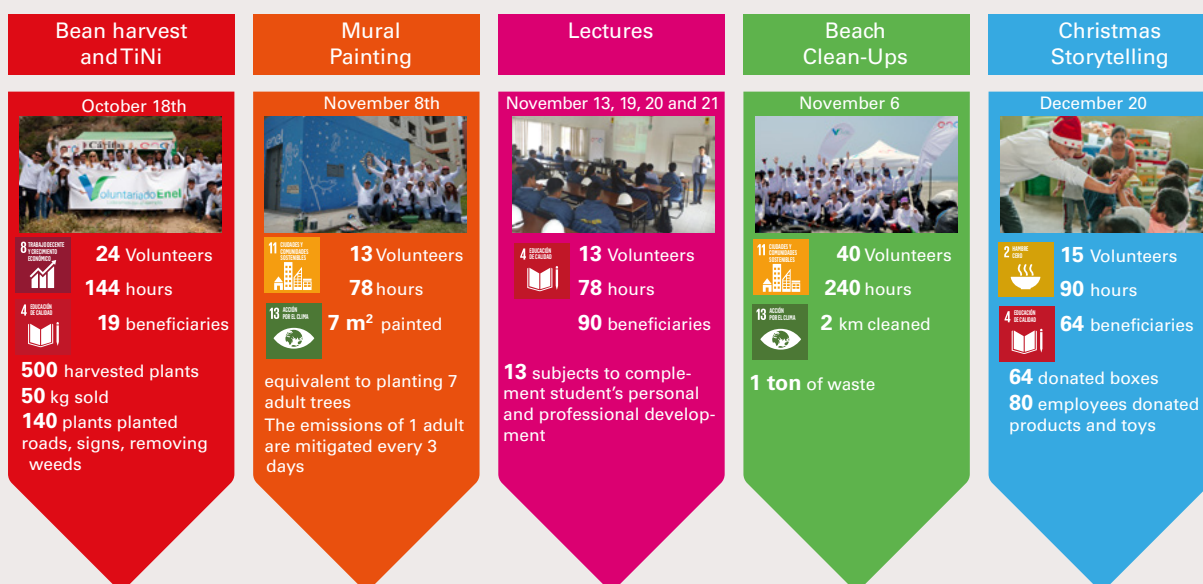
- The corporate volunteer program is developed through three action lines: My time, which includes supporting foundations through recreational activities with children, young adults, senior citizens, and people with disabilities; My knowledge, which provides support to foundations through workshops for children and young adults on citizenship skills, as well as specialized tutoring; and My hands, which includes improvements to the educational institution's infrastructure and environment. In 2019, 29 volunteer activities in these three categories were carried out, in which 367 employees benefitted 1,510 kids by improving their educational space and 1,632 people that receive support from various foundations.



Peru

- The “Leading by Example” corporate volunteer program allows employees to participate in one volunteer activity that takes place during business hours per year. Activities are carried out in partnerships with non-profit organizations and are aligned with the SDGs Enel has commitments to, promoting initiatives with social value, that promote environmental protection, education, and culture, among others. In 2019, 5 activities were carried out with the participation of 105 volunteers who put in 630 hours of work, benefitting 173 people and the environment.

Beneficiaries



Progress / 2019 – 2021 Sustainability Plan1

Activity/Goal	2019 Results
Inclusive, equitable, and quality education. Increase beneficiaries by 242,000 when compared to 2018 in the 2019-2021 period.	168,000
Access to affordable and clean energy. Increase beneficiaries by 1.5 million when compared to 2018 in the 2019-2021 period	1 million
Decent work and sustainable and inclusive economic growth. Increase beneficiaries by 85,000 when compared to 2018 in the 2019-2021 period.	38,000

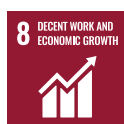


Engaging People

People Development

In an environment that is constantly changing, the Company needs to rely of agile structures and people who have a clear understanding of goals and priorities, build team relationships based on trust, and have flexible and innovative problem-solving skills.

We build our operations and activities on trust, ethics and transparency.



Enel Américas' people

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By the end of 2019, Enel Américas had a total 17,279 people, 6% less than the year before, mainly explained by the voluntary and early retirement plans carried out in Argentina and Brazil, mainly at Enel Distribución Sao Paulo, with the participation of unions. The company offered employees with over eight years in the company an additional 50% of one month's salary per year of service and guaranteed 6 months of health care.

2019 work-force (1)	Managers and senior executives	Professionals and technicians	Employees and others	2019	2018	2017	2016
Argentina	20	1,858	2,208	4,086	4,348	4,861	4,935
Brazil	52	5,936	4,120	10,108	10,900	3,589	2,499
Chile (2)	6	43	4	53	57	55	62
Colombia	40	2,064	2	2,106	2,144	1,980	1,898
Peru	38	888	0	926	915	908	930
Total	156	10,789	6,334	17,279	18,364	11,393	10,324

(1) Includes collaborators performing manual labor in each country

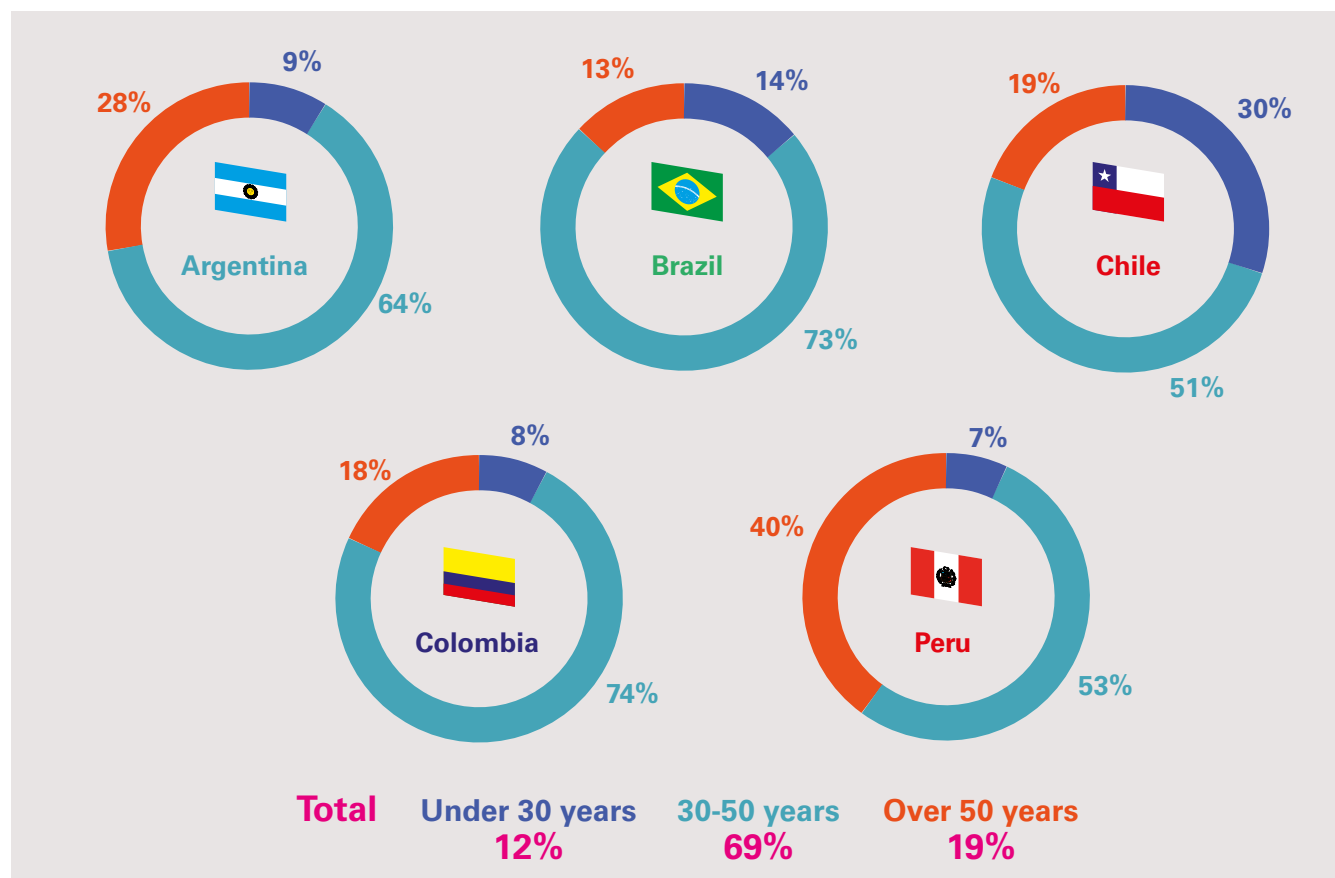
(2) They correspond to collaborators located in Chile, although Enel Américas does not maintain productive operations.

Enel Américas firmly believes in gender equity and develops policies and initiatives that promote gender equality. 18% of Enel Américas' total workforce, including subsidiaries, are women, which is a slight improvement for Chile, Colombia and Peru, and responds to various programs that will be described hereafter.

Women senior and junior executives represent 25% of total senior (main) and junior executives, 24% in junior executive positions and 8% in senior executive positions. At the same time, of the managers in income generating areas 17% are women. Regarding the salary ratio defined as the average base salary for women in relation to the average base salary for men, it reaches 0.93 at the executive level, 1.07 at the manager level and 1.14 at the non-manager level. For its part, the ratio of managers considering the base salary plus other incentives reaches 0.97 between women and men.

Country	2019		2018		2017	
	Men	Women	Men	Women	Men	Women
Argentina	87%	13%	87%	13%	87%	13%
Brazil	83%	17%	83%	17%	79%	21%
Chile	64%	36%	73%	27%	75%	25%
Colombia	68%	32%	69%	31%	70%	30%
Peru	71%	29%	72%	28%	73%	27%
Total	82%	18%	82%	18%	80%	20%

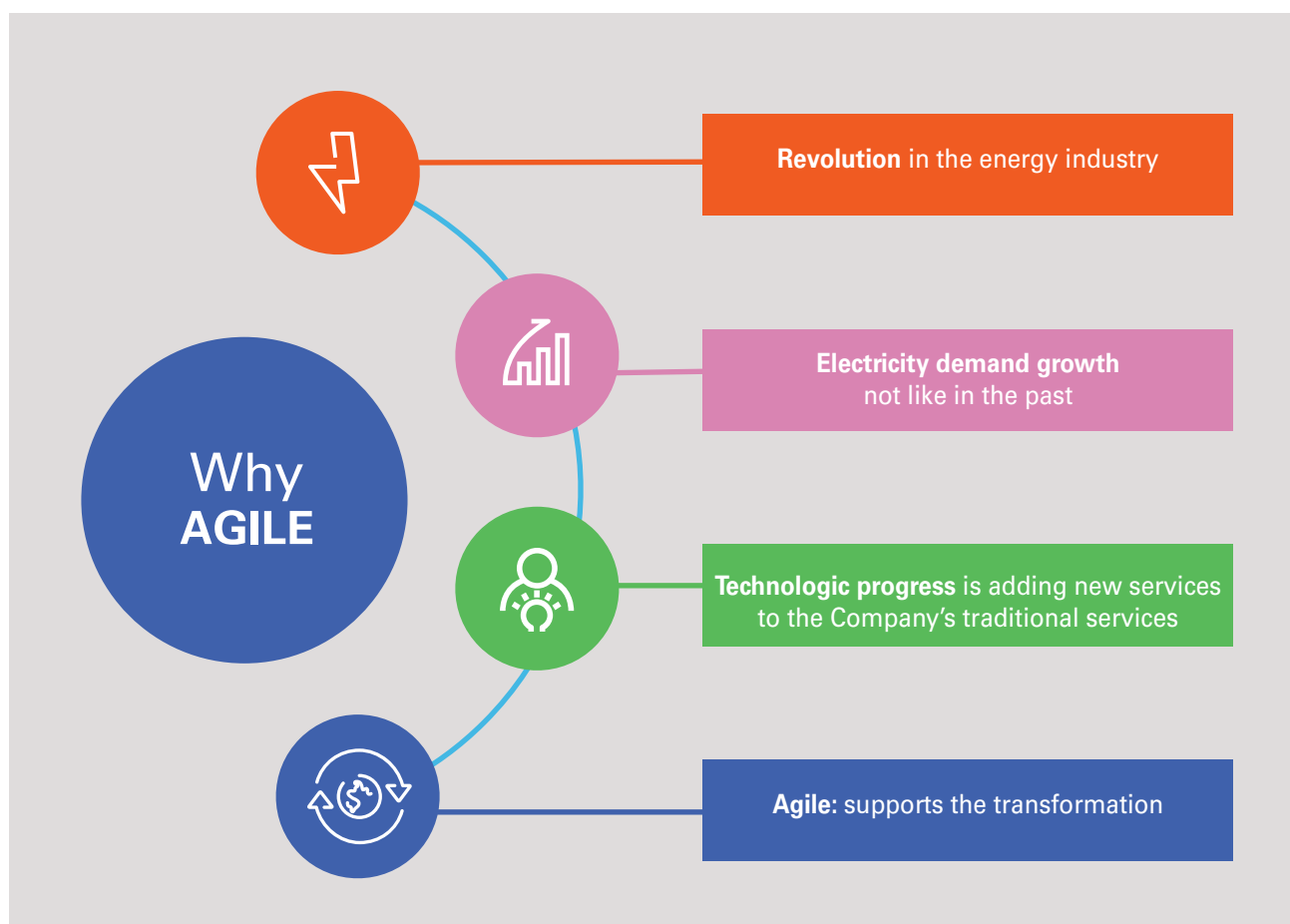
The percentage of workers with a fixed contract is 95% for women and 98% for men, with 97% at a consolidated level.



Agile Methodology

The Enel Group adopted the Agile Methodology to face the challenges brought about when managing people in times of change. This is a collaborative method based on flexibility and openness and facilitates the task of adapting solutions, processes, and systems to new requirements.

The Agile methodology is a model based on small interdisciplinary teams that organize themselves to develop projects through an iterative process that includes the continuous and direct participation of the final customer throughout the life of the project. The model combines rigorous methods, common tools and continuous adaptation to customers' and context changing needs to develop products and services from their initial definition stage to the final commercializing stage. This model also allows for and facilitates changes and improvements to solutions, processes or systems that already exist in the market to adjust them to the Company's changing needs.



During 2019, various activities and initiatives were carried out in the countries where Enel Américas is present to increase awareness, motivate and train teams on the use of the Agile methodology, such as the following:



Argentina

Agile Development and Design Thinking Program was offered for directors and executives in collaboration with Digital House, an educational institution. This training program was carried out to provide the knowledge and skills required to achieve the digital transformation and the strategic view the Company needs. Over 150 Enel Américas' people participated in Agile projects.

- > The Company carried out projects to improve various aspects of service quality, such as detecting energy losses and irregular and risky customer connections more efficiently, and improving the response to restore service to customers such as the Alta T2 (medium sized customers) and T3 (large customers), Failures, Suspension and Supply Reposition Notification project.
- > Mas Caja is a project to improve the Company's cashflow using the Agile methodology to organize work activities. A multidisciplinary team establishes schedules, assigns individual tasks requiring periodical progress report presentations and performs monitoring and control activities.

Brazil



The Agile methodology began to be used in Brazil in 2018. Several business areas implemented Agile Rooms to create new products, improve processes and new solutions to problems. The implementation of this method has enabled employees today to identify the needs of each project and detect potential attractive opportunities that result from it.

In the I&N department, seven editions of Agile Talks have been carried out to explain leadership concepts. The meetings that took place in Goiás and Fortaleza were attended by 100 participants. Also, 42 people from different areas participated in seven events carried out to improve processes and create new products.

In the Trading department, a first event attended by 13 people was carried out to deepen the understanding of the Company's strategy and reach a larger number of small business consumers.

In generation, 124 people were divided up into 10 groups to receive a total 249 hours of training by an Agile instructor. The program was geared towards company leaders that determined the content of the event based on topics they considered the most critical to the company. In the present, the people themselves determine the needs and identify the opportunities for Agile implementation.

Colombia

In 2019, a mandatory Agile methodology training course was performed for all Company employees. All strategic projects have been restructured to be approached using this collaborative methodology.

Peru

The most relevant milestones in Agile implementation were the following:

- Workshops for senior executives
- Workshops for main project leaders
- Agile workshops carried out during Enel Digital Week
- Agile projects promotion and support
- Agile related content dissemination



We value diversity and inclusion

We respect diversity and non-discrimination

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Enel Américas and its subsidiaries believe that having people that are different in various aspects (cultural, gender, age, disabilities, among others) benefits the organization's culture and promotes innovation and inclusion. Diversity broadens paradigms and views on the contribution of different people to achieving Company goals, fostering a respectful and learning environment that is positive for professional development. This belief is grounded on Enel Américas Diversity and Inclusion Policy. This policy defines a series of indicators that lead to continuous improvement of preestablished indexes.

Diversity and Inclusion Policy

The objective of this policy is to define the key principles required to foster a culture that recognizes the importance of diversity and value creation. This policy must be implemented and applied according to existing legislation, and the corporate governance rules and regulations of our subsidiaries in each country. For additional information visit https://www.enelamericas.com/content/dam/enel-americas/en/investor/sustainability/diversity_policy/Politica%20de%20Diversidad%20Enel%20Américas.pdf



Equal opportunities for everyone

Enel Américas acknowledges and respects differences between men and women and promotes, equal opportunities, equal treatment, and the development of their talents by means of the following actions:

- > Recruitment and selection processes must provide a balance between men and women candidates. When the situation does not allow for this balance, it must be noted and substantiated.
- > The Training department must establish relationships with universities or higher education institutions to search for programs and collaborative space to promote the participation and inclusion of female students particularly in technical study areas.
- > The administration of all Enel Group companies must present the programs that seek to balance their employees' needs as parents with their professional development aspirations to the competent authority within their company. This is carried out by having interviews with the employee, the supervisor and the People and Organization department before and after pregnancy to add value to such experience from the employee and company perspective. Also, at the will of the employee, a tutor may be assigned to the employee during pre and post-natal leave.
- > Regarding recruitment, the company set the goal to have at least 50% women candidates to increase female workforce participation. If this isn't possible, actions must be taken to move in that direction.
- > STEM program: is a program for young students to promote the interest, participation and inclusion of women in technical careers.

Noteworthy activities to foster diversity are the following:

Argentina

STEM program: is a mentor program in Science, Technology, Engineering and Mathematics. In 2019, twenty female students participated in the program.

Various talks on gender-based violence, diversity, "family and work roles," and the disability and inclusion day event took place during 2019.

Brazil

- **Executive succession plan:** This plan was introduced in 2018 identifying a list of the professional women with the abilities to hold an executive position in the company and establishing that one of every three potential successors of an executive position must be a woman. The goal was to reach 23% participation of women in executive positions by 2023.
- **STEAM –Women in Energy:** This initiative was developed to increase the number of women in the operations department. In 2019, a total 871 women participated in STEAM initiatives, where Women in Energy stands out. This initiative involves the female engineers of the Company. They share their experience and motivate female university students to work for one of Enel's companies in Brazil in the future.

Colombia

- **Government and external entities:** In 2019 Enel -Emgesa and Enel-Codensa participated in 25 events recognizing the companies' best practices in gender equity management that impressed government bodies and external entities, such as the Ministry of Mines and Energy, Ministry of Labor, UN Women, Great Place to Work, the Social Integration Government Office, among others.
- **Seed Plan:** In the beginning, only 1% of participants were women. The number of women has increased to reach 32% in Bogotá. Women have participated in two critical operations processes: network emergency maintenance and street lighting emergency maintenance. For more information on this project see chapter "Engaging Communities".
- **STEAM careers were also promoted in 2019.** Employees' children from 14 to 17 years of age were invited to the Tech Labs workshop where they were taught to believe in their dreams and use technology to make them come true.



Peru

- **No Excuses Program:** is a platform to provide information on workplace sexual harassment, a type of violence that is many times disregarded. It is an easy access platform that contributes to improve the quality of life of female employees.
- **Women's Global Leadership Forum:** is the first forum on female leadership carried out by Enel Perú. The goal was to appreciate the value of the various leadership abilities of the Company's female employees. It seeks to motivate female employees to take control and overcome the barriers and paradigms that may many times interfere with their professional development.
- **Panel "What is your role in equal opportunities?":** took place to celebrate the International Women's Day and promote female leadership.



The value of age diversity

The focus of the Company in terms of employee age diversity is knowledge transference. More experienced employees may train co-workers, transferring the know-how they have developed over the years to younger people that have new views and knowledge, which contributes to build and enrich the workplace.

The New Onboarding program developed in Brazil is an example of the importance of age diversity. This program selects individuals up to the age of 27 with intermediate English proficiency to spend a week at the Company participating in workshops with experienced Company employees. The second phase of the program takes young professionals from other countries to Enel in Brazil, (Niterói) to continue their learning process. In Colombia, the "Young Talent Program" is a one-year program. It offers eight young interns the opportunity to participate in the "Open Power Competencies and Project Methodologies" program, which gives these young professionals time to get to know what is done in the Company's different business lines with the guidance of very experienced employees. Similarly, in Peru, "Millennials a Life of Power" project was implemented to stimulate the performance of 35-year-old professional employees to increase their productivity and strengthen their position as influencers by expanding their network and providing the emotional control and innovative skills to solve problems.



Inclusion of people with different abilities

Acknowledge, respect and manage the different abilities of each person is a policy that is widespread throughout the Company. Consequently, the Group promotes the inclusion of people that bring different abilities to perform the same jobs of other coworkers. Their contribution is very appreciated and creates a positive work climate. Enel Group companies in each country have at least one focal point to facilitate the integration of employees with different abilities.

Country	Employees with disabilities
Argentina	92
Brazil	281
Chile	0
Colombia	3
Peru	5
Total	381

Argentina

- Inclusion Festival: Enel Argentina sponsored the Inclusion Festival, a festival for all family members to have fun but also to reflect on the physical, social and inclusion barriers faced by a person with disabilities. Over 50 ONGs participated in the event.
- ONG In Good Hands: hires people with visual and hearing disabilities to provide the Company's weekly Motivational Breakfasts.
- Disability and Inclusion Day Event
- Activities to increase awareness and make people sensitive to inclusion barriers by showing testimonial videos: "What is diversity for you?" where Company employees tell their story, their experience with diversity and inclusion.

Brazil

Enel Brazil has a structured program named Diversity and Inclusion for People with Disabilities ("PCD" in its Portuguese acronym) since 2014. This program has changed the paradigm of conventional employee selection models. The Company invests in a 12-month PCD training program to have qualified people in its business.

There is also a special Para athletics Program to support employees in their transition from the sports world to the corporate world. The workday for para athletes does not interfere with their sports training. This is how we disseminate our human resource management values, not only changing the course of people's lives in a positive way, but also changing the environment within our companies. In 2019, we trained 116 people with disabilities about Enel's four values, as part of the corporate training program that covers various subjects and is open to all employees.



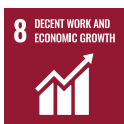
Peru

- Activities to increase awareness and make people sensitive to inclusion of persons with disabilities. The main goal is to increase awareness on labor inclusion of people with disabilities.

The importance of cultural diversity

The Company appreciates the different perspectives of its people and therefore offers a tutoring program for expatriates seeking to contribute to their integration to an Enel America subsidiary and provide information about the country they are coming into, its culture, tourism, safety and other useful information to reduce the cultural shock and improve adaption.

País	Foreign employees
Argentina	156
Brazil	49
Chile	6
Colombia	15
Peru	7
Total	233



Benefits and Quality of Life

The Company believes that physical and emotional wellness is critical to employee performance at the workplace and therefore promotes initiatives that improve the quality of life of its people.

Enel Américas and its subsidiaries offer a series of benefits, sports events, corporate integration, health and wellness initiatives to its employees and some are made extensive to their family members.

The following are some examples of initiatives carried out for employees in each country:

- **Academic excellence scholarship:** Financial support for employees' children with academic excellence.
- **Family day:** Initiative to motivate employees' children through various recreational activities.
- **Extended legal days off:** employees' may extend their wedding days off or maternity leave longer than the period established by law.
- **Parental program:** Supports female employees during their maternity period offering gym lessons, health information, and guidance among others.



Health and wellness programs

This program involves activities related to self-care, prevention, and awareness on the importance of health and wellness including stress management programs.

Outstanding Initiatives Argentina

- **Marathons:** Enel Running Team participates in marathons throughout the entire year. Everyone may register without paying a fee and receive their personalized kit before the race. In 2019, three marathons were organized, by UNICEF, Neuquen Corre and Casa Manu with 60, 5 and 13 participants, respectively.
- **Open Power Cup:** The male and female soccer tournament named "Positive Energy Cup" is organized every year for both men and women to enjoy the games of this social event.

- **Celebrations program:** The Company celebrates significant dates throughout the entire year, such as Secretary's Day, Women's Day, Child's Day, Mother's Day, Father's Day. The events include greetings and gifts, take place in all company premises and are for all Company employees.
- **Summer camp for kids:** The Company organizes this event for employees' children, making the kids in the center of attention. It offers them the opportunity to participate in something different, an adventure for them to investigate, be amazed and share something special. The goal is to teach them about the environment, life outdoors, friendship and family.
- **Comprehensive program to improve work climate and reduce stress:** Several activities have taken place throughout the year to provide space for relaxation and to get to know each other better in a casual atmosphere. A total 200 employees participated in this program that encourages them to change their daily routine interacting with each other.

Brazil

- **Enel in Shape:** The goal of this initiative is to improve employees' quality of life by focusing on a healthy diet, losing weight, and exercising with the support of a multidisciplinary team, including a nutritionist, a psychologist and a personal trainer. The employee that loses the most weight by the end of the program receives an award. In 2019, a total 292 employees participated in this program.
- **Enel Relax:** This program seeks to reduce the level of physical and mental stress of its employees through shiatsu, yoga, breathing techniques and promoting wellness. In 2019, approximately 2,000 employees participated in these initiatives.
- **Healthy Pregnancy:** This program promotes wellness among the Company's expectant employees and their partner. They are invited to meetings with health-care professionals that carry out activities related to emotional aspects of pregnancy, nutrition, baby care and types of birth. In 2019, 57 people participated in the program. A breastfeeding room was inaugurated this year in the Sao Paulo office, and the Company has plans to do the same in Rio de Janeiro, Goiás and Ceará.
- **Enel Brasil also organizes other events:** Races, Bike Sharing, Short Day, among others activities.

Colombia

- **A la carte benefits:** It seeks to improve the quality of life of its employees through over 70 benefits made available on a modern digital platform for each employee to choose from and decide when and how to enjoy them.
- **Corporate experiences:** It is about facilitating sports, recreational and cultural activities for employees and their families. There are experiences for single employees, such as the "Just for me" event, and also go cart, volleyball, bowling, tennis, and soccer tournaments, ecological walks, recreational vacation for children, athletics club, Enel challenge, a day at work with dad and mom at Cartagena power plant, the Christmas show, among others.
- **Health Plans and Life Insurance:** The employees of Enel-Codensa and Enel-Emgesa are offered various types of health plans and life insurance that covers the employees' beneficiaries.

- **You deserve it:** Is an initiative to encourage employees to enjoy their vacation without guilt, to rest, to balance personal life and work and build up their energy level.
- **E-bike to work:** This program encourages employees to ride their bike to work. It has 183 active users.
- **Academic excellence scholarship for employees' children:** In 2019, two new excellence scholarships were granted, one for each Enel subsidiary in Colombia, reaching a total eight scholarships for Enel Codensa employees and four for Enel-Emgesa.
- **Organizational happiness:** In 2019, some interesting initiatives were designed to continue fostering the organizational happiness strategy, such as the Happiness Thermometer applied to 564 participants within the framework of the International Happiness Day that took place on March 20. Eight talks were held to measure employees' perception of the happiness model, and their experience during their time with the Company, among others. Group meetings named "Your Enel Trip Workshops" were held to provide employees a chance to appreciate real life experiences of their happiness development process.

Peru

- **Recreational vacation:** Geared towards employees' children from ages 5 to 13. In 2019, 150 children participated in this event that offered art, dance, science, and theater workshops in addition to guided tours and trips.
- **Super Cup:** A soccer tournament for men that has been held for 25 years, and at present has 25 teams with a total 280 players that meet six times throughout the year. Female volleyball, soccer, basketball and tennis games are played at the same time and this year had 126 participants. This event also provides a space for camaraderie and integration. Approximately 40 people attended the games as spectators.
- **Dance and physical conditioning:** Four sessions a week for four months. Each session covered a different topic. 70 employees participated in 2019.
- **Respectful parenting:** this initiative is for employees with children from 0 to 15 years of age to learn how to be assertive when educating their children.
- **Shared parenting:** this initiative is for men with children from 0 to 3 years of age to learn about the responsibilities mothers and fathers share during the first years of their child's life. In 2019, 10 employees participated in this initiative.
- **Christmas party:** it is a full day event that takes place in an amusement park for all employees with children up to the age of 12. In 2019, a total 1,700 people participated in this event.
- **Artistic and cultural workshops:** literary workshops, painting, photography, singing, make-up, Latin dance, searching for laughs, sculpture, and reiki workshops.
- **Family excursions:** different excursions are offered every month for employees and their families.
- **Come to my birthday party:** the birthdays of employees' children up to age 12 are celebrated once a month.
- **Camps:** summer and winter vacation camps for employees' children from ages 4 to 15.
- **EnelClub:** is a platform that includes all entertainment, sports, health, cultural and other benefits offered by the Company to its people.



After the COVID-19 outbreak in China that took place towards the end of January and subsequent spread across the rest of the world, Enel Américas rapidly implemented several actions to reduce the risk of contracting the virus in the countries where it operates.

More than half of the Company's employees are working remotely. The exception are those employees and contractors that perform activities that are essential to electricity supply continuity. All necessary measures and elements have been provided to prevent their contagion. The Company also has health insurance in place to cover COVID-19 hospitalization costs of its employees.

Labor flexibility and Smart Working

The Company has developed initiatives to balance personal life and work life offering employees alternatives, such as: flexible hours, shorter day on Fridays, shorter day on Christmas, work from home under extraordinary circumstances, Smart working.

Smart working or the remote working program grants employees the possibility to select one day a week to work remotely from home or any physical space that allows good internet connectivity and complies with the Company's safety norms.

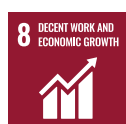
Country	2019	2018	2017
Argentina	222	124	77
Brazil	370	149	95
Chile	11	11	11
Colombia	505	399	280
Peru	166	127	3
Total	1.108	810	466

More than half of the collaborators are working remotely, with the exception of collaborators or third parties, whose activities are essential to maintain the service. In these cases, all the measures were taken providing the elements necessary to prevent infections. Also the Company activated health insurance to cover hospitalization costs in case of COVID-19 cases among the collaborators

This initiative not only reduces emissions as a result of less transportation, but also contributes to Company resilience in times of crisis.

Climate survey

Enel Américas carries out a climate survey every two years. Employees were surveyed the last time in 2018. The survey was performed online and on paper in every country. According to the results of the 2018 survey, employee coverage reached 91% and employees actively engaged reached 90%, which is a favorable outcome when compared to 81% coverage and 73% engagement in 2016.



Job Training

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Enel Américas offers its employees a series of training initiatives to provide them with the necessary skills to perform their daily activities, which also contributes to their career development and mobility within the organization.

2019	Argentina	Brazil	Chile	Colombia	Peru	Américas 2019	Américas 2018	Américas 2017
Training hours	98,911	389,383	1,351	167,472	41,188	699,853	510,683	392,210
Number of employees trained	4,074	9,544	53	2,113	911	16,830	9,816	11,393
% women	15%	17%	36%	32%	28%	21%	15%	21%
% men	85%	83%	64%	68%	72%	79%	85%	79%

The number of trainings hours includes employees on indefinite and fixed-term contracts.

Some of the training programs offered in 2019 are described below:

Argentina

- **2019 COACH:** is a program that seeks to transform leaders into coaches to motivate, inspire, and empower teams and lead the organization's cultural change. Since August 2019, 156 employees participated in four modules of the middle management program that lasted four months in which the 2019 Coach program was also implemented. A total 180 employees were called to participate in the 2019 COACH program with over 40 hours of training each.

- **Leadership and Data Driven:** this program was carried out in two sessions, the first was a theoretical class and took place at Digital House and the second was an experiential learning session about best practices. A total 35 executives participated in these activities.
- **Enel X Sales Excellence Academy:** Enel in Argentina promoted the new Enel X business by launching the Enel X Sales Excellence Academy that provided over 60 hours of training on skills and key attitudes to professionalize the unit.

Brazil

- **Training:** 9,544 employees were trained for a total 389,383 hours through various formal programs offered by Enel in Brazil.
- **E-Ducation:** is a corporate education platform that in 2019 focused on raising employee awareness about this tool that intends to become the Company's main safety training management tool.

Colombia

- **Corporate University:** It was launched in 2019. It may be accessed through the website, where employees may check the availability and dates of the different courses offered by the Open Power Digital Transformation, Technical and Leadership schools. The Corporate University currently offers 153 courses.
- **Leadership Schools Program:** The Corporate University has a school that is exclusively for Company leaders. It seeks to provide the knowledge and tools for leaders 4.0 to face today's trends and challenges.
- **Outdoor:** This methodology is designed to strengthen employees' coordination, alignment, planning and teamwork skills, among others. It provides steps to advance in satisfying team development need. In 2019, 93 people from Enel-Emgesa and 167 people from Enel-Codensa participated in the initiative.
- **Digital Transformation School:** The Corporate University's Digital Transformation School has educated 527 employees on various subjects that focus on methodologies such as: Agile, Data Driven, Customer Centricity, Lean and Kanban, and Scrum, among others.
- **Digital transformation workshops:** Various workshops were carried out to explain employees about the Company's digital transformation strategy and trends by using easy learning, practical examples. 266 employees participated in the workshops.
- **Coaching:** 44 individual and three group coaching processes were performed in 2019 to strengthen employees' Open Power conduct by learning how to set better goals, objectively value available resources and implement actions based on strengths as a lever to improve performance.
- **Mentoring:** This methodology seeks to strengthen leadership and team management skills with the support of a guide or mentor. A total 25 mentoring processes were carried out in 2019.
- **Leader's Guide Digitalization:** The digital version of the Leader's Guide continued to be available in 2019. It is based on three basic principles: Feedback and recognition; Communication and focus; and Inspire your team.



Peru

- **Languages:** (English and Italian): The objective of the program is for employees to learn the language through conversation and oral and written communication exercises. 93 people participated, 12 online and 81 in person.
- **Agile Methodology Workshops:** Classes and seminars to provide employees the knowledge and allow them to use the methodology that is being applied in various projects within the Company. 328 participants.
- **Innovation Workshops:** The 91 employees that participated in the workshops. were shown the different methodologies used by Enel to develop innovation projects. Create narratives that represent a story from a unique perspective had 32 participants.
- **Storytelling Workshops:** Create narratives that tell a story from a unique perspective. 32 people participated in the workshops.
- **Creative Problem-Solving Workshops:** It takes participants through a creative problem-solving process by presenting them with a challenge that must be solved using certain tools, techniques and rules. 368 employees participated in the workshops.
- **Leadership and brand management:** The 44 participants learned about the leadership skills needed to manage teams and put them into practice. They also learned how to position their own personal brand in digital media.

People development and motivation

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Enel Américas appreciates and acknowledges their people's work in various ways, seeking to strengthen, empower and reward their commitment to corporate values, their initiative, participation and meritocracy.

Skills and Performance Appraisal

The appraisal of employee performance provides relevant information to respond to the Company's business development needs and challenges. It allows people to add value and contribute to the accomplishment of the Company's goals. In 2018, the Enel Group implemented the Open Feedback Evaluation tool that evaluates the Company's ten Open Power behaviors. This new evaluation system works on an online platform where any employee may provide feedback to coworkers and managers, in real time, highlighting positive aspects of performance and areas of improvement.

Also, other annual evaluation processes are performed to qualify and provide feedback by comparing the employee's performance with other employees within the same department. The performance of all Company employees was evaluated during 2019, 82% were men and 18% women.

This appraisal process is a tool to stimulate employee development and promote strategic changes in the organization. It is believed to be important because it reveals what the Company expects from its employees and how their job is relevant in achieving the Company's goals in a transparent manner. The following programs are the most outstanding:

- **Job Rotation and Job Shadowing:** it involves working for a period of time in another area of the company that interests the employee seeking to acquire knowledge and experiences that will add value to his or her own department.
- **Osmosis:** promotes moving employees to another business line to exchange knowledge and develop cross-sectional skills.

Argentina

All Company employees were evaluated. Employee development programs have been based on the results of such evaluations. Employees eligible for succession plans or considered talented have been given priority.

The reconversion of job positions may be performed in two ways: through the osmosis program or through internal job postings. 77 employees changed jobs in 2019, which includes those that went from one department to another or from one Group company to another. In other words, it does not include those that move from one job to another within the same department of a company.

Brazil

The performance of all Company employees was evaluated in 2019 using the Open Feedback Evaluation model.

Colombia

The performance of all Company employees was evaluated in 2019. As a result of this employee performance appraisal process, 205 employees were promoted, 110 were transferred within Enel's Group, and 315 moved to another job inside Enel Colombia. The internal mobility index of Enel companies in Colombia was 14.75%, slightly higher than in 2018.

Peru

The performance of all Company employees was evaluated in 2019. It was a positive process and only 12% performed below expectations.



401-1 Rotation

The employee rotation index of all companies was 7% in 2019 and also in 2018.

Labor and union relations

102-41

Enel Américas and its subsidiaries believe that labor and union relations provide a permanent space for dialogue to continue improving employees' working conditions and create a positive impact on work climate, personal satisfaction, and organizational efficiency. Enel Américas adheres to each country's labor union regulations, respecting and protecting union rights.

In 2019, 55% of employees were unionized and 92% were covered by collective agreements. The employees of Enel Américas and its subsidiaries are free to associate and be a member of one of each company's existing unions.

Collective bargaining contracts are defined considering the following guidelines:

- Respect and protect freedom of association and right to organize (ILO C87)
- Respect the right to organize and collective bargaining (ILO C98)
- Respect and protect workers representatives (ILO C135)
- Prevent discrimination of union representatives
- Guarantee the effective enforcement of union rights at the workplace

Employees are informed on their union rights by union representatives themselves or by personnel from the People and Organization department. Any violation of employee or labor union rights may be reported through the Ethical Channel or through other channels, such as emails and letters, which are confidential and dealt with according to internal procedures.

The Internal Audit department investigates the reports received through the Ethics Channel and if a violation is confirmed, corrective actions are adopted according to the disciplinary system in place in each country. In 2019, no cases of discrimination, or violations of labor union rights or employee rights reported through the Ethical Channel were confirmed.

Internal and external campaigns are carried out every year to promote the Ethical Channel and Inquiry Channel, emphasizing the policies and procedures of the Compliance Plan, Ethics Code, Ethical Channel, Criminal Risk Prevention Model and conflicts of interest. The Internal Audit department reports quarterly on the complaints received and managed and informs the Board of Directors about any complaints considered significantly relevant.

In 2019, 58 work related complaints were received through the Ethical Channel, specifically associated to work climate, people management and occupational health and safety. Eleven of these cases were violations to Company norms. Improvement and corrective measures were adopted, such as formal feedback, actions to improve

employees' soft skills, call attention to violations, labor contract suspensions, the contract of one employee in Brazil was terminated.

The Company's Internal Hygiene and Safety Rules include a detailed description of the procedure to follow to report sexual and workplace harassment, or any other situation and also the procedures to carry out the respective investigation. In 2019, there were no reports on union matters, labor rights or events of discrimination.

Compensation and recruitment

Compensation management aims at aligning employees to the Company's business strategy to foster better results, and acknowledge performance, attract, motivate and retain the most capable and qualified people, and add value to shareholders, customers and employees.

It's a process that is performed annually, and takes not only professional merit into consideration, but also performance, internal equity, external market benchmarks, criticality of the position, work history, the budget and diversity.

In 2019, the countries in which Enel Americas operates made the following compensation changes and recruitments:

Brazil

A total 1,042 people were promoted and 894 experienced compensation changes (excluding inflation adjustments or established in collective bargaining agreements) related to promotions, merit and internal recruitment. Also, 169 people were transferred internally to a different business line.

Colombia

As a consequence of managing Enel -Codensa and Enel-Emgesa jointly, 443 salaries were adjusted for equalization purposes.



Progress/ 2019-2021 Sustainability Plan

Activity/goal	2019 Result
100% engagement in work climate survey by 2021	100% engagement
100% engagement in performance appraisal by 2021	100% engagement
Gender equality - 50% women in selection process 2021	42% women in short list
Focal points for disabled employees	6 focal points
100% engagement in digital training by 2021	47%



Innovation and Digitalization

The Open Innovation is a philosophy permeates throughout the Company's strategic culture and serves as a guide in developing work methods. It is applied extensively, uses plain language, and specific methodologies, ranging from Digital Hubs to Innovation Focal Points, and is materialized in events such as Boot Camps, local and international Work Committees, Capturing Ideas Workshops, Start-up Scouting, and Start-up Acquisition Policies, and Workshops, among others.

Innovation and digitalization are fundamental aspects of Enel Américas' strategy, enabling growth in an environment where technological and cultural transformation are occurring at an increasingly fast pace. These concepts are essential to guarantee safety, business continuity, and operational efficiency.

Enel Américas seeks long-term sustainability in its business and its environment through the Open Innovability model, an ecosystem that connects the Company's employees with internal and external stakeholders, such as startups, academia, and business partners, to develop innovative solutions to global problems through a crowdsourcing platform. The Open Innovability concept implies Openness, Innovation, and Sustainability, and is directly linked to the Company's strategic vision, Open Power.

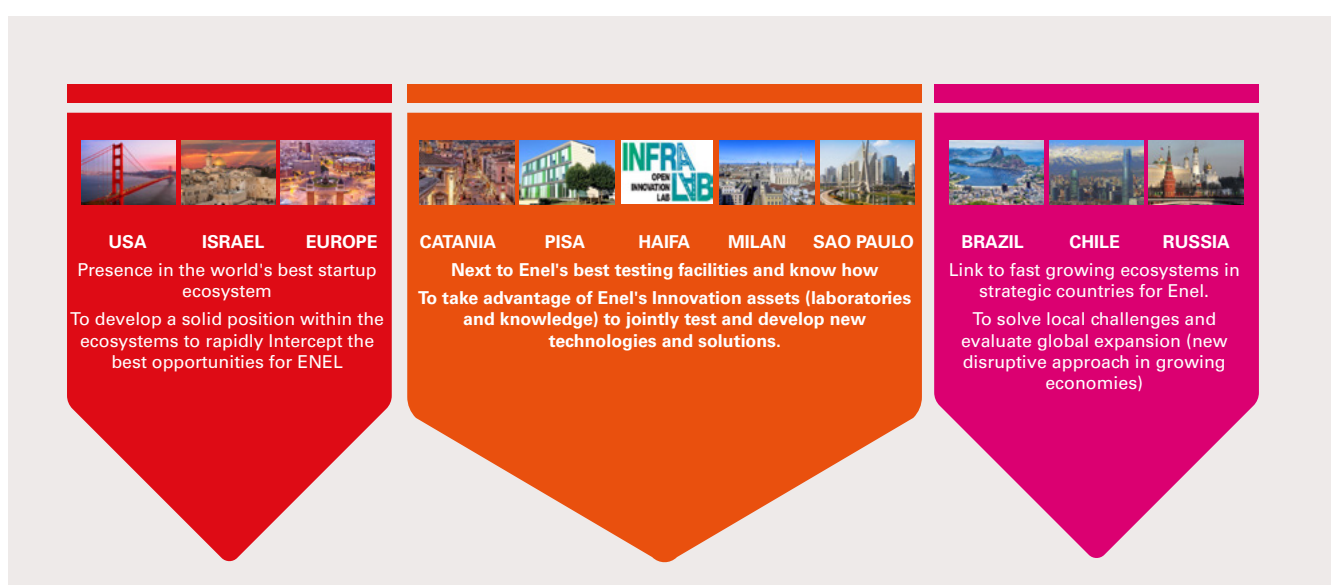
Innovation Ecosystem

One of the main elements that drives innovation is collaboration through partnerships, generating mutual benefits and increasing the potential of ideas. To this end, in 2018 Enel Américas launched the Innovation Hub and Idea Hub, which have continued to grow and development in 2019.

Innovation Hub

It consists of a network of institutional partners, organizations and capital funds risk, whose mission is to support startups that contribute to the development of innovative solutions for business sustainability. These are implemented locally and, if feasible, escalated globally. Enel Americas participates in Innovation hub through Brazil, a subsidiary that explores areas of innovation through scouting process, which aims to investigate technologies and business models of interest to the Company.

The strategy of the Enel Innovation Hubs and the laboratory network is the following:

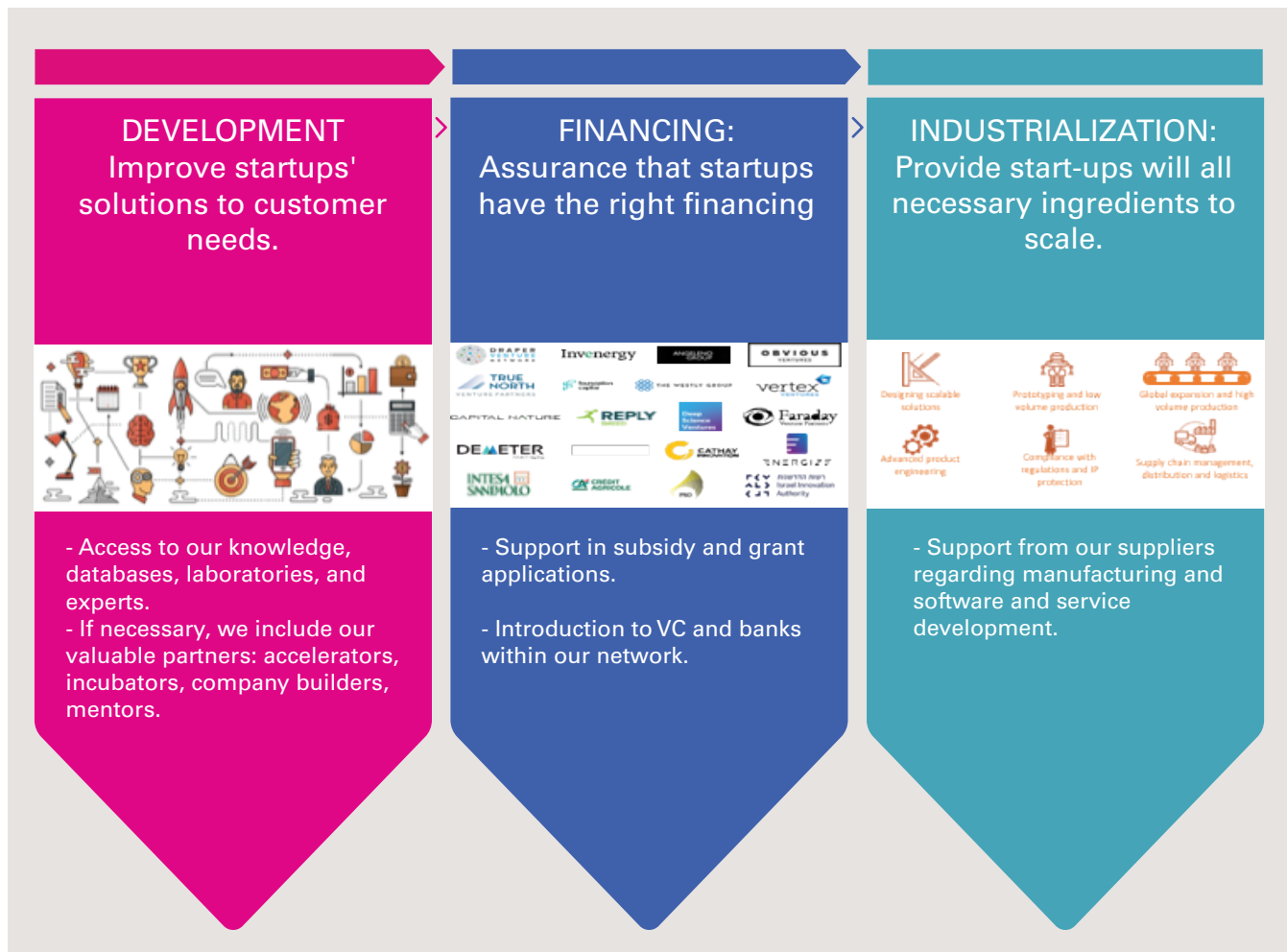


Innovation Hub in Brazil

Enel Américas has an Innovation Hub in Rio de Janeiro and an Innovation Lab in Sao Paulo, and both seek to manage local innovation making it useful for the Group's companies. All new companies that participated in the Energy Start initiative were incorporated into the Hub's database and may be called upon to satisfy the needs of any business line or any company within the Enel Group.

During 2019, partnerships were established with WeWork, Cubo, Sebrae, OpenStartup, and Distrito. We also worked with business accelerators and incubators, including Cesar, CoppeUFRI, Distrito, Raja Valley, and BND5 Garagem, and carried out events such as Boot Camps, Innovation Day, Lectura en Raja Valley, Cubo 4 Enel and Open Innovation Week.

Enel supports startups throughout their entire development process:



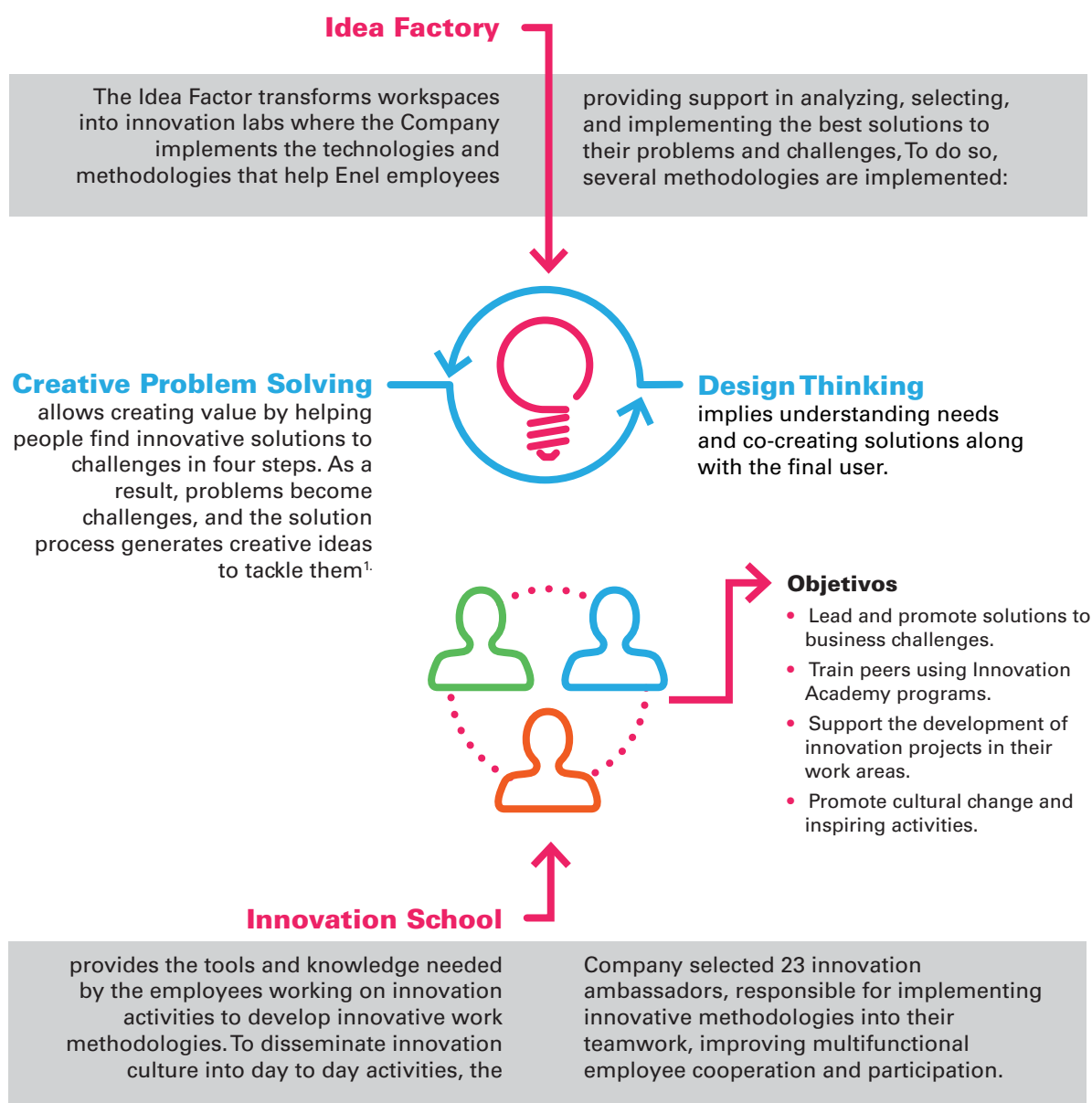
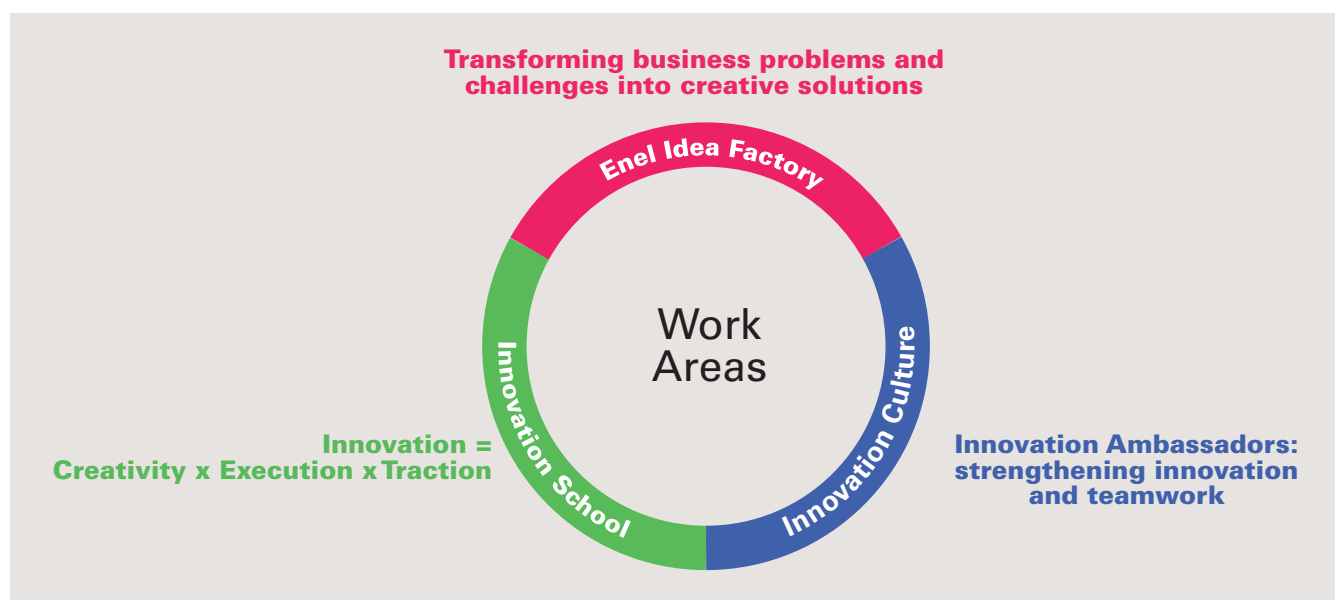
Creating an Innovation culture

Idea Hub

Their purpose is to promote and disseminate an innovation and intraentrepreneurship culture, knowledge, and behavior, with the participation of all Company employees. It seeks to forge a culture of innovation among workers, fostering

creativity in technical and professional teams, and offering all necessary tools to develop their capabilities.

This job is done focusing on the following areas of work: Enel Idea Factory + Innovation School + Innovation Culture.



Some emblematic Idea Hub initiatives were:

Make it Happen

In March 2019, the Enel Group launched the Make It Happen intraentrepreneurial program, led by the People and Organization department to provide a space for the develop the propositional and experimental capabilities of all Enel's employees around the world, based on the conviction that all Company employees are crucial in accelerating the innovation and transformation process the industry needs.

The Make It Happen program has two formats:

- **Green Trip:** this format is to propose new business ideas
- **Blue Trip:** this format is to propose incremental innovation ideas or improvements to existing processes.

In 2019, 34 ideas from 88 participants were registered in Brazil, while in Colombia 15 ideas from all business lines were presented, where 10 of them were approved in their second phase and two of them were globally acknowledged by the Holding Company.



3 For more details, visit <https://www.enel.cl/en/sustainability/innovacion/idea-hub/enel-idea-factory.html>

My Best Failure

Enel has developed an online platform called My Best Failure, where employees can share their “best failures” from among their innovation or improvement attempts. The platform focuses on the positive aspects of failure and the lessons to be learned, thus mitigating fear and promoting experimentation.

Disseminating an innovation culture

Enel Américas recognizes the value of innovation, and therefore promotes creative thinking among its workers through its Open Innovation Policy, a philosophy that permeates throughout the organization and materializes in events such as Boot Camps, brainstorming workshops, startup scouting, etc.

The Enel Group holds an annual innovation meeting named Enel Days in Rome, and in 2019 other events held by the Enel Group in Latin America included a broader innovation workshop and a Boot Camp, which were both held in Santiago, Chile, in which outstanding innovation programs were disseminated to more than 20 regional innovation ambassadors.

Brazil

Enel's innovation strategy in Brazil is based on preparing the Company for the new challenges the sector will face in the coming years. To this end, the Innovation Culture area understands that its workers are essential in this process, and therefore, stimulating the creativity has become a daily task for the Culture department, so that innovation finds its way into the DNA of Enel in Brazil.

- **Inspire Deu Certo:** The Inspire Deu Certo project registered 345 initiatives in 2019, 299 of them were submitted by distribution companies. Of the total, 52% were related to projects, 25% to products, 14% to digitalization, and the remaining 9% to safety. This program exists since 2013 and has registered over 900 projects and has involved 3 thousand this far.
- **Ambassador Program:** This program is focused on managing an Innovation Community formed by 121 employees that use and promote the use of innovation in daily tasks, creating local ecosystems that foster daily innovation practices. Innovation Circuits were also implemented, which consist of awareness workshops that also promote the use of innovation in daily activities.

Colombia

Enel in Colombia fosters innovation within its operations by promoting innovative thinking among its employees. During 2019, 347 internal and external training activities related to open innovation and Enel Explora were held, and include activities such as Design Thinking, CPS Creative Problem Solving, Lean Startup, and other innovation methodologies. 1,079 creative sessions aimed at devising solutions to achieve operational improvements in the Company were held, as well as 441 other activities, such as cultural events and Innovation Day, which included conferences, seminars, games, and project exhibits.

People Involved	Training	Creative Sessions	Other Activities
Internal	262	784	360
External	85	295	81
Total	347	1,079	441

- **Open Innovation:** To strengthen the Company's innovation processes, in 2019 several activities were developed jointly with Connect Bogotá and the Co-Creation and Innovation Club, with the support of three major international exponents in the field: Google, Bancolombia, and Sura.
- **Enel Explora:** The objective of this program is getting workers to interact with different forms of innovation. 63 workers from different areas of the Company attended this initiative voluntarily, and were introduced to the innovation system of the University of the Andes and the Innovation Center of the BBVA Bank, through the Innovation Workshop Partnership MAPFRE – Enel and the Telefónica Co-Creation Workshop – Enel X.



Enel Explora sistema de innovación de Bancolombia



Enel Explora Google Taller de Machine Learning y Recorrido Exclusivo

- **Intraentrepreneurship:** The 1,079 workers who attended the 63 sessions were able to contribute in proposing ideas for the different business lines.
- **Training:** 16 training sessions were held covering all the stages of creative development. The most relevant courses were the Innovation Academy courses, specifically the Creative Problem Solving, Design Thinking, Lean Startup, Emotional Intelligence, and Agile courses.





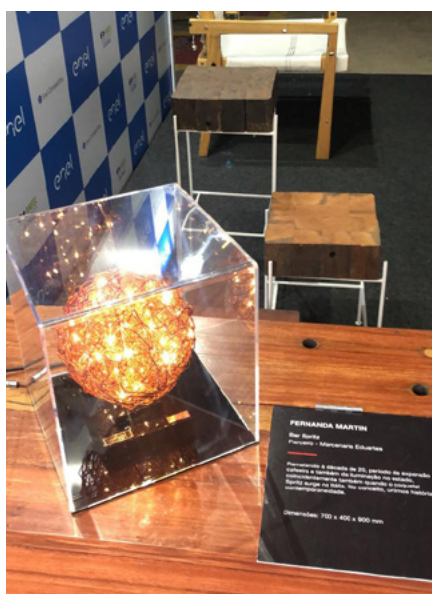
- **Innovability Days:** Innovation Week was celebrated in Colombia from the 15th to the 18th of October. Some highlights were: Pitch Day for Make it Happen! the Group's most important global intraentrepreneurship program and Ambassadors of the innovation and workshop methodologies worked on solutions to various challenges. During the closing ceremony, a panel "Emerging Companies Evolution" was presented, displaying the 13 best startup ideas of the 100 that were initially submitted. The goal is to efficiently guide these companies' transformation. They will work on manufacturing a prototype with the Company's interested business line.
- **Innovation Day:** To celebrate World Creativity and Innovation Day on April 22, all Enel Colombia employees were invited to the event, to promote creativity coming from any area of the Company with peers from other areas and from any job position. This event was broadcasted online and available to all employees located anywhere in the country.
- **Innovation Ambassadors:** This network designs and facilitates sessions to share knowledge among all employees. Its members structure and teach courses on problem solving tools and support the execution of innovative projects throughout the Company's business lines. This past year, 14 employees from different business lines accepted the innovation ambassador role. The Ambassador's Meeting was held to present the year's performance indicators and also acknowledge and motivate each other.



Peru

During 2019, the renewables team in Peru formed a team to implement certain processes to determine guidelines, using the Agile, Creative Problem Solving, and Design Thinking, among other methods, to make process flows, define responsibilities and have a communication plan aimed at increasing participation of all areas.

- **Innovation Breakfasts:** Innovation breakfasts are one of the welcoming activities for users, which allow members from diverse areas to come together and identify business needs. One of the tools that helped its organization was the “innovation mailbox,” which is open to receive new ideas.
- **Workshops:** Design thinking, Agile, and skill improvement workshops were hosted to eliminate barriers between some areas, increasing employee trust and creating an optimal work environment to solve issues empathically. Improvements in trust led to participating and winning the “Corporate Creativity” awards two years in a row with different projects. The first challenge presented by the Innovation Country Committee was related to cleaning photovoltaic panels, which enabled approaching various areas for the first time and helped develop the best possible solution for the problem.
- **First Innovation Meeting:** In 2019, the first cross-sectional innovation meeting was held at a thermal power plant, seeking to exchange ideas regarding renewable energy generation and energy infrastructure and networks, reinforcing knowledge from diverse perspectives.
- **Agile Room:** Another important initiative in 2019 was the creation of the Agile Room, also known as the Innovation room, which fosters an environment where users can unleash their creativity to solve problems using the tools learned in the workshops. During the last semester of 2019, Enel Peru formed a task force focused on promoting innovation.



In April, the LabMob furniture laboratory project was launched through an association with Yvy Reciclagem and the design institute Europeo di Design, which involves designing and manufacturing furniture with materials from our electricity network. The products were exhibited in several events, such as the Favelas G10, held in November in Paraisópolis (SP). Meanwhile, The Urban Futurability Lab, the main Living Lab in the world, is being built in Vila Olimpia, Sao Paulo, and will receive technologies developed in the network and designed using the Circular Economy concept. The Company also participated in the Biojewelry Project at the Elos Festival, whose theme was “Actions that transform the world”, with exhibits in the Creative and Social Innovation space. Biojewels are manufactured from wires and cables from our electric networks and are part of the Enel Upcycling project.



Promoting Innovation Partnerships

The subsidiaries of Enel Américas have established partnerships with various organizations, stakeholders, and innovation and entrepreneurship ecosystems that have led to the implementation of new technologies, such as marine robotics, drones, and artificial intelligence, which have greatly contributed towards reducing risk and costs in the Company.



Brazil

During 2019, Enel Brazil and its subsidiaries established partnerships with institutions such as RV, ThermoOff, SmartGreen, Hexa, EasyCredit, RecargaPay, CelCoin, Bluelux, Enguia, Polen, EBox, GreenAnt and MobDiq, who worked on the Horus, Fu2re, Tracel, OneRf, Ricorptech and SSE projects.

Colombia

As part of the tools available to conduct and develop research projects through Academia, in 2019 a partnership with the Universidad del Bosque was established, reaching a total seven partnerships with the following universities:

Partnership with universities

Ongoing Partnerships



New Partnership



Enel-Codensa has 12 active patents and in 2019 Enel-Emgesa added its first patent for the “oxygen microinjection and dosing for hydroelectric power plant discharge water” project. The Superintendence of Commerce and Industry through Resolution 46,923, awarded Enel-Emgesa for this project not only because it guarantees the preservation of species, but also because it injects and doses oxygen in high flow and high discharge speed water masses to harmonize energy generation levels with the Magdalena River ecosystem. This project was developed jointly with Philadelphia Mixing Solutions, Linde, Indura, and Praxair.

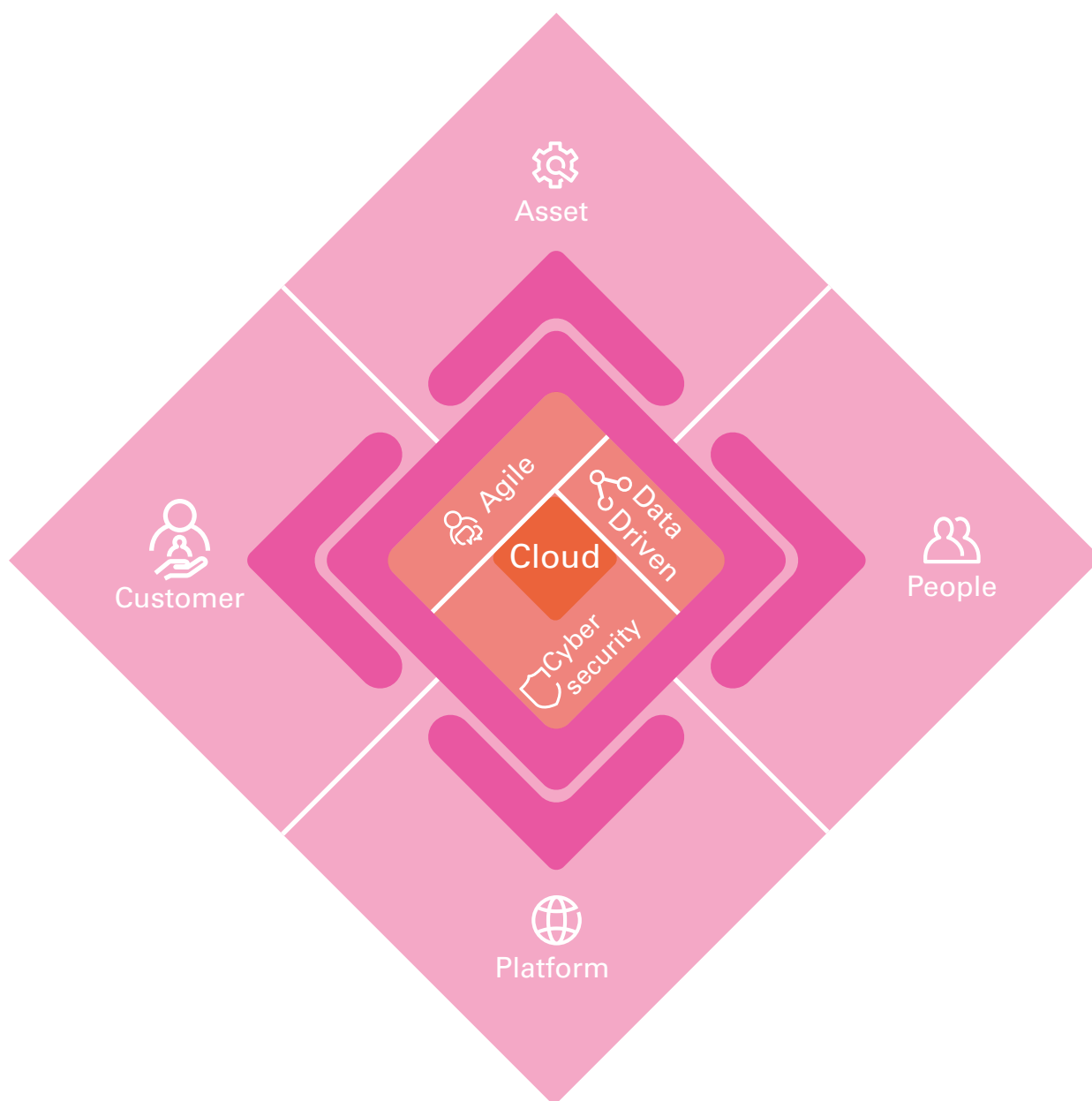


Peru

During 2019, the Company encouraged entering into partnerships with universities and therefore agreements were sealed with the Pontifical Catholic University of Peru ("PUCP" in its Spanish acronym) and the University of Engineering and Technology ("UTEC" in its Spanish Acronym).



Digitalization and Cybersecurity



The ongoing energy transformation process is leading to the development of new, sustainable business models. In this context, data management plays a key role in creating new connection methods through artificial intelligence, cybersecurity, big data, and cloud, which are all technologies in which Enel is currently investing in, thus ratifying digitalization as one of the essential aspects of the 2020 -2022 Strategic Plan. Enel Américas is committed to protecting its critical infrastructure and promoting a cybersecurity culture, in line with SDG 9 and 11, and virtualizing operational activities and implementing videoconference systems, in line with SDG 12.

The digital transformation in Enel is led by Global Digital Solutions, along with all Business Lines, steers strategic options, defines development paths, and ensures their implementation. This operating model provides an agile work approach to anticipate market demand, focusing on internal and external customer satisfaction, and to guarantee innovation and flexibility, as well as swift adaptation periods and reactions to business changes. In 2019, the Global Customer Digital Hub was created based on customer-related activities that were managed to maximize their digital impact and improve the synergies arising from the integration of IT and equipment in different countries. In addition, the functions of the Enel X Digital Hub were re-organized by introducing a digital factory to manage the design, development, and adoption of digital solutions worldwide.

Over the next three years, €2,500 million will be invested in the development of a “platform” model, that will mainly affect the Infrastructure and Networks, Retail, and Enel X business lines. In Infrastructure and Networks, the global platform will standardize operations and maintenance, customer management processes, resource allocation, and systems. In Retail, a global platform will be built that will allow standardizing products and back-end and front-end systems, as well as the global development of products, thus developing the operating model around products and services instead of local markets. Finally, Enel X is a business model platform by design, where innovative products and services are developed and delivered to customers all around the world. This represents a great opportunity to enter new markets.

Digitalization and the development of innovative tools based on automatic learning technology will allow conducting predictive analysis for the maintenance of electricity distribution networks and power plant components, detecting anomalies beforehand and intervening before failures, which reduce the availability of power plants, happen. Enel is developing digital technologies such as big data, machine learning, and automation in distribution networks to develop smart infrastructure that reduces disruptions and energy losses, and proactively manage distributed generation assets. In the renewable generation field, on the other hand, Enel is investing in digitalization, more specifically in engineering and maintenance, to reduce the commercialization period of power plants and increase their output. Also, digitalization effects on the “final use of energy” are twofold. Smart meters allow consumers to be fully aware of their energy consumption, while the new Enel X provides customers with innovative energy services to increase efficiency, in addition to Smart devices. This is reflected in a significant reduction in energy consumption and CO₂ emissions.

In 2019, the Cloud was a key strategic enabler that allowed Enel to utilize IT infrastructure and App services when needed, taking full advantage of the access possibilities provided by the network, thus reducing any waste related to unused resources. 100% of Enel applications were in the cloud in 2019. The AWS (Amazon Web Services) cloud utilized by Enel requires an average use of approximately 16% of the energy required by traditional on-premise infrastructure, which allows an average reduction of approximately 88% of CO₂ emissions, and is also stored in “green” data centers, powered by 50% renewable energy.



People: The contribution of IT systems

In addition to technological progress and the development of new business opportunities, Enel people and their needs continue to be our main focus. The Company continues to advance in its internal digital transformation, geared towards improving the digital abilities of its workers. Through this project, Enel has committed to rethink its business processes, improve its existing services, and take advantage of the new opportunities that digital technology provides. For instance, during 2019 the e-API Digital Ecosystem was adopted to provide data on production, customers, people, and more, to all people in different countries, ensuring a common platform for sharing data among business lines and departments.

Cybersecurity

While digitalization opens doors to new opportunities, it also presents new security challenges. In the electricity sector in particular, service continuity is of utmost importance, which makes the ability to respond to cyberattacks an essential requirement. A large-scale blackout may have impacts on individuals, companies, institutions, and basic services. Enel has adopted a systemic model that increases resilience and responsiveness of all its assets against potential attacks.

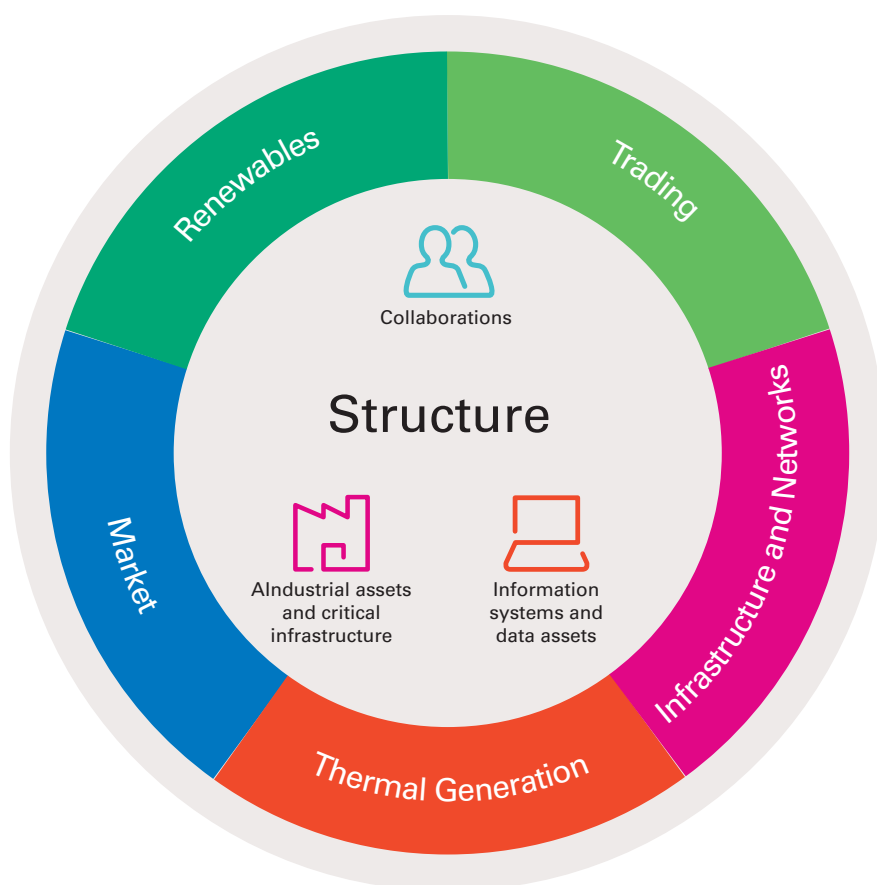
Model and management policies

The Cybersecurity department was established as part of Global Digital Solutions and is headed by the Chief Information Officer (CIO), under the Group's Chief Information Security Officer (CISO). The department has committed to guaranteeing the management, direction, and control of all cybersecurity-related matters, strategic definitions, policies and guidelines, adhering to local and international regulation, as well as monitoring the Group's cybersecurity through process and technological controls. The department works in collaboration with the Business Lines and the people responsible for designing and managing systems, with the support of the Cybersecurity Risk Officer and the Cybersecurity Response Officer. The CISO and the Cybersecurity Risk Officer also created the Cyber Risk Operating Committee to evaluate cyber risks and minimize their occurrence within the Group.

Since 2017, the Company has also adopted the "Cybersecurity Framework" policy to specifically address the principles, organization, and operating processes required to develop a comprehensive cyberattack analysis, prevention, and management strategy. This is a model based on a systemic vision that integrates the traditional Information Technology (IT) sector with the Operational Technology (OT) sector, linked

to industry and to Internet of Things (IoT). Enel also created its own Cyber Emergency Readiness Team (CERT) to proactively respond to cybersecurity incidents, collaborating with an international network of trusted partners. In 2019, affiliation agreements to the national CERT were strengthened through the agreement with the National CERT of the United States, increasing the number of countries with affiliation to the Enel CERT to nine: Rumania, Italy, Chile, Argentina, Peru, Colombia, Brazil, Spain, and the United States. In addition, the Company is still working with Trusted Introducer, which includes more than 380 CERTs in over 60 countries, and FIRST (Forum of Incident Response and Security Teams), the largest community in the industry, with over 510 members from over 90 countries.

During 2019, the Company continued with its commitment to disseminate a cybersecurity culture, hosting more than 16 cybersecurity knowledge exchange events, as described below. Additionally, over 800 security controls were carried out to analyze IT applications and OT systems, which represents a 60% increase when compared to 2018.



In particular, Enel-Codensa, the distribution subsidiary of Enel Américas in Colombia, is part of the Joint Cyber Command and the Supervision and Cybersecurity Committee of the National Operations Council, supporting the initiatives of the electricity sector's CSIRT (Computer Security Incident Response Team), the Colombian National Critical Cybernetic Infrastructure Protection and Defense Plan, and is also contributing to the update of the Cybersecurity Guide, approved by the National Operations Council (CNO) through Agreement 1241/2019. During 2019, and as part of the work carried out with regulatory and government bodies, adjustments were made to improve the electricity sector's status on digital security through an update of the National Critical Cybernetic Infrastructure catalog.

Regarding CERT's On Boarding project, the Company continued to work on real-time monitoring tools and protocols, achieving alignment with 84% of the standards defined in the global model.

- **Cybersecurity analysis of control systems:** To test the status of cybersecurity in control systems, and considering the requirements stipulated by Agreement 788 of the National Operations Council (CNO), during 2019 the security of control systems was analyzed by inspecting several platform across servers, the Human-Machine Interface (HMI), communications, substations, and the inspection of two types of modems used by Enel-Codensa, for the remote control of the network in a specialized laboratory.
- **Cybersecurity Awareness:** In addition to the permanent cybersecurity awareness and communication program in place, and within the context of the internal customer service plan, talks were held related to the adequate handling of information in OneDrive, Teams, and E-mail, and awareness was raised regarding the day-to-day risks their users are exposed to.

Training and Information

The cybersecurity awareness program is a permanent initiative implemented throughout the Group to increase protection against threats and attacks targeting the Company's human resource. In 2019, 16 training and information events were held, in addition to a continuous communication program, for all Group employees regarding the most relevant cybersecurity threats. Through the Company's intranet, information on cybersecurity aspects is disseminated opportunistically and access to all organizational or technical documents and policies is available.

Projects

The objective of all projects, programs, and initiatives is to avoid, mitigate, or remedy the cybersecurity risks faced by the Enel Group. As a result, cyber security activities are defined through a risk-based approach. They follow security principles since their inception and generate a continuous process of diligence that also includes self-care activities. Among the most important projects, the "Cybersecurity Awareness Solution" project was launched in 2019 to identify and activate a platform that allows carrying out widespread, adaptive, and active awareness campaigns for the entire Enel Group and all external employees working for the Company.

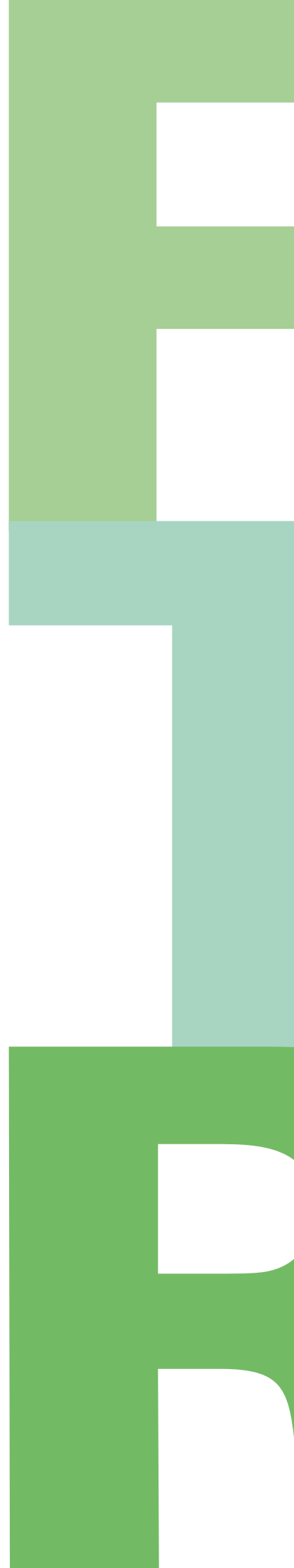
Progress / 2019 – 2021 Sustainability Plan

Activity/goal	2019 Result
% of applications covered by advanced security solutions. Goal: 100%	100%
Number of cyberattack event checks. Goal: 500 per year	>800
Training events to foster a culture of security. Goal: 15 per year.	16





3. THE BACKBONE OF SUSTAINABILITY





Governance

102-18

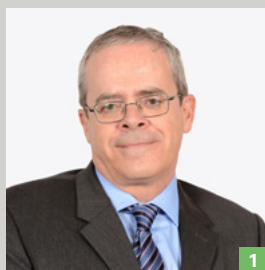
Governance structure

Enel Américas adopted a corporate governance structure that considers the impact of the Company's operations and the need to provide benefits for all stakeholders as a means to create medium- and long-term value. Therefore, activities and responsibilities are clearly defined to allow the Company to manage its most relevant risks and opportunities effectively.

Enel Américas Board of Directors

The Board of Directors is the highest corporate governance body of the Company. It is comprised of seven professional, electricity industry experts that have previously held board positions or executive positions in the energy sector. The members of the Board are elected by the Shareholders meeting for a three-year period and may be reelected. The Board is responsible for defining the Company's roadmap, defining and approving the Company's mission, corporate values, conduct code, policies, business strategy and risk management. According to the Company bylaws and the Corporations Law 18,046, Board meetings and agreements require the presence of at least the absolute majority of its members, which is equivalent to 57% of its members. Regarding the attendance of the Directors at the ordinary and extraordinary Board meetings that are held, the Board of Directors has agreed on an average minimum attendance of 75%, either in person or online.

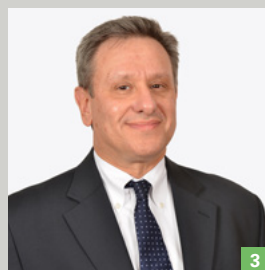
For further detail see the Annual Report available on the Company website www.enelamericas.com.



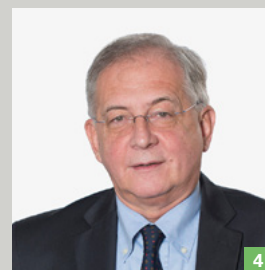
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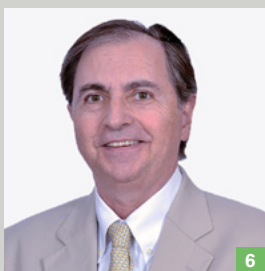
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6



7

1. CHAIRMAN

Francisco de Borja Acha Besga

Law Degree

Universidad Complutense of Madrid

Spaniard

Since April 30, 2019*

*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 30, 2019

3. DIRECTOR

Enrico Viale

Engineering Degree

Polytechnic University of Turin

MBA School of Business

Santa Clara University

Italian

Since April 30, 2019

4. DIRECTOR

Livio Gallo

Electronic Engineering Degree

Polytechnic University of Milan

Italian

Since April 30, 2019

5. DIRECTOR

Hernán Somerville S.

Law Degree

University of Chile

Master of Comparative Jurisprudence

New York University

Chilean

Since April 30, 2019*

*First elected director of Enersis S.A., the predecessor to Enel Américas, on July 29, 1999

6. DIRECTOR

Domingo Cruzat A.

Industrial Engineering Degree

University of Chile

MBA, The Wharton School

University of Pennsylvania

Chilean

Since April 30, 2019

7. DIRECTOR

Patricio Gómez S.

Degree in Business Administration

George Mason University, Virginia

Master's in Business Administration

George Washington University, Washington, D.C.

Argentine

Since April 30, 2019

Mayor información de diversidad del directorio en la Memoria Anual disponible en la página web www.enelamericas.com y acerca de la experiencia de los Directores en <https://www.enelamericas.com/es/conocenos/a201611-directorio.html>

Information for directors and shareholders

New Board Member Induction Process:

The induction process involves meeting with the Chairman of the Board and the Officers of the Company to be informed on the mission, vision, and strategic goals of Enel Américas. Each new board member is given a copy of the Human Resources Policy, Sustainability Reports, Ethics Code, Zero Tolerance with Corruption Plan and the Diversity Policy.

Ongoing Training Process:

This process is for the members of the Board of Directors and covers regulatory and organizational changes and other relevant events. It provides the tools to strengthen the necessary competences for the Board to perform and achieve its objectives.

The training program is available on our website www.enelamericas.com

Information for shareholders:

The Board of Directors sets the timing and the content of information about the candidates to the Board to be disclosed to shareholders, such as, profile and professional experience, among other relevant information.

Enel Américas Board - Management relationship

The Board of Directors is responsible for appointing the Chief Executive Officer and senior officers of the Company. Although it is also the body responsible for economic, environmental, and social decisions that involve the Company, it may delegate some powers to the CEO. Therefore, Enel Américas has a power structure that establishes protocols for the competences required for different matters, which is validated by the Board.

The Board holds monthly meetings to monitor the performance of the Company based on information provided by the CEO and his management team regarding the business, community relations, environment, human rights, diversity, employees, health, safety, cybersecurity, among other subjects. The Board also analyzes one, previously selected, significant risk every meeting according to a specific calendar until completing the yearly review of the Company's risk map that includes business, processes, and sustainability issues.

Sustainability management issues are informed by the Sustainability and Community Relations Office. Management's performance regarding stakeholder relations is informed by each company's CEO Office, the Institutional Relations Office, Investor Relations, Communications, among others.

The Board also monitors and supervises the Compliance Program, the performance of the Criminal Risk Prevention Model, the Ethical Channel, and process risks. The Internal Audit department reports to the Board at least once every quarter.

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Chairman

Francisco de Borja Acha Besga

Attorney at Law, Universidad Complutense de Madrid

DNI: 05263174-S

From 04.28.2016 ⁽¹⁾

D

DIRECTOR

José Antonio Vargas Lleras

Attorney at Law

Universidad Colegio Mayor del Rosario, Colombia

DNI: 79,312,642

From 04.28.2016

Enrico Viale

Engineer Degree

Universidad Politécnica de Turín

MBA Business School

Universidad de Santa Clara

DNI: AU 2580379

From 04.28.2016

Livio Gallo

Electronic Engineer

Universidad Politécnica de Milán

DNI: AV 0246369

From 04.28.2016

Hernán Somerville Senn

Lawyer

Universidad de Chile

Master of Comparative Jurisprudence

University of New York

DNI: 4.132.185-7

From 04.28.2016⁽²⁾

Domingo Cruzat Amunátegui

Industrial civil engineer

Universidad de Chile

MBA The Wharton School of Pennsylvania

University

ID number: 6,989,304-K

From 04.28.2016

Patricio Gómez Sabaini

Business Administration Degree

George Mason University, Virginia

Master of Business Administration

George Washington University, Washington DC

Passport: 16941675N

From 04.28.2016

⁽¹⁾ He was originally appointed Director of the former Enersis Américas S.A. on 06.30.2015, currently Enel Américas.

⁽²⁾ He was originally appointed Director of the former Enersis Américas S.A. on 07.29.2015, currently Enel Américas

Enel Group's risk management system considers three defense mechanisms to effectively and efficiently manage risk:

- 1) The implementation of internal controls is the first defense mechanism in risk management
- 2) The supervision of the business unit's compliance with internal controls is the second defense mechanism
- 3) The evaluation of compliance by an independent party is the third defense mechanism

Risk Management

Enel Américas follows the guidelines of the Internal Control Management System ("SCGR" in its Spanish acronym) defined by the Holding company (Enel SpA) that establishes a set of risk management guidelines through standards, procedures, systems, etc. to be applied at all Company levels in their risk identification, analysis, evaluation, treatment and communication processes, which the Company is constantly performing. These are approved by the Board of Directors of Enel SpA, which houses a Controls and Risk Committee that supports the Board's evaluations and decisions regarding internal controls and risk management systems, as well as those related to the approval of periodic financial statements.

To comply with these guidelines, each company has a specific Risk Management policy, which is reviewed and approved at the beginning of each year by the respective Board of Directors, identifying and applying local requirements regarding risk.

Each one of these "mechanism" plays a different role within the organization's broader governance structure. Those responsible for each defense mechanism must report and keep senior management and the Board of Directors updated on the company's risk management performance. Senior management must be informed on the first and second defense mechanisms, while the Board of Directors must be informed on the second and third defense mechanisms.

The Risk Management team has ISO 31000:2018 (G31000) International Certification and manages the Company's risk according to the current guidelines of this international norm. The main objective is to preemptively identify risks (endogenous and exogenous) and analyze, evaluate, and quantify their probability of occurrence and impact, known as the risk valuation phase. In the risk treatment phase, the Risk Management department defines mitigation plans along with the different departments and the Risk Owners, as the responsible parties of the various risks. The risk treatment phase considers all necessary actions that are consistent with the Company's policies and internal procedures, and that strictly follow international norms (ISO and OSHAS), and governmental regulations, which require risk management to be carried out in a transparent and sustainable manner to guarantee best governance practices and ensure business continuity.

The objective of internal controls management is to guarantee that business activities can mitigate risks related to the observation and strict application of all current procedures and norms included in the COSO (Committee of Sponsoring Organizations of the Treadway Commission) methodology. The internal controls management department complies with all the periodic monitoring requirements of the Sarbanes-Oxley Act, including the certification of these controls by the External Auditors every six months and establish actions, along with the Process Owners and Control Owners, to mitigate control deficiencies pointed out by independent external auditors, and continuously improve processes, as well as monitor the implementation of such actions and notify the Board on the status of such actions.

Enel Américas seeks protection from all risks that may affect its ability to accomplish its objectives, which, among others, are detailed below:

- **Financial:** covers market risk (related to changes in the macroeconomic environment caused by changes in interest rates, exchange rates, and inflation expectations) and credit risk (the possibility that counterparties do not fulfill their commitments);
- **Regulatory:** risks arising from changes promoted by regulatory bodies;
- **Business (Market / Commodities):** covers risks related to the uncertainty of certain key variables inherent to the business, such as the characteristics of demand and the industry;
- **Operational:** risks arising from inadequate internal processes or external events;
- **Strategic:** risks related to innovation, investment plans, new customers, new players, cybersecurity, employee retention, and business continuity;
- **Sustainability:** environmental, social, and implicit business governance risks, including:
- **Reputation/image:** risks concerning a deterioration in the Company's image;
- **Legal:** risks related to civil, strategic, consumption, environmental lawsuits, as well as contract terminations, labor and fiscal lawsuits.
- **Cybersecurity:** risk related to information security and cyberattacks.

The structure of organizational risk management in the Enel Group relies on a global risk management committee that has the following duties: approve the risk policy proposed by the Holding's Risk Controller; approve proposed exposure limits; authorize limit breaches; define risk strategies by identifying action plans and instruments to mitigate risk, and supervise overall risk management and control.

Within each Group company, the risk management process is decentralized. The manager responsible for the operational process where a specific risk exists is also responsible for such risk's treatment, mitigation and control measures.

The Company currently evaluates all risks that may affect the continuity of its operations due to the COVID 19 Pandemic under three scenarios: (i) Rapid recovery which means during the first quarter +1.5 months; (ii) Slow recovery which means during the second quarter +1.5 months; (iii) Recession which means after the third quarter.

On a monthly basis, the Risk Management department presents the Risk Landscape to the Board of Directors, which clearly identifies all the companies' risks in their respective taxonomies for decision making and complies with the schedule defined by the Board every year. The schedule considers a quarterly presentation and analysis of all risks identified in the Risk Landscape.

For further information see Annual Report available on the Company's website www.enelamericas.cl

Internal Control and Risk Management System

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The Internal Control and Risk Management System "SCIGR" (in its Spanish acronym) consists of a set of rules, procedures and organizational structure to identify, measure, manage, and monitor the Company's main corporate risks. Particularly, these systems utilize recommendations contained in the Internal Control - Integrated Framework, issued by the Committee of Sponsoring Organizations of the Treadway Commission ("COSO").

The internal control system separates the roles and responsibilities within any operating level of the Company and ensures the coordination among such roles and responsibilities to prevent and mitigate conflicts of interest. The system also guarantees the traceability of risk identification, evaluation, management and monitoring, and considers three different types of activities:

- > **First level of control:** All control activities that the Company's operational units carry out to ensure that operations are executed properly.
- > **Second level of control:** Assigned to specific corporate functions that aim to manage and monitor certain types of risk.
- > **Third level of control:** Internal audit activities that aim to verify the structure and the functionality of the SCIGR, including monitoring first and second level control activities. The SCIGR is periodically examined and revised considering evolving corporate operations and best practices.

For further detail on risk management and internal control see Annual Report available on the Company website www.enelamericas.com

Internal Audit

The Internal Control and Risk Management System and the alignment of this system with the Company's business model is one of Enel Américas' critical success factors.

The Internal Audit department is responsible for ensuring the efficiency and efficacy of the internal control and risk management system in an objective and independent manner. Given the nature of the Internal Audit department, it reports to the Board of Directors directly at least once every quarter. This includes any serious deficiency or possible irregular situation detected that must be reported to the authorities or other competent entities, as well as events that may affect the Company's judicial standing.

This department carries out periodical audit procedures to evaluate the performance of the Company's operations from a risk perspective, identifying areas of improvement and facilitating, along with process owners, action plans to strengthen the Internal Control System to minimize irregular or fraudulent events that may affect the Company. The outcome of each audit and the follow up on the implementation of action plans are reported quarterly to the Board, which directly supervises the execution of improvement plans.

Each audit includes control activities included in the Criminal Risk Prevention Model ("MPRP," in its Spanish acronym), which contains the requirements of the Crime Prevention Model of Law 20393, which governs Enel Américas as a company that promotes international best practices to prevent and detect potential risks of illegal behavior, fraud, and any other action that may be in conflict with Enel Group's ethical principles.

This methodology is also applied by Enel Américas' subsidiaries, adjusting to each country's applicable regulation and particular context.

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Norms and ethical conduct

Enel Américas is fully committed to complying with its ethical standards and conduct and with the current regulation of each sector in which it operates regarding both internal and external relationships with other stakeholders. Transparency and ethical behavior are values that build trust and responsibility with all stakeholders.

The Company and its subsidiaries rely on an Ethics Code, approved by the Board of Directors, to guide the behavior of directors, executives, employees, and contractors. The Code describes the ethical principles, guidelines, commitments and responsibilities to be followed in managing the business and performing entrepreneurial activities.

The Ethics Code consists of 16 principles that define values, such as impartiality, honesty, integrity, and correct behavior when facing potential conflict of interest situations, information confidentiality, fair competition, etc.

The Ethics Code and other documents that provide the framework for Enel Américas' ethical culture are handed to employees, directors, suppliers, and contractors, and are also posted on the website, offering easy access to all stakeholders.

The Board of Directors is responsible for supervising the Company's compliance with ethical norms and criminal risk prevention measures, and delegates its follow-up and management to the Internal Audit department.

The Company strictly abides to Chile's Corporations Law, which establishes independence criteria to avoid conflicts of interest. Also, the Board of Directors voluntarily adopted General Norm 385 enacted by the Superintendence of Securities and Insurance ("SVS" in its Spanish acronym), today the Financial Market Commission ("CMF" in its Spanish acronym), which refers to relying on an independent outside expert to detect and implement potential improvements or areas of improvement, as is performed annually by the external auditing firm who issues a report that is submitted every year to the Board of Directors. The Internal Audit department also directly informs the Board on compliance with NCG 385.

Law 20,393 and its amendments establish liability of legal persons in asset laundering, financing terrorism, bribery, improper appropriation corruption, incompatible negotiations disloyal administration, illegal fishing, water contamination, activities with products in closed extraction season, and fishing activities without proper legal accreditation.

Criminal Risk Prevention Model

Enel Américas actively opposes to any form of corruption or unethical behavior, either direct or indirect, within the scope of any value chain process, operation site, or with any stakeholder.

The Criminal Risk Prevention Model ("MPRP" in its Spanish acronym) of Enel Américas is a system to control and prevent criminal activity within the organization, mitigate Legal Persons criminal responsibility risk, compliance risk, and reputational risk in the activities of all companies in which Enel Américas holds a majority stake, controls the administration, or is responsible for its management. The Model mainly responds to Chilean Law 20,393 and the Criminal Code.

This MPRP model is comprised of a set of controls and norms, risk assessment, control activities, monitoring and evaluation, training and communication, disciplinary system among others that cover legal requirements. The Model applies to all activities and conduct of board members, managers and officers, employees, suppliers, public officials, communities and all other stakeholders that interact with Enel Américas.

The MPRP and Enel's Global Compliance Program, comply with local regulation, mainly Law 20,393 and the highest international standards, such as, Norm ISO 37,001, Foreign Corrupt Practices Act (USA) and Bribery Act (United Kingdom). The Company also included the definitions of the Global Compact and the Sustainable Development Goals, both developed by the United Nations.

This model is conceived as the backbone of Enel Américas operations and is therefore a guide to conduct and risk prevention for the entire Company. Consequently, all employees sign a commitment to comply with the Company's ethics norms when they are hired, and their employment contract has an appendix that refers to these matters.

The Model includes a disciplinary procedure based on internal order and hygiene rules that is overseen by the Peoples and Organization department and Legal Counsel to ensure that punishments are applied when rules are disobeyed and to involve authorities if it were necessary.

The Board approves all documents involved in the compliance system, including the Criminal Risk Prevention Model, and relies on the Head of Crime Prevention for its implementation.

The Head of Crime Prevention has the autonomy, power, and resources required to properly execute the department's functions. The Board regularly evaluates and monitors the implementation and improvement of the Company's procedures in this area by meeting with the Head of the Crime Prevention department who reports on the subject.

Enel Américas obtained external certification for its Criminal Risk Prevention Model, which was granted most recently in 2018. The external certifier accredited and objectively evaluated the prevention system adopted and implemented by the Company according to the standards stipulated in Law 20,393. The certification lasts two years (until mid-2020), period in which the Company is subject to constant evaluations.

In 2019, the Board of Directors approved the Criminal Risk Prevention Model update that considered the amendments to Law 20,393 in late 2018 and early 2019, which added criminal liability of legal persons in corruption, disloyal administration, incompatible negotiations, improper appropriation, illegal fishing, water pollution, activities with products in closed extraction season, and fishing activities without proper legal accreditation. These crimes are added to asset laundering, financing terrorism, receiving stolen goods, and bribery, which is considered an extraterritorial crime.

In addition, the Head of Crime Prevention, with the support of experts and involving all areas and processes of the Company, coordinated the update of risks and specific controls of the Criminal Risk Prevention Model.

All Enel Américas subsidiaries also have a compliance program that is aligned with their respective business practices and includes the specific regulations established by each country.

In companies that are not directly controlled by Enel Américas, joint ventures, related companies or suppliers and contractors, the Company promotes the implementation of independent codes, aligned with local legislation and Enel Américas' standards.

Legislation governing subsidiaries



Criminal liability for legal persons Law 27,401 in force

Establishes criminal liability of legal persons for corruption, extortion, among others.

In October 2018, the anticorruption office published detailed guidelines to comply with this law.



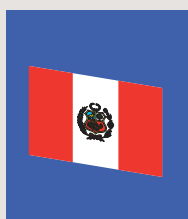
Anticorruption Law 12,846/2013 in force

Establishes civil and criminal liability of legal entities for committing acts against national or foreign public administration.



Law 1,778 of 2016 in force

Establishes norms regarding legal entities' liability for transnational corruption and others. Complements Law 1,474 of 2011, Anticorruption Statute.



Legislative Decree 1,352 of 2017 in force

Establishes criminal liability of legal persons for corruption, money laundering, and financing terrorism.

The Peruvian government established a new decree that determines the minimum elements and concepts of the Prevention Model.

The supervision and evaluation of the internal and external implementation of these programs is an ongoing task planned and developed annually as part of the “Compliance Road Map.”



Antibribery Management System ISO 37001 Certification

Under the tenth principle of the Global Compact, companies commit to fight corruption in all its forms, including extortion and bribery. Enel América applies and maintains the pillars of its ISO 37,001 Anti-Bribery Management System, which contributes to this commitment.

The ISO 37,001 standard specifies a series of measures and best practices to aid organizations in preventing, detecting, and confronting bribery. In Enel Américas, this system is focused on identifying risks and designing, executing, and improving behavior controls, norms and standards in operations deemed risky, such as negotiations and any type of contract or commercial relationship with third parties, public and private tender participation, financial resource management, gifts and hospitalities management, employee selection processes, management incentive mechanisms, among others.

The Anti-Bribery Management System is part of Enel Américas' compliance program. The Board of Directors is its maximum authority, and together with the Company's Senior Management, promote bribery prevention in Company activities and operations.

As part of Enel Américas' commitment to implement best practices worldwide, during 2019, Enel Américas, along with its subsidiaries Edesur (Argentina), Enel-Codensa, and Enel-Emgesa (Colombia), maintained their Anti-Bribery Management System certification under ISO 37,001: 2016 standards. Simultaneously, subsidiaries Enel Distribución Perú, Enel Generación Perú and Chinango S.A.C (Peru) obtained their first ISO37,001 Anti-Bribery Management System certification.

Enel Américas has participated in numerous national and international events sharing its experience in implementing this important certification in the Company and transferring it to its subsidiaries.



Supply Chain Compliance System

Service providers and contractors adhere to the Company's compliance provisions by agreeing with the General Terms of Service Contracts, which include the Ethics Code, the Zero Corruption Tolerance Plan and additional documents that are part of the Company's compliance plan. Enel Américas promotes crime prevention and fights corruption by means of training programs specifically designed for supply chain activities and through the Company's permanent monitoring system.

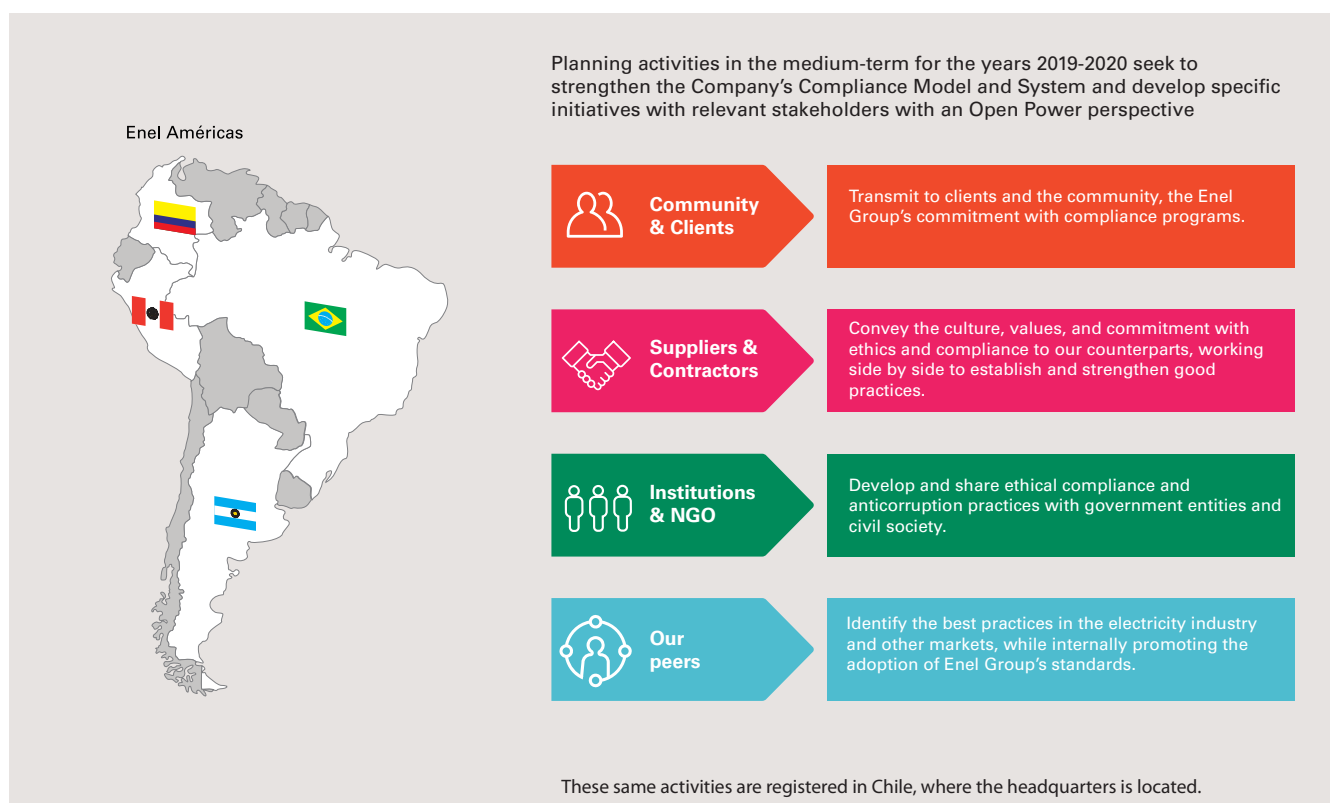
The Board of Directors of Enel Américas is responsible for approving operations with Politically Exposed Persons (PEP) and Connected to PEP (PEPCO). Also, once a year, all suppliers are verified as required by internal policies. The Board is informed on the results of such verification process.

Regarding the procurement of consultancy and professional services, Enel Américas has specific procedures to verify the integrity and consistency of services contracted and executed.

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Compliance Road Map

Compliance model and system



In 2019, compliance activities focused on the early identification and mitigation of corruption, bribery and other criminal risks covered by Enel Américas' Compliance Model. The Compliance Model focuses on potential conflicts of interest or unethical behavior within all company processes using the following tools:

- **Fraud Risk Assessment Matrix - FRA:** This tool updates the corruption risk assessment within the Company, including the main operations that are performed by contractors. It identifies and assesses all types of fraudulent events that could take place within the organization and is in line with the Risk Assessment performed by the Internal Audit Department.
- **Criminal Risk Prevention Model's Risk Matrix Assessment:** This assessment consisted in verifying the specific risks that Enel Américas and its subsidiaries are exposed to, as required by Law 20,393 and local regulation. Enel Américas updated all documents, risks and controls considering the broader scope of Law 20,393 making legal persons criminally liable for eight additional crimes. This matrix includes the evaluation and controls of main operations performed by contractors.
- **Risk Matrix Assessment:** This tool assesses the risks within all processes carried out by Enel Américas and its subsidiaries using the Committee of Sponsoring Organizations of the Treadway Commission (C.O.S.O) methodology that is currently the main international risk assessment standard. In 2019, the risk types included in this model were updated to align with the Company's strategy and operation's context.
- **Ethical Channel:** Enel kept this channel open to all stakeholders. It guarantees confidentiality, no retaliation, anonymity and is managed by an external and independent entity.

Enel Américas also kept its communications plan and training programs operational in 2019. They focus on disclosing the main aspects of the compliance program and strengthening the corporate culture among employees and suppliers. These plans consider internal and external activities, including new employee induction programs that provide specific training on Enel Américas and its subsidiaries' compliance system.

During 2019, over 145 training programs were provided by Enel Américas and its subsidiaries with over 6,000 participants, which focused on corruption prevention, unethical behavior, ethical channel use, ISO 37,001 Anti-Bribery Management System, and on the Companies' compliance system, including policies and procedures.

During 2019, Enel Group companies, including Enel Américas, were acknowledged with awards and invitations to participate in events to share best practices and experiences in South America.

A highlight was Enel Americas participation in the Eight United Nations Forum in Geneva, Switzerland, on Business and Human Rights in the session entitled "Corrupting the Human Rights Agenda: How business can leverage anticorruption practices to strengthen respect for Human Rights" with over 2,000 participants including government, the business world and civil society authorities, investors, United Nations bodies, among others. Enel Américas presented its experiences and practices in fighting corruption in South American countries as required by Sustainable Development Goal 16 (Peace, justice and solid institutions) and as part of the Enel Group sustainability and respect for Human Rights vision and strategy.

The Human Rights Due Diligence implemented annually in every country, the initiatives carried out with our suppliers and value chain to promote universal respect for Human Rights and the work with Multilateral organizations, NGOs and government bodies in different countries (UNODC, Transparency International, Transparency Government Offices) to advance in achieving Sustainable Development Goals (SDG) are some of the practices that were highlighted in this important event.

Finally, Enel Américas also participated and collaborated with stakeholders and various civil organizations, such as, the nonprofit organizations Chile Transparente, Fundación Generación Empresarial, and Asociación Argentina de Ética y Compliance, among others, to share experiences and promote best practices in integrity, organizational culture, and ethical and transparent business conduct.

Ethical Channel

The Ethical Channel is managed by the Internal Audit department but operated externally. It allows anonymous reports on any irregular conduct contrary to the principles of the Criminal Risk Prevention Model or the Ethics Code, as well as other concerns related to issues such as accounting, control, internal audit, or crimes such as asset laundering, financing terrorism, bribery, corruption, improper appropriation, incompatible negotiation, environmental crimes, among others.

This channel is governed by the Global Policy 107 Whistleblowing Policy, which guarantees anonymity, whistleblower protection against retaliation, and protection against complaints in bad faith. The channel guarantees whistleblower protection for anonymous and non-anonymous reports.

The Ethical Channel is available to employees, contractors, suppliers, clients, communities, and other stakeholders, and is reachable through the telephone, in person, and digitally on the Company website. The whistleblower may communicate through the channel to deliver more information related to the reported situation, as well as to receive feedback and questions from the Company's team investigating the case.

During 2019, part of the Company's training and communications plans focused on promoting the use of the Ethical Channel through publications and training. Employees were taught how to use the Ethical Channel and were shown its usefulness. It was also promoted using promotional items and talks during events with suppliers in every country in which Enel Américas has operations.

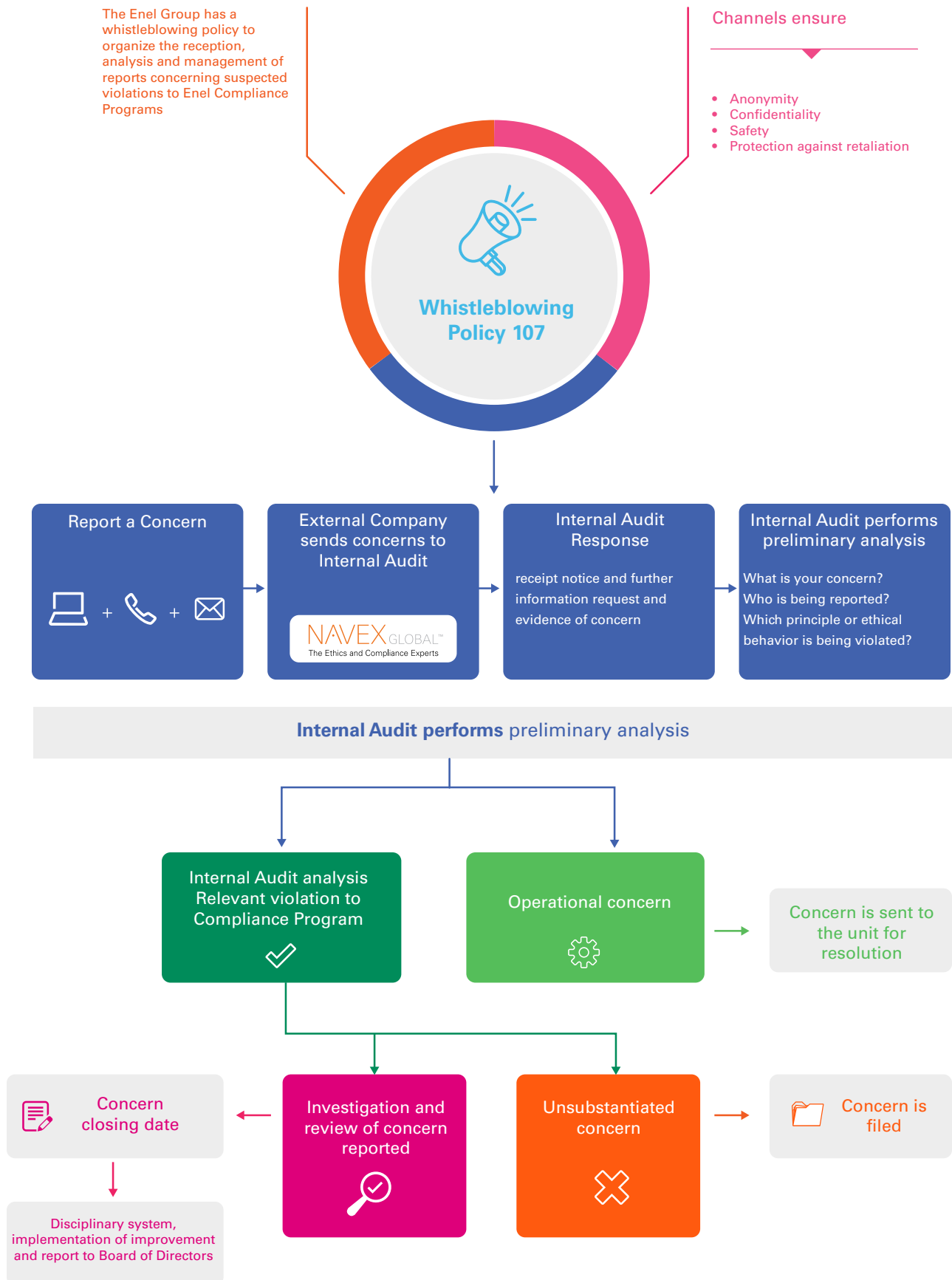
In 2019, the Ethical Channel received 110 complaints related to Enel Américas' ethics code, 25% more than in 2018 (93). Of these reports, 23 were not significant violations of the Company's ethics code, regarding contract management and conflicts of interest, and were all managed adequately. Enel Américas did not have any confirmed corruption and bribery cases against the company in the past four years.

KPI	UM	2019	2018	2017	2016	2018-2019	%
Concerns received (1)	n.	110	93	68	22	17	25.0%
Noncompliance relative to:	n.	23	13	21	7	10	47.6%
Conflict of interest/Corruption (2)	n.	2	3	3	1	-1	-33.3%
Improper use of assets	n.	7	6	12	2	1	8.3%
Workplace climate	n.	11	3	5	3	8	160.0%
Community and society	n.	0	0	0	0	0	0.0%
Other reasons (3)	n.	3	1	1	1	2	200.0%

- (1) Concerns related to the ethics code increased in 2019 due to the change Enel Américas' scope of consolidation and the Company's efforts to increase awareness on the ethical channel and how it is used.
- (2) Corruption is defined as abuse of power to obtain personal gain and may be performed by public or private sector Individuals. It includes practices such as, bribery, extortion, collusion, conflicts of interest and asset laundering. Two employees and two contractors of Enel Américas' subsidiaries were subject to disciplinary action due to noncompliance as determined by the internal rules of each company.
- (3) Other reasons refer to technical process' control weaknesses or noncompliance related to contractors.

Where to report concern?	
Corporate website	
www.enelamericas.com	Right menu/ Ethical Channel
Internet	
Directly to Ethical Channel	https://secure.ethicspoint.eu/domain/media/es/gui/102504/index.html
In person or in writing	
Enel Américas	Internal Audit Department, Santiago, 76 Santa Rosa Ave, Floor 9.

Whistleblowing process



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Enel Américas commits to providing transparent information to the organizations it interacts with by abiding to its Compliance Program and, as stated by the Company's Ethics Code that includes requirements of Law 20,915, does not finance political parties or representatives, and does not sponsor conventions or events related to political propaganda. The Company abstains from any type of direct or indirect pressure to any political exponent, either through public concessions awarded to Enel Américas, accepting suggestions to contract certain services, and consultancies for instance and not contributing to any lobbying or election activity.

Institutional Relations and participation in associations

Enel Américas and its subsidiaries belong to numerous trade associations and business associations contributing to the development of the regulatory frameworks related to its business and providing resources to manage such associations.

As established by the Enel Group Compliance Program, the Company is committed to provide complete and transparent information so that institutional counterparts stand on solid grounds when making their decisions.

Activities with institutions in Chile are registered and controlled according to the provisions of Chilean Law 20,730, which mandates that employees, managers and contractors comply with established procedures and manuals when relating to public officials or members of public institutions on a regular basis.

Enel Américas has policies in place that establish the guidelines, approval levels and transparency criteria to contract consultancies, advisory services or any service by politically exposed people or people related to politically exposed people.

Enel Américas and its subsidiaries are involved in numerous trade associations and business associations representing associate companies in the development of regulatory frameworks related to their commercial activity.

The annual monetary contributions made by Enel Américas and its subsidiaries during the last four years to the organizations listed below amounted to US\$ 949,581 in 2019, which is 19% less than the US\$ 1,172,089 in 2018. US\$ 1,144,895 were contributed in 2017, US\$ 968,656 in 2016 and US\$ 773,839 in 2015.

Specifically, the three most relevant monetary contributions made were to: Asociación Colombiana de Distribuidores de Energía (US\$ 156,069), Asociación Brasileña de Distribuidores de Energía Eléctrica (US\$ 103,735) and Asociación Nacional de Empresas de Servicios Públicos y Comunicaciones de Colombia (US\$ 78,954).

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\$584,048 were made for this reason in 2019.
- > **Increase in business competitiveness:** This includes, but is not limited to, tax and labor regulations and environmental policies. Contributions of US\$365,533 were made for this reason in 2019.



Argentine Ethics, Compliance and Control Association(AAEC)
 Argentine Electricity Generators Association (AGEERA)
 Argentine Electricity Distributors Association (ADEERA)
 Argentine Electronics Association (AEA)
 Italian Chamber of Commerce in Argentina
 World Energy Council, Argentine Committee (CACME)
 Argentine Business Council for Sustainable Development (C.E.A.D.S)
 Argentine Business Development Institute (IDEA)



Brazilian Energy Traders Association (ABRACEEL)
 Brazilian Financial Industry for Development Association (ABDE)
 Brazilian Electricity Distributors Association (ABRADEE)
 Brazilian Electricity Generators Association (ABRAGE)
 Brazilian Thermal Electricity Generators Association (ABRAGET)
 Brazilian Independent Power Producers Association (APINE)
 Brazilian Electric Vehicle Association (ABVE)
 Brazilian Global Compact Committee
 Instituto Acende
 Instituto ETHOS
 Meters & More



Colombian Electricity Distributors Association (ASOCODIS)
 Colombian Public Services Companies Association (ANDESCO)
 Colombian National Businessmen Association (ANDI)
 Colombian Business Leaders against Climate Change Association
 Colombian Carbon Market Players Association
 Regional Energy Integration Commission (CIER)
 Commercialization Advisory Committee (CAC)
 Transmission Planning Advisory Committee (CAPT)
 Colombian CIER Committee (COCIER)
 Global Compact Colombian Committee
 WEC Colombian Committee (COCME WEC)
 Technological Research and Development Center Corporation (CIDET)
 National Operations Council (CNO)
 Electricity Cluster of Bogotá's Chamber of Commerce Bogotá
 ProBogotá Región - Capital Region Progress Foundation
 Colombia Inteligente



Department Progress Association
 Italian Chamber of Commerce in Peru
 Official Spanish Chamber of Commerce in Peru
 National Mining, Oil and Energy Society

The Company voluntarily participates in various initiatives to evaluate the effectiveness of its compliance programs, measure its performance and apply best corporate governance and sustainable management practices, which this year included:

	ISO 19,600 Certification ISO 37,001 Certification for Edesur.
	Company Agreement for Integrity and Against Corruption Pro-ethics initiative
	Active Anticorruption Companies Program ("EEA" in its Spanish acronym): Initiative of the Transparency Secretary of the Presidency of the Republic, in which companies from the private sector participate voluntarily to evaluate the existence and implementation of corruption risk prevention and mitigation mechanisms. This initiative seeks to strengthen prevention mechanisms and the constant fight against corruption, improving dialogue among the public and private sector, United Nations Office on Drugs and Crime (UNODC).
	Electricity sector Collective ethics action, NGO Transparency, and United Nations Office on Drugs and Crime.
	Certified Model of Crime Prevention related to Law 20,393. Notification of standards according to Norm 385. Collaborative actions with ChileTransparente to define best practices in government – company relations.



Human Rights Commitment

Since 2011, the United Nations Guiding Principles on Business and Human Rights (UNGP) is a responsibility and also a relevant reference to evaluate the Company's management systems and impact on Human Rights.

Within the framework of UNGP, responsibilities exceed legal obligations and are founded on three pillars:

Protect	Respect	Remedy
Protect Human Rights through appropriate norms and policies	Acknowledge and reveal impacts on Human Rights, and mitigation and corrective measures	Provide remedy through judicial or non-judicial systems

Pillar 1: Protect

Enel Américas Human Rights Policy, which has been approved by the Board of Directors, is proof of the Company's commitment to the Human Rights aspects of social sustainability and corporate sustainability. The Policy is based on various treaties- International Bill on Human Rights, Fundamental Principles of the International Labor Organization (ILO), United Nations Convention on the Rights of the Child, and ILO Convention 169 on the Rights of Indigenous People, among others- and various internal documents, such as the ethics code, zero tolerance with corruption plan, criminal risk model and the International Framework Agreement with Global Unions.

The Human Rights Policy was defined through a consultation process that involved people from within the Group and recognized international experts. It identifies eight principles that employees of Enel América and subsidiaries must follow when performing all activities. The Company also promotes compliance to these principles in all its commercial relations, requesting contractors, suppliers and commercial partners to adhere to these principles and places special attention to high risk situations.

The Policy is based on two broad concepts. One is labor practices and the other is community and society relations. It includes eight principles that capture Enel Américas' commitment and responsibility, primarily those relates to its business activity.

Labor Practices:

- Rejection of forced or compulsory labor and child labor
- Respect for diversity and non-discrimination
- Freedom of association and collective bargaining
- Occupational Health and safety
- Fair working conditions

Community and society relations:

- Respect community rights
- Integrity: zero corruption tolerance
- Privacy and communications

The Human Rights Policy is available at www.enelamericas.com

As established by the Human Rights Policy, the sustainability department is responsible for: planning and coordinating the due diligence process in collaboration with the other functional areas involved; informing the Board annually on the Company's compliance with its commitments in the sustainability report.

Enel Américas performs due diligence on Human Rights to identify potential risks and impacts, and the respective mitigation plans.

The eight principles are strengthened by procedures regarding community relations that define the criteria to follow in dialogues, negotiations, and worktables such as, provide transparent information, accessible communication, and provide culturally appropriate information.

Any person, internal or external to the Company, may report a situation he or she believes is violating fundamental rights, as stated by the principles of the Human Rights Policy, to the Internal Audit department or through the Ethical Channel.

Pillar 2: Respect

Enel Américas performs a specific due diligence process on Human Rights throughout the entire value chain in every country in which it operates. The process has been defined according to international best practices and involves four phases. The following are the consolidated results of the four-phase process:

Phase	2017-2019 Main Results
Analysis of country level risk perceived by key stakeholders, regarding labor rights, local community, environment rights	El análisis mostró que los problemas relacionados con la corrupción y los impactos ambientales presentan una evaluación de “riesgo de alta prioridad,” que requiere que las empresas adopten mecanismos avanzados de monitoreo.
	The analysis showed that issues relating to corruption and environmental impacts are a “high priority risk,” that require companies to adopt advanced monitoring mechanisms .
Gap assessment to identify and analyze organizational and risk control systems	The policies, procedures, systems and practices in place in the Group in each area of the value chain have been assessed by analyzing over 100 indicators. The results showed that Enel Américas has a set of robust mechanisms and management systems, which ensure respect for Human Rights and adequately manage existing risks.
Development of improvement plans	Approximately 75 actions have been planned that cover 100% of operations and sites.
Follow up on improvement plans	By yearend 2019, approximately 93% of actions had been completed. Those that are part of more extensive processes will conclude in 2020 and others have been eliminated for not being necessary anymore.

Human Rights Policy Principles	Average Risk Perceived (1)	Evaluation of Human Rights Policies and procedures (2)	Key policies and procedures to protect Human Rights
Labor practices			
Freedom of association and collective bargaining	Acceptable risk	Robust	Enel Américas commits to respect its employees’ freedom of association and collective bargaining. The Company acknowledges employees’ right to establish or participate in organizations created to defend and promote their interests, to be represented by unions or other forms of representation; the value of collective bargaining as an excellent tool to determine contractual conditions and regulate the relation between management and unions.
Reject forced labor	Acceptable risk	Robust	Contracts regulate labor conditions and clearly establish all terms of employees’ rights (work hours, wages, overtime, services).
Fair and favorable labor conditions	Acceptable risk	Robust	The systems, procedures, and human resources performance controls guarantee that no one underage is part of the workforce. Internships and alternating school with on the job learning projects are also carried out.
Reject child labor	Acceptable risk	Robust	
Diversity and inclusion	Risk to be controlled	Robust	More information in chapter “Engaging our people”
Occupational health and safety	Risk to be controlled	Robust	More information in chapter “Occupational health and safety”
Communities and Societies			
Community relations	High priority risk	Robust	More information in chapter “Engaging our communities”
Environmental impacts	High priority risk	Robust	More information in chapter “Environmental sustainability”
Corruption	High priority risk	Robust	More information in chapter “Governance”

(1) Average risk perceived: Average of the level of risk perceived in Argentina, Brazil, Colombia and Peru. Risk scale: 1. High risk; 2. High priority risk; 3. Risk to be controlled; 4. Acceptable risk.

(2) Results of the due diligence in which the scale was: Robust (75%-100%); Good (50%-75%); Sufficient (25%-50%); To improve (0%-25%).

The cycle described above has been formalized as an internal procedure that involves a three-year reevaluation process cycles to confirm the progress of improvement plans. The new evaluation cycle will begin in 2020.

Pillar 3: Remedy

The results of the due diligence process and progress on action plans per country which covers all of Enel Américas' operations is presented below:



In Argentina

Within the scope of Human Rights, the best results were obtained in the following areas: labor conditions (100%), freedom of association (95%), and environment (95%). The areas with the greatest gaps were forced labor (58%), diversity (61%), corruption (69%) and community (75%).

A plan was developed based on the gaps detected in the due diligence process. The plan contained with 12 activities of which 10 were carried out in the 2018-2019 period reaching an average 83% progress. The remaining two activities, related to administration and diffusion needs, were addressed in 2020. The significant effort placed on campaigns geared towards women and gender equality in 2019 is worth acknowledging. An important highlight was the partnership with UN Women to develop an action plan that began to take shape in 2019 and has continued into 2020 using a tool proposed by the organization. Other initiatives implemented during 2019 were: "Not one less"; adding a breastfeeding room; "Win-Win: Gender equality is a good business" program; an employee gathering on gender equality and female empowerment. Efforts were also made to increase the diffusion of the Ethical Channel and explain how it's used, ethics policies and the antibribery policy and awareness workshops were carried out for Company employees on ethical conduct in their daily tasks.



In Brazil

The best results were obtained in the following areas: freedom of association (95%), occupational health and safety (93%) and labor conditions (93%). The areas with the greatest gaps were forced labor (71%), environment (73%), diversity (75%), and community (75%).

The action plan for the 2018-2019 period included 38 management and operations activities that were all completed. In 2019 the activities carried out mainly focused on the implementation of internal policies and procedures, including: new moral and sexual harassment policies; a map to monitor Human Rights risk; the identification of new communication channels, especially digital ones; a plan for Enel Distribuição Goiás to comply with OHSAS 18,001 and ISO 14,001 requirements; and intensification of strategic supplier inspections to strengthen the fight against child and forced labor in the supply chain, in addition to an online course on Human Rights for employees.



In Colombia

The best results were obtained in the following areas: child labor (100%), corruption (100%) and environment (95%). The areas with the greatest gaps were diversity (89%), occupational health and safety (90%), and forced labor (92%).

Although all results obtained using the Human Rights methodology were robust, some areas of improvement were detected. An action plan with 13 activities was developed for the 2018-2019 period, focusing on four lines of work:

- Diffusion of the Company's commitment to Human Rights;
- Prevention of potential impacts on Human Rights by implementing procedures to address Human Rights' complaints (not one complaint received in 2019), bi-annual follow up report on community related cases, and a gathering with local coal suppliers attended by officials from the Colombian Ministry of Labor and the Instituto Colombiano de Bienestar Familiar
- Supply chain related activities to improve the results of Human Rights practices evaluations, including auditing coal suppliers three times proving that they complied with industrial safety, environmental and Human Rights standards, mainly the nonexistence of child labor in coal mine operations;
- Addition of a risk evaluation process for new projects.

Progress in the four lines of work reached 77% during the year and will be completed in the next period.



In Peru

The best results were obtained in the following areas: child labor (100%), corruption (100%) and environment (95%). The areas with the greatest gaps were community (84%), forced labor (92%), occupational health and safety (93%), and labor conditions (93%). All results obtained using the Human Rights methodology were robust.

The action plan for the 2018 period included 12 activities related to the diffusion of Human Rights commitments, strengthening relations with local communities and verifying respect for Human Rights in our supply chain. These actions began in 2018 and were completed in 2019. Some noteworthy activities are: diffusion of the Human Rights Policy to all people internally; active participation in activities with Human Rights' authorities in Peru; promotion of gender equality and women empowerment through projects such as "Progress and Women" and the commitment to continue disseminating the Human Rights Policy, Ethics Code, diversity and inclusion, and gender equality.

Progress/2019-2021 Sustainability Plan

Activity/goal	2019 Results
Constant alignment with corporate governance best practices and recommendations.	To increase compliance with the standards established in General Norm 385, the Board agreed to review sustainability and risk related issues with the frequency established by the Norm.
Structured Director induction and training Plan to include compliance issues of the Criminal Risk Prevention Model (MPRP), antibribery and sustainability.	The Ethical Week offered a special event for Directors. The amendment to Chilean Law 20,393 which adds criminal liability to legal persons in Chile was addressed during the year.
	Enel Américas individual y las filiales de Colombia, Perú y Edesur de Argentina certificadas. Continúan el proceso de certificación algunas Filiales de Brasil, Perú y Argentina.
Maintain anticorruption management systems ISO 37,001 certification.	Enel Américas individually and the subsidiaries in Colombia, Peru and Edesur in Argentina were certified. Some subsidiaries in Brazil, Peru and Argentina continue in the process of certification.
Continuous improvement of Compliance Programs /MPRP	The Risk Matrix and Control Matrix were updated according to Law 20,393 and Enel Américas and subsidiaries Compliance Road Map was executed.
Criminal Risk Prevention Model and Enel Global Compliance Program training were extended.	19% of employees of Enel Américas and subsidiaries received in-person training
Continue diffusion, awareness, and communication of Ethical Channel to employees and stakeholders emphasizing non retaliation, confidentiality and relevance of internal and external diffusion channels.	132 communication activities took place in 2019 for the Holding company and all subsidiaries.
Carry out a Human Rights due diligence every three years.	Accomplished. The last was performed in 2017 and the 2020 process is being organized.



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Occupational Health and Safety

Enel Américas' sustainable development depends on the occupational health and safety of all its employees. This statement is materialized through the engagement of the Company's entire population in safeguarding occupational health and safety for all internal and external employees.

The Company develops and promotes a safety culture that encourages self-care, policy definition, integrating safety into processes, training sessions, quality controls, accident analysis and exchanging best practices, among others.

Enel Américas follows the guidelines of Enel Group's "Declaration of Commitment to Health and Safety", which includes the following principles:

- > Adoption of the best safety norms and standards, in addition to regulatory compliance.
- > Continuous improvement of the Health and Safety Management System in accordance with OHSAS 18,001 standards.
- > Adoption of measures and programs to reduce occupational accidents and diseases that are then evaluated to determine their efficacy.
- > Assessment of health and safety risks using a systematic approach to eliminate risks before they happen, and if not possible, minimize their effects.
- > Promotion of information initiatives to disseminate and strengthen the health and safety culture.
- > Implementation of work methods based on quality, through formation processes reinforcing technical and safety issues.
- > Management's direct commitment to strengthen a robust culture of safety leadership.
- > Encourage responsible and safe conduct within all levels of the organization.
- > Design workplaces and provide tools and equipment that guarantee better security, comfort, and wellbeing while executing tasks.
- > Restrictive contractor and supplier selection and management and encourage their participation in continuous health and safety improvement programs.
- > Constant attention on communities and all who work or are in contact with Enel Américas activities, by exchanging a health and safety protection culture.
- > Set specific and measurable objectives every year that are monitored continuously.

Stop Work Policy

Enel Américas adheres to the Stop Work Policy that encourages precaution when facing situations that represent a risk to either health, safety or the environment. All employees, whether Enel's or contractors', may intervene and stop any activity that may represent a risk to the health and safety of workers. Moreover, any unsafe behavior and any omission or situation that may potentially cause an accident must be notified as soon as possible to the employee's supervisor.

Stop work reports do not lead to any disciplinary action because the focus wants to be placed on encouraging people to report any threats to health, safety and environmental conservation within the Company.

The Enel Group updated its Health and Safety Policy according to the principles established in the Declaration of Commitment to Health and Safety and the Ethics Code. To implement this Policy in every Enel Group subsidiary, including Enel Américas' subsidiaries, every Business Line has its own Health and Safety Management System, abiding by BS OHSAS 18,001 international norms. This system is based on identifying potential hazards, performing a quantitative risk assessment, planning and implementing preventive and protective measures, and verifying the safety of such preventive and protective measures to identify possible corrections. The Health and Safety Management System is used by Enel employees and by contractors that work at Company plants or facilities.

From an organizational standpoint, the Company's Health, Safety, Environment, and Quality (HSEQ) department exercises an important role in the direction and coordination of the program, promoting the dissemination and exchange of the best practices and external discussions with prominent international health and safety experts, aimed at creating improvement opportunities and guaranteeing an ongoing commitment to risk reduction.

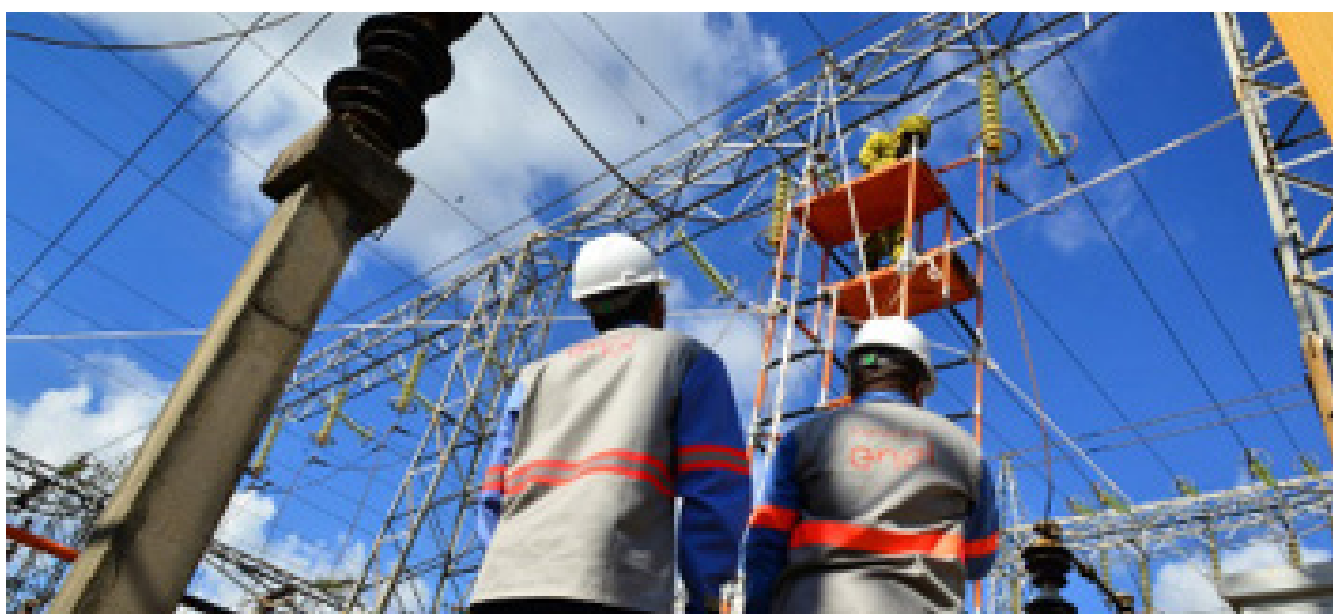
In 2019, and according to strategy and safety policies, several actions were put in place to strengthen transversal initiatives that include all business lines. Every country has a committee that contributes towards improving synergies among the subsidiaries of Enel Américas, in an effort to improve safety performance. These committees meet monthly in each country, are presided by the CEO, and are attended by the business line, procurement, and HSEQ managers. In the meetings, safety indicators are analyzed, information on significant events is disseminated, best practices are shared, and the results of business lines' projects are discussed.



Regarding accident management, Enel Américas, as part of the Enel Group, has a specific policy (Policy 106 "Incident Classification, Communication, Analysis, and Report") that defines tasks and methods to guarantee the timely communication of accidents, ensure the cause analysis process, define improvement plans, and follow-up on the event, depending on its type. This policy covers Company employees as well as third parties. According to the policy, a group of experts has been assembled to analyze any events or industrial accidents that could have caused major damage or consequences on employees, and also investigate all major accidents and fatalities, as well as other incidents deemed significant.

Identified improvement action plans are monitored constantly, and violations by contractors are met with the appropriate measures, such as contract termination, qualification suspension, etc. In the case of major accidents and fatalities, a Steering Committee, composed of employees from that Business Line, is appointed to coordinate the identified improvement action plans and define new strategies to avoid similar events in the future.

Regarding risk analysis and reduction, in 2019 the Global Safety Dashboard (GSD) project was launched, which consists of specific analysis of plants or units, based on downstream (injuries and violations) and upstream (controls and evaluation) metrics, which result in a classification system of sites and areas of improvement where the Company should intervene.



Safety in the Supply Chain

Enel Américas analyzes the safety and performance record of companies prior to contracting their service and until the execution of the contract through several control processes. Since 2018, the appendix of Health, Safety, and Environment (HSE) Agreement has been added to the General Contract Conditions (GCC) that supplier companies must sign when awarded a tender. The document includes several clauses on health, safety, and the environment, relative to the business line, country, and type of contract that supplier companies must abide by, in addition to violation penalties that may imply contract termination and qualification suspension.

Regarding safety controls on contractors, in 2019 priority was placed on the Safety Supplier Assessment, which consists of specific safety audits carried out in the contractor's facilities. The audits are conducted during the qualification phase of every new contractor, or in cases when critical problems arise, such as major accidents or fatalities, or if an audit results in a low qualification score. 178 contractor audits were performed in 2019, achieving the goal for 2019.

To promote a safety culture, suppliers are invited to participate in several initiatives. For instance, contractor's employees are informed about the specific risks involved before entering the workplace. This information is provided by Enel staff to warn contractor employees about specific risks related to the specific characteristics of plants and activities.

Extra Checking on Site (ECoS) is a program to assess adequacy of the organization and processes of a specific operational unit. In 2019, 81 ECoS were performed, exceeding the goal of 55 for the year. These controls are carried out by expert HSEQ personnel external to the operating unit involved in the investigation, according to specific technical profiles of each business, and allow defining corrective measures from a preventive standpoint.

	ECoS	Assessment
Country	2019	2019
Argentina	16	24
Brazil	28	64
Colombia	19	68
Peru	18	22
Total	81	178

Infrastructure Safety and Technological Innovation

Enel recognizes technological innovation as a fundamental tool to improve Health and Safety processes. Some examples of technological innovation include:

- > In the Infrastructure and Networks business line, personal voltage detectors have been adopted, which are portable devices (placed in the hull or the body, depending on the model) that detect electrical voltage in low or medium voltage lines, and are placed at a distance from the worker that is operationally significant.
- > The Vcam project utilizes cameras, in countries where their use is allowed, for remote supervision and retrospective verification, to identify the as many irregular situations as possible to adopt more efficient improvement plans.

Health

Enel has established a structured health management system based on preventive measures to develop a corporate culture geared towards promoting psychophysical health and organizational wellbeing, seeking a balance between work and personal life. To this end, the Company held awareness campaigns to promote healthy lifestyles by sponsoring disease prevention programs and guaranteeing the provision of medical services.

Enel has a local illness prevention policy that also includes support in case of illness or accidents while abroad; a smartphone app with advice and information on planning business travel; a vaccination program; and a new global health insurance policy for all employees who travel abroad.

The Company also implemented a systematic and continuous process to identify and evaluate work-related stress risks, in accordance with the Stress at Work and Workplace Wellbeing Promotion Policy. This allows the prevention, detection, and management of stressful work situations that may affect individuals as well as work teams or departments, while also providing a series of indications that cultivate a well-being culture at Enel.

Finally, the Company offers its employees specific benefits to facilitate access to medical services, care for people with disabilities and in emergency situations, and specific preventive medicine programs.

100% of contractors personnel who work for Enel Americas received training and information on health and safety from their employer.

Developing a safety culture: formation and information

The Company has carried out several health and safety communication campaigns throughout the year. Communications have focused particularly on matters related to personal health and common illnesses, such as high blood pressure, hepatitis, smoking, cardiovascular disease risk factors, skin cancer, among others. Communication campaigns were carried out through news publications on the Company's intranet, as well as through specific EnelTV and Enel Radio services.

SHE 2019 is the continuation of the SHE 365 project created in 2018 in which Company employees and suppliers participate in initiatives related to safety, health, and

environmental care. In 2019, this concrete and operational corporate commitment took on greater relevance, strengthening three of its main guidelines:

- > Commitment Chain: seeks to channel actions that focus on reducing major accidents and fatalities, particularly those that change employees' lives.
- > Business Line Integration: brings country and regional prevention efforts together, increasing synergies of individual actions.
- > Contractors' Commitment to improve the safety standards of companies working for Enel Américas.

Also, the Safety Association in every country is sensitizing all Company suppliers on safety issues, inviting them to collaborate closely with Enel Américas' subsidiaries to improve safety measures by interchanging best practices.



Community and third-party safety

Enel Américas' power plants are built according to legal requirements and complying with the highest technical standards of the countries where it operates. Power plants, machinery, and equipment are subject to systematic and periodic maintenance checks to ensure their proper functionality.

In order to guarantee health and safety and reduce the impact of the industrial activity on the surrounding environment, the Company carries out periodic measurements of noise, vibration, and dust produced by power plant machines, and distribution and processing cabinets. The following environmental conditions are also supervised: emissions and air quality, electromagnetic fields created by electricity distribution plants, and discharges into surface waters, in addition to water quality and waste production, recycling, reusing, and waste elimination, soil quality and potential impacts on biodiversity.

These periodical measurement programs allow the Company to maintain risks under control and within legal limits, to safeguard and guarantee the safety of communities neighboring the Company's operations.

Managing Emergencies

Enel Américas uses the same crisis management system in every country in which it operates. This global management system evaluates the impact of a critical event through a standard three-tier reference scale. High impact crises are centrally managed, while those with a medium or low impact level are managed within the specific organization in each country.

Also, the Crisis Committee defines strategies and actions to face critical events and coordinates all activities to mitigate the damage on Enel Américas' property, profitability, and reputation.

Every country where Enel Américas operates has a Safety unit within the People and Organization department whose objective is to define safety strategies and guidelines, inform senior management, and promote the exchange of best practices. A safety procedure has also been established to protect staff traveling abroad. It provides information and notices on the countries of destination, indicates conditions that may pose risks for the health and safety of the travelers (such as social unrest, terrorist attacks, crime, health crises, etc.), provides guidelines and suggests conduct, and activates the safety measures considered appropriate for the level of risk identified in the country of destination.

Labor relations regarding health and safety

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Enel Américas encourages social dialogue and the participation of employee unions or representatives to consolidate a culture of safety and promote behavior that is coherent with the principles that inspire the Company's policies. To this end, joint committees have been created that are responsible for following up on initiatives and projects related to employee health and safety throughout the country and by Business Line. The committee examines projects proposed to improve safety norms, training programs and prevention initiatives.

In 2013, the Enel Group, through the Global Framework Agreement, established a mission that defined a "Joint recommendation" on the health and safety guidelines to be applicable in all countries where the Group operates. Negotiations to renew the Global Framework Agreement began in 2019 and are expected to end in 2020.

The details on the committees in the countries where Enel Américas is present in which company and those without union representatives participate are presented below:

Argentina: In power plants and in Edesur, bilateral health and hygiene committees meet once or twice every two months, depending on the facility; In Edesur, contractors are invited to the monthly committee meetings, and in El Chocón, contractors are invited every four months. The committees analyze accidents, close calls, and safety indicators. They also address specific projects, such as Close Calls: How to recognize them and communicate them, the Stop Work Policy, Safety Shadowing, and contractor Safety Standards.

Brazil: An internal commission handles accident prevention by focusing on creating initiatives to prevent accidents.

Colombia: Two joint committees were created ("COPASST", Occupational Health and Safety Joint Committee, in its Spanish acronym), one for the distribution business and one for the generation business to promote occupational health standards. Enel-Emgesa manages continuous improvement in collaboration with the COPASST for employees to take part in their own well-being. The committee meets monthly and is responsible for supervising the compliance of workplace health and safety guidelines and regulations. The list of the Committee's active members is updated annually in the occupational health legislation and in management and audit systems. It provides health and safety coverage for Enel-Emgesa's entire workforce, as do formal union agreements.

The Committee's active members list must be updated annually, as stipulated by occupational health legislation and the management and audit systems, which provide coverage to the Enel-Emgesa's entire workforce through one committee and five sub-committees for the power plants. These committees evaluate and periodically analyze events such as accidents, illnesses, incidents, and dangerous situations, and are permanent identifying potential risks in various processes. The actions to be included in prevention programs are planned and prioritized focusing on preventing accidents in priority areas, which include electrical risk, high-rise work, work in confined spaces, cargo lifting and moving, chemical substance handling, workplace illnesses due to exposure to particulate matter, dangerous/chemicals, and noise. Health is also promoted through preventive activities for cardiovascular disease, testicular cancer, and breast cancer.

Peru: There are Five joint committees in which contractor representatives also participate.

Progress / 2019 – 2021 Sustainability Plan

Activity/Goal	2019 Results
Extra Checking on Site (ECoS) instances. Goal: 55 per year.	81 during the year
Number of health prevention and promotion programs. 2021 Goal: 51 programs.	25 health promotion programs during the year.
Employee and contractor accident rate reduction, as compared to the previous year (frequency rate).	Accident rate frequency reduced by 30%



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Environmental Sustainability

In addition to contributing to the decarbonization process and providing clean energy to its customers, Enel Américas also frames its activities and operations around environmental sustainability management. This implies preventing and mitigating the environmental impacts caused by its subsidiaries, preserving natural resources, and protecting flora and fauna. This contributes towards caring for the local environment, allowing the projects to remain for the long term, and generate value in the countries where Enel Américas operates.

Environmental sustainability management of the Company's activities is based on concrete and formal Environmental Governance policies and procedures. These policies and procedures allow Enel Américas to monitor the compliance of regulation and voluntary commitments on the matter, as well as manage the environmental variables that are mostly impacted by the Company operations: waste, biodiversity, pollution, and water. Environmental management also includes making ethical and responsible decisions that contribute towards creating a sustainable environment and minimizing the risks of violating current legislation or our own compliance program and Criminal Risk Prevention Model.

The **Stop Work** Policy is related to occupational health and safety and represents the Company's commitment to environmental care, because it demands not only stopping any activity that poses a risk to the health and safety of employees and contractors, but also any activity that damages the environment.

Environmental Governance

Enel Américas enforces two policies that consolidate its commitment to environmental care and natural resource conservation: The Environmental Policy and the Biodiversity Policy. The Company also has several procedures and tools that allow identifying, monitoring, and continuously improving environment variables of the Company's operations, which are: Integrated Management System ("SGI" in its Spanish acronym) and Lifecycle Analysis ("ACV" in its Spanish acronym).

Regarding environmental governance, the Company is constantly monitoring compliance with legal environmental obligations and voluntary commitments in the distribution business and the generation business, as well as those assumed by subsidiaries in the process of approving new projects. The environmental departments of each business line lead and manage compliance with these requirements with the support of the Integrated Management System.

Environmental Policies

Environmental care and natural resources are considered strategic factors in planning, developing, and executing Enel Américas' and its subsidiaries' activities. Enel Group's Environmental Policy* is based on four basic principles:

- Protect the environment by preventing environmental impact
- Improve and promote environmental sustainability of products and services
- Create shared value for the Company and stakeholders
- Adopt and comply with voluntary commitments while promoting ambitious environmental management practices.

The policy also establishes ten strategic operational objectives, among which exceeding legal requirements is noteworthy. The Company is committed to voluntary actions and behavior that protect the environment even though such actions and behavior are not required by domestic law.

To access the complete Policy, please go to:

https://www.enelamericas.com/content/dam/enel-americas/about_us/sostenibilidad/POLITICA%20MEDIOAMBIENTE%20AMERICAS.pdf



* Enel Group's environmental policy extends across the entire value chain and applies: to all the production phases of every product and service, including distribution and logistic phases, in addition to related waste management; to each site and building; all the relationships with external stakeholders; all mergers and acquisitions; every key business partner (including partners related to non-managed operations, joint ventures, outsourcing or third-party producers); every supplier, including service and contractor suppliers; all due diligence processes as well as and Merger and Acquisition processes.

Integrated Management System

One of the strategic objectives of Enel Américas' Environmental Policy is to application of internationally recognized Environmental Management Systems throughout the organization based on the principle of continuous improvement and the adoption of environmental indexes to measure the environmental performance of the entire organization. Based on this goal, Enel Américas has designed an Integrated Management System ("SGI" in its Spanish acronym) that allows organizing, documenting, and improving Company procedures, activities, and operations across all subsidiaries, as well as measuring environmental, occupational health and safety, and quality performance indicators. The SGI is monitored by the Company and reported to the Board.

The international norms adopted by the Integrated Management System are the following:

- > **ISO 14,001 (2015):** provides organizations with a framework to protect the environment and face changing environmental conditions, always in balance with socioeconomic needs.
- > **ISO 9,001 (2015):** establishes standardized requirements for a quality management system that enables companies to meet legal and regulatory requirements related to the product, while also driving them towards excellence in customer service and product delivery.
- > **ISO 45,001 (2018):** details the requisites that facilitate establishing a healthy and safe work environment for employees through the identification and evaluation of risks present in the company's activities.
- > **ISO 50,001 (2011):** provides companies with a framework that contributes to reducing energy consumption, minimizing their carbon footprint, and reducing costs by promoting a sustainable use of energy.

The Integrated Management System has been completely implemented for ISO 14,001, ISO 9,001, and ISO 45,001 (or in some cases, OHSAS 18,001) in the Generation business, and in the Distribution business, which also includes ISO 50,001. The exception is Enel Distribución Sao Paulo, which was acquired recently, and has ISO 14,001, and is currently in the process of obtaining the remaining certifications.

During 2019, every Enel Américas subsidiary carried out projects that contribute towards improving the Integrated Management System's functionality, which also allowed reinforcing the application and knowledge of the environmental aspects of the SGI.

The SGI guarantees a periodical update of the system's processes and documentation, ensuring the consistency of mapped processes; defines policies, guidelines, procedures, and initiatives aimed at improving the standards of quality, and also supports the implementation of improvement projects. As a form of evaluation, the SGI proposes periodical critical analyses with top leadership and process evaluations through systematic internal audits carried out by each company's internal auditors. The results of evaluation processes, in terms of inconsistencies, improvement opportunities, and process indicators are analyzed, addressed and supervised to minimize risk and take advantage of the potential benefits for Enel Américas and its subsidiaries.

Enel-Codensa strengthened its Environmental Management System through three action lines implemented in 2018, defining new objectives to promote continuous system improvements, the control of significant environmental aspects, and ensuring legal compliance.



Regulatory Compliance

The Integrated Management System allows complying with environmental regulations in the energy generation and distribution businesses, as well as in project approval processes. Enel Américas' environmental management must guarantee that the requirements and commitments of the environmental impact study phase of projects are implemented, monitored, and reported to pertinent authorities.

In Brazil

Environmental permits are treated as administrative processes and are open to consultation with full transparency by interested parties. Inquiries on permits in progress may be submitted to the environmental agency that processes and manages environmental permits, and once they have concluded they are published in the State's official bulletin.

The information is available at https://www.enel.com.br/pt/Corporativo_e_Governo/Geracao_Distribuida.html. To access, please choose 9. Environmental Permits in the lateral menu.

In Colombia

Enel-Emgesa stores all Environmental Compliance Reports (“ICAs” in its Spanish acronym) in its document repository, and they are also publicly available upon request to competent environmental authorities, either at <http://vital.anla.gov.co/SILPA/TESTSILPA/Security/Login.aspx> or at the competent authorities’ offices. The authorities also periodically follow-up on the Environmental Management Plans (“PMA” in its Spanish acronym) and actions. Enel-Emgesa Environmental Compliance Reports are also published and available to the community.



Environmental Legal Proceedings

The relevant environmental legal proceedings currently underway are those described below. They do not represent material environmental crimes. Further information is available in the annual report at www.enelamericas.com

El Quimbo (Enel-Emgesa)

A class action lawsuit was filed by artisanal fishermen against El Quimbo in 2015, claiming that the operation of the hydroelectric power plant may cause massive fish mortality. The matter has been pending decision since June 18, 2018. During the evidentiary stage, the environmental authorities ANLA and CAM jointly presented a report in which they stated that the company had complied with the obligations imposed by the Administrative Court within its precautionary measures. Although This lawsuit does not have a judicial monetary amount, but it is being reported as it generates a risk for the power plant's operation.

Annulment and restoration of rights against the environmental authority for the penalty imposed due to the alleged inadequate collection of wood and biomass at the El Quimbo hydroelectric power plant

The environmental authority ANLA fined the Company claiming that the wood and biomass in the field was not collected before the reservoir filling stage (2015). The fine has not been paid. Enel-Emgesa argues that the environmental license states that the wood and biomass collection may take place during the filling stage. This proceeding must enter the evidentiary stage.

Penal investigation since the construction of the Quimbo power plant

This investigation began in 2012 due to the potential environmental damage caused by the construction and operation of the Quimbo dam. The data examined is mainly related to the level of oxygen in tailwater and the elimination of biomass during the construction of the plant. Test are currently being performed on the documentation presented to the environmental authority and on the level of oxygen in tailwater to establish potential impact or damage on natural resources. Once the testing concludes, the prosecutor may file the case or accuse the CEO of Enel-Emgesa for apparently committing crimes against the environment. The material damage is undetermined.

El Muña (Enel-Emgesa)

A class action to obtain compensation for the damage caused by pumping contaminated water from the Bogota River to the Muña reservoir, used to generate electricity.

In 2001, the residents of the Sibaté municipality presented a class action against several entities, companies and Enel-Emgesa (60 in all) for them to collectively pay for the damage caused by pumping contaminated water from the Bogota River to generate electricity in the Muña basin.

In June 2015, the judge absolved the defendants except Enel-Emgesa arguing that what was being discussed was not the polluted water but pumping the polluted water from the reservoir to generate electricity. The court revoked that ruling in December 2017. Some Companies have appealed, and the decision of the court is still pending.

Class action for the Contamination and Sanitation of the Bogotá River and Muña Reservoir.

In 2004, the Cundinamarca Administrative Court ruled in favor of the collective right to a healthy environment and declared that the industries and the municipalities in the basin are responsible for the pollution in the Bogota River for discharging polluted water and declared several Government offices, Corporación Autónoma Regional de Cundinamarca CAR, Empresa de Acueducto y Alcantarillado de Bogotá, municipalities in the basin and other responsible for not monitoring the polluted discharges. In 2014, the Court ruling was confirmed. Enel-Emgesa is ordered to: (1) comply with Convenio Interinstitucional 9-07-10200-0688-2011 issued in 2011 and its technical appendix to build, operate and perform maintenance to the “Canoas” Lift Station for as long as the company has 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.

Annulment and restoration of rights against Resolutions issued by CAR that impose sanitation works of the Muña reservoir

There are three Annulment and restoration actions against Administrative Resolutions issued by CAR: (1) Action against Resolution 506 of 2005, that imposes sanitation works of Muña, such as removing the invasive plant buchón, oxygenating the water and building a wastewater treatment plant for the Sibaté municipality. The Court ruling announced on July 15, 2015 was not favorable to the Company

and was appealed. The Company claims that there is no reason for it to be responsible for: the costs and environmental obligations that are exclusive competence of the environmental authority; nonexistent solidarity regarding the pollution of the Bogotá River and ignoring the reality and obligations from other judicial rulings that state that the Company is not contaminating. The decision by the Second Instance Court is expected within five years; (2) Action against Resolution 1318 of 2007, which orders the Company to implement a "Contingency Plan" in case wastewater pumping is interrupted and an "Air Quality" study. The evidentiary stage concluded, the ruling was favorable to the Company and concluding allegations were presented. The first instance sentence is expected within two years. (3) Action against Resolution 1188 issued July 8, 2005 and Resolution 849 issued February 27, 2005 that imposed actions, established obligations, monitoring and reports, on Enel-Emgesa. Sentencing took place on July 19, 2019 denying the action. An appeal was filed against the sentence and the Company is currently awaiting the second instance ruling.



Managing Environmental Variables

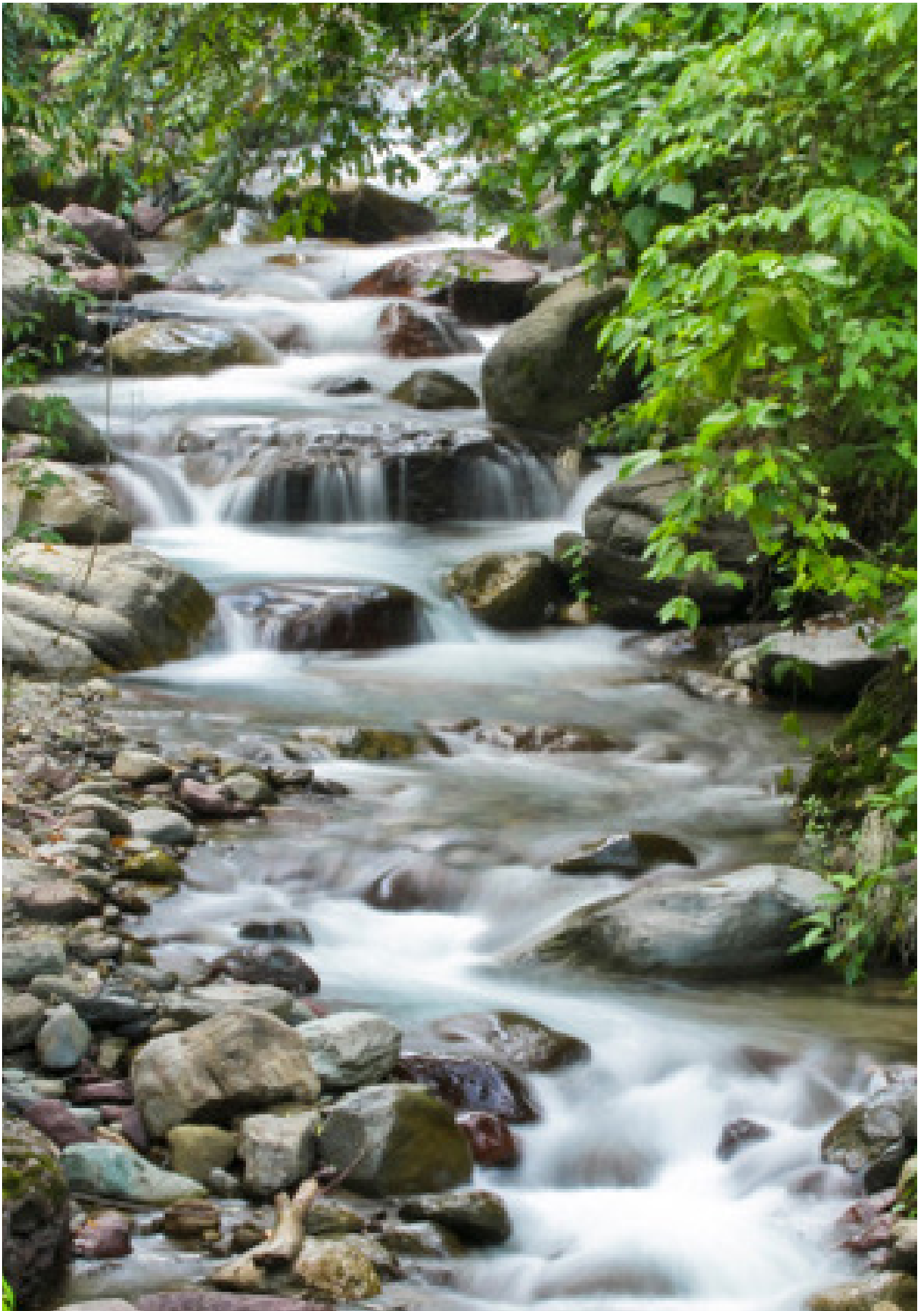
Water Management

Water is a limited, non-renewable natural resource that should be used efficiently and in such a way that water needs are balanced with environmental care and other natural resources.

Water availability is critical to the operations of hydroelectric power plants, and therefore represents a risk due to precipitation variability and changes in water flow, which have increased due to climate change. Enel Américas' geographical diversity and use of technology has been essential in mitigating this risk.

Thermal generation, on the other hand, provides flexibility to the energy matrix and helps mitigate water risk, and only uses water for cooling purposes. Therefore, the Integrated Management System's controls and policies are key in optimizing and reducing water consumption, as well as in preventing its pollution. This is how the Enel Group plans to reach its goal of reducing specific water consumption by 30% by 2020 when compared to 2010, with Enel Américas contributing towards this goal.

In the energy distribution business, and even though water is used less, measures to reduce consumption and avoid contamination have been implemented, following the guidelines of the Integrated Management System and the Company's Policies.



Among these initiatives, the following stand out:

Argentina

Enel Generación Costanera's Waste Water Treatment (WWT) project arises as a consequence of its participation in the "Buenos Aires Cleaner Production" program. WWT seeks to improve the use of water within the Company's facilities and ensure that the discharge limits are respected in any environmental or plant conditions. The project consists of the construction of a Liquid Effluent Treatment Plant, with a net useful life of 25 years that would be integrated into the Power Plant's current liquid effluent and waste management system. It considers periodically monitoring and controlling the treated effluents before they are discharged into the La Plata river, complying with the provisions established by Resolution 270 of the CAA that was obtained opportunely. Once the plant is operational, drinkable water consumption will be reduced by an estimated 307 m³ per year due to the reutilization of treated water in the production of demineralized water.

Brazil

Central Fortaleza thermal power plant has contracts with Cogerh that is the company responsible for managing the water of Ceará State and is also part of the Hydrologic Basin Committee of Fortaleza's Metropolitan Region. In 2018, the company staled a concession awarded by the State's Water Department for the use of water in Fortaleza's operations. The short-term objective of this measure was to ensure a safe supply of surface water to the Castaño reservoir, main source of water for the Metropolitan Region of Fortaleza. It is worth noting that Enel Generación Fortaleza's water use does not impact water availability significantly, as it represents less than 5% of the reservoir's capacity, and all consumption and reservoir level requirements are being met, especially in the Puerto de Pecém industrial complex.

Construction of a Rainwater Catchment System in Campos Polo

In order to reduce the consumption of drinkable water for non-drinking purposes, Enel Distribución Rio de Janeiro built a gutter system to capture rainwater from the building's roof and transport it to a cistern that treats water for non-drinking purposes. This system has allowed reducing consumption by 60 m³ per month.

Colombia

Enel-Emgesa has prioritized water management in its hydroelectric power plants, as this is the primary resource of electricity generation, representing 96% of the total energy generated during the year. The Company has set water consumption goals and intends to define monthly consumption indicators for every power plant based on the consumption over the last three years.

Additionally, water-saving equipment in the Guavio power plant has been replaced and MAGALDI systems have been installed in all units, which allows eliminating the use of water to extract ashes and its subsequent discharge, and a Paraflow discharge reutilization system has been implemented in the Bogotá river power plants, Central Paraíso and Central Guaca.



Emissions management

Emissions are understood as continuous or discontinuous discharges of matter, substances, or forms of energy into the atmosphere from any source capable of producing atmospheric pollution, either directly or indirectly. Current legislation requires controlling and reducing atmospheric emissions, either acoustic, electromagnetic, gaseous, or particulate matter, among others.

In the case of gases, especially greenhouse gases (GHG), Enel Américas has committed to not build coal-fired thermal power plants, in an effort to reduce CO₂ emissions. In this context, Enel Brasil verifies the CO₂ ton equivalent emitted by its operations into the atmosphere through the “GHG Protocol” platform, scopes 1,2 and 3. Greenhouse gas emissions are monitored monthly by the Environment department.

Enel Américas also monitors the specific emissions of other substances, such as particulate matter, SO_x, NO_x, SF₆, etc. as part of its integrated management systems, contributing to the goals of the Enel Group and complying with Environmental policies that seek to reduce emissions. Reduction goals for specific emissions for 2030, compared to 2017, are the following: -85% for SO_x, -50% for NO_x, and -95% for particulate matter.

Brazil

- **Offsetting Greenhouse gas emissions:** This project is part of the work being done by the Climate Change Task Force of Enel Distribución Sao Paulo and consisted of studying best practices to compensate for the greenhouse gas emissions that cannot be reduced with current technology. The Task Force then submitted a proposal, adequate to the context at hand, aimed at maximizing the positive impacts of the Company's performance. This initiative allowed 8,535 equivalent tons of CO₂ to be offset through the purchase of carbon credits in three projects:
 - 4,285 credits from the REDD+4 Jari-Pará project for the preservation of the Amazon jungle, through associated company Biofilica;
 - 2,700 credits from the Ticket Log fuel substitution project, consisting of replacing its diesel-powered fleet for an ethanol-powered fleet, through associated company Way Carbon;
 - 1,550 credits from the Bandeirantes Landfill Gas to Energy Project to capture and burn methane to generate energy in the local landfill, through associated company Way carbon.

To support the Jari-Pará project, the Company contributed with the preservation of 700,000 hectares of native Amazon rainforest and its biodiversity, while promoting local socioeconomic development. The project received the Environmentally Friendly Company Seal.



4 REDD + 's mission is to stimulate developing countries to contribute to climate change mitigation efforts by: i) reduction of GHG emissions by slowing, stopping and reversing the loss and degradation of forests; and ii) the increase in GHG removals from the Earth's atmosphere through the conservation, management and expansion of forests.

Other similar projects executed in 2019 were the following:

- The Ministry of the Environment and the Environment Agency of the state of Rio Grande do Sul gave Cien, the electricity transmission company, certificates for its environmental compensation projects. Cien's €270,000 investment endorses its commitment to apply mandatory environmental requirements.
- Ceará, a distribution company, invested approximately €71,000 to purchase a SF6 gas-treatment machine, which will mitigate SF6 gas leaks into the atmosphere.
- An electric vehicle was purchased for Cachoeira Dourada at year-end, avoiding the use of fossil fuels. Emission reduction results will be verified throughout 2020.

Colombia

- DNOX Termopiza Plant: As part of the Company's commitment to reduce emissions, this project seeks to improve the plant's environmental performance. Installing DNOX filters in all the plant's units has allowed reducing Nitrogen Oxide (NOx) emissions by 8,400 tons per year, which is below local environmental legislation requirements and even satisfies international standards. This fact was acknowledged by the National Environmental Permit Authority ("ANLA", in its Spanish acronym), who awarded Enel-Emgesa with an Income Tax Discount Certificate due to its investments in environmental control. This discount saved the Company COL\$ 4,012,593,634 for an investment amounting to approximately COL\$16,500,000,000.
- Emissions reduction in the Paraíso Plant: In Central Paraiso, a Bogotá River power plant, hydrogen sulfide (H2S) emissions were monitored with the support of an international firm specialized in odor-reducing measures. Currently, an emission control system reduces H2S emissions through a four-chamber biofilter.



Waste Management

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Enel Américas' Environmental Policy contains guidelines regarding the management of hazardous and non-hazardous waste, prioritizing its reduction and reutilization, and promoting the development of Circular Economy projects. Thus, in 2019, the Enel Group implemented Policy N° 473 Waste Management Guide (hazardous and non-hazardous), which is based on the reality of the countries in which it operates, including those where Enel Américas is present. The Enel Group has established a goal to reduce total waste by 40% by 2030, when compared to 2017. Enel Américas, as part of the Enel Group, is contributing towards accomplishing this goal by developing plans and programs to this effect. It is worth nothing that Enel Américas does not handle any radioactive waste.

Waste, tons	2019 ¹	2018 ²	2017 ³	2016
Hazardous waste generated	8,213	4,788	6,665	6,836
Non-hazardous waste: ash	30,569	9,646	6,893	34,968
Non-hazardous waste: excluding ash	332,753	300,423	280,070	143,748
Total Waste Generated	371,534	314,857	293,628	185,552
Non-hazardous waste recycled or sent to recovery	55,426	26,723	25,513	12,014
Hazardous waste recycled or sent to recovery	3,910	2,190	3,503	3,472
Unrecycled waste	312,198	285,944	264,613	170,066
Total waste disposal	371,534	314,857	293,628	185,552

- (1) The increase in 2019 is explained by greater non-hazardous waste: ash as a result of greater output in Termozipa, Colombia (590 MWh in 2019 vs. 114 MWh in 2018), and non-hazardous waste: excluding ash generated as a result of the works on the Enel Distribución Sao Paulo network.
- (2) The increase in 2018 is mostly due to works to bury low and medium voltage networks, as ordered by the Territorial Planning Plan of Bogotá (Colombia), works in the Compartir substation to increase connections and improve service continuity in contingency cases, and non-hazardous waste: excluding ash generated as a result of works on the Enel Distribución Sao Paulo network.
- (3) In 2017, the increase in waste is primarily due to dredging Costanera Power Plant's private dock (Argentina).

Argentina

As established in the Policy, hazardous and non-hazardous waste is removed, transported, and disposed of by legally authorized companies in authorized locations. Waste operators provide a final disposal certificate, which makes this process totally traceable through statements signed by the authorized company.

In addition, Edesur continues to develop recycling initiatives in their buildings, especially for paper and cardboard, recycling a total of 5,271 kilograms from the headquarters in 2019. This job was done with the help of all employees who separated paper and cardboard at the Company facilities, which was then removed by a cooperative designated by the City of Buenos Aires. The upcoming challenge for 2020 is to increase this amount in all Edesur's administrative buildings, thus contributing to the Group's goals.



Brazil

Enel Brazil manages its waste according to the government's National Solid Waste Policy and Enel's Policy N° 473, which provides the global guidelines included in the Company's global waste management model. The model incorporates the best practices available, recommended by the Group, to correctly manage the waste generated by Company operations to prevent and reduce any environmental risk. In the case of non-hazardous waste, specific contracts are signed for their proper disposal, while the recyclable materials are sent to Ecoenel, a recycling incentives program.

Colombia

Colombia executed the second phase of the Integral Waste Management Campaign, which focuses on monitoring 160 ecological points installed in the Company's offices. Also, while cleaning the offices, these ecological points were inspected, which are identifiable via a QR code that allows controlling the points and creating photographic records. To facilitate research on the waste separation campaign, the HSE department created a website on the intranet called "Classifying Waste."

Construction and Demolition Waste ("RCD," in its Spanish acronym) is managed to optimize their reutilization and treatment by verifying the environmental registries sent by contractors on a monthly basis, as well as by inspecting disposal sites. Of the 6,265.4 tons of RCDs generated, 3,946.78 tons, or 63%, was reutilized. Regarding hazardous and non-hazardous waste, the Company requires and monitors that resources and materials come from authorized locations. Similarly, the Company requires that contractors have facilities that can manage, control, and dispose of this type of waste, in order to ensure that all treatment stages are adequate and prevent contamination.

Environmental liability management

Polychlorinated biphenyl (PCB) is the main environmental liability associated to the electrical industry. This pollutant was used in dielectric oils for equipment in several industries from the 1920s to the 1980s. Given its highly contaminating, scarcely biodegradable characteristics, the Stockholm Convention on Persistent Organic Contaminants (2001) agreed on its elimination by 2025. This Convention was ratified by Argentina, Brazil, Colombia, and Peru, among other countries.

Brazil

The main environmental liability of energy distribution companies is related to the existence of areas with traces of contamination, which may or may not be a result of the Company's operations. Every area is analyzed, and if contaminants are identified, the area is adequately monitored and treated according to the level of risk, and the situation is communicated to the Environmental Agency as established by environmental law. The organization has a management program for contaminant-prone areas, which includes plans and responsibilities.

Furthermore, in 2019, asbestos was detected in the roofs of some old buildings (in disuse - uninhabited) in the facilities of the Cachoeira Dourada Power Plant. An immediate elimination plan was implemented to be completed during 2020, as stipulated in local Piauí province legislation.

Colombia

National goals have been set in managing and eliminating Polychlorinated biphenyl, PCB, in an environmentally responsible way. Progress in achieving these goals in 2019 involved the following activities:

- > 2,055 pieces of equipment were marked and 1,011 were chromatographically analyzed.
- > 14 PCB-contaminated equipment in the distribution network were replaced by PCB-free transformers.
- > 61 pieces of equipment declared as contaminated, and 2,839 transformers were analyzed
- > 30 tons of casing were decontaminated through an ultrasound technique implemented by LITO SAS.

Additionally, follow-up activities were carried out in the Guavio, Betania, El Quimbo, Darío Valencia Samper, Guaca, Paraíso and Termozipa power plants, achieving a progress of 60% in the integral management of PCB-contaminated equipment. Noteworthy activities include:

- > Identification of equipment in use and in disuse.
- > Insulating fluid sampling
- > Performing sample analysis to determine PCB contamination
- > Differentiating sampled equipment in renewable and thermal power plants



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Energy Management

Enel Américas' thermal generation is primarily gas-based. Coal-fired generation only accounted for 1.4% of total electricity generation. During 2019, several initiatives were carried out to increase energy efficiency and reduce resource exploitation in all Company subsidiaries when compared to the total amount of fuel used in each territory.

The following table presents the consolidated total amount of fuel consumed:

Generation consumption (Mtoe)	2019	2018	2017	2016
Coal	0.17	0.05	0.03	0.17
Lignite (Brown coal)	0.00	0.00	0.03	0.17
Fuel oil	0.04	0.13	0.24	0.59
Gas oil	0.04	0.05	0.17	0.24
Natural gas	2.71	2.91	3.12	2.64
Total Fuel consumption	2.96	3.14	3.60	3.80

Mtoe: millions of tons of oil equivalent

One way of evaluating the performance of the Company's power plants is through the operational efficiency indicator, which measures the ratio between net energy produced in the form of electricity and energy used in the form of fuel. The average efficiency of thermal power plants in each country is broken down as follows:

Average efficiency of thermal power plants	2019	2018	2017	2016
Argentina	50%	44%	46%	44%
Brazil	49%	49%	47%	50%
Colombia ⁽¹⁾	27%	27%	28%	28%
Peru	46%	45%	40%	42%

(1) Coal-fired plant

Brazil

The plant in Fortaleza implemented the SOLCEP Software to analyze its specific consumption through the integrated management of the following: operational process indicators (electricity output, availability, specific consumption, performance index); inspection and operation maintenance plans (PIPO) and PWAY Software – Operational inspection and ISO 50,001 Implementation and Certification Plan. Finally, a plan was implemented to replace traditional lighting that required maintenance with LED lights.

Energy Efficiency initiatives executed by distribution companies include actions to raise conscious energy consumption awareness, replace equipment (refrigerators, freezers, lamps) and electrical wiring, which results in reduced, more efficient residential energy consumption. Additionally, Enel Distribución Rio de Janeiro's Cabo Frio building received the AQUA-High Environmental Quality certification, which certifies the building's construction from an environmental standpoint, including aspects such as ecological construction, resident convenience, occupational health, efficient water management, energy, and waste, among others.





Circular Economy and Life Cycle Analysis

A fundamental procedure in the environmental sustainability management of operational activities involves identifying and measuring the environmental impacts generated by every stage of the development process of the Company's products and services. The Life Cycle Analysis ("ACV" in its Spanish acronym) performs a comprehensive analysis of material and energy inflows and outflows throughout the entire value chain of a product or service, identifying sources of environmental impact. This information may be used to design adequate environmental strategies or to be shared with stakeholders as a sign of transparency.

It is worth noting that the Enel Group was recently included as one of the 100 Global Partners of the Ellen MacArthur Foundation, a non-profit organization that is globally renowned for incorporating circularity principles into the economy. This challenges the Company to maintain its leadership in sustainability issues, promoting a Circular Economy in the Company's and its clients' processes, through an increasingly cleaner energy supply.

2019 OUTSTANDING PROJECTS

Argentina

We are Circular Economy

The We Are Circular Economy project was created to identify and lead Circular Economy projects and initiatives that affect all business lines by sharing strategies, projects, best practices, and technical experience. Until now, the focus has been placed on managing wood, electronic, office, textile, and scrap metal waste. Current procedures are being reviewed to integrate Circular Economy practices into the management of these residues, with the help of the business lines' HSEQ.

Enel Argentina also participated in creating the Circular Economy Transition Roadmap, as part of the private sector, building on the work that was done by renowned companies in Argentina, with the support of the Argentina Global Compact.

The main activities developed through partnerships with the National Technical and Scientific Research Council ("CONICET"; in its Spanish acronym), the National Technological Education Institute ("INET"; in its Spanish acronym), the National Institute of Industrial Technology ("INTI"; in its Spanish acronym), the Recycling Work and Dignity Cooperative ("RTD"; in its Spanish acronym), the RAUNI Inclusive Textile Recovery Project, and the Garrahan Foundation, were the following:

Reusing electronic devices AEEDs : Deliver decommissioned, refurbished computers to educational institutions, improving the students' experience by using more modern equipment and increasing capacity and quality of learning.

Reusing Wood: Leftover wood from operations is delivered to educational institutions or training institutes to reduce the cost of raw materials for adults participating in job workshops; Poles in disuse are sold as raw materials for sustainable construction; Circular Economy training activities for teachers taught by Fabrica/CONICET and the INET, and NTI bio-construction training for high school students in the Master Builder specialization program.

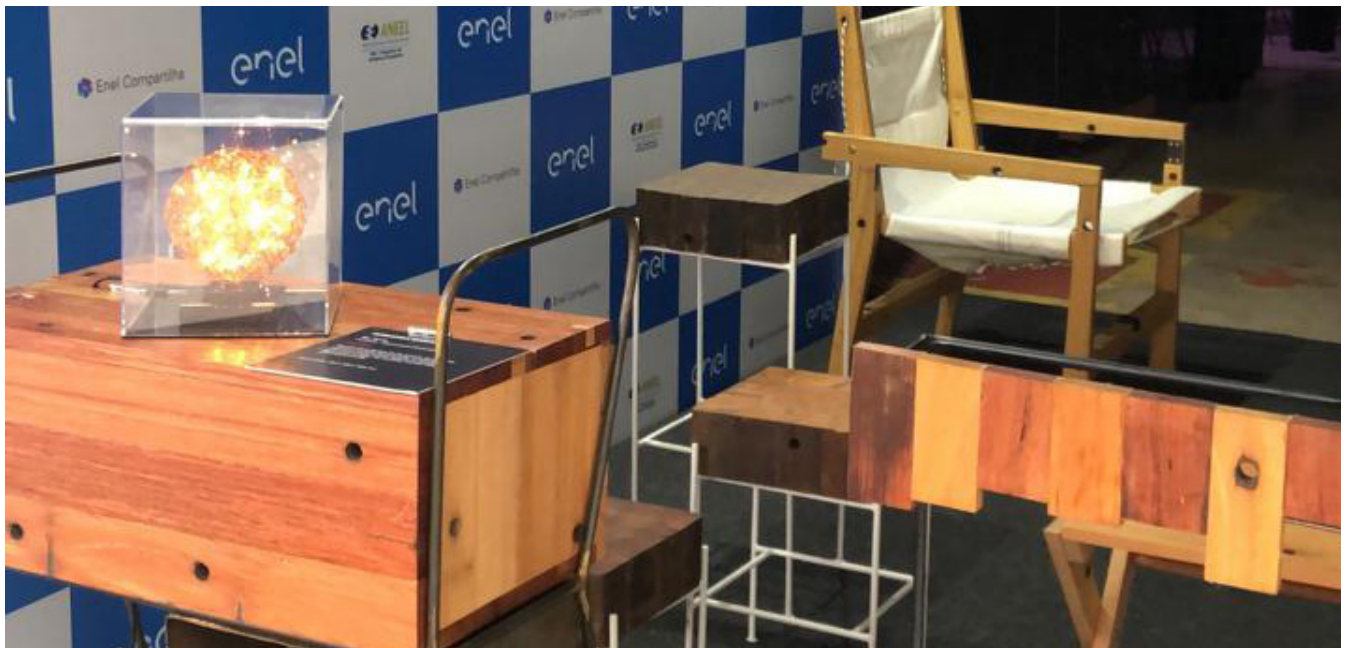
Electronic waste disposal WEEE ("RAEES" in its Spanish acronym): The cooperative RTD hosts an initiative known as "urban mining," which gives value to more than 95% of WEEEs, while also training vulnerable communities.

Textile: RAUNI is an inclusive start-up that utilizes discarded textiles to manufacture handcrafted furniture by training people with disabilities. Discarded textiles will be provided at zero-cost or sold (negotiations are underway), as materials for cotton bed defibrillators in the automotive industry.

Garrahan Foundation recycling program: Wood recycling for furniture manufacture. For more information, please refer to the Communities chapter.

Scrap metal sale: Recovering and recycling scrap metal lowers the pressure on natural resources and also creates jobs. The Company is preparing the deposits to correctly separate scrap metal created by I&N and Generation. The materials handled currently include aluminum, copper, ferrous and non-ferrous scrap metal (in pilot program), electronic scrap (in pilot program), triple-laminated plastic, and cement.





Brazil

Restoring and reusing electric network materials

This project is very important for Enel Distribuição São Paulo, as it works on environmental, social, and economic aspects comprehensively, thus has positive effects on the company's entire value chain. The project seeks to reduce the generation of waste, the extraction of natural resources, and the purchase of new equipment by restoring materials that have been removed from electrical networks but that do not have safety or quality issues. Enel Brazil sells this material as scrap metal to certain contractors, and later purchases them back to be used in the distribution network. To date, more than 76,000 pieces of equipment have been reused, including hardware, insulators, and metal and steel beams.

This project was acknowledged by the American Chamber of Commerce in Brazil (AMCHAM) in the 2016 Eco Awards within the Sustainability in products or services category.

Sustainable construction of the Operational Excellence Center, with AQUA seal – Cabo Frio.

Regarding construction, Enel Distribuição Rio de Janeiro applied international standards to build its Operational Excellence Center, which was environmentally certified with the AQUA Seal – Sustainable Construction. In its design, several criteria were applied, including positioning modifications and increased number and size of doors and windows to ensure cross ventilation, green roofs (gardens), sustainable materials like fiber cement were used in replacement of asbestos tiles, translucent tiles for natural illumination, partnership with a recycling company to transform demolition materials into furniture for common areas, electric vehicle charging stations, solar-powered water-heating systems, and a more efficient and automatized climate control system (VRF).

Colombia

Guavio Compost – Enel-Emgesa

The Environmental Education program implemented by the El Guavio hydroelectric power plant converts organic solid waste generated in the facility into compost, which is used by nearby communities as fertilizer for crops and gardens. During 2019, 10,620.4 kilograms of waste were converted, compost bins were built to store waste, and the composting technique has been perfected for a more efficient use of waste, resulting in liquid and solid compost.

Green Points program – Enel -Emgesa

The Green Points program continued to develop in 2019 through the installation of personalized recollection points in thermal power plants, in administration buildings and stores where employees and contractors can separate and recycle the electronic waste (WEEE) they generate, either at work or at home. This program is also supported by a recollect-and-reuse campaign. With the support of the supplying company Lito, 1,016 kilograms of (WEEE) were managed, yielding COL\$ 1,400,000, which were donated to the “Proyecto Unión” Foundation. This foundation works on social inclusion initiatives in vulnerable communities that have children with special pathologies and homeless senior citizens.

Peru

Participation in the Circular Economy Roadmap

The Company actively participates in the creation and revision of the Circular Economy Roadmap, created by the Ministry of Production (PRODUCE) and the Ministry of the Environment (“Minam” in its Spanish acronym), aimed at boosting inclusive and sustainable industrial development and economic growth. This initiative contains the actions that the Government will develop to drive and promote the transition from a linear economic model to a circular one in the country’s main industries.

Corporate Recycling

In 2019, the Company implemented a corporate recycling program in all administrative offices and headquarters. A strong communication campaign was launched to teach employees how to properly recycle and about the main types of waste generated (paper, cardboard, plastic bottles, and metal). All recyclable material collected is donated to the SOS Peru Children Villages to aid in feeding, clothing, educating, and providing medical care to more than 10,000 children housed by the organization. The Company also recycles plastic caps and lids, which are donated to the Crystal Angels program of the Children’s Hospital to help 30 children with their treatments. These institutions sell these materials to formal recycling companies and receive funds that allow them to continue operating. These activities allow Enel Peru to foster a recycling culture in the Company, ensures that materials reenter the industry promoting a Circular Economy and also contribute to social causes.



Reciclatec program

Decommissioned computer equipment is recycled and donated to educational institutions and local organizations within the Company's areas of influence allowing to extend the useful life of the equipment and improve the quality of education in under-resourced communities. In 2019, donations benefitted more than 500 students.

Circular Economy and Climate Change Contest

To empower employees in promoting Corporate Sustainability strategies, the Company hosted the first edition of the Circular Economy and Climate Change contest, which included the participation of 40 employees. The "Workwear Uniform Reutilization" program won the contest and will be implemented in 2020.

Rivers without plastic

This program aims to raise environmental awareness and care among 600 children from Junín by learning about recycling, waste reduction, and reutilization through activities and training sessions, and allowing them to promote a recycling culture at home.



Eco-friendly Furniture

Wood used in transporting machines to rebuild the Callahuanca hydroelectric power plant was reutilized in the Eco-friendly furniture program. This program consisted of training 18 villagers affected by the Coastal Niño Phenomenon to manufacture furniture. This program allows extending the useful life of waste, preventing its final disposal, and helping affected villagers by providing them with the ability to manufacture their own furniture to recover some of the items they lost.



Solar Parasols

To extend the useful life of reels, their wood is used to build resting areas with solar panels to provide charging stations for electric devices. This work was carried out by students from the Pachacútec Institute, who installed them within their school, and are benefitting more than 700 students.



Biodiversity

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Biodiversity Policy

One of the strategic objectives of the Company's Environmental Policy is Location of industrial facilities and buildings, protecting the territory and its biodiversity. Enel's Biodiversity Policy defines 6 practices that add depth to this strategic objective and must be implemented in every Company activity. These practices contribute to and are aligned with the standards and international principles of the United Nations' Convention on Biological Diversity (CBD), the 2011 – 2020 Strategic Plan for Biodiversity, and the Aichi Biodiversity Targets included in the CBD.

In line with the Biodiversity Policy, Enel Américas works with different players, including NGOs and universities, on the conservation of species and natural habitats. Even though Enel Américas has extensive experience in biodiversity management in its surrounding environments, through adequate project planning and preventive environmental evaluations, the Company is now looking to uphold the "mitigation hierarchy" principle, which establishes that the first goal is to prevent negative environmental impacts on biodiversity, and if this is not possible, then the goal is to mitigate and remedy negative environmental impacts on biodiversity. Also, residual negative impacts must be compensated through measures that respect the "no net loss" biodiversity principle, and a net positive balance, if applicable.

Enel Américas is also committed to maintaining biodiversity management aligned with the best practices in the sectors in which it operates. In this context, and prior to any environmental intervention necessary to expand, renovate, or maintain the energy distribution system, authorization is requested from the competent environmental agency in every country. Also, an extensive analysis of the social, economic,

Biodiversity

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Country	Projects		Projects by category			Species involved
	Number	Of which voluntary	Monitoring	Restoration (habitat)	Conservation (species)	Class
Argentina	1	-	1	-	-	
Brazil	27	7%	17	8	2	
Colombia	7	43%	3	2	2	
Peru	3	-	3	-	-	

and environmental context of the territory is mandated to properly apply the “Creating Shared Value” model, which defines plans in a way that creates shared value.

Enel Américas invested a total €1.8 million in 26 biodiversity projects in 2019, which included the project developed in approximately 11,000 hectares of Bosque Seco tropical forest in Colombia, described below.



The Red List, which is drawn up by the International Union for Conservation of Nature (IUCN), provides information on the conservation status of various species.

Extinct (EX)	Extinct in the Wild (EW)	Extinct in the Region (RE)	Critically Endangered (CR)	Endangered (EN)	Vulnerable (VU)	Near Threatened (NT)	Least Concern (LC)
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Habitats affected	Number of threatened species					Country
Type	Critically Endangered (CR)	Endangered (EN)	Vulnerable (VU)	Near Threatened (NT)	Least Concern (LC)	
	-	-	-	-	-	Argentina
	-	5	13	7	948	Brazil
	3	8	37	16	248	Colombia
	-	-	-	1	2	Peru

The main biodiversity projects of 2019 were the following:

Outstanding Projects

BRAZIL

Planting Seedlings – José Zago State Forest

Enel Distribución Rio de Janeiro and partner companies Engelmig, Endicon, Progen and Eletromecânica Maranhão, jointly, in September 2019, planted seedlings of 18 different native species in the José Zago State Forest, located in the Trajano de Moraes municipality of Rio de Janeiro. This initiative, which allowed employee integration, also included the participation of Enel's experts and State Forest rangers in deciding which seedlings to plant.

COLOMBIA

Muña Reservoir Environmental Management Plan – Enel-Emgesa

During 2019, an identification and characterization study of the species of flora and fauna surrounding the Muña Reservoir was issued to properly establish management measures. Using various field techniques, 51 species of terrestrial fauna were identified, of which 8 are included in the second appendix of the Convention on International Trade of Endangered Species of Wild Fauna and Flora (CITES), including the semi collared hawk, the tropical screech owl, the red-tail comet, and the white-bellied woodstar, among others. Finding these species in the areas surrounding the reservoir indicates that the activities in the region have improved the environment and water quality, information that was disseminated through the environmental education program.

El Quimbo Fishing Program – Enel-Emgesa

In June 2019, and after 10 years of research and three of management, Enel-Emgesa received the approval of the National Fish and Aquaculture Authority (“AUNAP” in its Spanish acronym) to start the seeding process of 200,000 Capaz juvenile fish, a species native to Magdalena river, in El Quimbo dam. Receiving approval for this project was particularly important to the Company, as it is the first time that this species is repopulated in Colombia and will also bring the reactivation of the fishing industry for 200 fishermen from Puerto Seco to La Jagua. This project was supported by South Colombian University and participated in the Colombian National Public Service and Communication Companies Association, ANDESCO, Awards.



El Quimbo Ecologic Restoration Plan – Enel- Emgesa

The Bosque Seco tropical forest is greatly endangered, only 8% of the original forest remains today. However, it is being recovered through an ecologic restoration plan of El Quimbo power plant that will cover 11,079 hectares during 2019 – 2021 period. A total 1,140 hectares will be actively and passively intervened, planting 30,920 trees, including dinde, ocobo, saman, capote, carob, ceiba, hog plum, and vanilla, among others, by a team of more than 50 experts and technicians, and Fundación Natura. This project was documented and described in a scientific book on species propagation in the Bosque Seco tropical forest.

In 2019, Enel-Emgesa continued with the second phase of the restoration plan that is initially expected to last three years (2018 – 2021) and will carry out activities within the framework of the regional sustainability and restoration proposal for the area for the next 20 years. Community involvement and participation in restoration initiatives, through different spaces and activities, are described below:



Activity	Data
2019 Visitors	672 visitors in 2019
Visitors I and II Restoration Plan phase (2014 – 2019)	2,584 visitors from 2014 to 2019
Community Activities	Farmers' Market in El Agrado municipality Birdwatching Workshop Logo Proposal Design Contest and Award
Direct Participants in Community Activities	261 direct participants from El Agrado, Garzón, Gigante, Paicol, and Tesalia municipalities.
Informative Reports Created and Sent	24 informative reports have been created and sent, as of December 3rd, 2019.



Revegetating the Jaime Duque wetland coastal zone and islands (Gran Sabana and Comsisa Projects) Enel-Codensa

To fulfill environmental commitments established by the authorities for the COMSISA project, the Company, with support from Jaime Duque Park Foundation, planted 1,100 trees during 2019 in the Guatavita Lagoon sector of the Jaime Duque wetlands in Sabana Eco-Park Natural Reserve.

Other biodiversity conservation projects in Colombia included wetland and mangrove protection initiatives within the area of influence of thermal power plants. Central Termozipa power plant adhered to the Sabana Eco-Park project, which intends to recover approximately 60 hectares of Arrieros wetland in Tocancipá and surrounding municipalities. This area is special due to the large number of endangered animals and plants that live there, such as the grebe, lesser scaup, and the spot-flanked gallinule. The Sabana Eco-Park will also contribute towards the ecological connectivity of the Natural Chingaza National Park and the Bogotá River Basin.

Regarding Central Cartagena power plant, it has created a link between its productive activities and wildlife, as it possesses a lagoon surrounded by mangroves, which is the only remaining fragment of that ecosystem within several hectares of the Mamonal area. Thus, an environmental care and improvement plan has been implemented, which analyzed the connectivity of 8.84 hectares and has identified three biological corridors.

Within the Central Guavio power plant's area of influence, a flora and fauna diagnostic initiative was implemented through an environmental education program aimed at identifying emblematic and endemic species that would allow creating ecological tourism projects with local communities. At the Rio Bogotá power plant, a group of established birdwatchers are sharing the methodological knowledge of their activity.

Finally, the Company continued planting 1,000 native species in Charquito district, of the Soacha municipality, along the Bogotá river. This initiative is meant to offset the permit to occupy the dredged river flow. In 2019, the High Voltage Operations Unit ("UOAT" in its Spanish acronym) continued forest maintenance activities of the Nueva Esperanza project, which covers 25.1 hectares of the El Pireo land, 18.7 hectares of the San Gregorio land, and 5.38 hectares in the Bosque Renace forest.

In 2017, a cooperation agreement was signed with the Ingenial Foundation, a non-governmental organization whose primary objectives are research, promoting informal education programs, environmental sustainability, and the social protection of native and/or foreign flora and fauna. This agreement highlights the work that has been put into the ecological characterization and the functional connectivity model of Enel-Emgesa's area of influence in Tequendama. The area of influence includes Cubsis (San Antonio de Tequendama), Peñas Blancas (El Colegio and San Antonio de Tequendama), and Bosque Renace (Soacha). The corridor allows gaining knowledge, strengthening, expanding, and connecting the protected areas, and also encourage low-impact uses, such as agroforestry or forestry systems, and discourage high-impact uses, such as large-scale deforestation. The success of this process is attributable to the cooperation between institutions and interested parties, which transformed it into a more inclusive, participative, and decentralized scenario, in favor of the biological diversity conservation of the Tequendama region.

Two ecological connectivity models, one structural and a one functional, based on biological and forestry studies, were built for 5 municipalities in the Tequendama region. The models included the Bosque Renace region, which is considered significant for the conservation of strategic high-altitude Andean ecosystems. Studies were conducted using umbrella species and successional conditions of the forest and identified more than 1,000 hectares that are projected as an ecological corridor for the conservation of local flora and fauna.



PERU

Peru has the second-highest wooded surface area in South America, covering approximately 57% of its territory. It represents one of its main renewable natural resources, which also produces environmental services such as maintenance of water sources, habitat of biological diversity, and climate regulation for carbon capture. Regarding thermal generation, none of the Company's power plants are located within protected areas, or in places inhabited by species listed on the International Union for Conservation of Nature's Red List of Threatened Species. As part of the environmental commitments made by the Company, maintenance work is being carried out in wooded areas that contain native trees and fruit trees within the Malacas thermal power plant's area of influence.

The Company's hydroelectric power plants are not located within protected areas; however, the Chimay hydroelectric power plant is in a dense forest area, with a wide variety of vegetation and animals that must be preserved. To do so, environmental parameters, such as water flow rate and macrobenthos and nekton populations, are monitored monthly to verify habitat development in the power plant's area of influence.

Progress / 2019 – 2021 Sustainability Plan

Activity / Goal	2019 Result
Reducing the carbon footprint according to GHG Protocol standards	162 g/KWheq



Sustainable Supply Chain

Fostering sustainability in the supply chain is a central aspect of Enel Américas' business model, as it allows improving service quality and reducing costs and risk, among other key factors. This objective requires adequate procurement chain management, which involves implementing responsible and transparent practices in the processes of acquiring goods and services and by considering suppliers and contractors as strategic business partners, thus strengthening the local industry. More specifically, Enel Américas is following the Enel Group's guidelines and is implementing a strategy to foster a sustainable supply chain that is founded on three main pillars: sustainable criteria in the supplier selection process (environment, health and safety, and Human Rights, ethics, transparency, among other aspects), promotion of a Circular Economy, and the development of local suppliers' skills.

Safety

Environment

Human Rights

Association with suppliers

Qualification:

Selection

Contracts

Contract Management

Verification:

Human Rights and Ethics Requirements
Health and Safety Requirements
Environmental Requirements
Integrity Requirements

Based on:

K Sustainability Factor
Sustainability of the Design
Circular Requirement

Exigimos el respeto de los Términos y Condiciones generales que incluyen:

Global Compact Principles
Enel ethics code
Enel Global Compliance Program
HSE Conditions

We demand agreement of general Terms and Conditions, which include:

Vendor rating
Inspections
Asset final life management
Extension of the useful life of the product
Reusing for several purposes

Commitment to the SDGs



Payments to suppliers for goods and services amounted to US\$ 9.3 billion, compared to the US\$ 8.6 billion in 2018. This increase is mainly explained by the consolidation of Enel Distribución Sao Paulo for the 12 months of 2019, whereas in 2018 consolidation began in June.

Payments to Suppliers in 2019 (thousand US\$)					
Country	Generation	Distribution	Total 2019	Total 2018	Total 2017
Argentina	249,158	691,068	940,226	865,871	1,035,626
Brazil	431,371	5,842,036	6,273,407	5,209,548	3,290,949
Colombia	216,778	832,017	1,048,795	1,390,720	1,093,898
Peru	537,520	497,112	1,034,632	1,117,907	1,020,149

N° of Tier 1 (1) Suppliers, 2019				
Country	Generation	Distribution	Total 2019	2018
Argentina	90	196	286	201
Brazil	586	596	1,182	1,070
Colombia	359	328	687	638
Peru	305	225	530	476

(1) suppliers with transactions amounting to over €25,000.

Contractor Companies' Employees	2019	2018	2017
Argentina	3,776	5,101	4,377
Brazil	49,143	30,848	24,313
Colombia	13,719	13,674	12,561
Peru	5,712	6,895	6,766
Total	72,350	56,518	48,017



Responsible Procurement Management

308-1 412-1 414-1

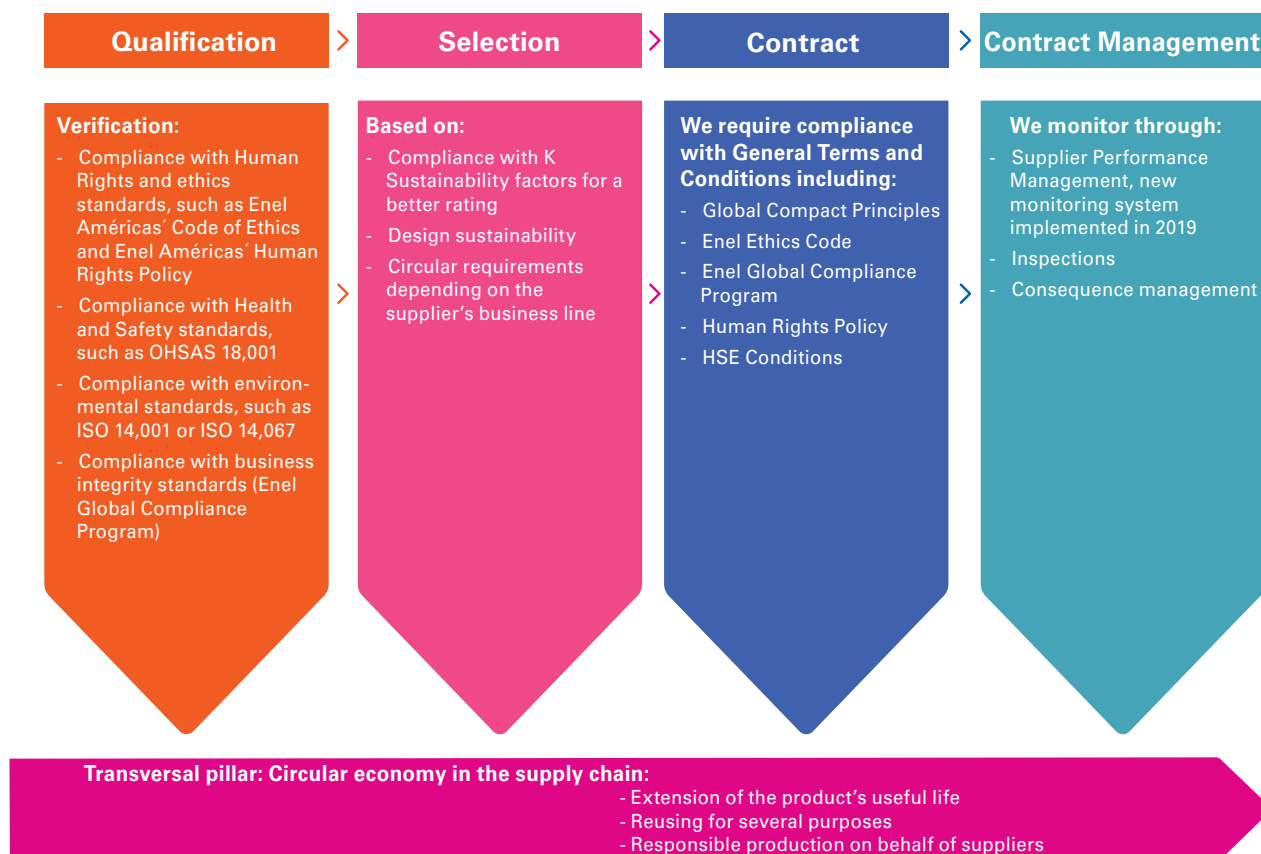
As mentioned earlier, Circular Economy is one of the pillars of the Procurement strategy that guides the different phases of the procurement process. It is an economic model that encourages the extension of an asset's useful life or its reutilization for other ends once the Company no longer makes use of it. The objective is to reduce the amount of waste generated by Enel Américas by encouraging suppliers to include circularity principles in their production processes. To this end, the Company implemented the Procurement Circular Economy Strategy launched by the Enel Group in 2018.

Procurement Circular Economy

The objective is to minimize the negative environmental impacts of goods and/or services purchased and of waste generated. To instill this strategy among suppliers and motivate them to participate, Enel Américas developed the "Enel Supplier Circular Economy Commitment Initiative", which includes three main phases:

- 1) Create incentives for suppliers to commit to a Circular Economy.** In the selection process for suppliers of a specific service, the Company will consider each supplier's commitment to practices such as measuring and communicating environmental impacts of its services, implementing circularity in their production chain, and/or participating in Circular Economy projects as a differentiating factor in the evaluation, thus providing committed companies a competitive advantage in the process.
- 2) Promoting Environmental Product Declaration (EPD) among Enel Américas suppliers:** The Company has promoted the gradual implementation of EPD as a tool to calculate, communicate, and evaluate the environmental performance of their products and/or services, based on environmental Key Performance Indicators (KPI, such as the use of recycled materials, renewable energy, among others) of their production process. This instrument allows suppliers to certify the eco-efficiency of their production process and provides them with an environmental profile created by an independent organization. This initiative was implemented for five product categories: power switches, electrical isolators, power meters, wind turbines, and solar panels. The second phase of this project will include seven new categories.
- 3) Co-Innovation:** Information gathered through EPD allows creating and implementing co-innovation projects with suppliers to reexamine their production processes and/or change their acquisition methods according to Circular Economy models. In 2019, areas of improvement were identified in the production chains of suppliers of the five product categories listed above.

The procurement process involves several phases that are crucial to guarantee the selection of the best suited suppliers, so that the execution of their services complies with the strictest sustainability standards. The relationship between Enel Américas and supplier companies must be transparent and collaborative, which is why the Company has placed ethics as the core, aiming to create long-term bonds of trust with its suppliers and contractors, while also improving market standards.



The Qualification phase includes the initial selection of suppliers that evaluates whether they have complied with Enel Américas standards regarding safety, environment, and the respect for Human Rights and Ethics. More specifically, this phase verifies whether the supplier has a management system that guarantees the adherence to these standards by reviewing supporting documentation. It is worth noting that requisites vary depending on company type and the level of risk that hiring the services places on each business line. These risks may be technical, environmental, social, reputational, or related to safety. For example, environmental services providers are required to have an ISO 14,001 certified management system. The result of this phase is a list of Enel Américas qualified suppliers that are constantly being monitored.

Percentage of new suppliers that were evaluated according to sustainability criteria:

	2017	2018	2019	2021 Goal
Safety	100%	100%	100%	100%
Environment	100%	100%	100%	100%
Human Rights	100%	100%	100%	100%

Next, in the Selection phase, bids presented by qualified suppliers are scored from a technical and economic standpoint according to service requirements. Bids that fulfill these requirements could obtain a higher score in the process if they commit to implement technical sustainability K-factors disclosed in the tender invitation term sheet. This factor identifies the sustainable practices that bidders will have to carry out while providing the service, such as social impact projects that benefit communities and carbon footprint reduction initiatives, among others.

Sustainability K-factors

The Procurement department has defined 5 types of K-factors:

1. Implementation of management systems based on international certifications, such as ISO 14,001.
2. Environmental impact reduction.
3. Social projects.
4. Health and Safety projects.
5. Circular Economy initiatives.

It is worth noting that the outcome of every selection process is revealed to every bidder, providing transparency to tender information disclosure.

Once hired, the selected bidder must declare knowledge of and apply the principals included in the Global Compact, Enel's Ethics Code, Criminal Risk Prevention Model and Environmental, Health, and Safety Conditions, among other Company documents. Throughout the life of the contract, the supplier's performance and compliance with contractual conditions are monitored and evaluated through the Supplier Performance Management (SPM) system.

Supplier Performance Management (SPM)

A new system was implemented in 2019 that allows controlling and monitoring a supplier's performance in real time, according to six measurement and observation criteria: Quality, Punctuality, Safety, Environment, Human Rights, Innovation, and Collaboration. For each criterion, standardized KPIs have been defined to objectively measure a supplier's performance.

A fundamental component of SPM is Track & Rate, a digital application that allows the evaluators of the different business lines and the purchasing department to make real-time observations (positive or negative) on the performance of a supplier regarding any of the six criteria listed above. This application guarantees an easy, quick, objective, and transparent evaluation process, as the evaluators and suppliers can see the results in real time.

Once the performance results of suppliers and contractors are obtained, and as a part of SPM, consequence management is carried out, which involves providing support and motivation to those that obtain unsatisfactory evaluations. To this end, letters are sent that inform about the unconformities and invite them to implement corrective measures. If unsatisfactory performance is recurrent, the supplier will be asked to implement an action plan that will be guided and monitored by the Company. If despite these actions, the contractor's performance does not improve, the qualification committee will have to determine whether such company can continue providing services, as established by contractual conditions regarding this aspect.

Suppliers and contractors as strategic partners

414-1

Enel Américas considers its suppliers and contractors to be business partners, as they supply materials and/or carry out fundamental work in the Company's generation and distribution businesses. Therefore, in 2019 Enel hosted several activities for its suppliers and contractors to develop their skills and competencies and strengthen their relationship with the Company.

In all countries where Enel Américas operates, the Company hosts Vendor Day, an event launched in 2018, creating a meeting spaces with suppliers, where the Company presents its strategy, and participants share experiences and knowledge to create value within various processes, and subjects regarding sustainability, ethics, and transparency are discussed. In 2019, 526 suppliers attended the event.

Number of Suppliers that attended Vendor Day 2019	
Argentina	140
Brazil	207
Colombia	102
Peru	77

Brazil:

Four Vendor Days were held, one for each business line, where the Company's strategy and commitment to ensure safety, quality, efficiency, and the adherence to ethical and socio-environmental requirements was presented to the partners. The participants' evaluated all four events with a score above 8 (on a 0 - 10 scale).

2019 OUTSTANDING EVENTS

Argentina

A lecture titled “Sharing our values” was held for the Company’s main suppliers, which reinforced the commitment to ethical and zero corruption tolerance policies.



Brazil

In Brazil, the “Parceiro Responsável” (Responsible Partner) program was implemented, which encourages suppliers to implement sustainable development practices through several activities. During 2019, 3 workshops were held, which were attended by 229 representatives of 131 different contractor companies that provide critical materials and services. These workshops analyzed case studies related to Human Rights, health and safety, the environment, and ethics. Another relevant occurrence related to this event was the “Parceiro Responsável Award and Seminar”, which recognizes and presents the best sustainability management practices of suppliers and contractors, such as initiatives regarding environmental protection, the promotion of Human Rights, and supply chain management, as well as projects creating Shared Value. This event gathered over 70 representatives of supplier companies that worked with Enel Américas in 2019, and also included discussion panels, a round table with Human Rights experts, and an SDG presentation.



Colombia

Supply chain sustainability

- 2019 beneficiaries: more than 30 suppliers were trained in the reporting methodology, and 29 small and medium companies created their first sustainability report under the Competitive Businesses program.
- Partnership: Global Reporting Initiative (GRI).
- Description: providing support to small and medium companies in the elaboration of sustainability reports and encouraging the use of Sustainability K-factors in the tender processes of several business lines. This program seeks to reinforce the sustainable supply chain process, appealing to supplier commitment and the implementation of an effective system to create shared value. Also, Enel-Emgesa provided coal suppliers training on Enel's sustainability policy applied to the supply chain, which included Human Rights aspects.
- Impact: This process has increased the employment of local labor, the development of social projects in the Company's areas of influence and has strengthened business policies regarding suppliers' sustainability.

Peru

Supply chain sustainability

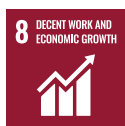
- 2019 beneficiaries: 17 supplier companies received training
- Partnership: Global Reporting Initiative (GRI)
- Description: Since 2018 we have trained our suppliers on how to write their sustainability reports and close their gaps to become sustainable companies recognized by the GRI, which will allow them to be more competitive and at the same time contribute to the fulfillment of our Sustainable Development and Human Rights commitments throughout their value chain.
- Impact: Trained suppliers will have the knowledge to write their sustainability reports, which will allow them to identify, measure, and manage their gaps in order to become more competitive and sustainable companies and also provide better working conditions for their employees.
- Throughout the year, 22 supplier contracts were awarded using the Sustainability K-factors, and suppliers have agreed to implement sustainability projects throughout the life of these contracts.
- In December, suppliers were notified that Circular Economy initiatives will be accepted, and that focus will be placed on their feedback to continue developing skills to generate more resources qualified as useful from the Circular Economy perspective.

412-1

Suppliers and Human Rights

Enel Américas adheres to a Human Rights policy that follows the guidelines of Enel Group's global Human Rights policy. The Company's policy promotes respect for Human Rights, such as collective bargaining among contractors and suppliers. Special attention is placed on areas where potential violations could take place, such as the employment of child labor or forced labor, defined as all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily (Article 2.1 of ILO Convention No. 29), among employees of contractor companies.

Every time a bidder submits a bid to an Enel Américas tender, they are asked to complete a Human Rights questionnaire, written according to international standards, such as the United Nations' "Guiding Principles on Business and Human Rights." If the answers provided by the bidder are unsatisfactory or not aligned with the Company's Human Rights policy, said bidder will be unable to participate in Enel Américas tender process.



Supporting small and medium enterprises (SMEs) and local workers

204-1

Enel Américas and its subsidiaries are committed to hiring workers from areas surrounding the Companies' operations, which contributes to local employment and professional development opportunities. This objective is achieved through the Company's General Contracting Conditions ("CGC", in its Spanish acronym), which establishes the contractual framework of all Company tender/recruitment processes. These documents are publicly available to all suppliers and guarantee fair competition and equal conditions for participants. Hiring local labor is also included in the Sustainability KPIs that are used to evaluate suppliers/contractors. Along this line, a series of practices and strategies have been implemented to encourage the employment of local labor and SMEs as part of the supplier network. The main practices are described below:

Practices to encourage employment of local labor and SMEs.

Brazil

Contractors are obliged to carry out the tendered service with workers registered in the National Employment System (SINE, in its Portuguese acronym) from the region in which the service will be provided. Workers must also receive adequate training.

Colombia

In 2019, the Companies in Colombia carried out tender processes for a total of COP\$ 2,093,616 million. Of the successful bids, 87% were awarded to local suppliers, promoting the development of the country and the local economy. The local suppliers hired were those located in the Companies' area of influence. As of December 31, 2019, 579 suppliers had ongoing contracts with the Companies.

Peru

During 2019, 22 supplier contracts were awarded considering non-economic factor in the selection process, namely that suppliers commit to develop sustainability projects throughout the life of the contract.

In December, suppliers were notified that Circular Economy initiatives will be accepted, and that focus will be placed on their feedback to continue developing skills to generate more resources qualified as useful from the Circular Economy perspective.



Clear and transparent supplier relations

In line with the Open Power vision, Enel Américas fosters agile and close communication with its suppliers to form bonds based on clarity and transparency. To do so, the Company has continuously implemented several initiatives. During 2019, the Company developed a digital tool called Glassdoor to allow the Procurement departments in every country to constantly interact with suppliers, having updated information on such suppliers and their contracts with the Company. This application will be available to all suppliers that have a service contract with Enel Américas during the first semester of 2020. Glassdoor provides access to the following:

- Agile supplier search, similar to Google, utilizing key fields such as company name or fiscal identification code.
- List of suppliers that have been suspended due to safety concerns.
- View of suppliers' general information, including industry in which it operates, certifications, performance regarding safety and other relevant aspects, among others.
- View of suppliers' ratings, either completed or ongoing.
- View of active or expired contracts by country
- View the tenders in which the supplier has participated, quickly showing its successful and unsuccessful bids.

All activities and interactions with suppliers are based on clear and transparent communication aligned with Enel Américas' ethical principles and compliance program.

Progress / 2019 – 2021 Sustainability Plan

Activity/goal	2019 Result
Health and Safety evaluation of suppliers	100% of suppliers were evaluated
Environmental performance evaluation of suppliers	100% of suppliers were evaluated
Human Rights evaluation of suppliers	100% of suppliers were evaluated
Development of a system to monitor and evaluate contractors in real time	Supplier Performance Manager (SPM), in implementation stage
Tender strategies including sustainability aspects	In implementation stage

Economic value creation

102-7 103-2 103-3 201-1

In 2019, Enel Américas generated value equivalent to US\$ 15.04 billion, 9.5% more than the amount generated in 2018. Of this total amount, 86.8% is sales revenue, complemented by financial revenue and other minor sources of revenue.

Economic value was distributed among the Company's different business lines and stakeholders. Contracts and services payments represented 78.2% of operating costs, providers of financial capital (dividends to shareholders and financial expenses) represented 13.3% of costs and 1.7% was income tax.

		2.019		2.018		2.017	
		US\$ Million	%	US\$ Million	%	US\$ Million	%
Direct Economic Value Generated (EVG)	Revenue	15,040	100%	13,732	100%	10,734	100%
	Operating	14,314	95%	12,990	95%	10,438	97%
	Non-operating	726	5%	742	5%	296	3%
	Operating costs	10,917	73%	9,894	72%	7,554	70%
Economic Value Distributed (EVD)	Employee wages and benefits	628	4%	662	5%	665	6%
	Payments to providers of capital						
	Financial expenses	1,812	12%	1,664	12%	1,413	13%
	Dividend payments	1,088	7%	1,072	8%	870	8%
	Payments to government	724	5%	592	4%	544	5%
	EVR = EVG - EVD	236	2%	438	3%	519	5%
	Economic Value Retained (EVR)						
	EVR= EVG-EVD	1,447	10%	1,074	8%	583	5%

Low Carbon EBITDA

The value generated by our sustainable business strategy is shown in the economic indicators we use to measure our performance.

	2019	2018	2017
EBITDA of Low Carbon products and services (M\$)	3,510	2,954	2,490
EBITDA of Low Carbon products and services (% of total)	88%	88%	84%

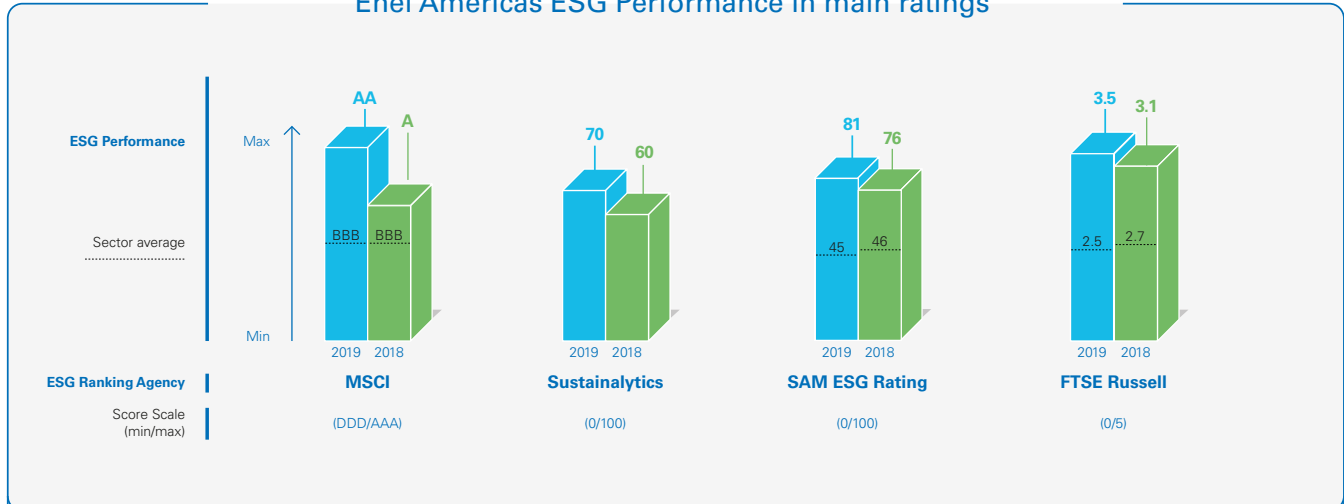
2019 Environmental, Social, and Governance (ESG) indexes and rankings 102-12

The relevance of sustainability in Enel Américas' business and its performance in this area is reflected in its participation in several globally renowned indexes. These indexes provide traceability, opportunities to compare management, and provide credibility and transparency to investors, consumers, and stakeholders. Thus, sustainability indexes and rankings are instruments to measure the responsibility of any given company regarding ESG criteria.

Main Enel Américas ESG indexes and Rankings

Index/Ranking	Description and Criteria
Dow Jones Sustainability Index	Among the top 10% electric utility companies worldwide, according to the Dow Jones Sustainability Index (DJSI), ranking 11th in the DJSI Chile, DJSI MILA Pacific Alliance, and DJSI Emerging Markets indexes. The Company was also included in RobecoSAM's Sustainability Yearbook for the second time, appearing in the Bronze class, and being recognized as the only Chilean company, along with Enel Chile, to hold these distinctions and appearing in three indexes.
FTSE4 GOOD	Sustainability index of the London Stock Exchange that ranks the best companies in aspects such as climate action, governance, safeguarding Human Rights, and anti-corruption measures. Enel Américas has been included in this index in the Emerging Markets and Latin America category for three years in a row.
Vigeo-Eiris	Enel Américas was included in the utilities sector of Vigeo-Eiris' "Best Emerging Market Performers" ranking for the second straight year, which includes the best performing companies in emerging markets using a "best of its class" approach.
MSCI ESG Indexes	AA Distinction. These indexes seek to generate common perspectives concerning ESG investments and serve as benchmarks for investors on companies ESG performance. During 2019, Enel Américas received this distinction and became part of the various stock market sustainability indexes reported by this entity.

Enel Américas ESG Performance in main ratings



ESG indexes and ranking

MSCI: Universal and focus ESG indexes
 Morningstar: Emerging Markets Sustainability Indexes
 DJSI Chile, DJSI Milla Pacific Alliance
 DJSI Emerging Markets
 FTSE Emerging Markets y Latin America Indexes
 Vigeo: ranking Best Emerging Markets Performers.

MSCI

MEMBER OF
 Dow Jones Sustainability Indices
 In Collaboration with RobecoSAM

MORNINGSTAR

FTSE4Good

vigeo eiris

Presence of Enel Américas in the main ESG indexes and ratings



2019 Awards

In 2019, Enel Américas received several acknowledgements that were awarded by various organizations, the following are among the most noteworthy:

Argentina

WEP Award: Win-win program: “Gender equality is good business”, organized by UN Women, the International Labor Organization, and the European Union, acknowledged Enel Argentina. The award seeks to incentivize and acknowledge efforts by companies that have implemented internships, programs, and actions to promote gender equality in their organizations.



Brazil

WHOW Awards 2019: Business innovation festival that brings together executives, startups, new companies, and investors to co-create solutions for market challenges and generate business opportunities for society. Enel Brazil was awarded 2nd place in the energy and public services sectors, and 29th overall.



SDG Global Compact Award: Enel Brasil was acknowledged as the winner in the “Prosperity” category of the 2019 SDG Global Compact Award with its Enel Venture Actions project. This award highlights Brazil’s best practices inspired by the Sustainable Development Goals promoted by the United Nations.



Pro-Ética Award: Enel Brasil received the Award for its commitment to ethics and integrity, given by the Federal General Comptroller (“CGU” in its Portuguese acronym) and the Ethos Institute of Business and Social Responsibility. The 2019 edition was attended by 373 companies from various industries, of which 26 were acknowledged as pro-ethical.



Exame Sustainability Guide: For the fifth consecutive year, Enel Brasil was acknowledged as one of the best energy companies by the Exame Sustainability Guide. In its 2019 edition, Enel Brasil was also acknowledged for its due diligence processes as the most sustainable company in the Human Rights category.



Successful Water and Sanitation Cases Award: Enel Green Power was one of the winners of the Successful Water and Sanitation (SDG 6) category for the projects Enel Partilha Infraestrutura - Cisternas y Bioagua. The ceremony was held during the UN’s annual CEO Water Mandate event. CEO Water Mandate is an organization that tackles water management as a global challenge.



The CEO Water Mandate



2019 WEPs Award: 2019 WEPs Brazil Award – Companies Empowering Women. Its goal is to encourage and acknowledge the efforts made by companies to promote a gender equality culture and women empowerment. Enel received the silver medal award. The initiative is recognized by United Nations through the Global Compact Network and UN Women in Brazil



2019 Abradee Awards: Enel Distribución Goiás, for the second consecutive year, was the winner in the “Evolution and Performance” category, among concessionaires with more than 550,000 consumers. The Award, given by the Brazilian Association of Electricity Distributors (“ABRADEE” in its Portuguese acronym), acknowledges the companies with the highest consumer evaluations on management quality, social and environmental responsibility, as well as operations, economic and financial management.



Brazilian Asset Management Award: Enel Brasil participated with five projects in all four categories of the Brazilian Asset Management Award (“Egaese” in its Portuguese acronym), which acknowledges electricity companies, trends, and future challenges and was acknowledged in two of them. Enel presented 25 of the 100 articles presented by Brazil. The Egaese award added an international category this year, in which Enel Colombia obtained 2nd place.



2019 National Innovation Award: Organized by the Brazilian National Confederation of Industry (“CNI” in its Portuguese acronym) and the Brazilian Micro and Small Company Support Service (“Sebrae” in its Portuguese acronym). Enel Brasil won in the “Innovation in Marketing” category, recognizing that innovation is one of the Company’s strategic pillars.



Innovation Value Award: Valor Econômico, the largest financial newspaper in Brazil, awarded Enel 1st place in the “Electricity” category. The survey selected the 150 most innovative companies in the country in each of the 23 sectors analyzed.



Enel Brasil’s innovations were highlighted in the book “30 Innovation Cases in Micro, Small, and Big Companies”, published by the CNI and Sebrae. This book identified and described the most innovative and successful experiences and included Enel Brasil among the most noteworthy.

Great Place to Work: Enel Distribución Río de Janeiro was ranked 9th in the Great Place to Work Ranking for the second year in a row. This ranking included the 150 companies that are considered the best places to work in the state of Río de Janeiro. It is based on qualitative and quantitative research carried out with managers and employees from the most important companies in Brazil.



National Quality of Life Award: The Brazilian Association of Quality of Life acknowledged Enel Brasil as one of the winners of the National Quality of Life Award for promoting best practices and successfully improving the wellness and quality of life of Enel Brasil employees.



Top Employer Awards: This is an independent survey that seeks to encourage companies improve their work environment. Enel Brasil’s was awarded for its excellent working conditions and for promoting and developing talent throughout its hierarchy, continuously improving its Human Resource practices.





Eloy Chaves Medal – Gold: Enel received the Gold Eloy Chaves Medal, which highlights performance in occupational safety, for not having any accident in over 5 years and eight months. Eloy Chaves Award was created in 1980 and is the most important safety award in the electricity industry. The Company had already received the Bronze medal in 2014, and the Gold medal in 2015 and 2016.

Colombia

2019 Andesco Sustainability Award: Enel Codensa received this award for integrating sustainability and transparency into the Company's business strategy and operational decisions, and for being the first company in Colombia, along with Enel Emgesa, to obtain the ISO 37,001 Antibribery Management System certification. The Companies received the Investor Relations (IR) award for the seventh time, for their commitment, transparency, and high standards regarding information disclosure and relationship with investors, establishing more effective relationships through responsible, ethical, and transparent information management.



ANDI Foundation, USAID, Acdi/Boca, Portafolio and FSG consultants: For the third consecutive year, the Companies were recognized for generating major transformations in society on behalf of the private sector with the "Plan Semilla" initiative. "Plan Semilla" or Seed Plan, offers development opportunities for vulnerable youth providing technical training in electrical network installation and maintenance through a partnership with the National Training Service ("SENA" in its Spanish acronym).

ANDESCO Award for Electric Efficiency: Enel-Emgesa received the award in the Public Utilities Category for the "improvements in specific consumption reduction in Termozipa and Cartagena power plants," awarded by the Ministry of Mines and Energy, the National Association of Public Utilities and Communication Companies ("ANDESCO" in its Spanish acronym), the Mining-Energy Planning Unit ("UPME" in its Spanish acronym), and the Financial Institution for Development, known as Findeter.



"Business Innovation" award: The National Business Association of Colombia ("ANDI" in its Spanish acronym) awarded the Bogotá, Cundinamarca & Boyacá Region 2nd place in the Business Innovation Award.



AMBAR Award: The Company was awarded 2nd place in the electricity sector Innovation & Development category of the AMBAR Awards for the "Subpower Training Game: virtual training system to manage and operate electricity substation equipment using immersive technology".



PAR Gender Equality Ranking: the Companies were acknowledged for their inclusion and gender equality strategy as the most gender-equitable companies in the public utilities sector in the 2019 PAR Gender Equality in Organizations Ranking, organized by Aequales, District Women's Secretariat of Bogotá, and CESA (College of Higher Education in Business Administration in its Spanish acronym).



Peru

Enel Perú and 14 of our suppliers were acknowledged by the Global Reporting Initiative (GRI) for promoting sustainability in their value chain in the “Route towards a more competitive Peru” event, held at the prestigious CENTRUM Business School of the Pontifical Catholic University of Peru (“PUCP” in its Spanish acronym). The GRI is an organization that promotes the elaboration of company sustainability reports for them to be used and replicated by others. Enel was acknowledged for the second year in a row for including 17 of its suppliers, of which 14 were acknowledged in this ceremony.

ALAS 20: Enel Distribución Perú and Enel Generación Perú received 3rd and 2nd place, respectively, in the Sustainability Leaders category, placing them among the TOP3 participants in 2019. These acknowledgements are given to companies that truly stand out for their leadership in the public disclosure of information on sustainability.



Enel Américas

ALAS 20: Enel Américas was acknowledged as a leader in the Best Company category of the 2020 Agenda of Sustainable Leaders. This initiative seeks to recognize companies and institutions that have displayed leadership in Sustainability and Responsible Investments in countries such as Brazil, Chile, Colombia, Mexico, and Peru.



Generación Empresarial – Diario Financiero Award for Commitment to Integrity: In 2019, Enel Group companies in Chile, which includes Enel Américas, were awarded for systematically promoting ethics and corporate compliance best practices internally and externally, obtaining one of the three highest scores from among 49 participants in Chile. The evaluation consisted of reviewing the tools and formal documents the Company uses to promote ethics and transparency, in addition to considering the ethical and transparency culture of employees and top management.



2019 Reporta Chile Report: Conducted by the Spanish consulting firm Deva, an international agency specialized in corporate reputation that evaluates publicly traded companies in the IPSA index, acknowledged Enel Américas as the most improved company when compared to the previous year.



Industry Mover Awards: Enel Américas was awarded by RobecoSAM, an organization specialized on sustainable investments, in the electric utilities category for the increase in its sustainability scores. The Company ranked within the top 15% in its industry, allowing it to be included in the 2019 Sustainability Yearbook, which acknowledges companies that create long-term value for its shareholders.







4. APPENDIX

Methodology Note

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Scope of the Report

This document is the Fourth Edition of Enel Américas' Annual Sustainability Report. The Company operates in electricity generation, transmission and distribution business segments through its subsidiaries and related companies in Argentina, Brazil, Colombia and Peru. This report has been prepared in accordance with the GRI Standards: Core option.

The information contained in this report refers to the economic, social, and environmental performance of all Enel Américas and its subsidiaries and related companies' operations in the above mentioned four countries from January 1st through December 31st, 2019. This Sustainability Report satisfies the Communication on Progress (CoP) of the United Nations Global Compact, the IIRC model (International Integrated Reporting Council) and the SDG Compass, which is a guide that facilitates adapting sustainability strategies to the United Nations' Sustainable Development Goals. This report is structured according to the strategic priorities established in Enel's Sustainability Plan.



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Limited Assurance Statement of Enel America's Sustainability Report 2019

(free translation from the original in Independent Spanish)

To the President and Directors of
Enel Americas

Scope

We have performed an independent limited assurance engagement on the information and data presented in Enel Americas 2019 Sustainability Report.

The Management of Enel Americas is responsible for the preparation of the Sustainability Report. The Management of Enel Americas is also responsible for the data and affirmations included in Sustainability Report, definition of the scope and management and control of the information systems that have provided the information reported.

Standards and Assurance Procedures

Our review has been performed in accordance with the International Standard on Assurance Engagements ISAE 3000, established by the International Auditing and Assurance Board of the International Federation of Accountants and the version GRI Standards of the guidelines for the preparation of sustainability reports under the Global Reporting Initiative (GRI).

The GRI indicators verified as part of this engagement have been identified in the 2019 Sustainability Report.

Our procedures have been designed to:

- ▶ Determine whether the information and data presented in the 2019 Sustainability Report are duly supported by evidence.
- ▶ Verify the traceability of the information disclosed by Enel Americas in its Sustainability Report 2019.
- ▶ Determine whether Enel Americas has prepared its 2019 Sustainability Report in accordance with the Content and Quality Principles of the GRI Standards.
- ▶ Confirm Enel Americas self-declared "Core" option of the GRI Standards to its report.

Work Performed

Our limited assurance procedures included enquiries to the Management of Enel Americas involved in the development of the Sustainability Report process, in addition to other analytical procedures and sampling methods as described below:

- ▶ Interviews with key Enel Americas personnel, in order to assess the 2019 Sustainability Report preparation process, the definition of its content and its underlying information systems.
- ▶ Review of supporting documents provided by Enel Americas.
- ▶ Review of formulas and calculations by way of recalculation.
- ▶ Review of the 2019 Sustainability Report in order to ensure its phrasing and format does not mislead the reader regarding the information presented.

Independence

EY Consulting SpA is an independent firm, unrelated to the calculation, preparation or provision of economic, environmental or social data presented in the Enel Americas Sustainability Report.

Our Responsibility

Our responsibility is limited to the scope and procedures previously mentioned, corresponding to a limited assurance verification which is the basis for our conclusions.

Conclusions

Subject to our limitations of scope noted above and on the basis of our procedures for this limited assurance of the Enel Americas 2019 Sustainability Report, we conclude that nothing has come to our attention that would cause us to believe that:

- ▶ The information and data disclosed in Enel Americas 2019 Sustainability Report are not presented fairly.
- ▶ Enel Americas 2019 Sustainability Report has not been prepared in accordance with the GRI Standards for the preparation of sustainability reports under the Global Reporting Initiative.
- ▶ Enel Americas self-declared "Core" option does not meet the GRI Standards requirements for this option.

Improvement Recommendations

Without affecting our conclusions as set out above, we have detected some improvement opportunities for Enel Americas Sustainability Report 2019, which are detailed in a separate report of recommendations, presented to the Administration of Enel Americas.

Truly yours,

EY Consulting SpA

Elanne Almeida

April 27, 2020

Appendix

Environmental indicators

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Environmental indicators details	Unit	2017	2018	2019
Total direct GHG emissions (Scope 1)	tCO₂e	7,928,028	6,816,597	6,963,813
Thermoelectric generation emissions	tCO ₂ e	7,897,000	6,771,008	6,929,755
Other direct emissions due to electricity generation and other activities (1)	tCO ₂ e	31,028	45,589	34,058
Total indirect GHG emissions (Scope 2, market)	tCO₂e	505,268	765,570	770,163
from energy purchases	tCO ₂ e	58,000	115,000	40,541
From distribution network losses (2)	tCO ₂ e	447,268	650,570	729,622
Other direct GHG emissions (Scope 3)	tCO₂e	3,133,317	5,261,003	5,819,007
Emissions from extraction and transportation of fossil fuels, raw materials and waste (upstream) (3)	tCO ₂ e	14,174	19,000	65,490
From use of energy sold (4)	tCO ₂ e	3,119,143	5,242,003	5,753,517
Total avoided CO₂ emissions (5)	Ton	13,153,755	13,549,489	14,414,454
Other Emissions				
Direct NO _x emissions	Ton	10,981	10,043	9,576
Direct SO ₂ emissions	Ton	3,211	3,240	5,901
Direct dust emissions	Ton	444	329	331
SF6 emissions	Ton	0.80	0.66	0.51
Emission intensity		2017	2018	2019
CO ₂ (scope1)	g/KWh eq	192	170	166
Nox	g/KWh eq	0.88	0.08	0.14
SO ₂	g/KWh eq	0.27	0.25	0.23
Dust	g/KWh eq	0.01	0.01	0.01
Energy consumption				
Fossil fuels (coal, fuel oil, natural gas, etc.) purchased and consumed (to generate electricity)	MWh	41,443,105	36,526,465	34,401,645
Electricity purchased	MWh	182,736	190,894	184,555
Non-renewable energy (electricity, heating, refrigeration) generated	MWh	18,436,000	16,173,000	16,155,238
Renewable energy produced	MWh	25,809,000	23,691,000	26,567,301
Total non-renewable energy consumed	MWh	23,189,840	20,544,359	18,430,962
Total energy consumption cost	US\$ miles	229,308	226,843	277,118

Environmental indicators details	Unit	2017	2018	2019
Energy intensity	g/kWh	3.67	3.30	2.97
Average distribution network losses (6)	%	12.3%	11.0%	11.5%
Water consumption (7)				
Total water supplied to municipalities (or other water related services)	MMm3	3.172	2.964	1.740
Surface fresh water (lakes, rivers, etc.)	MMm3	2.344	0.709	1.850
Underground fresh water	MMm3	2.240	3.214	3.140
Total net freshwater withdrawal	MMm3	7.756	6.887	6.730
Residual water (used at plants)	MMm3	0.340	0.000	0.150
Total water withdrawal	MMm3	8.096	6.887	6.880
Water used in cooling process	MMm3	1,179.020	1,209.900	956.900
Discharges	MMm3	1,181.571	1,212.762	959.010
Net water consumption	MMm3	5.545	4.025	4.770
Percentage of recycled water	%	4%	0%	2%
Water consumption in areas of water stress				
Total water supplied to municipalities (or other water related services)	MMm3	3.12	2.91	1.69
Surface fresh water (lakes, rivers, etc.)	MMm3	0.00	0.00	0.37
Underground fresh water	MMm3	2.24	3.21	3.14
Total net freshwater withdrawal	MMm3	5.36	6.12	5.20

* Certain figures differ from those previously reported due to criteria changes, adherence to protocols such as GHG, related to setting goals in line with SBTi or due to involuntary omissions.

**The environmental data presented includes 100% of consolidated operations for the 12-month period.

The figure for 2018 excludes Enel Distribución Sao Paulo that was acquired in June and was included in consolidated figures in 2019, once the systems and procedures were aligned. The figure for 2018 includes Enel Distribución Goiás and Volta Grande that were purchased in 2017, but not included in the 2017 figure because comparable data was not available that period.

1. The production of N20 (GWP=265) and CH4 (GWP=28) expressed in equivalent CO2 was included in all fossil fuel combustion processes. These figures had not been included in 2017 and 2018 reports but have been included now for those years. The calculations for other activities also include CO2eq emissions generated by diesel combustion of diesel generator sets and Company vehicles. SF6 emissions are also included in this figure.
2. From this year on, as dictated by GHG protocol, in line with SBTi goal setting, this category includes indirect emissions related to technical electricity distribution losses for all countries in which we operate for the 2017-2019 period. Emissions calculations assume that the vertical chain of activities is carried out within the country. Emissions from losses were calculated based on the energy that exceeds the energy generated in the specific country, to avoid duplicating emissions that were already included in Scope 1.
3. This increase in 2019 is due to the greater generation of coal power plant Termozipa that generated 590 MWh in 2019 and 173 MWh in 2018, which involves greater coal transportation.
4. Emissions from energy sold but not generated by Enel. It is calculated by multiplying the amount of energy by the amount of each specific country's emissions (source: Enerdata). Emissions from network losses have not been included in this calculation because they were included in Scope 2.
5. The amount of avoided emissions is obtained by multiplying renewable electricity generation by the specific CO2 emissions of thermoelectric generation.
6. Total losses refer to low, medium and high voltage losses and include commercial losses and theft.
7. The difference between 2019 figures and the figures for previous years is due to the new environmental data collection method. The figures used for water withdrawal and discharge were obtained according to the new GRI 303.

Generation	(GWh)		
	2017	2018	2019
Total	41,053	39,863	41,760
Renewable	22,618	23,690	25,604
Hydro	22,618	23,690	25,604
Combined Cycle	15,590	13,436	14,215
Fuel-gas	2,726	2,563	1,351
Coal	119	173	590

Environmental or ecological penalties above US\$10,000

	2016	2017	2018	2019
Number	12	5	4	10
Fines (US\$)	1,445,722	2,472,836	12,847,668	729,804
Provision	0	0	0	0

Penalties increase in 2018 due to the US\$ 12,215,833 fine imposed on Enel Distribución Río de Janeiro. The company is currently appealing to the respective environmental authority due to the lack of evidence to prove that the company was responsible for the events. The Company has also told the authority that it intends to pay the penalty by remediating the affected area

Electricity supply quality and safety

Country	Year	2016	2017	2018	2019
Argentina – Edesur	SAIDI	1.950	1.782	1.511	1.214
	SAIFI	7	7	7	6
Brazil – Enel Distribución Ceará	SAIDI	500	515	522	832
	SAIFI	5	5	4	5
Brazil – Enel Distribución Goiás	SAIDI	-	1.861	1.538	1.348
	SAIFI	-	16	12	10
Brazil – Enel Distribución Sao Paulo	SAIDI	-	-	429	375
	SAIFI	-	-	4	3
Brazil – Enel Distribución Río	SAIDI	1.321	1.085	833	793
	SAIFI	12	10	8	8
Colombia – Enel Codensa	SAIDI	688	820	710	667
	SAIFI	9	10	9	7
Peru- Enel Distribución Peru	SAIDI	485	469	436	436
	SAIFI	3	2	3	3
Enel Américas Consolidado ¹	SAIDI	978	1.085	787	747
	SAIFI	7	9	7	6

1: The calculation method changed in 2018 to use the weighted average times the number of customers.

People indicators

Internal mobility

	2016	2017	2018	2019
Argentina	16%	16%	31%	2%
Brazil	1%	2%	1%	96%
Chile	2%	133%	3%	12%
Colombia	10%	10%	14%	15%
Peru	10%	13%	6%	13%
Enel Américas	10%	10%	10%	62%

401-1

Rotation

	2016	2017	2018	2019
Argentina	4%	5%	9%	5%
Brazil	12%	19%	6%	9%
Chile	22%	9%	9%	9%
Colombia	9%	8%	10%	6%
Peru	5%	9%	5%	6%
Enel Américas	7%	10%	7%	7%

	2018	2019
N° of new hires	1,022	752
% of new hires	6%	4%
N° of terminations	1,613	515

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Unionization

	% unionized employees				% employees covered by collective agreements			
	2016	2017	2018	2019	2016	2017	2018	2019
Argentina	85%	87%	87%	86%	85%	87%	87%	86%
Brazil	34%	45%	46%	48%	98%	98%	100%	99%
Chile	66%	56%	57%	64%	66%	56%	57%	64%
Colombia	25%	38%	36%	37%	63%	65%	68%	68%
Peru	33%	30%	30%	29%	95%	95%	96%	96%
Enel Américas	57%	60%	54%	55%	85%	87%	93%	92%

Performance Appraisal

	2017			2018			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Total number of employees	80%	20%	11,393	82%	18%	18,364	82%	18%	17,279
% of top managers evaluated	1%	1%	1%	1%	1%	1%	1%	1%	1%
% of middle management evaluated	7%	8%	8%	5%	7%	5%	6%	8%	6%
% of white collar evaluated	86%	89%	87%	93%	91%	93%	91%	88%	90%
% of total employees evaluated	95%	98%	96%	99%	99%	99%	98%	97%	97%

% of collaborators evaluated by category with respect to the total of Enel Americas Collaborators

Accident rate

403-2

Type	Own employees			Contractor employees			Own + Contractors		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Fatal accidents	1	1	0	3	5	2	4	6	2
Serious accidents	1	1	0	1	3	5	2	4	5
Minor accidents	55	38	45	60	74	63	115	112	108
Accident frequency	2.26	1.84	1.19	0.67	0.80	0.55	1.00	0.99	0.69
Injury rate	0.45	0.37	0.24	0.13	0.16	0.11	0.20	0.20	0.14
Rate of Days lost due to accidents	18.72	26.48	3.48	3.04	4.74	2.76	21.76	8.56	2.92
Hours worked	25,219,988	21,716,579	37,808,827	96,150,511	102,092,948	127,739,885	121,370,509	123,809,527	165,548,712
Workdays lost	2,361	2,875	657	1,461	2,422	1,761	3,822	5,297	2,418

Note: Consolidated information

Absenteeism rate

Country	Year	Absenteeism rate (days)	Absenteeism rate (%)	Occupational illness rate
Argentina	2017	6,845	14%	0%
	2018	5,629	12%	0%
	2019	3,644	11%	0%
Brazil	2017	20,052	8%	0%
	2018	20,565	3%	2%
	2019	43,323	4%	0%
Chile	2017	260	1%	0%
	2018	955	5%	0%
	2019	944	7%	0%
Colombia	2017	6,108	27%	0%
	2018	6,228	27%	0%
	2019	7,030	1%	0%
Peru	2017	4,907	2%	0%
	2018	5,050	2%	0%
	2019	3,678	2%	0%
Américas	2017	31,623	13%	0%
	2018	38,427	5%	0%
	2019	58,619	5%	0%

Contributions over the last four years (US\$)				
2015	2016	2017	2018	2019
773,839	968,656	1,144,895	1,172,089	949,581

Enel Américas or any of its subsidiaries have not made any contribution to Lobbying, interest representation or similar, local, regional or national political campaigns / organizations / candidates or Other (e.g. spending related to ballot measures or referendums)

Board Independence

Chilean legislation:

Article 50 bis Law 18.046: Those who have been found at any time within the last 18 months, in any of the following circumstances, will not be considered independent:

- 1) Maintain any link, interest or economic, professional, credit or commercial dependency, of a relevant nature and volume, with the company, the other companies of the group of which it is a part, its controller, or with the main executives of any of them, or have been directors, managers, administrators, chief executives or advisers of these.
- 2) Maintain a relationship of kinship up to the second degree of consanguinity or affinity, with the persons indicated in the previous number.
- 3) They would have been directors, managers, administrators or main executives of non-profit organizations that have received relevant contributions or donations from the people indicated in number 1).
- 4) They would have been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or main executives of entities that have provided legal or consulting services, for significant amounts, or external auditing, to the persons indicated in number 1).
- 5) They would have been partners or shareholders who have owned or controlled, directly or indirectly, 10% or more of the capital; directors; managers; administrators or main executives of the main competitors, suppliers or clients of the company.

Under this criterion, Independent Directors at Enel Américas are Hernán Somerville Senn, Patricio Gómez Sabaini and Domingo Cruzat.

International Criteria:

The members of the Enel Américas Directors Committee are considered independent directors according to the requirements of the Sarbanes-Oxley Act and NYSE standards.

NYSE registration standards state that a member of the board of directors is not independent if any of the following apply:

1. You are an employee or a direct family member or were an executive director of the company for the past three years.
2. He or she or an immediate family member received more than \$ 120,000 in direct company compensation in any 12-month period during the previous three years, except for director fees and other allowable payments.
3. He or she or a direct family member is a current partner of the company's internal auditor or independent auditor; he or she is a current employee of such firm; he or she has a direct family member who is currently an employee of such firm and personally works in the company's audit; he or she or a direct member was, but is no longer, a partner or employee of such firm and personally worked in the audit of the company for the past three years.

4. He or she is a current employee, or an immediate family member is a current CEO of another company that makes payments to, or received payments from, the registered company for property or services in an amount that, in any of the three previous fiscal years, was in excess of the greater of \$ 1 million or 2 percent of the other company's consolidated gross revenue

Under this criterion, Hernán Somerville Senn, Patricio Gómez Sabaini and Domingo Cruzat are Independent Directors.

In accordance with the criteria established by the Dow Jones Sustainability Index, an independent director is considered to be one who meets the following conditions:

- The director must not have been employed by the company as an executive for the last five years.
- The director must not be a "family member of a natural person who has worked, or during the last three years was employed by the company or by a company parent or subsidiary as an executive officer"
- The director must not be (and must not be affiliated with a company that is) an advisor or consultant to the company or a member of the company's senior management.
- The director must not be affiliated with a significant client or supplier of the company.
- The director must not be affiliated with a non-profit entity that receives significant contributions from the company.
- The director must not have been a partner or employee of the company's external auditor during the last three years.
- The director must not have any other conflict of interest that the board of directors itself determines cannot be considered independent.

Under these criteria, Hernán Somerville Senn, Livio Gallo, Enrico Viale, Patricio Gómez Sabaini and Domingo Cruzat are independent directors.

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Curiosity has opened new horizons for us. Courage has enabled us to reach those horizons and create new business models for ourselves, our customers, our shareholders and the community we operate in. Because yesterday's ideas are today's realities.

