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WE EMPOWER SUSTAINABLE PROGRESS.

SUSTAINABILITY REPORT 2020



**OPEN POWER
FOR A BRIGHTER
FUTURE.**

SUSTAINABILITY REPORT 2020



AT A GLANCE

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AT A GLANCE

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Lucio Rubio Díaz

General Director Enel Colombia

LETTER FROM THE GENERAL DIRECTOR

Letter from the General Director

For our Companies, 2020 was a year of great challenges. With the arrival of COVID-19 and its rapid spread, we faced new challenges and different ways of doing things. In this scenario, electric power was consolidated into a fundamental service for the country and in that sense, from Enel Colombia we focused our efforts to strengthen the reliability of the electric system, provide a quality service and evolve the care of our more than 3,600,000 customers to respond efficiently to their needs and be key players both in the country's energy transition process and in the creation of value for the communities.

We also made progress in the implementation of equity and quality of life policies for our workers and we put in place new protocols to carry out our work safely.

Sustainability is one of our strategic pillars. In 2020 we will celebrate five years of having acquired the public and senior management commitment to contribute strategically to six of the 17 Sustainable Development Goals (SDGs), setting for ourselves ambitious goals to contribute to the fulfillment of the 2030 Agenda: benefit more than 2,500,000 people with the implementation of quality education projects (SDG 4), affordable and clean energy (SDG 7) and decent work and economic growth (SDG 8).

Our Sustainability Plan places SDG 13: Climate Action at the center of the strategy, aiming at the decarbonization of our energy mix by accelerating the growth of renewable capacity (SDG 7) and the electrification of the consumption and considering enabling factors such as infrastructure, networks (SDG 9), ecosystems and platforms (SDG 11).

To achieve this, in Colombia we seek to contribute more than 5,000 MW in renewable capacity by 2030, aligning ourselves with the Enel Group's global goal to reduce greenhouse gas emissions (Scope 1) by 80% by 2030 and thus achieve 100% decarbonization in 2050. Additionally, we plan to install more than 2,000 public charging points in homes and for buses and more than 73,000 smart meters (SDG 9 and 11) in the next nine years.

In addition to aligning our priorities with those of the United Nations and our stakeholders, during 2020 we achieved solid and encouraging results during the COVID-19 situation. Despite the low hydrology and the health emergency, we succeeded as the largest generator in the system, with a 21.4% share. Similarly, EBITDA increased by 5.8% YoY, profits remained stable, and we continued as leaders in generation and in installed capacity. This year we will continue forward and committed to the environment, taking care of our people, and ensuring the operation to deliver reliability to the National Interconnected System.

In 2020 we also worked on the Bogota-Region 2030 expansion plan, focused on strengthening the electrical infrastructure in Bogota and Cundinamarca with the construction of 30 high-voltage substations and their transmission lines. Also, as part of the department's growth plan, we developed three projects of the Regiotram Program, seeking to free up the corridor of the tramway viaduct in the West of the capital, and progressed in the anticipated transfer of energy networks for the construction of the metro in Bogota

This same year, we began the assembly and adaptation of the electrical and charging infrastructure of four electrical terminals that will enable the operation of more than 477 electric buses of the Integrated Public Transportation System of Bogota (SITP). As a result, at the end of 2020 we launched the first 100% electric yard in Bogota and we marked the beginning for the capital to become, together with Santiago de Chile, one of the cities with the largest fleet of electric buses in Latin America.

Furthermore, in search of innovation and diversification of the supply of services associated with electric power, as well as in favor of comprehensive customer satisfaction in 2020, we entered the carbon credit market, achieving the certification of the El Quimbo, Darío Valencia Samper, El Salto II, Tequendama and Guavio Menor generation plants. In turn, we leveraged digitization to strengthen our non-face service channels, going from serving 1 million transactions in 2019 to 2.3 million in 2020.

We also strived to generate shared value for our stakeholders and contribute to an attractive return for shareholders over time, being environmentally responsible and promoting the social and economic development of communities. Thanks to this commitment, we were recognized by the Global Pact for our sustainable practices in projects such as Cundinamarca 100% (SDG 7) and Cacao Effect (SDG 8). With the latter, we also won the recognition of Significant Experiences in Environmental and Social Management from the Ministry of Mines for environmental and social management articulated to the respective SDG.

In 2020, we also aided more than 900 thousand people with our education programs, productive projects, and energization in areas of influence. During the health emergency, we contributed to the Zero Hunger (2) and Health and Well-being (3) SDGs, which, although not within our public commitment, were part of the country's priority needs.

Of course, diversity and inclusion continued to be fundamental pillars in Enel's sustainability strategy in Colombia. We honor our commitment to work with our more than 2,000 employees, suppliers, and contractors, through various initiatives aimed at closing gender gaps and promoting inclusive and diverse workspaces. As a result, in 2020 we were recertified with the Equipares Gold Seal and obtained the Friendly Biz seal, becoming the first companies in the Colombian energy sector to be certified as friendly businesses with the LGBT community.

Our biggest challenge in the years to come will be to promote, develop and implement new strategies for the creation of shared value, innovation, and a circular economy, while providing energy for life in all the communities in which we operate and for all our stakeholders

We invite you to know in detail the results and actions of our management during the year 2020.



SUSTAINABLE BUSINESS MODEL AND VALUE CREATION

Resources

PEOPLE

66,717 people in Enel
22% women
40,9 hours of training per employee
157,940 contractors (FTE)

PLANET

51,5 Mm³ Total water withdrawals
22,9% of extractions in areas with water stress
23,9 Mtep of energy consumption
1.3 mil hectares of protected areas

PROSPERITY

84,0 GW of total installed efficient net power
53,6% of renewable efficient net installed power
2,2 millones km of network
69,5 millones customers
74,3 millones end users
44,3 millones end users with smart meter
105,2 mil charging points ⁽¹⁾
123 MW of storage
 Demand response of **6.0 GW**
10.197 million euros of Capex
94% Low Carbon Capex
80% EU taxonomy eligible for Capex
837 securities presentations for invention patents of which **692** were granted

ESG context -

Macro trends, risks

Open Power - Openness is the key element of our strategy

PUR
PO
POSE

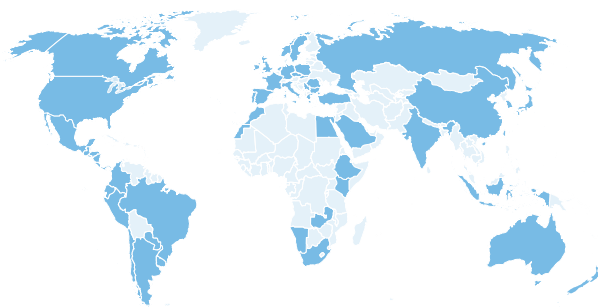
VI
SI
ON

We are world leaders in the energy sector

PRESENCE

47
Countries

Over
1.000
subsidiaries



We create long-term value for all stakeholders

CREATION OF SUSTAINABLE VALUE IN THE LONG TERM



SUSTAINABLE DEVELOPMENT THROUGHOUT THE VALUE CHAIN



GOVERNANCE PRINCIPLE

44% women

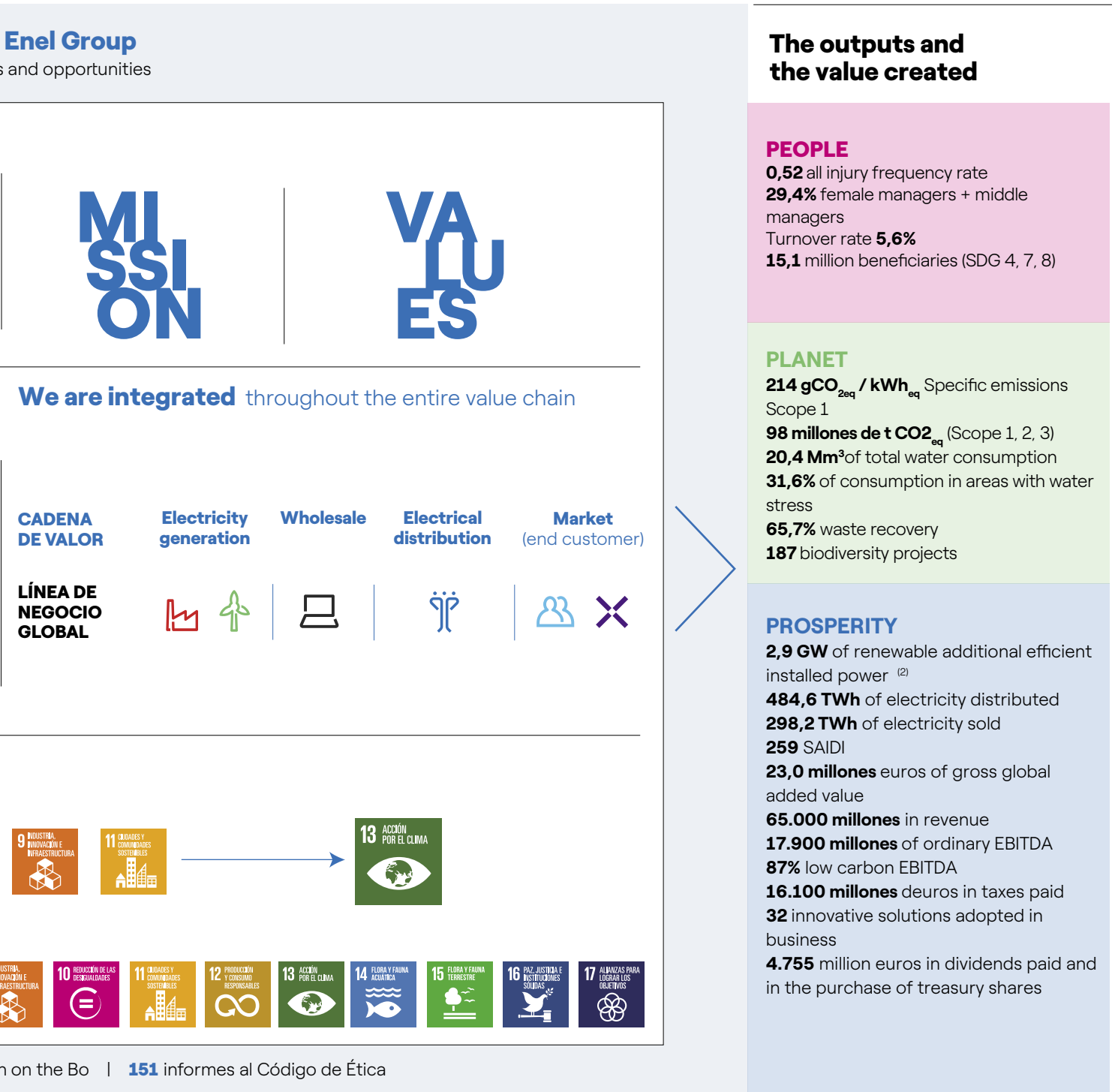
(1) Public and private charging points installed. Including interoperability points, the value is 186 thousand

(2) The figure does not include managed capacity, the value that includes managed capacity is equal to 3.1 GW.

The value chain

The integrated reporting of financial and non-financial information enables the business model and the value creation process to be effectively communicated in terms of results and short- and medium-long-term prospects, constituting an informed economic decision-making process to investors and other stakeholders, especially in consideration of the fact that environmental, social and economic aspects are increasingly important from the perspective of assessing the ability to create financial value for all the stakeholders.

In the graphic representation the Enel Group's value chain is summarized with the main inputs used and their origin, transformed into results and value created by the organization for stakeholders and the Group's business model, which is characterized by a solid, transparent governance and a sustainable strategy that seeks, among other things, to contribute to SDG 7, 9, 11 and 13.





CODENSA AND EMGESA: ENEL GROUP COMPANIES IN COLOMBIA

GRI content [102-1](#), [102-3](#), [102-5](#)

As a result of the capitalization process of Empresa de Energía de Bogotá, in 1997 the companies Codensa and Emgesa were founded in Colombia, with the aim of meeting the energy demand of the different sectors of the country and therefore transform people's lives, supporting growth and sustainable development.

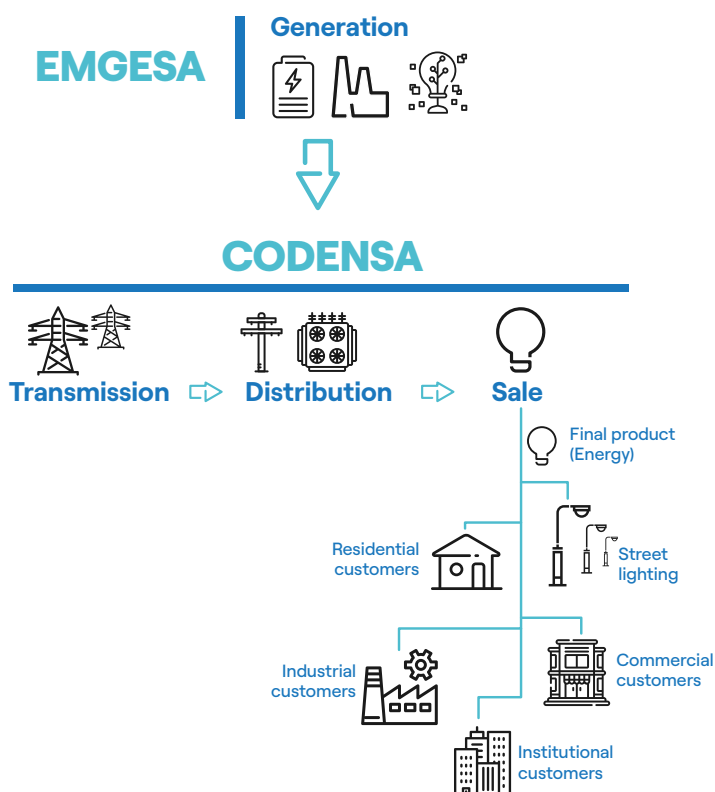
Codensa and Emgesa are part of the Enel Group, an energy multinational positioned among the leading global integrated operators in the electricity and gas sector. The Group operates in 37 countries on five continents, producing energy through a net installed capacity of about **86 GW** and distributing electricity and gas within a network of about **2 million kilometers**. With more than **65 million** users in the world, Enel has the largest customer base compared to its European competitors.

| Shareholders | Codensa S.A. ESP | | Emgesa S.A. ESP | |
|----------------------------------|------------------|---------------|-----------------|---------------|
| | Interest | Voting rights | Interest | Voting rights |
| Enel Americas S.A | 48,30% | 56,72% | 48,48% | 56,42% |
| Grupo Energía de Bogotá S.A. ESP | 51,32% | 42,84% | 51,51% | 43,57% |
| Accionistas minoritarios | 0,38% | 0,44% | 0,01% | 0,01% |

Codensa and Emgesa: New energy culture in Colombia

Contenidos [GRI 102-2](#), [102-4](#), [102-6](#)

Codensa and Emgesa oversee the generation, transmission, distribution and sale of electrical energy in Bogotá, Cundinamarca and some municipalities of Boyacá and Tolima, guaranteeing a reliable and permanent service to its users within the regulated market, residential, commercial and institutional customers, as well as the unregulated market, those that consume more than 55 MW / h per month or that have more than 0.1 MW of installed power.



The energy generation process is in charge of **Emgesa**, with a national presence through **12 hydroelectric and 2 thermal generation plants**, located in the departments of Cundinamarca, Bolívar and Huila; in addition to participating as energy and natural gas trading agent in the negotiation processes with producers, traders and customers of the non-regulated market.

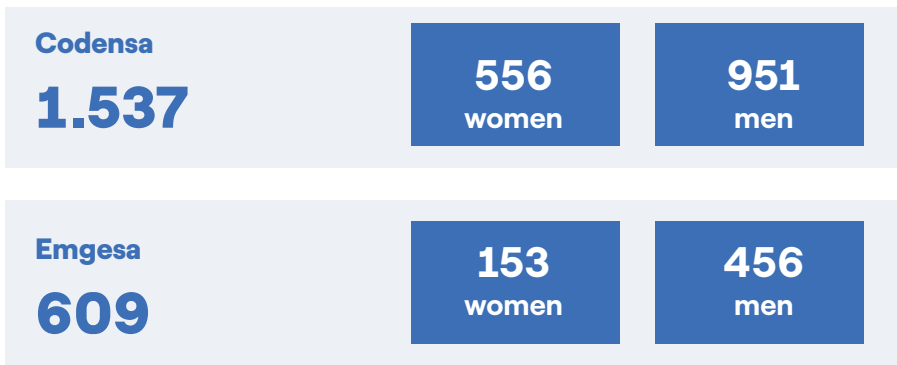
In turn, **Codensa** oversees the distribution and sale of the electric service to more than **3,600,000** connections of residential, commercial, industrial and institutional customers in Bogota, Cundinamarca, eight municipalities in Boyacá, one in Tolima, one in Caldas and one in Meta.



Key dimensions

GRI Content [102-7](#)

Staff distribution



Economic performance:

| | Codensa | Emgesa |
|----------------------------|--------------------------------|--------------------------------|
| Operational Revenue | \$5.713.741 million | \$4.281.284 million |
| EBITDA Margin | 32,93% on operational revenues | 58,14% on operational revenues |
| EBITDA | \$1.881.583 million | \$2.488.958 million |

In line with the needs of their stakeholders, in 2020 the Companies expanded their capacity so that a greater number of Colombians could access energy, improving their quality of life and promoting local economic growth.

Power generation–Emgesa

ENERGY DEMAND

14.009 GWh

NET THERMAL POWER

409 MW

CARTAGENA, BOLÍVAR

184 MW

TERMOZIPIA, CUNDINAMARCA

225 MW

NET HYDRAULIC POWER

3.097,1 MW

GUAVIO

1.250 MW

DARÍO VALENCIA

150 MW

GUAVIO MENOR

9,9 MW

GUACA

324 MW

CHARQUITO

19,4 MW

BETANIA

540 MW

EL QUIMBO

400 MW

LIMONAR

18 MW

PARAÍSO

276 MW

TEQUENDAMA

56,8 MW

SALTO II

35 MW

LAGUNETA

18 MW

ENERGY SALE

(WHOLESALEERS):

8.696 GWh

ENERGY SALE

(NON-REGULATED MARKET):

4.632 GWh

Codensa Distribution

66

POWER
SUBSTATIONS

112

MEDIUM
VOLTAGE
SUBSTATIONS

88.591

DISTRIBUTION
CENTERS

110

MUNICIPALITIES
SERVED

High voltage networks:

1.340km

Medium voltage networks:

4.345 km

Low voltage networks:

3.135 km

3.609.950

Residential, commercial,
industrial, official and public
lighting customer accounts

Communications management

GRI content 102-43

2020 marked a milestone in communications management thanks to the strengthening of digitization, forging relationships with journalists and traditional and alternative media. Through the development and dissemination of content and information, it contributed to the improvement and reputational positioning of Codensa and Emgesa regarding their supply and citizenship.

During the year, 68 Codensa press releases were sent, 14 of them from Enel X and Market. More than 900 publications were generated in the media, which translates to approximately \$ 6.9 billion in free press.

In addition, 40 Emgesa press releases were sent that generated more than 380 publications in the media and an approximate return on investment of \$ 2.3 billion in free press.

Among the topics disclosed, those that were considered of greatest interest due to the COVID-19 situation stand out, including those related to Codensa's operational processes in the face of the improvements of the San José and Kennedy substations, and the inauguration of the Comparitir substation. The certification that Emgesa obtained for having biosafety operations was also highlighted, as well as the contributions and donations made during the situation, through projects to promote economic reactivation in regions such as Huila.

The most relevant communications from Enel X were related to the Davivienda bank partnership for the purchase of electric vehicles and the modernization of the electroline station of the Unicentro shopping center, topics that have made it possible to position Codensa's new business line as a benchmark in matters of electric mobility in the country. In turn, Emgesa highlights the recovery of the Gigante-Garzón road in the Bengala sector in the department of Huila, where emphasis was placed on the development of work amid the health emergency under strict biosafety measures.

Finally, there was dissemination on the progress of the transfer of networks for the construction of the first line of the Bogota Metro and the donations granted by the Enel

Colombia Foundation to various health centers and the regions most affected by the winter wave. These include the Friendly Biz certification for the organizational diversity and inclusion strategy, the Colombian Sustainability Award for Good Labor Practices for initiatives with a gender focus during the pandemic, and the ICONTEC Certification on Biosafety Operations.

Digital communication

The digital media strategy focused on contributing to the positioning of the Companies through the increase of content from its own source according to reputational dimensions, with special emphasis on the dimensions of citizenship and work. More than 660 contents were generated on the projects and initiatives that are developed to contribute to the progress of the communities in the areas of influence, environmental sustainability and the different measures to contribute to the well-being and improvement of the quality of life of the workers.

On social networks, more than 100 contents were published about the situation due to COVID-19, focused on informing, entertaining, and educating. Additionally, messages about the quality of the service were promoted to make visible the investments, improvements in the network and the operational challenges under the hashtag #AquíEstamos.

The Company's website had a total of 43,890,469 visits, 190% more compared to 2019. The positioning of the corporate page in search engines was optimized, with a growth of 45.57% in users compared to 2019. A total of 24 stories were generated with more than 200,000 views. In addition, opportunities were found to improve the user experience, so at the end of the year a work plan was activated to facilitate information searches and navigation.

Brand management

For 2020, the reputation of the Companies remained above 64.4 points in the PULSE study, increasing 1.17 percentage points with respect to the previous year. A positive result despite the expectations that were had for COVID-19. This result is fundamentally due to actions around the relationship with local communities, the demonstration of a clear purpose beyond an economic benefit and the support to society for economic recovery.



Additionally, Codensa and Emgesa remained within the 100 best companies to work for in Colombia in the MERCO ranking, and their General Director climbed 27 positions, showing a clear upturn in his corporate leadership, who received special recognition from the Ministry of Mines and Energy for their commitment during the pandemic.

The Women Economic Forum awarded the global recognition Iconic Companies Creating a Better World for All to the trajectory and effort of Enel for gender equality, equality, and the empowerment of women from good practices and programs that contribute to this goal. In this way, Enel was one of the 20 iconic organizations in Latin America for its work in favor of women and equity.

With the aim of continuing to position Enel as the best benchmark in energy distribution and sale, we sought to participate in the most relevant scenarios of the sector and in those aimed at promoting the discussion and presentation of topics of interest to the Group, such as the innovation, energy transition, electric mobility, gender equality, circular economy, and sustainability. The Companies were present in 74 participation scenarios throughout the year. There were also 12 internal and external events aimed at supporting the dissemination and relationship needs of the different areas with their different stakeholders, and 18 cross-sector events to help position the Group's strategic issues.

Advertising

From Codensa, an advertising campaign was carried out with the aim of humanizing the energy service during the pandemic and demonstrating the Company's commitment to its customers. This campaign had a display on national TV, radio, press and digital media; managing to impact 12,700,000 people. Similarly, in the second semester of the year, an advertising campaign was carried out with the purpose of sensitizing customers regarding the timely payment of the energy bill and inviting those who were in arrears to make a payment agreement, highlighting that in this way, the continuity of the service provision is made possible.

On the other hand, the 23 years of the Company in Colombia were commemorated, for which an advertising campaign was developed that highlighted the commitment to customers, employees and the communities in which Codensa operates. This campaign was transmitted through its own, traditional and digital media, impacting more than 7 million people.

The campaign was developed for the prevention of electrical accidents caused by contact with the electrical grid by constructions that do not respect the distance, additionally the Days of Flight campaign was developed, which focused on providing recommendations not to fly kites from terraces and balconies, and contributed to a 93% decrease in service delivery failures compared to 2019.

From Emgesa, an advertising campaign was developed in digital media in order to position itself as the strategic ally for long-term energy and gas contracting, and generate quality potential customers. At the end of the campaign, 7,549,000 people were impacted and 740 business contacts were generated. Similarly, six webinars were developed that achieved the connection of more than

1,400 people. These virtual conferences were held with the aim of strengthening business relationships with current and future customers. In this way, the construction of a community interested in issues related to energy sale in Colombia was continued. Finally, communication plans were implemented to prevent energy theft with a focus on 14 towns in Bogota and 8 municipalities in Cundinamarca.

Social networks and digital presence

| Website | Codensa | Emgesa | Website | Codensa | Emgesa |
|-----------------|------------|------------|------------------|------------|---------|
| Posts | 24 | 24 | Twitter | | |
| Unique Visitors | 200.000 | 200.000 | Posts | 1.447 | 243 |
| Page views | 43.890.469 | 43.890.469 | Followers | 43.799 | 2.294 |
| LinkedIn | | | Impressions | 3.872.610 | 110.601 |
| Posts | 160 | 188 | Interactions | 172.971 | 2.819 |
| Followers | 91.879 | 63.754 | Youtube | | |
| Impressions | 1.183.373 | 788.146 | Posts | 69 | 34 |
| Interactions | 19.954 | 19.339 | Subscribers | 10.818 | 710 |
| Facebook | | | Video views | 10.325.838 | 23.531 |
| Posts | 1.356 | 231 | Instagram | | |
| Followers | 371.766 | 11.212 | Posts | 192 | 192 |
| Impressions | 47.311.432 | 232.602 | Followers | 6.795 | 6.795 |
| Interactions | 1.827.806 | 8.782 | Interactions | 13.308 | 13.308 |

Participation in sustainability initiatives

GRI content [102-12](#)

| Initiatives | Description |
|--|---|
| United Nations Global Compact | Codensa and Emgesa adhere to the United Nations Global Compact, an initiative that promotes ten principles based on universal declarations and conventions, human rights, labor standards, the environment and anti-corruption. The Companies have maintained a participation in the initiatives led by the Local Network and the Regional Center for Latin America and the Caribbean. |
| Women's Empowerment Principles – (WEPs) | Since 2011, Codensa and Emgesa were the first Colombian companies to join the WEPs initiative, through which they formalized their commitment to guarantee equal treatment and opportunities for women, as well as to improve the participation of women in the electricity sector by increasing the number of women in the total of its employees. |
| Business For Peace (B4P) | In 2013 the Companies joined the B4P platform, which seeks to broaden and deepen the action of the private sector to support peace in the workplace, markets, and local communities. |
| Colombia Network Against Child Labor | The Companies founded the Colombia Network against Child Labor and in 2014 they signed the Agreement for the eradication of child labor. |
| Family Responsible Company (EFR) | Since 2018, the Companies received the certification as a Family Responsible Company, under the external audit of ICONTEC, which evidenced the commitment to continue working on people's quality of life. In 2019, the new recertification granted by the Fundación Más Familia was received, a Spanish entity that seeks to protect and promote the value of the family by promoting changes in the direction of organizations to improve the person-family-company-person balance. |
| Active Anti-Corruption Companies | The Companies are part of the Active Anticorruption Companies initiative, led by the Transparency Secretary of the Presidency of the Republic of Colombia, in the field of prevention of corruption risks in the business sector. |
| Towards Integrity | Codensa and Emgesa are strategic partners of the Towards Integrity initiative, which seeks to strengthen mechanisms for preventing and fighting corruption and improving dialogue between the public and private sectors. Under the leadership of the United Nations Office on Drugs and Crime (UNODC), work has been done to strengthen knowledge of the anti-corruption legal framework and create a culture of integrity in the Colombian private sector. |
| Collective Action of the Electricity Sector for Ethics and Transparency | Codensa and Emgesa are active members of this initiative and, together with the other members, actions have been developed to comply with the commitments and the continuous advance of the strengthening of good anti-corruption, competition and money laundering practices. |
| Transformational Leadership in the Justice Sector: Technology and Values for Change | With the leadership of the Universidad del Rosario, the Companies joined this initiative that develops innovative and efficient proposals to contribute to the strengthening of national institutions. In this way, two solutions have been presented through which it is intended to create a revolution in the justice sector, through transformational leadership based on the use of accelerating or exponential technologies and a deep formation in values. |

Participation in associations

GRI content [102-13](#)

As part of the energy and economic sector, the Companies forge relations with their stakeholders by actively getting involved in the establishment of regulatory and normative proposals for managing the impacts of the sector and its activities. The following are the associations of which Codensa and Emgesa are part.

Codensa

- > AEQUALES
- > Collective Action on Ethics and Transparency of the Electricity Sector
- > Colombian Association of Carbon Market Actors (Asocarbono)
- > Colombian Association of Electric Power Distributors (Asocodis)
- > Bogota and Cundinamarca Human Management Association (ACRIP)
- > Colombian Institute of Tax Law Association
- > National Association of Public Services and Communications Companies (Andesco)
- > National Association of Industrialists (ANDI)
- > Business Leaders Network Association Against Climate Change – Climate Action
- > Colombian Chamber of Construction (Camacol)
- > Colombian-Chilean Chamber of Commerce and Industry
- > Italian Chamber of Commerce for Colombia
- > Transmission Planning Advisory Committee (CAPT)
- > National Operations Center (CNO)
- > Energy Cluster – Bogota Chamber of Commerce
- > Smart Colombia
- > Electricity Sector Sale Advisory Committee (CAC)
- > Colombian Committee of the Cier (Cocier)
- > Colombian Committee of WEC Colombia (Cocme)
- > Connect Bogota Region
- > Corporation Center for Innovation and Technological Development of the Electricity Sector (CIDET)
- > INSPYRA
- > United Nations Global Compact
- > ProBogota Region – Foundation for the Progress of the Capital Region

Emgesa

- > Collective Action on Ethics and Transparency of the Electricity Sector
- > AEQUALES
- > Colombian Association of Carbon Market Actors (Asocarbono)
- > Colombian Institute of Tax Law Association
- > National Association of Public Services and Communications Companies (Andesco)
- > National Association of Industrialists (ANDI)
- > Asomuña
- > Colombian Hispanic Chamber of Commerce
- > Centro Nacional de Operaciones (con)
- > Electricity Sector Sale Advisory Committee (CAC)
- > INSPYRA
- > United Nations Global Compact
- > ProBogota Region – Foundation for the Progress of the Capital Region



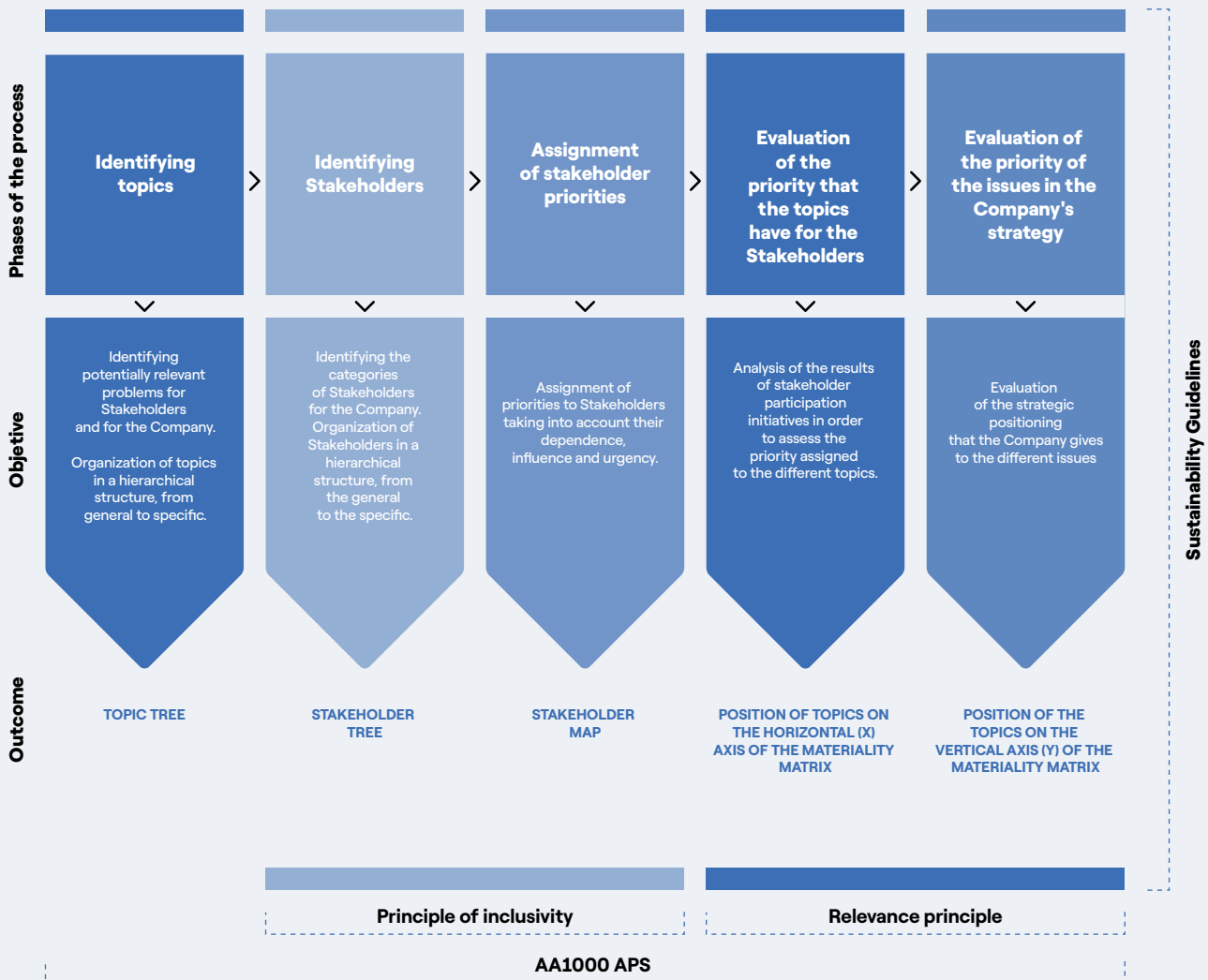
MATERIALITY ANALYSIS

GRI 102-46

The materiality of the Enel Group Companies is reviewed and validated annually, through the execution and analysis of stakeholder participation strategies that allow knowing their expectations and the level of satisfaction regarding identified critical issues, as well as considering them in relation to the Group's strategic priorities. The results are a main input for the continuous improvement of the strategy and the sustainability plan.

At a global level, a proprietary system has been developed that collects data, aggregates and processes the detailed information of each Company, consolidating the results and priorities for the Group with their respective details for each country.

Stages of materiality analysis



Strategic stakeholder engagement

GRI 102-40, 102-42

The stakeholders of Codensa and Emgesa are identified as those persons, groups or organizations that are directly or indirectly related to their activities and operations at the national, regional, and local levels. To manage their interests and relationships, the groups are prioritized considering their level of influence, dependence, and tension, through a tool shared with all Enel Group companies, the results of which make it possible to define strategies and communication channels with each of them, as well as updating the sustainability plan and relevant topics to include in the Sustainability Report.

The Company's stakeholders:



RELEVANCIA

PARAMETERS:

Dependence on the importance of the engagement for the stakeholder.

Influence importance of the engagement for the company.

Urgency temporal dimension of the engagement.

Companies and trade associations

RELEVANCE



Customers

RELEVANCE



Financial community

RELEVANCE



Participation of our stakeholders

GRI 102-43

Based on the results of the participation initiatives compiled during the year, the priorities attributed to the topics analyzed by the different categories of stakeholders were identified, that is, companies and unions, customers, financial community, institutions national and international, civil society and local communities, media, employees, suppliers, and contractors. The tables below show the categories of stakeholders with their respective degree of relevance (see Methodological Note for more details), where the respective communication channels used for stakeholder participation are highlighted, as well as the priority issues for each stakeholder group and the responses provided by the Company in order to meet stakeholder expectations and continually improve their performance.

| Channels and types of communication and participation | Average frequency of participation by channel / type | Key topics with high/very high priority for stakeholders | Our response to stakeholders in the chapters of the Report |
|---|---|--|---|
| Direct contacts Forums Work groups Dedicated meetings | daily monthly monthly weekly | > daily > monthly > monthly > weekly | "Health and Safety at Work" "Environmental sustainability" "Sustainable supply chain" |
| Agents Mobile app Web channel Forum Work groups Official stores and commercial offices Social network Survey | daily ongoing ongoing monthly monthly daily ongoing Twice a year | > Environmental management > Customer centrality > Innovation and digital transformation | "Environmental sustainability" "Electrification, digital and platforms" "Innovation" "Digital media and cybersecurity" |
| Web channel Direct contacts Investor Day Roadshow | ongoing daily Once a year 4 times a year | > Ecosystems and platforms > Strong governance and transparent conduct > Decarbonization of the energy mix | "Electrification, digital and platforms" "Good corporate governance" "Net zero emissions ambition" |

(1) Due to the Covid emergency, the types of communication and participation that are usually carried out in person (such as, for example, "Direct Contacts" or "Dedicated meetings") were carried out through the use of digital programs (meetings via Teams, Skype, etc.).

Institutions

RELEVANCIA



| Channels and types of communication and participation | Average frequency of participation by channel / type | Key topics with high/very high priority for stakeholders | Our response to stakeholders in the chapters of the Report |
|---|--|--|---|
| Signaling channel | ongoing | <ul style="list-style-type: none"> > Decarbonization of the energy mix > Environmental management > Power distribution | "Net zero emissions ambition" "Environmental sustainability" "Electrification, digital and platforms" |
| Web channel | ongoing | | |
| Releases | weekly | | |
| Direct contacts | daily | | |
| Social networks | ongoing | | |

Civil society and local communities

RELEVANCE



| | | | |
|-------------------|---------|--|---|
| Signaling channel | ongoing | <ul style="list-style-type: none"> > Power distribution > Innovation and digital transformation > Sustainable supply chain | "Electrification, digital and platforms" "Innovation" "Digital support and cybersecurity" "Sustainable supply chain" |
| Web channel | ongoing | | |
| Releases | weekly | | |
| Direct contacts | daily | | |
| Social networks | ongoing | | |

Media

RELEVANCE



| | | | |
|--------------------|----------------|--|---|
| Releases | weekly | <ul style="list-style-type: none"> > Decarbonization of the energy mix > Creation of economic and financial value > Sustainable supply chain | "Net zero emissions ambition" "Sustainable supply chain" |
| Direct contacts | daily | | |
| Dedicated meetings | weekly | | |
| Roadshow | 4 times a year | | |
| Social networks | ongoing | | |

Employees

RELEVANCE



| | | | |
|--------------------|------------------|--|--|
| Signaling channel | ongoing | <ul style="list-style-type: none"> > Health and Safety at Work > Customer centrality > Decarbonization of the energy mix | "Health and Safety at Work" "Electrification, digital and platforms" "Net zero emissions ambition" |
| Forum | monthly | | |
| Work groups | monthly | | |
| Event interviews | weekly | | |
| Intranet | ongoing | | |
| Newsletter | every 2 weeks | | |
| Corporate magazine | every 2-3 months | | |
| Survey | Twice a year | | |

Suppliers and contractors

RELEVANCE

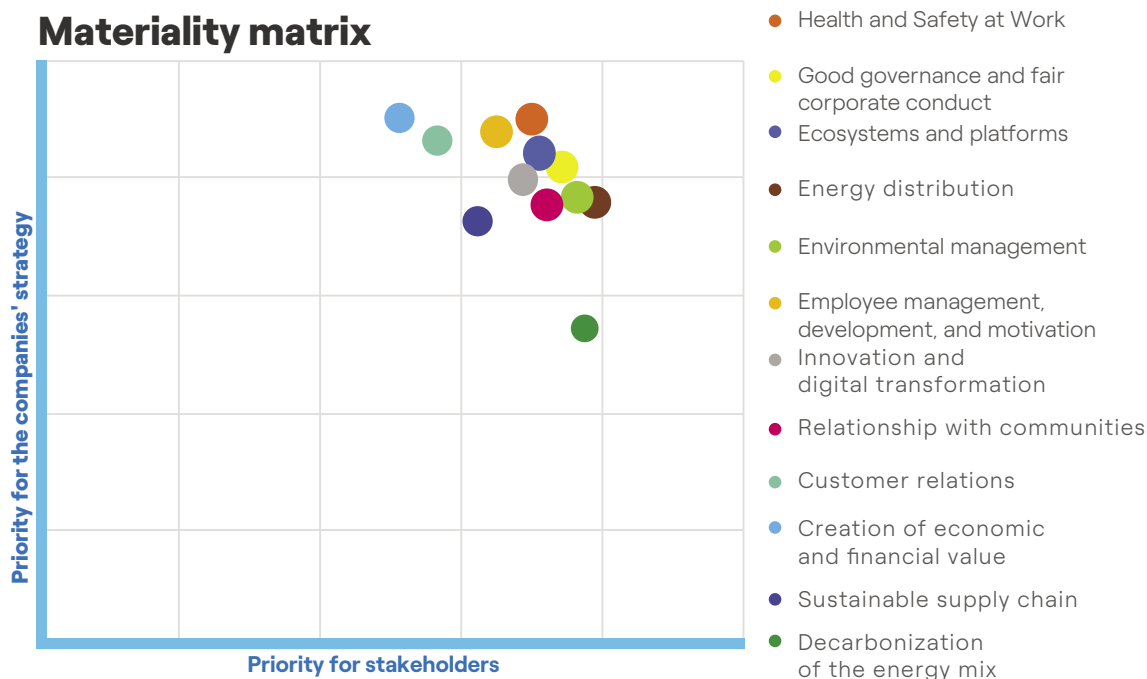


| | | | |
|--------------------|---------|--|--|
| Canal web | ongoing | <ul style="list-style-type: none"> > Health and Safety at Work > Strong and transparent governance > People management, development and motivation | "Health and Safety at Work" "Good corporate governance" "Our people" |
| Direct contact | daily | | |
| Forums | monthly | | |
| Work groups | monthly | | |
| Dedicated meetings | weekly | | |



Materiality analysis 2020

GRI 102-47



For the materiality of 2020, the importance of health and safety at work stands out, as one of the main elements of the strategic management of the Companies in the scenario of the pandemic, added to the expectations of employees and other stakeholders for ensure the continuity of the services provided without affecting the health and safety of workers. In this regard, the management carried out by the Companies to implement strategies to implement safe and healthy workspaces stands out, achieving the certification by ICONTEC of biosecure spaces.

Along with this issue, good governance and fair corporate conduct acquire relevance as the expectations of various groups to ensure the transparency and integrity of operations, as a basis for maintaining the quality and continuity of electricity service during the COVID-19 situation.

In turn, ecosystems and platforms are recognized as priority elements for the management of Companies based on the dynamics of circular economy advanced in the operation and the generation of new businesses that add value. Furthermore, in response to the growing expectations of stakeholders to maintain new forms of interaction, especially by customers.

In addition, innovation and digital transformation are positioned as priority elements in the analysis, considering the effects of the COVID-19 pandemic that have implied the definition of new models of attention and digitization of services and interactions between Companies and your stakeholders.

In operational terms, energy distribution remains one of the priority elements as evidence of the recurring expectations associated with maintaining and improving the factors that affect the quality and reliability of the electricity supply.

The materiality results reflect the challenges of the Group at a global and country level to accelerate its energy transition towards a 100% renewable model, in a context marked by the pandemic in the face of which a positive impact is expected as allies for the economic reactivation and to extend sustainability practices in the supply chain.

In the relationship with the communities, the interest of society in the active role of the Companies in the economic reactivation and in the implementation of strategies that facilitate sustainable development is highlighted, in a scenario in which the creation of shared value and caring for the environment.

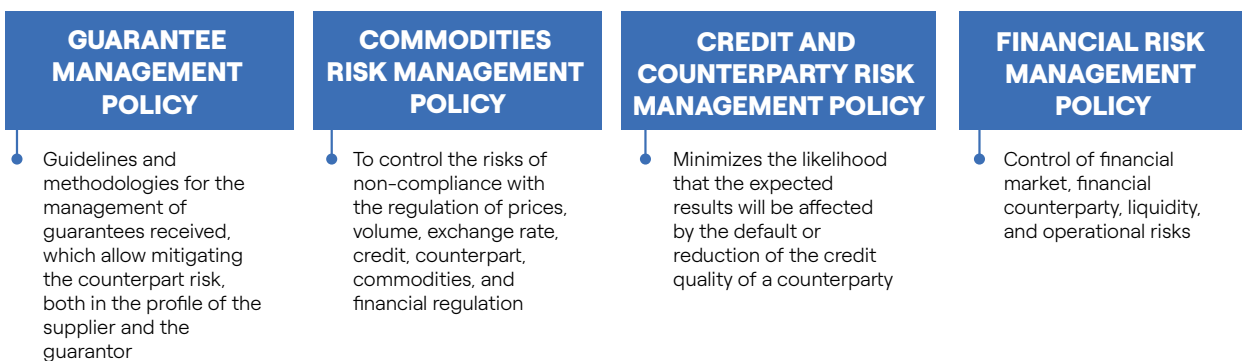
ENVIRONMENTAL, SOCIAL AND GOVERNANCE RISKS AND OPPORTUNITIES

GRI 102-15, 102-29, 102-30

Codensa and Emgesa follow the guidelines of the Risk Management Control System (SCGR) defined by the Enel Group, which establishes the guidelines, standards, procedures, systems and other measures that are applied at different levels of the Company to the identification, analysis, evaluation, treatment and communication of risks that the business continuously faces, including risks associated with environmental, social and governance (ESG) issues.

These are approved by the Board of Directors of Enel SpA, with the support of the Controls and Risks Committee, which also supports the evaluation and decisions of the Board regarding internal controls and the risk management system, as well as those related to approval of periodic financial statements.

To comply with this, there is a Risk Control and Management Policy within each Company, which is reviewed and approved at the beginning of each year by the Board of Directors, observing and applying local requirements in terms of risk culture. In addition, there are specific policies for specific risks such as:



Risk management governance

The Enel Group's organizational risk management structure is made up of a Global Risk Management Committee and a Regional Risk Management Committee for Latin America.

Within each Group company, the risk management process is decentralized. Each manager responsible for the operational process in which the risk originates is also responsible for the treatment and adoption of risk control and mitigation measures.

To monitor compliance with internal policies, including those related to risks, the Companies rely on the Internal Audit

team, responsible for periodically auditing and verifying that the established policies and controls are in operation.

Moreover, the Enel Group's risk management system considers three lines of action (defense) to obtain an effective and efficient management of risks and controls:

- > **First line of defense:** control of the business unit.
- > **Second line of defense:** it is activated by various functions of the internal controls developed to guarantee optimal risk management and the supervision of established compliance.
- > **Third line of defense:** corresponds to independent evaluation mechanisms.



Each of these three lines plays a role within the broader governance structure of the Companies, with the obligation to inform and update senior management and directors on risk management.

The Risk Management area has the International Certification ISO 31000: 2018 (G31000) and acts in accordance with the current guidelines of this international standard to manage the identified risks.

In the risk treatment phase, internal policies and procedures, international standards (ISO and OSHAS) and government regulations are considered in order to guarantee good governance practices and ensure business continuity.

The Risk Management area presents to the Board, on a quarterly basis, the risk map, to give knowledge about the management of the companies' risks, evidencing the identification of new risks and the evolution and monitoring of those previously identified.

The management of Internal Controls has the objective of guaranteeing that the business activities based on this issue allow mitigating the risks related to the observation and strict application of all the procedures and regulations in force, in accordance with the COSO methodology (Committee of Sponsoring Organizations of the Treadway Commission).

The risk management system is subject to periodic tests and audit verifications, taking into account the evolution of corporate operations and the situation in question, as well as the best practices and guidelines of internal and international regulations.

In accordance with global commitments in terms of Sustainability (ESG, Dow Jones Sustainability Index, SDG), the Risk Control area, together with the Sustainability area, developed the methodological bases for the identification of associated risks, involving directly to all the units responsible for defining the sustainability risk matrix.

Additionally, there is a Crisis Committee whose objective is to guarantee the clarity, speed and efficiency of decision-making and internal / external communication for the management of any event that may compromise people's safety, continuity of the public and business service, the environment, the protection of assets, the image and reputation of the Companies, as well as to minimize the impacts on the interested parties to guarantee a rapid restoration of normal operating conditions.

There is also a Critical Events Monitoring Office (OMEC), which monitors and manages crises in real time, 24 hours a day, 365 days a year. During 2020, this office actively participated in the internal management of the COVID-19 crisis, with the daily sending of alert bulletins, informing about the progress of the pandemic and the measures implemented.

Main risks identified

In January 2020, a new risk taxonomy was approved for the entire Enel Group, which considers 6 macro categories and 37 sub-categories. Its management encompasses the complete risk assessment process (identification, analysis and assessment) in accordance with ISO31000: 2018, clearly reflecting the assessed risks, as well as the probabilities and impacts of these, quantified before and after the actions of mitigation.

Each responsible area, together with the risk management area, carry out continuous treatment work in order to reduce exposure levels through preventive management. These actions seek to reduce the probability and impact of each of the risks, and are presented on a monthly basis to the Board of Directors and senior management of each Company for decision-making.

Strategic risks

They are all those risks that may significantly affect the achievement of the strategic objectives of the Companies, both in the short and long term, including risks derived from regulatory changes promoted by the various regulatory bodies. The subcategories are:

- > Legislative and regulatory development
- > Macroeconomic and geopolitical trends
- > Climate change
- > Competitive landscape
- > Strategic planning and capital allocation
- > Innovation

These risks are monitored by the Risk Control area through the Risk Matrix that is presented quarterly to the Board of Directors, which contains strategic, scenario, operational, legal, fiscal, regulatory, cybersecurity, sustainability, and reputation risks.

Financial risks

They refer to the probability of occurrence of an event that has negative financial consequences for the Company, in relation to:

- i) The risks inherent to the financial market, due to the volatility of interest rates and exchange rates.
- ii) The risks derived from the possible restrictions to access the financial market by the Companies or to meet the obligations assumed or the flow needs required in the course of their business, such as liquidity and credit & counterparty risks.

- iii) Commodity risks that consider the uncertainty of future market events, generated by the volatility of prices and production volumes, availability and demand of energy commodities, such as gas, oil, coal, or variability in factors external factors that may affect their prices or volumes, such as hydrology, taking into account local peculiarities and the restrictions of the market in question.

Operational risks

These are the risks of the operation, resulting from inadequate internal processes, systemic failures in the network and other events of external causes that may affect the quality of the energy supply and the performance indicators in the main aspects identified. These include:

- > Health and security
- > Environment
- > Purchasing, logistics and supply chain
- > People and organization
- > Intellectual property
- > Asset protection
- > Service quality management
- > Customer needs and satisfaction
- > Business interruption
- > Process efficiency

operational and execution procedures and standards. In addition, the Companies have operating systems that are also used as tools to prevent these risks, and in the case of Codensa, to guarantee the availability and efficiency of the distribution and transmission networks, passing through the substations to avoid regulatory sanctions regarding the non-observance of the limits imposed in terms of quality and losses.



Compliance risks

They are those that represent the risks of non-compliance with a rule or a norm. Therefore, they require knowledge and a clear definition of the laws and regulations by which the Companies are governed.

- > External disclosure
- > Tax compliance
- > Compliance with financial regulations
- > Corruption
- > Antitrust compliance
- > Data protection and consumer rights
- > Compliance with other laws and regulations

Digital technology risks

They are inherently vulnerable risks to cyber attacks that can take many forms, from data theft and ransomware, to large-scale invasion of systems with potentially damaging consequences, and even service interruptions. The risks identified are:

- > Effectiveness of information technologies
- > Cybersecurity
- > Digitization
- > Service continuity

To face this cross-cutting threat, which has the same forms and impacts all over the world, the Enel Group has a specialized area called the unique, centralized and highly prepared Computer Emergency Response Team (CERT) that monitors and supports all companies in the world. Group.

The CERT is part of the Cybersecurity area, made up of the Technical Office, which continuously monitors and protects (24x7x365) the facilities from the multiple attacks to which the Companies are exposed, as well as an event collection area, SOC (Software Operation Center), which analyzes and studies the different problems faced by systems, in search of continuous improvements for the protection of the entire Organization.

The CERT, which operates from Italy and Spain, also has a local manager, a focal point in each South American country, who is part of the CERT and is responsible for reporting potential local risks and taking the necessary measures to ensure operational continuity.

Governance and culture risks

Risk of incurring judicial or administrative sanctions, economic or financial losses and damage to reputation, as a result of: the inability to meet the expectations of stakeholders; ineffective exercise of supervisory functions; and the absence of integrity and transparency in decision-making processes, as a result of unauthorized attitudes and beha-

viors of employees and senior management, in violation of the ethical values of the Companies. These risks are:

- > Corporate governance
- > Corporate culture and ethics
- > Commitments with stakeholders
- > Reputation

Financial risk management

Interest rate risk

Variations in interest rates modify the fair value of those assets and liabilities that accrue a fixed interest rate, as well as the future flows of assets and liabilities referenced to a variable interest rate.

The objective of interest rate risk management is to achieve a balance in the debt structure, which allows its cost to be minimized with reduced volatility in the income statement.

Depending on the Group's estimates and the objectives of the debt structure, hedging operations are carried out by contracting derivatives that mitigate these risks.

Exchange rate risk

The exchange rate risks correspond, fundamentally, to payments to be made in a currency other than the one in which their flows are indexed, for example, for the acquisition of materials associated with projects and payments of corporate insurance policies, among others.

To mitigate this risk, the Companies seek to maintain a balance between the flows indexed to dollars or local currencies, if any, and the levels of assets and liabilities in said currency. The objective is to minimize the exposure of the flows to the risk of variations in the exchange rate.

Commodity risk

Emgesa is exposed to the risk of variations in the price of some commodities, mainly through:

- > Fuel purchases in the electric power generation process
- > Energy purchase and sale operations carried out in local markets

To reduce the risk in situations of extreme drought, the Group has designed a commercial policy, defining levels of sales commitments commensurate with the capacity of its generating plants in a dry year, and including risk mitigation clauses in some contracts with free customers. In the case of regulated customers subjected to long-term bidding processes, indexing polynomials are determined that allow reducing exposure to commodities.

Considering the operating conditions faced by the electricity generation market in Colombia, drought, and volatility of the price of commodities in international markets, Emgesa is constantly verifying the convenience of taking hedges to lessen the impacts of these price variations on the results.

As of December 31, 2020, there were no operations for the purchase or sale of energy futures for the purpose of hedging the contracting portfolio.

Liquidity risk

The Group maintains liquidity based on the contracting of committed long-term credit facilities, as well as temporary financial investments for amounts sufficient to support the projected needs for a period that is based on the situation and expectations of the debt and capital markets.

Accounts receivables

The credit risk corresponding to accounts receivable from commercial activity has historically been very limited, given that the short term of collection from customers means that they do not accumulate very significant amounts individually.

Codensa

The supply cut-off is a power of the Company in the event of non-compliance by customers, applied in accordance with current regulations, which facilitates the process of evaluation and control of credit risk.

In March 2020 the National Government declared the Economic, Social and Ecological Emergency through decrees 417 and 457, with which national quarantines were established. In this way, the activities to cut the electricity supply to the residential segments were suspended.

In addition, Decree 058 of April 4 established that companies should defer the payment of energy for subsistence consumption as follows:

- > For residential users of strata 1 and 2, a payment period of 36 months.
- > For residential users of strata 3 and 4, a payment period of 24 months.

The suspension of court activities lasted from March to August 2020, making it possible to resume this activity completely in September 2020, but during this period other collection measures continued to be applied to maintain control of this risk.

Emgesa

In the event of non-payment, the Company may proceed to cut off the supply and in contracts this is considered grounds for termination. For this purpose, credit risk is constantly monitored, and the maximum amounts exposed to payment risk are measured, which, as has been said, are limited. Depending on the contract, advance payments or guarantee from a third party (bank or government) may also be required as protection measures.

Financial assets

Investments of cash surpluses are made in first line national and foreign financial entities with established limits for each entity.

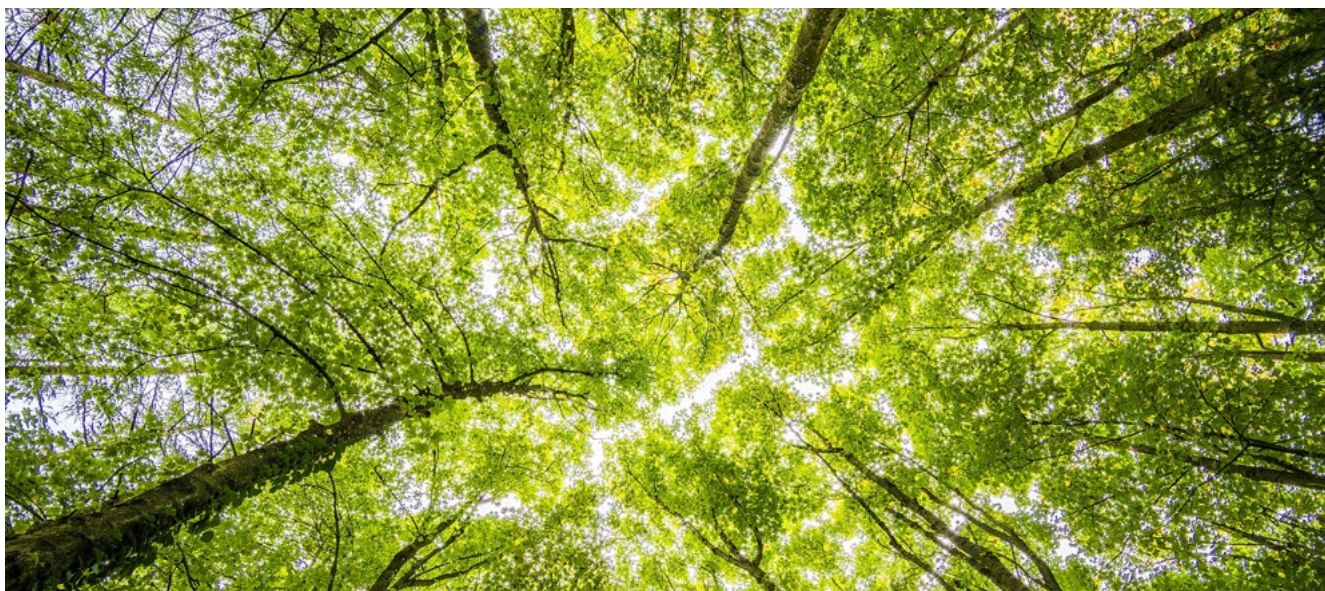
In selecting banks for investments, we consider those with investment grade rating from either of the three main international rating agencies: Moody's, S&P and Fitch.

Sustainability-Related Risk Management

Codensa and Emgesa undertake to make specific contributions to six of the 17 Sustainable Development Goals (SDGs):



This commitment was the product of the sustainable business model and, therefore, they are incorporated into the companies' strategic plan. Failure to comply with these commitments represents a risk.



Climate Change–Related Risks

Sustainability risks include those related to climate change are especially relevant due to their environmental, social and economic impacts. Two types can be distinguished from these:

> **Physical risks associated with climate change:** Related to the emergence of extreme climatic conditions or to gradual but structural changes in climatic conditions. Extreme events could expose the Companies to a more or less prolonged unavailability of assets and infrastructure, recovery costs, inconvenience to customers, etc.

In turn, recurring changes that impact the resources needed for electricity generation or demand, such as, for example, drought associated with temperature increases. The geographical diversity and the technologies used in generation and a good predictive measurement of the climatic phenomena allow mitigating and managing the changes associated with the climatic patterns.

Added to these are the large investments in the distribution network to make it more resilient to climatic phenomena. All areas of the Group are subject to ISO 14001 certification and, through the application of internationally recognized Environmental Management Systems (EMS), possible sources of risk are monitored so that any criticality can be promptly detected.

> **Risks of transition to a low carbon economy:** Related to regulatory, political, legal, technological and market changes with a short-, medium- and long-term effect. The competitive advantage that Codensa and Emgesa have in managing these risks is belonging to a group that operates in a more mature market that can share good regulatory, technological, market practices, etc.

Social risks

The main social risks that may affect the operation of the Companies include the following:

> **Intense social conflicts that may put the continuity of operations at risk:** To face these possible impacts, the Enel Group has plans and processes for managing con-

tingencies. Aware of the strategic role that electricity represents for the country, these plans prioritize the continuity of the delivery of energy generated to the system, the electricity supply to its customers, and the safety of workers and employees.

> **Conflicts originated in the demands of the neighboring communities to operating plants:** Codensa and Emgesa maintain an ongoing relationship with local communities through dedicated teams at the regional level. With their social investment in the areas in which they operate, the Companies aim to generate the conditions for the socioeconomic development of the communities, co-designing with them common growth prospects in the long term.

> **Risks caused by accidents to both direct and contractor personnel:** These risks are mitigated by promoting a safety culture, highlighting the definition of policies, the integration of safety in processes and training, among others.

> **Risks related to the attraction and retention of workers in the context of the energy transition:** To face these challenges, the Companies have diversity policies in place, along with those for the management and promotion of talent. Among these, different initiatives dedicated to the conciliation of working life are carried out, and they also promote the education and growth of people through scholarships and courses.

Governance risks

Regarding the management of governance risks, it is important to highlight the following:

> **Risks arising from illegal conduct,** including corruption, lobbying activities, etc., by our own personnel or contractors, or from anti-competitive practices. For its management, there is an Internal Control and Risk Management System based on commercial rules and procedures.

> **Risks of human rights violations,** which are raised through due diligence that result in action plans to address the gaps.

Emerging cross-cutting risks

Personal data protection

The collection and processing of personal data is one of the greatest challenges in the era of digitization and globalization of markets. Codensa and Emgesa have taken up this challenge by accelerating digital transformation processes, while increasing the number of customers. This implies a natural exposure to the risks posed by the processing of personal data and to increasingly extensive privacy legislation, the improper implementation of which may cause economic, financial, and reputational losses and damages both for the Group and for the holders of said data.

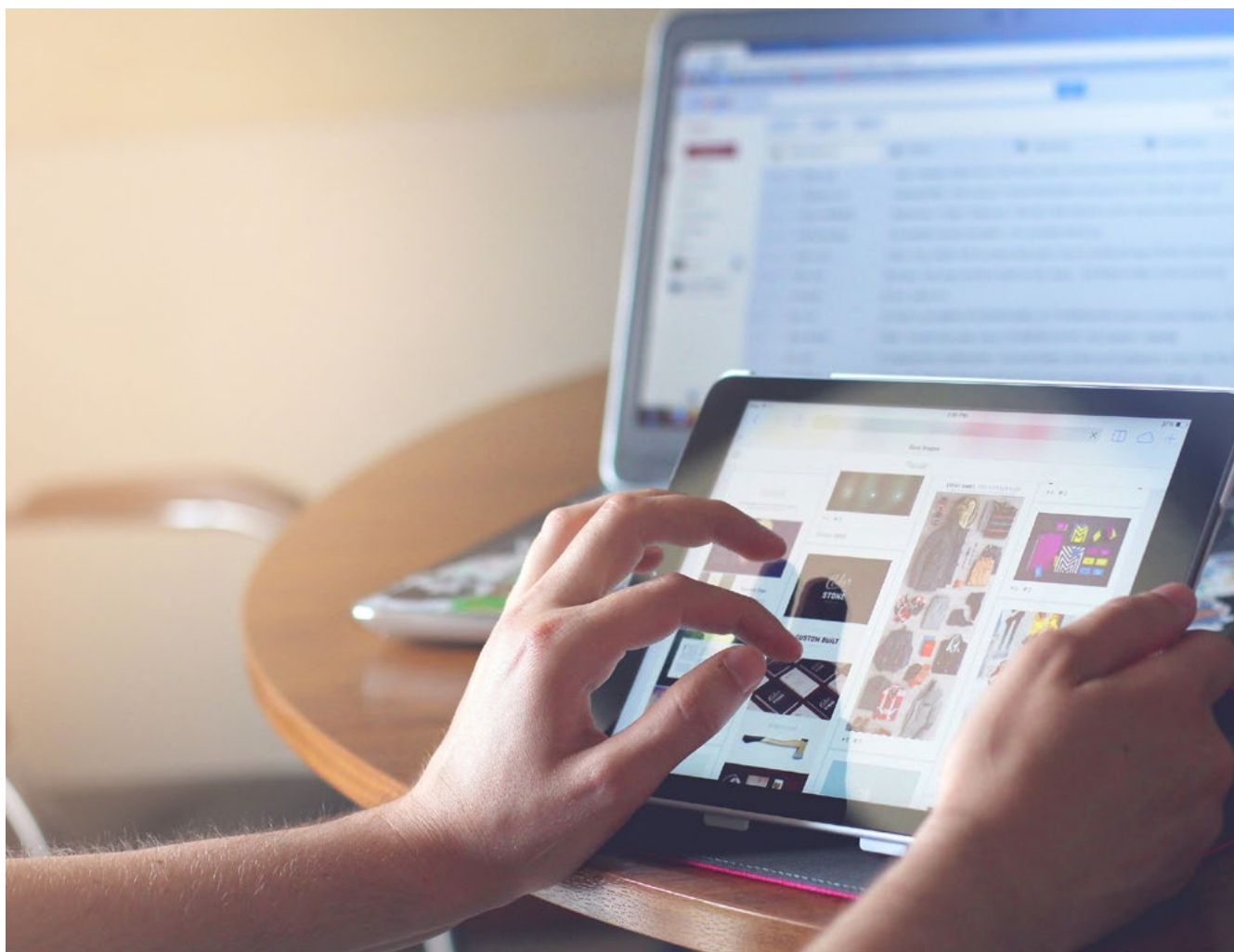
To manage and mitigate these risks, the Enel Group has adopted a framework to ensure that the protection of the personal data of all the people with whom it interacts is fully respected. For the above, Codensa and Emgesa comply with current legislation on the matter in the country, mainly Law 19,628 on Protection of privacy and are gradually implementing actions consistent with the European General Data Protection Regulation (GDPR).

In Colombia, these actions are covered by Act 1581 of 2012, by which general provisions are issued for the protection of personal data, and its regulatory decrees 1377 of 2013 and 1081 of 2015. Therefore, at the end of the year started the process for appointing the Personal Data Protection Officer (OPD), who will be responsible for supporting the different areas of the business, to make the protection of personal data a key element in their functions.

Digitization, IT efficiency and service continuity

The Enel Group is carrying out a digital transformation of the management of its entire value chain, developing new business models and digitizing its processes. Consequently, it is increasingly exposed to risks related to the operation of information technology (IT) systems, implemented in all Companies, which could cause interruptions or data loss.

To mitigate these risks, the Global Digital Solutions (GDS) responsible unit has established an internal control system that includes control points throughout the value chain. The dissemination of digital culture is also promoted in order to successfully promote digital transformation and minimize associated risks.



STRATEGY AND SUSTAINABILITY PLAN

Sustainability Plan 2021-2023

Codensa and Emgesa understand sustainability as a key factor in the stability of their businesses, through which they seek to orient their activities towards the creation of sustainable value in the long term. Under this understanding and with the global leadership of the Enel Group, the Company's Sustainability Plan is updated year after year. This plan seeks to support the energy transition and promote change through innovation, with a focus on the United Nations Sustainable Development Goals.

The Sustainability Plan of Codensa and Emgesa for the period 2021-2023 considers the following inputs in its construction:

- > Analysis of the environmental, social and governance context in which its operations are framed.
- > The results of the materiality exercise in which the most relevant issues for stakeholders and for the sustainable management of the Companies are identified.
- > The actions taken against the sustainability plan of previous years and the results obtained in a process of continuous improvement.
- > The actions and projects carried out with the communities in the areas of influence under the Creation of Shared Value model, as well as those aimed at the circular economy.
- > The results and performance of the Companies on environmental, social and economic issues documented in annual reports.
- > The Enel Group's leadership in ESG (Environment, Social and Governance) ratings and international networks.

The 2021-2023 Plan definitely focuses on achieving the SDGs throughout the entire value chain, putting SDG 13 at the center of the strategy, the decarbonization of the energy mix, by accelerating the growth of renewable capacity (SDG 7), combined with the electrification of consumption, and clearly the enabling factors are infrastructure and networks this in line with SDG 9 (Industry, innovation and infrastructure), we also see ecosystems and platforms, in line with the SDG 11 (Sustainable cities and communities).

Here the pillars and backbone of our Plan will continue to be:

- > Sustainable supply chains
- > Environmental sustainability
- > Governance
- > Health and security

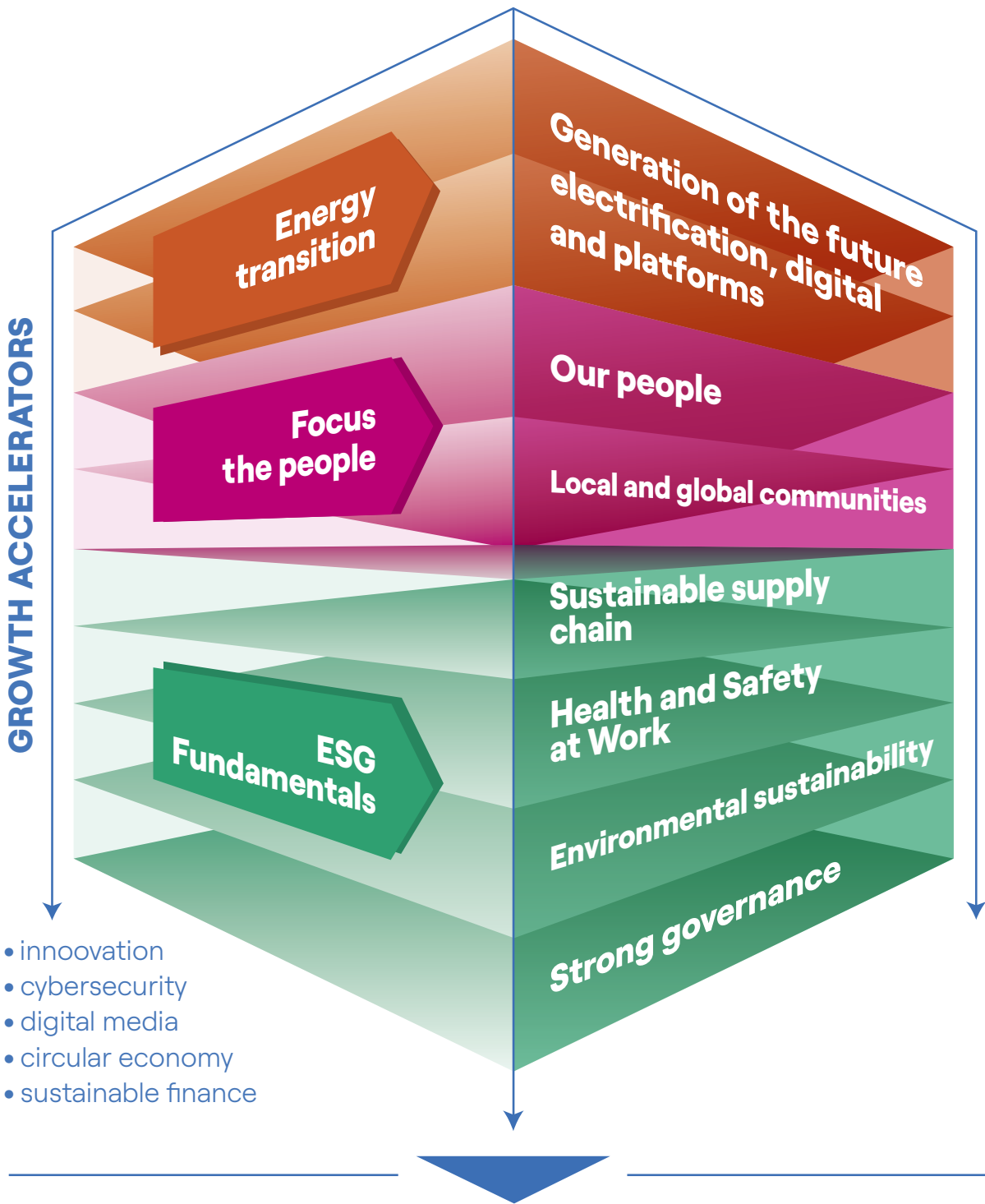
The coming years will be characterized by increasing growth in renewable energies, electrification and digitization of infrastructure, and the Group through this Plan will focus on:

- > the acceleration of the energy transition;
- > new business models and platforms;
- > sustainable and profitable growth

All this continues to provide significant shared value with all stakeholders, as well as attractive returns for shareholders over time.

Additionally, and thanks to this approach, our companies are more sustainable, efficient, and profitable companies, with a significantly lower risk profile and a greater capacity to adapt quickly to changes.

This Sustainability Report is organized based on the key axes of this Sustainability Plan, and accounts for the actions and performance of the Companies to achieve relevant sustainability goals as a structuring element of their actions.



Some of the initiatives contemplated in the Codensa and Emgesa Sustainability Plan are listed below:

| Components of the Sustainability Plan | Actions and initiatives | |
|--|---|--|
| <p>Energy transition</p>  | <ul style="list-style-type: none"> > Automation and digitization of the Network > Chat Bot > Smart metering > Water level sensors > Waterproofing of underground chambers and substations > Automation of the digital network in Colombia > Sustainable construction sites > <i>Urban Futurability (Fenicia and Saitre)</i> > Metro and Regiotram project and Bogota 2030 > Sustainable Parks > "VITAL" Water Treatment Filters > Circular cities > Charging stations > Electric buses > Digital bills > Reduction of thermal capacity > Comprehensive climate change management plan | <ul style="list-style-type: none"> > Cundinamarca al 100% > Seed plan > Public Lighting > Electric mobility > First Electrical Substation digital Portugal Substation > Neighborhoods by adhesion > Energy Watchers and Program A Tu Lado > Lighting of community spaces - with photovoltaic solutions > BESS -Battery Energy Storage System |
| <p>Our people</p>  | <ul style="list-style-type: none"> > Physical protection of people > Scholarships available for employees > Training in digital skills > Leadership culture development > Gender Equality - Equipares Seal > Increase in female participation in the Middle Manager and White Collar categories > Internal mobility > Adoption of a systemic approach to disability inclusion > Corporative volunteering | <ul style="list-style-type: none"> > Diversity school > Friendly Biz Seal in partnership with the LGBT Chamber of Commerce > Value for disability > Hiring of people with disabilities: Pact for Productivity |
| <p>Local and global communities</p>  | <ul style="list-style-type: none"> > Educating with energy > Good Energy for your School > School kits (EM Solidarity Bonus) > Energy incubator > Educating with dance > Teen mother scholarship bank > Safe energy program for customers > Cundinamarca at 100% > First digital electrical substation in Colombia Portugal Substation > Strengthening social and community organizations > Entrepreneurship and business facilitation > Collective and individual resettlements > Transformation of solid waste and environmental beautification > Strengthening and promotion of strategic and operational partnerships | <ul style="list-style-type: none"> > The Cacao Effect > Juntos por las Juntas, > Coffee Productive Chain, > Sustainable Artisanal Fishing > Strengthening beekeeping activity in the Tequendama region > Strengthening social and community organizations in the area influence of the El Quimbo Hydroelectric Plant > Conecta > Crédito fácil Codensa |

Cadena de suministro sostenible



- > **Circular Economy Projects:** Transformer Repair, To Go, PCB Decontamination, Final Disposal of Assets - Public Lighting, Christmas Lighting, Digital Transformation, Demineralized Water, Biomass Utilization, Use of Ant Peat, RAEES Collections, Urban Futurability, Furniture Reuse Office.
- > Tenders with K for sustainability
- > Qualified suppliers evaluated in aspects of health and safety, Environmental, Human Rights
- > Procurement Transformation Project
- > Management tools: Webuy, Workload, Supplier Performance Management (SPM), Smart Planning Tool
- > Supplier Day in digital format
- > Implementation of the K sustainability project in 80% of the contracts

Health and Safety at Work



- > Programs for cardiovascular risk and musculoskeletal disorders, psychosocial risk
- > COVID-19 influencers
- > Programs Intrinsic Safety, Extra Checking on Site - ECoS, Safety Moving Poo, Be Safer!
- > Road safety and epidemiological surveillance programs
- > Evaluation and support for contractors
- > Establishment of biosafety protocols for the activities of the Companies and their contractors
- > Preventive and health surveillance programs for workers aimed at classifying, monitoring and protecting people's health against Covid-19

Environmental sustainability




- > Flood control
- > Training in saving and efficient use of water
- > Implementation of the reuse of paraflow dumping in the Paraíso and Guaca plants of the Bogota river
- > Removal or removal of equipment in use that is likely to be contaminated with PCBs
- > Sale of ash - Circular economy
- > Decontamination of equipment contaminated with PCBs
- > Green Points Program of the Lito Foundation
- > Emissions management
- > Modernization of lighting to led technology in substations
- > Days of planting and cleaning the coastline of the beach and mangrove of the Cartagena Power Plant
- > Environmental improvement and care program
- > Ecological restoration plan for the tropical dry forest of the El Quimbo Hydroelectric Power Plant
- > Theoretical-practical sessions on bird watching at Betania Power Plant
- > Days of planting and cleaning the coastline of the beach and mangrove of Cartagena Power Plant, program of improvement and environmental care - connectivity analysis in the 8.84 hectares around the lagoon and the identification of three biological corridors
- > RENACE Forest
- > Tropical Dry Forest
- > Encasing of nets to protect fauna
- > Neuta-Tierra Blanca wetland plantings Participation #SembrarNosUne
- > Virtual Billing Campaign

Good Corporate Governance



- > Due diligence on human rights
- > Evaluation of the Fraud Risk Assessment matrix
- > Evaluation of the Risk Assessment Matrix
- > Compliance with the Annual Audit Program
- > Maintaining the ethical channel available to all stakeholders
- > Evaluation and updating of the risk and control matrix for the prevention of criminal risks
- > Conformity assessment of the ISO 37001 anti-bribery management system
- > Criminal Risk Prevention Model (MPRP)

| Components of the Sustainability Plan | Actions and initiatives |
|---|--|
| <p>Growth accelerators</p>  | <ul style="list-style-type: none"> > Dissemination of the IT security culture > Verification of information security > Execution of cyber exercises in plants / industrial sites. > Application of K-factors related to the sustainable construction site in bidding strategies > Innovation culture activities > Solution design activities > Startups and crowdsourcing > Strengthening of partnerships with international circular economy networks > Ratings: Fitch Ratings Colombia > Program for the Issuance and Placement of Ordinary Bonds and Commercial Papers > IR Recognition (Investor Relations) > Management of resources from funds from the National Government and departmental governments to support the development of the country's electrical infrastructure |

Environmental, Social and Governance (ESG) Indices and Rankings

The Enel Companies in Colombia participate in environmental, social and governance (ESG) indices through Enel America, its direct controller, and Enel Spa. During 2020, Enel Colombia represented 31% of Enel Américas EBIDTA, contributing significantly to the group's financial, social, environmental and good governance performance at the regional level.

In this way, the good performance of the Enel Companies in Colombia is directly reflected in Enel Américas, an investment company with operations also in Argentina, Brazil and Peru, which received the following awards during the year:

| Index / Ranking | Description and scope |
|---|---|
| <p>Dow Jones Sustainability Index (DJSI)</p> | <p>Enel Américas was included in the three categories in which it participates: Emerging Markets, Integrated Market of the Pacific Alliance (MILA) and Chile. The score obtained by the Company places it among the best companies worldwide, achieving in more than 60% of the criteria scores higher than 90 out of a maximum of 100.</p> <p>In 2021, for the third consecutive year, the Company was confirmed in The Sustainability Yearbook 2021 and was again distinguished within the Bronze Class, for its excellent performance, ranking between 5% and 10% of the most sustainable organizations in its industry Worldwide.</p> |
| <p>S&P IPSA ESG Tilted Index</p> | <p>On January 20, 2021, Enel Américas was included in the new S&P Dow Jones sustainable index, which seeks to measure the performance of eligible securities belonging to the S&P IPSA that meet sustainability requirements.</p> |
| <p>FTSE4Good Indexes</p> | <p>For the fourth consecutive year, Enel Américas was included in this ranking in the Emerging Markets and Latin America categories. This series of indices (FTSE4Good) is designed to measure the performance of companies that demonstrate sound environmental, social and governance (ESG) practices.</p> |
| <p>Vigeo-Eiris</p> | <p>For the fourth consecutive year, Enel Américas was included in the Vigeo-Eiris Best Emerging Markets Performers ranking in the utilities sector, which considers the best performing companies in emerging markets with a "best in class" approach.</p> |

MSCI ESG Indexes

These indexes seek to generate common perspectives in relation to ESG investments, and serve as a benchmark for investors with respect to the ESG performance of the Companies. During 2019, Enel Américas received the classification, as it was part of the various sustainability stock market indexes offered by this entity.

Notable in this inclusion is the improvement in the Company's environmental performance and the publication of ambitious targets for the reduction of emissions, as well as the proactive and sustainable management of the relationship with the local communities of the El Quimbo Hydroelectric Power Plant in Colombia. This allowed the level of severity of the dispute with the communities to be placed at "moderate", showing improvements in trust and the shared value that has been built with them.

At a global level, the Enel Group is reporting on the following Environmental, Social and Governance Indexes (ESG).



ENEL GROUP ESG INDEXES AND CLASSIFICATIONS

ESG analysts and international rating agencies continually monitor Enel's sustainability performance. By applying different methodologies, analysts evaluate the Group's

performance with respect to environmental, social and governance issues, which may be relevant to the financial community. Therefore, ESG assessments are considered a strategic tool to support investors and identify risks and opportunities related to sustainability in their investment portfolio, contributing to the development of active and passive sustainable investment strategies. In 2020, Enel maintained or improved its position in ESG ratings and indices, reaching leadership positions in the majority, as a result of the proactive engagement strategy with ESG rating agencies and a better performance in the main ESG criteria evaluated.

Key milestones 2020



Main ASG ratings

| | Rating | Ranking | Middle sector | scale (low-high) |
|---------------------------------------|--------------------------------------|-----------------------------------|---------------|------------------|
| MSCI | AAA | Top 10 (n = 147) | BBB | CCC AAA |
| Sustainalytics ASG Risk Rating | 23,6 Medium risk | 24/215 Electrical units | 36,7 | 100 0 |
| S&P ESG Scores | 89 | 2/101 | 45 | 0 100 |
| CDP | A (clima) A- (agua) | - | B B | D A |
| Refinitiv ASG Rating | 89 | 1/232 Electrical units | - | 0 100 |
| FTSE Russell ASG Rating | 5 | 1° Electrical units | - | 0 5 |
| Vigeo Eiris ASG Rating | 76 | 1/+4.000 All sectors | 47 | 0 100 |
| ISS ESG Score | B- | - | C- | D- A+ |
| RepRisk Rating | 31 | - | 44 | 100 0 |

results as of december 31, 2020

Main ASG indexes

ESG

MSCI ESG Leaders indices

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA













PEOPLE





Refinitiv Diversity & Inclusion Top 100



CLIMATE



GOVERNANCE





In turn, Codensa and Emgesa received the following national awards:

Recognition of Good Sustainable Development Practices (Global Compact Colombia Network):

Emgesa and Codensa received recognition for their good practices and their commitment to the Sustainable Development Goals. (SDG 8) Cocoa Effect and (SDG 7) 100% Cundinamarca.



Iconic companies creating a better world for all (SHE Is Foundation):

Codensa and Emgesa were among the 18 "Iconic companies creating a better world for all".



Friendly Biz (Colombian LGBT Chamber of Commerce):

Codensa and Emgesa were recognized as the first Friendly Biz companies in the energy sector in Colombia.



Biosafe Operations (Icontec):

Icontec certified the operations of the Enel Companies in Colombia as Biosafe.



Andi & Dinero recognition in country innovation ranking:

Top 30 and Top 1 in job creation for best labor practices.



Colombian Sustainability Award for Best Labor Practices (Colombian Federation of Human Management - International Center for Social Responsibility & Sustainability):

Codensa was recognized for its good labor practices during the COVID-19 situation.



Significant Experiences Award from the Ministry of Mines for environmental and social management articulated with SDG 8.



10 companies with the best Private Social Investment Index of 2020 (IISP).



COVID-19 APPROACH, SOLIDARITY IN THE HEALTH EMERGENCY

The effects of COVID-19 have been evident throughout the world and economic sectors. To face the social and health emergency generated by the pandemic, Codensa and Emgesa adopted an active role of solidarity, aimed at minimizing the spread of contagion, ensuring continuity in the provision of energy service in the midst of the crisis, to ensure the health and safety of its employees, customers, suppliers and other stakeholders, as well as to support the company to cope with the changes that have arisen.

The main actions taken to deal with the health emergency with stakeholders are summarized below, which are detailed in the corresponding chapters.

With employees:

- > Implementation of teleworking methodologies with about 1,400 direct employees, as well as 470 employees working from their headquarters or on the street and around 500 workers in part-time work at home, with the aim of ensuring all the necessary processes to maintain the provision of essential public energy service.
- > Establishment of biosafety protocols for the activities of the Companies and their contractors, which includes changes in operating procedures, new methods of remote work at home and the organization of the operational continuity plan with a minimum of personnel in the field.
- > Implementation of a preventive and surveillance program for workers' health aimed at classifying, monitoring, and protecting people's health against the virus, and thus guaranteeing control of contagion and continuity of processes, including carrying out PCR tests on on-site personnel to carry out epidemiological fences.
- > Incorporation of connectivity benefits, a policy in case of hospitalization for COVID-19 and virtual psychological support for employees, benefiting 858 people.
- > Strengthening of the digital component of the training programs, through digital courses, conferences and activities in which nearly 100 employees participated through the Coursera platform, with 505 hours of training.



With customers:

- > Strengthening of non-face-to-face channels to receive customer requests and requirements, with the implementation of advanced technologies for data analysis and automation, as well as to respond to their communications in a timely manner.
- > Launch of Elena, a chat Bot trained through artificial intelligence and machine learning, to serve customers through WhatsApp.
- > Implementation of biosafety protocols in face-to-face service centers, with physical adaptations and measures to guarantee the safety of customers and employees.
- > Obtaining the certificate of biosafety operations by ICONTEC, for the service centers Av. Suba, Venecia, Girardot and Facatativá of Codensa, as well as for the operations of the Emgesa plants.
- > Application of flexibility measures in the collection of energy service charges for customers in the residential segment, in accordance with the provisions of the National Government.



With the communities:

- > **65,667 beneficiaries of projects that seek to mitigate the impact of the pandemic in the communities where the Companies operate.**
- > Delivery of \$ 1,709 million to contribute to the food security of the most vulnerable populations in the country, through the delivery of markets and financial aid to different populations in the area of influence of the Companies.
- > Delivery of \$ 1,693 million to expand the availability of Intensive Care Units and to have equipment for analysis and taking diagnostic tests for COVID-19 in hospitals in the country, particularly in Bogota.
- > Delivery of biosafety kits for medical personnel from different health centers in the areas of influence of the Companies.
- > More than \$ 100 million pesos collected thanks to an internal campaign carried out by employees to support Hospital Méderi within the health framework of the Colombia cares for Colombia strategy, through the Saldarriaga Concha Foundation (FSC).



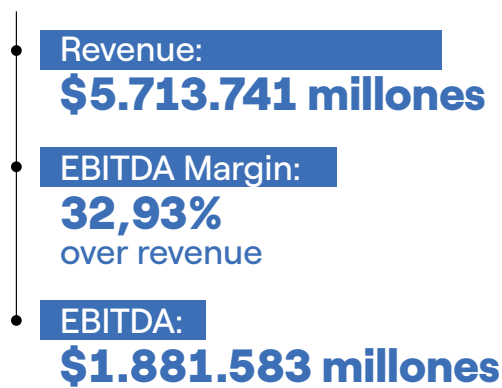
SUSTAINABLE FINANCE

Codensa and Emgesa work to maximize the benefits to their different stakeholders, under an ethical and transparent framework of action that has allowed them to consolidate in the markets they serve and in the country.

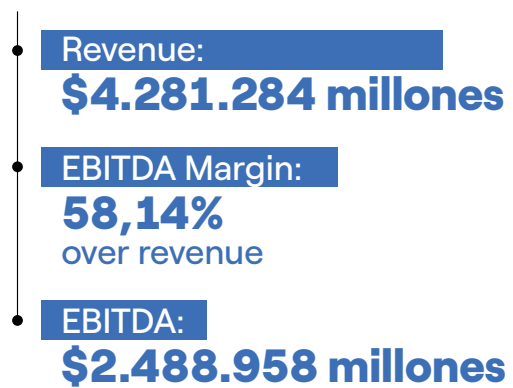
2020 was a challenging and atypical year due to the COVID-19 pandemic. In this context, the Companies were able to adapt quickly through digitization and technology to serve their customers with quality services, and in turn transform their processes in accordance with biosafety protocols, within a framework of sustainability and generation of value for its shareholders and stakeholders.

KEY FINANCIAL RESULTS

CODENSA



EMGESA



Economic value generated and distributed

GRI 201-1

Codensa

In 2020 Codensa presented revenues of \$ 5,713,741 million, 5.6% more than the previous year. Of this value, 85% was distributed among its stakeholders, mainly for operating costs (57%) salary and social benefits for employees (5%) payments to capital providers (13%) and payments to the Government (9 %).

| | | 2018 | 2019 | 2020 |
|---|--|-----------|-----------|-----------|
| Economic value generated (EVG) | Income | 5.059.809 | 5.464.557 | 5.713.741 |
| | revenue | 5.038.610 | 5.416.283 | 5.658.706 |
| | Non-operating revenue | 21.199 | 48.274 | 55.036 |
| Economic value distributed (EVD) | Operating costs | 3.048.202 | 3.156.173 | 3.273.023 |
| | Salaries and social benefits for employees | 203.889 | 234.661 | 285.271 |
| | Payments to capital providers | 625.885 | 641.057 | 750.208 |
| | Financial expenses | 201.115 | 208.196 | 206.513 |
| | Dividend payments | 424.770 | 432.861 | 543.696 |
| | Payments to the Government | 490.353 | 437.920 | 539.175 |
| Economic value retained: EVG – EVD | | 691.480 | 994.746 | 866.065 |

* Figures in millions of Colombian pesos

Financial results

| | 2019 | 2020 | Variación |
|------------------------------|-----------|-----------|-----------|
| Revenue | 5.464.557 | 5.713.741 | 4,56% |
| Operating costs and expenses | 3.156.173 | 3.273.023 | 3,70% |
| Contribution margin | 2.308.385 | 2.440.719 | 5,73% |
| Administration expenses | 470.092 | 559.135 | 18,94% |
| EBITDA | 1.838.293 | 1.881.583 | 2,35% |
| Earnings before taxes | 1.223.303 | 1.204.056 | -1,57% |
| Income tax provision | 400.546 | 361.526 | -9,74% |
| Net income | 822.756 | 842.530 | 2,40% |

* Figures in millions of Colombian pesos

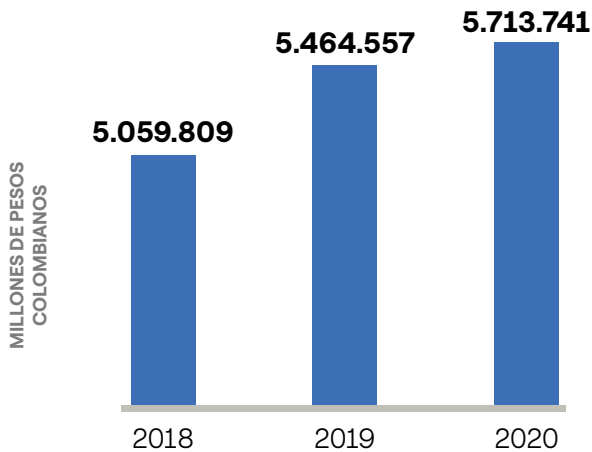
Codensa's results in terms of its operational, technical and economic indicators have been highly satisfactory in the midst of the pandemic, which required the Company to accelerate the path towards digitalization, having the capacity to attend and transfer processes, as well as continuing to provide a quality service, guaranteeing the care of people, sustainability and safety in the operation.

Revenues for the year reached \$ 5,713,741 million, 4.56% more compared to the end of 2019, thanks to the following factors:

> The approval of the new remuneration charge for the distribution activity, which implied an increase in the

regulatory base of assets, the retroactive adjustment of charges as of 2019, as well as the recognition of service quality incentives and the incorporation of the recognition of the Administration, Operation and Maintenance costs of energy loss management.

- > The impact of the growth of the Producer Price Index (PPI) to which the distribution remuneration component is indexed.
- > The good performance of value-added products and services, derived from the new credit card business model with Colpatría, as well as the implementation of cleaning billing and better performance in the insurance segment.

REVENUE

The increase in revenue was offset by:

- > The 4.7% drop in energy demand in the Company's area of influence, as a consequence of the total and partial confinements decreed throughout the pandemic, which led to a sharp reduction in electricity demand, especially in the commercial and industrial sectors.
- > Higher temporary variable costs due to restrictions in the energy system that will be recovered in subsequent periods.

On the other hand, fixed costs, represented by personnel, operation and maintenance costs, increased by 19%. This increase was mainly due to the growth of the CPI; greater maintenance operations in the Bogota and Cundinamarca areas as a result of the Service Quality Improvement plan; and the recognition of the Transition Fund provision, which is aimed at staff efficiency, in line with the investment plan in digitization and automation that leverages the achievement of the objectives defined in Industrial Plan 21-25.

This way, the Company generated an EBITDA of \$ 1,881,583 million, 2.35% more than in 2019, and an EBITDA margin over revenue of 33%.

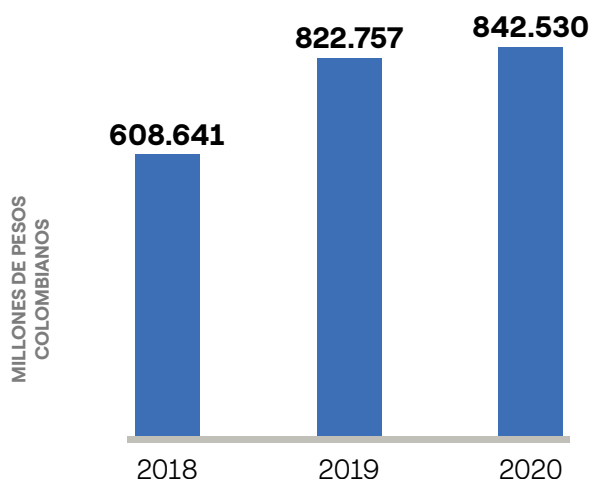
The Company's net financial expense decreased to \$ 178,363 million, 5.9% less than the previous year, as a result of an assertive financing strategy at competitive rates through the closing of credit operations under lines development programs that support the development of the rural sector. This is in addition to the successful placement of bonds for \$ 500,000 million that demonstrate the resilience and financial strength of the Company, as well as the confidence of investors even during the pandemic.

In turn, debt amortization payments were made for \$ 387,260 million and financing was taken for \$ 1,192,318 million. At the beginning of the year, Codensa took out a loan under the subsidized line Finagro for \$ 200,000 million to finance investments in accordance with the rural development plan, later Codensa took a short-term loan with Bank Of Tokyo for \$ 397,500 million to cover capital operations of work. In the second semester, Codensa accessed the on-loan lines at zero percent (0%) interest, authorized by the National Government for companies in the public services sector through Findeter for \$ 14,818 million.

The August bond placement was carried out in two series: the first at a fixed rate with a term of 4 years for \$ 250,000 million and a rate of 4.70%, the second series at IPC + 2.45% for a term of seven years and an amount of \$ 250,000 million. The placement had a Bid to cover of 1.50x and 2.45x respectively. The resources of these operations were used for working capital and financing the investment plan.

The Company's net income was \$ 842,530 million, 2.4% higher than the previous year, the effect of a lower effective income tax rate, aligned with the 1% reduction in the nominal income rate approved by the Growth Law economic of the National Government; also positively affected by the results of the tax benefits optimization strategy, with the implementation of energy efficiency initiatives such as the modernization of public lighting and smart metering.

NET INCOME



As of December 31, 2020, Codena's total assets totaled \$ 8,464,793 million, of which property, plant and net equipment accounted for 72.9% for \$ 6,169,543 million, and cash and investments temporary services amounted to \$ 484,968 million, equivalent to 5.73% of total assets.

The entry into operation of the Compartir and Portugal Substations stands out, together with the expansion of high, medium and low voltage networks and lines.

| Assets | 2019 | 2020 | YoY |
|---------------------------|------------------|------------------|---------------|
| Current assets | 1.269.194 | 1.710.862 | 34,80% |
| Non-current assets | 5.979.738 | 6.753.931 | 12,95% |
| Total assets | 7.248.932 | 8.464.793 | 16,77% |

Figures in millions of Colombian pesos

Total liabilities as of December 31, 2020, amounted to \$ 5,067,384 million, an increase of 23.39% compared to the balance of 2019, mainly represented by an increase in the Company's financial indebtedness to leverage the investment plan.

As of 2020, the balance of net financial debt, including interest payable, amounted to \$ 2,452,633 million, 34% more than the previous year.

| Liabilities and equity | 2019 | 2020 | YoY |
|-------------------------------------|------------------|------------------|---------------|
| Current liabilities | 1.820.882 | 2.218.618 | 21,84% |
| Non-current liabilities | 2.285.777 | 2.848.766 | 24,63% |
| Total liabilities | 4.106.659 | 5.067.384 | 23,39% |
| Total equity | 3.142.273 | 3.397.409 | 8,12% |
| Total liabilities and equity | 7.248.932 | 8.464.793 | 16,77% |

*Figures in millions of Colombian pesos

The Company maintained its policy of minimizing the exposure of the income statement to exchange rate variations, with which, as of December 31, 2020, 100% of its debt was concentrated in pesos, 79% in bonds on the market local and 21% with banks. Additionally, 39% of the interest on the debt was indexed to the CPI, 78.7% to IBR and 53.13% were at a fixed rate. On the other hand, at the end of 2020, 81% of the financial debt was long-term (with a maturity of more than one year).

For its part, the Company's equity as of December 31, 2020 amounted to \$ 3,397,409 million, 8.12% higher than the previous year, as a consequence of the increase in retained earnings and accumulated earnings.

Dividends

On March 25, 2020, the General Shareholders' Meeting in its ordinary session approved the distribution of profits for the period January to December 2019, for a total amount of \$ 432,861 million, equivalent to a distribution of 70% of available profits.

In 2020 Codensa paid a total of \$ 543,696 million in dividends to its shareholders, corresponding to the last installment of the dividends decreed against the net income of 2018 and the first two installments of the dividends on the net income of 2019, equivalent to the 70% of the total dividend decreed against said profits.

Current ratings

On July 3, 2020, Fitch Ratings Colombia affirmed Codensa's long-term national rating at AAA (col) and maintained the stable outlook. The rating agency also ratified in AAA (col) the rating of all Codensa's current bond issues, as well as its Ordinary Bonds and Commercial Papers Issuance and Placement Program. Additionally, it ratifies the F1 + (col) rating for short-term rating.

According to the agency's report, Codensa's rating reflects the Company's low business risk profile, derived from the regulated nature of its revenues and its limited exposure to demand risk. Additionally, they incorporate a solid credit profile, which results from robust operating indicators, predictable cash flow generation, and conservative levels of leverage and liquidity.

Additionally, Fitch Ratings Colombia highlights the strategic importance of Codensa for the Enel Group. The rating also considers Codensa's moderate exposure to regulatory risk.

Emgesa

In turn, Emgesa generated economic value of \$ 4,281,284 million, 4.6% more than the previous year. Of this value, 79% was distributed among its stakeholders, mainly for operating costs (36%) salary and social benefits for employees (3%) payments to capital providers (26%) and payments to the Government (15 %).

| | | 2018 | 2019 | 2020 |
|---|--|-----------|----------------|----------------|
| Economic value generated (EVG) | Income | 3.718.449 | 4.091.858 | 4.281.284 |
| | revenue | 3.667.453 | 4.069.676 | 4.247.728 |
| | Non-operating revenue | 50.996 | 22.182 | 33.556 |
| Economic value distributed (EVD) | Operating costs | 1.412.021 | 1.528.369 | 1.523.687 |
| | Salaries and social benefits for employees | 90.715 | 105.075 | 115.459 |
| | Payments to capital providers | 932.669 | 995.927 | 1.123.688 |
| | Financial expenses | 332.964 | 299.356 | 289.585 |
| | Dividend payments | 599.706 | 696.571 | 834.103 |
| | Payments to the Government | 479.791 | 484.766 | 635.952 |
| | Economic value retained: EVG – EVD | | 803.253 | 977.722 |

*Cifras en millones de pesos colombianos

Financial results

| | 2019 | 2020 | Variación |
|------------------------------|-----------|-----------|-----------|
| Revenue | 4.091.858 | 4.281.284 | 4,63% |
| Operating costs and expenses | 1.528.369 | 1.523.687 | -0,31% |
| Contribution margin | 2.563.490 | 2.757.597 | 7,57% |
| Administration expenses | 228.520 | 268.639 | 17,56% |
| EBITDA | 2.334.969 | 2.488.958 | 6,59% |
| Earnings before taxes | 1.823.483 | 1.980.797 | 8,63% |
| Income tax provision | 591.331 | 697.645 | 17,98% |
| Net income | 1.232.152 | 1.283.152 | 4,14% |

* Figures in millions of Colombian pesos

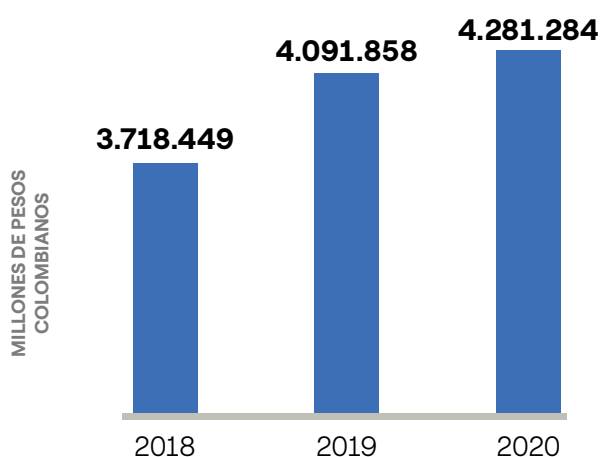
Emgesa's revenue in 2020 reached \$ 4,281,284 million, 4.63% more than in 2019, as a result of:

- > Higher sales prices in contracts due to the delay in the entry into operation of Hidroituango, as well as the indexation to the 2019 PPI.
- > > Higher sales prices in the spot market, particularly between January and April due to the effect of the drought, a situation that was taken advantage of thanks to the

strategy and management of reservoirs that at the end of 2019 registered levels above the historical average despite the deficit of contributions in the country.

- > Increase in auxiliary services for regulating the frequency of the system (AGC) due to market conditions.
- > One-off earnings from the sale of carbon credits, a new market in which the Company entered, achieving the certification of several plants.

REVENUE



These results were offset by:

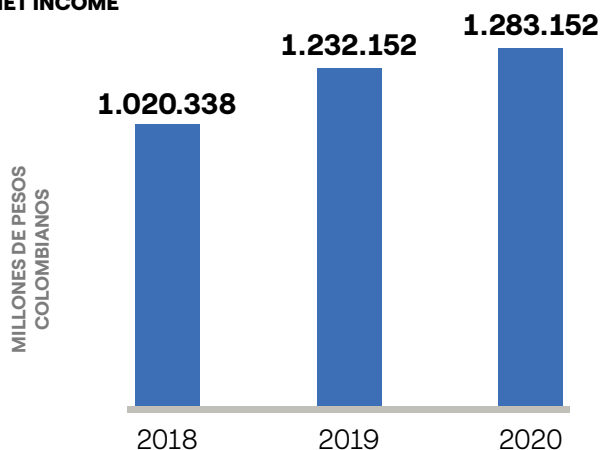
- > Lower generation compared to 2019 (-1.2 TWh), as a result of low water inputs, especially during the first half of the year.
- > Reduction in demand by 2.1% as a consequence of the pandemic.

Therefore, EBITDA was consolidated at \$ 2,488,958 million, 6.59% higher than the 2019 result, and an EBITDA margin of 58.17% over operating income.

The Company's net income during 2020 was \$ 1,283,152 million, 4.14% more than the previous year, despite:

- > The recognition of financial expenses and taxes derived from the negative ruling of the State Council in relation to the 2003 income and supplementary declaration of the Betania Power Plant.
- > A reduction in net financial expense as a result of a lower average debt balance compared to the same period in 2019.

NET INCOME



As of December 31, 2020, the Company's total assets totaled \$ 9,494,183 million, of which property, plant and net equipment accounted for 85.6% worth \$ 8,128,423 million, and cash and equivalent to cash amounted to \$ 819,736 million, equivalent to 8.6% of total assets.

Compared to the cut-off of December 31, 2019, total assets showed a growth of 4.1%, mainly explained by the behavior of current assets, specifically by the growth of cash and cash equivalents in 188.97%, based on the commitments planned for the first quarter of 2021 (mainly dividends, Capex and the payment of the international bond for \$ 736,760 million, plus interest in January 2021).

| Assets | 2019 | 2020 | YoY |
|---------------------|------------------|------------------|--------------|
| Current assets | 825.830 | 1.211.204 | 46,67% |
| Non-current assets | 8.291.657 | 8.282.979 | -0,10% |
| Total assets | 9.117.487 | 9.494.183 | 4,13% |

* Figures in millions of Colombian pesos

Emgesa's total liabilities at the end of 2020 was \$ 4,338,746 million, 0.81% lower compared to the end of 2019, mainly due to the amortization of debt maturities (bonds and bank loans) with internal cash.

| Liabilities and equity | 2019 | 2020 | YoY |
|-------------------------------------|------------------|------------------|--------------|
| Current liabilities | 1.281.513 | 1.959.818 | 52,93% |
| Non-current liabilities | 3.092.756 | 2.378.928 | -23,08% |
| Total liabilities | 4.374.269 | 4.338.746 | -0,81% |
| Total equity | 4.743.218 | 5.155.437 | 8,69% |
| Total liabilities and equity | 9.117.487 | 9.494.183 | 4,13% |

* Figures in millions of Colombian pesos

Regarding the level of indebtedness, at the end of December 31, 2020, Emgesa registered a net financial debt of \$ 1,838,146 million, 27.3% lower than the result recorded at the end of 2019 (\$ 2,527,953 million), mainly due to a better cash generation that allowed not only to meet operating costs and Capex, but also to amortize \$ 241,070 million, corresponding to the local bond of the sixth tranche of the Company's Issuance and Placement Program.

Thus, the significant capital of the financial debt as of December 31, 2020, was divided between bonds issued in the local capital market for \$ 1,947,170 million and bonds indexed to Colombian pesos issued in the international market for \$ 736,760 million.

At the end of 2020, Emgesa maintained 100% of its debt in pesos. On the other hand, 69% of the financial debt was long-term (it had a remaining maturity term of more than one year). 61% of the debt had interests indexed to the CPI and the remaining 39% at a fixed rate.

For its part, the Company's equity amounted to \$ 5,155,437 million at the end of 2020, with a positive variation of 8.69% compared to 2019, mainly explained by a higher profit for the year and an increase in retained earnings.

Dividends

On March 25, 2020, the General Shareholders' Meeting in its ordinary session approved the distribution of profits for the period January to December 2019, for a total amount of \$ 1,232,152 million, equivalent to a distribution of 70% of the available profits plus \$ 8,659 million for the reversal of the 2019 fiscal reserve.

In 2020 Emgesa paid a total of \$ 834,103 million in dividends to its shareholders corresponding to the last installment of the dividends decreed against the net profit for 2018 and the first two installments of the dividends on the net profit of 2019.

Current ratings

On March 27, 2020, the rating agency S&P affirmed the international credit rating of Emgesa S.A. ESP at BBB and changed the outlook from Stable to Negative, as a consequence of the change in the outlook for the rating of the Republic of Colombia and its parent Enel Américas S.A.

On April 3, 2020, the rating agency Fitch Ratings affirmed the international credit rating of Emgesa S.A. ESP at BBB and changed the outlook from Stable to Negative, as a consequence of the downgrading of the rating made to the Republic of Colombia.

Fitch Ratings affirmed in 'AAA (col)' and 'F1 + (col)' the national long and short-term ratings of Emgesa S.A. E.S.P., respectively, and in 'AAA (col)' and 'F1 + (col)' the ratings of the Bonds and Commercial Papers Program for \$ 4.4 billion of Emgesa, with a stable outlook.

Regarding the local rating, Fitch Ratings based the results on the solid business profile, supported by its strong competitive position and diversification of generation assets in the Colombian electricity generation market. They argued that the Company maintains a robust generation of operating cash flow (FCO) which, coupled with limited capital investment needs, supports Fitch's expectation that the Company will have low leverage in the medium term. The ratings also incorporate Emgesa's adequate liquidity position, as well as its strategic importance for its shareholders.

Investor Relations Recognition (IR)

For the eighth consecutive year, Enel Colombia received IR (Investor Relations) recognition for its commitment, transparency and high standards in terms of disclosure of information and its relationship with investors.

This recognition requires that the companies have a representative who is available to receive investor inquiries in Spanish and English, who reveal additional information to that which is ordinarily requested through the website that is constantly updated, and to make periodic publications of financial and corporate information.

Receiving this merit is a reflection of the high standards and good practices of the Company, with which it has been possible to strengthen more effective relationships with investors, maintaining the management of information in a responsible, ethical and transparent manner.

Government resources management

GRI 201-4

The Companies manage resources from funds from the National Government and departmental governments to support the development of the country's electrical infrastructure:

| Year | Description | Value |
|------|---|-----------------|
| 2016 | The Financial Support Fund for the Energization of Interconnected Rural Zones (FAER) is a state fund to finance investment plans, programs or projects for the construction and installation of new electrical infrastructure in interconnected rural areas, which allows the expansion of the coverage and ensure the satisfaction of energy demand. | \$4.247512.885 |
| | The Government of Cundinamarca financed two projects that seek to expand the coverage of the energy service in rural areas of the department. | \$1.379.036.111 |
| 2018 | The Government of Cundinamarca financed a project to develop electrical designs for rural connections in the department. | \$141.498.239 |
| 2019 | Financial Support Fund for the Energization of Interconnected Rural Zones (FAER) | \$1.641.857.129 |
| | The General Royalties System financed investment projects for the construction, extension, improvement, optimization, rehabilitation and installation of electrical infrastructure in Colombia. | \$2.532.327.281 |
| | The Government of Cundinamarca financed a project that seeks to expand the coverage of the energy service in rural areas of the department. | \$1.607.082.113 |
| 2020 | The Government of Cundinamarca evaluated the financing of a project that seeks to expand the coverage of the energy service in rural areas of the Municipalities of Jerusalem and San Cayetano. | \$ 335.290.325 |

Responsible tax management

GRI 207-1

During 2020, Codensa and Emgesa adopted the Enel Group's tax strategy, which is aimed at the correct settlement and execution of taxes and the mitigation of tax risk due to violation and / or abuse of tax regulations.

Principles of the Enel Group's tax strategy



For the taxable years 2017, 2018 and 2019, Emgesa was linked to the mechanism of payment of works for taxes, developing different projects in the Areas Most Affected by the Armed Conflict (ZOMAC). The projects developed by this mechanism have been a school grant for the municipalities of Baraya and Tello in the department of Huila, and the construction of two micro-aqueducts in the department of La Guajira.

For the taxable year 2020, the Companies analyzed the different projects included in the project bank of the Territory Renewal Agency (ART) to determine in which of them their participation could have a greater impact.

Governance, control and management of tax risk

GRI 207-2

Codensa and Emgesa have established procedures and controls that allow them to ensure correct compliance with their formal and material tax obligations.

On account of the presentation to the boards of directors of the tax strategy, and in order to comply with the tax risk policy of the Enel Group, during 2020 the Companies worked on the implementation of the Tax Control Framework, a set of rules, procedures, organizational structures and processes aimed at identifying, measuring, managing and controlling tax risk.

This implementation work focused on:

- > A mapping of all existing procedures, controls and systems for fiscal management
- > Identification of gaps in existing procedures, controls and systems
- > The formulation of an action plan to address the identified gaps to be carried out during the year 2021
- > The implementation of a manual for the interpretation of tax regulations, which seeks to evaluate the new provisions in tax matters to manage their tax impact

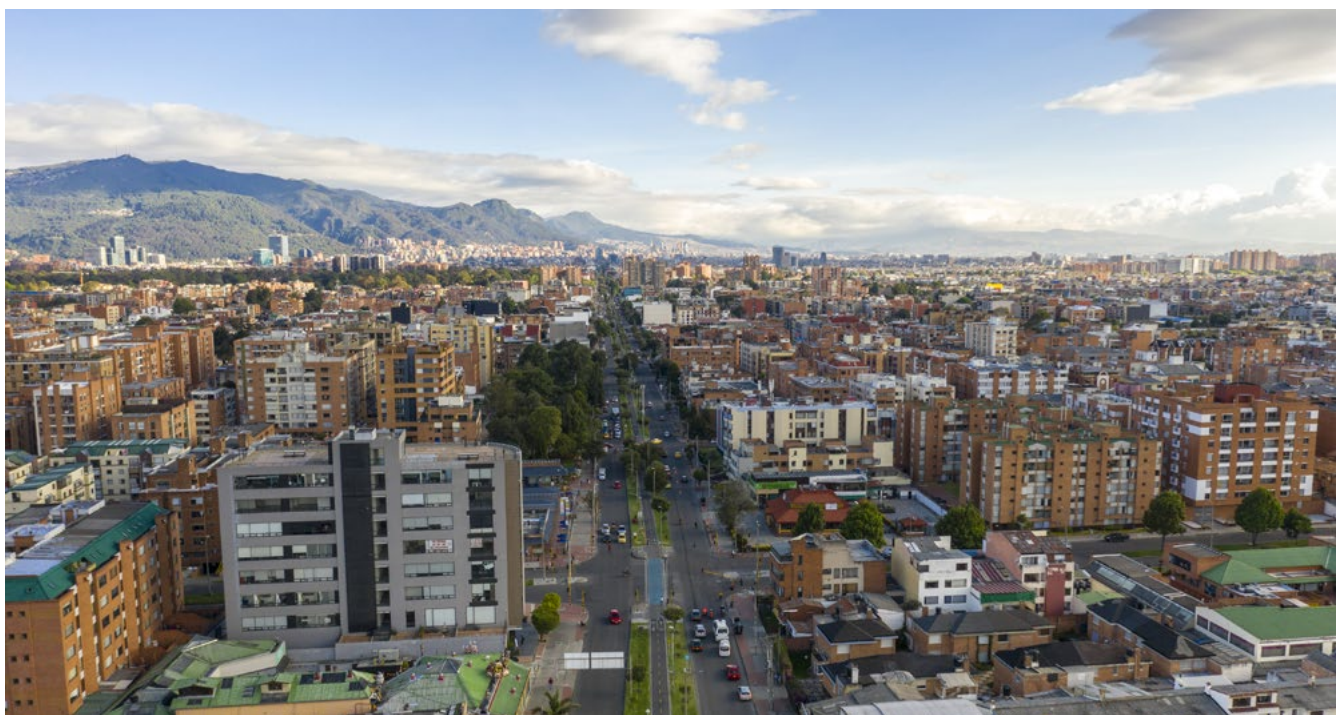
Stakeholder participation and tax-related management

GRI 207-3

The Companies interact with the different tax authorities directly and indirectly. Direct interaction occurs through responses to official acts of the tax authorities such as information requests, acts of official determination of taxes and sanctioning acts. This type of interaction occurs with the National Tax and Customs Directorate (DIAN), which is the national authority in charge of collecting national taxes (income, VAT, withholding at source).

Interaction with local authorities occurs with the Finance Secretaries that administer local taxes (ICA, Public Lighting) and with the Regional Autonomous Corporations (CAR) that administer environmental taxes.

Indirect interaction occurs through unions and opinion centers (Andesco, ANDI, Asocodis) in which Codensa and Emgesa participate in the formation, discussion and modification of the tax regulations that affect them. This is done under the protocols and guidelines of the Institutional Relations Office.





Tax Reporting

GRI 207-4

| Tipo de impuestos | Codensa | Emgesa |
|---|--------------------|--------------------|
| Third-party income | \$ 4.655.321.344 | \$ 4.247.728.253 |
| Income from intra-group transactions | \$ 5.713.781.529 | \$ 4.281.302.568 |
| Tangible assets other than cash and cash equivalents | \$ 6.169.542.679 | \$ 8.128.422.830 |
| Total compensation of employees | \$ 201.870.021 | \$ 84.535.145 |
| Income taxes | | |
| Income tax and complementary | \$ 402.217.235.554 | \$ 575.895.948.199 |
| Industry and trade tax | \$ 65.184.842.699 | \$ 2.866.408.814 |
| Property Tax | | |
| Vehicle tax | \$ 48.684.800 | \$ 27.927.000 |
| Real estate tax | \$ 2.847.927.215 | \$ 3.473.084.547 |
| Labor Tax | | |
| Payroll taxes (employer) | \$ 36.356.494.235 | \$ 15.805.723.596 |
| Taxes on products and services | | |
| VAT higher cost or investment value | \$ 163.698.571.173 | \$ 42.862.259.194 |
| Tax on financial transactions | \$ 18.393.576.591 | \$ 10.278.706.521 |
| Duties | \$ 1.993.740.008 | \$ 388.714.992 |
| Consumption tax | \$ 59.248.169 | \$ 11.340.305 |
| Stratification - contribution to CREG, superintendence of services, superintendence of port and transport - Fazni - Stamps | \$ 49.089.175.968 | \$ 39.833.329.340 |
| Environmental taxes | | |
| Public lighting tax | \$ 35.667.651 | \$ 61.849.560 |
| Act 99 contribution | \$ 0 | \$ 94.010.958.697 |
| Others | | |
| Taxes collected from customers on behalf of a tax authority | \$ 1.334.980.635 | \$ 943.037.199 |
| The balance of the intra-corporate debt held by the entities of the tax jurisdiction and the basis for calculating the interest rate paid on the debt | \$ 0 | \$ 0 |
| Earnings or losses before taxes | \$ 1.204.056.000 | \$ 1.980.796.907 |
| Corporate income tax accrued on earnings or losses | -\$ 361.525.583 | -\$ 697.644.797 |
| Reasons for the difference between accrued income tax and taxes by calculating the statutory tax rate | \$ 23.772.337 | \$ 63.789.788 |

2

OUR ESG PERFORMANCE

Topics

- Net zero emissions ambition
- Electrification, digital and platforms
- Our people
- Local and global communities
- Innovation
- Digital support and cybersecurity
- Circular economy
- Sustainable value chain
- Health and Safety at Work
- Environmental sustainability
- Corporate governance



NET ZERO EMISSIONS AMBITION

National Climate Change Policy

The national government began formulating the National climate change policy in 2014 and since then it has proposed to articulate all the efforts that the country has been developing. Its five strategic lines are based on the New Climate Economy and support the development of four instrumental lines, which consider that:

- > Cities are engines of growth.
- > Productivity in land use will determine whether the world is able to feed a population.
- > Energy systems fuel growth around the world.
- > Infrastructure supports modern economic growth.
- > The management of strategic ecosystems is key.

This way, the policy bases its development on climate change management planning processes, structured information, science, technology and innovation processes, as well as education, financing and economic instruments.

For its part, the Colombian Low Carbon Development Strategy (ECDDB) is a short, medium and long-term development planning program led by the Ministry of Environment and Sustainable Development (MADS), through the Climate Change Directorate and with the support of the National Planning Department (DNP) and the sectoral ministries, which seeks to decouple national economic growth from the growth of GHG emissions, managing to maximize the carbon-efficiency of the country's economic activity and contribute to national social and economic development.

The National Adaptation Plan includes actions and measures aimed at reducing the vulnerability of natural and human systems to the real or expected effects of climate change.

With Act 1931 of 2018, Colombia advances in the regulation for the management of climate change, where principles, institutional aspects, planning instruments, information systems, as well as economic and financial instruments for climate change management were established and developed.

E2050 Strategy

The Long-Term Strategy E2050 is a State policy instrument that will guide national, sectoral and territorial actions to build a climate-resilient future in Colombia, expressed in the carbon-neutrality of the economy and long-term adaptation to the effects of climate change. In Colombia this process represents the creation of the path of transformations necessary for climate-resilient development to occur in the country with respect to critical issues. Through national workshops as spaces for construction, work and discussion, the bets and activities that will make up the E2050 were defined. Enel participated in these spaces of articulation of the bets of diversified energy matrix, sustainable mobility and infrastructure and sustainable cities, through the position established for the circular cities of the Enel Group, and supported by its global objective of decarbonization by 2050.

Nationally Determined Contribution (NDC)

Within the framework of the Paris Agreement and other international instruments on climate change, the Government of Colombia has established goals in adaptation and mitigation measures that will guide its actions in the period 2020-2030, improving the commitment presented in the NDC of 2015, and increasing its ambition towards a development adapted and resilient to the climate, and compatible with the goal of carbon neutrality to 2050.

The NDC was built inter-institutionally with 148 mitigation measures, to emit a maximum 169.44 MtCO₂ in 2030, corresponding to a 51% reduction in emissions in 2030 compared to the baseline scenario. In this scenario, you agree to:

- > Design a carbon budget by 2023 at the latest
- > Reduce the deforestation rate to 50,000 ha / year in 2030, as this is the sector that emits the most in Colombia
- > Reduce black carbon emissions by 40% by 2030 compared to 2014 emission levels, excluding forest fires
- > Prepare biennial transparency reports as a follow-up to the reduction of emissions

In the case of adaptation, 30 measures have been evaluated divided into 7 sectors of action and 18 goals for means of implementation.

For its execution, Colombia must advance in the regulation of the NDC, as well as in the harmonization of Sectoral and Territorial Climate Change Management Plans with the NDC.

The Enel Group Companies in Colombia contributed to the construction of the NDC by participating in various articulation spaces, as well as with the results of the Energy Transition Route study, prepared in conjunction with Uni-

versidad de los Andes under the title Zero greenhouse gas emissions roadmap for Colombia: Diagnosis, perspectives and guidelines to define possible strategies in the face of climate change.

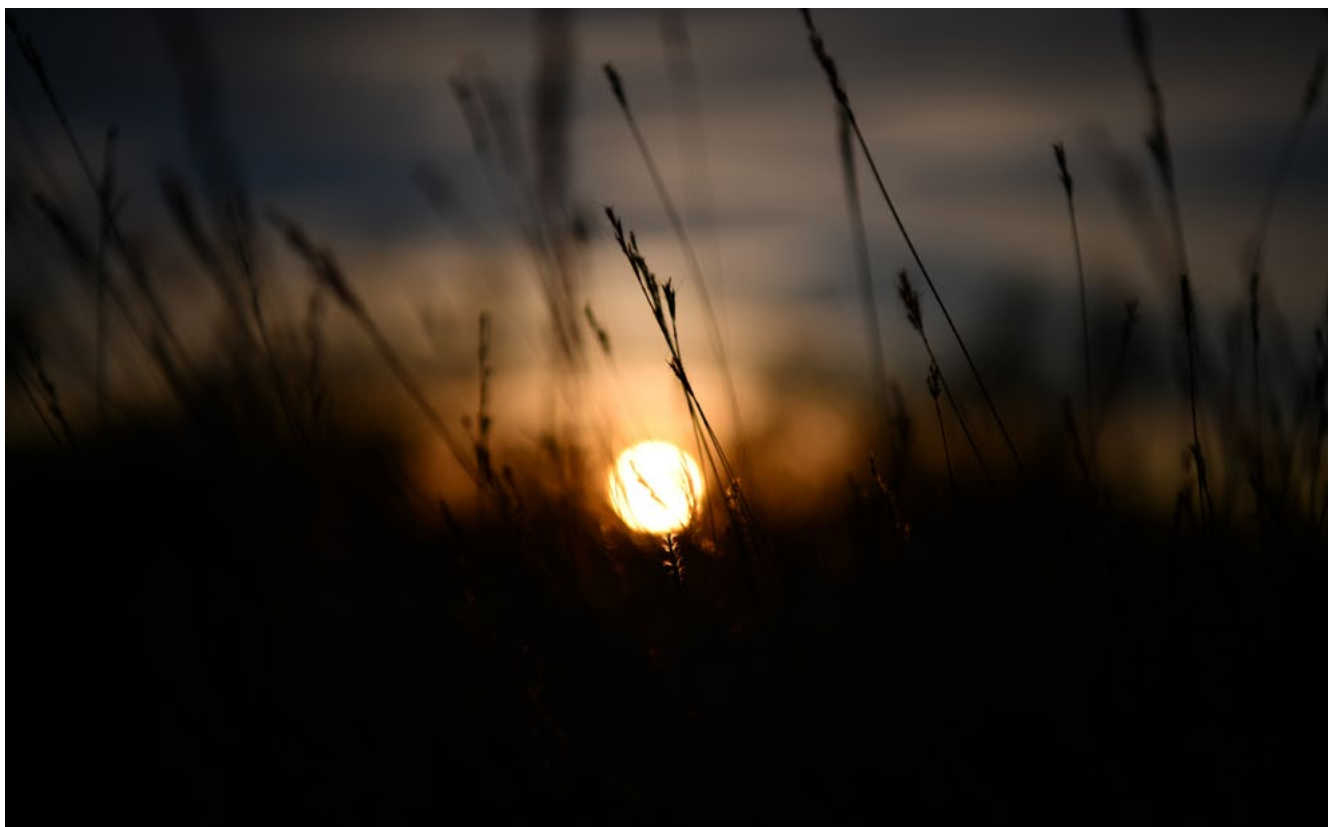
Regulatory context

Regulatory management

In 2020, the management associated with the electric energy market and the sale of natural gas was developed around meeting and facing the institutional and market challenges caused by the COVID-19 situation, ensuring the reliable and efficient provision of public services, the construction and progress in the development of the Energy Transition path and the continuous incorporation of Non-Conventional Renewable Energy Sources (NCREs) within the energy matrix.

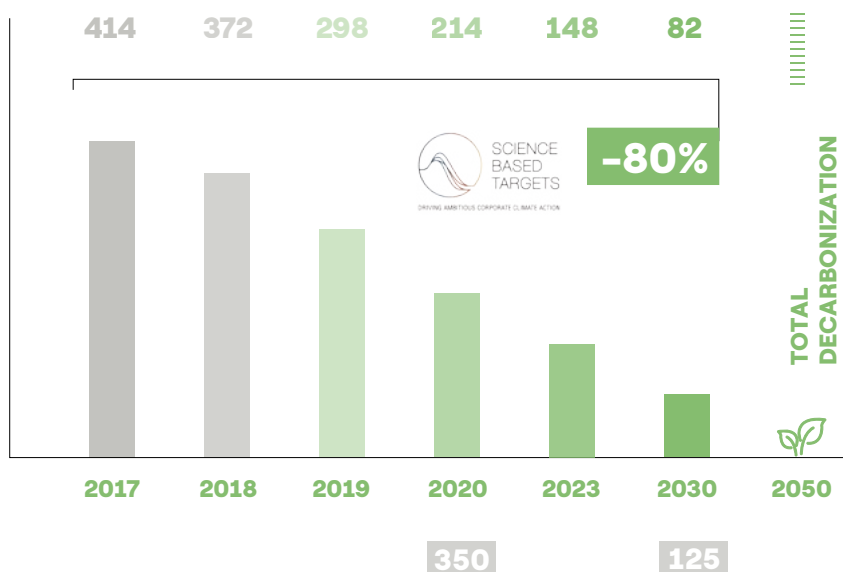
Energy transformation

The National Government published the final documents with the analyzes and proposals of the "Energy Transformation Mission", which will become a roadmap for the sector, as a guide to the main transformations to be adopted in the future.



Decarbonization roadmap in line with the 1.5 ° C trajectory, certified by SBTi - Enel Group

SCOPE¹
(gCO₂/kWh_{eq})



-80%

TOTAL
DECARBONIZATION

350

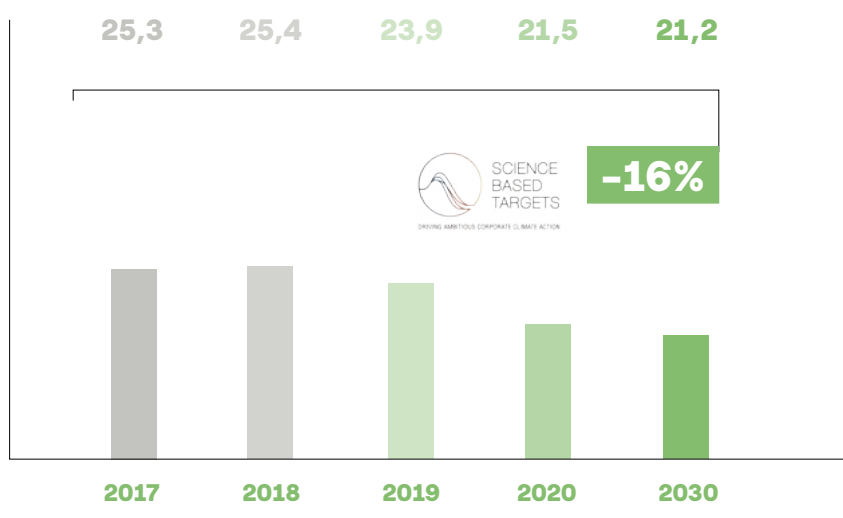
125

SBT 2020 achieved (scenario 2 ° C)
-25% vs 2007

SBT 2030 preceding (WB2C scenario)
-70% vs 2017



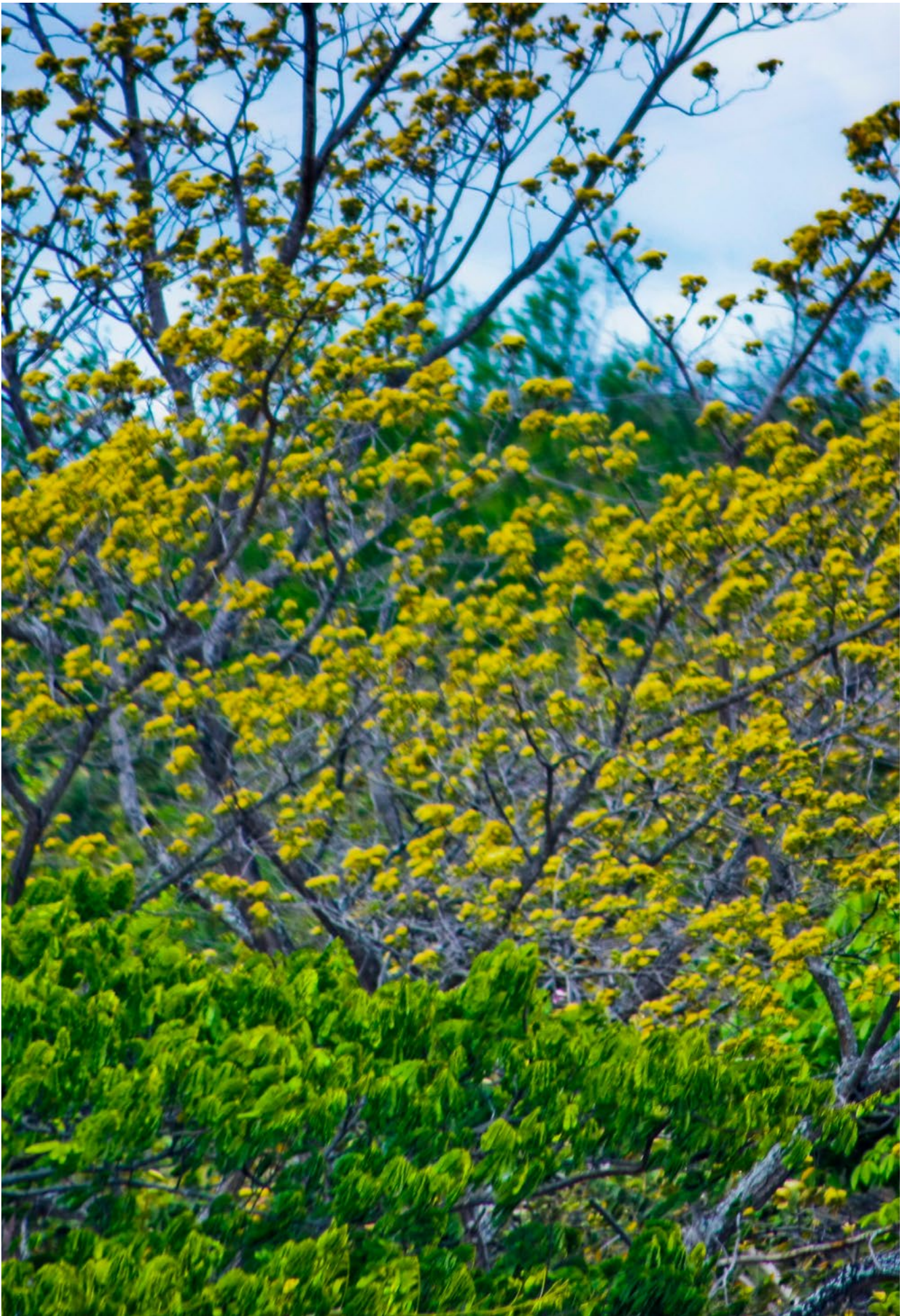
SCOPE²
Gas Retail
(tCO_{2eq})



-16%

(1) Includes all direct emissions (GHG Scope 1), of which 99% is exclusively due to energy production, in line with the 1.5 ° C trajectory of the Science Based Targets Initiative.

(2) Includes indirect emissions (GHG Scope 3 - Use of products sold) related to gas sales activities in the "retail" market by 2030, in line with path 2C of the Science Based Targets Initiative.



ELECTRIFICATION, DIGITAL AND PLATFORMS

Excellence in power generation – Emgesa

Material topic: Electric power distribution

Emgesa is positioned as one of the largest electricity generating companies in Colombia, in addition to ensuring that its management is sustainable and contributes to the growth of its customers. The Company has 14 generation plants located in the departments of Cundinamarca, Bolívar and Huila.

12

**HYDROELECTRIC
POWER
PLANTS**

2

**THERMAL
GENERATION**

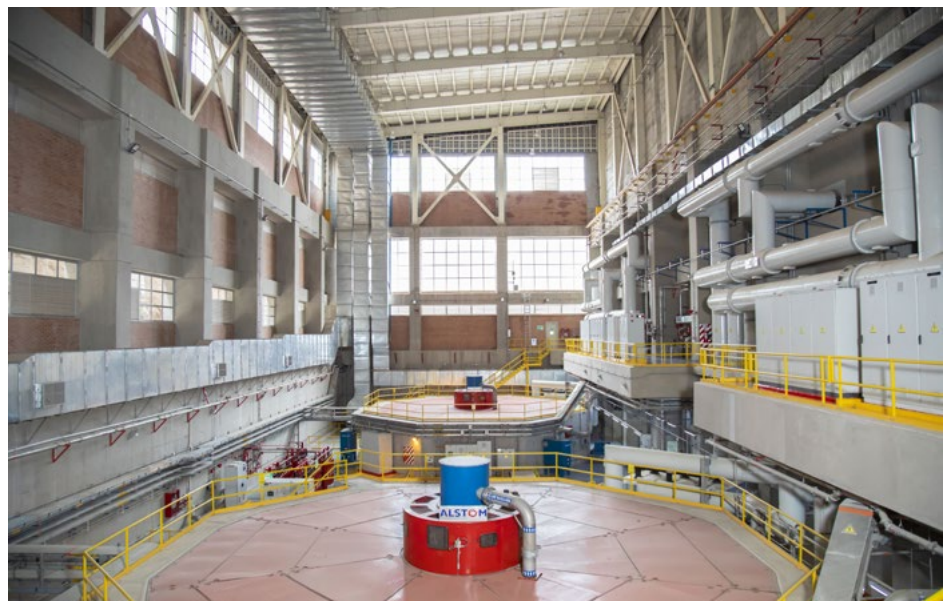
Power generated

GRI EU2, EU30

Emgesa's management seeks to improve processes and the adoption of best practices at a global level, which has allowed the efficient development of projects, the achievement of optimal operational and economic results, despite the pandemic situation.

One of the main focuses for the power generation process is the health and safety of people, in this way, in 2020 there were no work accidents, which made it possible to comply with the requirements of the National Interconnected System.

In addition to this, driven by the leadership of the Enel Group and its determined public commitment to the global sustainable development agenda embodied in the Sustainable Development Goals (SDGs), sustainability is an umbrella that permeates the Organization and contributes to the development of a model of sustainable business that generates value in the long term, thanks to the substantial alignment between the needs and expectations of the stakeholders and the priorities in the Company's strategy.



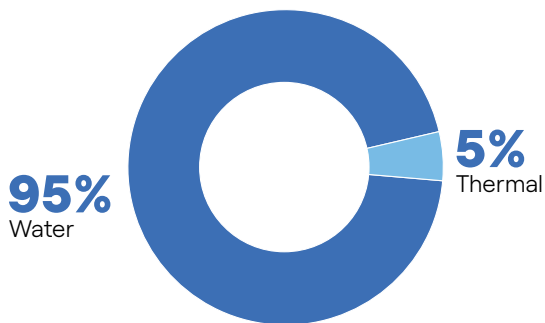
For this reason, the application of technological trends to the business has continued to be promoted within a framework of promoting permanent innovation. Through the implementation of robotization and digitization programs, security and efficiency in processes and the availability of data that provide valuable information for decision-making are guaranteed. Additionally, it entered the Carbon Bonds market, which ratifies the strategic guideline and support for global decarbonization.

In 2020, Emgesa's net energy generation reached 14,009 GWh, representing a decrease of 8% compared to 2019, due to a lower energy demand due to the pandemic. Faced with this, Emgesa focused on keeping its generation assets available to meet the system's requirements.

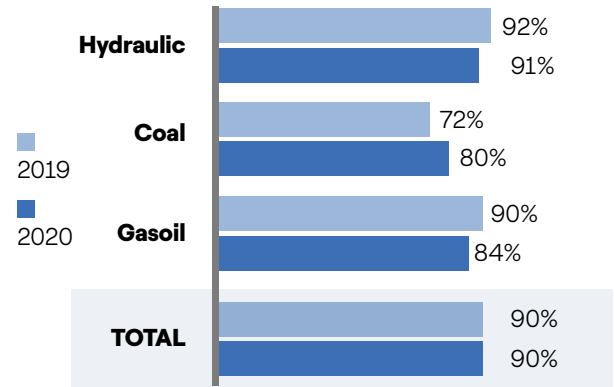
On the other hand, there were lower water contributions, which led to less hydraulic generation and an increase in thermal generation, due to the higher requirement of the plants by the National Interconnected System, which positioned Emgesa as the second generator in the country with 20.2% of the total energy generated.

Energy production is carried out using water sources and by the combustion of fossil resources such as coal, oil, and gas. Last year, the energy generated by hydraulic sources was 13,314 GWh, representing 95% of the total generation; while the generation by thermal sources was 696 GWh, which corresponds to 5% of the total generation.

GENERATION BY SOURCES

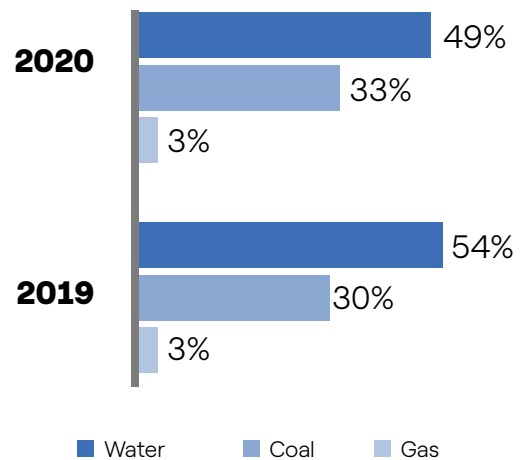


The availability of the Emgesa generating park was 90.3%, in line with the 2019 result.



In addition, 180,688 hours of service were recorded by Emgesa's generation units, 3,227 hours more than those recorded in 2019. The utilization factor ended at 45%.

USE FACTOR (%)



Hydraulic technology

Despite the restrictions due to the health emergency derived from COVID-19, 100% of the scheduled maintenance was carried out and the planned investments were fully executed, evidencing the resilience capacity and commitment of the Enel Group to the operation and plant maintenance, as well as the implementation and compliance of biosafety protocols to guarantee energy generation.

The investment and intervention actions carried out in each of the hydroelectric plants are detailed below:

| Plants | Investment and intervention actions |
|--|---|
| El Guavío | <ul style="list-style-type: none"> > Modernization of the excitation system of units 2 and 4, as well as of the speed and voltage regulators in smaller units > Contract to manufacture the winding and plating of the stator of Unit 5 > Works for the recovery of diversion tunnels of the Chivor and Batatas rivers and the access tunnel to the cavern |
| Betania | <ul style="list-style-type: none"> > Implementation of the joint operation manual for the El Quimbo and Betania Reservoirs > Development of the model for the optimal distribution of the operating load between units, taking advantage of the potential of big data for the analysis of efficiency in hydroelectric plants > Unit 3 Phase T transformer replacement > Recovery of the roof of the powerhouse building del manual de operación conjunto de los Embalses El Quimbo y Betania |
| El Quimbo | <ul style="list-style-type: none"> > Installation of drainage and instrumentation of the dam > Completion of the work in the inspection gallery (GD2), including the automation of the leak readings |
| Río Bogota Plants | <ul style="list-style-type: none"> > Replacement of stator winding Unit 3 of the Muña Power Plant > At the Laguneta and Limonar power plants, the roof gate at the intake was reconditioned > Improvements in the efficiency of the bio-filter installed in the Paraíso Power Plant for the elimination of odors > Updating of the Muña reservoir operating procedures, in accordance with the new philosophy of centralized operation in the Remote Monitoring and Operation Center (CEMOR) > Start of the certification process of the Technical Regulation of Electrical Installations (RETIE) for the power plants > Modernization of the chargers and battery banks of the Power Plants |
| Operational efficiency projects | <ul style="list-style-type: none"> > To increase the capacity of the hydraulic park, smart repowering projects were structured: <ul style="list-style-type: none"> — Tequendama Power Plant: +2 MW — Pagua Chain (Paraíso-Guaca): +15 MW — Guavio Power Plant (Impeller change) +1 MW — Auxiliary Optimization of El Guavio Hydroelectric Plant: +2 MW — Floating solar park Embalse de Betania: +20 MW |
| Power Plant automation and remote control project | <ul style="list-style-type: none"> > Commissioning of the new remote monitoring and operation center at Guaca Power Plant > Integration of the Salto, Laguneta, Limonar and Darío Valencia power plants in a single control center > Start of work for the automation of the first-generation group of Cadena Pagua > Continuation of the activities of engineering, testing, and manufacturing of equipment for the automation and remote control of the units of the Bogota River Power Plants |
| Cross-sector projects | <ul style="list-style-type: none"> > Redesign of plant maintenance plans > Development and implementation of a new technique for the inspection of turbine impellers through x-ray diffraction > Start of management for the manufacture of a robot capable of inspecting sites with possible dangerous atmospheres > Digitization of assets based on the capture, editing, analysis, treatment, design, publication and printing of geographic information > 54 aerial inspections of structures and civil works with the use of drones > Execution of 100% of the photogrammetric captures and inspections using the aerial topography method (Lidar) on the Guavio and Muña reservoir > Carrying out required bathymetries and launching the application to load the topographic control |

Thermal technology

In 2020, thermal generation management focused on the completion of works associated with the Life Extension useful life extension project, the start-up of the energy storage system (BESS), improving the reliability of boilers at the Termozipa Power Plant and Comply with dispatches for the generation of security with the Cartagena Power Plant to respond to contingencies in the Caribbean area.

The main actions taken were:

| Thermal power | Investment and intervention actions |
|------------------|--|
| Termozipa | <ul style="list-style-type: none"> > Installation of the first energy storage system in Colombia (BESS), which will allow the plant to increase its Net Effective Capacity while maintaining compliance with the provision of the primary frequency regulation service. |
| Cartagena | <ul style="list-style-type: none"> > Legal emissions tests for the 4 Units with satisfactory results thanks to the operational controls established by the Power Plant, as a result of the interventions of the Extension of Useful Life project and improvement in environmental performance > <i>Commissioning of the new water plant with high-level quality standards that will ensure the integrity of the boilers</i> > <i>Completion of the project for the recovery of gas systems Unit 2 and Unit 3, which allows improving the reliability of the commissioning of the units in line with the increase in gas generation in 2020</i> > <i>Satisfactory compliance with all regulatory tests (availability, net effective load and heat rate)</i> |



Installed capacity

[GRI EU1](#), [EU10](#)

Emgesa closed 2020 with a net installed generation capacity of 3,506.1 MW, equal to that of 2019. Of this, 11.7% corresponds to thermal power plants with 225 MW from a coal plant and 184 MW from a plant diesel; the remaining 88.3% corresponds to hydroelectric plants with 3,097.1 MW.

This installed capacity represents 20% of the national net power, which positions Emgesa among the three electricity generators in the country. On the other hand, at the Termozipa Power Plant, the BESS Energy Storage System was installed and put into operation, increasing the Net Effective Capacity (CEN) of up to 7 MW.

Efficiency of thermal plants

[GRI EU11](#)

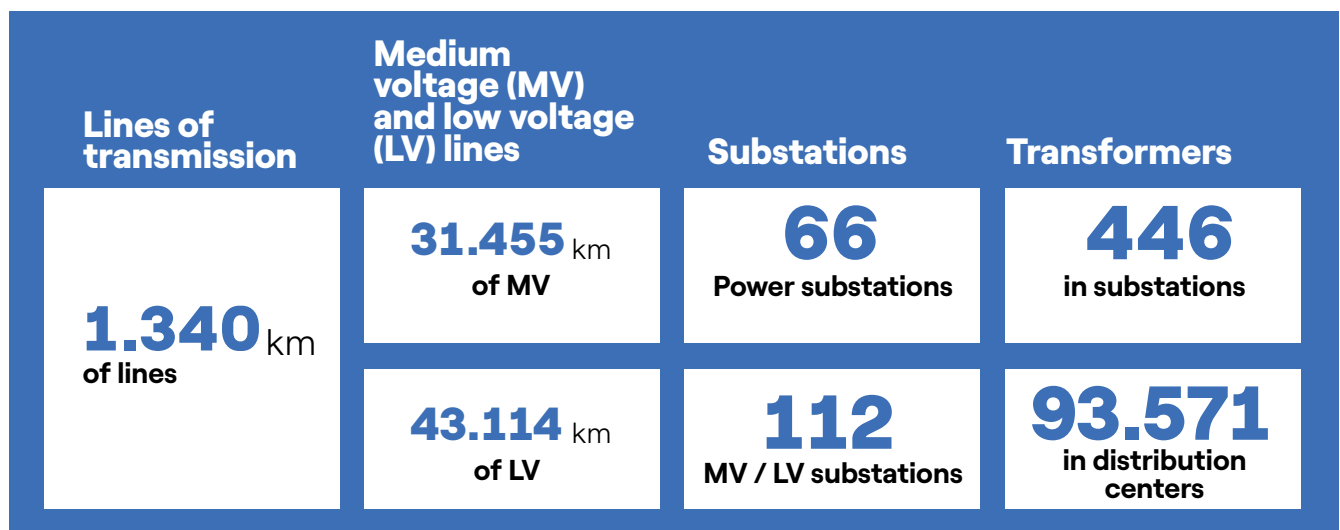
As required in the operation of thermal plants, 15,413 hours were invested, which reflected an average efficiency of 24.2% in 2020.

| Plant | Energy source | 2019 | 2020 |
|--|---------------|--------------|--------------|
| Cartagena Power Plant | Fuel oil | 22,5% | 22,6% |
| Termozipa Power Plant | Coal | 29,9% | 25,5% |
| Thermoelectric average efficiency | | 26,6% | 24,2% |

Excellence in energy distribution - Codensa

In order to articulate Codensa's prospects with the strategies of the department of Cundinamarca, different plans, programs and projects have been developed for the distribution of electricity for productivity and competitiveness in the Company's area of influence.

Similarly, Codensa seeks to strengthen, through the development of its management, the increase in demand and service coverage, under criteria of quality, reliability and safety. To achieve this, it has:



Power distribution networks

GRI EU4

In 2020, the normalization, repowering, replacement and expansion of medium and low voltage overhead and underground networks were carried out, which significantly reduced failures and positively impacted service quality conditions. On the other hand, there was an increase of 1.38% in the transmission and distribution networks.

LENGTH OF TRANSMISSION NETWORKS:

2019

73.525

Km



2020

73.525

Km

LENGTH OF DISTRIBUTION NETWORKS (MEDIUM AND LOW VOLTAGE) AND TRANSMISSION LINES (KM)

2019

Low voltage: **42.525 Km**

Medium voltage: **29.681 Km**

Km High voltage: **1.319 Km**



2020

Low voltage: **43.113 Km**

Medium voltage: **31.455 Km**

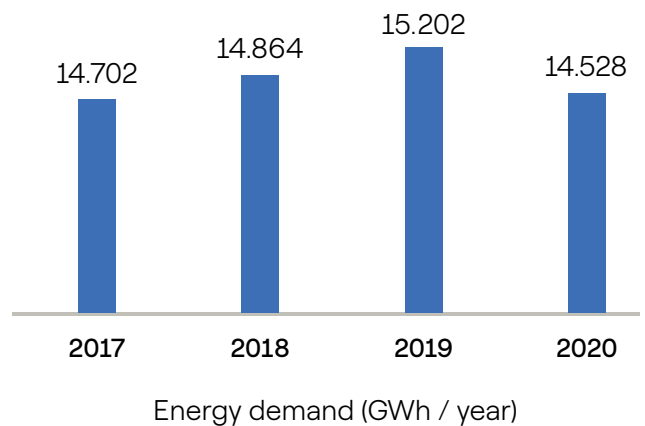
Km High voltage: **1.340 Km**

Energy demand

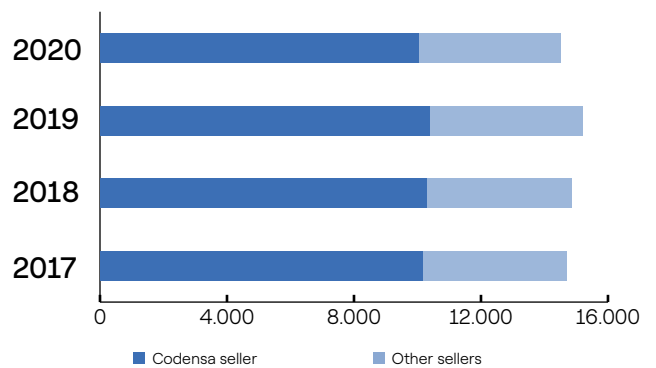
The demand for energy as a network operator is made up of the energy distributed to customers in Codensa's marketing market, added to the energy distributed to the customers of other retailers.

In 2020, the energy demand was 14,528 GWh, which presented a decrease of -4.70% compared to 2019, due to the health contingency derived from COVID-19. The following shows Codensa's demand as a network operator in the last four years.

EVOLUTION OF CODENSA'S ENERGY DEMAND



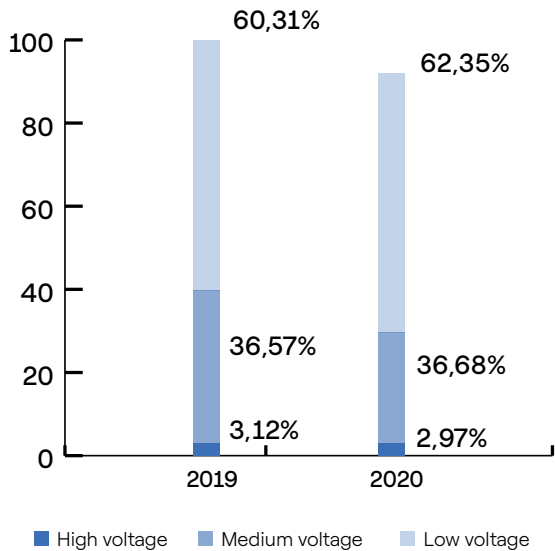
BREAKDOWN OF DEMAND AS A NETWORK OPERATOR



Although demand fell in both market segments, the greatest reduction rate was in demand from other traders, which was -7.14%, which is equivalent to -333 GWh. On the other hand, the demand of Codensa commercializer had a reduction of -3.56% equivalent to -341 GWh.

When carrying out an analysis of distributed energy, excluding exports and generation aids, it is evident that the participation by voltage level was also different compared to 2019, as follows:

DISTRIBUTED ENERGY SHARE BY VOLTAGE LEVEL



Energy distributed in high and medium voltage decreased its share of total energy, which is explained by the insulation measures taken in 2020, which affected the commercial and industrial sector, which are usually customers with these voltage levels.

On the other hand, it is notable that the share of energy distributed in low voltage increased by more than 2 percentage points, due to the fact that the residential market, which is mostly connected in low voltage, increased its energy consumption due to insulation.

Service coverage

GRI EU26

Codensa serves 100% of the municipalities of Cundinamarca and some municipalities in the departments of Meta, Tolima and Boyacá in its area of influence. According to the report of the Indicative Coverage Expansion Plan 2019-2023 (PIEC), the electric power coverage index by department has a general indicator of 97.95% for Codensa's coverage area.



The same report indicates that the municipal capitals in the area of influence have an indicator of 100% coverage of the electric power service, while the rural areas register an indicator of 97.3% of service coverage.

The PIEC has a calculation methodology that combines different sources of information, such as:

- > National Population and Housing Census
- > Home energization projects presented to the UPME
- > Reports of the Network Operator

They result in a total of 7,165 Unserved Homes (VSS) pending energy in Codensa's area of influence.

Since 2016, the Company has directed efforts to provide access to safe and reliable energy to more people around the world, one of the main focuses of the Enel Group.

To achieve this, resources were formulated and allocated to the Cundinamarca 100% project, which seeks the universalization of the electric power service in the area of influence based on four fundamental axes for its development:

Identification of households without

With the National Government, we have worked to improve the information available on households and to identify the best energization strategies for these communities.

Energization strategies

Through different pilot projects, lessons learned from the more than 2,900 dispersed rural customers, and from Enel's rural electrification initiatives at a global level, Codensa has been defining the best infrastructure alternatives for energizing households without service or far away territories.

Sources of funding

According to what has been declared by the National Government in different documents, specifically in the PIEC, it has been shown that a great economic effort is required to achieve the universalization of the service in the national territory. For this, a series of tools have been provided to support rural electrification that have been used by Codensa in the fulfillment of its purpose.

Rural coverage expansion plan

With the support of the three aforementioned fundamental axes, Codensa proposes its rural coverage expansion plan.

Rural Coverage Expansion Plan

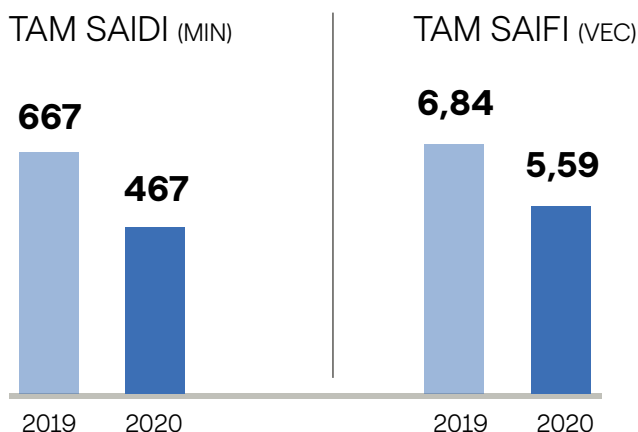
After articulating the fundamental axes mentioned above, Codensa has its Rural Expansion Plan, which has had the following results:

- > The long-term scenario to achieve the universalization of the electric power service in Codensa's area of influence suggests locating resources for more than \$ 130,000 million in the next 7 years, in addition to adequate regulatory signals for access to new technologies in the remuneration methodology for the energy distribution activity.
- > Regarding the number of energized homes without service, in 2020 the construction of infrastructure was achieved that allowed the energization of 764 families in different municipalities of Cundinamarca and Boyacá.
- > The plan has benefited 3,672 users since its inception in 2016.
- > Despite the difficulties derived from the COVID-19 pandemic, all preventive measures were put in place to mitigate the risks and continue with the development of the project in 2021.

Supply quality

Contenido [EU28](#), [EU 29](#)

Codensa manages the international supply quality indicators System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI) for high, medium, and low voltage networks. This way, it guides the quality in the provision of the service to highly competitive international standards.



| Codensa Indicator | Unit | Result 2020 | YoY |
|-------------------|---------|-------------|------|
| TAM SAIDI Global | Minutos | 467 | -30% |
| TAM SAIFI Global | Veces | 5,59 | -18% |

The indicators comply with the 2020 regulatory limit and represent an improvement of **30% in SAIDI and 18% in SAIFI¹** compared to the results of 2019. Additionally, the results obtained position the service quality indices within those defined for the year 2025 on the regulatory path, which is a remarkable achievement and represents an additional motivation for continuous improvement.

As a complement to the international indicators that deepen the analysis of quality in the energy supply, the Customer Average Interruption Duration Index (CAIDI) indicator is monitored, which measures the service restoration times on average per customer who has had an incidence without prior notice.

| Codensa Indicator | Unit | Result 2020 | YoY |
|-------------------|---------|-------------|------|
| CAIDI 2020 | Minutos | 61,5 | -21% |

The results obtained in this area are mainly due to the execution of the following projects:

- > Construction of new HV-MV and MV-MV substations
- > Construction of new feeder circuits
- > Redesign and replacement of MV networks
- > Installation of remotely controlled equipment in the MV network
- > Network automation
- > Standardization of substations and High Voltage networks
- > Modernization of essential services in HV-MV substations
- > Protection management in power substations
- > Forest management
- > Action plan and operational measures to control and / or mitigate the impact of seasonal conditions such as winter, summer and winds
- > Redesign and replacement of Low Voltage networks
- > Adaptation and replacement of infrastructure in HV lines, substations and MV / LV networks
- > Management in the reduction of customers with 360 hours of unavailability and 360 times in frequency of failure

1. Events less than three minutes and those grouped into global causes of documented, statistical, and external force majeure are excluded from the calculation.

Ongoing quality improvement in the scenario of greatest investment and operations

In line with the technological transformation, technological tools have been implemented to manage scheduled works that allow mitigating risks during interventions on electrical networks.

In 2020, 43,857 requests were managed through the STWebPdL tool

Accumulated operational availability

Operating availability is the weighted average of the assets that make up Codensa's high voltage system. In total there are 363 assets that are grouped as follows:

103
115kV
transmission
lines

10
57.5kV
transmission
lines

34
transformers in
substations bordering
the National
Transmission System

139
HV/MV
transformers in
power
substations

67
115-57.5kV high
voltage busbars

10
115kV capacitive
compensators



In 2020 the availability of the high voltage system was 99.16%

Improvement in the provision of the service through the implementation of the Asset Management System

The implementation of the asset management system within Enel Codensa's Infrastructure and Networks will make it easier for the Organization to achieve its purpose, mission, and strategic objectives, enabling the people and organizational units that make decisions to formulate investment and maintenance plans focused on the life cycle of electrical assets and their performance, in coordination with the associated risks.

For this, and always under the premise of providing our service with optimal quality, in 2020 the company has star-

ted the certification path in the ISO 55001 standard - Asset Management with which it will seek to improve the use, performance and remuneration of electrical assets both existing and to be implemented, by optimizing and improving the useful life of the asset, also complying with the current regulatory requirement according to CREG Resolution 036 of 2019, in article 37, numeral 6.3.3.4 in which it is indicated that "... The RO must include in the investment plan the assets necessary for the implementation and certification of an asset management system in accordance with the ISO 55001 standard within a period of five years from the entry into force of this resolution."

This is how Enel Codensa seeks efficient management of its network assets through the use of digital technology to constantly update its inventory of electrical assets, implementation of useful life cycle projection calculation models and regulatory remuneration, application of Data Governance & Data Quality models to information sources, automating information processes and regulatory reporting, continuously seeking operational performance to continue providing the service with required quality levels and also obtaining adequate profitability.



Business operations management

GRI EU12, EU21

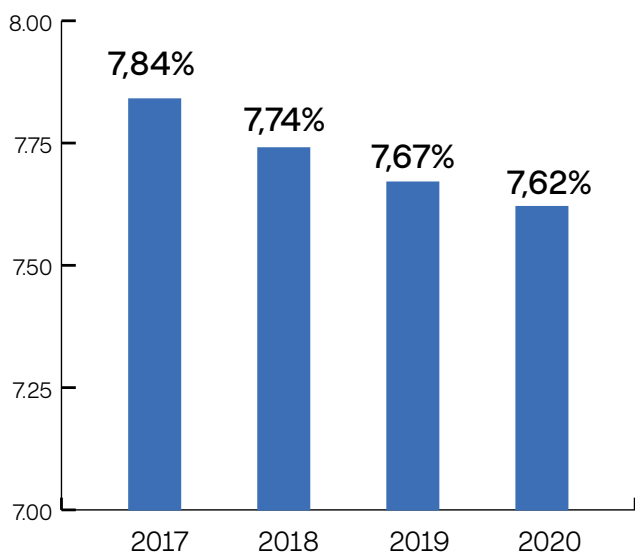
Codensa focused on the development of the management program for the reduction of non-technical losses and the recovery of energy through the installation of metering equipment, in addition to the implementation of technical metering that allowed it to obtain greater energy efficiency in its operation.

Non-technical loss reduction management program

In 2020 Codensa managed to reduce energy losses in its distribution network in a market that was affected by the conditions derived from the pandemic. To achieve this, an energy recovery plan was implemented that managed to ensure the correct operation of the equipment and standardize non-customer users directly connected to the network.

Aligned with the inspection plan that since 2018 prioritizes the recovery of unrecorded consumption, a recovery of more than 50 GWh was achieved, which allowed a reduction of 0.5 percentage points despite the difficult market conditions caused by the pandemic. The following shows the reduction that the loss index has had in recent years:

PERCENTAGE OF ENERGY LOSSES 2017-2020



The result obtained is the product of a coordinated loss control process, which begins by targeting areas with high energy loss (theft and / or measurement anomalies), going through an efficient inspection process and market discipline (legal management).

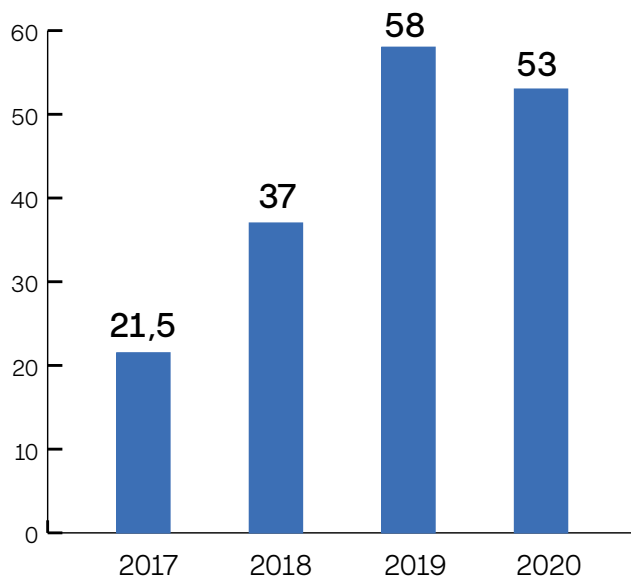
Losses as of December 2020 were 1,141 GWh / year, of which 795 GWh/year are associated with technical losses of the system and 346 GWh/year with non-technical losses. Consequently, with the actions taken in the loss control process, it was possible to reduce total losses by -4.4% and non-technical losses by 21 GWh compared to December 2019.

Energy recovery management

The loss control process advanced in 2020 achieved an energy recovery for unrecorded consumption of 53 GWh / year in 22,319 customers, for whom an energy recovery file was set up.

Despite the sanitary measures taken, an energy recovery of more than 50 GWh was maintained, followed by the energy recovery of recent years:

ENERGY RECOVERY FOR CONSUMPTIONS NOT RECORDED IN GWH / YEAR



Among the actions that made it possible to maintain the level of energy recovery above 50 GWh/year we highlight:





Loss heat maps

Given the strategy of digitization of the company and the objective established to improve the focus of areas with more energy losses, energy loss maps were used, which are constructed from medium voltage balances that estimate losses per customer. Based on this factor, areas of interest were identified to focus technical operations.

Data mining models

The inspection schedule associated with data mining models was maintained, which combine different technical and commercial variables, with the aim of selecting customers that are likely to have high energy underreporting.

These models allowed the execution of 27,000 inspections, in which the meter was changed or corrections were made in the facilities.

Metering assurance

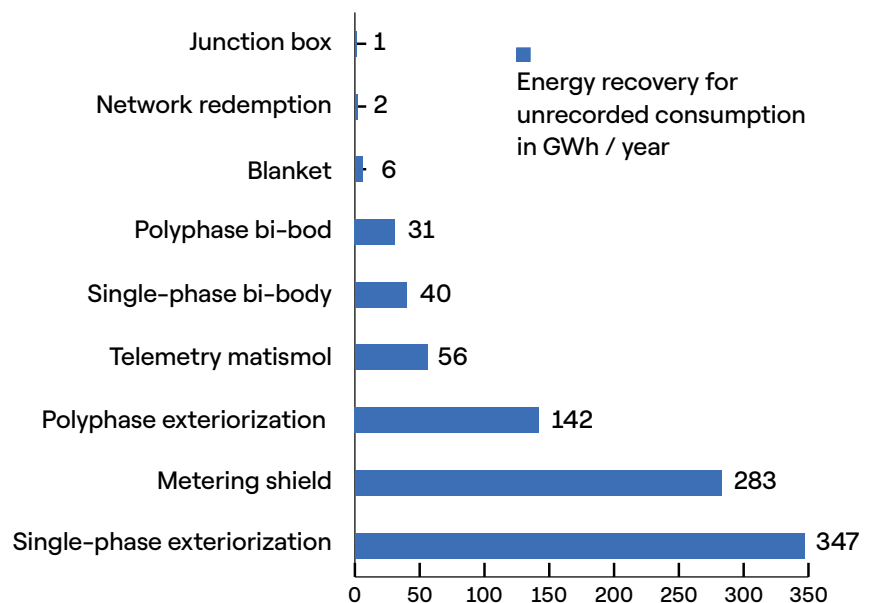
Faced with situations of theft of electrical energy, technical meters are implemented that ensure the facilities of the customers and the networks, in such a way that the energy is correctly registered.

It begins with the identification of the theft case through the execution of a technical inspection, which allows selecting the optimal product for each event and carrying out the corresponding installation.

In this sense, 941 technical meters were installed in each particular case, as well as 56 telemetry systems for large consumers that are remotely monitored.



IMPLEMENTATION OF TECHNICAL METERING BY 2020



In addition, during 2020, 4,091 technical measurement equipment that had failures was maintained.

Finally, tests and evaluations were carried out on the installation, use and expected benefits in different sectors of the city, obtaining satisfactory results that will allow overcrowding.

Operations Big Data (OBD) Tool

The OBD project is a digitization and analysis tool that allows, through machine learning, statistical models, non-linear models and data mining, to obtain:

- > Identification channels to improve operational efficiencies
- > Quality deviation
- > Order assurance
- > Energy recovery lights
- > Increase in synergies between areas

The project is made up of an easily accessible graphical interface and quick analysis for each of the indicators related to the network operator in its task of controlling non-technical losses.

Componentes OBD:

| Component | Description |
|--|--|
| Radar | Controls the monitoring of the quantities and budgets of the initial project. |
| COVID-19 | Modules were developed that will carry out specific control of the contingency due to the pandemic. It has comparative effects of the pandemic. |
| Progress of inspections and process times | Allows an adequate control of the status of the inspections and the average time required per process. |
| NCX Advance | Allows to carry out a detailed control of the candidate accounts for the installation of technical metering. It also controls the maintenance of technical metering. |
| Maps | Facilitates the geolocation of the inspections carried out and the response to the most relevant findings. |
| Averages | Allows proper control of the status of accounts that are still averaging and generating administrative waste. |
| LCL | Controls and monitors reconciliations. |
| Channels | Controls the number of inspections and waste generated by the channel area. It also follows up on CRM, ADLs and corruption complaints. |
| Developments | Controls the status of commercial news. |
| Materials and labor | Controls the cost of materials and labor. |

Radar Project

Based on the energy balances to identify land, sectors or users with needs for standardization or maintenance of the measure, a methodology was proposed to guarantee the correct recording of energy consumption.

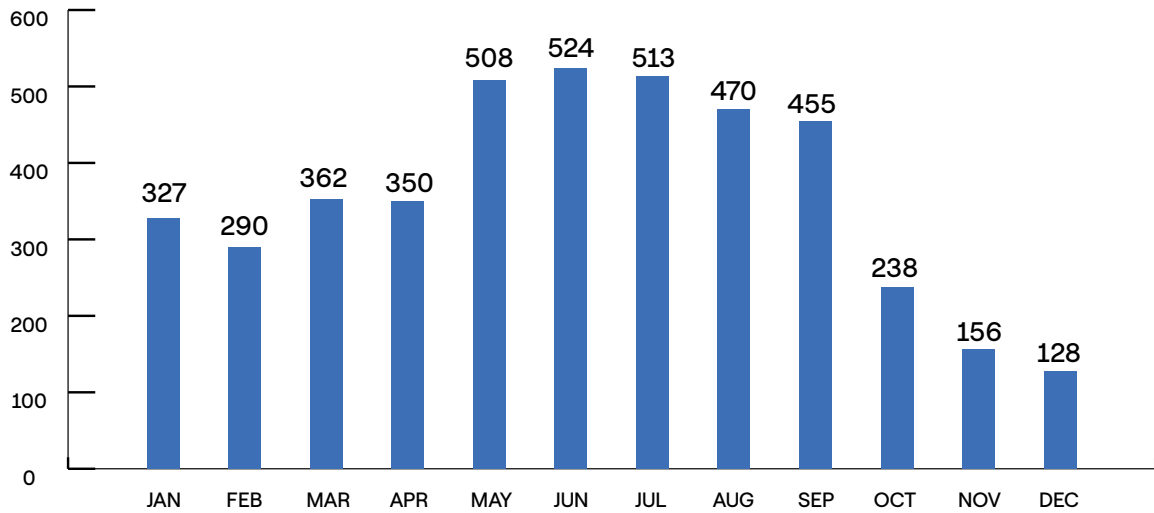
2,828 inspection orders were carried out, contributing to the 97.2 MWh / month reduction in non-technical losses in the system and the recovered energy associated with these circuits reached 1 GWh.

Tracker Project

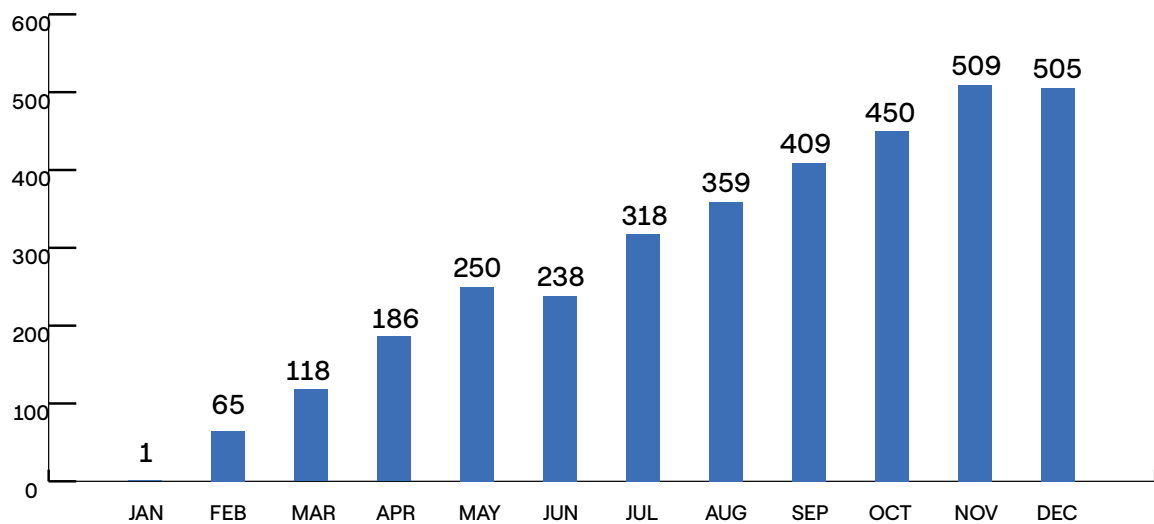
In search of energy recovery in processes of incorporation of user accounts that are connected to the grid without authorization, the project managed to install 4,321 meters, which have billed a consumption of 2,902 GWh accumulated up to the month of November.

The main lines of action carried out are related to the expansion of peripheral areas and non-customer users, obtaining the following results:

STANDARDIZED CUSTOMERS



BILLED ENERGY (MWH)



Engaging new customers

In 2020, 87,478 new customers were connected in the city of Bogota and in different municipalities of Cundinamarca, below, the characterization of the new connected customers:

| | | |
|--------------------------------------|-------------------------------|--------------------------------------|
| CONSTRUCTORS 39.683 | BUSINESS 415 | MASS-SEVERAL 47.380 |
|--------------------------------------|-------------------------------|--------------------------------------|

In the year there was a 6% decrease in the number of connections compared to 2019, which is mainly due to a lower number of requests due to the health emergency.

55.6% of the connections executed (48,592 accounts) were made through the connection chain of customers with feasibility. These applications contain construction and business customers taking into account the regulatory times in accordance with CREG resolution 070 of 1998.

Technological transformation of the country based on advanced metering

2020 closed with 92,256 advanced meter installations, of which 87,747 have been installed in customers and 2,509 installed in distribution transformers and have macro-metering functionality for greater controls on the energy supply.

In addition to this, this technology has allowed the execution of activities such as the remote acquisition of monthly reading to about 61,701 customers and the remote reconnection of 8,642 users. It should be noted that these types of operations were of great support to reduce the risk of contagion from customers and employees.

As of May 2020, customers with advanced meters received more than 154,000 text messages (SMS) to their cell phones, which provided weekly information on the energy supply, which allows them to be empowered to manage their consumption.

In addition, the Internal Communications Plan was started to advertise the technology and its benefits among Enel workers. In addition, together with the Colombian Association of Distributors (ASOCODIS) and companies in the sector, an external Communications Plan was structured and delivered to the Ministry of Mines and Energy, which will seek to socialize technology and its benefits in a coordinated manner in the country.

The aforementioned project had a tax recognition of \$ 2,566 million in income tax reduction, which was carried out with the technical endorsement of the Mining-Energy Planning Unit of the Ministry of Mines and Energy (UPME), within the scope of Act 1715 2014 on energy efficiency.

In regulatory areas, 2020 was marked by a relevant milestone since the Energy and Gas Regulation Commission (CREG) issued two draft resolutions for the implementation of advanced metering (AMI) in the country, which represent progress in the definition of some of the aspects that will guarantee an adequate deployment and operation of the advanced metering infrastructure in Colombia.

Finally, in order to provide job opportunities to the personnel who today work in the operations that will be automated with advanced metering, an agreement was made with the National Learning Service (SENA), starting the training program as "Technician in construction and maintenance of networks", with an emphasis on advanced measurement.



Portfolio recovery improvements – redesign, suspension, cutoff and reconnection (SCR)

Portfolio operations were restricted for approximately five months of the year due to the effects of the pandemic, during which operations were only carried out in the commercial and industrial segment. Despite the difficulties, it was possible to recover \$ 149,868 million during the year.

This is a result of the implementation of new strategies such as coordination, comprehensive and differential operational management for customers with high debt, recovery management once the government restrictions have ended, in addition to Saturdays, and police support for execution.

Improvements in customer engagement

The redesign of the customer engagement process was implemented, supported by the Salesforce Contracting tool, which allowed:

- > Improve the customer experience
- > Improve response times for effective customer engagement
- > Stabilize, consolidate and synchronize the customer engagement process with robust technological tools that support you from start to finish
- > Expand, debug and update the customer database
- > Maintain communication with customers, by notifying the status of cases
- > Contribute to the digital transformation in the New Connections process by leveraging the Group's strategy
- > Achieve synergies through the integration of systems and optimize internal processes and those of collaborating companies to improve the customer experience

Third-party accidents

Contenido [GRI EU25](#)

Electrical safety is very relevant for the Companies, both for the Enel Group employees and for third parties, therefore, in 2020 Codensa focused on four aspects to prevent the occurrence of this type of events that allowed reducing by 13% fatal accidents in relation to 2019, these edges were:

Technical management

Interventions were carried out in the electrical infrastructure for more than \$ 4,200 million in the Tibabuyes and Bosa area, where 9.5 km were changed from bare to insulated conductor, including change of posteria and standardization of transformers. An investment of \$ 5 billion is contemplated for 2021.

Communication management

A display was made on social networks, informing the risks associated with the execution of activities near the electrical power networks.

In 2020, 53 third-party accidents were recorded in which Codensa's assets were involved, of which 10 were fatal

Institutional management

Inter-institutional agreements were reached between Codensa and the Bogota fire department, with the aim of training the entity in electrical risks and through them reaching the community to prevent accidents in third parties.

Training management

Training strategies were carried out in order to raise awareness and educate the general population about electrical safety to prevent accidents related to electrical infrastructure, among them, the playful catalog with emphasis on safety distances and stories of third party accident prevention.

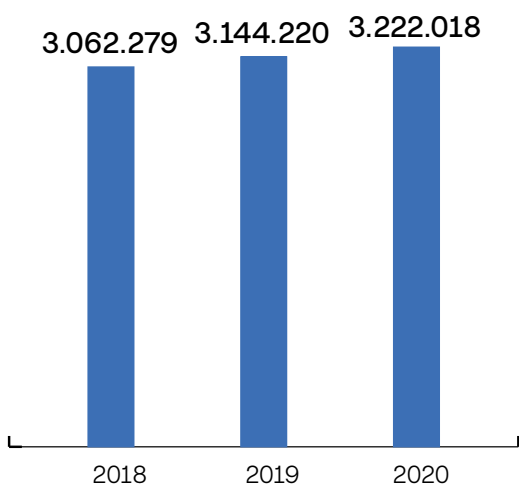
Customer management Codensa

Material topic: Customer relations; [GRI EU3](#)

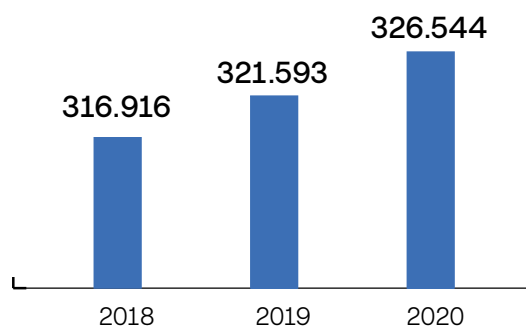
Codensa's customer management in the regulated market is structured around three categories: residential and commercial customers (B2C), industrial and institutional customers (B2B), and those government entities in charge of public lighting (B2G).

At the end of the year, Codensa provided 3,609,950 services in the different markets of the regulated segment it serves, 2.35% more than in 2019

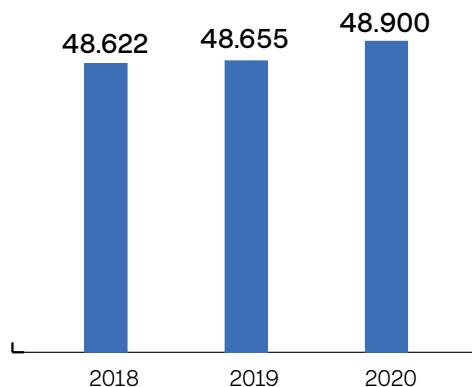
RESIDENTIAL



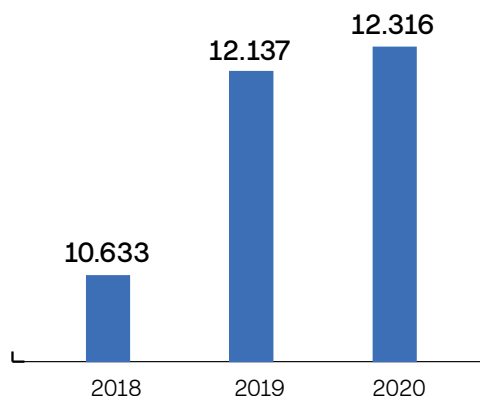
COMMERCIAL



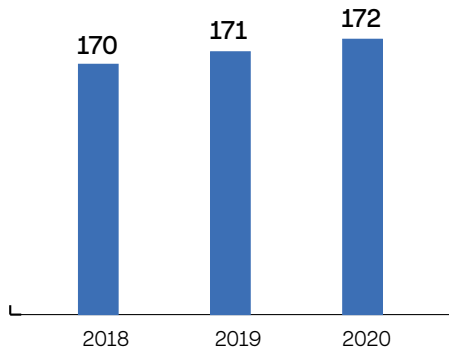
INDUSTRIAL



OFFICIAL



STREET LIGHTING



Commercial and residential customers (B2C)

In 2020, the Business to Customers (B2C) Management had as fundamental operating fronts the structuring and sale of the portfolio of value-added products and services to residential customers in Bogota and Cundinamarca (Enel X), as well as the provision of all related services with attention to queries, complaints and claims from customers (Retal Colombia); these two work fronts framed in a Digital Experience program.

Enel X

Codensa offers a portfolio of value-added products and services with the aim of generating to its residential customers an additional offer to the supply of energy, taking advantage of the invoice as a means of collection and timely payment. The products offered are:



Financial services:

- Crédito Fácil Codensa

Microinsurance:

- Sale of microinsurance

Maintenance & Repair:

- Sale of electrical works and assistance

Small applications:

- Enel X Store (e-commerce platform)

Third party billing:

- Collection orders for cleaning and other products

Financial services: Crédito Fácil Codensa

Crédito Fácil Codensa is a credit product aimed at benefiting customers from the Codensa Public Energy Service, for the acquisition of products and services marketed by various business partners through a credit card with its own brand in association with the bank Scotiabank Colpatría. In 2020:

- > The business scheme was changed with the Strategic Partner Scotiabank Colpatría in order to take the business to another level through the constitution of a new commercial financing company.
- > A transition period was established under a collaboration contract called Open Book (open books), and all legal procedures for approval before the financial Superintendence of Colombia (SFC) were initiated.
- > The Easy Codensa Credit Constitution, the financing company, with the official filling that collects all the documentation and requirements required by the SFC.
- > New partnerships were strengthened and developed with strong stores in non-face-to-face channels, achieving greater value to customers in pandemic time with alternatives for the purchase of new products on the Internet.
- > The delivery of cards was massified under the Mastercard Franchise with Crédito Fácil Codensa.

Microinsurance

The consolidation of microinsurance continued as an alternative for customers and energy users, allowing them to have access through the energy bill to a product that offers financial support in the face of unexpected events such as accidents, illnesses, deaths in the family and natural disasters, for a monthly payment. Accordingly:

- > Two new insurance products were launched to protect against the risk associated with serious diseases and cancer.
- > Digital insurance sales growth was achieved by 48% compared to 2019.
- > Given the risk circumstances due to contagion generated by COVID-19, it was possible to migrate 100% of the non-face-to-face sales operation to the teleworking modality.
- > As a measure to support customers in the period of mandatory preventive isolation due to the pandemic, the benefit of one month without charge was offered to 7,000 customers in a condition of risk or vulnerable population, while maintaining the coverage of all the active policies, even for those who were in default.



Maintenance and repair

| Results 2020 | |
|-------------------------|---|
| Assistance | <ul style="list-style-type: none"> > A new business model was established for assistance products, with a direct contractual relationship between the customer and ENEL and the 100% control of the value chain for pre-sale, sale and after-sales processes. > As of the second semester, two new assistance products were launched: 360 light protection and home protection. > As a measure of support to customers in the mandatory preventive isolation period by the pandemic, six free six months of the product "protection 360" were observed to energy customers in strata 1, 2, 3 and 4, with at least one month of deferred Automatic at 36 or 24 months for repairs of electrical damage that can be presented in your home. |
| Electrical works | <ul style="list-style-type: none"> > The portfolio of services in electrical works contains products such as increased load, meter transfer, account independence, internal electrical adjustments and remodeling of the energy meter room. > In the midst of the situation generated by the pandemic, reliable solutions were provided to keep customers' electrical installations in good condition, with a high level of quality and offering the facility to finance the entire value of the project through the energy bill. In addition, the availability of care to provide these services was improved according to the needs of the customers. |

Small applications: Enel X Store

Enel X Store is an online store designed to create innovative solutions based on a strategy oriented towards sustainability, energy efficiency, innovation, and safety. This channel is responsible for promoting digital sales of insurance and assistance, as well as the development of categories aligned with the core of the business through digital strategies, customer knowledge and user experience. In 2020:

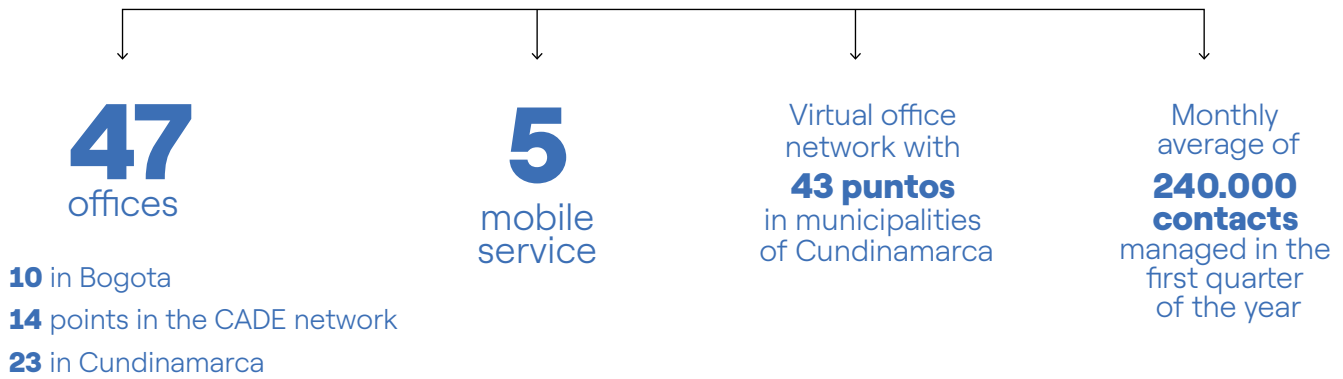
- > Participation was taken in the days without VAT agreed by the National Government to encourage economic recovery, achieving excellent results in sales.
- > The communication campaign (360 °) was launched, which made it possible to position the channel, publicize the store and convert it to digital channels.
- > By 2021, it is expected that around 20 commercial allies will be linked with whom a commercial plan has been structured aimed at promoting the different categories of the channel.

Third party billing

| Results 2020 | |
|--------------------------|--|
| Cleaning | <ul style="list-style-type: none"> > The partnerships portfolio was expanded to offer customers the payment of cleaning services through the energy bill. > Agreements were signed with Ciudad Limpia Bogota, Urbaser Soacha and Urbaser Facatativá for the joint billing of 582,000 additional customers that will be integrated into the operation during the first months of 2021. > The joint billing of cleaning with 160,000 customers from the municipality of Soacha began with the operator Urbaser. > 1.2 million monthly collections were reached. > Claims remained below 1% per month, and the impact on the energy portfolio due to the inclusion of the cleaning charge was 0%. |
| Collection orders | <ul style="list-style-type: none"> > This service allows Codensa customers to pay subscriptions for products and services through the public energy service bill. These services correspond to the commercial partnerships that Codensa establishes with business partners. > The partnerships in force in 2020 were: Casa Editorial El Tiempo, McAfee, Todos Emprendimientos, Unicef, Pasa La Página, Colmedica, World Vision, Fundación Cardio Infantil and Educar. > Another service attached to collection orders is the Discount Coupon, which consists of the insertion of advertising by means of discount vouchers in the Codensa invoice. > During the year, segmented digital campaigns were designed by profiling Business Intelligence. > Regarding the insertion of advertising in the bill, after having suspended this service for 3 months, it was possible to normalize and close the year with transactions such as those of Colombia Móvil SA Tigo, a company that inserted one million prepaid sim cards in the month of December. |

Analog and digital service channels

Face-to-face attention



When the pandemic arrived in Colombia, a plant of 450 advisers and administrators from the BPO contract was transferred to work at home until August. At the end of the year, the operation had been reactivated in three of its own offices in Bogota, eight points in the CADE network and six of its own offices in Cundinamarca, which made it possible to serve more than 30 thousand customers per month in person.

A controlled opening has been carried out through strict biosafety measures, as well as a transformation in the service process and face-to-face facilities that make use of the mandatory prior appointments to be able to serve customers in a controlled manner.

Key milestones of the year

| | Description |
|--|--|
| Service quality assessment | <ul style="list-style-type: none"> > The results of this study left an indicator of 79.1 for 2020, which represented an increase of +17 points compared to the previous year. > The Customer Service factor also grew +14.9, achieving an index of 72.0. > Among the attributes best valued by customers is the perceived quality of the advisor with whom they interacted, the availability of new digital service channels and the level of definitive solution they found to their doubts. |
| Changes in the service protocol in the face-to-face channel | <ul style="list-style-type: none"> > The protocol of prevention, promotion, control, and contingency Covid-19 was implemented in service centers, which allowed monitoring and control over compliance with biosafety protocols by the operation. > Physical adaptations were performed on customer service centers with the installation of acrylic, demarcation of spaces, availability of sanitizing and communication elements that promote self-care habits. > The modality of attention was implemented through previous appointments through the website or called by line 115. |
| Controlled reopening plan for face-to-face offices | <ul style="list-style-type: none"> > Adaptations were made to the traditional service process to reopen the first points, after five months of having the entire Face-to-Face Service Channel closed. > The controlled reopening of face-to-face offices was implemented in phases, with 17 offices in operation as of December 2020. |
| Certification of biosafety operations | <ul style="list-style-type: none"> > Through an audit carried out by the ICONTEC certifier of the face-to-face service process, 100% compliance with the requirements to obtain the Biosafe operation title was achieved at the Av. Suba, Venecia, Girardot and Facatativá service centers. |
| Disclosure of the channel transformation plan | <ul style="list-style-type: none"> > The closure of 19 own offices (6 in Bogota and 13 in Cundinamarca) was promptly disclosed and more than 40 institutional contacts and authorities, including mayors, councilors, among others, prior to the disassembly and delivery of properties that has been scheduled during the first quarter of 2021. > In closing communication, the offer of digital and non-face-to-face channels was made available. |

Written service and rebills

The written management channel had an incremental effect on its volume as a consequence of the pandemic and the Emergency Decrees issued by the National Government. In this way, the modernization and transformation of this channel was strengthened with the implementation of Artificial Intelligence tools, to be able to respond efficiently to the increase in procedures.

At the communications management level during 2020, the written channel had an increase in cases of 21% compared to 2019. Regarding rebills, the number of requests received increased by 14%.

Key milestones of the year

| | Description |
|---|---|
| Migration from RPA (RoBotic Process Automation) to UiPATH Platform | <ul style="list-style-type: none"> > The migration of the communications management automation process to the UiPATH platform began, which has robotics functionalities implemented by the Enel Group worldwide. > The BOT was developed to receive communications related to the reason "Kw Billed Does Not Correspond" and the construction phase began in response to the "Reconnection Charge", "Consumption Re-liquidation" and "Inspection Charge". |
| Defining Functional Needs in Written Process Salesforce | <ul style="list-style-type: none"> > The functional needs were defined in Salesforce, seeking to migrate the management of customer cases from several tools to a single CRM that allows better traceability of the case and thus contribute to the improvement of the customer experience and the optimization of the process itself. |
| Filing process online | <ul style="list-style-type: none"> > The functional needs were defined on the web, which will allow the customer to file their PQRs through the corporate page and thus optimize the internal process, improve the customer's experience and expand the portfolio of communication channels. |
| Attention and response to customer communications by email | <ul style="list-style-type: none"> > The written communication service process was continued through communication campaigns aimed at positioning the use of non-face-to-face channels. > Regarding the Written Management process, customers made use of email and the delivery of their responses was also carried out through certified email, which represented an increase in attention by this means of 541% in relation to the service in 2019. |
| New virtual channel of the Superintendence of Residential Public Utilities | <ul style="list-style-type: none"> > The Superintendence of Residential Public Utilities developed a virtual channel for receiving customer complaints, which represented a greater number of customer complaints through that channel compared to what was received in 2019. > The service strategy was redefined, allowing 100% of the communications to be handled within the legal term. |
| Implementation of PIN payment to unbanked customers | <ul style="list-style-type: none"> > An electronic payment process by PIN was implemented for unbanked customers located in municipalities where there is no Banco Sudameris presence, which allows them to improve their experience since it avoids their travel to Bogota or the main municipalities to claim money product of damage from network failures. |
| Continuity of the operation through the use of new technologies | <ul style="list-style-type: none"> > Continuity of customer service for PQRs was achieved through the migration of 98% of the staff under the work-at-home modality. This strategy included the implementation of technologies that allowed the continuity of the quality monitoring process, training, incorporation of new personnel and connectivity. |

Call center

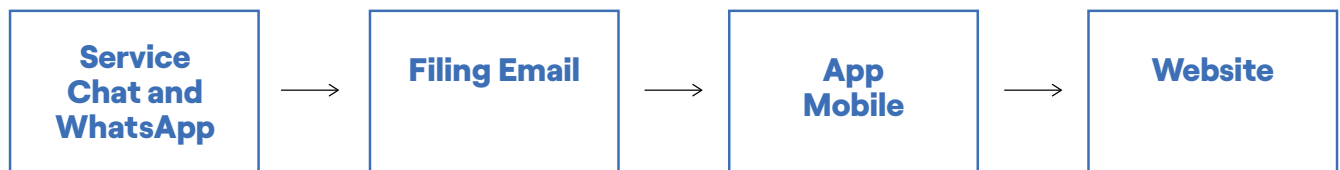
The call center also had a significant increase in attention, with a total of 3.8 million calls answered in November 2020, this is 23% more than in 2019. The main causes of the calls were by mistake in the collection of invoiced consumption and increase in the energy rate, mainly due to the financial relief measures issued by the National Government through Decree 517 of 2020 as a result of the pandemic.

Key milestones of the year

| | Descripción |
|--|--|
| Proof of payment requested through Fonoservicio | <ul style="list-style-type: none"> > Considering the closure of the service centers, Cades and Supercaedes, the transactions that were managed there as requests for payment vouchers migrated to the telephone channel, for this reason the reception was performed from the contact center and the generation of the voucher and shipment was executed by face-to-face care. |
| Service Level Indicator | <ul style="list-style-type: none"> > There was a positive impact compared to 2019 in 2.76 percentage points, with a service level indicator of 82.76%. > The level of service indicator closed at 95.13%. |
| Assurance of the continuity plan | <ul style="list-style-type: none"> > The continuity of the service in the Contact Center was achieved with the migration of about 90% of the active plant from the contract to work at home, as a response to the risk mitigation plan. |
| Experience recovery processes | <ul style="list-style-type: none"> > The advisory staff was expanded by more than 150 people, as well as the 40 channels in the Telephone Service for issues related to emergencies, invoices and new connections. |
| Vital energy program | <ul style="list-style-type: none"> > A contract was reached for the provision of services with e-Taxis, an electric transport service specialized in the transport of medical equipment with the following benefits: <ul style="list-style-type: none"> — Service available 24 hours a day, 7 days a week. — Delivery of batteries in approximately one hour. — Vehicles that do not emit polluting gases during their operation. — After restoring the service, the collection of the equipment is scheduled in a maximum of 24 hours. — Support is provided to the patient during the delivery and collection of the batteries at their place of residence |

Digital channels

The diversification of digital channels allowed to expand the portfolio of attention to customers with extended care schedules. The assisted care of these media executed 100% in the modality of work at home, allowing you to continue taking care of a team of 410 advisers and administrative of the contractor. In the year, several channels were consolidated as:



These assisted digital channels manage approximately 320,000 interactions per month, being the most preferred means by customers the Service Chat (48%), Email (14%) and WhatsApp Paso Asesor (12%).

Additionally, the IVR, Video call and social networks channels were consolidated, whose main reasons for use were failures in the power supply, inquiries related to the measures granted by the National Government as a result of COVID-19, disagreements for billing consumption charges, increase in the energy rate and requests for payment vouchers.

| Facebook | Twitter | App Mobile | Página web |
|------------------------------------|---------------------------|---------------------------|-----------------------------------|
| 232.279 comments on the wall | 121.274 comments | 2.647.999 transactions | 38.085 answered video calls |
| 251% more than in 2019 | 147% more than in 2019 | 36% more than in 2019 | 246% more than in 2019 |

Key milestones of the year

| | Description |
|--|---|
| Digital volumetry | <ul style="list-style-type: none"> > Through a communication and promotion plan for digital channels, volumes went from 200 weekly pre-pandemic consultations to an average of 8,000 daily interactions. > E-mail went from receiving an average of 200 emails per week to an average of 5,000 per day. > Despite having reactivated the face-to-face service channel, these volumes did not deteriorate thanks to the experience approach and level of service offered by these media. |
| Strengthening the digital ecosystem | <ul style="list-style-type: none"> > Work was carried out on strengthening the digital ecosystem through the integration of assisted digital channels with the Company's CRM, benefiting the customer experience with personalized attention, a frictionless multi-channel approach to service and the opportunity for digitization and process automation. |
| Virtual Agent | <ul style="list-style-type: none"> > Agreements: the automatic generation of agreements from the IVR was implemented, which allows the self-service customer to request a customized payment agreement. During 2020, a total of 30,057 agreements were generated. > Emergencies: the virtual agent was implemented for the emergency process, through which orders are generated from the IVR; 13,219 transactions were managed during the year. > Duplicate bill: the automatic generation of the duplicate bill was implemented through a virtual agent, sending the duplicate via text message; in 2020 a total of 2,564 duplicates were generated. |
| VoiceBot Voice Recognition Positioning | <ul style="list-style-type: none"> > This technology was implemented in 2019 for line 5 115 115, and has become one of the customer contact mechanisms that has contributed to the improvement of the experience by offering new communication channels. > In 2020, 2,275,414 calls were answered through this medium. |
| Inspections Bot | <ul style="list-style-type: none"> > In February, the Inspection Bot was implemented through which notifications are made to scheduled customers for commercial inspection visit and the result of this is notified through SMS or by email. > During 2020, 119,140 inspections were reported. |
| Confirmation bot for scheduling New Connections | <ul style="list-style-type: none"> > The Bot was implemented for the process of confirming visits of new connections, generating efficiencies in the management of outbound calls made to customers to confirm or reschedule the visits made by the Operating Units in the field. > During 2020, 2,195,938 audio messages were sent. |
| Social media service model | <ul style="list-style-type: none"> > The channel's BackOffice plant was strengthened with 10 new advisors, in order to ensure timeliness in responding to comments made by customers. > The post publication templates on social networks were reviewed and redesigned to report bugs, in order to keep customers informed. > A 40% improvement was achieved in the accumulated NPS result of social networks as of November 2020. > Customers stated that they were happy with the service provided, the good treatment and the ease of obtaining responses to requests. |

Customer experience

COVID-19 generated an important change in the operating models and in different work fronts of the Organization, especially due to the change in the way in which customers relate or interact with the Company. Detecting their needs, behavior and the importance of the omnichannel of digital channels in time was the starting point and the challenge of 2020.

Through digital channels, it was possible to absorb a large volume and significant percentages of attention from other analog channels and support even more customer service. At the end of the year, 81% of the transactions carried out by customers were carried out through a digital channel.

Milestones and achievements

> With a new commitment to grow and improve customer care and service, in May Elena was launched, a chat Bot trained through artificial intelligence and machine learning, to serve customers through WhatsApp.

- > On average Elena performs 80,000 monthly interactions and manages more than 14,000 robotic transactions.
- > At the end of the year, the Mobile App had more than 850 thousand downloads and an average of 410,139 transactions were completed on a monthly basis, which corresponds to an increase of 419% compared to the previous year.
- > The unique identification of the customer, Unique ID, was implemented, with which you can access all the digital channels that Enel has at its disposal with the same user-name and password, using your email.
- > In order to facilitate web browsing and guide the customer in the transaction they wish to carry out, the Virtual Service Center was launched, a landing page where customers can locate all transactions / inquiries and the corresponding process to carry them out, allowing greater agility to contact the Company.
- > As part of the strategy to increase self-management in digital channels, new transactions were made available both on the web channel and on the AppMobile.

Customer Ombudsman Office

The mission of the Customer Ombudsman Office is to preserve and improve relations between Codensa and its customers, through the peaceful management of contractual conflicts, for which it acts independently as a mediator between customers and the Company.

With its activity, the Customer Ombudsman contributes to the reduction of administrative and judicial processes associated with these contractual disputes and generates learning and pedagogy for the Company.

This way, the Customer Ombudsman Office has direct professional staff specialized in conflict resolution, lawyers and administrative staff, as well as an indirect team in charge of answering and managing cases, complaints and requests received in the second instance, complying with different functions regarding conflict resolution, relationship with stakeholders and pedagogy.

Resolución de conflictos

- Lograr acuerdos directos
- Establecer una relación gana-gana
- Satisfacción para las partes involucradas
- Evitar procesos judiciales y administrativos
- Minimizar costos para cada una de las partes

Relaciones con grupos de interés

- El Defensor del Cliente escucha activamente e interactúa cooperativamente con las entidades y grupos de interés para solucionar los casos de los ciudadanos que acuden a estas instancias.

Pedagogía

- El Defensor del Cliente con sus soluciones genera pedagogía de doble vía para las partes involucradas, con el ánimo de transformar el conflicto de intereses en una oportunidad para mejorar la relación Cliente-Empresa.
- Así mismo, se encuentran no conformidades para alimentar el Sistema de Gestión de Calidad.

The coverage of this figure is open to all customers in Codensa's area of influence: Bogota, Sabana, Cundinamarca, Boyacá and Tolima.

The monitoring and control over the cases and complaints that are made in the Customer Ombudsman Office allow feedback to be made with the operational and service areas, to learn from the situations that arise and improve internal processes.

In 2020, due to the negative impact on the economy and income of the most vulnerable households by COVID-19, there were increases in the delinquency rates of customers, for which the Customer Ombudsman Office joined efforts to comply with indicators portfolio recovery. This through campaigns for the normalization of customer account statements with payment facilities and agreements that maintain the protection of the account by vital right.

Results 2020:

- > 111 payment agreements were processed.
- > 6,474 customer requests and inquiries were addressed, of which 670 were resolved in the first contact and the rest were transferred to traditional service channels, as complaints in the first instance.
- > In 87% of the cases brought to the consideration of the Customer Ombudsman, the Company agreed to modify, revoke or reconcile the decisions that had been defined in the first instance.
- > 2,130 complaints were received of immoral, illegal or unfair conduct or behavior by workers, contractors or third parties that affect the good relations of the Company with its customers or with the community, of which 2,614 were closed and 281 were rejected.
- > 71 complaints were received for non-compliance with the processes and procedures of the Company for the customer.

Requirements of the control entities

GRI 417-3

In 2020, the control entities made 4,352 requests to the Company, as a result of the claims that the customers filed. 99.98% of these requests were met within the terms granted.

In addition, due to the impact caused by the State of Economic, Social and Ecological Emergency declared by Decree 417 of 2020, the claims associated with energy consumption in the residential sector increased, which was the main reason for claims with a participation of the 24% of the total.

The second biggest reason for complaints was the maintenance of the electrical infrastructure, with a participation of 15% of the total. In third place, there is the item of cuts in the power supply with 10%, followed by the process of inspections of the connection assets of the customers with a participation of 5%.

Business segment customers (B2B)

2020 implied a reinvention of the entire strategy and marketing actions for B2B, which were marked by digitization and virtuality generated by the effects of COVID-19 in the country. The generation of leads, data updates, communications and positioning campaigns were developed virtually, as well as the specific actions for the different products in the portfolio.

With respect to products:

- > The Customer Insights cluster was launched with its different products focused on saving and energy efficiency for companies, framed on innovative platforms.
- > The product of photovoltaic solar projects was resumed with a new value proposition and innovative business models.
- > Demand Response gained momentum and is an ideal product for cross-selling other products and services in the portfolio.
- > The Electrical Works and Projects product continued to lead sales in the business segment and increased its market share in the different areas thanks to the sale of megaprojects.

On the other hand, throughout the year the Energy Partners program was structured and carried out through which the entire Emgesa and Codensa sales force was trained, as well as all the personnel dedicated to the execution and monitoring of projects and works of business customers.

Customer service

By 2020, the impacts of the pandemic on the economy and directly on the segment generated a significant increase in transactions of the telephone and written channels by approximately 32%. The written channel presented an in-

crease of 44% compared to the average month that was served by this channel in the previous year, giving response to 60% of the requests in less than seven business days.

On the other hand, a model was established to manage the B2B customer experience, which consists of five major phases that allowed the following actions to be carried out:

1. **Knowledge of the customer's expectations:** through two co-creation workshops, meetings, and virtual sessions, it was possible to map the desired experience in the different processes.
2. **Design of the current and future experience:** the brainstorming process was carried out for the design of the future experience of the written channel, while the future designs for the processes of B2B Emergencies, scheduled cuts and NNCC were structured.
3. **Recovery of experience:** an experience recovery methodology was generated for detractor customers, which in its first phase managed to manage 94% of the cases that were established as the focus.
4. **Measurement and follow-up:** with the construction of the measurement follow-up and control dashboard, it was possible to consolidate the main measurements of the segment on the transactional and relational fronts.
5. **Satisfaction:** the NPS measurement of traditional channels was improved by 6 points, as well as a positive measurement of the NPS of commercial offer of 19 points.

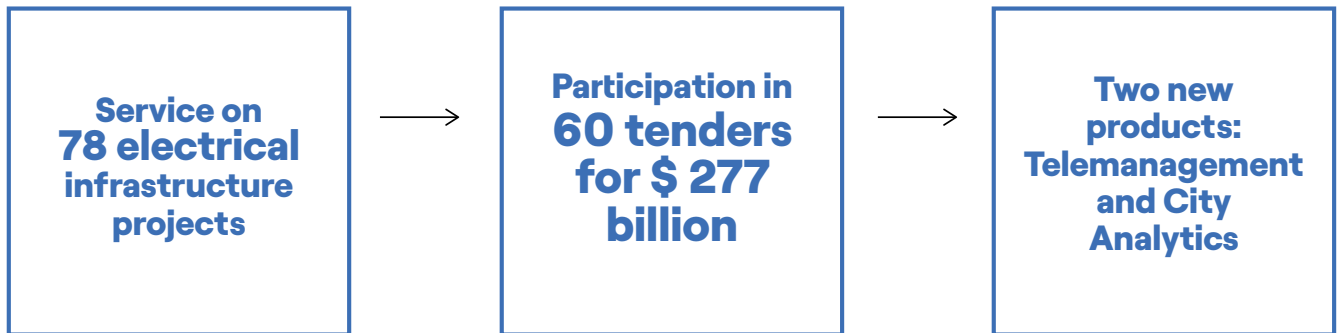
Additionally, with the aim of providing differential service to customers in the segment, a specialized service model was incorporated for large customers, which allows supporting power supply failures with a group of four electrical engineers who, due to their knowledge and experience direct, report and follow up on cases to improve customer satisfaction and experience. With this specialized group, an average of 450 failures per month was monitored.

Engineering and works

During 2020, about 550 electrical projects were executed nationwide. The main projects are:

- > **UFINET project:** execution of the pilot project for the installation of fiber optics in 50,000 homes in Bogota, which will allow a single platform to be brought to homes so that they can choose their voice, data and television operator without requiring new cabling.
- > **ASHMONT project:** the overhead medium voltage line was laid between the La Mina and Barranco de Loba substations for the customer Ashmont, which will allow the energy to extract minerals from the mine, generating cross-selling with other products such as photovoltaic generation and a new electrical substation by 2021.
- > **Voluntary Disconnectable Demand - VDD:** the operating model of the demand response program ended 2020 with an energy aggregation of 0.73 GWh / day. The customer portfolio consolidates the energy for future negotiations and transactions of VDD with the country's generators by 2021 by managing to support nine of them during 2020. In addition, Codensa strengthened in the VDD response market by installing the first two borders with measurement in emergency plant, which will allow its registration, testing and support with greater speed for customers.

Government segment customers (B2G)



Bogota electric buses

Since April 2020, the construction of the four patios that will supply electricity to the 477 buses of the Integrated Public Transport System of Bogota (SITP) began, in which 223 chargers are being installed.

For the start-up of the patios, the civil, electrical, hydraulic designs were carried out, among others, the obtaining of environmental permits, the demolition of the buildings, the construction of bases for the enclosure, the realization of the Social Management Plans with the communities, and began the execution of excavations, installation of the structures of electrolineras, administrative areas, maintenance and the respective chargers.

On November 26, 2020, the first yard (El Refugio) was delivered, located in the town of Fontibón, which has 56 chargers that work with a power of 150 kW, installed power of 10.1 MVA and It feeds two circuits at 34.5 kV in charge of supplying the power to the chargers. There is an 11.4 kV circuit for the administrative and maintenance services areas.

The execution of these works has been possible thanks to an interdisciplinary team made up of more than 840 people, including Codensa workers and employees.



Public lighting in Bogota and Cundinamarca

As part of the project of modernization to LED technology of the Public Lighting of Bogota Mayor, which is running CODENSA in coordination with the UAESP, the installation of more than 9,000 luminaires was achieved in the localities of Bosa, USME, Fontibón, Aranda Bridge, Engativá and Usaquén.

The intervention was also carried out in main roads such as Circunvar Avenue, race 15 (between Calle 100 and Calle 127), Race 19 (between Calle 100 and 163), Avenida Comunalos, among others, where the modernization of More than 2,000 luminaires.

These locations and avenues now have a new public lighting system with LED technology and are better enlightened spaces, offering visual comfort, road safety for citizenship and renewal of the city's arteries.

On the other hand, the Company maintains its presence in 31 municipalities of Cundinamarca with public lighting agreements, where the operation was regularized despite the pandemic, and the installation of new public lighting points was carried out by fulfilling the Public Lighting Expansion Plan Located by each municipality for 2020.

In this way, more than 700 luminaires and more than 600 posts were installed, thus contributing to the improvement of the quality of life of the communities of these municipalities. The municipalities to which a greater number of expansions were made, the Rosal, the College and Nemocón.

Christmas Route 2020-Bogota Brilla

The District's Christmas lighting project for 2020 was adapted to the current conditions, which required to take prevention measures to mitigate the propagation of COVID-19 and at the same time measures that support the economic reactivation of the city.

Therefore, since its concept the Christmas route contemplated the need to set the places in a way that would allow the population to live and enjoy Christmas safely, avoiding large-format central elements that may encourage agglomerations and put at risk people's health. Additionally, the project included the lighting of sectors of Bogota to open sky, initiative of the Economic Development Secretary to encourage the economic reactivation of the gastronomic sector.

In total, 12 iconic sites of the city were illuminated within those found traditional places such as the National Park and the Independence Park, additionally, 12 sectors of Bogota to open sky, distributed in 11 towns of the city within the That Kennedy, Chapinero and La Candelaria stand out.

In total there were more than 180,000 square meters of parks, squares and tracks that for 42 nights had Christmas lighting of high light efficiency, low consumption and low caloric production.

In addition, it took the itinerant Christmas to 10 different locations of the city for the enjoyment of most of the citizenship.

Electric mobility

Electric Taxis in Bogota

The electric taxi pilot of the city of Bogota completed its eighth year of operation. For this period, the fleet continued with 37 electric vehicles, accumulating more than 16 million kilometers traveled and an estimated reduction of 4,000 tons of CO₂.

As part of the activities carried out for the electric taxi pilot in 2020, the 8-point electric infrastructure change was developed to 43KW, and is expected to continue with the Charging Infrastructure Update Plan during 2021 and Modernization Of the Salitre and Street Stations 77.

Special services Bogota

Due to the contingency of Covid-19, the special service pilot was only developed during the first quarter of the year.

The operations of the fleet, made up of six E6 E6 E6 electric vehicles, accumulated 82,000 kilometers traveled, 23,000 kWh consumed, more than 5,000 services provided to final customers and 550 hours of charge employed.

It is expected to evaluate results in 2021 and determine scaling and project adjustments in the Special Services segment.

Jaguar Land Rover – Codensa S.A. ESP Agreement

Codensa and Jaguar Land Rover signed a commercial agreement in January 2020 to supply and install recharging equipment for the sale of the new I-pace electric vehicle in Colombia, which was launched in the country in February 2020.

Supply and installation of charging equipment

The supply and installation of recharging equipment was carried out, with 168 installations of electric vehicle chargers to customers and 82 recharging equipment of different types sold. In addition, six new public charging points were installed located in the Lugano, El Retiro Shopping Center and Unicentro Shopping Center parking lots.

Pan-American electric vehicle charging corridor

In Latin America, Enel X installed 196 charging points from Ushuaia, southern Argentina, to Ensenada, Mexico, covering 11 countries in the region. 25 of these points were installed in Colombia from Ipiales to Cartagena, with the technology of Enel X's JuiceBox recharging equipment.

This infrastructure is part of the Pan-American corridor of 100% electric charge, whose purpose is to connect the countries and cities of the region.

Emgesa customer management

Emgesa serves customers in the industrial and commercial sector mainly, belonging to the unregulated energy market; that is, those end customers that consume more than 55 MWh-month or that have a maximum power demand of 0.1 MW. For them, the Company has specialized means of attention to provide advice on energy negotiation and offer energy solutions aimed at efficiency.

The commercial demand of the unregulated market served by Emgesa in 2020 was 3.7 TWh, equivalent to 17.6% of the total national demand of this market, consolidating itself as the second energy supplier in the country.



These results consider a reduction of 0.4 TWh compared to 2019, as a result of the effects of the pandemic on the economic activities of this market segment. In total, 1,296 borders (telemetry points) corresponding to 471 customers were served. Emgesa's unregulated market demand is distributed in the Caribbean 27%, Center 58% and South-West 15%.



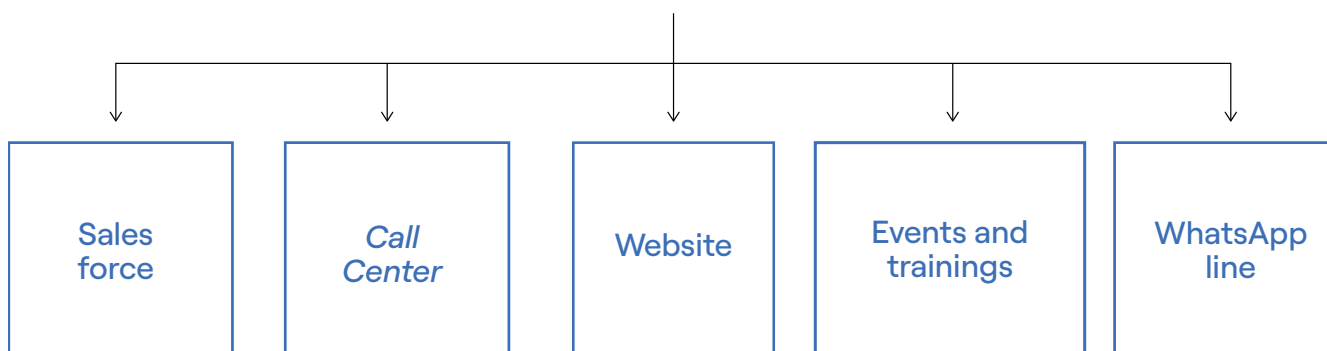
Customer service and engagement plan

2020 was a challenging year that led to rethinking the forms of customer relations, moving from physical care to a 100% virtual service scheme. For this, the Company proposed innovative ways of working, managing to bring all its quotes and contracts to a 100% digital format.

Additionally, the new after-sales scheme reinforced customer service and support, through specialized technical, commercial, and regulatory advice, in order to be closer to their needs, thereby achieving greater efficiency in responding to business requirements.

On the other hand, a digital platform was created so that each of the customers could present their products, thus generating a totally free benefit.

Customer communication channels



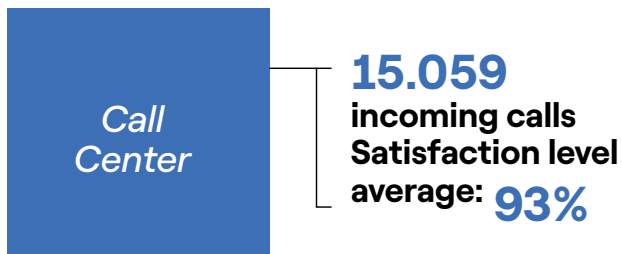
Sales force

During the year Emgesa adjusted its customer service scheme, creating an area dedicated to negotiating and attracting customers and another that is 100% dedicated to loyalty and maintenance of the relationship. This organizational scheme allowed greater proximity to customers during the pandemic, as well as the negotiation processes of energy, gas, carbon credits and VDD certificates, handled by the same agent.

Call Center and WhatsApp line

Customers have nationwide hotlines available to them, 24 hours a day, 365 days a year. Through these channels, all doubts and requirements are addressed, as well as claims for quality of supply before the corresponding Network Operator.

In 2020, a second channel was enabled to respond to customer concerns and requirements, corresponding to the WhatsApp Line. The most frequently consulted issues in these two channels were related to supply quality, billing, procedures and requests.



Events and trainings

In order to share relevant information on the energy sale business with customers, Emgesa developed a training plan through which topics of interest were addressed such as:

- > Energy market
- > Current regulations and standards
- > Efficient use of energy
- > Economic outlook
- > Other current affairs

In 2020, 1,701 attendees participated in the virtual events of the training plan.

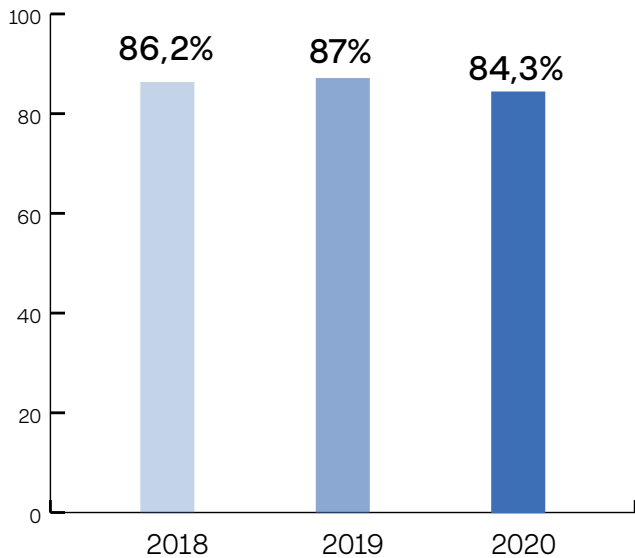
Customer satisfaction

The Emgesa customer satisfaction survey model has been designed to measure the perception of the market regarding the offer of products and services, and seeks to focus efforts and resources on the drivers of customer satisfaction and what adds value to the product.

The Quality Satisfaction Index (ISCAL) has remained at levels of excellence in recent years, thanks to the development of the customer relationship plan. The customer satisfaction model evaluates aspects of the commercial relationship such as: attention from its commercial coordinators, communication media, invoice, image, among others.

The satisfaction index ISCAL for 2020 was 84.3%. The attribute of the Company's image stands out as the best valued in the year, with 92.8% satisfaction.

SATISFACTION INDEX - ISCAL



Structuring of new products

Carbon credit certificates

In search of innovation and diversification of the supply of services associated with electric power, as well as in favor of the comprehensive satisfaction of increasingly demanding customers, Emgesa has entered the carbon credit market, achieving the certification of the El Quimbo Power Plant, Darío Valencia Samper, El Salto II, Tequendama and Guavio Menor.

The certificates associated with these plants may be used by customers interested in this market, for the mitigation of Greenhouse Gases (GHG), in the voluntary carbon market or for the non-causation of the carbon tax in Colombia.

Renewable energy certification

Through the document issued by The International Rec Standard (IRECs), Emgesa customers were certified that the energy consumed during a given period was generated from conventional renewable energy sources, adding an element of preponderant and differentiating value to the intrinsic qualities of its products.

In 2020, 36 customers from the unregulated market obtained this green certificate, which represented a consumption of 306 GWh-year.

Framework agreement with Enel X – Codensa

Through this framework agreement, the aim is to maintain and increase the added value and satisfaction of current and future customers of Emgesa. In 2020, the activities carried out based on this agreement focused on creating opportunities to reach more customers and become their strategic partner for the development of energy projects.

This objective was achieved by identifying 588 opportunities, of which 218 became manageable quotes, with 92% associated with electricity services infrastructure.

Energy derivatives market

Emgesa participates in the energy derivatives market as part of its strategy to mitigate the risk associated with the volatility of energy prices in the spot market.

In 2020, transactions for 55.9 GWh of energy futures were settled through the Derivex platform. In turn, energy futures sales contracts were signed for 24.1 GWh for a period not exceeding 24 months, equivalent to 75% of the contracts signed during the previous year.



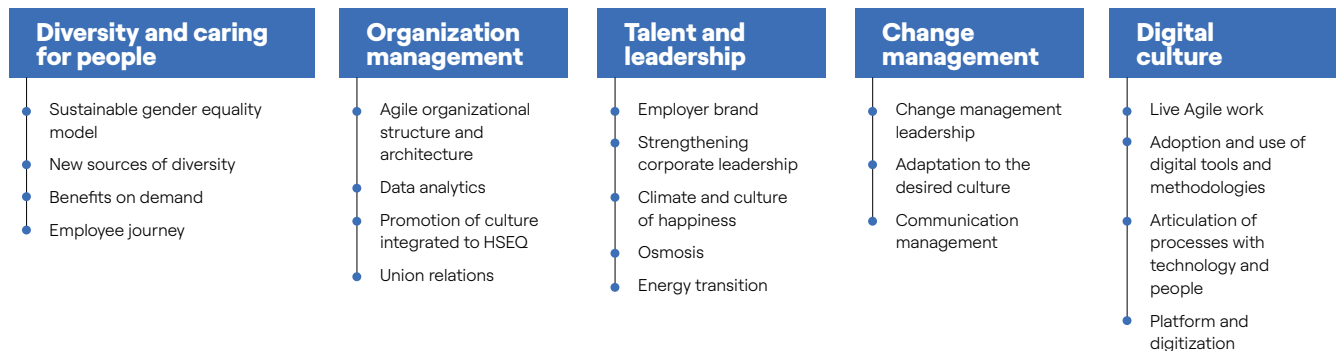
OUR PEOPLE

Human talent management

Material topic: Management, development and motivation of employees

GRI 103-1, 103-2, 103-3

To ensure the well-being of employees and teams, the Companies promote a work environment that allows them to experience quality experiences based on the five defined key concepts:



Each of the components of the model was reinvented and adapted to respond to the situation given by the health emergency of COVID-19 through the digitization of processes, support for leaders in team management, openness to new dynamics together with the challenges of the integration of work, personal and family life.

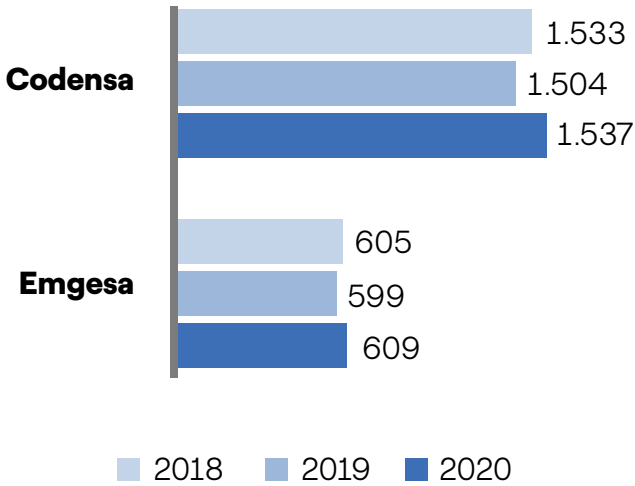
In this way, and in line with the Open Power culture, innovative practices and reliable processes were ensured in the management of human talent that allowed to reflect higher levels of commitment, productivity, efficiency, and happiness as a work driver.

People

GRI 102-8, 405-1

The Companies closed the year with a total of 2,146 direct employees, 2.04% more compared to 2019, due to the new investment projects developed and the international functions for the business lines.

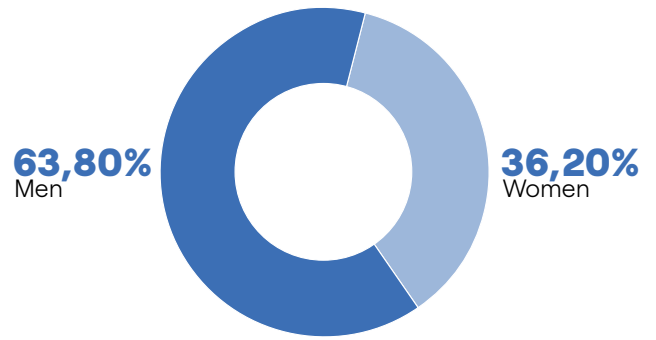
TOTAL EMPLOYEES



The business lines that presented an increase in the number of employees include:

- > **Market:** presented an increase of 14.6% due to the Billing project for the automation of billing, collection and portfolio management of the energy process.
- > **Enel X:** this line increased by 12.3% thanks to the e-buses project that supports massive electric mobility in Bogota.
- > **Energy Management:** the workforce grew 20% as a result of the internationalization of the function.
- > **Service areas:** thanks to the internationalization of the activities of Digital Hub in charge of the Digital Solutions area, there was a 10% increase in the number of employees.

The Companies implement practices to promote inclusion and gender equality among their employees, which is reflected in the Equity Seal of Equity Certification. On average, female participation in the Codensa and Emgesa workforce was 33% while that of men was 67%. This means that, compared to the previous year, the number of women in the workforce grew by 1.2%.



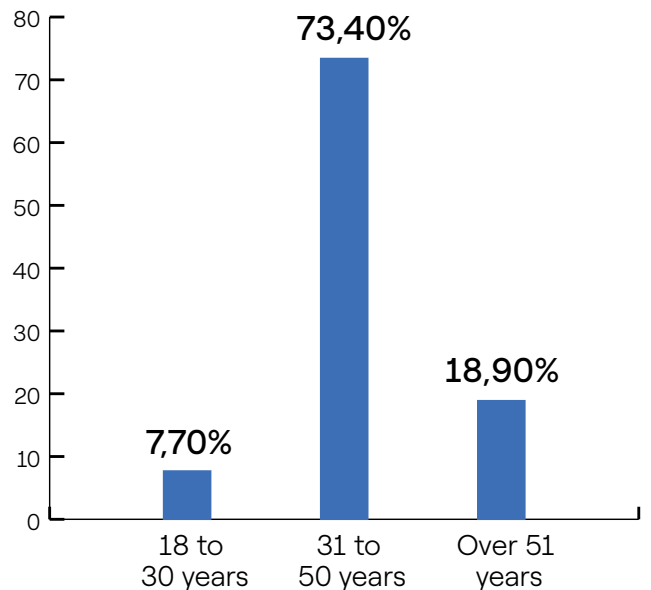
CODENSA



EMGESA

The majority of the Companies' workforce is made up of people between 30 and 50 years old, followed by people over 50 years of age and finally people in an age range of less than 30 years.

DISTRIBUTION OF EMPLOYEES BY AGE RANGE



Regarding the positions defined by Codensa and Emgesa, employees are divided into three categories, which are:

- > *Manager: management levels*
- > *Middle Manager: supervisors or assistant managers, not managers*
- > *White Collar: expert professional, senior professional, junior professional, technologist, technician*

During 2020, Codensa saw an increase in female participation in the Middle Manager and White Collar categories; while for Emgesa, the increase in women is presented in the Manager and White Collar categories compared to 2019.

| Tipo de cargo | Codensa | | | | Emgesa | | | |
|-----------------------|---------|--------|---------|--------|---------|--------|---------|--------|
| | Mujeres | | Hombres | | Mujeres | | Hombres | |
| | # | % | # | % | # | % | # | % |
| Manager | 9 | 36,00% | 16 | 64,00% | 3 | 30,00% | 7 | 70,00% |
| Middle Manager | 50 | 32,47% | 104 | 67,53% | 23 | 33,33% | 46 | 66,67% |
| White Collar | 496 | 36,52% | 862 | 63,48% | 127 | 23,96% | 403 | 76,04% |

Regarding the composition of the Governing Bodies of the Companies:

- > **By gender:** 7.14% are women for Codensa and 21.42% for Emgesa.
- > **By age:**
 - **Codensa:** 35% between 30 and 50 years old, 65% over 50 years old.
 - **Emgesa:** 50% between 30 and 50 years old, 50% over 50 years old.

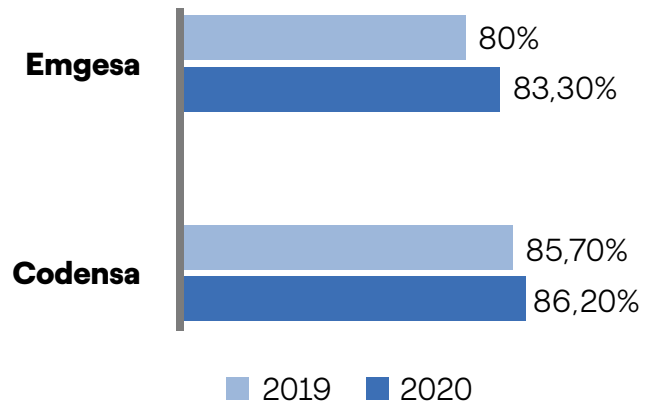


Local executives

GRI 202-2

At the end of the year, there were 86.2% local managers (Managers) for Codensa and 83.3% in the case of Emgesa, which implies a growth of 3% compared to 2019¹.

LOCAL EXECUTIVES



¹ The percentage of senior managers from the local community is calculated: number of local managers / total number of managers (including impatriated-foreigners in Colombia) * 100. The local managers from Colombia are understood.

Employees close to receiving their pension

GRI EU-15

In compliance with the requirements of the law on pension matters, the Companies take advantage of the requirements for access to the old-age pension in accordance with the number of weeks of contributions and the necessary age according to gender.



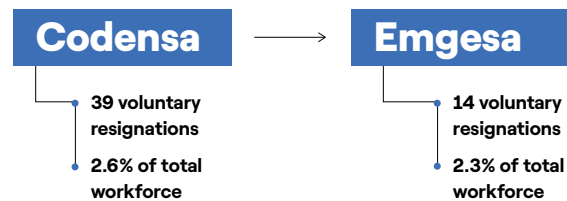
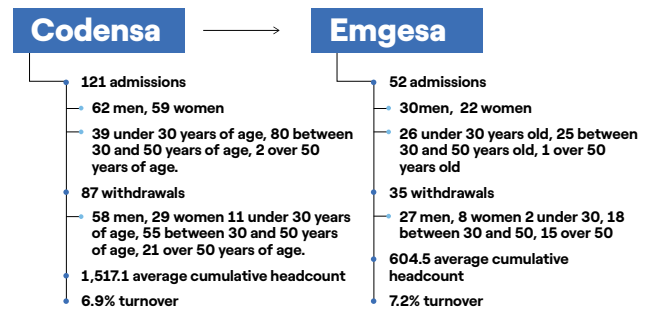
| Type of position | Codensa | | Emgesa | |
|-----------------------|------------|-------------|------------|-------------|
| | In 5 years | In 10 years | In 5 years | In 10 years |
| Manager | 28% | 60% | 0% | 40% |
| Middle Manager | 11% | 23% | 12% | 29% |
| White Collar | 7% | 16% | 13% | 27% |

The position with the most employees close to retirement is Manager, with the highest percentage of employees who will meet these requirements in a period of 10 years.

Turnover

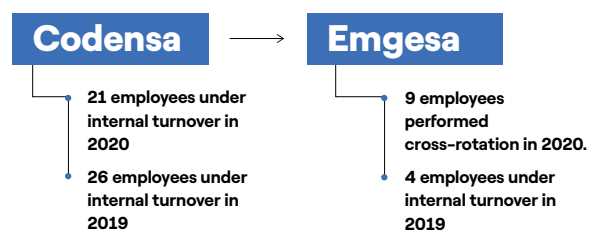
GRI 401-1

Due to the hires made in the new business lines (with an increase of 54.5%) and the reduction of withdrawals by 12%, the Companies presented an increase of 1.1% in the turnover rate compared to 2019. The rate of voluntary resignations decreased by 2%.



Internal movement

Within the Companies, employees can carry out internal mobility, understood as role changes within their area, area changes or position changes they perform according to business needs. Compared to the previous year, this indicator showed an increase of 3.3% at the end of 2020, with an internal mobility index of 18.1%.



Additionally, through the Osmosis program, cross-rotation between the companies' business lines is possible for those employees with a flexible and open-minded profile, in accordance with the Talent and Leadership axis. In the case of Codensa, the number of employees with Osmosis rotation presented a decrease of 19% compared to 2019, unlike Emgesa, which increased by 25%.

Changes in the organization

To meet the needs of the different business lines and achieve better results, the Companies manage organizational structures that allow assigning specific responsibilities among employees in line with the strategic management axis of the organization. In this sense, there were significant changes in the business lines such as:

| Business units | Description of changes |
|--|---|
| Colombia | <ul style="list-style-type: none"> > Creation of a new cross-sectional area of HSEQ to respond effectively to health and safety events at the national and international level. |
| Consolidation of the Power Generation strategy towards the 100% renewable energy transition | <ul style="list-style-type: none"> > Formalization of the country dependency in business units for the execution of thermal and renewable projects. > Direct relationship with the planning and control unit to strengthen budget management, KPIs and technical performance of the business line, margin and economic analysis. > Redefinition of the HSEQ, OMI, O&M Renovables, O&M Gas & Coal structure. |
| Infrastructure and networks | <ul style="list-style-type: none"> > Appointment of referents for the different operating units and technical operational training. > Creation of engineering units and expansion projects to improve results in high voltage projects. |
| Energy management | <ul style="list-style-type: none"> > Separation of energy sales processes in large customers and sales support in the front office & marketing sub-management. |
| Enel X | <ul style="list-style-type: none"> > Redefinition of functions to generate convergence between the staff area and Enel X that allows promoting the commercial communication model, linking the planning process and budget control, with KPIs and economic and financial evaluation. > Formalization of the e-mobility unit to implement electric mobility solutions. |
| Administration, finance and control | <ul style="list-style-type: none"> > Redefinition of functions in industrial power generation planning and control, to improve relations between the staff area and the business area. > Approval of the finance and insurance structure, emphasizing the financial planning and corporate finance, treasury and financial operations, and insurance units. > Approval of the tax affairs structure with emphasis on tax compliance and planning units. |
| Legal and corporate affairs | <ul style="list-style-type: none"> > Redistribution of legal advice for each of the business lines. > Representation of the Companies on issues associated with data protection. |
| Sustainability | <ul style="list-style-type: none"> > Separation of the CVS function and sustainability projects to prioritize the execution of projects. |
| Digital solutions | <ul style="list-style-type: none"> > Formalization of the country dependency of the Adoption Digital Hub units, which generates synergies and guarantees a coherent and consistent flow of information. |
| Provisioning | <ul style="list-style-type: none"> > Definition of the power generation supply structure by creating two units for the management of supplies by technology. |

Job descriptions

Through a digital platform, the preparation, validation, approval, storage and consultation of the job descriptions in Enel Colombia is managed, as part of the fulfillment of the strategic axis Management of the organization. The use of this tool makes it possible to guarantee the integrity, relevance, availability, and validity of the job descriptions, in addition to being a strategic input in the companies' talent management.

| Actions implemented | Results obtained | Challenges |
|--|---|---|
| <ul style="list-style-type: none"> Implementation of the application for the administration of descriptions Training material on the use of the application for Heads of organizational units and People Business Partner P&O Trainings on creating job descriptions Update of job descriptions with the support of heads of organizational units and People Business Partner P&O Alignment of the application with internal activities Holding sessions to present the tool | <ul style="list-style-type: none"> Timely and truthful information for projects Assessment of positions with greater objectivity Contribution to internal equity in wages Support to the identification of critical positions to generate retention strategies and development of successors Information support to improve indicators or certifications, such as: happiness survey, psychosocial risk survey, diversity, equity, work environment, person / position adjustment, feedback, etc. Efficient management of the different internal processes such as the requirements of personnel needs | <ul style="list-style-type: none"> Update to an inclusive language in the naming of the job levels (professional group and subgroup), positions, occupations, and names of the professions according to the positions requested Elimination of the field "Position suitable for disabled personnel" Alignment with the organizational structure and process taxonomy |

Compensation

[GRI 102-35, 102-36](#)

Employee compensation is carried out in a transparent and objective way to contribute to the strategic axes: management of the organization, talent and leadership, diversity, and care of people, so that the attraction of the best human talent is achieved together with retention and development of people, generating shared value for shareholders, customers and employees.

Factors considered in the compensation process



The key results in 2020 include:

- > Updating of the compensation policy in line with the corporate strategy and the dynamics of the Colombian sector.
- > Critical roles project mapping the level of contribution of the role to the strategic objectives of the organization, risk of loss of talent, and ease of finding people in the market with specific profile requirements in which 135 occupants were identified, who Comparatively with the external salary benchmark, they were subject to salary leveling (70 cases) and others were recognized with paid bonus payments without a salary character only once (10 cases).
- > Variable bonus for Energy Management as an additional variable compensation mechanism in accordance with the fulfillment of the objectives that exceed the results stipulated in the compensation models.
- > Salary levels in accordance with the compensation policy to reward talents, maintain salary competitiveness, ensure internal equity, reduce the gender gap, promote the development and retention of talent.
 - In Codensa, 347 salary adjustments were made during the year (244 for unionized personnel and 103 for non-unionized personnel).
 - In Emgesa 276 salary adjustments were made during the year (218 for unionized personnel and 58 for non-unionized personnel).

Salary gaps

GRI 405-2

In accordance with the strategic axis Diversity and Caring for People, the Companies monitor salary gaps according to gender and job category in order to define actions to promote equal pay for employees. Compared to the previous year, there was a reduction in the wage gap of 0.4% in the case of Codensa and 1.3% in the case of Emgesa.

| Type of position | Manager | Middle Manager | White Collar | TOTAL |
|------------------|---------|----------------|--------------|-------|
| Codensa | 7,2% | 6,3% | 1,7% | 4,7% |
| Emgesa | 0,2% | 6,2% | 1,3% | 3,7% |



Employer brand

During 2020 Codensa and Emgesa implemented strategies associated with attracting talent, both internally and externally, in a closer and clearer way about the processes so that applicants clearly have all the necessary information. These mechanisms include:

- > **Job for You Platform:** 102 internal competitions closed with the participation of 1,604 employees interested in internal vacancies using audiovisual resources.
- > **Magneto digital platform:** implementation of digital feedback for candidates together with information on the benefits related to the participating campaign.

We also held university fairs under the virtual modality as part of the activities developed in the digital culture axis, in which the business objective, the possibilities of learning and growth within the Companies were made known.



In line with student participation, the Young Talent program was continued, which offers the best university practitioners the opportunity to participate in a development program with training opportunities in soft skills necessary in the Open Power culture. During 2020, 110 applications were presented in this program, there were 23 winners and 9 direct connections.

Diversity

As part of the axis of diversity and caring for people, the Companies carried out follow-up and progress strategies in gender indicators, based on the analysis of results by Management, in order to promote the inclusion of people with disabilities and diversity sexual, making visible the results achieved.

Also, an internal and external communications plan was implemented to disseminate and raise awareness of our diversity initiatives:

- > Sending of a mailing with a manual of strategies to carry out interviews without bias
- > Messages on internal and external social networks enhancing the role of women in our selection processes
- > Internal notes disclosing the income of women in technical positions
- > Joint work to constantly review the communications used in the feedback processes of the process phases

This way we achieved:

46% of women on the Long List and 47% on the Short List for external processes, with 48% women selected.

3 hires of people with disabilities and 1 transgender person.

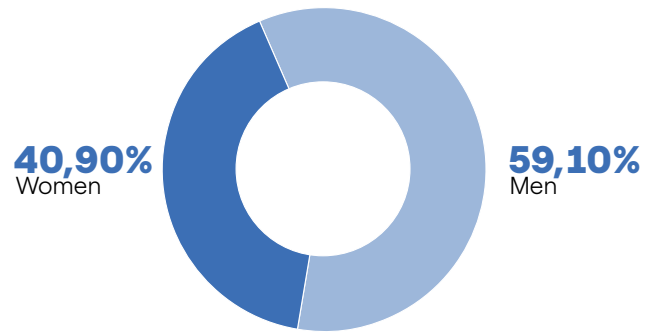
Training and talent development

[GRI 404-1](#)

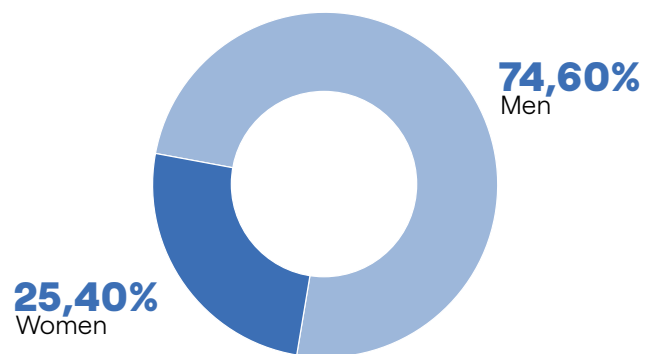
The Companies are committed to the development of their employees, which is why they have projects and initiatives aimed at training people and guaranteeing their overall well-being. In this sense, Codensa closed the year with a total of 74,953 hours of training and Emgesa with a total of 39,992, with a general average of 54 hours per employee and an average satisfaction of 4.46.

| Type of Position | Codensa | | Emgesa | |
|-----------------------|----------------|----------------------|----------------|----------------------|
| | Training Hours | Average per Employee | Training Hours | Average per Employee |
| Manager | 1.294,55 | 52,14 | 980,43 | 83,24 |
| Middle Manager | 9.127,45 | 60,6 | 5.489,68 | 80,45 |
| White Collar | 64.531 | 48,10 | 33.521,89 | 63,91 |

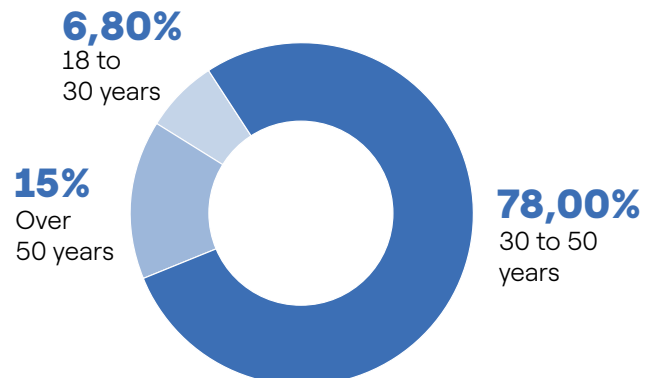
TRAINING HOURS BY GENDER CODENSA



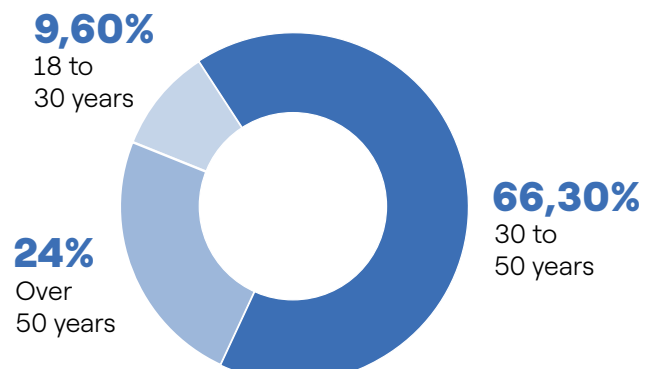
TRAINING HOURS BY GENDER EMGESA



TRAINING HOURS BY AGE RANGE CODENSA



TRAINING HOURS BY AGE RANGE EMGESA



Most employees who received training are in an age range between 30 and 50 years. In the case of Codensa, an average of 49 hours of training were given per employee, while in the case of Emgesa this value was 66 hours received per employee.

The training programs offered to employees are carried out from four phases aimed at identifying training needs, carrying out a study and approval of the programs offered, executing the programs, and ensuring compliance with legal regulations.

Initiatives and training programs

Contenido GRI 404-2

| Program | Description |
|---|---|
| Corporate University | <ul style="list-style-type: none"> > In 2020 the corporate university was launched with an offer of 153 courses through the web platform |
| School of diversity | <ul style="list-style-type: none"> > To work together to have more diversity, it offers training content focused on age, gender, sexual orientation, disability and nationality. > 9 courses were held with a total of 1,849 participants, 2,114 hours of training with an average score of 4.5. |
| Educational loans and sponsorships | <ul style="list-style-type: none"> > It seeks to contribute to the training, development, and personal and professional growth of employees. > 37 workers received support to complete their postgraduate studies, with sponsorship approvals ranging between 20% and 60% of the total enrollment; 15 of them in universities outside of Colombia. |
| Reskilling Program | <ul style="list-style-type: none"> > Positions that needed skills update or that required learning new skills were identified according to the impacted processes, such as digital transformation and energy transition. |
| Virtualization | <ul style="list-style-type: none"> > Due to the health emergency caused by COVID-19, the Companies strengthened the digital component of the programs through digital courses, conferences > 100 employees registered on the Coursera platform, with 505.77 hours of training. |
| Development paths | <ul style="list-style-type: none"> > Their objective is to design training activities and courses according to the needs of different groups of workers. In 2020 the routes were: <ul style="list-style-type: none"> — Growth leaders — Growth promoters — Women leaders — Potential futures — New Enel Talents — Pipeline Successors — Students in progress |
| Professionalization program | <ul style="list-style-type: none"> > This program seeks to facilitate access to undergraduate programs through economic benefits and facilities at work, in partnership with the Politecnico Grancolombiano. |
| Digital Transformation Program | <ul style="list-style-type: none"> > Its objective is to contribute to the digital transformation strategy in the digital culture axis. > In 2020 the following programs and actions were implemented: <ul style="list-style-type: none"> — School of Digital Transformation: with a participation of 940 workers and a total of 7,003 hours of training. — Digital Experience Week: 100% digital event with knowledge of 30 digital projects of the different lines of business. — Digital transformation project — Lader guide 4.0 |

Succession plans

In order to strengthen the talent and leadership axis, a new succession plan was designed according to the capacities of employees to assume managerial positions, placing them between Ready Successors (those who are ready to assume the position) and Pipeline Successors (employees who must be prepared in the medium and long term to assume this role). During the year, 218 successors were identified for 40 managerial positions, of which 54% are women and 46% are men.

Of the identified employees, 50% are classified as Successor Ready and the remaining 50% as Successor Pipeline. In the latter case, actions were defined in conjunction with the current managers to define plans to close gaps through the following actions:

| Action | Description | Training Hours | No. of participants |
|--|---|----------------|---------------------|
| Management skills workshop in digital environments | Strengthen skills such as communication, leadership, emotion management, team management, all framed in a digital reality | 30 | 29 |
| Multigenerational talent management and leadership workshop | It seeks to strengthen leadership competencies to connect and guide the different generations | 6 | 13 |
| Female leadership workshop | Focused on strengthening the leadership skills of women candidates to assume roles of greater responsibility at Enel | 3 | 21 |
| Technical mentoring | It consists of the assignment of a technical mentor, who guides or transmits knowledge on a specific topic to a worker | 10 | 18 |

Performance evaluation

GRI 404-3

The performance evaluation process is carried out retroactively compared to the immediately prior validity, covering people who had been active for at least three months before the beginning of the evaluated period. Therefore, the evaluation carried out in 2020 corresponds to the performance of employees during 2019.

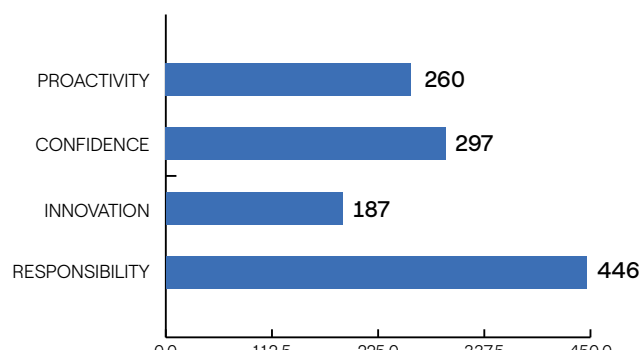
During the year, performance evaluations were carried out on 2,098 employees, corresponding to 97.7% of the total workforce of the Companies.

| By job category | Codensa | | Emgesa | |
|-----------------|--------------|------------|------------|------------|
| | # | % | # | % |
| Manager | 24 | 96% | 10 | 100% |
| Middle Manager | 153 | 99% | 68 | 98% |
| White Collar | 1.332 | 98% | 511 | 96% |
| By gender | # | % | # | % |
| Women | 542 | 97% | 145 | 94% |
| Men | 967 | 98% | 444 | 97% |
| Total | 1.509 | 98% | 589 | 96% |

Open Feedback

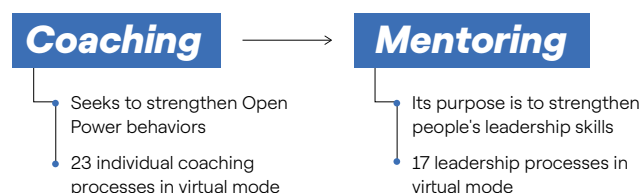
Codensa and Emgesa carried out a communications campaign to promote the use of the feedback tool that provides feedback on the performance of employees, according to Enel's 10 corporate behaviors and the 4 Open Power behaviors. In total, 1,190 feedbacks were received, of which 2% had scores between 1 and 2, 3% on 3 and the remaining 95% between 4 and 5.

FEEDBACK NUMBER BY VALUE



According to the results found, interviews were conducted with the heads and individual development plans were designed to promote the potential of each person in the development discussions. The 2020 results will be evaluated in 2021.

Training methodologies



On the other hand, the methodology defined by the parent company was applied to identify the critical roles in the post levels according to the strategic impact, retention risk and market shortage, which allowed recognizing 135 critical roles for which they designed development and training plans that contribute to the retention of occupants for a longer time.

In addition, activities such as the Resilient and Coherent Leadership Workshop were carried out, due to the high levels of stress identified during the year among the leaders in the work climate survey. By 2020, the participation was of 32 Codensa leaders in order to increase attention, emotional intelligence and intuition so that the indicators and variables of both stress and energy wasting are reduced.

Diversity and care of human talent

Contenido [GRI 401-2](#)

For the Companies, caring for people, diversity and inclusion are key pillars in the management of human talent. In this way, the Diversity and caring for people axis works to ensure a balance between personal and family life in a work environment with equal opportunities, free from discrimination, violence or harassment based on gender, sexual orientation, age, disability and nationality, since respect for conciliation and differences are the fundamental value between people.



Talent without labels: Diversity and Inclusion Strategy

During the last ten years, the promotion of diversity and inclusion has been consolidated as a differential strategic bet to contribute to sustainability and profitability in the medium and long term, through actions that allow managing gender equity.

In this sense, spaces for dialogue were promoted to contribute solutions to the challenges posed in each focus of diversity through four interdisciplinary groups from different managements, such as the Speak Up about Diversity.

Each of the groups designed proposals that they presented to a panel of leaders, who selected one for the final approval of the Diversity Committee, made up of the Country Director and a joint committee of five leaders from different areas that, based on quarterly sessions, they monitor the gender strategy and the progress of the indicators.

Since 2015, Codensa and Emgesa have been part of the Selo Equipares initiative of the Ministry of Labor, with the backing of the Presidential Council for Equality for Women and technical support from UNDP, which seeks to implement an Equality Management System of genre. In 2018, the Gold certification was obtained and thanks to the activities carried out in 2020, this qualification was ratified with a result of 98.7% by advancing in the effective closing of gender gaps throughout the entire value chain. Among the activities carried out are:

- > **Gender strategy:** 6 target audiences are monitored in order to develop specific actions that allow closing the gaps identified with future talents, leaders, workers, collaborating companies and suppliers, seed plan students, government and external entities.
- > **Gender indicators:** through quarterly monitoring of more than 15 indicators, the Companies identify specific opportunities in processes or areas to implement concrete actions that contribute to gender equality.
- > **Recognition of the "She Is" foundation:** during 2020, and within the framework of the second edition of the Women Economic Forum (WEF) Latin America, as "Iconic companies creating a better world for everyone," the recognition was obtained as one of the best five Colombian companies to develop an inclusive culture with a focus on gender equality and the empowerment of women.

Sexual diversity

To create spaces free of discrimination towards sexually diverse people, in 2020 the Corporate Friendly Biz seal began to be managed in partnership with the LGBT Chamber of Commerce, through training and awareness-raising structured in five stages through the people of the Companies, accrediting them as friendly organizations with the LGBT community.

Participation of more than 1.000 personas in training spaces

Celebration of LGBT pride month a through the webinar "Breaking paradigms, opening opportunities"

Hiring of a transgender person and training for the work team to facilitate the adaptation process

People with disabilities

In line with the commitment made by Enel through the Valuable 500 initiative to unlock the social and economic value of people living with disabilities around the world, Codensa and Emgesa generate strategies thinking of customers with and employees with disabilities.

For this reason, during 2020 they were part of the Pact for Productivity program that seeks the labor inclusion of people with disabilities through the transfer of knowledge to different actors of the organizational ecosystem, transforming the cultural and business context around the concept of disability at work. The program has four phases:



Codensa and Emgesa carried out the first two phases during 2020, which means that during 2021 the remaining two will be implemented to first internalize the message of inclusion and participation within the Companies, to carry out an adequate implementation that manages to break social and cultural paradigms associated with the engagement of personnel with disabilities.

Age

During the year the Talent Silver project was implemented, which aims to enhance the growth and development of employees over 50 years of age, for which a survey was carried out to find out their expectations and interests regarding the management of the Companies in matters of training. The themes were reviewed and will be applied in the design of the program for next year, among which are:

- > Strategies to transfer managerial knowledge and skills
- > Learn about digital transformation
- > Deepening of technical business issues
- > Professional growth
- > Knowledge management and socialization of experiences

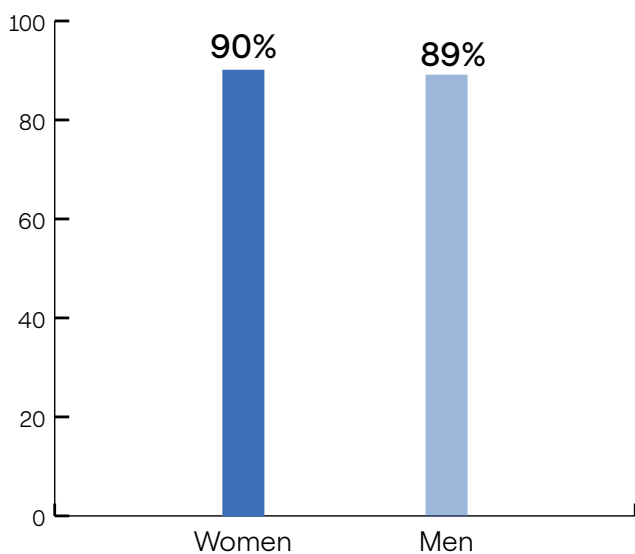
Benefits on demand

Because of the preventive isolation declared to prevent the spread of COVID-19, it became necessary to change the benefits methodology in order to maintain the programs offered to employees and their families in the physical, emotional and mental spheres. Among the programs developed are:

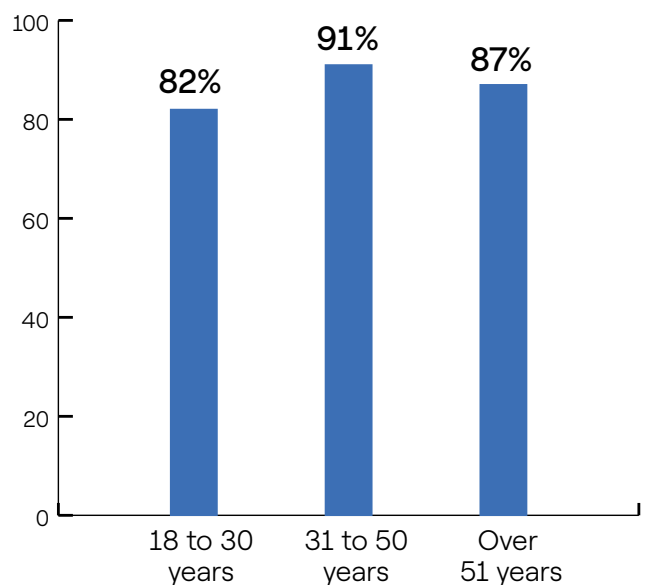
| Smart Working | My experiences | Complementary | My time | Closer to home |
|---|--|---|--|--|
| <ul style="list-style-type: none"> Benefits offered to employees to work differently. 1,411 people participated mostly with the benefit of working at home. | <ul style="list-style-type: none"> Corporate experiences, celebrations of important dates, as well as bonuses for employees 2,213 people participated in 13 corporate experience events, more than 3,500 people participated in the events and 3,917 bond redemptions were made. | <ul style="list-style-type: none"> Due to the emergency, the benefits of connectivity, policy in case of hospitalization for COVID-19 and virtual psychological support were incorporated. 854 people took the benefit of connectivity and 4 people took the COVID-19 policy. | <ul style="list-style-type: none"> Time benefits such as half a day of birthdays, balance days, assistance to a sick family member, graduation day and time to suit me. | <ul style="list-style-type: none"> Presents were sent to employees and their families on special dates: 1,079 gifts for the employees' children 111 baskets for people who worked on December 24 and 31 at midnight 40 watches for people who have completed 20 years in the Companies |

90% of women and 89% of men used at least one quality of life benefit in 2020. Regarding the age range, it is workers between 30 and 50 years who most used at least one quality of life benefit, with a 91% share.

USE OF QUALITY OF LIFE BENEFITS BY GENDER

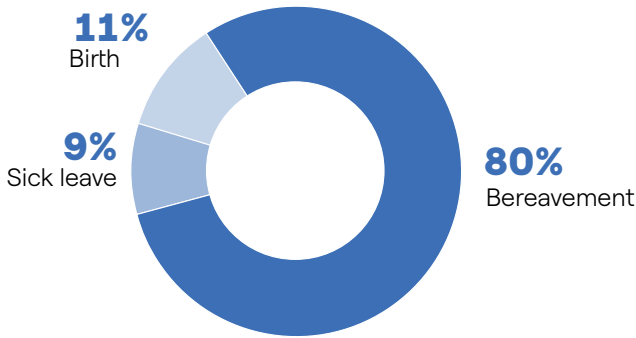


USE OF QUALITY OF LIFE BENEFITS BY AGE RANGE

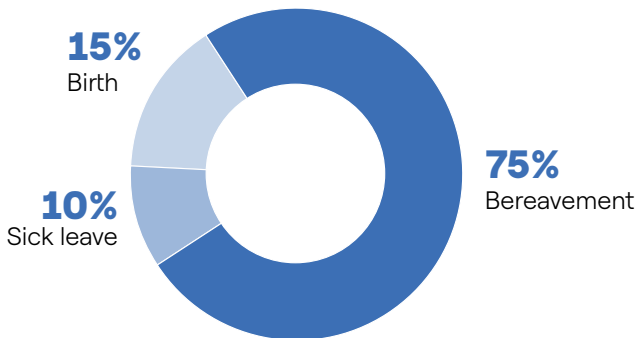


Regarding psychological counseling, in 2020 85 requests were received, of which 77% were from Codensa and the remaining 23% were from Emgesa.

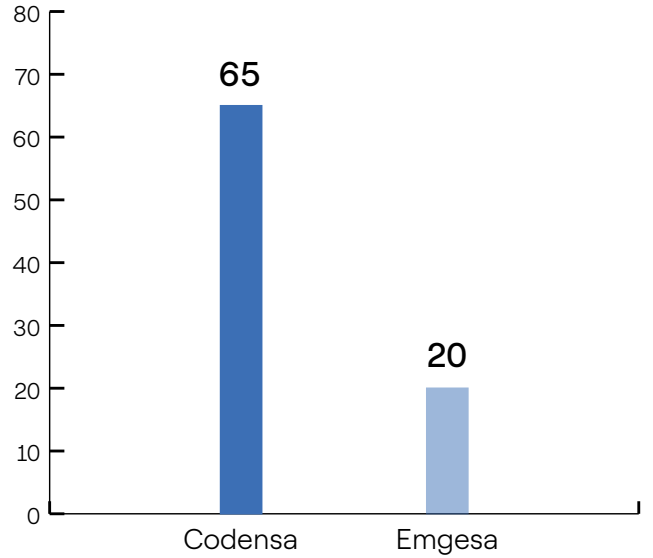
CODENSA MOMENTS OF LIFE REQUESTS



EMGESA MOMENTS OF LIFE REQUESTS



REQUESTS RECEIVED FOR PSYCHOLOGICAL SUPPORT



Strategic path of organizational happiness

In line with the talent and leadership axis, the Companies accompany people in the process of achieving results, through the DNA of happiness to strengthen the being-doing of employees.

Components of Enel Colombia’s happiness DNA

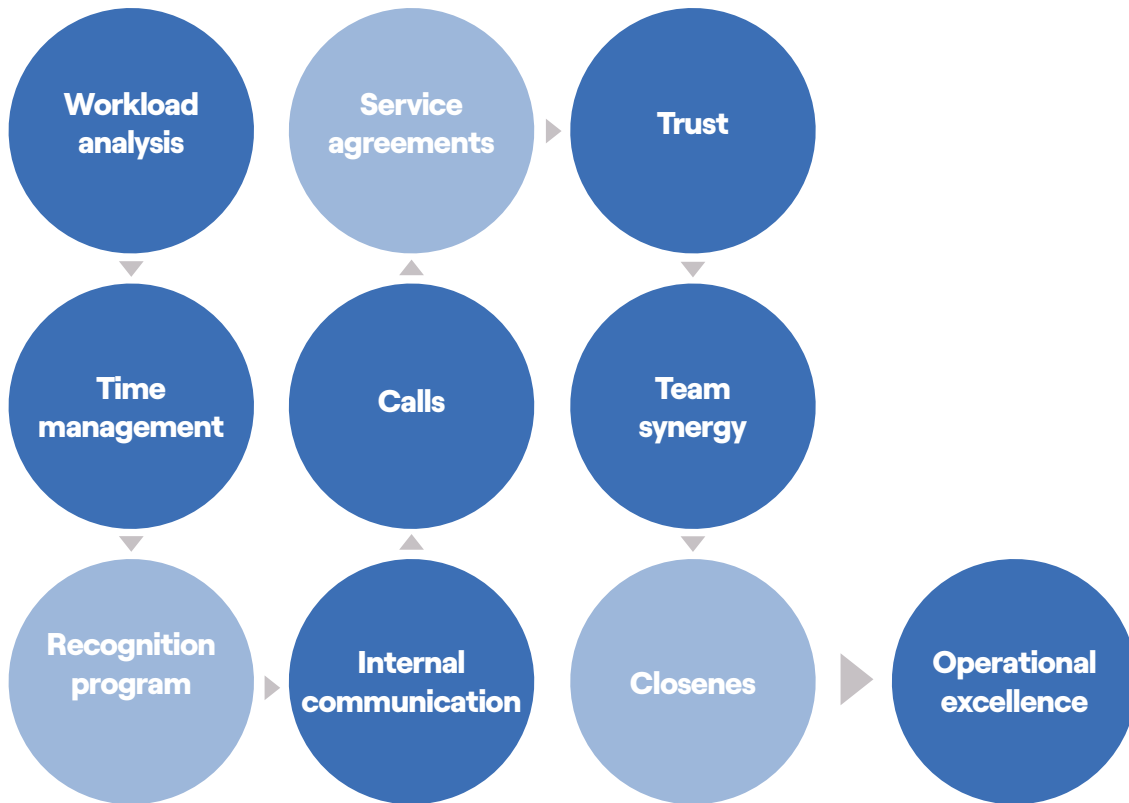


During 2020, the second measurement of the Culture of Happiness Index was carried out, with a participation of 84% of the people, and a result of 75%. Compared to the first measurement carried out in 2017, the index increased by 5 points, placing it on a satisfactory scale.

The results obtained in the measurement are communicated to each management, to provide leaders with tools that promote a work environment that fosters open communication, well-being, healthy relationships, and a focus on productivity. In that order of ideas, 31 focus groups were held with a participation of 58% of the summoned sample.

In addition, 57 worktables were held with the leaders to generate work plans that allow to deepen on the improvement opportunities identified in the measurement and in the perceptions obtained in the focus group sessions. These worktables evidenced the leaders’ commitment to the culture of happiness since there was a 93% participation.

As a result of the virtual work sessions, the strategic happiness route was consolidated, which contains 186 commitments under ten relevant issues:



This way, the Companies were able to face moments of uncertainty, thanks to the resilience of employees in terms of global challenges and teamwork between management areas, leaders, work teams and other stakeholders. In fact, during the year the People with the best energy program was relaunched, which highlights the resilience of people in the midst of the health emergency and all the challenges that it implies in the personal and work lives of employees.



People Operations

In line with current labor regulations, as well as the Collective Labor Agreement and internal policies in the Companies, the development and result of the payroll, social security, social benefits, employee loans and Benefits.

In total, \$ 22,373 million were allocated for loans to employees, which were delivered to 502 employees in different credit lines, the most requested being free investment, higher education, children, and housing.

| CONSOLIDATED LOANS GRANTED YEAR 2020 | | |
|--------------------------------------|-----------------------|----------------------|
| Loan Class | Total Value Granted | No. of Granted Loans |
| Training Loan | 568.938.790 | 65 |
| Higher Education Loans | 1.179.321.460 | 124 |
| Unrestricted Loan | 936.487.828 | 203 |
| Sustainable Mobility Loan | 32.505.950 | 7 |
| Dental Loan | 13.030.000 | 3 |
| Calamity Loan | 67.965.530 | 9 |
| Guaranteed University Loan | 90.000.000 | 3 |
| Conventional Vehicle Loan | 394.284.021 | 16 |
| Comprehensive Vehicle Loan | 1.882.272.765 | 33 |
| Conventional Housing | 13.344.362.550 | 122 |
| Comprehensive Housing | 3.964.387.670 | 19 |
| Total overall | 22.373.556.564 | 604 |

On the other hand, three projects were carried out to improve the payroll system, the digitization of resumes and the model of attention to direct employees in search of automatic, digital, and secure processes.

SAP PAGO payroll system automation

- Automations were implemented to the vacation modules, vacation bonus, time management and the first part of the online Social Security module, with the management axes of the organization and digital culture.

Digitization of the resumes of employees and pensioners

- In total, 2,767 folders associated with people's work history were digitized in order to ensure security and access to information.

Potential-Customer Service Policy

- Self-management and automation of the different processes was promoted.

By 2021 we expect to overcome the following challenges:

- > 100% standardization of the social security process, provisions and final settlements in continuity with the SAP PAGO Automation project.
- > Automation model of attention to our workers, enhancing the communication channel, knowledge and automation of processes.
- > Management reports for leaders to make available automatic reports on processes associated with time management (attendance and absences), including the vacation module, directly supporting the management of processes with employees, in line with the Te lo project. You deserve. This seeks to encourage employees to schedule and enjoy vacation periods at any time and for any purpose, due to the context presented by the health emergency. The results of the initiative were very satisfactory and allowed workers and their leaders to understand the importance of using this paid break and enjoy this time, which is reflected both in the families of our employees, as well as in the results and compliance with cost targets and work-life balance.

Labor Relations

In order to articulate the processes between technology and people, within the framework of a digital culture, during 2020 the conflict of interest platform was created and developed, which can be found in the RHO online corporate tool. In this way, the automation of 100% of the reporting process, processing, closing and storage of the conflicts of interest reported by the employees, apprentices and interns of the Companies was accomplished.

In 2021 this tool will be officially launched and will have coverage not only in Colombia but in Latin America, with the countries that had a rapprochement in 2020.

ASIEB collective bargaining

During the year, there was a conflict of interest with the ASIEB trade union organization that was not resolved in the direct settlement stage, because the parties did not reach an agreement regarding the new list of petitions presented. Furthermore, the process was forced to adapt according to the measures taken during preventive isolation.

In response, the Ministry of Labor was asked to summon the Arbitration Tribunal to be in charge of proceeding with the resolution of the conflict and issuing the corresponding Arbitration Award in this situation.

CESLA

Thanks to Enel's participation as a member of the Primary Committee of the Center for Social and Labor Studies since 2018, it had a direct participation in the issuance of the absenteeism, work at home, collective bargaining and strike report published in 2020. From In this way, scientific evidence is offered that affects the transformation of public labor policies related to the promotion of employment and the social development of the country.

Regulatory proposal

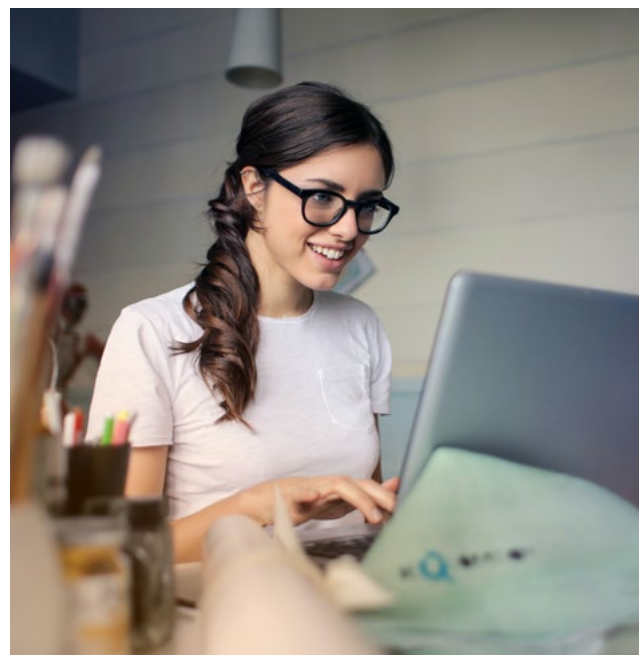
To consolidate itself as a business group that proposes public policies on labor matters, that shares and promotes its best labor practices and that works on labor legal aspects hand in hand with the unions, the Companies are part of the Group of Regulatory Proposal at the top of ANDI and made up of representatives of five companies and the accompaniment of three law firms. Among the problems studied are:

- > Virtual work projects
- > Labor reform
- > Work at home and telework regulations
- > Reduction of working hours
- > Measures implemented to cope with the pandemic

Workplace and/or sexual harassment

In 2020, the Labor and Sexual Harassment Policy was updated to strengthen the definitions of the types and behaviors that constitute harassment in charge of the Labor Relations area, as well as the update for the labor coexistence committees to define a response term for employees who report eventual harassment situations.

In this sense, campaigns are also carried out to prevent these behaviors, such as #SinExcusas, which was developed during the year through:



Memo sheets to define workplace harassment

Podcast structured as a radio soap opera to highlight everyday situations that can be classified as harassment

Mailing, Intranet and daily bulletin of the Entérate news, with posts on insights

Campaign on social networks, such as Facebook and LinkedIn

The election of the new members of the Labor Coexistence Committee of both Codensa and Emgesa took place during the months of October and November from January 2021 to December 2022, in addition to the preparation of training material so that the new members understand their role and put it into practice in the most appropriate way.

In accordance with the purpose of optimizing and digitizing the processes carried out for employees, a platform was developed for the attention, management, and monitoring of processes of terminations and extensions of contracts for temporary employees, which seeks to eliminate the chain previously handled mail order to have accurate notification of extensions or terminations in real time for everyone involved.

Job Positions Structure

In accordance with article 65 of the Collective Labor Agreement, the conventional obligation was established to create a particular commission made up of representatives of the Company and the union, to generate a new position structure for the Companies, in accordance with the following considerations:

1. Review of the appointment of positions of the Collective Bargaining Agreement
2. Review job descriptions
3. Homologation of requirements
4. Assessment of work positions HAY methodology (external consulting support hired by the Company)
5. Structure of positions, salaries and mobility

This obligation was fulfilled between the parties on June 8, 2020, through a subscription of the extra conventional act, which benefits the employees of the Companies that are subscribed to the Collective Bargaining Agreement.

In turn, Emgesa, signed on December 30 by mutual agreement the conventional Extra Act that will regulate the labor relations between the Company and its agreed personnel for a period of one year, for the benefit of 500 employees. Among the points dealt with in the minutes are:

- > Basic wages: increases in the CPI (year 2020) + 1.5% from January 2021
- > Economic benefits of collective agreement: increases in the CPI (year 2020) from February 2021
- > Aid for the recognition of the legal old-age pension (march aid): increase in the value of this aid for contract workers linked before January 1, 2004. The new value of the aid for these people will be 25 monthly legal minimum wages current.
- > Validity: 1 year (from January 1, 2021 to December 31, 2021)

Union affairs

To make informed decision-making, a digital tool was developed to ensure compliance with labor regulations, while minimizing the risks inherent in the process. Among the elements contained in the tool are:

- > Affiliations of people to the REDES, ASIEB and SINTRAEECOL unions, together with the management positions of each one and the jurisdictions associated with them
- > Circumstantial jurisdictions derived from the collective bargaining carried out with the different unions
- > Jurisdiction derived from the Collective Bargaining Agreement signed between SINTRAEECOL and the Company, called conventional jurisdiction

LOCAL AND GLOBAL COMMUNITIES

Shared value creation model

Material topic: Participation of local communities;

[GRI 103-1](#), [103-2](#), [103-3](#)

Codensa and Emgesa seek to provide a timely response to the needs that are identified in the contexts and areas of influence where they are present, through a continuous search for equitable and mutual development for the different interest groups. In this way, they direct their actions towards the Creation of Shared Value (CVC) in the medium and long term, promoting a balance between their economic, social, and environmental performance.

For this, strategies of relationship with the communities, community leaders and local authorities are maintained, which have made it possible to meet their needs, build harmonious relationships of trust and promote social co-responsibility. In addition to this, the Companies mitigate the risks derived from their operations through high-impact projects that respond to the identified social priorities.

Said management is supported by Organizational Procedure No. 478, which provides the guidelines for the relationship with stakeholders and the development of medium and long-term projects that generate value in the communities.

Objectives of the CVC Model

- Establish the relationship with the communities from a long-term perspective, based on credible commitments and appropriate initiatives for the creation of shared value
- Identify, manage and evaluate the impacts and risks derived from the operations of the Companies
- Manage and transfer knowledge that is developed in the different phases of the value creation process
- Evaluate the impacts of the actions implemented as a result of the optimal management of impacts and risks

The relationship and responsible management of communities complies with current legislation and the commitments acquired in the operating licenses granted by the competent authorities, which allows the achievement of short and medium-term goals that facilitate the sustainability of the activities.

The starting point of the relationship strategy is the identification of all the actors, their needs, and expectations, which serve as input for the design of action plans that build harmonious and trusting relationships with the interested parties. In addition to this, strategic partnerships are promoted in the areas of interest that improve the impacts of the social projects implemented.

| Activity | Enel Group Objective 2015-2030 | Results Colombia 2015-2020 | Status | SDG |
|---------------------------------|--------------------------------|--|------------|---|
| Quality education | 5 million beneficiaries | 131.519 2015 2016 2017 2018 2019 2020 13.182 19.657 72.673 9.485 9.531 6.991 | AS PLANNED | 4 EDUCACIÓN DE CALIDAD |
| Affordable and clean energy | 20 million beneficiaries | 910.029 2015 2016 2017 2018 2019 2020 154.911 143.686 96.735 166.575 160.552 187.570 | AS PLANNED | 7 ENERGÍA ASEQUIBLE Y NO CONTAMINANTE |
| Decent work and economic growth | 8 million beneficiaries | 649.534 2015 2016 2017 2018 2019 2020 1.993 3.801 5.397 4.713 8.499 625.131 | AS PLANNED | 8 TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO |

Public commitment to the Sustainable Development Goals
 More than 90% of the Enel Group's consolidated investments are in line with the Sustainable Development Goals



Social management with local communities

Contenido [GRI 102-44, 413-1](#)

In 2020, the Companies maintained open dialogue channels with representatives of the communities in the areas of influence of their operations, which made it possible to identify the needs and expectations, considering the particularities of each community. Additionally, the priorities and possible risks of the operations were identified.

This relationship process was supported by formal mechanisms for receiving and responding to requests, complaints and claims implemented by the Companies.

It should be noted that within the framework of the El Quimbo Hydroelectric Plant (CHEQ), Emgesa has two contact offices as direct and efficient communication channels, located in the municipalities of Garzón and Gigante in the department of Huila. Due to the optimal use of these channels and information management, the main impacts perceived by the communities have been identified in relation to:

- > The activity of the reservoir
- > The effects of the nucleated and dispersed settlements
- > Productive activities
- > Employment opportunities
- > The migratory pressure of municipal capitals, specifically in Gigante, Garzón, El Agrado, Altamira, Paicol and Tesalia

The identified needs are linked to the principles of the Enel Group's global sustainability plan and to the commitments acquired with the Sustainable Development Goals.

Support in the face of the COVID-19 situation

In 2020, through the Enel Colombia Foundation, communities were supported to mitigate the impact of the health emergency derived from COVID-19, providing:



\$ 1,709 million to contribute to the food security of the most vulnerable populations in the country.



\$ 1,693 million to expand the availability of Intensive Care Units and to have equipment for analysis and diagnostic tests for COVID-19.

The main actions managed through the Enel Colombia Foundation are presented in detail below:



Contribution to SDG 2: Zero hunger

Initiatives were managed to guarantee the food security of the most vulnerable populations through the delivery of markets and economic aid as follows:

Cundinamarca te apoya

In partnership with the Government of Cundinamarca within the framework of the Cundinamarca supports you initiative, 10,600 markets were delivered in 31 municipalities of the department.

Uni2 para cooperar

In May, 2,600 markets were delivered to vulnerable families working in the informal economy, benefiting 15,600 people in the municipalities of Paicol, Gigante, Garzón, Agrado, Altamira, Campoalegre, Yaguará, Hobo and Tesalia.

The investment was \$ 270 million, represented in basic needs and had the following characteristics:

- > The beneficiaries were chosen from among the families that did not obtain subsidies from the National Government and who belonged to the informal economy sector.
- > 90% of the markets were acquired with local shopkeepers to reactivate the economy.





- > The average cost of each market was \$ 100,000 and the optimal menu for each family was defined through an integrated work with Fundacomisan and the Colombian Institute of Family Welfare (ICBF).

Food support and continuity of initiatives

Work was done jointly on the initiative of the JuanFe Foundation to provide food support and guarantee the continuity of programs that benefit thousands of young people in the area of influence of the Cartagena Power Plant operation.

Donation of groceries in Cartagena

With the support of the TRASO / ANDI collective, donations were made that were used to deliver markets to vulnerable populations in the city of Cartagena.



Contribution to SDG 3: Good health and well-being

Emgesa and Codensa contributed to improving hospital infrastructure facilities and providing protection elements to medical personnel from various institutions in different regions of the country as follows:

Provision of health equipment and infrastructure

- > Resources were provided through ProBogota, which made it possible to expand the intensive care unit (ICU) of the Hospital Universitario la Samaritana, Méderi and the Shaio Clinic in the city.
- > Resources were provided for the Cardioinfantil Foundation to expand its capacity of Intensive Care Units (ICU) for highly complex patients with underlying diseases infected with COVID-19.
- > It contributed to the installation of backup equipment for the operation of the Corferias temporary hospital, to support the hospital network with a sufficient fuel load to support the system for twelve hours.
- > Contributions were made to finance the implementation of Hamilton, a high-tech robot that allowed the Universidad del Rosario to increase the number of diagnostic tests for COVID-19.
- > The Companies joined the campaign of the National Association of Entrepreneurs (ANDI) to equip the San José de Maicao hospital with four new Intensive Care Units (ICU) and rapid diagnostic tests, which benefited 500,000 people.

Protection kits in the department of Huila

In the department of Huila, 515 protection kits were delivered to medical personnel in 12 health centers, including the María Auxiliadora de Garzón Hospital, the Santa Rosa de Lima de Paicol Hospital and the Hernando Moncaleano Perdomo University Hospital, providing more than 10,700 protection elements.

Enel Colombia employee contributions

An internal campaign carried out by employees managed to collect more than \$ 100 million pesos to support Hospital Méderi within the health framework of the Colombia cares for Colombia strategy, through the Saldarriaga Concha Foundation (FSC).

Response to the winter wave crisis

Hurricane Iota

The Companies, through the Enel Colombia Foundation, donated \$ 318 million to San Andrés y Providencia, which was used to recover the infrastructure and offer innovative energy solutions to meet the basic need for electricity.

Materials were donated for an amount of \$ 200 million, which included essential elements to reestablish the electric power distribution service in the archipelago, and which were managed to be supplied thanks to the articulation with the Ministry of Mines and Energy and the National Management Unit of the Disaster Risk (UNGRD).

In addition to this, 200 solar kits were delivered to UNGRD through Andesco, with an investment of \$ 73 million. Each 10-watt (W) kit contained the elements that made it easier for residents to meet their essential energy needs:

- > Solar panel
- > Two LED bulbs
- > Storage battery
- > Two USB ports for charging cell phones
- > Four ports for bulbs
- > Radio
- > Flashlight
- > Multi-outlet

Initiative: Helping does us good

The Solidarity for Colombia Foundation is carrying out a campaign called Helping does us good, to which the Companies contributed \$ 88.3 million. Among these, 360 employees of the Companies managed to raise \$ 44.1 million, a figure that was doubled by the Enel Colombia Foundation.

| Company | Raised | Workers | Enel Colombia Foundation |
|---------------------------|----------------|-----------------------|--------------------------|
| Emgesa | \$12,5 million | 83 | \$12,5 million |
| Codensa | \$31,6 million | 277 | \$31,6 million |
| Total | \$44,1 million | 360 | \$44,1 million |
| Total contribution | | \$88,3 million | |



Contribution to SDG 4: Quality education

The Enel Companies in Colombia continued with their commitment to improve education in local communities, through training processes that strengthen skills in the different stages of learning, and that improve educational quality, in addition to offering greater employability opportunities.

Educating with energy

This project of the Enel Colombia Foundation, in partnership with the Organization of Ibero-American States for Education, Science and Culture (OEI), has two strategies that seek to contribute to the strengthening of socio-emotional skills and in vocational and professional guidance processes of young people from public educational institutions.

Implementation of the pedagogical strategy in schools

The strategy contemplates the development of social-emotional skills, sustainable development, and vocational and professional orientation. It has benefited more than 2,000 young people, teachers, and families from the following schools:

- > IED Monseñor Agustín Gutiérrez (Fómeque-2019)
- > IED Ignacio Pescador (Choachí-2019)
- > IED Rural Río Negro Sur (Cáqueza-2019)
- > CT Benjamín Herrera IED (Bogota-2019)
- > IED Delia Zapata Olivella (Bogota-2020)



Teacher training diploma

Together with the Politécnico Grancolombiano as an academic partner, 106 teachers from 71 schools in Bogota and five from Cundinamarca municipalities such as Gachancipá, Girardot, Flandes, Fómeque and Choachí were certified, with the purpose of strengthening teaching strategies in public schools in socio-emotional skills, orientation and life trajectories.

Good energy for your school

The objective of the program is to contribute to the improvement of the quality of education by reducing the electrical risk in the infrastructure of public educational institutions. In 2020, 1,456 boys, girls and young people benefited from schools in Bogota and Cundinamarca.

| Municipality | Educational institution |
|----------------------------|--|
| Ubalá | > IE Rural Departamental de promoción social sede San Pedro Bajo |
| Gachalá | > IE Rural Departamental Boca de Monte-Palomas |
| Tocancipá | > IE Rural Departamental La Fuente |
| El Colegio | > IE San José |
| San Antonio del Tequendama | > IE Antioquia |
| Hobo | > IE Las Ramblas |
| | > Centro Educativo Jacinto Ramos |

In addition, interventions were started in new municipalities in the department of Cundinamarca with the objective of benefiting 533 children and the educational community of Suesca, Chipaque, Guayabetal, Granadas and La Vega.

School kits

In 2020, the beneficiary population was identified in the four cities of interest, Bogota, Cali, Barranquilla and Cartagena, which met the requirement of belonging to vulnerable sectors of the chosen cities for the kits to have a greater impact. Additionally, the purchasing process of the elements that make up the biosafety education kits was managed. In total, the delivery of 1,600 kits consisting of school supplies, biosafety elements and backpack, and 70 electronic tablets were programmed that will allow students and teachers to strengthen their knowledge acquisition process and support the teaching work.

Energy Incubators

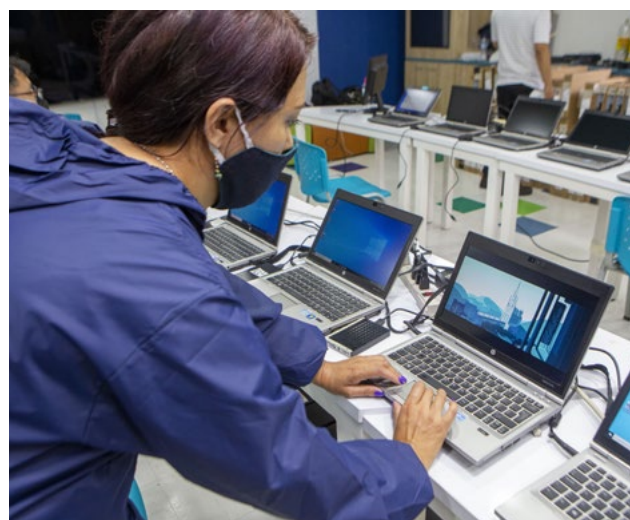
It is a program that seeks to offer young beneficiaries the sponsorship of 70% of the total value of university degrees, added to a semester financial support and psychosocial support in the development of their studies and professional practices.

In 2020, 13 vulnerable young people from the municipalities of Ubalá, Gachalá, Gama, Soacha, Sibaté, San Antonio del Tequendama and El Colegio continued with their higher education studies at the Minuto de Dios University in careers such as: Public Accounting, Systems Engineering, Social Communication, Social Work, Psychology, Business Administration and Agroecological Engineering.

Computer donation

The Companies were involved in the Donaton por la niñez promoted by the District Secretary of Education, through which 250 computer equipment that had been withdrawn from the technology renewal program were delivered.

In addition, a campaign promoted internally with the participation of 188 employees managed to raise \$ 23 million for the acquisition of new equipment, which was allocated to boys and girls from vulnerable communities to continue their education under virtual mode.



Educating with dance

The program implemented by Emgesa aims to train in contemporary dance to promote the good use of free time and values, to mitigate and prevent psychosocial risks in vulnerable populations.

In 2020, training activities were carried out for the benefit of 15 young people between the ages of 10 and 17 in the communities of the Arroz Barato, Puerta de Hierro, Albornoz and Policarpa neighborhoods. Due to the health emergency, the training was carried out virtually.

Contribution for the maintenance of the Roberto Suaza Marquínez Educational Institution- Jacinto Ramos Headquarters of the municipality of Hobo-Huila

The municipal administration of Hobo asked the Enel Foundation for support to make arrangements at the educational institution Roberto Suaza Marquínez at its Jacinto Ramos headquarters, which has 106 boys and girls enrolled in preschool and primary school, from the urban and rural areas of the municipality.

Investment

\$63.030.905

The support provided consisted in the restoration of the roof with the replacement of asbestos tiles, a material that is harmful to human health and is prohibited in Colombia. In this way, the risk of exposing students and teachers to this carcinogenic material was eliminated.

Contribution for the location improvement of the San Miguel educational institution in the municipality of Campoalegre-Huila

The Enel Colombia Foundation supported the improvement of the locative conditions of the San Miguel Educational Institution, located in a broken area above the mountainous area in the Palmar Alto village, 20 minutes from the urban area of the Campoalegre municipality, where 162 children and young people study enrolled in preschool, primary school and high school. Implementing the following actions:

Investment

\$29.679.608

- > Location improvement of the restaurant lounge
- > Improvement in sanitary batteries
- > Installation of security bars in the dining area
- > Improvement of water points
- > Improvement of the main entrance of the institution
- > Provision of the dining room

Environmental education in municipalities in the area of direct influence of the EI Quimbo Hydroelectric Power Plant

324 actions were carried out to promote environmental awareness from the environmental education program in the areas of influence of the EI Quimbo Hydroelectric Power Plant, of which the following stand out:

- > Training in the electricity sector by municipality
- > Environmental actions with communities and public and private institutions
- > Visits to promote environmental practices in resettled families
- > Collective training for resettled families
- > Coordination efforts between ecological groups and institutions
- > Advice and support in project formulation for ecological groups

Scholarship Bank for Teen Mothers

During the year Emgesa continued with its Bank of Scholarships for Adolescent Mothers of the Cartagena District, in order to guarantee access to a group of young mothers to technical studies, receiving comprehensive support during the training process in psychosocial and health conditions that allow the completion of studies and access to the job market

5 new teen moms began their cycle of comprehensive intervention

15 relatives of the teen moms engaged have benefited



Projects that contribute to SDG 7: Affordable and clean energy

By 2020 Codensa carried out activities to promote access to energy in areas without this service and in vulnerable conditions. Additionally, training programs were implemented for different interest groups to facilitate their connection to the labor market of the energy cluster.

Seed plan

The Seed Plan is an initiative that seeks to generate growth and development opportunities for young people belonging to a vulnerable population, increasing their employability skills through comprehensive training for the electricity sector and carrying out internships in the same business segment.

In 2020, together with the National Learning Service SENA, training activities were carried out in the technical program for the construction and maintenance of overhead networks, with the participation of 47 young people, 30% of whom were women, thus contributing to better conditions for entering the world of work.

Lighting of community spaces

The Enel Colombia Foundation, in partnership with the Un Litro de Luz Foundation, continued to monitor and maintain the solar technology luminaires installed in sports fields, parks and sidewalks in municipalities of Cundinamarca that did not have lighting, such as such as: San Antonio del Tequendama, El Colegio, Sibaté, Soacha and Ubalá.

Due to the impact caused by the pandemic, progress was made in the maintenance of the facilities and the identification and prospecting of new points for the following year.

Energy world

In the Divercity theme park, recreational and pedagogical activities were carried out that gave 14,210 boys and girls the opportunity to learn about the processes of generation, distribution and sale of electrical energy.



Projects that contribute to SDG 8: Decent work and economic growth

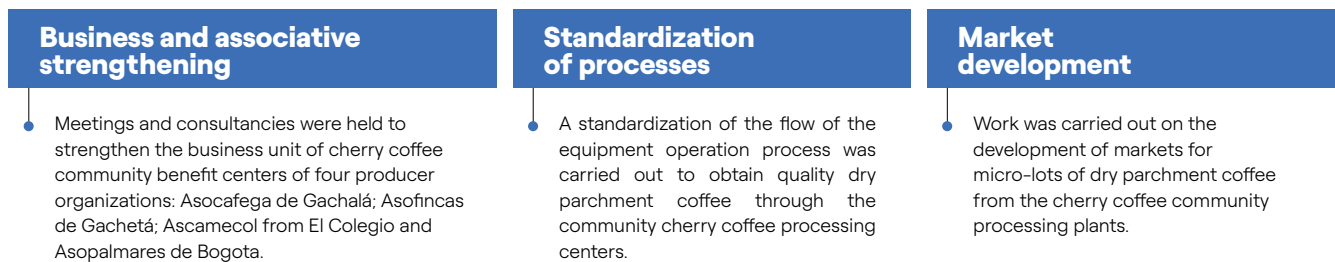
The objective of working with and for the communities is to contribute to their development without altering their identity, traditions and cultural roots. In this sense, programs have been implemented that respond to the characteristics of the communities and are aimed at caring for and maintaining the fabric and social cohesion, as well as promoting local growth, while maintaining the economic vocation of the territories.



Business and social strengthening of production chains

Coffee production chain

In 2020, the productive project to develop and strengthen the coffee production chain continued in the municipalities of Viotá, El Colegio, Gachetá and Gachalá, which allows strengthening the competitiveness of the rural sector in the regions and encourages the association of producers belonging to the area of influence. The project is implemented under three lines of action:



Additionally, the project contributes to the empowerment of women, since it manages to link them in decision-making bodies of the Boards of Directors of the associations.

On the other hand, it has been possible to guarantee the supply of energy for the coffee processing plant and improve the quality of the service in intervened sectors, thanks to the re-empowerment of the medium voltage power circuits adjacent to the mini-power plants of community benefit.

Some key figures of the project:

- **There are 119 associated coffee-growing families established in four municipalities.**
- **In 2020, four associations collected about 62,000 kg of cherry coffee.**
- **12,500 kg of dry parchment coffee were processed.**

Sustainable artisanal fishing

The project, which consists of strengthening fishing activity, continued to be implemented throughout the year, benefiting the communities of the Puerta de Hierro, Arroz Barato, Albornoz and Policarpa neighborhoods in the city of Cartagena.

Undertakings and business facilitation

In the area of influence of the Sharing Substation project, the SIROLLI business facilitation methodology was implemented, which seeks to activate cooperation networks for growth and collective support, since it allows the community to become a development engine by connecting their networks and facilitating the growth process of entrepreneurs, while strengthening social fabric.

The initiative has managed to support and facilitate the creation and strengthening of sustainable enterprises mainly in the municipality of Soacha. Among other impacts, the following stand out:

- > 71 entrepreneurs were served, who were advised to strengthen their businesses and business ideas.
- > There is evidence of an improvement in the quality of life of the people who participated in the initiative.
- > 17 teams were formed, of which eight reached the end of the process to launch their business units.

- > The implementation of the methodology made it possible to increase the sales of the business units by 400% and a growth in the number of customers of 100%.
- > The ventures made it possible to create 12 jobs and keep 23 retained.

Strengthening beekeeping activity in the Tequendama region

The municipality of San Antonio del Tequendama has been characterized by the development of the beekeeping activity, for which an agreement was signed with the Fundación Zoológico-Santa Cruz with the purpose of providing training and technical leverage to the people part of the activity, as well how to raise awareness in the community about the care and benefit of this species.

Additionally, the agreement with the Foundation aims to conserve and raise awareness for the proper management of bees, for which the zoo's grounds will be available for an apiary that allows demonstrative and productive activities to be carried out for the benefit of participating producers.



Strengthening social and community organizations in the area of influence of the El Quimbo Hydroelectric Power Plant

96 actions were carried out focused on the strengthening of the organizations that are related to the operations of the CHEQ.

Technical assistance

- > To monitor and assist in technical issues of the processes and their dynamization, 366 visits were made to owners of productive projects. 94.8% of the visits had the objective of monitoring and supporting the agricultural production system, while the other 5.2% sought to strengthen the processes through technology transfers.
- > Support was provided to the irrigation district associations in legal procedures before the Rural Development Agency and DIAN.
- > The election of the boards of directors of the associations for the period 2020-2022 was monitored.
- > It was evaluated and monitored through the application of the Organizational Capacity Index (ICO) with the associations.
- > Advisory services were offered for the reform of the association's statutes.
- > The Asofundadores water concession process was supported.
- > Advisory services were provided to boards of directors for the application of internal regulations to users of irrigation districts.
- > In the offices located in Garzón and Gigante, requests, complaints and claims of 578 people were handled, of which 96% were satisfied with the management.

Training

10 training sessions were held in self-sustainable production economies for resettled families, to generate efficiency in productive projects under three fundamental pillars:

Rational use and management of water for consumption and irrigation

- Training for resettled and receiving families in the municipality of Gigante on the proper management of the elements of the intra-property box to make rational use of water.

Production, marketing and agribusiness technology

- Seven training sessions, four in El Agrado and three in Gigante, which focused on topics such as: fermentation, bean drying and pruning of the cocoa crop, management of insect pests by means of chromatic traps, demonstration of methods for planting pineapple, preparation of chemical bait for ant control, propagation of cocoa cultivation by means of the air layering technique, as well as training for the elaboration of nutritional blocks for livestock.

Administration and organization of producers for production and marketing

- Two training courses on marketing and entrepreneurship were carried out in Gigante and Garzón on topics associated with: organization for the management of sale of fruits in El Agrado, and actions to improve the conditions and characteristics of the quality of cocoa, through the different stages to obtain a good product in association with FEDECACAO.

Cooperation agreements with municipalities and organizations

Garzón Municipality

In 2020, the execution of the agreements that had been signed with the municipality in relation to:

- > The remodeling and improvement of the sports arena together with the construction of the roof for the Ramón Alvarado Sánchez Educational Institution, Brisas headquarters.
- > Improvement of approximately 12 kilometers of rural roads.

| Object of the agreement | Investment | Beneficiaries |
|--|------------------------|------------------------|
| Acquisition of land for the construction of the wastewater treatment plant | \$591.000.000 | 11.086 familias |
| Construction of sports stage in educational institution | \$326.531.493 | 86 familias |
| Maintenance and adaptation of the municipality's tertiary road network | \$466.000.000 | 2.566 familias |
| Total | \$1.383.531.493 | 13.738 familias |

Gigante Municipality

After the signing of five agreements that benefit the municipality of Gigante, three of these continued in force in the execution of the operational and budgetary phase, therefore, in 2020 two corresponding to:

- > Strengthening avocado producing families
- > Construction of a biohealthy plaque and park

In addition, the municipality filed the project to redress the food insecurity of 300 families affected by COVID-19, which is expected to be consolidated in 2021 with a contribution of \$ 88 million.

| Object of the agreement | Investment | Beneficiaries |
|--|------------------------|-----------------------|
| Planting 50 hectares of avocado | \$74.937.500 | 50 familias |
| Increased productivity of roast and ground coffee | \$290.064.805 | 219 familias |
| Improvement of tertiary road infrastructure | \$626.400.000 | 414 familias |
| Construction of bio-healthy parks | \$626.400.000 | 1.200 familias |
| Establishment of home gardens | \$88.000.000 | 300 familias |
| Total | \$1.705.802.305 | 2.183 familias |

Municipality of Tesalia

The project to Strengthen the production and sale of Cherry tomato, through protected crop technology, was approved in three associations of the municipality of Tesalia, department of Huila, which is projected to start in 2021.

The investment for this project includes the municipal administration of Thessaly, the three beneficiary associations and the hydrocarbon company Hocol.

| Contributions | Investment |
|--------------------------|----------------------|
| Emgesa | \$216.700.000 |
| ASOCAPA | \$16.373.797 |
| ASOSANJOSE | \$16.373.797 |
| AGROPROSUR | \$43.578.686 |
| Tesalia City Hall | \$30.000.000 |
| HOCOL | \$100.000.000 |
| Total | \$423.026.280 |

| Object of the agreement | Investment | Beneficiaries |
|-----------------------------------|----------------------|---------------------|
| Cherry tomato production and sale | \$216.700.000 | 267 personas |
| Total | \$216.700.000 | 267 personas |

Municipality of Paicol

The project for the “bovine genetic improvement to strengthen the productive capacities of 100 small and medium-sized cattle ranchers through the science, technology and agricultural innovation for peace program in the municipality of Paicol-Huila” was approved, which is expected to begin in the first half of 2021.

The project consists of the delivery of pregnant recipients by transfer of bovine embryos, with F1 Girolando pregnancies (Gyr X Holstein). In addition, the respective technical support will be carried out regarding the management of the genetically improved cows and calves to be born.

| | Investment | Beneficiaries |
|----------------------------|----------------------|-------------------|
| Bovine genetic improvement | \$200.000.000 | 100 people |
| Total | \$200.000.000 | 100 people |

Cocoa effect

In 2020, the partnership between Casaluker, the United States Agency for International Development (USAID), EAFIT University and the Saldarriaga Concha Foundation, managed to expand its coverage, thanks to the support of the new ally The Sustainable Trade Initiative, reaching the municipalities from Algeciras and Hobo.



As of December 2020, close to \$ 1,500 million were invested, obtaining the following achievements:

- > 132 hectares of cocoa were planted in April, reaching 132,618 cocoa seedlings for the benefit of 100 families of producers.
- > 266 people have been trained in the Phase I and Phase II “I am a cocoa farmer” training plan.
- > 162 families are involved in the sowing and rehabilitation programs, who will plant 120 hectares and rehabilitate 200 hectares.
- > The diagnosis of competencies in 8 cocoa producing associations was completed with the support of the EAFIT University, through the Strengthened Organization Capacity Index (ICOR) instrument.
- > With regard to the anchor crop that will be located in the municipality of El Agrado in the village of La Escalereta, the following activities were carried out:
 - Land preparation and subdivision
 - Topographic location of cultivation elements such as roads, cultivation furrows, fertigation pipes and their respective valves
 - Design, contracting and installation of the fertigation system
 - Adequacy for the construction of physical infrastructure (construction of the training center, kiosk for public attention and all health infrastructure) and lots for cocoa crops
 - Establishment of 47 hectares of cocoa

- Establishment of a pigeon pea nursery for small producers, with a total of 135 thousand plants
- Construction of a cocoa nursery for small producers, which reached 415 thousand seedlings

Organizational strengthening program

In 2020, the Enel Colombia Foundation continued to be linked as an ally to the peace program and its initiatives implemented in Codensa's areas of influence, in the municipalities of Caparrapí, Chaguaní, Guaduas, La Palma, Yacopí and Puerto Salgar, through advocacy programs for the improvement, development and reconstruction of the social fabric in these areas.

The Enel Colombia Foundation maintained its relationship with the Prodepaz Network and supported its initiatives in the areas of influence for integral development with actions to strengthen and build territorial peace.

Together for the boards

The program is a space for dialogue and training between community-based organizations such as Community and Local Action Boards, Civil Society Organizations, entities that promote social development and the Enel Group Companies in Colombia through the line of sustainability and creation of shared value.

369 women y 273 men participants



Due to the conditions of compulsory isolation, the program was carried out virtually through the participants' mobile phones, which made it possible to make social use of information and communication technologies and to advance training processes for young people and adults.

During 2020 an improvement of the participants was observed with respect to the following:

- > Learn to use, take advantage of and mitigate fears in the face of ICT, recognizing them as one more tool.
- > Recognize digital weaknesses as organizations.
- > Recognize the importance of comprehensive health and public health as a common good of humanity through the "Viva la vida" component.
- > Recognize yourself in the difference, diversity and inclusion with the gender training process through the "El Fogón" component.
- > Recognize through the component "We are the same people" their rights and duties, be trained in political and community culture to improve democratic processes and use the tools of social control in the territories.
- > Strengthen knowledge about what matters most to them about their resources through the "Territories of Life" component.
- > Learn about project formulation, management and defense, in addition to showing that it is possible to jointly create viable territories.



Municipalities:

- El Colegio
- San Antonio
- Sibaté
- Soacha
- Ubalá
- Gachalá
- Gama
- Cartagena

15 groups of leaders and 8 groups of young people are maintained through WhatsApp and Telegram. Similarly, 354 of the participants receive training through chatbots or WhatsApp groups, with three lines of action:



In December, a recognition event was held for the delivery of a participation diploma to 370 people who have shown greater interest and have attended all scheduled sessions and events.

the other hand, Emgesa fulfilled the commitments acquired in the Environmental License and in the Act of compensation to 39 families in the compensation process in the resettlement program with the closure of the measure.



Projects that contribute to SDG 11: Sustainable cities and communities

The Enel Colombia Companies continue to work on the construction and consolidation of sustainable communities and cities, which facilitate the growth and development of the communities while promoting the safety and care of resources. Therefore, in 2020 the following initiatives were carried out:

Currently there are 31 families that have already completed the two-year period of monitoring the management of productive projects and are preparing for the report on compliance with the compensation measure. Consequently, the Company continues to provide support and follow-up to 17 families that closed in no more than two years.

Collective and individual resettlement

From March to September, the resettled families were isolated from physical visits to accompany the plots due to the COVID-19 pandemic, for which accompaniment actions were implemented through communication methodologies that helped maintain a calm and positive relationship with phone calls, group trainings and video calls.

89 productive projects related to the production of cocoa, passion fruit, pineapple, coffee and livestock were consolidated, which have allowed households to achieve incomes of more than 2 Current Legal Monthly Minimum Wages. On

At the end of the year, field visits were carried out complying with a strict protocol of biosafety measures, with which it was possible to give continuity to the programs established with the families.

Collective resettlements

In Nueva Escaraleta, 53 km from the El Quimbo Hydroelectric Plant, the construction of the Llanos de la Virgen irrigation district for the resettlement communities continued. Despite the isolation measures to face the pandemic, it is estimated that the infrastructure works, and tests of the irrigation district will be ready by December 2021.

On the other hand, throughout the year maintenance works were carried out in the irrigation districts of the Nuevo Veracruz (Montea), Nueva Balseadero (Santiago & Palacio) and San José de Belén (La Galda) resettlements. This allowed four families to reach the state indicator with income above 2 Current Legal Monthly Minimum Wages.

In addition, 88 families joined to earn their income from the productive activities generated by agricultural projects, guaranteeing food security along with reinvestment processes.

Nuevo Balseadero Resettlement (Santiago & Palacio)

In this resettlement, the community took charge of the operation and maintenance costs of the irrigation district, in the same way, they managed to obtain Resolution No. 502 of March 3, 2020 issued by the Regional Autonomous Corporation of Alto Magdalena, which regulates the use and exploitation of the waters of the Majo stream.

Said administrative act grants water concessions where the "Association of users of the irrigation district for the adaptation of small-scale lands of Santiago and Palacio" (ASOSANIAGOPALACIO) is located, with an assigned flow of 155.58 l / s for normal times and 141.36 l / s for summer seasons.

ASONUEVOVERACRUZ, Gigante-Huila

Maintenance works were carried out on all the components of the irrigation district from the intake to the systems within the properties by sprinkling and micro-sprinkling, which allows families a uniform and efficient distribution of water on the soil surface. In this way, their expansion will be guaranteed in a more egalitarian way with the members.

On the other hand, the follow-up to the productive processes carried out by the resettled has made it possible to demonstrate the generation of income for the families in the amount of \$ 1,498 million in 2020. Said income was achieved thanks to the advice provided to the resettled in relation to the trade dynamics of its products and organizational strengthening.

Shallow wells

To obtain water that allows the reactivation of agricultural activity in mechanizable areas in the villages of La Galda and La Yaguilga, receiving communities of the San José de Belén resettlement in the municipality of El Agrado, 20 shallow wells were built to serve the water deficit in the area in summer seasons. For this, a cooperation agreement was formalized, which provided the following:



Attention to the vulnerable population

Through the strengthening of social, cultural and institutional networks, processes were structured that help vulnerable populations derived from the operation of the hydroelectric plant, publicizing projects for the link to social services, health and socio-economic accompaniment in the processes of production of families in the area of influence.

The above, with the aim of helping to consolidate their identity, improve conditions and life projects. In 2020, eight households with vulnerable populations were served.

VITAL: Life, Innovation, Technology and Clean Water

The Enel Colombia Foundation in partnership with the Siemens Colombia Foundation, installed two water purification filters that benefit more than 150 students from the Kennedy Educational Institution of San Pedro de Jagua in the Ubalá area and 100 inhabitants of the San Antonio municipality de Tequendama in Cundinamarca, where a community aqueduct was installed for the first time.

The filters will eliminate 99.9% of viruses and bacteria present in the resource, so it is expected to improve the quality of life of the student community.

Solid waste transformation and beautification of the environment

This project, which began in 2019 and was executed throughout 2020, aimed to transform the solid waste generated during the construction of the Compartir Substation in the

municipality of Soacha into useful pieces and the beautification of the surroundings, with positive environmental impact and community participation.

The execution of this initiative enabled the following:

- > The transformation of more than 2,500 kg of wood, 350 kg of tires, 20 kg of plastic and 120 kg of cardboard, into 743 pieces of furniture for community use such as: libraries, tables, chairs, coat racks, flower pots, among others), with the participation of around 400 people from the area of influence of the Compartir project.
- > Elaboration of 18 artistic murals with recycled material such as covers and tires, which embellished the exterior wall of the substation and represented part of the culture of the Soachuna community.
- > Development of 14 training sessions on topics related to the management, separation and transformation of solid waste.

Sustainable parks

The 6 sustainable parks implemented by Codensa during the year in the El Altico and San Bernardino neighborhoods in Soacha were designed with a strategy of involvement of the community, the Municipal Institute for Recreation and Sports of Soacha and the Ministry of Social Development and Participation Community of Soacha.

These parks have the following components:

Safe spaces

Civil adaptation of floors, walls and reinforced enclosure to the area of each park

Art and culture

Installation of sculptures designed by children and members of the community

Physical activity adults

Installation of bio-healthy machines that promote physical activity in the adult population

Green facades

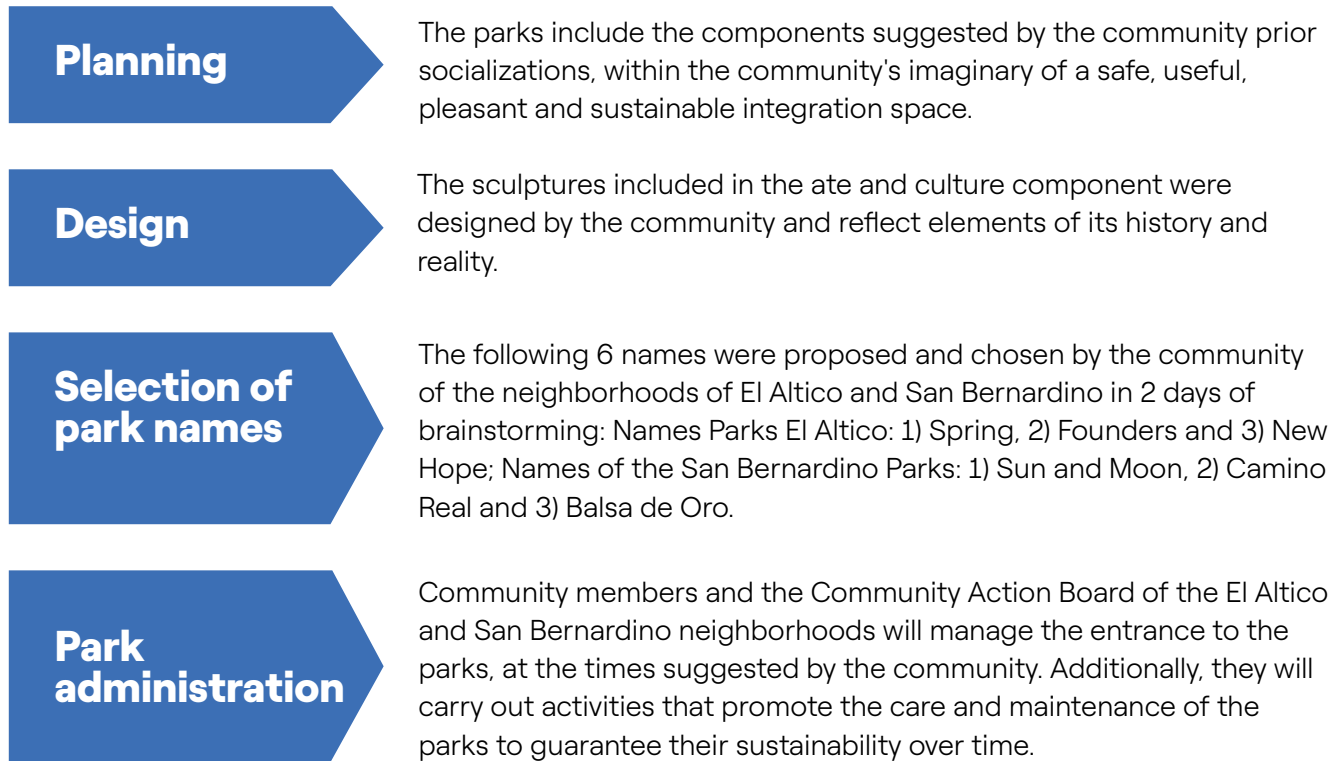
Beautification of the walls with artificial foliage such as vertical gardens

Children's recreation

Installation of children's modules that allow the recreation of the child population



The sustainability of the project was ensured with the involvement of the community in the different phases of the project:



Risk and environmental management program in the communities of the direct area of influence of Emgesa- Cartagena Power Plant

The objectives of the program are to strengthen the culture of prevention and self-protection in the communities and to develop community activities to strengthen the environmental culture, which have been implemented in the Puerta de Hierro, Arroz Barato, Albornoz and Policarpa neighborhoods in Cartagena de Indias with 233 beneficiaries.



Projects that contribute to SDG 13: Climate Action

The Enel Companies in Colombia have implemented a series of initiatives that contribute to meeting the objectives defined in SDG 13, which consist of carrying out actions to combat and mitigate climate change. In this sense, the Companies have reaffirmed their commitment to this SDG by carrying out the following initiatives in 2020:

Sustainable mobility

“Movernos” is the sustainable mobility plan that promotes the use of bicycles, walks and the shared car among the employees of the Company. In 2020, 192 people participated in the initiative by registering their journeys through a mobility platform and were linked to scheduled activities such as:

- > Bicycle training sessions
- > Road safety workshop
- > Caravan for the day without a car

In total, 26,013 km traveled on bicycles or hikes were reached and as part of the incentives of the program by the associated registries, the planting of 200 tree species was carried out in the RENACE forest, Codensa-Emgesa Natural Reserve.

Strengthening of environmental participation scenarios

324 actions were carried out to promote environmental awareness in the regions influenced by the El Quimbo Hydroelectric Power Plant, among which the following stand out:

11 training sessions on electricity sector transfers by municipality.

Participation of 32 people.

59 environmental actions with communities and public and / or private institutions in the area of influence.

Participation of 185 people.

121 visits to promote good environmental practices in resettled families.

19 training sessions for resettled families from the four collective resettlements.

Participation of 349 people.

7 green ecological groups.

31 coordination efforts between ecological groups and institutions.

69 consultancies and support in the formulation of projects for ecological groups.

7 actions focused on sustainable tourism with public and private institutions belonging to the area of direct influence.

Participation of 69 people.



Other sustainability initiatives

Volunteering

The corporate volunteering of the Companies was developed through actions that allowed employees to contribute to different social causes, 954 employees of the Companies supported:

- > The installation of two parks in the San Mauricio Foundation, which provides comprehensive care to young children in vulnerable conditions
- > Virtual training of 133 teachers from public institutions in the use of digital tools
- > Participation in "Adopta Un Angelito", an initiative to share a Christmas gift with children, young people and the elderly in vulnerable conditions

1,175 people benefited,
served by foundations and social organizations in Bogota and the municipalities El Colegio, Ubaté, Cajicá, La Calera (Cundinamarca), Maicao (Guajira), Altamira, Garzón, Gigante, El Agrado, Paicol and Yaguará (Huila) and El Paso (Cesar).

Together is possible

The implementation of the program is carried out through the online educational platform of the Enel Foundation, which is made up of six interactive modules associated with water, forests, species, oceans, climate, energy and food.

During 2020, 719 people registered on the platform to take the course, of which 430 have been certified among internal personnel and those of collaborating companies. On the other hand, 289 workers are in the certification process.

During the year 2021, it is expected to continue with the campaign within the Enel Group to encourage participation in the course and promote good environmental practices in internal workers and staff of collaborating companies.

Salto del Tequendama House Museum Partnership

Emgesa and the Fundación Granja Ecológica El Porvenir (GEP), owner of the Salto de Tequendama House Museum, signed an agreement by which they undertake to carry out actions to promote environmental awareness, and preserve the historical and cultural memory in the Salto del Tequendama area.

The results have been favorable: the Tequendama Falls has returned to the news and more and more tourists frequent the place, attracted by the intention of learning more about biodiversity and culture.

Thanks to this management, the Salto de Tequendama has been declared a natural heritage of Colombia (resolution Min environment 1869 of 2019) and the House Museum is of cultural interest of the Nation (resolution Min culture 3335 of 2018). There are already more than 85 thousand visitors who have been in the museum and about one million who have visited the El Porvenir farm reserve, recognizing the importance of the cloud forest as a space that mitigates climate change.

Given the contingency caused by COVID-19 that put the sustainability of the project at risk, Emgesa supported the House Museum in maintenance activities for the building built nearly 100 years ago.



Wildlife rescue

Aware that there is an identified risk for wild animals in Codensa's distribution infrastructure, the Company established a partnership with the Santa Cruz Zoo to guarantee technical assistance for the management, rescue, relocation, transfer or release of wildlife specimens in Company facilities.

In coordination with the environmental authorities, technical monitoring is carried out in facilities at risk, which will begin in the province of Soacha, which includes the municipalities of Sibaté, Soacha, La Mesa, Anapoima, Anolaima, Apulo, Cachipay, El Colegio, Quipile, San Antonio del Tequendama, Tena and Viotá.

In conjunction with the Zoo, the existing action protocol will be strengthened, and training will be provided to the staff of the Collaborating Companies to mitigate and prevent damage to the specimen found and relocate or handle them in the best conditions, as the case may be.

Sustainability Plan Bogota-Region 2030

Within the framework of the Bogota-Region 2030 projects, work was carried out on the structuring of sustainability plans in accordance with the Company's Shared Value Creation Policy for the San José, Terminal, Norte and Barzalosa projects.

To achieve this, a relationship has been carried out with each of the stakeholders in the project and their needs and interests have been identified in the social, environmental, and economic dimensions.

By 2021 it is expected to develop innovation workshops that allow the communities and local authorities to define the initiatives and projects that will make up the sustainability plan.

San José and Terminal Projects

- The lines of action for the development of the sustainability plan were identified, respectively, which are: job creation during the construction phase of the project, management and transformation of solid waste and landscape management through the preparation of murals and adaptation of community recreation areas.

Norte project

- Issues related to: ecological tourism, environmental conservation and sustainable production have been identified as lines of action to work with local authorities and communities in the area of influence. It is expected that during the year 2021, through different collaborative work spaces and co-creation methodologies with communities and local authorities, the projects that will respond to these issues will be formulated.



INNOVATION

Innovation culture

[GRI: EU8, 103-1, 103-2](#)

Innovation is a strategic pillar and a corporate value for the Enel Companies in Colombia. It is a process that invites us to rethink, redesign and rewrite the energy future in the world. In this way, innovation becomes relevant in a sustainable approach called Innovability, which provides direct benefits throughout the country through the development of projects aimed at promoting quality education (SDG 4), access to energy (SDG 7), decent work and economic growth (SDG 8), consolidate sustainable communities and cities (SDG 11), as well as protect and care for the environment (SDG 13) and promote innovation as a central purpose (SDG 9).

To mobilize the culture of sustainable innovation, there are different fronts that range from training in tools and methodologies through the Innovation Academy, to the pragmatic development of solutions to face day-to-day challenges with co-sessions, creation, and collaborative work in which both internal and external actors participate.

All the initiatives are focused on people, and seek to promote a comprehensive and innovative human capital that can, based on experience, generate solutions and creative ideas to solve the proposed challenges.

2020 was an atypical year, society was challenged and forced to change its habits. In the same way, innovation was put to the test and had to rapidly transform what was considered "normal" before the pandemic caused by COVID-19, in order to offer solutions that would keep the operations of companies and businesses afloat around the world.

In this sense, Codensa and Emgesa were not oblivious to the new reality and had to carry out the technological changes demanded by the context, for which they resorted to the use of new digital tools in order to adapt to virtuality, manage innovation, motivate and promote the entrepreneurial spirit of employees and continue cultivating an innovative culture in the development of all operations.

Financial return

Projects

Through the different research, technological development and innovation projects carried out by the business lines, it is possible to generate value for the Companies. This strategy includes not only a high degree of commitment, but also that has the contribution of the most valuable resource: more than 200 employees actively participating in the projects.

Under the open innovation model and with the support of universities, suppliers and research and innovation centers, during 2020 more than 50 innovation projects were executed.

| | |
|--|--|
| <p>Tropical Dry Forest – Quimbo</p> | <p>Research project developed with the support of Fundación Natura and the Alexander Von Humboldt Biological Resources Research Institute.</p> <p>It seeks to strengthen the compensation mechanisms for the loss of biodiversity of the El Quimbo Hydroelectric Project, through processes of restoration of the tropical dry forest that consider the ecology of the ecosystem and the promotion of community science networks for regional sustainable development.</p> |
| <p>Click Enel</p> | <p>Sales model for third-party digital subscriptions, marketed through Enel X Store. It offers as a means of payment the energy bill without a permanence clause. It has categories of entertainment, health and wellness, education, donations, software and security.</p> |
| <p>ElectroFun High Voltage</p> | <p>Video game for training according to new requirements of the RETIE electrical installations regulation, which facilitates training in spaces / dead times of field operation, improves understanding of concepts and allows more frequent retraining.</p> |
| <p>Pronos</p> | <p>Project developed with the support of the Pontificia Universidad Javeriana. It consists of an automatic system for forecasting short-term inflows in the Betania-Quimbo water basin, which through machine learning technology allowed to implement an early warning scheme for the optimal management of water resources within the commercial strategy of the spot market.</p> |

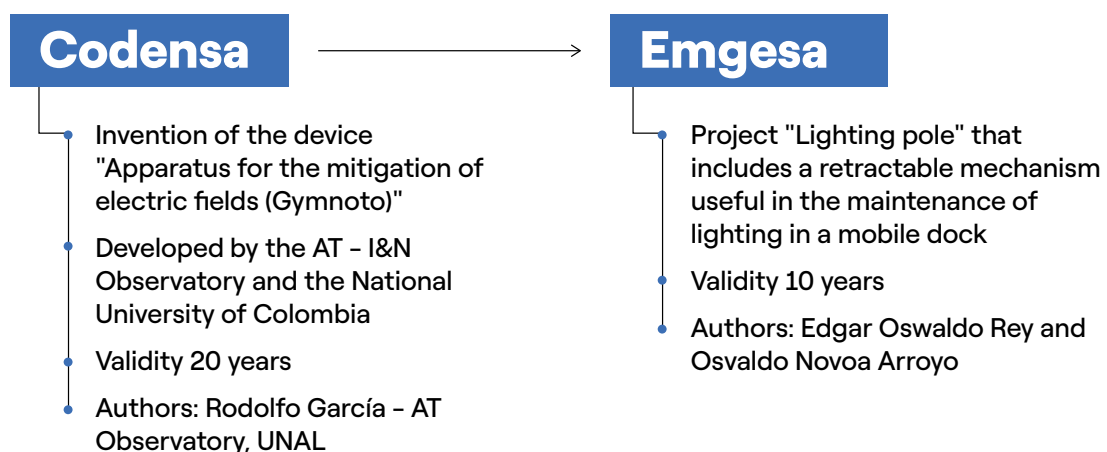
Tax benefits

In 2020, the Enel Companies in Colombia obtained the approval of 14 of the 18 innovation projects presented in the Call of the Ministry of Science, which generated a tax benefit of \$ 6,470 million, a figure that exceeded the benefit approved for the year by 46% 2019. These results allow to ensure the trend of investment growth in research, technological development and innovation projects that generate value to the market and to the development of the country.

The approved projects were associated with SDG 4 “Quality education” and SDG 9 “Industry, innovation and infrastructure” of the Sustainable Development Goals.

Patents

Thanks to the patents granted in the national territory and Latin America, the Companies contribute and promote the development of innovation processes in the business lines and throughout the country. In this way, during 2020 two new patents were added to the Group, one for Codensa and another for Emgesa, managing to close the year with a record of 14 patents.

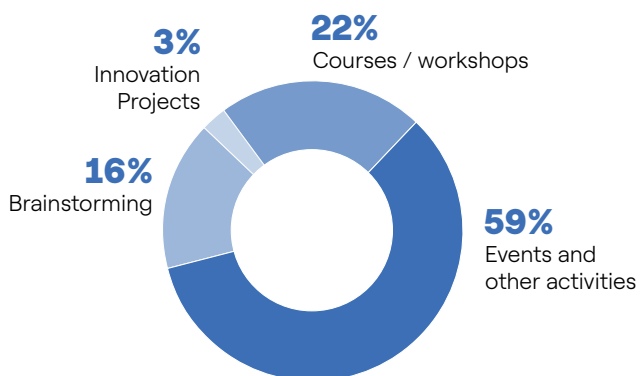


Results in culture

GRI: 103-3

As a corporate value, the approach to innovation is centered on the development of activities to strengthen the capacity to innovate. Through training programs, inspirational spaces and the promotion and management of projects, Codensa and Emgesa managed to impact 35% of their workforce in 2020, in addition to reaching the participation of more than 400 external people.

PARTICIPATION PERCENTAGE BY ACTIVITY



1.258
Participants



832
Codensa y Emgesa



426
Third Parties

| Company | Courses / workshops | Sesiones de ideación | Events and other activities | Total |
|-----------------|---------------------|----------------------|-----------------------------|--------------|
| Codensa | 354 | 221 | 1.084 | 1.623 |
| Emgesa | 257 | 198 | 456 | 911 |
| Externos | 77 | 65 | 282 | 424 |
| Total | 688 | 484 | 1.786 | 2.958 |

Activities

Innovation Academy

From this space, workers are trained in the use of technological tools in order to develop skills, enhance the value of innovation, taking as a reference the proposal defined by Gartner and the World Economic Forum, and strengthen the definition of innovation for companies. Enel Companies in Colombia: Innovation = Creativity x Execution x Attraction = Value.

In this way, during 2020, 16 training courses were carried out, among other activities, with the assistance of 309 participants in the management of tools such as Design thinking, Lean startup, Storytelling, CPS, and emotional intelligence, among others.





16
INNOVATION
ACADEMY

18
WEBINAR
AND OTHERS

| | |
|--------------------------|----------|
| CREATIVE PROBLEM SOLVING | 6 |
| STORYTELLING | 3 |
| EMOTIONAL INTELLIGENCE | 1 |
| DESIGN THINKING | 2 |
| FACILITATION TECHNIQUES | 2 |
| LEAN STARTUP | 2 |

**IMPACTED PEOPLE
BY TRAININGS:**

309
COURSES AND
WORKSHOPS

602
EVENTS AND
OTHER ACTIVITIES

**Thanks to our training
we managed to obtain
627 participations**

Furthermore, 18 additional training activities were developed to the academy plan, which include webinars, talks, workshops and events, spaces with which we sought to offer greater coverage in the participation of interested parties in topics related to innovation. 602 participations were registered in these scenarios.

- > Training in Design Thinking – February 2020
- > Training in Storytelling, Termozipa – February 2020
- > Lean Startup Training, Virtual – Universidad de los Andes – 2020

Creative sessions

During most of 2020 the co-creation activities were carried out virtually, allowing reaching a greater number of employees of the Companies and even holding sessions with the participation of officials from other countries, an aspect that contributed significantly positive exchange of ideas and experiences, strengthening the objective of this initiative.

The co-creation spaces seek, through the development of innovative methodologies, to bring the companies' management and business units closer to practical solutions to face the challenges present on a daily basis.

This strategy is carried out in conjunction with the innovation ambassadors (internal network of facilitators and promoters of culture), specialized suppliers and the Idea Hub Colombia team.

85
Brainstorming



485
Participations

Some of the challenges addressed during the brainstorming sessions were:

- > How to get communities in marginal areas interested in the legality and good use of energy?
- > How can we broaden the focus of gender diversity within the group?
- > How to explore opportunities and identify new B2G products?
- > How to create the habit of identifying and anticipating mechanical risks to avoid accidents?

Open Co-Creation Sessions Enel X B2B

Together with the provider of Culture AYAKA, three Creative Laboratory sessions were held aimed at the B2B customer of Enel X, in which the identification and listening of the customer about the written channel and their experience in front of the measurement survey were addressed, with in order to identify opportunities for improvement of these channels.

Idea management

The Companies explore solutions or ideas through interdisciplinary working groups that solve challenges in co-creation sessions. The focus of this exercise during 2020 was to monitor the implementation of the ideas that fulfilled the filter process and viability of each challenge, in this way the following indicators were obtained that were added to the R & D & I projects executed during the year:



3.307

Ideas generated

538

**Ideas prioritized
to evaluate**

15

**Under
development**

20

Implemented

International workshops and events

We provided the opportunity to carry out training courses for officials from other countries, as well as activities in collaboration with other holding companies such as: Italy, Spain, Guatemala, Panama, Costa Rica, Brazil, Chile, Peru and Argentina.

This allowed, among other aspects, to strengthen the work teams, discover global opportunities, as well as share and bring Colombia closer to the implementation of good practices in the use of emerging technologies that have already been tested by other companies in the Group.

Intrapreneurship

Make it happen

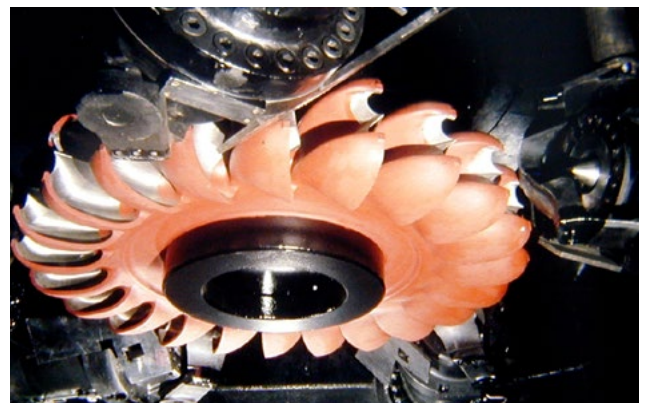
It is the global corporate program for all employees of the Enel Companies in Colombia, which provides the opportunity to propose, share and develop innovative ideas. It has two lines to undertake, Green Journey (new business models) and Blue Journey (ideas for improvement in existing activities / processes). During 2020 the following indicators were obtained:



Throughout the year, work was carried out on the implementation of two initiatives endorsed in the 2019 pitch day, of which the progress made in:

High speed cameras:

In the pilot of the project, two high-speed cameras in the Pelton power generation turbines were evaluated to analyze the hydraulic behavior in operation, looking for the detection of damages and failures in the turbine without the need to interrupt the generation of the unit.



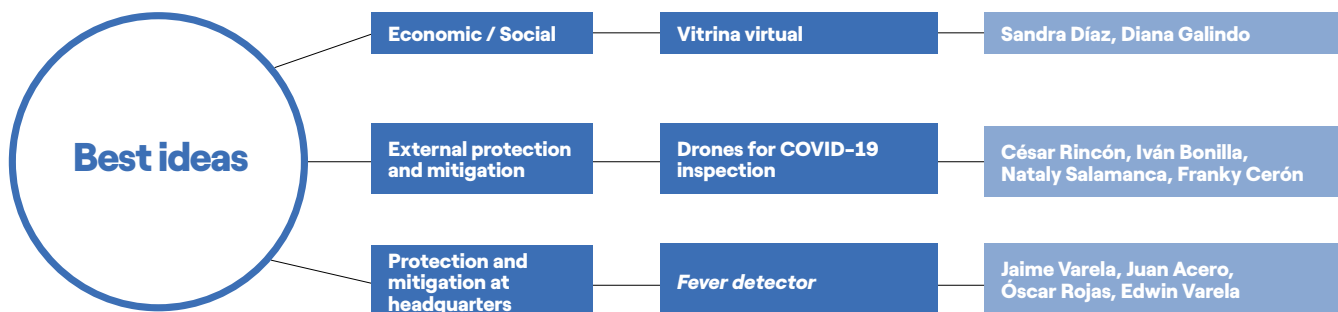
Enel for Colombia

As a result of the crisis caused by the pandemic, this program was created, promoted by the Enel Group at a global level, so that all employees have the opportunity to propose initiatives on how the Company can help workers and customers to face and overcome difficulties derived by the emergency.

On this occasion, Enel por Colombia registered 56 initiatives classified into five major categories. Finally, the Country Innovation Committee recognized the best proposal in each category, as follows:

- > Commercial support: Enel on your mobile
- > Financial management: Virtual showcase
- > Enel protection and mitigation: Fever detector
- > External protection and mitigation: Drones for Pro COVID inspections
- > Communication channels: Enel invoice prevention

During 2020, 14 initiatives were implemented, five are in the development phase and nine are in the feasibility study. The Country Innovation Committee recognized the ideas with the highest vote for their level of innovation and social contribution, these are:



POWERG

The objective of this initiative is to promote innovation and continuous improvement in the business line, collecting and rewarding solutions that contribute to excellence in accordance with the values of Open Power. On this occasion, two categories were presented: Innovative Ideas and Good Practices, which focused on seeking innovative initiatives related to health and safety, the environment, sustainability, and business improvement.

During 2020, Power Generation Colombia and Peru represented a single region, obtaining the highest participation globally, postulating 490 solutions between innovative ideas (309) and good practices (182). For its part, PG Colombia registered 144 innovative ideas and 102 good practices.

As part of the positioning of innovation in the Open Innovation model, during 2020 different events were held with the participation of customers, businessmen and / or colleagues from other countries who were actors in the construction of solutions or received information through of open innovation spaces, as follows:

Innovability Week

The second edition of Innovability Week was held, in which innovation and the circular economy were the central theme, offering through workshops, conferences, competitions and the great project fair that took place at the end of the event, different alternatives to learn, share experiences and stimulate the creativity of the participants.

In this version, there was the opportunity to hold the meeting for the first time in collaboration with the Idea Hub and Circular Economy Unit of Chile and Colombia, in addition to having been held in virtual format through the 360° Virtual World. Throughout the week, 1,194 people from Colombia, Chile and other countries participated.

As an added value, there was the participation of two world leaders in innovation and circular economy issues, such as Vito Di Bari, recognized as the most inspiring guru, who predicts trends in business innovation based on new technologies, and Petar Ostojic recognized as the first promoter of the circular economy in Latin America by the World Economic Forum and selected Highly Commended for Leadership in Circular Economy, as well as a High Impact entrepreneur and Director of Endeavor Chile with more than 27 awards.

Additionally, a virtual Commercial Exhibition was held with innovation and circular economy projects of the different business lines of Colombia and Chile, where the Enel Companies in Colombia participated with 11 projects completed in 2019 that generated greater value during 2020, including the following:

- > Immersive Reality Trainer Substations CAVE- I&N
- > Flexipagos - Enel X Market
- > Micro-oxygenation system - PG
- > Energy Management Center - EM
- > Benefits on demand - P&O
- > Suite Ufficio Legale Project - Phase I - Legal
- > Platform for Information Management in the Cloud - GDS
- > Together for the Boards - Sustainability
- > Tool for defining the Institutional Relationship-Regulation Plan
- > Site Integrated Management System SIIGI - Services and Security

Startup

The Enel Companies in Colombia participated in the DemoDay organized by Connect Bogota, in which innovative solutions were addressed by universities, entrepreneurs and startups focused on the following challenges:

- > Improve the customer's commercial experience and the consumer's perception of trust towards the company
- > Analyze, collect and process data to keep customer information up to date
- > Streamline the response in the restoration of services, optimize emergency response and improve the customer's perception of the quality of the service

As part of the Pitch Day, the 10 pre-selected Startups were presented, within which the two best solutions were chosen with which the possibility of conducting pilot tests that respond to the interests of the business will be validated.

In order to guide the transformation of the Companies quickly and efficiently, the first Startup Bootcamp for Energy Management was carried out with the support of Innovation Hub Chile. On this occasion, solutions were sought for the notification of power supply failures or cuts of customers of the Unregulated Market from 10 startups. Some of them are:

- > Telemetrik
- > Ubits
- > Indra
- > Nivelat from Chile

Contraction and creation of startups 2020

The first hiring of a startup was celebrated through the innovation model, a contract signed with NUXTU SAS for the RHIINO project - "hybrid robot pilot for internal organoleptic inspections", which seeks to remotely perform safe inspections by entering confined spaces to measure the concentration of dangerous gases, warn the state of the atmosphere and illuminate and send 360 ° video.

Fise Power Startup

The FISE Electric Industry hub carried out the FISE Power Startup, of which the Companies were sponsors. This aimed to create a specialized entrepreneurship ecosystem, where the supply and demand of products and services would meet to strengthen the relationship between companies in the energy industry in Colombia, an activity that allowed expanding the database of entrepreneurs in the electricity sector. On this occasion, 10 startups from Colombia and 2 from Chile were presented.

Academic partners

As part of the tools available to carry out and mobilize the development of research projects through the academy, during 2020 five new framework agreements were added, which allowed to close the year with 12 agreements in force.

Current agreements



New agreements 2020



Thanks to these agreements, during 2020 it was possible to develop more than 20 research and innovation projects with the participation of the Humboldt Research Institute and seven of these universities for the resolution of problems and the presentation of projects for tax benefits in an open call by MinCiencias. In 2021, two initiatives will be developed with CIDET and with two Universities to present them for financing with the Royalty Fund.

Recognitions as actors of country innovation

During 2020, Enel was recognized as the business group that generated the most employment in Colombia through innovation projects, in addition to being able to remain for the fourth consecutive year in the Top 30 of the most innovative companies in the country, according to the survey carried out by ANDI and Money Magazine.

In November, the Enel Companies in Colombia were recognized as finalists in the 2020 Portfolio Innovation Awards.

In addition to these recognitions, the business strategy and the sustainability and innovation policy developed by the Enel Companies in Colombia have been fundamental pillars for being active members of organizations such as ANDI, as well as for belonging to the business and academic sector of Colombia, spaces where they participate with talks and success stories on innovation issues.

The achievements obtained are the result of the implementation of the innovation culture program, which was adapted to the conditions of the new reality in order to maintain the corporate value of the Enel Companies in Colombia, also managing to integrate quick and effective solutions to the needs of the business model, its operations and its value chain.



DIGITAL SUPPORT AND CYBERSECURITY

Material topic: New technologies and solutions

Due to the pandemic, 2020 was a year of great challenges for people and companies in general. In this scenario, technology and digitization have been key elements to be able to face the economic, health, ecological and social challenges that have been presented in daily life, accelerating the digital transformation of economic sectors and activities.

Digitization is part of the sustainability and growth strategy of Codensa and Emgesa, allowing the integration of the different areas, processes and people, for a greater addi-

tional economic benefit in obtaining operational excellence and to support the leveraged energy transition goals from the Enel Group.

Therefore, the challenges that the pandemic brought to the operating processes of the Companies had a quick and effective response, with important technological advances already immersed in their processes for managing assets, customers, and people.

Customer Management

The customer is at the center of Codensa and Emgesa's digital strategy, with a focus on generating a quality experience, by knowing what they need and being able to offer them what really interests them.

In this particular year, the initiatives developed were aimed at facilitating digital service media and channels, mainly motivated by access restrictions and temporary closure of service centers.

Codensa

| Initiative | Description |
|--|---|
| Billing system | Adjustments were made to the billing system, in response to requirements of local governments to face the pandemic, as follows: <ul style="list-style-type: none"> > Deferred grace period, to comply with CREG Resolution 058 of 2020 > Modification of the calculation and updating of subsidy percentages, to comply with Resolution 104 of 2020 and Decree 123 of the Mayor's Office of Bogota, to grant benefits to customers who make timely payments Additionally, the billing system modernization project began. |
| New sales platform (X-Customer) | The service platform was implemented for the business lines of value-added products and services, which aims to manage and get to know the customer through standard processes and functionalities. |
| Online collection project | With the new online collection system, the collection of payments made by customers through different payment channels is allowed with full confidence, security, and support. In 2020, Movi and Nequi virtual wallets were included to expand payment alternatives for customers. |
| Business customer service | Internal attention tools focused on small, medium and large companies were adapted in order to have better traceability of their requirements. On the other hand, the RPA automation project streamlined the identification and application of payments made by business customers, in order to reduce operational time and take advantage of the economic benefits related to this type of collection. |
| Hiring | The implementation of the contracting system made it possible to improve the experience in the customer-company relationship, by reducing service times when connecting new supplies and changing contractual conditions. This system allows to maintain permanent communication with customers, with updated information on the status of each request. |

| Initiative | Description |
|--|---|
| Web agreements | A system was developed so that customers can generate agreements to pay their debt and defer it by up to 6 installments, in order to be safe and secure and with the peace of mind that their electricity service will not be suspended. The option to generate agreements is enabled for the mobile application and the website. |
| Electronic billing project | This project was carried out to comply with Decree 2242 of 2015, through which Codensa is obliged to issue electronic invoices for goods and services other than the home public service. The project complied with the regulations and management on the billing of toll services and billing of value-added services. In addition, it considers the functionalities required by DIAN through decree 0042 of May 2020. For customers, electronic invoices are sent via email in XML format approved by DIAN. |
| Self-reading project | This project was designed for the implementation of self-service for consumption reading, with priority on e-reading (electronic reading, digital reading or cyber-reading), through the Codensa mobile application for customers. |
| Service channels | <p>Along these lines, projects focused on strengthening communication channels and digital connectivity were developed:</p> <ul style="list-style-type: none"> > New Mobile App > Unique ID: digital signature of customers > Smart Invoice: smart invoicing > Komunik2: communication with the customer in dealing with incidents > Written Management: incorporation of automation technologies > Elena WhatsApp: communication channel with customers through WhatsApp > E-commerce: improvements over e-commerce platforms > Web Portal for YoUrban municipalities: administration of services provided to municipal government companies |
| Business intelligence and analytics | <p>As a Data Driven Company, the construction of projects was continued for the creation of smart dashboards, key performance indicators and reports that leveraged the improvement in business processes:</p> <ul style="list-style-type: none"> > Operational risk: allows the customer to be updated on their consumption and portfolio status with Codensa. > Simplified agreement: for the acquisition and payment of agreements. > Analytics for energy purchases: statistical and / or mathematical models that provide a projection of energy prices for the short and long term. > Fixed rate, flat rate model: allows the customer to pay the same value for the energy service for one year according to the history of their consumption. |



Emgesa

| Initiative | Description |
|--|--|
| Optimization of inputs and GAS nomination processes | The optimization of the inputs for the calculation of the nomination margin of the contracts with suppliers and customers of the gas market was achieved, in accordance with the current regulatory conditions reported by the Energy and Gas Regulation Commission (CREG). |
| Self-managed energy customers | The web application was developed that allows Emgesa customers to self-manage their contract accounts, compare rates in relation to what is reported by the market, make payments, analyze contract performance and consumption behavior over time. |
| Unregulated Market Quotation Automation | To support the operational activity of the commercial sales coordinators, a technological solution was carried out for the preparation of quotes in relation to the energy supply of non-regulated customers. |
| Gross Margin Forecast Project | It is a new platform that supports the forecasting process of the company's behavior for one year, it has a systematized calculation engine that includes the information approval workflow. Additionally, it supports the variable margin process automatically, monthly, annually and for five years, as well as supporting the identification of risks and mitigation actions. |
| Technological change in the stock market offer | To optimize the technological performance in carrying out the offer on the stock market, the technological replacement began that will allow to include new functionalities much faster and more efficient in terms of costs, improve the user experience, apply artificial intelligence functionalities and automate the management of alerts in real time, which leads to greater availability of the system and reliability of the information. |
| Strategic planning analysis models | The analysis system for strategic planning predicts the marginal cost of energy of the system, which allows estimating the sale prices of long-term contracts. |
| Market settlement verification | Functionalities were included for the comparison of the calculation of the variable margin between different versions of the regulatory agent, calculation of the sub-gen deviations and the reliability charge, early alerts of TxN versions, along with reconciliations (Resolution 060), among others. |
| Emgesa consumption management and billing | Approximately 20 improvements were implemented within the platform that manages consumption and invoices to Emgesa customers, which brought operational optimizations, invention of new functionalities and reports, regulatory updates, and synergies with other applications. |

Asset Management

The digitization of the infrastructure used for energy distribution is a mechanism implemented to achieve the sustainability objectives adopted by Codensa and Emgesa, while being managed remotely, automated, and efficiently.

Codensa

- > Modeling of the electrical network in 3D
- > Telemetry and remote management of large customers, with the reading of approximately 8,000 meters
- > Monitoring of materials to control the supply chain of materials from contractors
- > Telecommunications project to guarantee the capacity and availability required for the remote control of around 7,900 equipments installed on the medium voltage network
- > Replacement due to obsolescence of 14 km of fiber optic cable, and connectivity of high-voltage substations in Compartir and Portugal,

- > integrating them into the control center and the protection management center

Emgesa

- > Energy and Gas Management Center for real-time management of Emgesa assets
- > Application for the climatic and hydrological analysis of the Colombian energy park based on a geo-referential system
- > Management of coal and liquid contracts by modeling price and quality clauses
- > Implementation of cybersecurity perimeter architecture in generation plants, composed of communications equipment and logical security policies in all plants to protect against external threats and cyberattacks
- > Implementation of the Permit to Work module of the SAP platform, which manages the permits for work carried out in the generation plants
- > Implementation of the SCADA system at Darío Valencia Power Station to monitor, collect and process data in real time in a virtual environment and with high availability

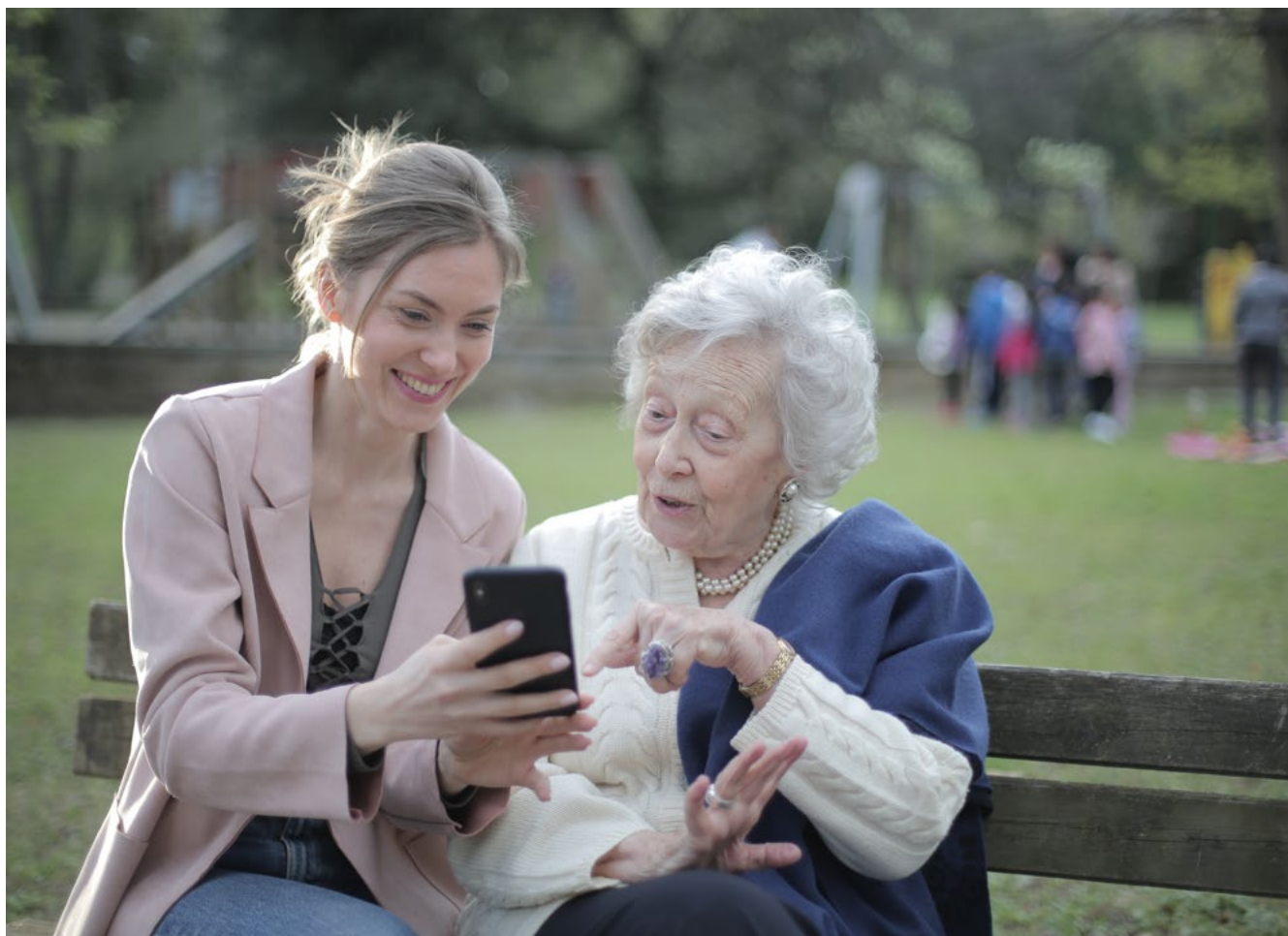
- > Updating of the Plant Information data platform (PI System), which allows collecting, storing, viewing, analyzing and sharing operational data inside and outside the company
- > Development of the Digital Waste system in thermal generation plants to improve waste management
- > Implementation of a system for managing major maintenance in generation plants
- > Renewal of IP telephony for the operation of the Emgesa control center and the different switchboards
- > Portal Me, a space, designed and built around the employee that connects all existing aspects regarding human resources, technology, security and general services
- > Nueva New WeBUY purchasing platform for supplier, tender and contract management processes
- > Supplier evaluation Track & Rate, mobile and desktop application that allows the collection of information relevant to the performance of contractors and suppliers
- > Constant updating of personal work platforms
- > Request for bank guarantees - Proyecto Guapo
- > Murex Project, for the automation of the information management of financial market objects
- > Digitization of the cash flow process in the financial platform SAP SCP
- > Tax Click Project, for the detailed analysis of the tax process
- > Data Driven strategy for internal processes:
 - Real user monitoring
 - Performance monitoring
 - Availability monitoring
 - Activation of additional antispam functions
 - Updating of roles in the financial system

People Management

During the year, the Companies developed the Employee Experience concept, which refers to everything that a person experiences in their work, from interactions with their superiors, to their relationships with their colleagues and even their use of technologies, which allows to deepen the knowledge, needs and interests of the employees.

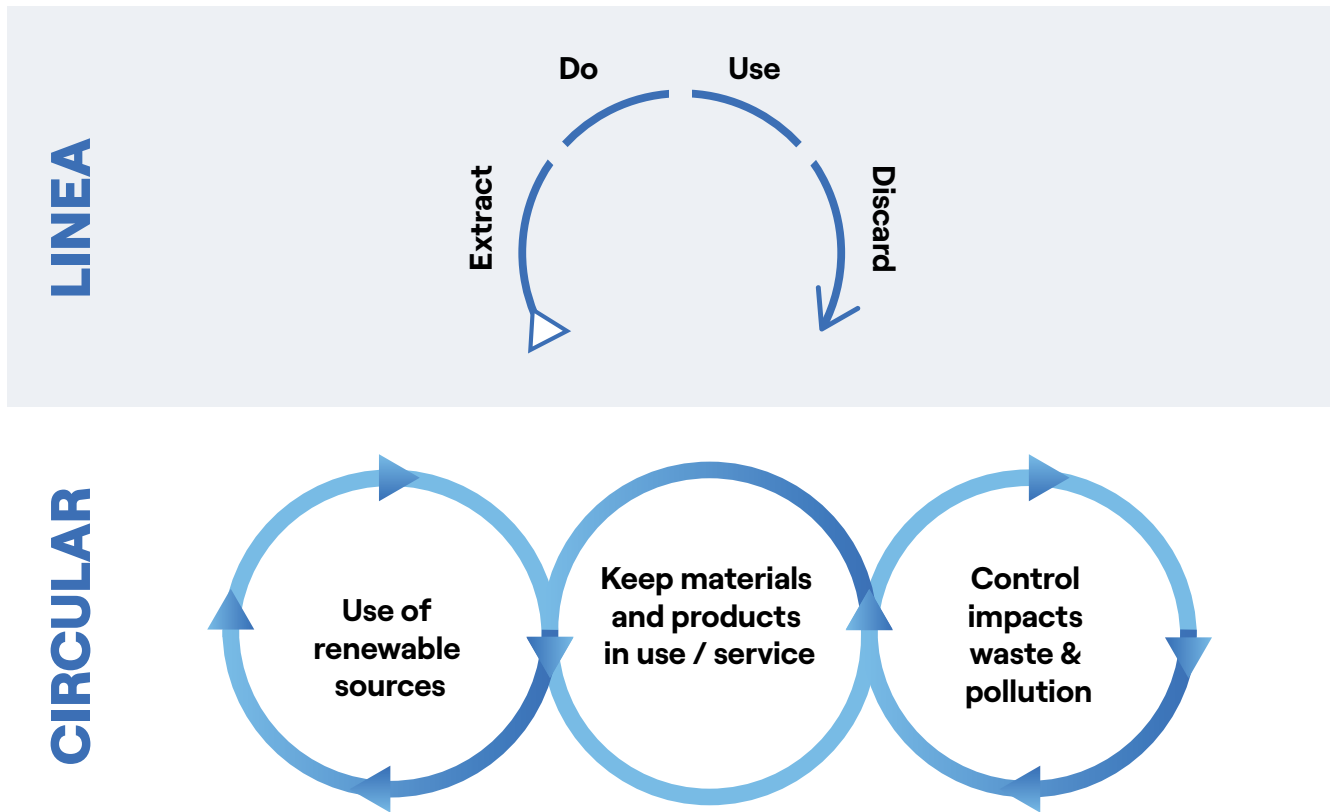
In this pillar, the following projects were implemented:

- > Improvements in the contract management tool Gestor.com
- > Improvement in the property management tool



CIRCULAR ECONOMY

The Enel Group has understood the need to redesign the linear development model that has been implemented, focusing its efforts to achieve a transition towards a circular economy model in all its operations. This approach offers a new strategic and operational paradigm capable of combining innovation, competitiveness and sustainability, in order to respond to the main environmental and social problems through new business models.



To materialize this approach, the Companies have been developing the projects of their business lines through the Circular Economy strategy, which comprises the following fundamental pillars:

Useful life extension

Focus on the design and management of an asset or product aimed at extending its useful life, for example through modular design, facilitated repair, predictive maintenance.

Con el fin de estar alineados al marco de la Economía Circular y entendiendo que la energía es un habilitador del desarrollo en las ciudades, el Grupo Enel aceptó el reto de ser un actor relevante para la evolución y desarrollo, pasando del modelo de ciudades inteligentes al de **ciudades circulares**, las cuales contemplan una visión holística del contexto urbano donde se involucran las diferentes dimensiones de una ciudad (calidad de vida, desarrollo económico, inclusión social y sostenibilidad ambiental), apalancada en la tecnología como un habilitador de la transición a la circularidad.

Product as a service

Business model in which the customer acquires a service for a limited time, while the company retains ownership of the product, maximizing the utilization factor and the useful life.

Desde 2019 Codensa y Emgesa han participado en la definición de la **Estrategia Nacional de Economía Circular** liderada por la Dirección Nacional de Planeación (DNP), la cual busca maximizar el valor agregado de los sistemas de producción y consumo en términos económicos, ambientales y sociales, contribuyendo a la rentabilidad, la respuesta frente al cambio climático y la generación de empleo, a partir de la circularidad en flujos de materiales, energía y agua.

Exchange platforms

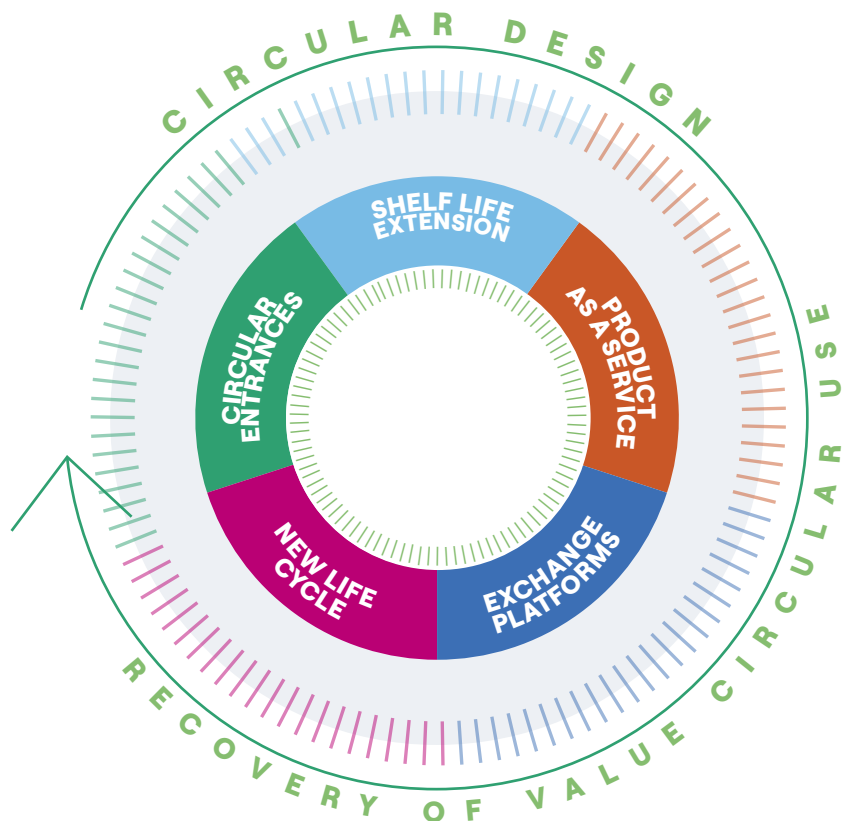
Common management systems among multiple users of products, goods or skills.

New life cycle

Each solution aims to preserve the value of an asset at the end of its life cycle through reuse, regeneration, upcycling or recycling, in synergy with the other pillars.

Circular inputs

Production and use model based on renewable inputs or previous life cycles (reuse and recycling).



In 2020, the Companies developed a circular economy plan that consists of three work fronts, with outstanding results that are detailed below:

Internal positioning

- The circular economy strategy was disseminated in 80% of the companies' managements.
- The Circular Economy Community was created, with the participation of 33 people from different managements.
- The first LATAM Circular Economy School was created, with the participation of about 100 Enel employees from Argentina, Colombia, Chile, Peru and Brazil.

External positioning

- Enel's Circular Economy positioning was strengthened nationwide by presenting the Circular Economy strategy and experiences in spaces with:
 - Groups and associations: ANDESCO, ENERCOL, ANDI, CCCS, Global Compact and Waste2Woth
 - National Government: Ministry of Environment and Sustainable Development.
 - Academia: Universidades EAN, Universidad de los Andes, Universidad Externado de Colombia y Universidad Tadeo Lozano
 - Private sector organizations
- The Position Paper - Circular Cities was published globally, which includes a chapter on Bogota and the projects that support the circularity of the city:
 - Urban Futurability Bogota - Fenicia
 - Power supply to the First Line of the Bogota Metro
 - Charging infrastructure for electric buses
 - Charging infrastructure for electric vehicles

Identification and execution of circular economy projects

- 98 initiatives were identified from the different business lines that involve the circular economy pillars, within which the following stand out due to the results achieved in the year:
 - Use of industrial and organic waste in new life cycles
 - Reuse of biomass removed from reservoirs
 - Remanufacturing and reuse of transformers
 - Digitalization of the distribution infrastructure
 - Smart metering
 - Digital transformation
 - Photovoltaic solutions in energy contract model Electronic invoicing



SUSTAINABLE VALUE CHAIN

Responsible management of purchases and acquisitions

Material topic: Sustainable supply chain

[GRI 103-1](#), [103-2](#), [102-9](#).

The contracting processes for the acquisition of materials, works and services necessary in the operation of the Companies are carried out guaranteeing the creation of value in terms of safety, savings, time, quality, performance, income, cash flow and risk reduction; fundamental aspects to offer a better experience in the relationship with the different stakeholder groups involved.

Procurement cycle

By monitoring the dynamics of purchases, the convenience of contracting with certain suppliers is evaluated, based on parameters defined in the evaluation of suppliers as follows:

| Process | Description |
|--|--|
| Planning | <p>Stage I: identification and creation in smart planning of the purchasing needs of the business units.</p> <p>Stage II: joint analysis with the business units.</p> <p>Stage III: definition of the needs plan, which will finally be the purchasing plan.</p> |
| Preparation of the tender | <p>Each purchase must have the approved order request and comply with the structure and required technical evaluation methodology.</p> <p>This process must have at least three independent suppliers, so as to guarantee transparency and avoid possible conflicts of interest.</p> |
| Technical and commercial evaluation | <p>Once the tender process is closed, the offers received are evaluated and the one that meets all the technical and commercial conditions required is selected.</p> |
| Award | <p>It is carried out with the endorsement of the Head of Division or person responsible for purchases and the advice of the Legal area, if necessary. This approval circuit responds to the powers defined before the Chamber of Commerce.</p> |
| Supplier Performance Management (SPM) | <p>This system makes it possible to periodically monitor suppliers and evaluate their performance, for which:</p> <ul style="list-style-type: none"> > The SPM index is calculated, considering the weighted average of the categories evaluated (safety, environment, quality, punctuality, human rights, legal-labor aspects, innovation and collaboration). > Based on the results, trends are reviewed, and action plans are requested to strengthen performance in the categories that require it. Monitoring these indicators contributes to decision-making in the event of a possible suspension or termination of a contract. |

The purpose of this process is to reduce the risks associated with the supply chain, especially in relation to health of people, care of the environment and respect for human rights.

Ongoing improvement: Procurement Transformation project

Purchasing management has focused on improving buyer skills through the use of user-friendly technologies. In this way, it seeks to improve integration and communication with customers; jointly define solutions that meet business needs; and involve suppliers from the moment the supply need arises, listening to their proposals and developing together an innovative approach.

To provide a timely response to contracting needs, a new purchasing system was launched in 2020 that brings together all phases of the process in a single tool, facilitating the stabilization of value creation strategies, relationships with suppliers and the meeting challenging goals.

Buyers

The We Buy tool was put into operation, with a high impact on the management of buyers, accompanied by a program to strengthen its management in order to improve response times, as well as standardize and digitize the process.

Purchasing planning was standardized using the Workload tool, which identifies the procedures carried out by each of the purchasing professionals, in order to optimally distribute the workload and provide a timely response to the business units.

We Buy in the qualification process

Through the We Buy purchasing system, the supplier qualification process was consolidated, which allows complete traceability of the process, as well as the visualization of the supplier in all its components (legal, technical, human rights, environment, and safety). This exercise allowed the purchasing areas to have more qualified suppliers for the bidding processes, obtaining an indicator of 97.3% in the negotiation with qualified suppliers over the total awarded in 2020.

Supplier Performance Management (SPM)

A new supplier evaluation system called Supplier Performance management (SPM) was implemented, to which, among other technological tools for filling in information, the Track & Rate APP is incorporated, which allows to record in real time the performance information of suppliers and obtain at any time different reports.

The main benefits are:

- > Real-time data for decision making
- > Continuous monitoring of supplier performance to increase the quality of the supplier base
- > Risk mitigation
- > Integration with business lines for the exchange of knowledge about suppliers

Smart Planning Tool

Tool created to manage the needs of the business units, with the ability to streamline the planning of purchases in relation to the needs and interests of the Companies. In addition, it allows you to view the status of contracts estimating their behavior for a period of three years. Through its application, during 2020 a purchase planning level of 93.7% was achieved.

Tracking platforms

Platforms were developed to monitor in real time the stages of the purchasing process and management indicators:

- > **Tender 2.0**, focused on the visualization of the entire purchasing process for each of the ongoing and completed tenders, as well as the contracting times.
- > **Operational Dashboard and GP Report**, allow to visualize the indicators of the management of online purchases.
- > **TSS Dashboard**, allows to monitor the application of value levers.
- > **Cash Cost Monitor**, allows to monitor and measure budget management.

Value levers

The Should Cost bidding methodology was standardized and applied in 89% of the awarded processes greater than 1.5 million euros. This strategy makes it possible to define the amount to be invested in a good or service, if it is carried out taking into account the maximum possible criteria of efficiency, efficiency and effectiveness.

Lead Time

In order to optimize the duration of the bidding processes, challenging goals were established for the four types of processes defined according to their level of complexity (Spot Order, 28 days, Light Tender, 80 days, Full Tender, 140 days and Mega Tender , 180 days), which adds value in the purchasing process and management to meet customer needs more quickly.

Supplier Relationship

During the year, different spaces and activities were promoted with suppliers in order to improve the service experience, strengthen relationships, generate synergies and share best practices. Among these, the following stand out:

- > The first Supplier Day in digital format, a space for relationships with suppliers where 167 companies attended. The focus of this event was the creation of sustainable relationships, in which topics of interest and updating such as the Company’s strategy, projects and regulations for acquisition, sustainability, compliance, security, Investments and purchasing plan were announced.
- > Completion of the Enel Group + Éxito Group Talent Swap project, in which supplier service experiences were shared that led to the management of the new supplier service office, in order to improve relations with this group.
- > 18 virtual spaces for relationship with suppliers within the framework of the Proveernos strategy, with the participation of more than 400 companies, where issues related to the rating process were discussed.
- > Implementation of the K sustainability project in 80% of the contracts, which generates shared value among the contracting companies, while promoting their development and improving their social, environmental, health and safety performance.

Contracts and hiring

GRI 204-1

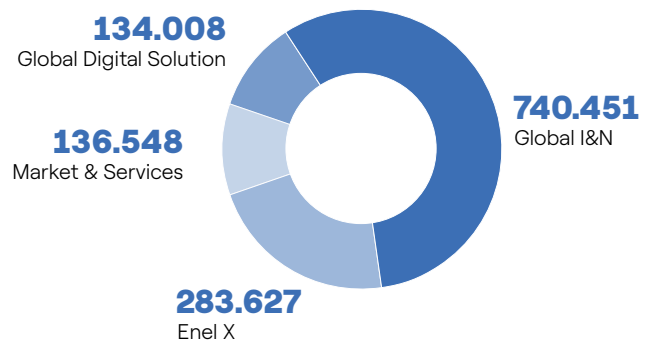
During 2020, contracts for goods and / or services were awarded for an amount of \$ 1,754,039 million, of which 88% was concentrated in local suppliers located in the areas of influence of the Companies, continuing with the commitment to support local economies and promote the development of the country.

At the end of 2020 there were 581 local suppliers with current contracts.

Codensa

Codensa carried out contractual processes to acquire goods and / or services from suppliers for an amount of \$ 1,348,562 million, 24% less than in 2019, for infrastructure and networks, marketing goods and services, general services and purchases related to technology and computing.

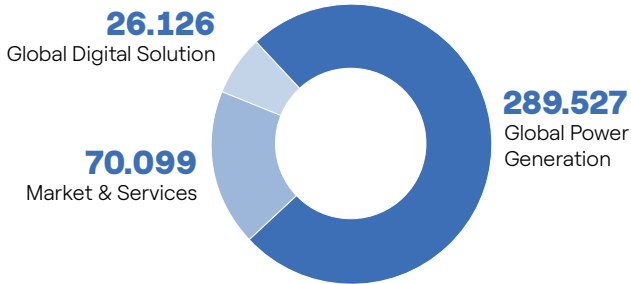
AWARD VOLUME BY AREA



Emgesa

Emgesa awarded contractual processes for the amount of \$ 405,476 million, 32% more than in 2019, in purchases of renewable generation, thermal generation, staff and purchases of technology and information technology.

AWARD VOLUME BY AREA



Supplier evaluation

GRI 308-1, 414-1

The evaluation process within the supplier qualification system begins before the Companies receive the good and / or service to their satisfaction, for which a comprehensive study and analysis phase is carried out considering the following aspects:

- > Business: financial, legal and reputational analysis
- > Sustainability: analysis of human rights, environment and security aspects 70.099Market & Services Generation
- > Experience and technical support for the provision of the service to qualify

To ensure compliance and quality in the provision of the goods and / or services acquired by the Enel Companies in Colombia, suppliers are subjected to a qualification process, within which criteria such as social and environmental responsibility are included. , security and human rights, among others.

SUPPLIER EVALUATION CRITERIA

| Safety | Environment | Human rights | Ethics |
|--|--|--|---|
| <ul style="list-style-type: none"> • Worker health and safety • Compliance with Colombian legislation • Health and safety policy • Prevalence of accidents with disability greater than two days • Motorcycle accidents, among others | <ul style="list-style-type: none"> • Strategies to mitigate negative impacts on the environment • Measurement indicators • Reports of non-compliance with environmental regulations • Environmental policy • Environmental control of suppliers • Management of water, energy and waste programs, among others | <ul style="list-style-type: none"> • Participation in the United Nations Global Compact • Human rights policy • Mechanisms to guarantee gender equity • Incidents or lawsuits for violation of human rights • Inclusion of people with different capacities • Nondiscrimination • Respect for free collective association • Hiring of minors | <ul style="list-style-type: none"> • Self-declaration of integrity in which the supplier indicates if it has links with groups outside the law, and with companies that are not suitable to work with Codensa and Emgesa |

In the year, the supplier evaluation system, Supplier Performance Management (SPM), was implemented, which continuously monitors aspects associated with safety, environment, quality, punctuality, human, legal, labor rights, innovation and collaboration during the phase of execution of contracts, in order to verify performance and compliance with the commitments established with suppliers.

Additionally, there is a supplier qualification system as an evaluation mechanism for companies that wish to participate in the processes of acquisition of goods and / or services for the Companies, in which sustainability aspects associated with safety and the environment are evaluated. , human, legal, economic-financial, technical and reputational rights.

This process requires, in addition to the presentation of a series of specific documents, adherence to the principles expressed by the Code of Ethics, the Zero Tolerance Policy for Corruption, the Human Rights Policy and the Principles of the Global Compact.

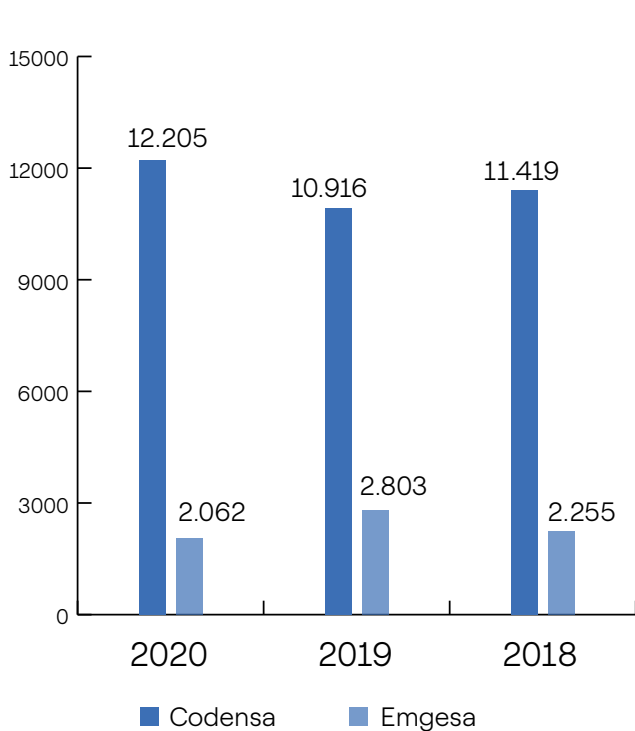
In addition, there is a General Contract Conditions document, by means of which the contractual relationships between the Companies and their suppliers are regulated, particularly with regard to the acquisition of materials, equipment, works and services.

During 2020, the evaluation of 541 suppliers was carried out, that is, all those who received the award of a contract for the provision of goods and / or services. No commercial relationship was terminated, since no significant impacts were found related to the criteria evaluated.

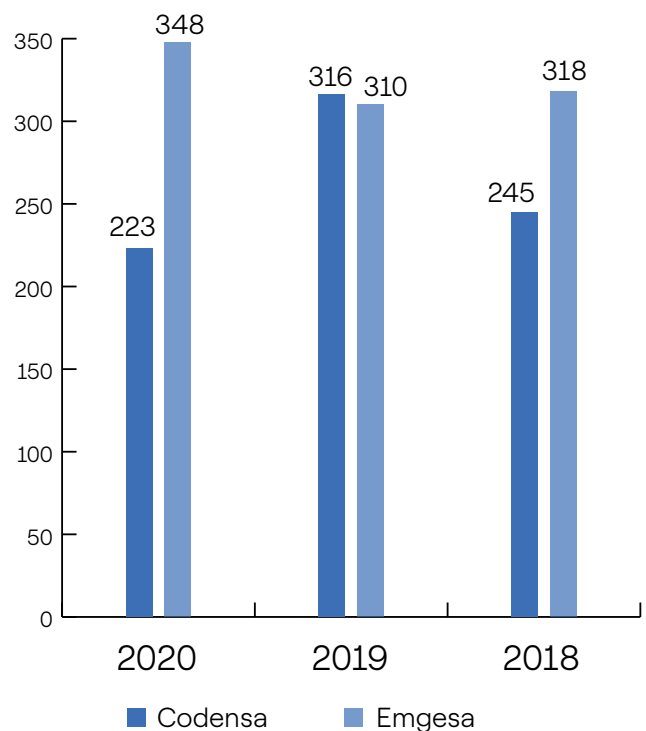


Contractor control

CONTRACTOR EMPLOYEES

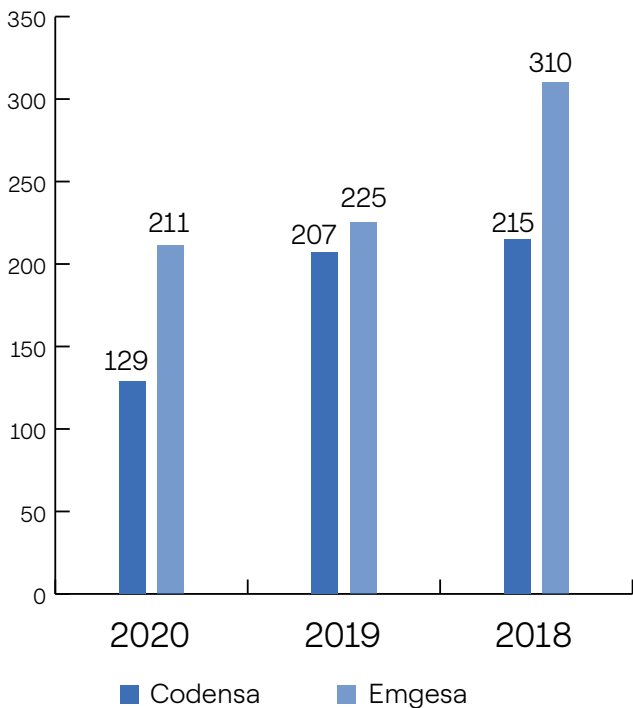


TOTAL SUPPLIES AND SERVICES CONTRACTS





TOTAL SUPPLIES AND SERVICES CONTRACTING COMPANIES



*** Source: Gestor.com

Hiring

Codensa indirectly hired an average of 12,205 people, through the execution of 223 supply and service contracts with suppliers and contractors for the development of activities related mainly to the following processes:

- > Works and maintenance of medium and low voltage networks

- > Environmental management and waste disposal
- > Construction, works and maintenance of substations
- > Informatics and information technologies
- > Works and maintenance of public lighting
- > Works large customers
- > Personalized and written customer service
- > Customer service in call center

In turn, Emgesa indirectly hired an average of 2,062 people, through the conclusion of 348 supply and service contracts with suppliers and contractors for the development of activities related mainly to the following processes:

- > Construction, works and key maintenance
- > Supply and logistics of coal in thermal plants
- > Environmental management and waste disposal
- > Minor maintenance to power plants
- > Computer Science and Information Technologies

Man hours worked

In 2020, Codensa and Emgesa contractors and subcontractors involved in construction, operation and maintenance activities worked a total of 3,901,671 days, 0.5% less than in 2019.

| Activity | Codensa | Emgesa | Consolidated |
|---------------------|------------------|----------------|------------------|
| Construction | 115.676 | 145.745 | 261.421 |
| Operation | 1.483.164 | 296.142 | 1.779.306 |
| Maintenance | 1.844.973 | 15.970 | 1.860.943 |
| Total | 3.443.813 | 457.857 | 3.901.670 |

Employment Contract

To mitigate the legal-labor risks derived from the contracting of goods and / or services, ensure compliance with the agreed obligations and strengthen relationships with contractor companies, the Enel Companies in Colombia carried out the following actions:

Codensa

47 labor inspections were carried out on the main contracts to validate compliance with the legal-labor aspects, allowing the adoption of improvement plans by the contractors. At the end of the year, 48% of the plans had been implemented.

Participation in the materialization of 87 new contracts before beginning the execution of these, and in the final settlement of 8 service contracts, to validate the fulfillment of the legal-labor obligations.

Emgesa

40 labor inspections were carried out for the most relevant contracts in order to validate compliance with legal-labor obligations, which allowed contractors to define action plans that, at the end of the year, were implemented and minimized by 71%.

Participation in the materialization of 78 new contracts before beginning the execution of these, and in the final settlement of 10 service contracts, to validate the fulfillment of the legal-labor obligations.





HEALTH AND SAFETY AT WORK

Material topic: Health and safety at work

Codensa and Emgesa have focused on guaranteeing a healthy, safe and sustainable environment for both their employees and contractor companies in the development of energy generation, distribution and sale activities, complying with legal requirements and promoting a culture of care aimed at protecting the environment, achieving zero accidents and achieving greater operational efficiency.

Occupational health and safety management has been prioritized in the companies' corporate strategy, through the planning and monitoring of objectives, as well as involving safe, effective and efficient production methods in search of operational excellence.

This added to the promotion of a culture of continuous improvement that ensures healthy and safe behaviors in own activities and contracted services with the same standards applied to internal processes, promoting corporate values, teamwork and commitment in each of the processes of

the operation. At the same time, by permanently identifying hazards, evaluating and assessing risks, and defining the respective necessary controls as defined in the General Guidelines for Safety, Health, Environment and Quality Policy.

Occupational safety and health management (OSH)

GRI 403-1, 403-8

In 2020, the Companies continued to implement the Integrated Management System that has been applied in all service lines for years, covering 100% of the workers. This system is certified under the technical standards ISO 9001: 2015, ISO 14001: 2015 and ISO 45001: 2018, as well as with the participation of the respective Joint Committees for Health and Safety at Work (COPASST).

The active members of the committees are trained annually in the current legislation on Safety and Health at Work, Management Systems and Analysis of Work Accidents and Auditing; and in the case of Emgesa, there are specific COPASST subcommittees to support the activities of the Cartagena, Termozipa, Río Bogota, Guavio, and Betania, El Quimbo power plants.



In turn, Codensa has OSH action focuses and guidelines that respond to its needs and priorities, as well as the nature of its business lines:

Codensa (Infrastructure and network)

- Risk management
- Contract assurance management
- Training and skills
- Innovation and technology
- Safety culture

Codensa (Enel x and Market)

- Participative leadership and high performance culture in HSEQ
- Preventive and occupational medicine
- Health and safety risk management
- Administration of environmental aspects
- Operational control to contractors and subcontractors
- Quality management, processes, and operational excellence

On the other hand, Emgesa has the Integrated HSEQ System, which is updated at least annually by the Management. In this planning, those responsible for the Occupational Health and Safety, Environment and Quality Units are assigned. The process is guided by Emgesa's Generation Manager and the HSEQ Sub-management, and analyzes and compiles the following aspects:

- > Strategic guidelines of the Enel Group
- > Information on the needs for improvement in internal processes
- > Special conditions on the product or service delivered
- > Regulatory and legal requirements
- > Historical behavior of accidents and occupational diseases, including own personnel and contractor
- > Colombian legislation, on issues of Safety and Health at Work, applicable to Emgesa
- > Hazard identification, risk assessment and assessment
- > Identification of new priorities in Occupational Health and Safety

Occupational health management

Emgesa

[GRI 403-3, 403-4, 403-6, 403-7](#)

Prevention and promotion of occupational health against COVID-19

To face the COVID-19 crisis, Emgesa implemented a series of preventive measures to guarantee the full operation and continuity of the service. Among these, Stress Tests were carried out in the generation plants, associating the remote control systems, the biosafety protocols and the disintegration of the personnel as fundamental pillars of the business continuity plan.

Thanks to the implementation of all biosafety measures with protocols aimed at preventing the transmission of COVID-19 for several months, ICONTEC ratified that Emgesa complies with the requirements for the certification of Biosafety Operations; after auditing compliance with the legal provisions and biosafety protocols in the generation plants.

This certification showed that the Company complies with 100% of the requirements to mitigate, control and carry out an adequate management of the pandemic. The daily health report, COVID-19 preventive leaders, the implementation of work at home, the provision of asepsis and protection elements and the due distancing in physical points were highlighted as strengths.

In addition, a preventive and surveillance program for the health of workers was implemented within the framework of the health emergency caused by COVID-19, through which it was possible to classify, monitor and protect employees and in this way guarantee the control of contagion and infection in the generation processes. New strategies were also implemented to continue with the training processes in critical risks and common risks through virtuality, and in this way contribute to the prevention of the development of chronic diseases of common and occupational origin.

Monitoring and control tools related to the health status of all the Company's workers and its contractor companies were designed and implemented, as well as awareness activities and communication of all the guidelines to prevent contagion in face-to-face activities and remote work based on:

- > Implementation of controls for the disintegration of personnel and division by work cells to reduce the risk of contagion.
- > Promotion of the culture of self-care through constant communication and training of staff in their work, family and community environments.
- > Carrying out COVID-19 detection tests for permanent population screening of workers who carry out their activities in person, initially carrying out a total of 456 serological tests and later, when re-evaluating their reliability, more than 2,200 PCR tests to identify positive cases of in a timely manner and avoid contagion to face-to-face personnel.
- > Strict and permanent medical control and monitoring of positive, suspicious, potentially suspicious and post-infection personnel, to promote public health prevention measures and identify epidemiological barriers that have managed to contain contagions within the Company.

Thanks to the definition of protocols and the establishment of these in the organizational culture, at the end of the year there was a contagion rate of just 5% for the general population.

Remote work was prioritized for most of the workers, assisting the generation plants only the workers essential for the continuity of the operation and maintenance. Segregation strategies were implemented in which vulnerable workers were identified, who were assigned work-at-home activities with periodic medical follow-up to monitor their condition. In addition, the completion of a self-report of health conditions was started, which allows identifying those cases with the appearance of general or specific symptoms for the initiation of isolation and notification to the Health Services Promoting Entities.

On the other hand, we continued with the performance of periodic occupational examinations that include laboratory tests, special examinations according to the position and skills to perform high-risk tasks, as well as the application of psychosocial risk batteries for the required personnel, giving continuity to the permanent return in those tasks that could not be carried out remotely in times of pandemic.

Epidemiological surveillance program for hearing conservation

As part of the noise risk management for the power generation plants, the Epidemiological Surveillance Program for Hearing Conservation was continued, providing individual training on the use of protection elements, maintenance, and reporting signs of impairment.



At the same time, permanent inspections of the use of the implements and monitoring of the results of the audiometries carried out on 100% of the exposed personnel through occupational medical examinations were carried out. The indicators of the program confirm the fulfillment of 100% of the proposed training activities.

Additionally, confirmatory audiometries were performed for cases of suspected hearing loss and no new cases were evidenced that warrant the initiation of qualification processes.

Epidemiological surveillance program for the prevention of occupational pneumoconiosis

For the management of occupational risk associated with the prevention of diseases caused by particulate matter from coal, work continued on the Epidemiological Surveillance Program for the Prevention of Occupational Pneumoconiosis, through which the following were carried out:

- > Activities of supply, inspection and practical workshops for the use of respiratory protection elements
- > Training on respiratory pathologies due to exposure to particulate matter
- > Application of a survey to show respiratory symptoms to exposed personnel
- > Chest X-rays negative for pneumoconiosis on occupational medical examinations
- > Permanent monitoring of the industrial cleaning process in Termozipa to promote control at the source of particulate material from coal

Musculoskeletal risk surveillance program

For the prevention of occupational diseases of musculoskeletal origin:

- > Virtual active breaks continued for workers at generation plants and for those who were at home due to the pandemic.
- > Ergonomic occupational medical examinations were carried out, as well as own training on this topic for the prevention of back and upper limb pathologies.
- > Medical-labor follow-ups continued on workers identified as suspects or cases with issuance of recommendations.
- > Postural hygiene workshops were held for overexertion and preventive handling of loads.
- > By 2020, the process of qualification of occupational disease of two workers of the hydroelectric generation plants began.

Psychosocial risk management program

Faced with all the causes of damage to the well-being and health (physical, mental and social) of the employees, group and individual interventions were carried out such as:

- > Application of psychosocial risk batteries in all venues.
- > Psychological evaluations to analyze the aptitudes regarding the performance of high-risk activities (work at heights, confined spaces, electrical risk) with a coverage of 100% of the target population (those workers who perform work at physical points).

Health prevention and promotion program

GRI 403-7

The Company serves comprehensive health as a commitment to the strategic guidelines, promoting the protection of employees and encouraging healthy lifestyles with the execution of the following activities:

- > Accompaniment to the People and Organization, and Services and Security Unit in the evaluation of compliance with Resolution 2423 of 2018 related to the implementation and operation of the nursing family friendly rooms.
- > Workshops on the prevention of chronic diseases, healthy eating habits, education on breastfeeding and prevention of alcohol, tobacco and drug use.
- > Influenza vaccination day.

Health indicators

GRI 403-10

Regarding the monitoring of occupational disease:

- > **Occupational disease prevalence rate:** 2.8%, with 19 skilled workers, of which 6 are active workers.
- > **Occupational disease incidence rate:** there were no new cases of qualified occupational disease, therefore, the incidence rate in 2020 was zero.
- > **Frequency rate of disability due to work-related illness¹:** there were no days of sick leave due to work-related illness, which generates an index of zero.
- > Two workers began the process of origin qualification for occupational disease by the EPS of the Renewable Generation line.

Regarding the follow-up of common-type disease among workers, the results were:

- > 179 disabilities that generated 1,538 days of disability
- > Absenteeism frequency rate of 3.23
- > Main causes of disability: infectious diseases, respiratory diseases, musculoskeletal diseases and trauma

¹ Number of sick leaves due to occupational disease / Total man-hours worked in 2020 x 1,000,000

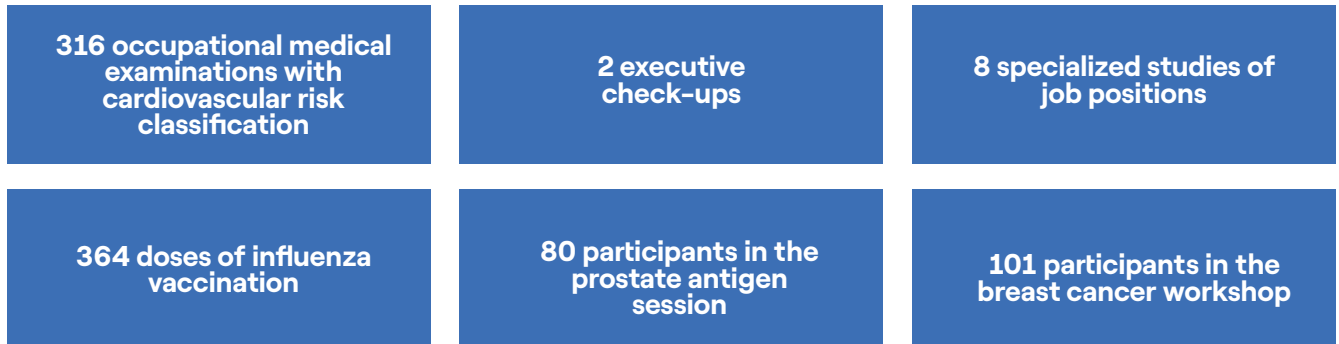


Codensa

[GRI 403-2](#), [403-5](#), [403-7](#), [403-10](#), [403-6](#)

In 2020 Codensa carried out follow-up activities to provide feedback on its management, and thus evaluate the implementation of its epidemiological surveillance systems in order to prevent occupational diseases.

The results obtained during 2020 were:



Additionally, different programs were developed in order to promote health and good practices within the Company.

Cardiovascular risk prevention

- Beginning of the update of the cardiovascular baseline with the lipid pelvic examinations of 438 workers, said program will continue in 2021
- Virtual promotion and prevention activities, with communications alluding to healthy eating and physical activity, such as:
 - Connect with these tips so you can eat healthy while working at home
 - Aterial Hypetension in times of COVID-19
 - Your diet as a fundamental factor to be healthy during COVID-19

Movement culture and disturbance prevention program

- 520 ergonomic inspections of workstations, with a report to general services for the delivery of chairs in the houses where smatworking is being carried out
- 249 virtual sessions of active breaks in which 9,460 workers participaed
- Two Healthy Home Office ergonomics workshops with 329 participants
- Osteomuscular follow-up for absenteeism to 41 workers who underwent up to three controls
- Review of physical activity habits during medical examinations
- 130 workers participating in agreements with gyms

Psychosocial risk prevention program

- Analyzes were carried out on 936 employees, with a coverage of 83.5%. The results were presented to the Infrastructure and Networks management and Human Resources; who worked on a joint proposal for intervention in 2021.
- 350 workers were intervened on the topics: emotional intelligence, adaptation to change, transforming my course through resilience, the power of positive thinking in comprehensive well-being.

Healthy eating culture

- Workshops were held to promote healthy eating and prevent smoking, with the participation of 75 employees.

Preparation for cardiovascular events

- Cardiovascular emergency response through standard operating procedures at all Company headquarters.

At the end of the year, no work-related illness had been identified or reported in the Company.

Response to COVID-19

The COVID-19 pandemic required an immediate and effective reaction from the Company to positively face this contingency and guarantee business continuity. The main activities undertaken to face this health emergency are summarized below:

- > Creation of Task Force Colombia to face the pandemic and carry out the instructions of Enel and the National Government
- > Establishment of biosafety protocols for the activities of the Company and its contractors, which includes changes in operating procedures, new methods of remote work at home and the organization of the operational continuity plan with the minimum personnel in the field to guarantee operational safety
- > Closure of service centers and acceleration of digital transformation to guarantee customer service channels during the pandemic
- > Creation of a platform to monitor suspected, confirmed and recovered cases
- > Delivery of biosafety kits to occupationally exposed personnel
- > Establishment of a PCR diagnostic test protocol for early identification of positive COVID-19 cases and thus carry out epidemiological fences to contain contagion levels within the Company and contractors
- > Change in training programs towards virtual education, not only in matters of safety and health at work, but also with a positive impact on the control of psychosocial risk, prevention of contagion and assertive management of work at home
- > Virtualization of the audit program, Inspections, ECOS and HSEQ meetings with our contractors

- > Updating and documentation of the specific emergency plans and biosafety protocols for the 33 commercial headquarters
- > Carrying out evacuation drills at the Bogota and Cundinamarca service centers to test biosafety protocols
- > Certification of biosafety operations through ICONTEC
- > Change in the process of periodic medical examinations
- > Management webinar to communicate progress and impacts of decisions made during the pandemic
- > Implementation of the COVID-19 Epidemiological Surveillance Program
- > Medical and managerial monitoring of confirmed cases and actions undertaken for business continuity, as well as the impact of COVID-19 on operations

Certification of biosafety operations

The biosafety operations certification process was carried out for the Company's administrative headquarters, technical buildings and operational headquarters, including the service centers with plans for the controlled opening of commercial headquarters.

In this way, the Codensa Service Centers obtained the Biosafety Operations certification after successfully passing the visits made by ICONTEC auditors to verify the compliance of the established protocols, with respect to Resolutions 666 and 899 of 2020 issued by the Ministry of Health and Social Protection.

Occupational safety management

[GRI 403-3, 403-4](#)

Emgesa

Emgesa develops preventive programs on a multiannual basis with activities that seek to reduce the probability of risk events classified as priority. The main achievements and relevant events of 2020 are detailed below.

Safety culture

To institute internal improvements, workers structured initiatives to mitigate workplace injuries and illnesses. In this way, spaces were created to promote successful ideas for transforming behaviors in occupational health and safety, such as Leadership for Safety, which have raised awareness of the importance of influencing leadership, optimizing operation, maintenance and other cross-cutting processes.

Intrinsic safety

The Intrinsic Safety initiative was carried out, with the aim of achieving a precise analysis of the components, equipment, tools and processes necessary to make the plants in operation even safer. In this way, it seeks to guarantee high safety standards in the plants, strengthening the technical characteristics and structural and operational solutions that ensure that there will be no errors that lead to injuries at work and illnesses.

Subsequently, the management processes will be improved through the optimization, modernization, and replacement of mechanisms, in order to ensure that all the plants are intrinsically safe. To this end, work teams have been created, made up of technical experts in the field and the employees of all the generation plants, in order to align proposals that improve the dynamics against the following components:

- > Medium and low voltage electrical installations
- > Fire protection facilities
- > Roads, roads and highways
- > Parts and mechanisms in motion to prevent entrapment
- > Elements and equipment present in workshops
- > Explosive atmospheres
- > Equipment and elements for lifting loads

Extra Checking on Site (EcoS)

We continued with the implementation of the preventive and corrective improvements identified according to the global program of the Generation lines, which seek to recognize through an external look aspects to improve in favor of the prevention and prediction of incidents in the generation processes of energy.

Safety Moving Pool

This strategy was deployed in which Operation and Maintenance and HSEQ experts and specialists accompany major maintenance activities by conducting inspection and monitoring, as well as sharing good practices from other processes managing unsafe acts and conditions to reduce accidents.

Digitization of the work permit

The second version of E4E-MIS (Mezza in Sicurezza) was launched for the management of work permits, this platform maintains in a single management framework the maintenance activities carried out and the issuance of work permits for the generation plants, managing the development of the activities that were implemented in the plants within the framework of occupational health and safety, the management of operational risks and compliance with the operation and maintenance programs.

With this new version, safety management for workers and processes was improved, from the management of interferences from the correlation of the technical locations of the equipment, systems and facilities in E4E for the consignment processes, realization of functional tests and de-allocation of the intervened equipment, systems and facilities.

Electrical safety

The electrical safety program continued to be implemented in all generation plants, in which it has three fundamental fronts of action:

- > Interventions at the source (facilities and equipment)
- > Interventions in the middle
- > Interventions in people

Intrinsic safety review and diagnosis activities were carried out in the low voltage and medium voltage switchgears, verifying their protection against electrical contacts, internal protection against electric arc and locking and tagging philosophy.

In addition, interventions were carried out on the points at risk of contact in the electrical panels of the Cartagena, Termozipa and Río Bogota plants. Additionally, personnel

exposed to electrical risk were qualified and certified in control measures and specialized personal protection elements for protection against electric arcs.

Reduction of risk of explosion in explosive atmospheres ATEX and risk prevention in the execution of hot work

Work in confined spaces, as well as work in hot conditions and in explosive atmospheres (ATEX), represent one of the main issues in safety, since high-risk tasks are configured.

For 2020, the program, which covers confined spaces, focused on updating security requirements in compliance with technical standards and legal regulations for the Company, for which the confined spaces of the power plants were characterized by creating monographic cards that allowed to have a security control in the use of equipment, personal protection elements and specific requirements.

For the explosive atmospheres (ATEX) program, intrinsic safety inspections were carried out that allowed verifying the current conditions of the battery rooms, UPS batteries (Uninterruptible Power Systems), batteries for firefighting systems, hydrogen equipment, cylinders of gases, among other areas and equipment that due to their characteristics can cause atmospheres with a high risk of explosion.

Prevention of mechanical risk

A diagnosis was made to evaluate the conditions of the equipment and tools that represented a potential mechanical risk, such as lifting equipment, process equipment for power generation with moving parts and workshop equipment, guaranteeing the identification, control and management of the conditions that could generate any loss.

In addition, the documentary mechanisms were articulated for the identification, inspection, maintenance and traceability of equipment and tools in each of the plants, which guides a culture of prevention and timely identification of risk situations.

Prevention of the risk of exposure to hazardous chemicals such as asbestos

The systematic sampling of friable asbestos was carried out in the generation plants, installing signs that alert the risk in the structures that contain it and in some potential situations, removal was caused.

Regarding the exposure of dangerous substances, systematic sampling continued to identify infrastructure with friable type asbestos in the generation plants, evaluating through the Enel Index the danger or exposure of personnel to said substance according to the state of conservation of the structures. With the results, investments associated with the risk assessment and the temporary treatment of confinement, encapsulation, or elimination of parts with high, medium or low exposure danger were made.

The Enel Group remains committed to the gradual elimination of infrastructure that may represent dangers and permanently collaborates with companies, sharing good practices and treatment standards generated globally within the framework of current legal regulations.

Improvement plan for firefighting and emergency response systems

The implementation of the fire fighting systems improvement plan was managed under the guidelines of the technical standard NFPA 850. During the year, work was carried out on the verification and review of the intrinsic safety conditions of fire systems based on water, carbon dioxide, foam and their detection, alarm and compartmentalization systems. Additionally, at the Termozipa Power Plant, the contract for the optimization of the Fire Fighting Systems in Generation Power Plants began.

In the administrative management and analysis of hazards and risks, the technical note for the inspection of the fire systems was created, ensuring that the risks of suffocation and equipment under pressure are analyzed before each maintenance, inspection, and operation of the fire systems.

Road safety

2020 closed with a very positive balance in terms of road accidents for Emgesa, thanks to the development of preventive activities associated with the training of personnel in the safe handling of 4X4 vehicles, training in basic techniques in road accident investigation, and other issues that result in improving road safety in the Company.

Training and skills for safe and healthy jobs

GRI 403-5

Within the 10,000 hours of occupational health and safety training given in the year, specific safety training was carried out in accordance with the dangers and risks that workers have in the development of their work activities, such as:

- > Electrical risk focused on the NFPA 70E standard
- > Safe lifting of loads
- > Work in confined spaces
- > Training and retraining of the emergency brigades of the Company's generation plants
- > Culture Risk Factor COVID-19 training, which included the families of workers in the prevention of COVID-19, as a strategy of the plant continuity plan



Innovation and improvements in occupational safety and process safety

Work was done on the search for best practices in occupational safety and process safety, in order to have high standards of innovation and to be able to satisfy the needs of risk prevention processes:

| Initiative | Description and results |
|---|--|
| Prevention of electrical risk with virtual reality | <ul style="list-style-type: none"> > It seeks to strengthen the competencies of the operation and maintenance personnel who carry out activities that imply electrical risk in a safe environment, using new technologies as allies for the prevention of accidents. > Training applications with virtual reality were carried out for the execution of activities with electrical risk, guaranteeing that the personnel can carry out maneuvers in a safe environment, without being exposed to a possible electric arc. |
| Measurement of toxicity and explosivity levels in confined spaces with an instrumented robot | <ul style="list-style-type: none"> > When carrying out the first verification of atmospheric conditions to carry out work in a confined space, a rescuer enters to measure the concentration levels of gases in the atmosphere of the site. Despite the fact that this first entry is carried out with all the safety controls for the rescuer, there remains a latent risk regarding the conditions of the confined space, which could generate health effects. > To solve this problem, the research and development process of an amphibious robot was carried out that can be remotely managed by means of a wireless control, equipped with a camera, communication system, toxic and explosive gas sensors, with this : <ul style="list-style-type: none"> — The reduction and total control of the risk is achieved when entering a confined space. — The difficulty of transporting self-contained equipment, gas meters and other rescue equipment is minimized. — Work times are reduced by eliminating the implementation times of equipment and systems for emergency response. — Accuracy of gas measurements and traceability in the analysis of atmospheres is ensured, as well as a better reach to places with difficult access. |

Accident indicators

GRI 403-9

In 2020 there were no computable accidents for Emgesa's own personnel, with which the Frequency Rate² (FR) was 0.00 and a Severity Index³ (SI) was 0.00.

In the incidents that provoked first aid attention, the pertinent investigations were carried out, in addition to the corrective and preventive measures with the monitoring of compliance with them to avoid their recurrence.

Codensa

Hazard and risk identification and assessment

The determination of the hazards is carried out under the corporate methodology established in the document "IO 710 Hazard and Risk Management". The identification, evaluation and assessment of hazards and risks, as well as the establishment of controls that prevent injuries, occupational diseases and emergency situations that may affect personnel are a high priority for the Companies.

2 FR: Number of cases with loss of time * 1,000,000 / HHT.

3 IS: Number of days lost due to work accidents * 200,000 / Man-hours worked.

According to the characteristics of each job, employees are exposed to the following hazards:

Safety hazards:

- > Same level fall
- > Different level fall
- > Falling objects
- > Landslides, collapses and collapses
- > Shocks and blows
- > Automotive machinery and vehicles (within the work-place).
- > Entrapment
- > Cuts
- > Projections
- > Thermal contacts
- > Electrical contacts
- > Explosions
- > Fires
- > Lockdown
- > Traffic (outside the workplace)
- > Aggression of living beings

Industrial hygiene hazards:

- > Thermal overload
- > Noise
- > Vibrations
- > Ionizing radiation
- > Non-ionizing radiation
- > Illumination
- > Chemical agents
- > Biological agents

Biomechanical:

- > Physical load and overstrain
- > Psychosocial
- > Environmental conditions of the workplace
- > Workstation configuration

Critical, dangerous or high-risk tasks - HRT

- > Electrical work on live or de-energized line
- > Work at heights
- > Work in confined spaces
- > Mechanical lifting of loads
- > Excavation, drilling, demolition, debris removal
- > Operation or movement of heavy machinery
- > Hot work, open flame, possible explosion or BLEVE
- > Work with hazardous substances or materials

To establish the controls to be applied at the source, medium or individual, five criteria are taken into account: elimination, substitution, engineering controls, administrative controls and PPE. In the first instance, controls associated with eliminating the condition that creates the hazard must be determined. If it is not possible to eliminate the hazard, consideration should be given to replacing the worker's exposure to the detected hazardous condition, then determining the application of engineering controls (if applicable), administrative controls, and finally thinking about the assignment and delivery of specific PPE and under regulatory compliance for the work in which they are required. Once the control measure has been established, it is analyzed whether it is efficient, without generating a new risk that, when evaluating it, increases its valuation.

The defined control measures are applied, which can be part of the plans, programs or projects of the area. The monitoring of the intervention measures is carried out periodically, including the COPASST staff for their review in the inspections.

Also as a corporate measure, the priority risks identified are communicated to the own personnel, contractors and visitors, along with their own activities, and the control measures and the consequences of not complying with them are explained. For the own personnel the disclosure is made through the local intranet and SST tutors.

During the identification, evaluation, assessment, validation of existing measures, acceptability of the risk, the OH&S professional performs a validation of the measures to be established to mitigate the risk or in some cases the elimination of it, for which it refers to Annex C which it contains a matrix of preventive measures through a hierarchy of control by type of danger.

Promoting safety at work

Regarding the promotion of safety for its employees, the Company has implemented different activities to reduce the probability of risk events of an electrical and mechanical nature, due to work at heights or road safety. These programs include work on the network together with the activities defined for each identified risk:

| Electrical Risk | Mechanical Risk | Road Risk |
|--|--|--|
| <ul style="list-style-type: none"> • SPT Implementation with Silleta • Implementation of manual operation of maneuvering equipment, Adverse Conditions. • APP 5RO: 8,607 performances • Implementation of work on low voltage lines, in addition to the training of 27 workers • Virtual course 5 RO: 425 people registered • Implementation of personal alarms: 388 workers trained | <ul style="list-style-type: none"> • Work program at heights: monitoring of 11 companies and 42 trained workers • Mechanical care: 3 virtual workshops in prevention and control of mechanical risk with 64 attendees • Prevention of falls at the same level: training in hiking and delivery of 64 helper poles. 64 workers trained • Innovation projects: post spacer, linkable ladder and lanyard for dropping tools from height | <ul style="list-style-type: none"> • Audits of contractor companies: 13 companies, 61 findings generated • Road Training: development of the vehicle inspection course with 108 hours of training and 4x4 defensive driving course, with 120 hours of training • Dynamic risk assessment for motor vehicles: 608 motor vehicles from contractor companies, 80 sessions • Heavy Vehicles: Review of 88 heavy vehicles, 42 not approved, 36 with stop work |



There are other initiatives that allow the reduction of risks in Codensa's activities, which are aligned with the focuses of action, such as the implementation of technological tools to improve the monitoring and development of contractor companies, graduates seeking strengthen the technical competencies and soft skills of employees, together with technological initiatives that seek to promote a safety culture.

Innovation and technology projects

- **EasyHole:** facilitates hollowing to reduce physical efforts, minimize lumbar accidents and increase performance in maintenance work. Market studies were carried out to identify suppliers.
- **GroundBox:** allows low voltage networks to be grounded in the junction boxes, taking advantage of the fact that they are already open without piercing the insulations, without installing Temporary Grounding Systems and without ascending to the poles. It is currently in prototypes and tests.
- **Monosafe:** a clamp or ring was developed placed on the SPTTs that will detect the flow of currents via bluetooth and, according to the parameterization, they will give a sound and light fin. It is in prototype development with a supplier.
- **Levansafe:** facilitates the lifting of the concrete covers of the inspection boxes of the underground electrical networks with the least contact and risk for workers, improving operating performance.
- **Bloquetivo:** mechanical blocking of mechanical and automatic cutting devices by means of a blocking rope. It is in prototype design.

Contractual assurance – Sprint Plan

- 27 evaluations of contractors with 207 improvement actions
- 7 Security supports with 69 improvement actions
- 3 ECoS with 8 improvement actions
- 102 meetings with the CEO

Training and skills

- **Seed Plan:** AMI project group started with 30 people and 90 people enrolled by 2021. 71% of the program graduates are working.
- **Certification for Training Centers:** the final review was made by the Ministry of Labor and certification by the ARL.
- **SHE Factory:** 15 modules of Enel procedures were presented, with a participation in the Webinar "Potentiating security in times of contingency", with 3,829 attendees.
- **Training of direct personnel:** 4,167 people trained, 10,266 hours of training.
- **COVID-19:** 1,203 people trained, 3,945 hours of training; contractor staff: 5,618, people trained, 92,260 hours of training.

Ongoing improvement

2020 was a very challenging year for HSEQ management, from which the following achievements that contribute to the continuous improvement of the system stand out:

- > 96% compliance in the implementation of minimum standards under Resolution 0312 of 2015
- > Creation of digital tools for the registration of Safety Walks and the evolution of the Global Safety Inspections Program
- > Monitoring and management of qualification standards in contractor companies, in view of Resolution 5018 of 2019
- > Creation of a standard as operational control IO3371 for work in confined spaces, aligned with Resolution 0491 of 2020

- > Participation in worktables to share lessons learned in public lighting management with Peru and Brazil
- > Carrying out a case study workshop to contrast other points of view and alternatives to complex problems raised in 2020 derived from the accident rate analysis, with the participation of contracting companies
- > Transition of the safety inspection program according to Enel X global Policy 335
- > Change of contractor for safety inspections and implementation of a new computer platform for data collection and accident registration, aligned with Global HSEQ
- > Training of Safety Influencers Trainers within the Enel Group's SHE Factory strategy

Other safety initiatives

| Initiatives | Description and results |
|------------------|--|
| Copilotos | <ul style="list-style-type: none"> > Copilotos was part of virtual safety in 27 contracts of 17 companies. > >600 cameras were implemented that made it possible to record 2,672,777 videos, with a review of close to 186,000 videos. > >By 2021 it is expected to acquire 270 cameras to maintain coverage in the operation. |
| Mini Ecos | <ul style="list-style-type: none"> > Its purpose is to verify the safety conditions in the work areas. > 497 Mini ECoS were carried out with the participation of the leaders of the Infrastructure and Networks managements, with a fulfillment of 123% compared to what was planned. |
| Be Safer | <ul style="list-style-type: none"> > 16,923 observations were made in which 0.80% of risky behaviors were found, out of the 758,364 behaviors observed. > 243 own workers and 260 from contractors actively participated in this initiative. |

Accident rates

GRI 403-9

For the Infrastructure and Networks business line, there were eight recordable accidents, with which the frequency index was 0.36.

For Enel X & Market, there were two recordable accidents, of which one was fatal to contractor personnel, with a frequency index of 0.24.



ENVIRONMENTAL SUSTAINABILITY

Material topic: Environmental management

Management and protection of the environment

GRI 103-1

To mitigate negative impacts on the planet and society, in addition to protecting natural resources, Codensa and Emgesa carry out a constant evaluation of the risks that their activities generate in the environment, as part of their commitment not only to the minimum legal compliance, but with adequate monitoring and management of risks and impacts derived from energy generation, distribution and sale operations.



Activities with environmental impacts

Codensa

- Electromechanical maintenance of networks and substations
- Clearance of easement areas
- Construction of new projects
- Development of civil works and remodeling of existing networks in Bogota and Cundinamarca

Emgesa

Activities carried out in the twelve hydroelectric plants located in Cundinamarca and Huila and the two thermal plants located in the departments of Cundinamarca and Bolívar

Due to the nature of the activities carried out by each of the Companies, the impacts generated on the environment, both positive and negative, are different. Among those that have been identified are:

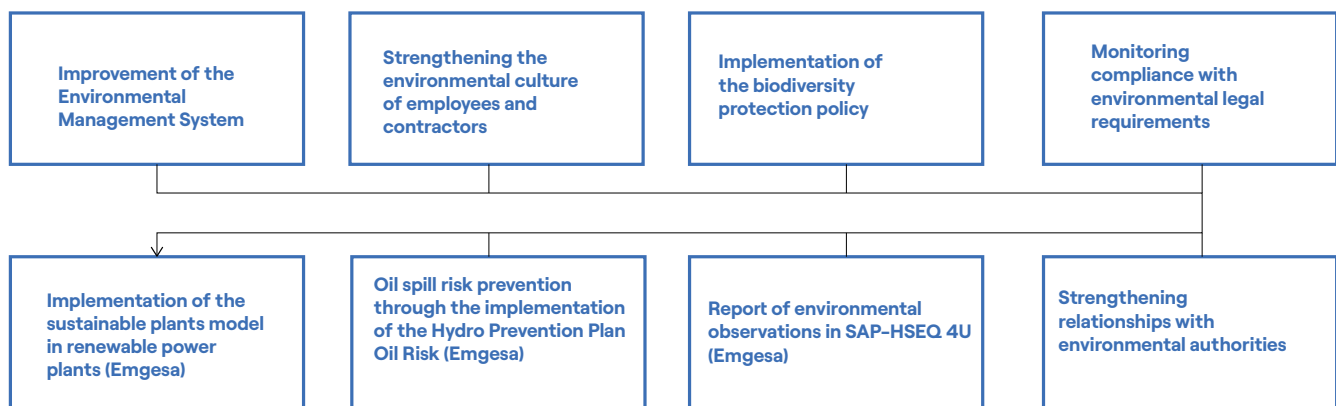
| | Codensa | Emgesa |
|-------------------------|--|---|
| Positive impacts | <ul style="list-style-type: none"> > Identification and rescue of archaeological finds in new projects > Use and recovery of industrial waste > Recovery of materials through the repair of transformers > Restoration of degraded areas with the planting of trees as a compensation measure > Removal or removal of equipment in use probably contaminated with PCBs (polychlorinated biphenyls) > Decontamination of equipment contaminated with PCBs > Development of electric mobility and energy efficiency projects > Supply of electricity to areas that did not have the service > Driving away, rescue or relocation of wildlife during the execution of business activities > Decrease in paper consumption by digitizing processes > Implementation of projects of shared value with neighboring communities to their projects | <ul style="list-style-type: none"> > Employment generation > Increase in plant coverage > Flood control > Increase in the income of the municipalities and the Regional Autonomous Corporation due to transfers from the electricity sector > Improvement of the natural environment (fauna and flora) through biodiversity programs > Use of by-products and reuse of waste > Inclusion of communities and training in environmental issues through agreements |
| Negative impacts | <ul style="list-style-type: none"> > Interventions on trees to maintain safety distances in networks > Generation of hazardous and non-hazardous waste > Consumption of natural resources > Consumption or presence of dielectric oil > Consumption of fuels and chemical substances > Use and emissions of greenhouse gases and SF6 > Noise generation > Power losses in the grid > Interference with the dynamics of the fauna in the area of influence > Sewage water | <ul style="list-style-type: none"> > Impacts on biodiversity in the area of influence of the generation plants > Consumption of water resources for power generation > Consumption of non-renewable energy sources > Generation of emissions and particulate matter > Generation and transport of hazardous waste |



Environmental management system

To effectively manage the impacts identified, the Companies have environmental management systems certified under the technical standards ISO 14001, ISO 45001 and ISO 9001, as well as with environmental, safety, occupational health and quality policies.

During the year, the environmental management of the Companies was oriented towards strategic axes, in accordance with the activities carried out by each one, among which are:



In addition, the Environmental Management System is aligned with the Environmental Improvement Program defined by the Enel Group with five lines of work:

Contractor evaluation

- Inspections and evaluations that ensure contractors comply with environmental operating procedures and prevent contamination

Forest fire prevention

- Preventive and corrective maintenance of networks to reduce the risk of contact of the electrical networks with the trees and maintain the protocols for emergency response

Management of Polychlorinated Biphenyls (PCBs)

- With the incorporation of an organizational structure in charge of this aspect, it is ensured that equipment contaminated with PCBs is kept under control and progress is made in meeting the goals of identification and elimination of this substance.

Handling dielectric oils

- Incorporation of various procedures and systems to ensure that the dielectric oil contained in the equipment throughout its life cycle is kept under control

Identification of the presence of asbestos in the facilities

- Investigation process to identify structures with the presence of asbestos and its subsequent elimination to guarantee the prevention of risk to people and the environment

2020 Highlights

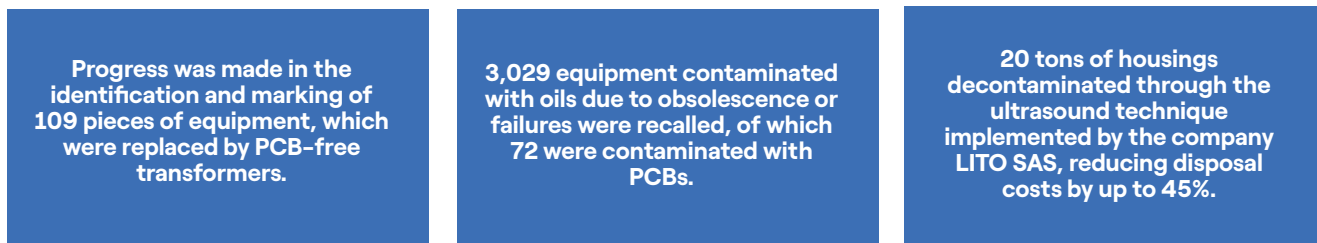
| Highlights | Description |
|--|---|
| Follow-up on ISO 14001 Certification | The follow-up audit was carried out on the ISO 14001 certification of the EMS in its 2015 version, preserving the certification of the system thanks to the management carried out. |
| Innovability Challenge 2020 | Codensa was the winner of the Innovability Challenge of the Enel Group, with the demonstration project "Application of the principles of circular economy in the manufacture of concrete poles", which seeks to replace the aggregates of natural origin with aggregates from construction and demolition waste. |
| Tax incentives | Colciencias approved the research project "Strengthening of restoration processes in dry forest distribution areas in the geographic valley of the Magdalena River, considering ecological bases and community science", as a tax benefit of \$ 459,373,665. |
| Dielectric Oil and Fuel Spill Management Protocol | <p>Codensa developed the protocol for the management of spills with dielectric oil and fuel, through which the operating units were provided with 10 emergency kits that include all the necessary elements to respond efficiently and in a timely manner to these types of contingencies, ensuring the control and mitigation of the associated environmental impacts.</p> <p>Emgesa for its part began with the oil spill leak prevention program for the Cartagena and Martín del Corral thermal power plants, and continued with the execution of the actions identified for the renewable power plants.</p> <p>In addition, it carried out drills of chemical spills in all the plants, reinforcing the importance of preventing these events.</p> |
| Institutional waste management campaign and RAEES | The institutional waste and separation campaign was maintained at Codensa, delivering recyclable waste to Fundación Sanar and electrical and electronic waste (WEEE) to the "Green Points - Lito Foundation" Program. |

| Highlights | Description |
|--|---|
| Protection of biodiversity | <p>With the participation of 158 attendees, the Enel Group's Biodiversity Policy was launched through a virtual space in which the guidelines for environmental protection and leading practices in biodiversity management were shared.</p> <p>Similarly, to keep the personnel trained in the care of wildlife finds, four workshops were held with experts in the management of each of the faunistic groups that are most frequently found in the Company's area of influence, with a participation of 399 people.</p> |
| Collective business action for the integrated management of the tropical dry forest in Colombia | <p>Hand in hand with ANDI and other companies, Emgesa participated actively by presenting the experience "Ecological restoration plan of the tropical dry forest of the El Quimbo Hydroelectric Power Plant", which was included in the book published by the Association.</p> |
| Agreement with the Santa Cruz Zoo | <p>As part of Codensa's commitment to the conservation of biodiversity in the regions where it is present, the implementation of the protocol for the management of wildlife continued and on November 17, 2020, an agreement was signed with the Santacruz Zoo Foundation for the development of technical capacity for wildlife management in the provinces of Soacha and Tequendama.</p> <p>Within the framework of this agreement, the Zoo will support the training, rescue, transfer or relocation of species that require it.</p> |
| Artificial beehives | <p>With the "Let's Be Bees" Collective, Codensa implemented a project aimed at building artificial hives using wooden reels as homes for these insects, which allow pollination to develop, thus contributing to soil restoration.</p> <p>This initiative was developed in a sector of Suesca-Cundinamarca and at the end of 2020, 15 artificial hives had been manufactured.</p> |
| Voluntary Planting | <p>Codensa joined the great initiative of the National Government "#SembrarNosUne", which aims to plant 180 million trees over the next 3 years.</p> <p>It started with the initial voluntary planting of 1,000 trees in the RENACE Forest reserve, which contributes to the achievement of the National Government's goal, together with the planting of 1,000 more trees as voluntary compensation for the consumption of paper in administrative activities.</p> |
| Development of virtual courses | <p>As part of the awareness strategy within the digital training objective, 195 Codensa workers and 404 corresponding to contractor personnel developed the virtual course PCB Management, 505 the Identification of legal requirements and 430 the WWF course called Together is possible.</p> |
| Webinar Challenges of Environmental Management 2020 | <p>To focus efforts on the strategic objectives of the companies, the 2020 Environmental Management Challenges webinar was developed, with the participation of 80 attendees among internal and external environmental managers, contract managers, and heads of areas.</p> <p>In this space, the strategy to continue with the work under the circumstances of isolation and the corresponding action plan were presented.</p> |
| VII Meeting of environmental leaders | <p>With the participation of managers and professionals from the different operational units of Codensa, as well as professionals from contracting companies and internal and external environmental managers, the VII Meeting of Environmental Leaders of Infrastructure and Networks was held.</p> <p>The event was attended by Carlos Bernal, Director of the Zeri organization in Colombia, an expert lecturer in Blue Economy, professor and writer who gave a conference on the Comprehensive Vision of Environmental Issues for Sustainable Development. An attendance of 108 people was reported to the event.</p> |
| Assessment of the status of forest offsets by remote sensing and multi-temporal analysis | <p>A recognition study of the current status of compensations executed by Codensa between 2012 and 2018 was developed with the Universidad Libre de Colombia, through the development of a remote sensing project, which allowed to carry out a multi-temporal analysis of the plant covers, of the study areas located in the municipalities of Soacha, Suesca and Pacho in the department of Cundinamarca.</p> <p>The geoprocessing of the information as a result of the drone flights and the satellite images, allowed obtaining geospatial indicators and vegetation indices, which accounted for the gain in vegetation cover in the four areas under study, where plantings were carried out by voluntary and mandatory compensation for more than 93 thousand trees.</p> |

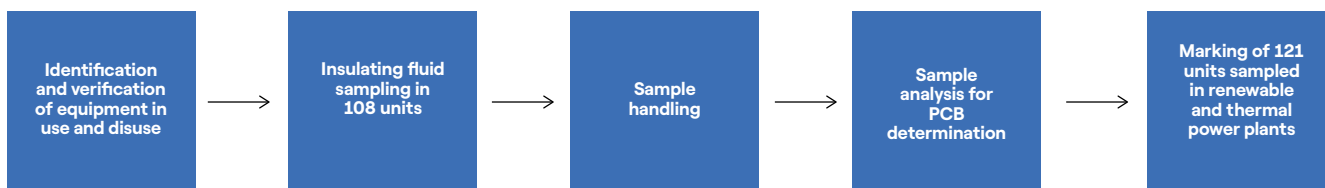
Management of environmental risks and liabilities

GRI 102-11

During the year, Codensa continued the activities of identification and elimination of insulating fluids in equipment with oil content, in accordance with national goals for the comprehensive management of equipment and waste contaminated with PCBs, as part of environmental legal compliance (in what is related to Resolution 222 of 2011, modified by Resolution 1741 of 2016 of the Ministry of Environment and Sustainable Development) together with the internal guidelines defined.



On the other hand, Emgesa carried out follow-up activities at the Guavio, Betania, El Quimbo, Darío Valencia Samper, Guaca, Paraíso and Termozipa plants, closing the year with 80% progress in the comprehensive management of PCB-contaminated equipment. The activities carried out were:



In addition, the treatment and elimination of a transformer contaminated with PCBs from Unit I of the Termozipa Power Plant continued, through equipment washing, which reduces the costs of exporting waste and its associated risks, since a large part of the The weight of an electrical equipment with PCB corresponds to the metallic materials that are contaminated.

Metallic materials can be recycled and used in the country by removing only contaminated oil that cannot be treated internally, along with solid waste impregnated with PCBs through the washing technique.

Environmental management of projects

The Companies carried out activities to comply in all their projects with the requirements defined in the environmental licenses, both in the operations of the power plants and in the substations and high voltage distribution networks.

This shows the permanent commitment to the prevention and mitigation of environmental impacts, the efficient use of natural resources, as well as the protection and conservation of biodiversity in the areas of influence.

Codensa Projects

- > **Compartir substation:** o offset the emissions generated by the project, in accordance with the provisions of the environmental license for the construction of the electrical substation and its associated connection lines, more than 1,100 trees were planted and reforested , in one hectare of the sector of the biological corridor of the Neuta-Tierra Blanca Wetland, located in the municipality of Soacha.
- > **Nueva Esperanza:** we continued maintenance of the forest plants corresponding to 25.1 hectares in the El Pireo property, 18.7 hectares in the San Gregorio property, 5.38 hectares in the RENACE Forest and maintenance of the living barrier of 1.49 hectares by the High Voltage Operating Unit.

- > **Portugal:** 20 flight diverters were installed on the 115kv transmission line to avoid collisions with conductive cables and the possible loss of birds, in compliance with the environmental license granted by the District Secretary for the Environment for the Portugal Substation project.
- > **Barzalosa and Calle Primera:** the characterization of the biotic component was carried out, together with the actions and measures necessary in the preparation of the Environmental Impact Studies for the projects.
- > **New environmental licenses:** environmental licenses were obtained for the Terminal, San José and Calle Primera projects, which will be carried out in compliance with each of the commitments established therein, as well as the activities determined in their corresponding Environmental Management Plans.
- > In addition, for the replacement projects of high voltage lines called Zipaquirá - Ubaté, Muña - Sauces, Guaduro - Dorada and Nueva Esperanza - Indumil, activities related to environmental studies and environmental management plans were carried out.



Emgesa Projects

- > **Closure of obligations:** Emgesa achieved the closure of more than 616 obligations in compliance with the Environmental Management Plans at the El Quimbo, Cadena Pagua, Cadena Antigua, Cartagena, Betania and Guavio power plants approved by the National Environmental Licensing Authority (ANLA). In addition, documents were prepared, and steps were taken with regional environmental authorities for the renewal and obtaining of permits that will guarantee the operation within the framework of sustainable development.
- > **Launch of the Betania book:** the book was launched that seeks to build knowledge and ownership in the communities and municipal authorities of the different ecosystems in the area of influence of the Betania reservoir in partnership with academic institutions.
- > **Launch of the book Propagation of Native Species:** Through a webinar, the book "Propagation of Native pe-

cies in the Tropical Dry Forest ecosystem for the El Quimbo project" was launched, in which the progress in the restoration plan and research activities in the dry forest of the Magdalena River valley.

- > **Guide for identifying birds:** in association with CASALACO and together with the community, the guide for the identification of birds was made, to strengthen the development of bird watching.
- > **Implementation of the Thermo Prevention Plan Oil Risk:** the Operations and Maintenance and Thermal HSEQ areas implemented this program to identify equipment that contains used oil and is at risk of spillage in the power plants, in order to establish action plans to prevent and mitigate the occurrence of environmental incidents. 193 equipments with oil were found thanks to the periodic inspection of the equipments of each plant, training of the personnel, preventive and corrective maintenance of the equipments and action plans, as well as the mitigation in the protected perimeter.

Participation in public policies

Codensa participated together with the different national, departmental and local environmental authorities in the field of environmental regulation, in the presentation of proposals that seek to contribute to the mitigation of negative impacts, as well as reduce risks in a collaborative scenario that allows defining sectoral positions to the applicability and relevance of the standards formulated. Some of the prominent participation scenarios were:

Participation in the 2050 strategy articulation tables

- This initiative seeks to define the foundations of a future that is resilient to climate change, with carbon neutral development and that is committed to the adaptation of sectors and territories to the effects of climate change, according to the results of the study Zero green house gas emissions roadmap for Colombia: diagnosis, perspectives and guidelines to define possible strategies in the face of climate change.

Comments on the document "Update of the Contribution Determined at the National Level of Colombia (NDC)"

- Comments were issued on the document that was approved in the ninth session of the Intersectoral Commission on Climate Change on December 10, 2020, to establish the adaptation, mitigation goals and means of implementation of the measures taken to meet those goals.

Public consultations

- There was independent participation of Codensa through associations and sector unions related to construction and demolition, related to issues of:
 - Circular economy and climate change in relation to the nationally determined contribution (NDC)
 - Environmental compliance reports for licensed projects
 - General methodology for the preparation and presentation of environmental studies
 - Sustainable nurseries
 - Citizen participation policy of the National Environmental Licensing Authority

As a result of the pandemic declared by COVID-19, it became necessary to review and / or modify the processes, as well as the regulations related to Codensa's activities, among which the following stand out:

- > Environmental licensing of projects
- > Conservation incentives
- > Environmental benefits associated with energy efficiency
- > Air quality
- > Archeology
- > Forest management and forestry
- > Territorial Planning Plans
- > Watershed Management and Ordinance Plans
- > Guidelines for the development of prior consultation processes
- > Waste management (ordinary, electronic and hazardous)
- > Climate change



Strengthening the environmental culture with communities

The activities highlighted by Emgesa to strengthen the environmental culture with employees, communities, and educational institutions in the area of influence of the power plants include:

- > Diagnosis of the surrounding ecosystems, by monitoring the fauna and flora in the area of influence of the Termozipa Power Plant to identify endemic species and other characteristics of the area, and thus establish an improvement plan for the ecosystems evaluated.
- > Days of planting and cleaning the beach and mangrove coastline of the Cartagena Power Plant and the Cartagena Sociedad Portuaria Power Plant, as part of the agreement with the TRASO foundation, involving people from the neighborhoods in the area of influence.
- > Theoretical-practical sessions on bird watching at Betania Power Plant as a fundamental strategy for the recognition of the ecosystems and biodiversity that they harbor and exist around them.
- > Program of arboreal flora of ecological trails around the Betania reservoir, which contributes to the knowledge of the tree species on the banks of the reservoir located in the vegetation cover area of the Tropical Dry Forest.
- > Home garden program to promote food security, with the aim of generating initiatives for sustainable urban and rural production systems in the communities with an agri-food approach.
- > Orchid Clinic Program in Guavio Power Plant, in order to offer a space to highlight the richness of the area in

this group of plants and allow an important contribution to conservation, thanks to the recovery of orchids that are found fallen or in sick on roads or other areas, to be treated and recovered.

- > Compost project in the campsite casino of the Mámbita Hydroelectric Power Plant, in which an approximate 150 kg of organic waste is generated weekly, which through the operator of the environmental education program is treated and converted into organic compost and humus for the free delivery to the community.
- > Biodiversity studies to develop research actions and community relations, in favor of the conservation of natural resources through three basic strategies around the conservation of biodiversity:
 - Characterization of the local fauna and flora
 - Identification of areas of potential ecological connectivity
 - Community relations and development of actions aimed at its conservation
- > Illustrated guide to birds in the municipality of Soacha in the Centrals of Río Bogotá, which makes it possible to teach and learn about the avifauna present in the territory, generating processes of conservation and valuation of birds. In addition, the guide represents a pedagogical tool for teachers of the Eugenio Días Castro Educational Institution and educational groups of interest as it is the first ornithological material in the area.
- > Food security and sovereignty program in the municipalities of the area of influence of the Bogotá River Power Plant, specifically in Sibaté where the need to manufacture their own food from home is beginning to be implemented, since the municipality is purely agricultural and has large rural areas, as well as with productive soils.

Sustainable water management

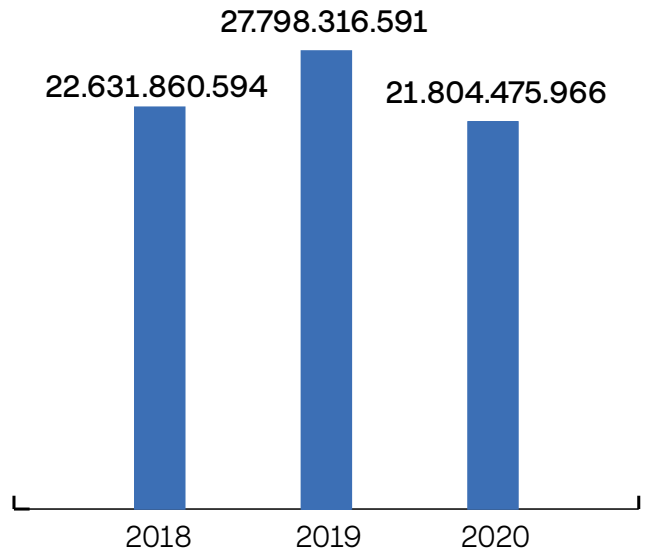
Collection of water for power generation

GRI 303-3

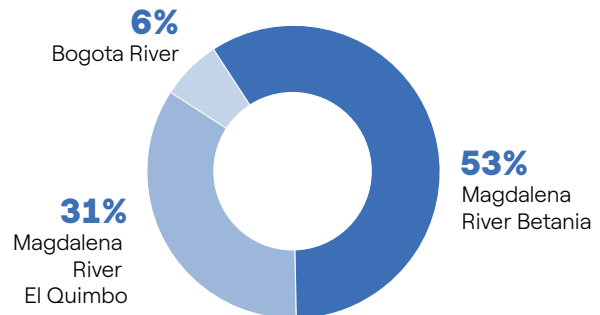
Water is a fundamental resource for the operation of hydroelectric plants, which provide 89% of the energy generated by Emgesa.

In 2020, 21,804,475,966 m³ of water were collected from surface and underground sources and municipal aqueducts for power generation, 15% less than in 2019 due to lower production from hydraulic sources.

TOTAL WATER COLLECTED - EMGESA (M³)



SURFACE WATER COLLECTION BY SOURCE - EMGESA



| Water source | 2018 | 2019 | 2020 |
|---|-----------------------|-----------------------|-----------------------|
| Surface water (m ³) | 22.631.728.642 | 25.797.960.967 | 21.804.431.565 |
| Groundwater (m ³) | 59.770 | 281.771 | 1.016 |
| Water collected from municipal networks (m ³) | 72.182 | 73.853 | 43.384 |
| TOTAL | 22.631.860.594 | 25.798.316.591 | 21.804.475.966 |

In addition, during the year Emgesa carried out actions to reduce water consumption in hydroelectric plants, such as:

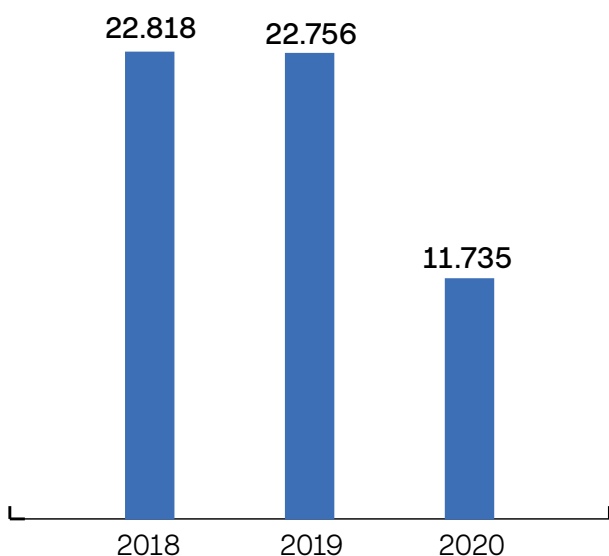
- > Periodic monitoring of the collected water
- > Training in saving and efficient use of water for the personnel in the generation plants
- > Implementation of the collection and use of rainwater in the Guaca Power Plant
- > Change of saving devices at the Guavio Power Plant
- > Installation of the MAGALDI system in all units, which allows eliminating the use of water for ash extraction and the dumping generated by this activity
- > Reuse of paraflow dumping at the Paraiso and Guaca plants on the Bogota river
- > Programs to optimize and reduce the consumption of industrial water in the processes of the Terozipa and Cartagena plants

Domestic use of water

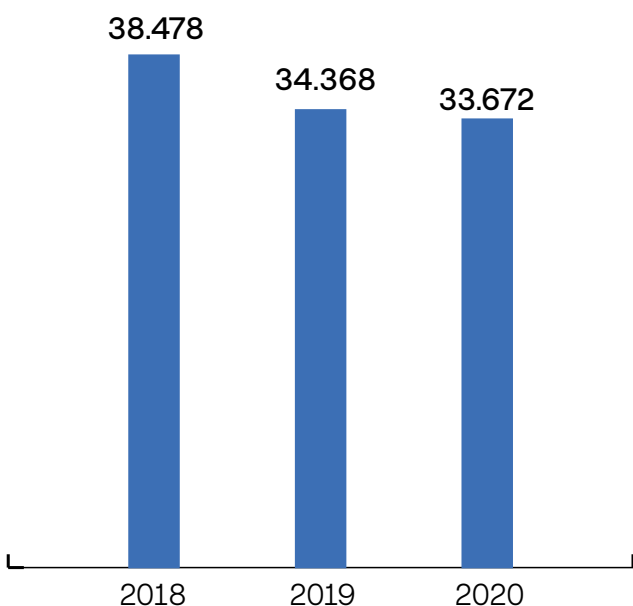
GRI 303-5

During 2020, Codensa employees carried out activities from home, which means that there was a 48% YoY reduction in water consumption in substations, service centers, operational and administrative headquarters. For its part, in Emgesa the levels of domestic water consumption were maintained, with a decrease of 2% compared to 2019.

DOMESTIC WATER CONSUMPTION FOR CODENSA (M³)



DOMESTIC WATER CONSUMPTION FOR EMGESA (M³)



Discharges

GRI 303-4

The water discharges carried out by Emgesa in the Termozipa and Cartagena plants receive treatment in accordance with the requirements of the competent environmental authorities, through mechanisms such as grease traps, sedimentation systems, aeration and disinfection systems, cooling towers, as well as channels aeration and sedimentation¹.

In total, 131.056.550 m³ of water were discharged in the year, of which 99.9% are planned into the Bogota River and 0.01% into the sea².

In addition, to ensure proper management of resources, in 2020 346,839 m³ of industrial wastewater were reused, used in the operation of the Power Plant.

Similarly, the wastewater discharge permit from the Termozipa Power Plant was obtained, granted by the Regional Autonomous Corporation of Cundinamarca, and the cooling system optimization works that include the cooling towers and the aeration channel were completed in the Power Plant, which represents a significant improvement in the control of discharges.

Finally, a treatment system was implemented for the industrial wastewater of the Cartagena Power Plant that allows the construction of the boiler drainage neutralization system, which guarantees compliance with current environmental regulations regarding discharges.

¹ In the process of processing the permit for dumping into maritime waters according to Resolution 883 of 2018.

² The data for discharges is not comparable with previous years because the calculation methodology was changed for 2020.

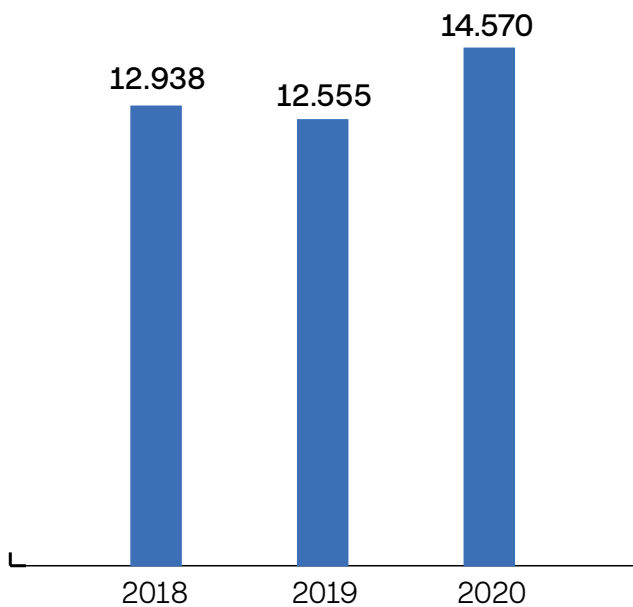
Energy efficiency

GRI 302-1, 302-3, 302-4

Codensa

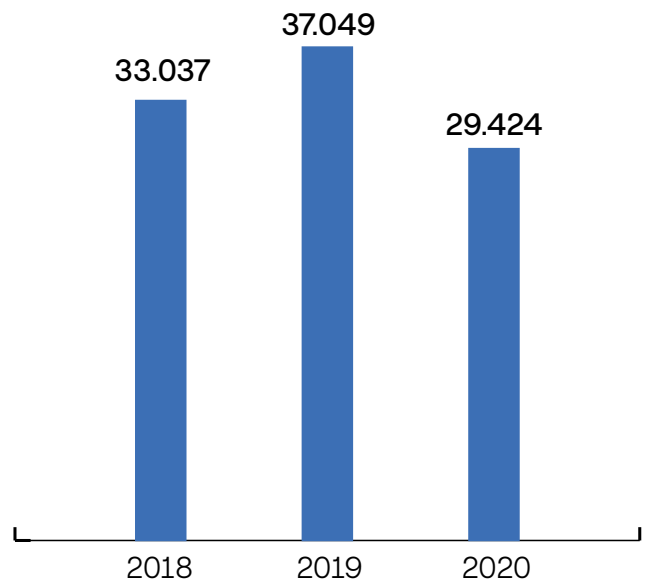
In 2020, energy consumption from non-renewable sources was 14,570 GJ, 12% more than in 2019, related to a higher consumption of diesel and gasoline fuels for the operation of own and contracted vehicles.

ENERGY CONSUMPTION FROM NON-RENEWABLE SOURCES (GJ)

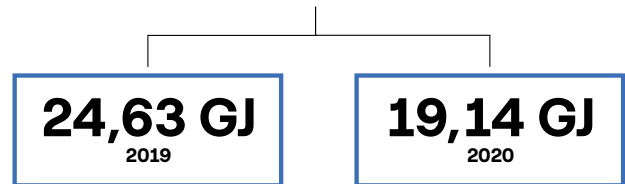


The energy consumption for the execution of administrative and industrial activities of the auxiliary services of the substations was 29,424 GJ, 20% less than in 2019. With this, an energy efficiency of 19.14 GJ of energy consumed per employee was achieved, 22% lower than the 2019 result.

DOMESTIC CONSUMPTION OF ELECTRICAL ENERGY (GJ)

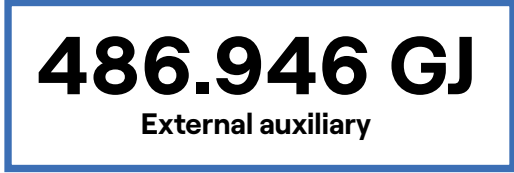
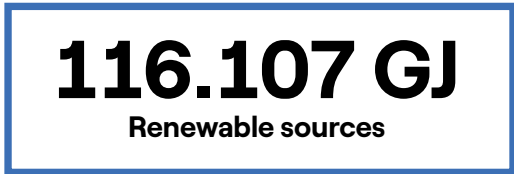
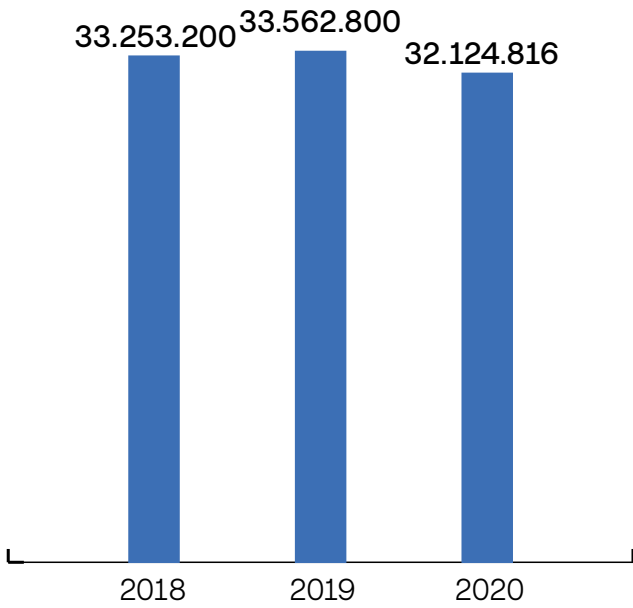


Efficiency (domestic electricity consumption per employee)



The total electricity sold by Codensa was 32,124,816 GJ, 4% less than last year.

ENERGY SOLD (GJ)

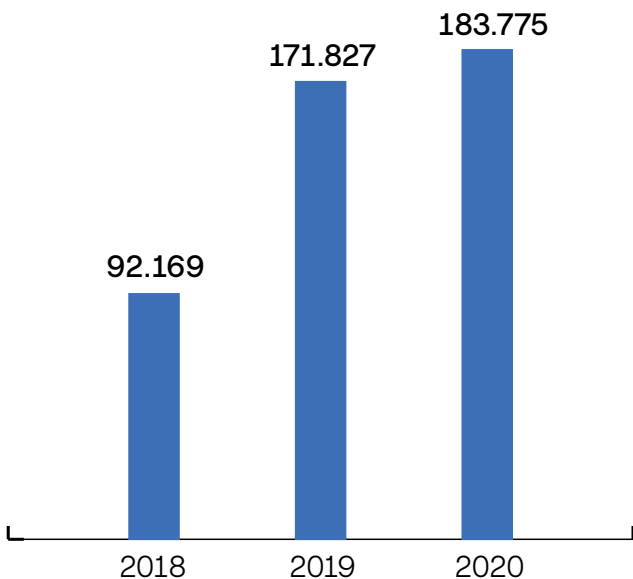


Thus, domestic electricity consumption was 786,830 GJ, 8% less than in 2019. In terms of energy efficiency, 56,202 GJ were consumed per generation plant.

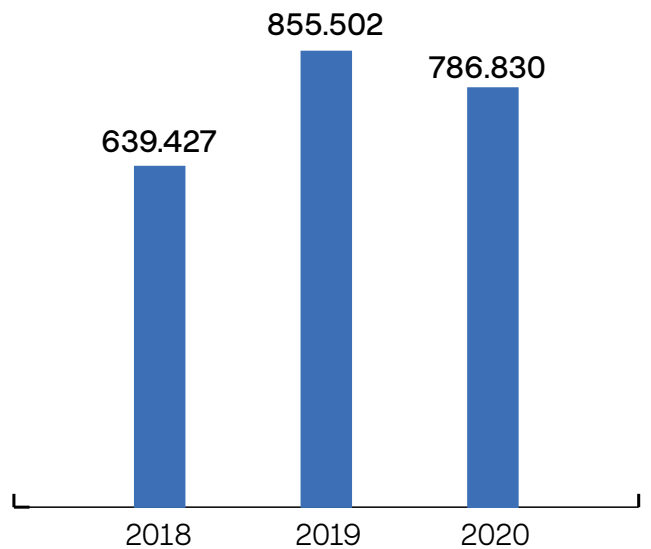
Emgesa

In the case of Emgesa, there was an increase in the consumption of auxiliary energy from non-renewable sources (ACPM, coal, gas, and liquid fuel), since the thermal generation plants increased their operation by 7% compared to 2019, with a total consumption of 183,775 GJ. 116,107 GJ of energy were registered from renewable sources (hydroelectric), and 486,946 GJ in external auxiliary consumptions for which the type of source cannot be identified.

ENERGY CONSUMPTION FROM NON-RENEWABLE SOURCES (GJ)

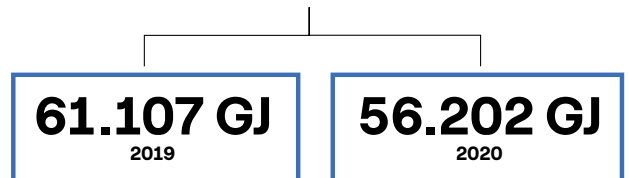


DOMESTIC CONSUMPTION OF ELECTRICAL ENERGY (GJ)



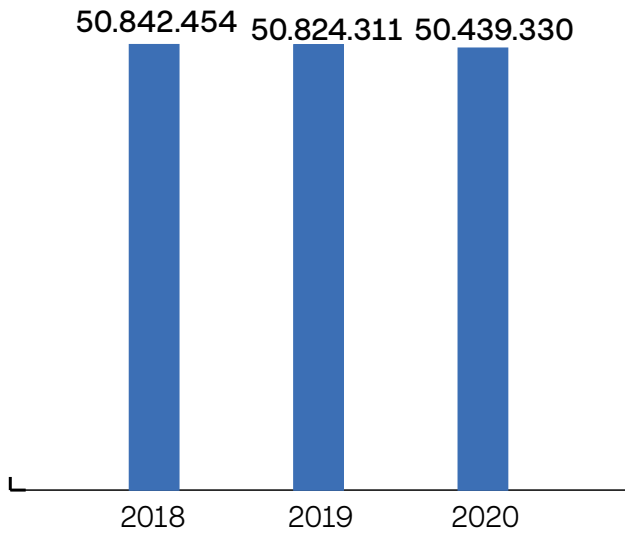
Efficiency

(domestic consumption of electricity per generation plant)

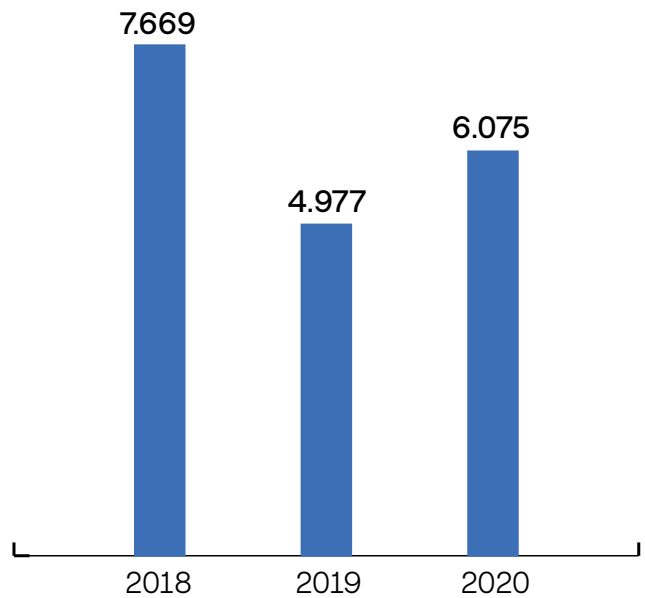


The total energy sold by Emgesa in the year was 50,439,330 GJ.

ENERGY SOLD



NON-HAZARDOUS WASTE (TONS)



Waste and material management

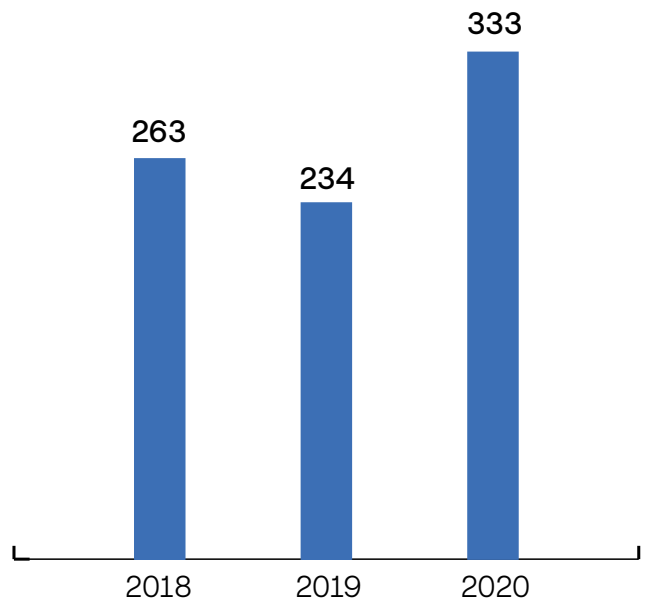
GRI 306-3

To ensure an adequate management of the environmental aspects of the Companies, the materials and waste generated are monitored, both with internal and external employees, through controls that guarantee a pertinent treatment of the waste generated, according to their nature.

Codensa

In the case of Codensa, there was an increase in the amount of waste generated of 22% for non-hazardous waste and 42% for hazardous waste. However, it was possible to close the year with a percentage of utilization of 89% in hazardous waste and 93% in non-hazardous waste.

HAZARDOUS WASTE (TONS)





| | Treatment method | Type of waste | Volume (tons) | |
|---------------|------------------------------|--|---------------|--------------|
| Hazardous | Recycling | <ul style="list-style-type: none"> > Decontaminated transformer housings > PCB free oil > Lead / acid batteries | 314 | |
| | Incineration | Oily waste | 7,7 | |
| | Storage | <ul style="list-style-type: none"> > Equipment with PCB > Mercurial Waste > Kit chlor-n-oil Used + PCB > RAES (cards, photo controls, etc.) | 10,8 | |
| | | | Total | 332,5 |
| Non-hazardous | Recycling | <ul style="list-style-type: none"> > Aluminum > Copper > Iron, steel and bronze > Concrete > Polymers > Glass > Nuclei > Dry condensers > Wood > Tires | 5.629 | |
| | Arrangement in security cell | Asbestos and fiberglass tiles | 15,9 | |
| | Dump | Porcelain (slab) | 430,4 | |
| | | | Total | 6.075 |

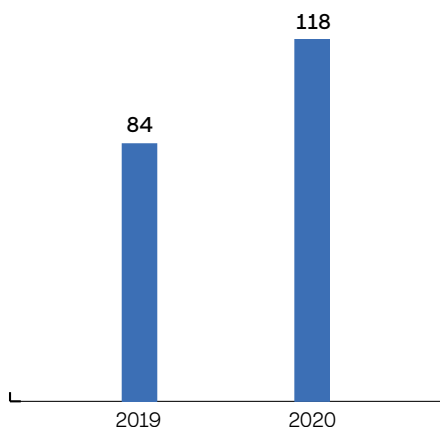
Among the campaigns carried out for proper waste management is the delivery of recyclable waste to the Sanar Foundation, while the electrical and electronic waste (WEEE) generated was exchanged through the Green Points Program of the Lito Foundation, which allowed to Codensa to bring markets to 85 families located in the El Codito sector during the health emergency.

In the future, it is expected to maintain this initiative and extend it to the homes of employees, in order to recover this type of waste and support social and environmental actions.

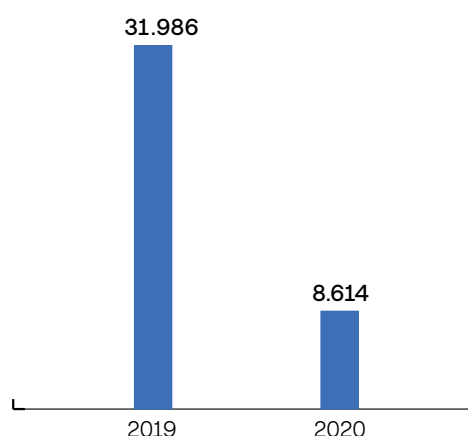
Emgesa

Emgesa generated a total of 8,732 tons of waste, which represents a 73% decrease compared to 2019. Of these, a high percentage corresponds to ashes from the Termozipa Power Plant, which undergoes a process of recovery and reuse in the circular economy scheme.

HAZARDOUS WASTE (TONS)



NON-HAZARDOUS WASTE (TONS)



| | Treatment method | Type of waste | Volume (tons) |
|---------------|------------------|---|---------------|
| Hazardous | Use | <ul style="list-style-type: none"> > Used oils and fats > Waters contaminated with hydrocarbons | 24 |
| | Recovery | <ul style="list-style-type: none"> > Burnt dielectric oil for transformation > Retal-unusable lead acid battery | 36 |
| | Use | <ul style="list-style-type: none"> > Bombillería Na Retal-unusable > Chemical containers | |
| | Disposal | <ul style="list-style-type: none"> > Retal chemical containers > Waste with acids and bases > Waste contaminated with hydrocarbons > Asbestos / fiber waste, roof tiles, paint waste | 12 |
| | PCB Washing | <ul style="list-style-type: none"> > PCB contaminated waste | 25 |
| | Post-consumption | <ul style="list-style-type: none"> > Tubes > Fluorescent lamps with Hg | 1 |
| | Thermal | <ul style="list-style-type: none"> > Used oils and fats > Containers of remnant biocides > Waste contaminated with hydrocarbons > Paint waste > Oil impregnated waste | 20 |
| | Total | | 118 |
| Non-hazardous | Recycling | <ul style="list-style-type: none"> > Glass, plastic, paper, cardboard, scrap and metal | |
| | Recovery | <ul style="list-style-type: none"> > Electronic waste (ballasts, electronic cards, telephones, computers) | 173 |
| | Use | <ul style="list-style-type: none"> > Scraps of copper cables | |
| | Composting | <ul style="list-style-type: none"> > Organic (used) | 61 |
| | Landfill | <ul style="list-style-type: none"> > Inorganic and organic sent to landfill | 91 |
| | Others | <ul style="list-style-type: none"> > Waste extracted from the river or sea, ash, wood, rubble, sludge, WWTP, other waste from the treatment system, alkaline batteries, wheels and tires > Non-hazardous fluorescent tubes, scraps of fiberglass cables, plant and pruning waste, fiberglass wool | 8.290 |
| | Total | | 8.614 |

Waste management activities include:

- > Implementation of the RAEEES Management Green Points Program in thermal power plants, as well as in contractor companies.
- > Waste Management software implementation phase, which makes it possible to carry out an inventory of the quantities of waste stored in order to establish mechanisms to identify their characteristics together with their classification, labeling and subsequent disposition in the thermal and renewable power plants.
- > Sale of ash as a by-product of internal processes to cement companies and civil works projects, as part of the commitment to the circular economy at Termozipa Power Plant.

- > Treatment of 11,058 kg of waste for the production of solid composting (1,530 kg) and liquid fertilizer (20 lts) in the compost heap built to store the waste.

Waste transportation

For the adequate treatment of the waste generated in the thermal power plants, Emgesa has a specialized supplier in charge of complying with the environmental requirements regarding the storage, disposal / treatment and transport of the waste. In 2020, 118 tons of waste were transported nationwide, 43% more than in 2019

| Type of waste | Destination | Supplier | Volume (tons) |
|---|-----------------------------|-----------------------------------|---------------|
| <ul style="list-style-type: none"> > Used oils and fats > Waters contaminated with hydrocarbons > Containers of remnant biocides > Retail chemical containers > Waste with acids and bases > Waste contaminated with hydrocarbons > PCB contaminated waste > Asbestos / fiber waste, roof tiles > Paint waste > Oil impregnated waste > Fluorescent tubes / lamps with hg | Waste management facilities | LITO S.A.S. | 82 |
| <ul style="list-style-type: none"> > Turbine oil > Used lubricating oil > Oil and fats > Lead acid batteries > Na bulbs - tubes > Bins with used oil > Chemical containers | Waste management facilities | LITO S.A.S. QUÍMICA DEL CARIBE | 36 |



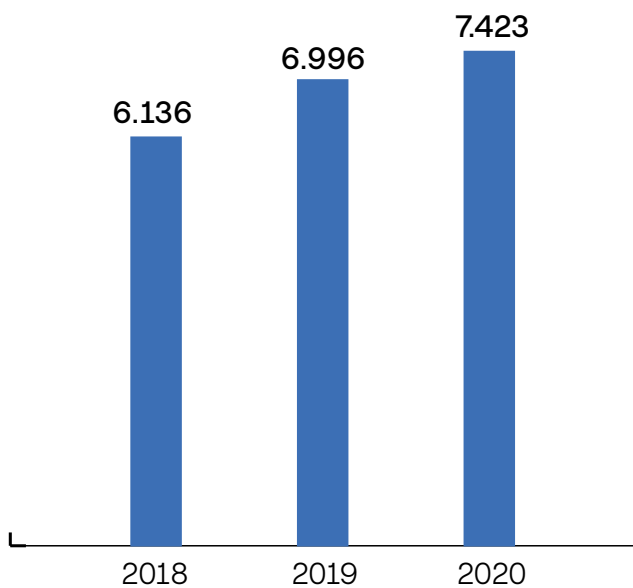
Emission management

[GRI 305-1](#), [305-2](#), [305-3](#), [305-4](#), [305-5](#), [305-6](#), [305-7](#)

The Companies recognize the impact that their activities can generate on air quality, so they seek to control, mitigate, and offset the total amount of greenhouse gases generated either by transport activities, energy consumption and fugitive emissions, as well as power generation activities.

In total, Codensa generated 7,243 tons of CO₂, which means that there was an increase of 6% in the emissions generated by concept of the increase in fugitive emissions compared to 2019.

TOTAL EMISSIONS - CODENSA (TONS OF CO₂)



| | 2018 | 2019 | 2020 |
|--|--------------------|--------------------|--------------|
| Taxi tours | 420 | 528 | 108 |
| Airplane tours | 344 | 681 | 263 |
| Transportation of materials, products and services | 855 | 820 | 1.049 |
| Fugitive emissions | 3.325 | 3.258 | 4.646 |
| Electrical consumption | 1.193 ³ | 1.708 ⁴ | 1.357 |
| Total | 6.136 | 6.996 | 7.423 |

3 Emission factor: 0.13 tCO₂ / MWh adopted by Resolution 642 of 2019.

4 Emission factor for 2019 and 2020: 0.166 tCO₂ / MWh adopted by Resolution 385 of 2020.

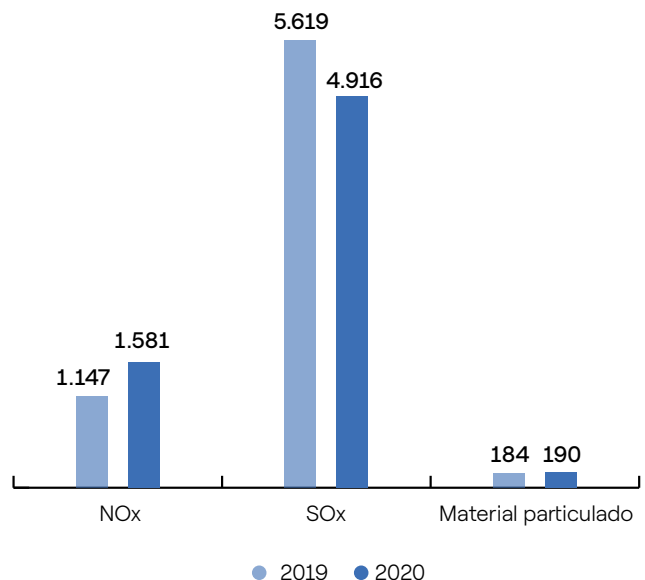
To reduce the emissions generated in relation to electricity consumption, the modernization of lighting to LED technology was advanced in the La Paz, Bolivia, Chicala, Gorgonzola, Aranjuez, Circo, El Sol, Veraguas and Mosquera substations.

Emgesa, in turn, generated 638,066 tons of CO₂ during 2020 (scope 1) from the operation of the thermal power plants, which means that the intensity of emissions generated for each MWh of energy produced is 917 kg CO₂. This represents a 4% decrease in this efficiency indicator compared to the previous year.

Similarly, air quality emissions of NO_x, SO_x and particulate matter generated as a result of the operation of thermal power plants are monitored through projects that allow compliance with environmental regulations such as:

- > Monitoring in the Paraiso Power Plant of the Bogota River for H₂S emissions which are the result of low water quality
- > Emission control system, thanks to a study with a specialized international firm for the identification and development of detailed engineering of alternatives for odor reduction through a biofilter with four chambers that reduce the emission of this substance
- > Implementation of additional measures at the Termozipa Power Plant to control emissions of particulate matter in the coal and ash yards

AIR EMISSIONS (TONS)



Protection and conservation of biodiversity

[GRI 304-1](#), [304-3](#), [304-4](#)

In accordance with the strategic priority of the Companies to contribute to the protection and conservation of biodiversity in the regions where they are present, fauna and flora are identified and characterized in order to establish actions to protect and conserve existing biodiversity. Among the activities developed by Codensa are:

| Project | Description | Resources |
|--|--|---|
| Mandatory compensations Regional Autonomous Corporation of Cundinamarca (CAR) | Maintenance of the planting of the 42,400 trees in the La Primavera reserve in the municipality of Pacho | The cost of this activity in 2020 amounted to more than \$ 814 million |
| Compensation management District Secretary for the Environment (SDA) | Evaluation, monitoring and compensation of activities related to the felling of trees that posed risks to the electricity distribution infrastructure and the optimal provision of the service in Bogota | More than \$ 139 million paid to the District Secretary for the Environment |
| Together is possible | Interactive virtual course to promote the conservation of global biological diversity, through the use of renewable natural resources and the reduction of pollution and the rational consumption of resources | Partnership with the World Wide Fund for Nature (WWF) for the implementation of the program |
| Workshops for wildlife management | Workshops with experts in the management of each of the fauna groups that are most frequently found in the Company's area of influence | Participation of 399 people |

Furthermore, the activities carried out by Emgesa to contribute to the conservation of biodiversity in Colombia include:

Termozipa Power Plant

- **Eco Park Sabana Project, which seeks to recover approximately 60 hectares of the Arrieros wetland in Tocancipá and the surrounding municipalities,** to protect endangered species such as the diving duck, the Canadian duck and the green-billed tinguá. In addition, the project seeks to support the ecological connectivity between the Chingaza National Natural Park and the Bogota river basin.
- The recovery of the ecological path of the Power Plant continued.

Cartagena Power Plant

- Design and implementation of an environmental improvement and care program, carrying out a connectivity analysis in the 8.84 hectares around the lagoon and the identification of three biological corridors. In this way, a balance is achieved between the activities of the Power Plant and wildlife, as it is the only remaining fragment of the lagoon surrounded by mangroves.

Guavio Power Plant

- **Diagnosis of flora and fauna** in order to identify emblematic and endemic species that allow to leverage ecological tourism processes with the communities. In this study, more than 500 species of birds, 6 species of snakes, 7 species of amphibians and more than 40 species of trees were identified.

Bogota River Power Plants

- Consolidation of the group of bird watchers, in which methodological knowledge about this activity was shared and the sighting and reporting of different species began.

Muña Reservoir

- Registry of 51 species of terrestrial fauna, of which 8 are included in the appendix II of CITES, among which are: collared hawk, common warbler, comet hummingbird, Mulsant hummingbird and sensitive species such as the aquatic warbler, red pyranga, cock sabanera and gray cock, along with fish such as the captain of the savannah and guapucha in the tails of the reservoir.

Tominé Reservoir


- Considering that Emgesa has a concession for this source, the water mirror was cleaned, as well as the control of invasive forest species, monitoring to monitor water quality, among other activities.

In addition, Emgesa received approval from the National Aquaculture and Fisheries Authority (AUNAP), to begin the process of sowing fingerlings of native species (bocachico, pataló, capa and dorada) in two sectors of the Betania reservoir: sub-reservoir Yaguará Santa Helena (SH) and Pacandé (PA), in accordance with Resolution 2536 of November 12, 2019, extended by Resolution 949 of May 26, 2020, valid for seven months as of June 21, 2020.

The restocking of fingerlings of native species around the Betania Hydroelectric Plant reservoir was carried out in 2020 with the stocking of 1,964,340 individuals, including the following species:



The fingerling stocking was carried out during September and November 2020, as presented below:

| | | |
|-----------|--|--|
| September | <p>Restocking of 320,000 fingerlings of three species: 200.000 de capaz, 50.000 dorada and 70.000 bocachico</p> |  |
| November | <p>Restocking of 150,000 fingerlings of the species: 75,000 in Santa Helena and 75,000 in Pacandé</p> | |

Environmental management El Quimbo Hydroelectric Plant

The initiatives and programs carried out by Emgesa to ensure the protection and conservation of biodiversity during 2020 are the following:































| Project | Results |
|--|---|
| Fish and fishing resource management program | <ul style="list-style-type: none"> > 48 species of fish identified thanks to the monitoring carried out in 9 reservoir stations, 2 flooded systems and 10 lotic systems. > 8 species recorded in the aquatic ecosystem, this being the largest amount of introduced species. > 24 species of fish registered in relation to the fishing resource, of which 22 are of fishing importance for the populations that inhabit the area. > On the other hand, the remaining species presented occasional records, so they cannot be classified as species for fishing exploitation. > 9 of the 24 species identified are on the list of species for conservation at the national and international level, whether they are vulnerable or critically endangered. > A total of 165,237.1 kg were caught, with an abundance of 385,318 individuals. The reservoir sector contributed 92%, upstream 3% and downstream 5% of the total unloadings. |
| Obligations of the Environmental License and Environmental Management Program | <ul style="list-style-type: none"> > Through Resolution AUNAP 1814 of September 22, 2020, the update was achieved for the repopulation of 2,125,000 fingerlings of native species with a validity of 7 months and the possibility of an extension for the same time > The species identified include: <ul style="list-style-type: none"> – 1.220.000 bocachico fingerlings – 600.000 capaz fingerlings – 100.000 pataló fingerlings – 205.000 dorada fingerlings > In February, 320,000 fingerlings were stocked in Peña Alta in the La Jagua town center (Garzón, Huila) and the Cementerio del (Yaguará, Huila) sector. |

| Project | Results |
|---|--|
| Ecological restoration program | <ul style="list-style-type: none"> > Propagation of 50 native species of the tropical dry forest > Quality analysis of each batch of fruits, seeds and germination percentage, achieving the propagation of 272,386 seedlings in 12 months. > Propagation of plant material with three Community Nurseries which are located in the municipalities of El Agrado, Garzón and Gigante > Follow-up and monitoring of 52,802 seedlings planted in the restoration strategies from 2015 to 2020 |
| articulation and social appropriation of knowledge | <ul style="list-style-type: none"> > A total of 151 visitors were received in 2020. > In total, 2,735 visitors have been received from 2014 to 2020. > 5 seminars with 151 participants in the cycle of webinars "Approaches to ecological restoration of BS-T" > 40 participants in the virtual seminar for the design, implementation, maintenance and monitoring of ecological restoration strategies > 377 people and more than 2,300 views on YouTube in the webinar Research needs in dry forest, and virtual launch of the book: Domestication of native plants used in ecological restoration processes > 34 informative notes prepared and issued > Broadcast of 7 video clips related to the El Quimbo Power Plant restoration plan > Definition of the symbol logo of the Cerro Matambo Civil Society Natural Reserve |
| Consolidation of the Attalea tropical dry forest research center | <ul style="list-style-type: none"> > Development of an agreement with the Alexander Von Humboldt Institute with which strategies were proposed for the consolidation and formation of a regional research center of Tropical Dry Forest and recommendations were generated from the technical and scientific component to the design, implementation, and monitoring of the restoration strategies of the El Quimbo Hydroelectric Project Pilot Plan. > Selection of the project "Strengthening of restoration processes in dry forest distribution areas in the geographic valley of the Magdalena River considering ecological bases and community science", at the call of the Ministry of Science and Technology. > Support for 15 dissertation projects (2 doctoral students, 3 master's students, 10 undergraduate students). Based on these investigations, students from different universities in the country were linked, such as the District University, the Cauca University, the National University, the Surcolombiana University, the Amazon University and the Javeriana University. In addition, support was given to the development of 10 internships for students at the Garzón Surcolombiana University. > Publication of the book Manual for the domestication of native species for ecological restoration processes, a new approach to propagation and nursery. > Participation in research, management and compensation events in tropical dry forest. |
| Management of vegetation cover and terrestrial habitats | <ul style="list-style-type: none"> > Maintenance and monthly monitoring of vascular epiphytic species transferred to the restoration zone (New Finland polygon) from the areas of slowing bays in the entry to the Montea resettlement, the entry zone of the main offices of El Quimbo Power Plant and Conducción de Llanos de la Virgen > Since 2014, 161.16 hectares have been planted to be re-vegetated in 100 lots, which were protected with fire-breaks spread over 24.60 hectares, and completely isolated. > In 2020, maintenance was carried out on 37 lots covering an area of 64 hectares, which will continue in this phase until 2022, finalizing the environmental obligation through communication 0899 of 2009. > Collection of 205,160 m3 of wood and 119,904 m3 of biomass from the Balseadero stockpile, of which 143,620 m3 were donated as chips to the brickmakers' union together with 61,544 m3 for the beneficiaries who used the plant input in soil improvement. > Donation of 450 styrofoam blocks, which will be used for the elaboration of works of art in reference to the municipal festivities of the area of influence of the El Quimbo Hydroelectric Power Plant within the framework of the circular economy policy. |
| Climate monitoring program around the reservoir | <ul style="list-style-type: none"> > Virtual disclosure of the results of climate monitoring around the El Quimbo reservoir through the 6 stations installed with the participation of CAM, IDEAM, ICA and the representatives of the municipalities of Garzón and Tesalia > No significant changes are found in the microclimate of the territory adjacent to the reservoir, which indicates the similarity in the trend of the climatic information of the two monitoring networks. |

| Project | Results |
|---|--|
| Limnological monitoring and water quality | <ul style="list-style-type: none"> > Execution of the limnological and water quality monitoring program at the El Quimbo Hydroelectric Power Plant, which included the identification of the reservoir waters to evaluate the physicochemical, microbiological and hydrobiological conditions in a total of 23 points. |
| 1% Investment Plan | <ul style="list-style-type: none"> > Disclosure to the new municipal administrations, the fundamentals and current status in each of the 18 municipalities that are part of the 1% Investment Plan. > Progress in the execution of the deed in the name of the municipality of San Agustín of Lot N° 4, which will be used solely for the restoration and natural conservation of its areas in favor of the protection of the tributaries of the Magdalena River. > Presentation to CAM of the program for the construction of wastewater treatment systems in the municipalities of Palestina, Salado blanco, Suaza and Acevedo. |
| Compliance status of the environmental license | <ul style="list-style-type: none"> > Environmental license granted at the El Quimbo Power Plant through resolution 899 of 2009 in which 2,687 obligations have been imposed, of which 1,497 had been fulfilled at the end of 2020, that is, 55.7%. In addition, during 2020, 395 environmental obligations were closed. > Presentation of environmental compliance reports 21 and 22 of the El Quimbo power plant, which were adjusted to the new guidelines required by the Ministry of the Environment and Sustainable Development through Resolution 077 of 2019. > Environmental monitoring and control meeting at ICA No. 22 of the El Quimbo power plant, which was held by ANLA in the company of Emgesa's technical and legal group. As a result, the Environmental Control and Monitoring Meeting Minutes No. 540 of 2020 was issued. |



ENEL GROUP BIODEVERSITY

| Country | Projects | | Type of Project | | | Affected species | Ecosystem |
|---------------|--------------------|---------------------|-----------------|-----------------------|------------------------|---|---|
| | Number of projects | Of which volunteers | Surveillance | Restoration (Habitat) | Conservation (Species) | Class | Type |
| Italy | 25 | 68% | 5 | 1 | 19 |  |  |
| Spain | 28 | 89% | 10 | 8 | 10 |  |  |
| Romania | 11 | 91% | 1 | 0 | 10 |  |  |
| Greece | 3 | 0% | 3 | 0 | 0 |  |  |
| Brazil | 72 | 14% | 52 | 16 | 4 |  |  |
| Chile | 16 | 25% | 11 | 4 | 1 |  |  |
| Colombia | 12 | 25% | 3 | 5 | 4 |  |  |
| Argentina | 1 | 0% | 0 | 1 | 0 |  |  |
| Peru | 3 | 0% | 3 | 0 | 0 |  |  |
| North America | 4 | 0% | 2 | 2 | 0 |  |  |
| Norte América | 5 | 20% | 4 | 1 | 0 |  |  |
| Panama | 2 | 0% | 0 | 2 | 0 |  |  |
| Guatemala | 1 | 0% | 1 | 0 | 0 |  |  |
| Mexico | 3 | 0% | 2 | 1 | 0 |  |  |
| Russia | 1 | 0% | 0 | 0 | 1 |  |  |
| TOTAL | 187 | 37% | 97 | 41 | 49 | | |

Ecosystem



The Red List, drawn up by the International Union for Conservation of Nature (IUCN), provides information on the conservation status of different species



Affected species



| | | Number specie a rischio | | | | | TOTAL |
|--|---|----------------------------|----------------|-----------------|------------------------|--------------------|-------------|
| | | (CR) Critically Endangered | (EN) In danger | (VU) Vulnerable | (NT) Almost threatened | (LC) Least concern | |
| | Meadow, Forest, Shrub, Artificial freshwater | 2 | 3 | 0 | 1 | 18 | 24 |
| | Forest, Shrub, Prairie, Wetland Area, interior / rivers and lakes | 1 | 2 | 8 | 15 | 365 | 391 |
| | Forest, grassland, cultivated land, inland wetland / rivers and lakes | 0 | 1 | 5 | 7 | 13 | 26 |
| | Forest, Grassland, Scrub, Rocky area | 0 | 2 | 7 | 11 | 176 | 196 |
| | Forest, Prairie, Shrub, Inland Wetlands / rivers and lakes | 0 | 6 | 20 | 14 | 1169 | 1209 |
| | Forest, Scrub, Desert, Inland wetland / rivers and lakes | 0 | 0 | 2 | 2 | 54 | 58 |
| | Forest, Savanna, uncultivated area Inland wetland / rivers and lakes | 3 | 5 | 29 | 11 | 534 | 582 |
| | Forest | 0 | 0 | 0 | 0 | 0 | 0 |
| | Forest, Desert Inland wetland / rivers | 0 | 0 | 0 | 1 | 1 | 2 |
| | Prairie, Thicket, Forest | 0 | 2 | 1 | 1 | 2 | 6 |
| | Prairie, Thicket, Forest | 0 | 2 | 1 | 5 | 28 | 36 |
| | Forest | 0 | 0 | 0 | 0 | 0 | 0 |
| | Forest | 0 | 0 | 0 | 0 | 0 | 0 |
| | Bushes | 0 | 0 | 0 | 1 | 0 | 1 |
| | Inland wetland / rivers | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 6 | 23 | 73 | 69 | 2360 | 2531 |

Environmental litigation

GRI 307-1

Among the relevant lawsuits in force for environmental causes during 2020 of Emgesa are:

El Quimbo

- Call from the Court of Huila to continue complying with the minimum requirements of the ANLA and also to implement a decontamination project aimed at ensuring that the water in the basin does not generate risks for the flora and fauna of the river that will be subject to verification by the ANLA, as a result of the popular action filed by fish farms in 2015.
- Nullity and restoration of the right against the sanction imposed by the environmental authority for the alleged improper harvesting of wood and biomass.
- Criminal investigation after the construction of the plant.

El Muña

- Group action to obtain compensation for the damages caused by the pumping of contaminated water from the Bogota River to the Muña reservoir used for energy production.
- Design of the Environmental Management Plan in response to the Popular action processed for the Pollution and Sanitation of the Bogota River and the Muña reservoir.
- Nullity actions and restoration of the right against CAR Resolutions that impose decontamination works on the Muña reservoir.

Environmental Protection Expenses

Codensa

| Description | Amount 2020 (\$) |
|---|------------------|
| PCB contaminated transformer drainage, packaging and transportation service and contaminated soil analysis | \$ 99.200.501 |
| PCB marking and identification project in Codensa networks | \$ 7.365.849.315 |
| Noise measurements | \$ 19.655.706 |
| Environmental services in the reimbursement warehouse | \$ 1.156.783.519 |
| Voluntary planting of 2,000 trees in the RENACE Forest | \$ 32.545.310 |
| PCH – Rionegro (Preparation of compliance and maintenance reports for compensation) | \$ 35.703.570 |
| Environmental legal compliance (Training session and compliance assessment) | \$ 10.948.810 |
| Environmental awareness activities | \$ 30.166.249 |
| Remote sensing compensation analysis | \$ 22.000.000 |
| Training for the preparation of the disaster risk management plan | \$ 10.800.000 |
| Workshops for the management and protection of wildlife | \$ 10.864.795 |
| Acquisition of environmental emergency kits | \$ 16.448.467 |
| Development of virtual modules for eDucation | \$ 17.992.800 |
| Modernization of lighting to led technology in the substations La Paz, Bolivia, Chicala, Gorgonzola, Aranjuez, Circo, El Sol, Veraguas and Mosquera | \$ 1.224.436.205 |
| Compensation for interventions on the trees (SDA payments and CAR plantation maintenance) | \$ 953.438.660 |
| Use of drones for operational activities in Cundinamarca | \$ 5.633.460 |
| Nueva Esperanza Project (Maintenance of environmental compensation) | \$ 178.606.880 |

| Description | Amount 2020 (\$) |
|--|--------------------------|
| Preparation of a report on compliance with the Environmental Management Plan of the 115 KW lines in the jurisdiction of CORPO-GUAVIO | \$ 22.752.800 |
| Gran Sabana Project (Payment for environmental license monitoring) | \$ 9.705.000 |
| Share Project (Archaeological monitoring, compilation of compliance reports and compensations) | \$ 151.670.098 |
| Terminal Project (Preparation of environmental studies, etc.) | \$ 33.838.222 |
| Portugal Project (Preparation of compliance reports) | \$ 22.752.800 |
| San José Project (Preparation of environmental studies, etc.) | \$ 93.979.858 |
| Barzalosa Project (Preparation of environmental studies and management of environmental procedures) | \$ 683.226.862 |
| First Street Project (Preparation of environmental studies and management of environmental procedures) | \$ 330.201.881 |
| Modernization and replacement of High Voltage transmission lines (Environmental studies and paperwork management) | \$ 1.138.923.159 |
| Total gastos e inversiones | \$ 13.678.124.927 |

Emgesa

| Description | Amount 2020 (\$) |
|---|--------------------------|
| Investments in environmental protection Emgesa | |
| Erosion control | \$ 26.061.000 |
| Waste Management | \$ 28.705.591 |
| Total Investments | \$ 54.766.591 |
| Environmental protection expenses Emgesa | |
| Execution trust PMA Muña | \$ 3.101.289 |
| Trust Muña | \$ 807.430.278 |
| Trust Tominé | \$ 1.375.785.698 |
| Hydroelectric power plants management | \$ 526.807.330 |
| Thermal power plant management | \$ 61.516.775 |
| Betania Environment | \$ 1.120.417.407 |
| Cartagena Environment | \$ 911.124.037 |
| CH Environment | \$ 99.215.286 |
| DV Environment | \$ 177.447.226 |
| Guaca Environment | \$ 148.832.234 |
| Guavio Environment | \$ 1.174.716.888 |
| LAG Environment | \$ 99.385.509 |
| Muña Environment | \$ 1.546.408.485 |
| Paráiso Environment | \$ 1.895.513.780 |
| Quimbo Environment | \$ 248.880.309 |
| Salto II Environment | \$ 125.050.317 |
| Termozipa Environment | \$ 602.985.229 |
| TQ Environment | \$ 131.248.561 |
| TZ Trust Tominé | \$ 136.180.338 |
| Total Expenses | \$ 11.192.046.976 |
| Payment for transfers | \$ 93.210.093.468 |

CORPORATE GOVERNANCE

Fair conduct and corporate governance

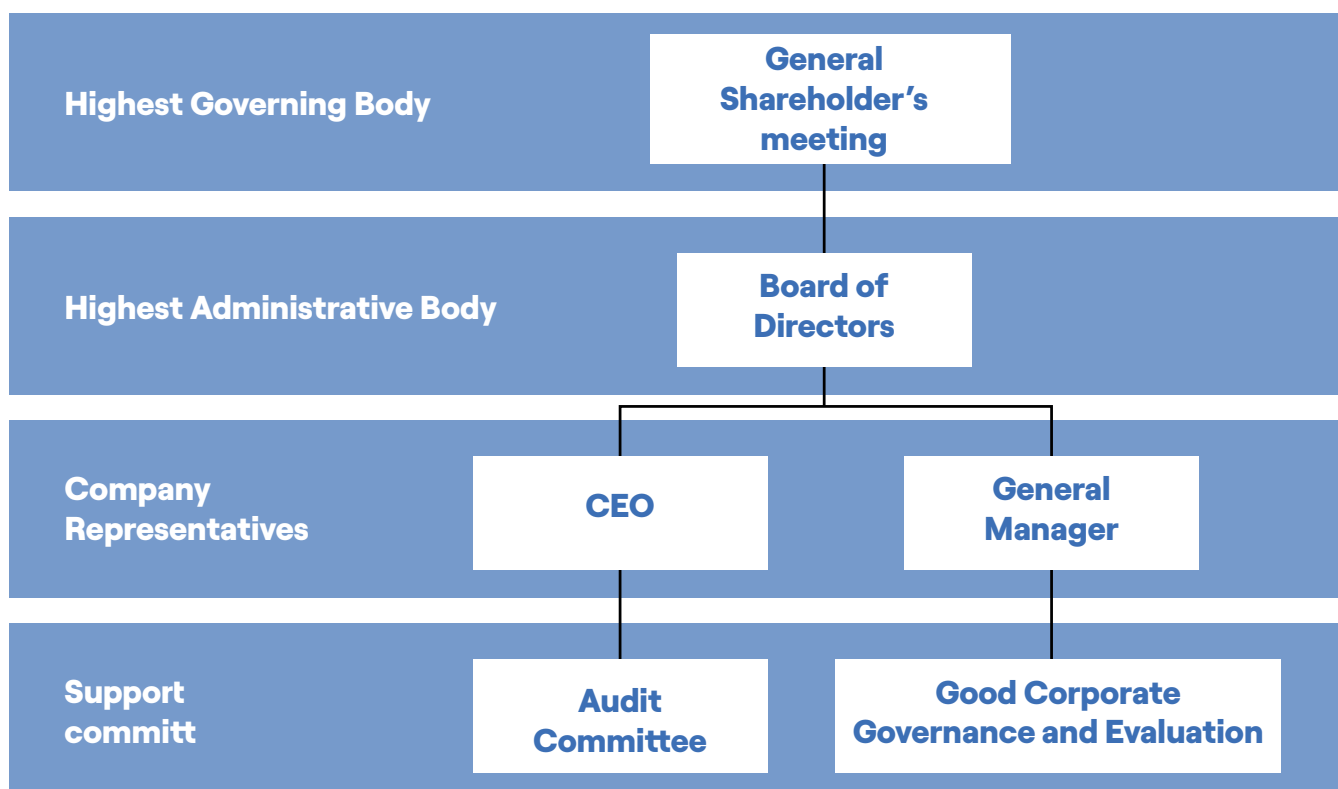
[GRI 103-1](#), [103-2](#), [103-3](#).

The management of the principles of good corporate governance allows the Enel Companies in Colombia to ensure that dialogue, trust and transparency are the basis for relations with their customers and other stakeholders. To ensure this purpose, the corporate governance system seeks to achieve the following objectives:

- > Creating value for shareholders
- > The quality of service for customers
- > Control of business risks
- > Transparency in the market
- > The reconciliation of the interests of all shareholders, especially minority shareholders
- > Raising awareness about the social relevance of the companies' activities

Governance Structure

[GRI 102-18](#), [102-19](#), [102-22](#), [102-23](#), [102-24](#), [102-26](#), [102-28](#).



The governance structure of the Enel Companies in Colombia seeks, through the articulated and collaborative work of its different governing, administrative and control bodies, to improve their management and operational and financial performance. The fundamental pillar under which these bodies are governed are the statutes provided in the Good Corporate Governance Code, which in addition to defining its structure, sets out the duties and responsibilities of each establishment.

The General Shareholders' Meeting as the highest governing body, elects the members of the Board of Directors attending to the needs of the Companies and must hold an ordinary meeting in the first three months of the year, where the following information is presented:

- > Final Management Report of the Board of Directors and the General Manager of the Company
- > Financial Statements as of December 31 of the immediately preceding year
- > Independent Auditor's Report
- > Profit distribution project
- > Compliance Report of the Good Governance Code
- > Audit Committee Report
- > Social Responsibility Report
- > Self-evaluation report of the Board of Directors, in accordance with the provisions of the Internal Regulations of the Board of Directors and the Code of Good Corporate Governance and Evaluation

The Board of Directors is in charge of verifying, approving and ensuring the management, the interests of the shareholders, and complying with the social and environmental Statutes of the Code of Good Governance within the framework of Colombian legislation.

El The CEO and General Manager of Codensa and Emgesa are in charge of representing the Companies before the control entities and other actors in the energy and economic sector. Finally, the support committees are in charge of monitoring the decisions of the Board of Directors, ensuring compliance with the assurance practices, and the evaluation of the control systems, among other functions.

Decision Making

GRI 102-21

In sessions held by the General Shareholders' Meeting of, clear and timely information is provided on the actions and the outstanding results of the period, in order to socialize

and guarantee that the decisions taken have been proper and respond to the objectives, goals and strategies of the Enel Companies in Colombia.

The election of the Boards of Directors takes place in the sessions of the General Shareholders' Meeting of under the Electoral Quotient System, having as a principle the guidelines established by the Companies; additionally, all the decisions that are made in these meetings are protected under the law and the Statutes.

All stakeholders identified by the Enel Companies in Colombia and in accordance with the considerations of the General Shareholders' Meeting, have access to the relevant information within the term of the call, the time established in Article 45 of the bylaws. Additionally, non-strategic information is disclosed through the channels established for this purpose, within which are contemplated:

- > Internal communications
- > Media
- > Web page
- > Wide circulation newspapers
- > Meetings of the relevant areas

Additionally and in accordance with Article 41 of the statutes, it is the responsibility of the assemblies to determine the duties of the main governing bodies, the administrative functions of the General Managers of the Companies, as well as to advance the consultation processes between stakeholders and the highest governing body

Standards and ethical conduct

GRI 102-16, 102-17

Ethical actions, transparency and commitment to compliance with the standards established in its different guidelines and policies, as well as complying with current legislation in the areas where the different businesses of the Enel Companies operate in Colombia, are fundamental pillars for generate trust and build solid relationships with its stakeholders.

Thus, the Code of Ethics seeks that the actions of the governing, administrative and control bodies, managers, employees and workers contractually bound on a temporary or partial basis, are carried out considering the 16 ethical principles through of which the values of the Companies are defined, including honesty, integrity, fair competition, and confidentiality of information.

In this sense, both employees and stakeholders and other organizations involved in the operations of the Enel Companies in Colombia, are required to act with honesty, transparency and fairness in the development of their activities, in order to achieve the objectives ethically.

Main Ethical and Compliance Guidelines

- Code of Ethics
- Enel Global Compliance Program
- Corruption Zero Tolerance Plan (PTCC)
- Criminal Risk Prevention Model
- Anti-bribery Management System
- Action protocol in dealing with public officials and authorities
- Gifts and Hospitality Policy
- Policy for the Management of Conflicts of Political Institutional Relationship Interest
- Internal Regulation of Order, Hygiene and Safety



Follow-up Mechanisms

[GRI 102-25, 102-28.](#)

The evaluation and control mechanisms of the activities carried out by the Enel Companies in Colombia are determined by the internal statutes and are attached to the stipulations of Colombian legislation, among them the following stand out:

- > External Audit, carried out by a firm selected by the Companies
- > Independent Auditor
- > Right of inspection that Shareholders may request fifteen days before the ordinary or extraordinary meetings, to approve the financial statements.
- > Shareholders Approval of the Report of the Board of Directors and the Manager
- > Actions against Directors in the event of a violation by the latter of the fiduciary duties involved in having the quality of administrator in the terms established in commercial regulations
- > Specialized audits that can be carried out by Shareholders to review the management carried out by the directors
- > Requirements of the Shareholders and Investors through the Virtual Office of Attention
- > Risk-based Internal Audit function
- > Good Corporate Governance and Evaluation Committee
- > Internal Control by the General Manager

Conflict of interests

Paragraph 2.3 of Chapter VI of the Code of Good Corporate Governance of Emgesa establishes that in the event that any administrator is faced with a conflict of interest, he/she must disclose the situation to the General Meeting of Shareholders, so that they are the ones who make the pertinent decisions regarding the case, having all the necessary information to be able to proceed:

1. A mandatory appeal must be made to the highest corporate body, if the administrator is entitled to do so.
2. Otherwise, the situation shall be disclosed to the persons empowered to do so in order to proceed with it.

The General Shareholders' Meeting must take into account the following when making any decision

1. That the act in question may not be authorized when it harms the interests of the corresponding Company they preside over, for which all economic and market factors must be evaluated, as well as the consequences of the act studied, as well as all those aspects that are relevant at the time of carrying out such analysis.
2. That when the administrator acts as associate, he must abstain from participating in the respective decision.

Internal Auditing

The operation of the Internal Control and Risk Control System has been one of the outstanding achievements of the business management of the Enel Companies in Colombia, which, in turn, are aligned with the business model.

Among the priority duties of the Internal Audit Management is the responsibility of ensuring that the internal control and risk management systems comply with the principles of efficiency and effectiveness, thus it has review and monitoring mechanisms, that enable managing the strengthening of processes and mitigating risks in the business context. Due to its nature, the Internal Audit Management is outside the business line, reporting directly to the Audit committees of the Boards of Directors.

The main purpose of the audits is to carry out and periodically monitor and assess risks in the operation of operations, as well as:

- > Identifying opportunities for improvement to strengthen the system
- > Carrying out the evaluation of the Criminal Risk Prevention Model (MPPR), which includes the requirements of Colombian legislation
- > Adopting initiatives aimed at developing the best international practices to prevent and detect potential risks of illegal acts, fraud and any action that may be in conflict with the ethical principles of the Enel Group
- > Monitoring the implementation of action plans and improvement plans
- > Periodically reporting the results of the audits and the monitoring of the plans to the Audit Committee, which in turn supervises that these activities are adequately carried out

Compliance System

GRI 205-1

The compliance system has been conceived as the basis for the operations of the Enel Companies in Colombia and, therefore, is a guide of conduct for all employees. Its objective is to facilitate relations with stakeholders and through activities that promote transparent communication, to generate bonds of trust between the parties.

From the Audit Committee and with the support of the Compliance Officer, the programs that are part of the compliance system are approved and implemented. Periodically, this committee carries out an evaluation in order to monitor and implement opportunities for improvement to the programs.

Suppliers, business partners and contractor employees adhere by accepting the General Contracting Conditions to all the provisions established in the programs; in addition to abiding by the clauses that seek to ensure the proper implementation of the Compliance System

For the Companies, it is essential to have activities that ensure the mitigation of the risks of corruption, bribery and bribery. Therefore, in the last year the following initiatives were implemented:

- > Fraud Risk Assessment (FRA) Matrix Assessment
- > Evaluation of the Risk Assessment Matrix: the risks were evaluated applying the international standard methodology C.O.S.O. (Committee of Sponsoring Organizations of the Treadway Commission) for 100% of the processes.
- > Compliance with the Annual Audit Program
- > Ethical Channel: maintenance of the ethical channel available to all stakeholders

- > Evaluation and updating of the risk and control matrix for the prevention of criminal risks>
- > Conformity assessment of the ISO 37001 anti-bribery management system

Additionally, strategies are implemented such as the contracting of consultancies and professional services (institutional, regulatory, tax, M&A and other contracts), in response to the specific risks identified and whose objective is to provide for the performance of counterpart analysis and due diligence, when necessary.

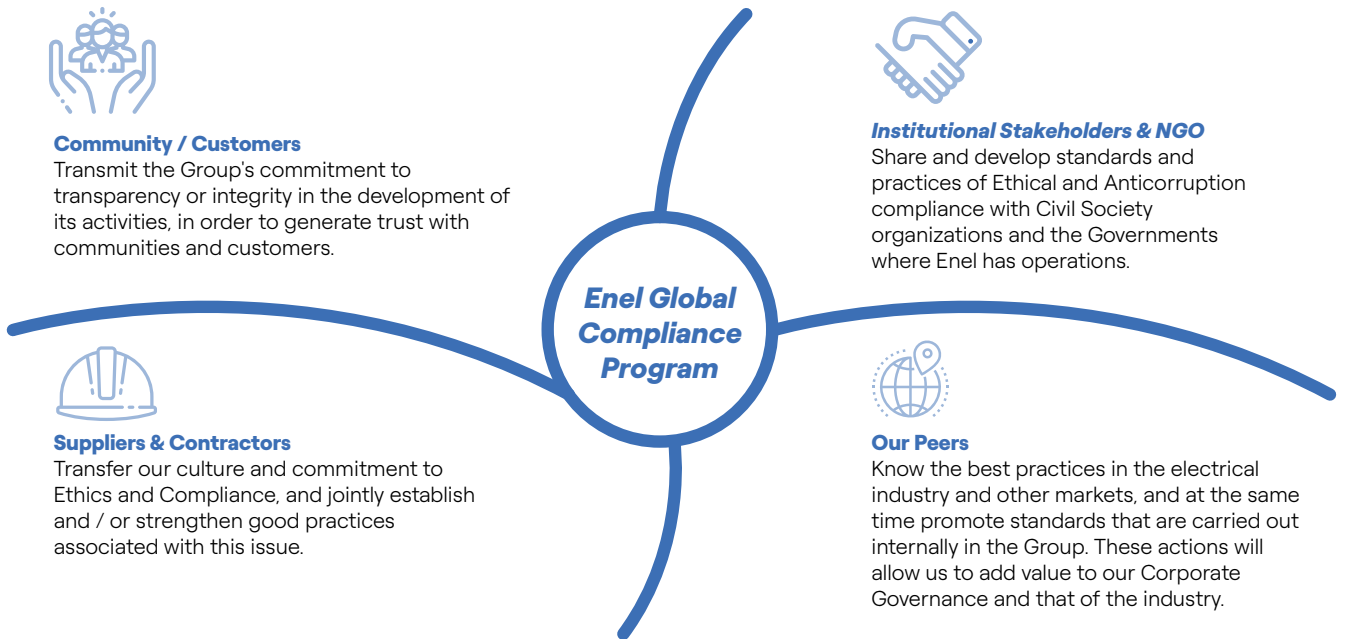
The WorldCheck tool is used, as well as counterpart analysis to identify relevant risks, is used for contracting suppliers. These actions are supported by internal policies that determine the frameworks for carrying out activities with a high risk of corruption.



Enel Global Compliance Program

This tool seeks to guarantee the reputation of the Enel Companies in Colombia by strengthening their commitment to ethical, legal and professional standards. In this sense, measures have been developed to prevent the Group's criminal liability, guided by the main anti-corruption compliance guidelines in the world, such as ISO 37001, the US FCPA and the UK Bribery Act.

In December 2016, the Boards of Directors of Codensa and Emgesa approved the new compliance model designed as a tool for governance, aimed at strengthening the ethical and professional commitment of the Companies to prevent the unlawful commission of crimes that may bring criminal liability and associated reputational risks.



Corruption Zero Tolerance Plan

This plan establishes a framework to address the conduct of others that is contrary to what is provided by Colombian legislation and the ethical principles of the Companies, as well as other conducts that include bribes, charities and sponsorships, favorable treatment and gifts, accommodation and expenses.

The Enel Companies in Colombia have a firm commitment to combat corruption, so their management is guided by the criteria of international transparency, complying with the tenth principle of the Global Compact, according to which “companies undertake to combat corruption in all its forms, including extortion and bribery”.

Under this perspective, training and disclosure activities are carried out aimed at employees and suppliers, in order to identify, mitigate and prevent any risk of corruption in the processes and internal areas of the Companies.

Anti-corruption training

GRI 205-2

In order to guarantee that all employees know, apply and comply with the principles and values that are part of Enel's corporate profile, when they join the Company, in addition to the specific training of their duties, a copy of the Code of Ethics, the Zero Tolerance Plan with Corruption and other preventive documents. 100% of the employees and members of governing bodies are notified of these instruments. On the other hand, in order to reinforce this message, during the year an extensive training and education plan is carried for all employees, were issues related to bribery, corruption, ethics and compliance, among others, are discussed. During 2020, 1,218 employees (57%) and 14 members of the governing bodies (100%) were impacted, who participated in activities such as:

- > Induction training for employees joining the Company, emphasizing the policies and protocols of the Compliance Program, Code and Ethical Channel, Model for the Prevention of Criminal Risks and conflicts of interest.
- > Design of a virtual and interactive course to expand access to training on compliance issues and the Anti-Bribery Management System, available to all employees.
- > In October 2020, a meeting was held with suppliers to emphasize the Compliance Program and the recommendations to implement a compliance and anti-bribery management program.
- > 38 pieces of communication were disclosed by internal channels such as emails, video, intranet and billboards and about 10 pieces on social networks.
- > Publication of the article "Zero Tolerance with Corruption" in the digital magazine of Pacto Global Red Colombia Goal 2030, in which the best practices of the Enel Companies in Colombia in anti-bribery tools were shared.

Employees participating in anti-corruption training activities:

| Tipo de cargo | Codensa | | Emgesa | |
|----------------|------------|------------|------------|------------|
| | Número | Porcentaje | Número | Porcentaje |
| Managers | 12 | 48% | 8 | 80% |
| Middle manager | 120 | 78% | 53 | 77% |
| White collar | 788 | 58% | 237 | 45% |
| Total | 920 | 68% | 298 | 49% |

Additionally, the new features of the Policy for Conducting Operations with Politically Exposed Persons (PEPs) and Related Persons (PEPCOs) and the policies for Consulting Expenses and Professional Services were presented to senior management. Also, an update on regulatory issues of the Compliance framework in Colombia and the main supervision activities of the Compliance Program was presented to the Audit Committee.

Codensa and Emgesa actively participate in initiatives which include the Collective Action for Ethics and Transparency of the Electricity Sector. During the year several working groups were held in which good anti-corruption and compliance practices were shared.

Criminal Risk Prevention Model (MPRP)

The companies have the criminal risk prevention model as their main strategy in order to prevent and mitigate the risks of unethical or non-transparent situations, non-compliance with legislation or acts of corruption that may occur by employees, suppliers, stakeholders or other actors in the value chain.

The Audit Management is in charge of management of the model, which through control activities that can be applied in case of evidence of threats in the commission of crimes under current regulations, carries out the review, analysis and supervision of the model.

In Colombia, this model is focused on the prevention and mitigation of crimes included in the Enel Global Compliance Program and related to:

- > Corruption and bribery
- > Crimes against public entities
- > Copyright and intellectual property offenses
- > Money laundering and financing of terrorism
- > Crimes against people
- > Market abuse and consumer crime
- > Occupational health and safety crimes
- > Environmental crimes
- > Cyber crimes
- > Fraud

Anti-bribery management system

In compliance with the international standard ISO 37001, the Anti-Bribery Management System (SGAS) was developed, with which it seeks to strengthen the organizational anti-bribery culture of the Enel Companies in Colombia, and reinforce aspects such as:

- > The culture of transparency and ethics of the Companies, as well as the implementation of good practices in the processes with suppliers, subcontractors and related third parties
- > The effectiveness of the policies, standards and procedures of the corporate compliance program
- > Alignment with current regulations in the country

In February 2020, the external evaluation of the ESMS was carried out in order to verify the conformity of the implemented system. The result of the evaluation was the general conformity and the sustaining of the certificate. The implementation of the system stands out, which has been in operation for several years and has evolved with the dynamics of the organization, integrating processes that demonstrate alignment with the requirements of the ISO 37001 standard.

For the first time, the internal audit of the ESMS was carried out with direct employees from the Companies (28 auditors), expanding the scope to 67 processes and 284 employees responsible for system controls. The review concluded general compliance, highlighting the deployment of the system within the processes and an anti-bribery management approach focused on corporate culture and values.

Risks evaluation

Using the information system that supports the management of the Audit and Compliance function as a tool, the development of audits aligned with best practices continued in 2020. Among the activities that were carried out, the following stand out:

- > The annual audit plan was concluded, which included the performance of 13 audit work, in which, among other issues, the following were reviewed:
 - Business cycle processes
 - Technical processes
 - Cross-cutting processes
- > 8 follow-up audit activities were carried out on sensitive processes, including professional consultancies and services, personnel selection, health and safety, sponsorships, regulation and institutional relations, sustainability initiatives, donations and procurement monitoring.
- > The risk assessment of the processes and fraud scenarios was updated considering the new working and operational contexts.
- > The E-Risk digital solution was launched to associate processes and risks with the main managers of their management.
- > Progress and compliance with the action plans resulting from previous audits was monitored, with the aim of solving weaknesses and improving internal processes. As of December 31, 2020, action plans that were older than six months were closed.
- > Finally, a dashboard with data analytics tools was implemented with the main indicators of the function, in order to facilitate online monitoring of the progress of the Audit Plan and other relevant activities.

In 2020, the identification, detection and mitigation of risks associated with corruption was carried out. In this category, the most significant risks are associated with the purchasing cycle, materials management and the operational management of contracts between contractors and customers.

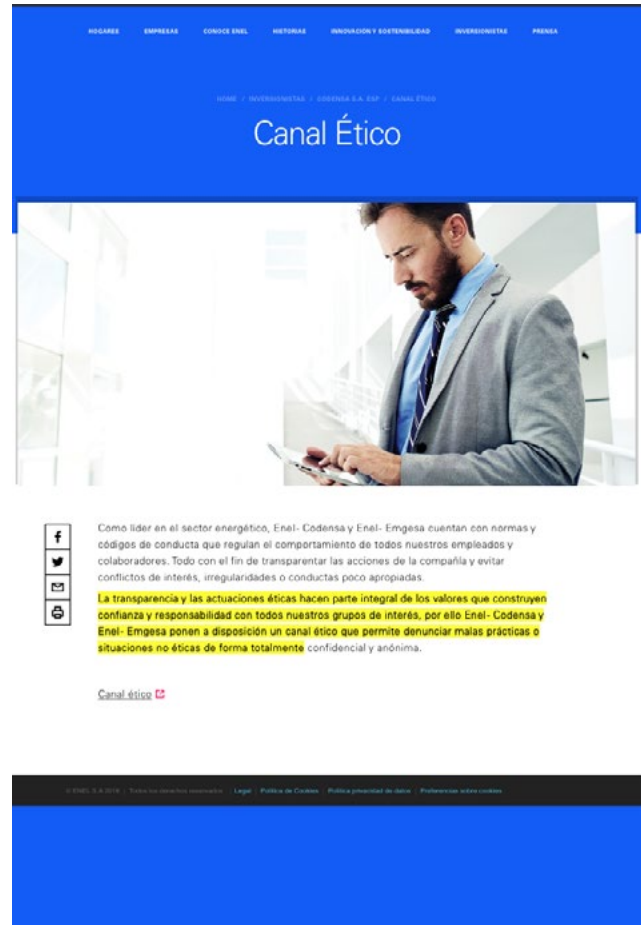
In this context, 100% of the business units were evaluated considering each of the activities they carry out, as well as those that could generate or expose the Enel Companies in Colombia to some type of crime.

Complaint management

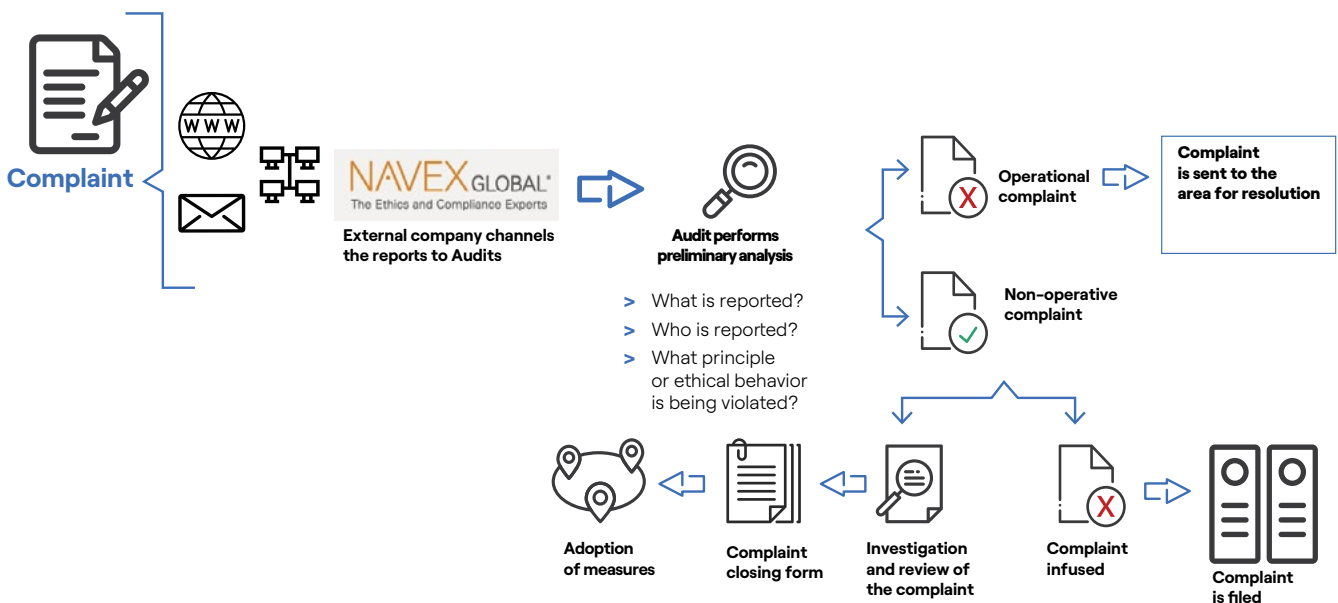
GRI 205-3

The Companies have an ethical channel on their website through which all stakeholders can access to report safely, anonymously and under all confidentiality protocols, any irregular conduct that occurs during the development of the activities of the relationship between the different parties.

Additionally, there is an internal policy that describes the process for receiving, analyzing and investigating complaints, within which disciplinary measures are contemplated against any type of retaliation that an official takes against the complainants, as well as against those who communicate facts with knowledge of their falsehood.



ETHICAL CHANNEL FLOW OF COMPLAINTS



In order to promote, massify and socialize the ethical channel throughout the value chain, as well as with interest groups, annual campaigns are carried out emphasizing:

- > Compliance program policies and protocols
- > The Code of Ethics and the Ethical Channel
- > The Model for the Prevention of Criminal Risks and Conflicts of Interest

The Audit Management reports quarterly the complaints managed to the Audit Committee, which is the body in charge of centralizing and channeling those of significant relevance to report them to the Board of Directors.

During 2020, 32 complaints were filed through the ethical channel (19 new cases analyzed / 8 operational complaints / 5 reports associated with previous complaints), verifying a breach of the Code of Ethics related to the inappropriate use of Company assets. Corrective and preventive measures were applied for this case. None of the complaints received in 2020 have been related to cases of corruption or bribery with public or private organizations, as well as discrimination against people.

During 2020, 19 ethical cases were analyzed, received through the channel and other media.

A breach of the Code of Ethics was verified, related to the inappropriate use of assets.

Corrective and preventive measures were applied for the identified non-compliance.

Human Rights Policy

[GRI 408-1](#) [413-1](#) [407-1](#) [412-3](#) [103-3](#) [412-1](#) [103-2](#) [409-1](#)

Since February 5, 2013, the Enel Group has accepted the Human Rights Policy approved by the Group's Board of Directors at a global level. It is aligned with the United Nations approach to protect, respect and remedy, and seeks to improve and expand the commitments already approved by the Code of Ethics, the Zero Tolerance of Corruption Plan and the 231 Compliance Program.

The policy has as its articulating axis eight principles that must be complied with by employees, which are a reflection of the commitment and responsibility of the Enel Companies in Colombia to promote human rights throughout their value chain, provide solutions to any violation and guarantee non-tolerance for the violation against any human rights defender.

- > **Labor practices:** rejection of forced or compulsory labor and child labor, respect for diversity and non-discrimination, right of association and collective bargaining, health and safety, fair and favorable working conditions

- > **Relations with the communities:** respect for the rights of the communities, zero tolerance for corruption, privacy and communication

Under this panorama, the Companies are recognized as promoters of respect for human rights within their value chain of all interest groups and related parties, a commitment that has been communicated through the socialization and disclosure of their Human Rights Policy.

Codensa and Emgesa have a communication channel via intranet, exclusively dedicated to internally socialize with their employees all issues related to politics; finally,

under the same guidelines of confidentiality, security and anonymity, any person can, through the channel, report or disclose conduct that violates human rights.

Human rights risk assessment

With the support of the international firm BSR (Business for Social Responsibility), the risk assessment and the updating of the gap information were carried out during 2020. In the risk assessment phases, an overview was obtained of how Companies respond to the UN Guiding Principles.

During the data update, 127 surveys were completed with stakeholder representatives and 13 interviews were conducted with the Managers of each of the areas.

Human Rights Action Plan in Colombia

The 2020 action plan has 3 main focuses: commitment, prevention and supply chain.

> **Commitment**, from where actions are taken to publicize the Human Rights Policy and carry out the disclosure of the results of due diligence.

During 2019 and 2020, the development and implementation of a virtual course on human rights aimed at all employees was managed, with the aim of reinforcing knowledge on the subject and informing about the particular actions that the Companies have put into practice against the promotion of respect and other fundamental corporate principles.

At the end of 2020, 393 Codensa and Emgesa employees completed this training process.

> **Prevent potential and actual impacts on human rights:**

A series of procedures are established through which inquiries, complaints and / or claims are received from any person, entity or interested party. These requests are also dealt with through the Ethics Line.

During 2020 there were no complaints, claims or concerns related to a possible impact on the human rights of interested parties of the Companies.

> **Supply chain focused on human rights:**

From the evaluation phase to the selection of potential contractors, respect for human rights is promoted throughout the supply chain.

In 2020, training on human rights issues was carried out to 24 coal suppliers linked to the Termozipa Power Plant.



Due diligence update of the human rights management system

Every three years the Enel Companies must update the Human Rights Management System. During 2020 this system was updated for Colombia, in addition to carrying out the following activities:

- > Analysis of risks associated with issues such as environment, communities, health and safety
- > Gap assessment against the United Nations Guiding Principles on Business and Human Rights
- > Alignment of human rights policies within the Enel Companies in Colombia

The verification of Due Diligence in the field was postponed, taking into account the situation caused by the pandemic; this activity will be resumed as soon as conditions allow it.



Participation in Public Policies

[GRI 102-12](#), [102-16](#)

In order to validate the effectiveness of the programs, measure their performance, and identify and implement good corporate governance and sustainable management practices, the Companies are part of a series of initiatives at the national level that contribute to public policies related to their fields of action. During 2020 we participated in the following:

- > Participation in work tables of the Collective Action for Ethics and Transparency of the Electricity Sector, an association that promotes healthy competition, trust and sustainability of companies and the sector, considering the best practices and global guidelines in matters of transparency, anti-corruption and regulatory compliance.

- > The Compliance Officer of the Companies disclosed good practices in compliance and anti-bribery management in different spaces such as anti-corruption tables and network of compliance officers with Global Pact, in the United Nations office against drugs and crime. (UN-ODC), Transparencia por Colombia, Ecopetrol, EPM, Cavipetrol, Siemens and the Transparency Secretary of the Presidency of the Republic.
- > Participation with the Country Manager in the declaration of world business leaders belonging to the United Nations Global Compact to share the experiences and practices associated with SDG 16 (Peace, Justice and Fair Institutions).
- > The Companies are part of and are promoters to their stakeholders of the No eXcuses initiative, led by the Alliance for Integrity and Global Compact Colombia. This project defines the 10 most frequent excuses used by employees to justify illegal acts. During 2020, work was carried out on the dissemination of advice to respond to these excuses within the framework of a compliance, ethics and anti-corruption program, aimed at different heads of the compliance function in the energy sector.

3

ANNEX

Topics

- Methodological Note
- INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT FOR CODENSA S.A E.S.P AND EMGESA S.A E.S.P.
- GRI Content Index



METHODOLOGICAL NOTE

Period covered by the report

GRI 102-50

In this seventh edition of the Sustainability Report, Codensa and Emgesa, companies of the Enel Group in Colombia, present the results of their management during the period between January 1 and December 31, 2020.

Date of Last Report

GRI 102-51

The latest Codensa and Emgesa Sustainability Report presented its management and results during 2019 and was published in 2020. Available at: https://www.enel.com.co/content/dam/enel-co/espa%C3%B1ol/sobre_enel/informes_sostenibilidad/2019/informe-sostenibilidad-2019.pdf

Reporting cycle

GRI 102-52

Codensa and Emgesa present their Sustainability Report on an annual basis.

Declaration of conformity

GRI 102-54

This report has been prepared in accordance with the standards of the Global Reporting Initiative (GRI), option “essential” and has been complemented with the indicators of the Sectorial Supplement for the Electricity Industry of the GRI G4 Guide (G4 EUSS).

The 2016 version of the GRI standards was used in all cases, with the exception of the following standards, for which the latest updated version was used:

- > **GRI 303: Water**, version 2018
- > **GRI 403: Health and Safety at Work**, version 2018
- > **GRI 207: Taxation**, version 2019
- > **GRI 306: Waste**, version 2020

Material topics and coverage

GRI 102-46

The definition of the contents of the Sustainability Report was made from a structured materiality process led by the Enel Group, in which strategic elements of the Companies, the main interests and expectations of the stakeholders were considered, and their satisfaction regarding the management of critical issues, a process that is described in detail in the chapter “Materiality analysis”.

The information contained in the Sustainability Report covers the actions of Codensa and Emgesa in their different business lines.

Contact for inquiries about the report

GRI 102-53

Any concern about the contents of this Sustainability Report or request for additional information can be communicated to:

> **Gian Paolo Daguer**

Sustainability Manager
Enel Colombia

gian.daguer@enel.com

> **Adriana Pedraza Galeano**

Head of the Sustainability Planning and Performance
Management Division Sustainability Management
Enel Colombia

adriana.pedraza@enel.com

Teléfono: (+571) 601 6060

External verification

GRI 102-56

The contents of this Sustainability Report were subject to a limited and independent verification process by the auditing firm KPMG. The statement issued regarding this process is located at the end of the report.





KPMG Advisory, Tax & Legal S.A.S.
Calle 90 No. 19C - 74
Bogotá D.C. - Colombia

Teléfono 57 (1) 6188000
57 (1) 6188100
www.kpmg.com.co

INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT FOR CODENSA S.A E.S.P AND EMGESA S.A E.S.P.

We have been hired by the Management of Codensa SA ESP and Emgesa SA ESP, hereinafter Codensa and Emgesa, to provide limited assurance in relation to the parameters and sustainability content included in the Sustainability Report of Codensa and Emgesa, (hereinafter "the Report ") for the year ended on December 31, 2020.

The sustainability parameters and content covered by this limited assurance engagement are:

| N° | Sustainability Parameters Assured | Standard Assured |
|----|--|------------------|
| 1 | Direct economic value generated and distributed | 201-1 |
| 2 | Ratio of standard entry-level salary by sex to local minimum wage | 202-1 |
| 3 | Proportion of governing bodies from local communities | 202-2 |
| 4 | Proportion of spending on local suppliers | 204-1 |
| 5 | Communication and training on anti-corruption policies and procedures | 205-2 |
| 6 | Confirmed Corruption Cases and Actions Taken | 205-3 |
| 7 | Country-by-country reporting | 207-4 |
| 8 | Energy consumption within the organization | 302-1 |
| 9 | Water spill | 303-4 |
| 10 | Habitats protected or restored | 304-3 |
| 11 | Waste generated | 306-3 |
| 12 | New suppliers evaluated using environmental criteria | 308-1 |
| 13 | New employee procurement and staff turnover | 401-1 |
| 14 | Work accident injuries | 403-9 |
| 15 | Occupational diseases and illnesses | 403-10 |
| 16 | Average hours of training per year per employee | 404-1 |
| 17 | Percentage of employees receiving regular performance and career development reviews | 404-3 |
| 18 | Diversity in governing bodies and employees | 405-1 |
| 19 | Operations with local community participation, impact evaluations and development programs | 413-1 |
| 20 | Cases of non-compliance related to marketing communications | 417-3 |
| 21 | Number of residential, commercial, industrial and institutional customer accounts | EU3 |
| 22 | Average efficiency in the generation of thermal plants by energy source and regulatory regime | EU11 |
| 23 | Number of accidents and fatalities of the public in which the assets of the Company are involved | EU25 |
| 24 | Frequency of power outages | EU28 |
| 25 | Average duration of power outages | EU29 |

Management Responsibility

The Management is responsible for the preparation and presentation of the sustainability parameters and content included above in the limited assurance, in accordance with the GRI standard for the preparation of Global Reporting Initiative Sustainability Reports as described in the sub-chapter "About this Report". This subchapter details the self-declared compliance option.

This responsibility includes: Designing, implementing and maintaining the internal control necessary to allow the preparation of the parameters and assured sustainability contents free of material errors due to fraud or error.

The Management is also responsible for preventing and detecting fraud, and for identifying and ensuring that the Company complies with the laws and regulations applicable to its activities.

The Management is also responsible for ensuring that the people involved in the preparation and presentation of the report are properly trained and the information systems are up-to-date.

KPMG's Responsibility

Our responsibility is to express a limited assurance conclusion on the preparation and presentation of the sustainability parameters described above and included in the Codensa and Emgesa Annual Report.

Our job has been performed in accordance with the international standard for assurance work ISAE 3000 and ISAE 3410, Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standard Board.

The firm applies the international quality control standard 1 and, in this sense, keeps a comprehensive quality control system, including documented policies and procedures related to compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the independence and other requirements included in the Code of Ethics of the Federation of Accountants issued by the Internal Ethics Standards Board for Accountants, which defines fundamental principles regarding integrity, objectivity, confidentiality, conduct and professional competencies. Based on the foregoing, we certify that we have carried out this assignment for Codensa and Emgesa, independently and free of conflicts of interest.

ISAE 3000 requires that we plan and carry out our work in such a way that we obtain limited assurance as to whether the sustainability parameters and contents are free from material errors.

Limited Assurance of Sustainability Parameters and Contents

Our limited assurance work on sustainability content and parameters consisted of asking questions, primarily of those responsible for preparing sustainability content and standards and applying analytical and other procedures as appropriate. These procedures included:

- > Interviews with the Management and relevant employees at the corporate level in relation to the sustainability strategy and the policies for material matters, as well as the implementation of these in the company.
- > Researching with the Management to obtain an understanding of the process carried out by Codensa and Emgesa, to determine material issues, as well as the participation of stakeholders in this process.
- > Interviews with the relevant employees, at the corporate level, of Emgesa and Codensa, which are responsible for preparing the parameters and contents subject to limited assurance.
- > Research about the design and implementation of the systems and methods used to collect and report the parameters and contents subject to limited verification, including the aggregation of the reported information.
- > Comparison of the Sustainability parameters subject to Limited Assurance with relevant underlying sources with a sample base to determine if all the relevant information has been appropriately included in the Report.
- > Reading of the Sustainability parameters and contents of Limited assurance presented in the Report to determine if they are in line with our general knowledge and experience in relation to the sustainability performance of Codensa and Emgesa.
- > No on-site checks were made due to force majeure (Covid19), which limited the verification of physical evidence.
- > The verification of materiality and the Sustainable Development Objectives were not part of the scope of the advance verification process.

Procedures performed in limited assurance engagement vary in nature and time and are less in scope than reasonable assurance engagement, and therefore the level of assurance obtained is substantially less than that which would have been obtained in reasonable assurance engagement. Consequently, we do not express a reasonable assurance conclusion on the sustainability parameters and contents subject to limited assurance.

Purpose of Our Report

In accordance with the terms of our work, this assurance report has been prepared for Codensa and Emgesa, in order to assist the Management in determining whether the sustainability parameters and contents subject to limited assurance, are prepared and presented in accordance with the GRI standards for the preparation of Sustainability Reports of the Global Reporting Initiative.

Report Use Restrictions

No third that wants to acquire rights against KPMG other than Codensa and Emgesa, for any purpose or in any other context may use this report. Any third party other than Codensa and Emgesa, who obtains access to our report or a copy of it and decides to rely on it, or any part of it, will do so at their own risk. To the greatest extent possible, as permitted by law, we do not accept or assume liability to third parties other than Codensa and Emgesa for our work, for this limited assurance report, or for the conclusions we have reached.

Our report is delivered to Codensa and Emgesa on the basis that it should not be copied, referred to or disclosed, in its entirety (except for Codensa and Emgesa's own internal purposes) or in part, without our prior written consent.

Our Conclusions

Our conclusion has been established, based on and subject to the matters described in this report. We consider that the evidence we have obtained is sufficient and appropriate to support the conclusion that we express below:

Based on the procedures described above and on the evidence obtained, nothing has caught our attention that indicates that the sustainability parameters and contents mentioned in the previous table, for the year ended December 31, 2020 of Codensa and Emgesa are not prepared and presented in an adequate manner, in all their significant aspects, in accordance with the GRI standard for the preparation of Sustainability Reports of the Global Reporting Initiative.

In another document, we will provide Codensa and Emgesa Management with an internal report that includes our findings and areas for improvement.

KPMG Advisory, Tax & Legal S.A.S.



Fabián Echeverría Junco

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21 de mayo de 2021

GRI CONTENT INDEX

GRI 102-55

| General Content | | |
|--|-------|---|
| GRI Standard | Index | Location within the report |
| Organization Profile | | |
| 102-1 Name of the Organization | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: Enel Group Companies in Colombia |
| 102-2 Activities, brands, products and services | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: New energy culture in Colombia |
| 102-3 Headquarters location | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: Enel Group Companies in Colombia |
| 102-4 Location of operations | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: New energy culture in Colombia |
| 102-5 Property and legal form | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: Enel Group Companies in Colombia |
| 102-6 Served Markets | | Chapter: Sustainable business model and value creation Title: Codensa and Emgesa: New energy culture in Colombia |
| 102-7 Organization size | | Chapter: Sustainable business model and value creation Title: Main dimensions |
| 102-8 Employee and other worker information | | Chapter: Our people Title: People |
| 102-9 Supply chain | | Chapter: Sustainable value chain Title: Responsible Purchasing and Procurement Management |
| 102-10 Significant organizational and supply chain changes | | During 2020 there were no significant changes within the Companies or in their supply chain |
| 102-11 Approach or precautionary principle | | Chapter: Environmental sustainability Title: Management of environmental risks and liabilities |
| 102-12 External initiatives | | Chapter: Sustainable business model and value creation Title: Participation in sustainability initiatives |
| 102-13 Affiliation to associations | | Chapter: Sustainable business model and value creation Title: Participation in associations |
| Strategy | | |
| 102-14 Statement from senior decision-makers | | Letter from CEO |
| 102-Main impact, risks and opportunities | | Chapter: ESG Risks and Opportunities |
| Ethics and Integrity | | |
| 102-16 Values, principles, Standards and Rules of Conduct | | Chapter: Corporate Governance Title: Standards and Ethical Conduct |
| 102-17 Advisory mechanisms and ethical concerns | | Chapter: Corporate Governance Title: Standards and Ethical Conduct |
| Corporate Governance | | |
| 102-18 Governance structure | | Chapter: Corporate Governance Title: Governance Structure |
| 102-19 Delegation of authority | | Chapter: Corporate Governance Title: Governance Structure |
| 102-21 Consultation with interest groups on economic, social and environmental issues | | Chapter: Corporate Governance Title: Decision-making |
| 102-22 Composition of the highest governance body and its committee | | Chapter: Corporate Governance Title: Governance Structure |
| 102-23 Position of the highest governance body | | Chapter: Corporate Governance Title: Governance Structure |
| 102-24 Appointment and selection of the highest governance body | | Chapter: Corporate Governance Title: Governance Structure |
| 102-25 Conflicts of interest | | Chapter: Corporate Governance Title: Follow-up mechanisms |
| 102-26 Role of the highest governance body in the selection of objectives, values and strategy | | Chapter: Corporate Governance Title: Governance Structure |

GRI 102: General indicators

| GRI Standard | Index | Location within the report | |
|--|---|---|--|
| GRI 102: General indicators | 102-28 Performance evaluation of the highest governance body | Chapter: Corporate Governance Title: Follow-up mechanisms | |
| | 102-29 Identification and management of economic, environmental and social impacts | Chapter: Environmental, Social and Governance Risks and Opportunities | |
| | 102-30 Effectiveness of risk management processes | Chapter: Environmental, Social and Governance Risks and Opportunities | |
| | 102-35 Remuneration policies | Chapter: Our people Title: Remuneration | |
| | 102-36 Process for determining remuneration | Chapter: Our people Title: Remuneration | |
| | Relationship with stakeholders | | |
| | 102-40 List of stakeholders | Chapter: Materiality Analysis Title: Strategic relationship with stakeholders | |
| | 102-41 Collective bargaining agreements | For Codensa, 68.64% of employees are covered by collective bargaining agreements. For Emgesa, this percentage is 71.75%. | |
| | 102-42 Identification and selection of stakeholders | Chapter: Materiality Analysis Title: Strategic relationship with stakeholders | |
| | 102-43 Approach for stakeholder participation | Chapter: Materiality analysis Title: Communication channels Chapter: Sustainable business model and value creation Title: Communications management | |
| | 102-44 Key issues and concerns mentioned | Chapter: Materiality analysis Title: Materiality analysis 2020 | |
| | Reporting practices | | |
| | 102-45 Entities included in the consolidated financial statements | Codensa S.A E.S.P. and Emgesa S.A E.S.P. | |
| | 102-46 Definition of the contents of the reports and the Coverage of the topic | Chapter: Materiality analysis Title: Materiality analysis 2020 | |
| | 102-47 List of material topics | Chapter: Materiality analysis Title: Materiality analysis 2020 | |
| | 102-48 Information re-expression | The emission values generated in 2018 and 2019 were recalculated for the electricity consumption component considering the emission factors for GHG inventories updated by the Mining-Energy Planning Unit - UPME. For the year 2020 the same emission factor of 2019 is used: - 0.13 tCO ₂ / MWh adopted by Resolution 642 of 2019 - 0.166 tCO ₂ / MWh adopted by Resolution 385 of 2020 | |
| | 102-49 Changes in reporting | There were no significant changes in the preparation of the report. As in previous periods, the structure of the report follows the Company's sustainability plan. | |
| | 102-50 Period covered by the report | Section: Methodological note | |
| | 102-51 Last report date | Section: Methodological note | |
| 102-52 Reporting cycle | Section: Methodological note | | |
| 102-53 Contact point for questions about the report | Section: Methodological note | | |
| 102-54 Statement of preparation of the report in accordance with the GRI Standards | Section: Methodological note | | |
| 102-55 GRI content index | Section: GRI Content Index | | |
| 102-56 External verification | Statement of limited and independent verification of the 2020 Sustainability Report | | |
| Material topic: Health and safety at work | | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | | |
| | 103-2 Management approach and its components | Chapter: Health and safety at work Title: Occupational Health and Safety Management | |
| | 103-3 Evaluation of the management approach | | |
| GRI 403: Health and safety at work | 403-1 Occupational health and safety management system | | |
| | 403-2 Hazard identification, risk assessment and incident investigation | Chapter: Health and safety at work Title: Occupational safety management, Identification and evaluation of hazards and risks | |
| | 403-3 Occupational health services | Chapter: Health and safety at work Title: Occupational Health and Safety Management | |

Specific thematic contents

| GRI Standard | Index | Location within the report |
|---|--|--|
| GRI 403: Health and Safety at Work | 403-4 Employee participation consultation and communication on health and safety at work | Chapter: Health and safety at work Title: Occupational Health and Safety Management |
| | 403-5 Training of workers on health and safety at work | Chapter: Health and safety at work Title: Occupational health management Codensa-Emgesa |
| | 403-6 Promotion of employee health | Chapter: Health and safety at work Title: Occupational health management Codensa-Emgesa |
| | 403-7 Prevention and mitigation of impacts on health and safety at work directly linked by commercial relationships | Chapter: Health and safety at work Title: Occupational health management Codensa-Emgesa |
| | 403-8 Workers covered by an occupational health and safety management system | Chapter: Health and safety at work Title: Occupational Health and Safety Management |
| | 403-9 Work accident injuries | Chapter: Health and safety at work Title: Accident rate indicators |
| | 403-10 Occupational diseases and illnesses | Chapter: Health and safety at work Title: Health indicators |
| Material topic: Customer relations | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Electrification, digital and platforms Title: Customer culture Codensa-Emgesa |
| | 103-2 Management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 417: Marketing and labeling | 417-3 Cases of non-compliance related to marketing communications | Chapter: Electrification, digital and platforms Title: Requirements of control entities |
| GRI G4: Electric Utilities | EU3 Number of residential, commercial, industrial and institutional customer accounts | Chapter: Electrification, digital and platforms Title: Codensa customer culture |
| | Demand management programs that include residential, commercial, institutional and industrial accounts | Chapter: Electrification, digital and platforms Title: Customer culture Codensa-Emgesa |
| | Research and development activity and expenditures aimed at providing reliable electricity and promoting sustainable development | Chapter: Innovation Title: Culture of innovation |
| Material topic: Environmental management | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Environmental Sustainability Title: Management and protection of the environment |
| | 103-2 Management approach and its components | Chapter: Environmental Sustainability Title: Environmental Management System |
| | 103-3 Evaluation of the management approach | Chapter: Environmental Sustainability Title: Highlights during 2020 |
| | 302-3 Energy intensity | Chapter: Environmental Sustainability Title: Energy Efficiency |
| | 302-4 Reduction of energy consumption | Chapter: Environmental Sustainability Title: Energy Efficiency |
| GRI 303: Water and effluents | 303-1 Interactions with water as a shared resource | Chapter: Environmental Sustainability Title: Sustainable water management |
| | 303-3 Water extraction | Chapter: Environmental Sustainability Title: Capture of water for power generation |
| | 303-4 Water discharge | Chapter: Environmental Sustainability Title: Discharge |
| | 303-5 Water consumption | Chapter: Environmental Sustainability Title: Domestic use of water |

| GRI Standard | Index | Location within the report |
|---|--|--|
| GRI 304: Biodiversity | 304-1 Owned, leased or managed operations centers located within or next to protected areas or areas of high value for biodiversity outside of protected areas | Chapter: Environmental Sustainability Title: Protection and preservation of biodiversity |
| | 304-3 Habitats protected or restored | |
| | 304-4 Species from the IUCN Red List and from national conservation lists with habitats in areas affected by operations | |
| GRI 305: Emissions | 305-1 Direct greenhouse gas emissions (scope 1) | Chapter: Environmental Sustainability Title: Emissions Management |
| | 305-2 Indirect GHG emissions when generating energy (scope 2) | The Companies are not required to measure the carbon footprint. Protocols are being established for the measurement and control of emissions. For Codensa, the calculation is presented with Items corresponding to Scope 1 and 2 of emissions, for Emgesa Scope 1 information is presented. |
| | 305-3 Other indirect greenhouse gas emissions (scope 3) | |
| | 305-4 Greenhouse gas emissions intensity | |
| | 305-5 Reduction of greenhouse gas emissions | Chapter: Net Zero Emissions Ambition |
| | 305-6 Emissions of substances that deplete the ozone layer | Chapter: Environmental Sustainability Title: Emissions Management |
| | 305-7 Nitrogen oxides (NOx) sulfur oxides (SOx) and other significant air emissions | |
| GRI 306: Waste | 306-3 Waste generated | Chapter: Environmental Sustainability Title: Waste and Materials Management |
| GRI 307: Environmental regulatory compliance | 307-1 Non-compliance with environmental legislation and regulations | Chapter: Environmental sustainability Title: Environmental litigation |
| Material topic: Ecosystems and platforms | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Digital Support and Cybersecurity |
| | 103-2 Management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| Material Topic: Good Corporate Governance and Fair Corporate Conduct | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Corporate Governance Title: Fair Conduct and Corporate Governance |
| | 103-2 Management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 205: Anti-corruption | 205-1 Operations evaluated on risks related to corruption | Chapter: Corporate Governance Title: Compliance system |
| | 205-2 Communication and training on anti-corruption policies and procedures | Chapter: Corporate Governance Title: Anti-corruption training |
| | 205-3 Confirmed incidents of corruption and actions taken | Chapter: Corporate Governance Title: Complaints management |
| Material topic: Management, development and motivation of employees | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Our People Title: Human Resources management |
| | 103-2 Management approach and its components | |
| | 103-Evaluation of the management approach | |
| GRI 202: Market presence | 202-2 Proportion of governing bodies from local communities | Chapter: Our people Title: Local executives |
| GRI 401: Employee | 401-1 New employee recruitment and staff turnover | Chapter: Our People Title: Rotation |
| | 401-2 Benefits for full-time employees that are not provided to part-time or temporary employees | Chapter: Our People Title: Diversity and care of human talent |
| GRI G4: Electric Utilities | Percentage of employees close to retirement in the next 5-10 years, described by job category and region | Chapter: Our people and their value Title: Employees close to receiving their pension |

| GRI Standard | Index | Location within the report |
|---|---|--|
| GRI 404: Training and education | 404-1 Average hours of training per year per employee | Chapter: Our People Title: Training and talent development |
| | 404-2 Employee Skills Enhancement Programs and Transition Assistance Programs | Chapter: Our People Title: Initiatives and training programs |
| | 404-3 Percentage of employees receiving periodic performance and career development reviews | Chapter: Our People Title: Performance evaluation |
| GRI 405: Diversity and equal opportunities | 405-1 Diversity of governing bodies and employees | Chapter: Our people Title: People |
| | 405-2 Base Salary Ratio and remuneration of women compared to men | Chapter: Our People Title: Salary Gaps |
| Material topic: Creation of economic and financial value | | |
| GRI 103: Management approach | 103-1 Explanation of the material topic and its scope. | |
| | 103-2 Management approach and its components | Chapter: Sustainable Finance |
| | 103-3 Evaluation of the management approach | |
| GRI 201: Economic performance | 201-1 Economic value generated and distributed | Chapter: Sustainable Finance Title: Economic value generated and distributed |
| | 201-4 Financial assistance received from the government | Chapter: Sustainable Finance Title: Government Resource Management |
| GRI 207: Taxation | 207-1 Fiscal approach | Chapter: Sustainable finance Title: Responsible fiscal management |
| | 207-2 Tax governance, control and risk management | Chapter: Sustainable Finance Title: Governance, control and management of fiscal risk |
| | 207-3 Stakeholder participation and management of tax concerns | Chapter: Sustainable Finance Title: Participation of interest groups and management of tax matters |
| | 207-4 Country-by-country reporting | Chapter: Sustainable Finance Title: Tax Report |
| | | Refer to content 102-7 to consult the main activities of the organization, number of employees and basis for calculating them The reasons for the difference between the accumulated income tax and the taxes calculating the legal tax rate are the following: Codensa: - Non-deductible taxes - Non-causal and non-deductible expenses - Estimated liabilities and permanent provisions - Presumed interests - Additional disabled deduction - Adjustment difference of rates-deferred adjustment previous years - Special deduction Act 1715/2015 - Other tax benefits - Deferred industry and commerce tax previous Adjustment for year income statement Emgesa: - Income Tax Return Adjustment for the Previous Year - Other permanent differences - Non-deductible taxes - Estimated liabilities and permanent provisions - Non-causal and non-deductible expenses - Presumed interests - Profit from the sale of fixed assets taxed with occasional profit - Deductions for real productive fixed assets - Industry and commerce discount and 25% donations - Accounting depreciation tax depreciation value |

| GRI Standard | Index | Location within the report |
|---|---|---|
| Material topic: Relationship with communities | | |
| GRI 103 Management approach | 103-1 Explanation of the material topic and its scope | Chapter: Local and Global Communities Title: Shared Value Creation Model |
| | 103-2 Management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 413: Local communities | 413-1 Operations with relations with local communities, impact evaluations and development programs | Chapter: Communities and shared value Title: Social management with local communities The Companies have participation programs with local communities, impact evaluation and development programs in 100% of their operations. |
| Material topic: Distribution of Energy | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its scope | Chapter: Electrification, digital and platforms Title: Excellence in the generation and distribution of energy |
| | 103-2 Management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI G4: Electric Utilities | EU2 Net energy output broken down by primary energy source and regulatory regime | Chapter: Electrification, digital and platforms Title: Generated energy |
| | EU4 Length of transmission and distribution lines by regulatory regime | Chapter: Electrification, digital and platforms Title: Power distribution networks |
| | EU10 Planned capacity versus projected electricity demand in the long term, broken down by energy source and regulatory regime | Chapter: Electrification, digital and platforms Title: Installed capacity |
| | EU12 Percentage of energy losses in transmission and distribution lines | Chapter: Electrification, digital and platforms Title: Business operations management |
| | EU21 Contingency planning measures, disaster and emergency training and management programs, and recovery and restoration plans | |
| | EU25 Number of accidents and fatalities of the public in which the assets of the Company are involved | Chapter: Electrification, digital and platforms Title: Third-party accidents |
| | EU26 Percentage of population without service in licensed distribution areas | Chapter: Electrification, digital and platforms Title: Service coverage |
| | EU28 Frequency of power outages | Chapter: Electrification, digital and platforms Title: Quality of service |
| | EU29 Average duration of power outages | |
| | EU30 Average plant availability factor broken down by energy source and regulatory regime | Chapter: Electrification, digital and platforms Title: Generated energy |
| Tema material: Innovación y transformación digital | | |
| GRI 103: Enfoque de gestión | 103-1 Explicación del tema material y su alcance | Chapter: Innovation Chapter: Digital Support and Cybersecurity |
| | 103-2 Enfoque de gestión y sus componentes | |
| | 103-3 Evaluación del enfoque de gestión | |
| Tema material: Cadena de suministros sostenible | | |
| GRI 103: Enfoque de gestión | 103-1 Explicación del tema material y su alcance | Chapter: Sustainable value chain Title: Responsible Purchasing and Procurement Management |
| | 103-2 Enfoque de gestión y sus componentes | |
| | 103-3 Evaluación del enfoque de gestión | |
| GRI 204: Prácticas de abastecimiento | 204-1 Proporción del gasto sobre proveedores locales | Chapter: Sustainable value chain Title: Contracts and Procurement |
| GRI 308: Evaluación ambiental de proveedores | 308-1 Nuevos proveedores que han pasado filtros de selección de acuerdo con los criterios ambientales | Chapter: Sustainable value chain Title: Supplier evaluation |
| GRI 414: Evaluación social de proveedores | 414-1 Nuevos proveedores que han pasado filtros de selección de acuerdo con los criterios sociales | |

| GRI Standard | Index | Location within the report |
|--|--|--|
| Material topic: Decarbonization of the energy mix | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its scope | |
| | 103-2 Management approach and its components | Chapter: Net Zero Emissions Ambition |
| | 103-3 Evaluation of the management approach | Chapter: Electrification, Digital and Platforms |
| GRI G4: Electric Utilities | EU1 Installed capacity broken down by primary energy source and regulatory regime | Chapter: Electrification, digital and platforms Title: Installed capacity |
| | EU11 Average efficiency in the generation of thermal plants by energy source and regulatory regime | Chapter: Electrification, digital and platforms Title: Efficiency of thermal plants |

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