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WE EMPOWER SUSTAINABLE PROGRESS.

SUSTAINABILITY REPORT 2019





SUSTAINABILITY
REPORT
2019

Letter to stakeholders



For our Company, the sustainable business strategy and model integrates social, economic and environmental opportunities, which has led us to create value on an ongoing basis, helps us to face challenges and motivates us to work together to create inclusive development models for our stakeholders. We also have the desire to contribute to a world where energy is always at the service of the community to promote development, growth and a better quality of life for all.

In this sense, we have strengthened our commitment to be allies in mobilising sustainable development and be part of the country's energy transition, a true process of transformation where urbanisation, decarbonisation and electrification represent major changes in terms of new technologies and new uses of energy.

The results that we achieved and that we share in this Sustainability Report are grounded on our efforts towards excellence in operations, the environment, health and safety, innovation, people and the creation of long-term shared value.

Enel-Emgesa is now one of the three largest electricity generators in the country, with an installed capacity of over 3,500 MW, more than 80% of which comes from renewable sources. In 2019, we generated more than 15,000 GWh to supply 20% of the country's energy demand.

Furthermore, at Enel-Codensa we promote the development and automation of our networks to expand service coverage and ensure affordable and non-polluting energy distribution, with more than 70,000 km of transmission and distribution networks for the energy supply of more than 3,5 million homes, businesses, industries and institutions in increasingly connected and intelligent cities: we deliver the energy that drives the dreams of millions of Colombians.

Low carbon growth through technologies and services is a strategic pillar for our Company, which is why in 2019 we worked to lead the network's digitisation and thus achieve an increasingly efficient operation. We also promoted an early spread of advanced metering as a base platform to introduce the use of Non-Conventional Renewable Energy Sources in local networks.

In our Companies, we promote the Enel Group's objective of ensuring zero accidents and prioritising people's lives over our operations, which is why, hand in hand

with our contractors, we held in 2019 several training and skills certification programmes with the aim of strengthening the culture of safety and promoting the value of life as a principle of safe work for all.

In terms of innovation, Enel-Emgesa obtained in 2019 its first patent with the project "Oxygen Microinjection and Dosing System for Discharge Water in a Hydroelectric Power Plant", granted by the Superintendence of Industry and Trade through Resolution 46923. This latest patent is the 13th Enel Group patent in Colombia.

In 2019 we had more than 2,000 employees, to whom we provide opportunities for decent and quality work, with comprehensive development strategies geared towards well-being and happiness as the engine of growth. We promote collaborative, inclusive and diverse work environments and scenarios that motivate innovation, enhance leadership and enable resilience in the face of constant changes and global dynamics.

We believe that being sustainable means going beyond our duty: it is taking our energy further and further, seeking to become an engine of opportunities and development for society as a whole. We focus our efforts to decisively contribute to the fulfilment of the Sustainable Development Goals as the basis of our corporate strategy and purpose towards a horizon of sustainability.

With these actions, we delivered during the year direct benefits to more than 200,000 people throughout the country, with the development of high-impact projects aimed at promoting quality education (SDG 4), access to energy (SDG 7), decent work and economic growth (SDG 8), the consolidation of sustainable cities and communities (SDG 11), and protecting and caring for the environment (SDG 13).

Sustainability is therefore part of our DNA: it is our strategy and way of getting things done; the path that guides us towards a different way of perceiving energy, one that invites us to openness to motivate change, stay connected and provide sustainable solutions to future challenges. We invite you to learn about the actions and results achieved during the year along this path.

Lucio Rubio Díaz
Country Manager – Enel Colombia



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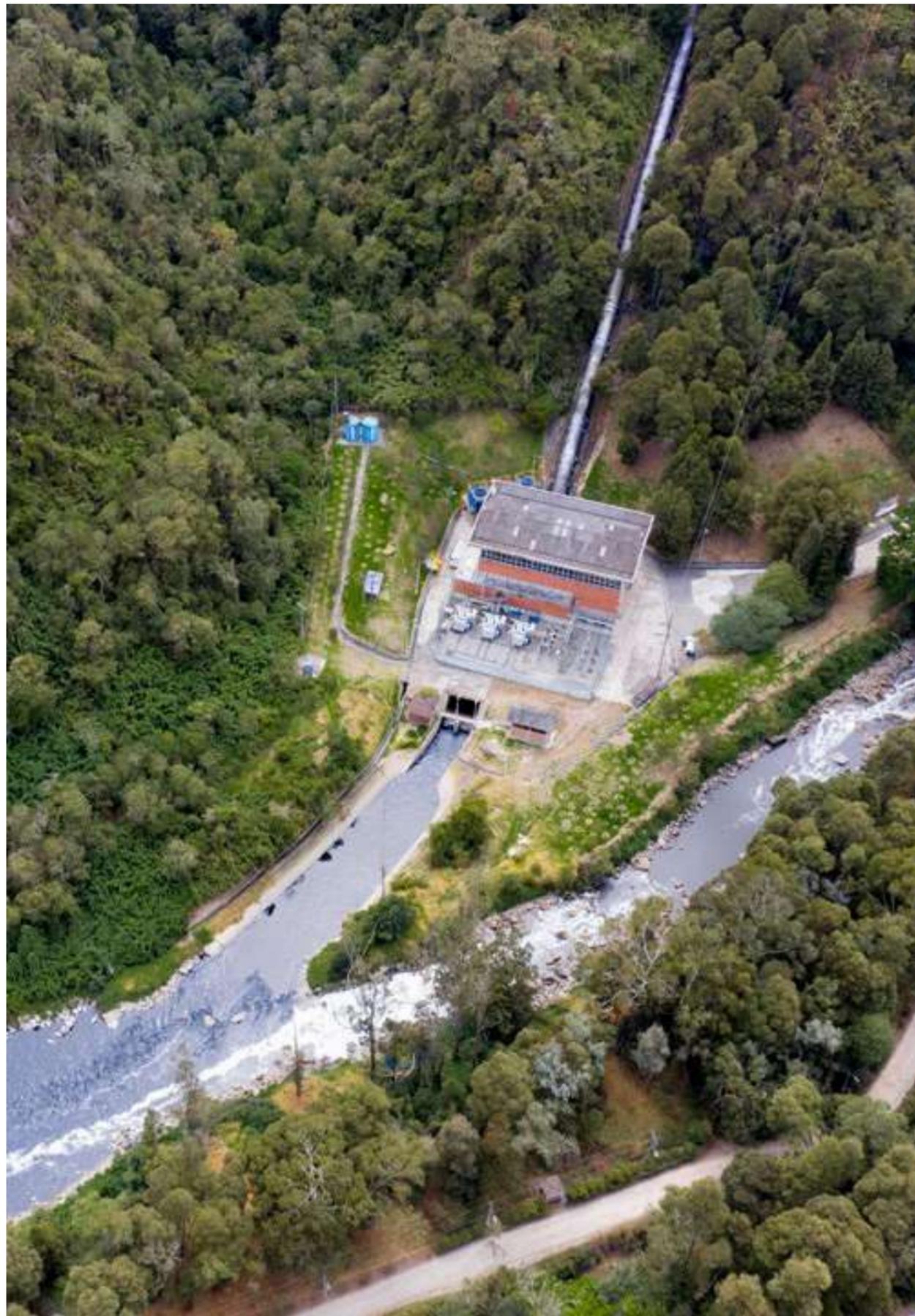


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1. EXECUTIVE
SUMMARY



Improving synergies and promoting growth

Codensa and Emgesa: Innovation in the Colombian energy sector

GRI Standards 102-01, 102-02 and 102-05

The companies Codensa S.A. ESP and Emgesa S.A. ESP were created from the capitalisation of the company Empresa de Energía en Bogotá, EEB, in 1997 and since then they perform with quality and excellence in response to the energy demands of several regions in the country.

The two organisations are currently part of the Enel Group, a leading energy multinational considered one of the top global integrated operators in the electricity and gas sector.

The Enel Group operates in 34 countries, generating energy through a net installed capacity of about 86 GW, distributing electricity and gas with a network of more than 2 million kilometres, and providing its services to more than 71 million users around the world, the widest customer base among European operators.

The Enel Group operates in 34 countries, generating energy through a net installed capacity of about 86 GW

Shareholding Structure	Codensa S.A. ESP		Emgesa S.A. ESP	
	Economic participation	Voting rights	Economic participation	Voting rights
Enel S.p.A	48,3%	56,7%	48,5%	56,4%
Grupo Energía de Bogotá S.A ESP	51,3%	42,8%	51,5%	43,6%
Minority shareholders	0,37%	0,44%	0,1%	0,01%

Codensa and Emgesa: Innovation in the Colombian energy sector

GRI Standards 102-02 102-04 102-06

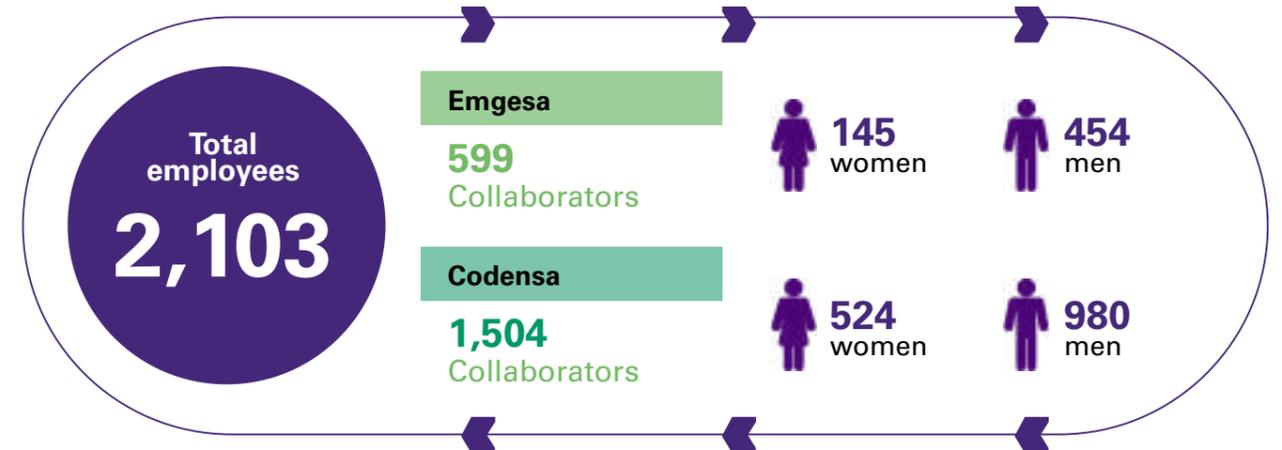
The Enel Group companies are responsible for the generation, transmission, distribution and sale of electrical energy in Bogota, Cundinamarca, Boyaca and Tolima, under an ongoing and solid management for users of the regulated market (residential, commercial, industrial and institutional customers) and the deregulated market (consumers of more than 55 MWh per month or that have more than 0,1 MW of installed power).

Emgesa has 15 hydroelectric power plants and two thermal power plants, located in the departments of Cundinamarca, Bolivar and Huila, for industrial and commercial customers, providing specialized consulting in energy negotiation and specific responses to their challenges in this area.

Codensa ensures the distribution and sale of electric service to 3,526,776 residential, commercial, industrial and institutional customers, as well as public lighting in Bogota, Cundinamarca, eight municipalities in Boyaca, one in Tolima, one in Caldas and one in Meta.

Scale of the Organisation

GRI Standard 102-07

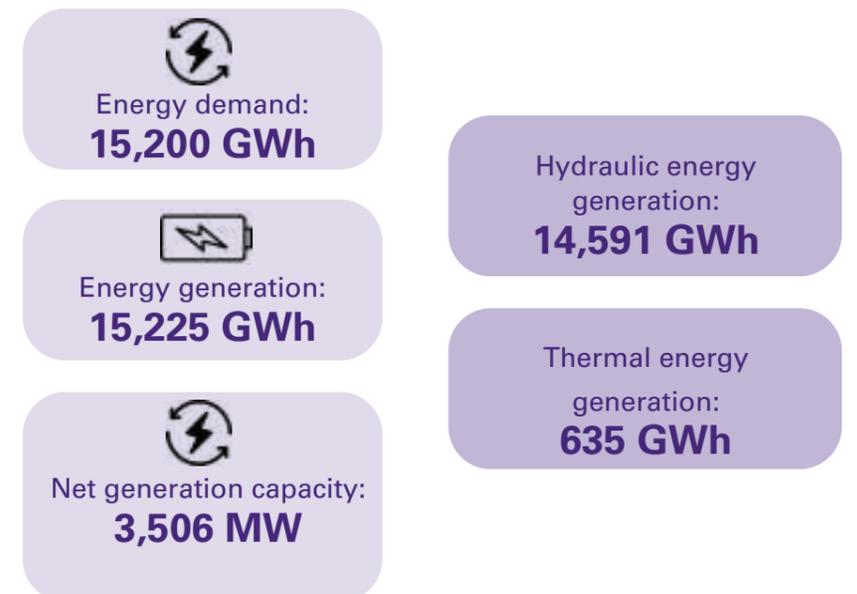


Economic Performance

	Codensa	Emgesa
Revenue	\$ 5,464,557 million	\$ 4,091,858 million
EBITDA margin on revenue	33.63%	57.06%
EBITDA	\$ 1,837,848 million	\$ 2,334,969 million

Emgesa Generation

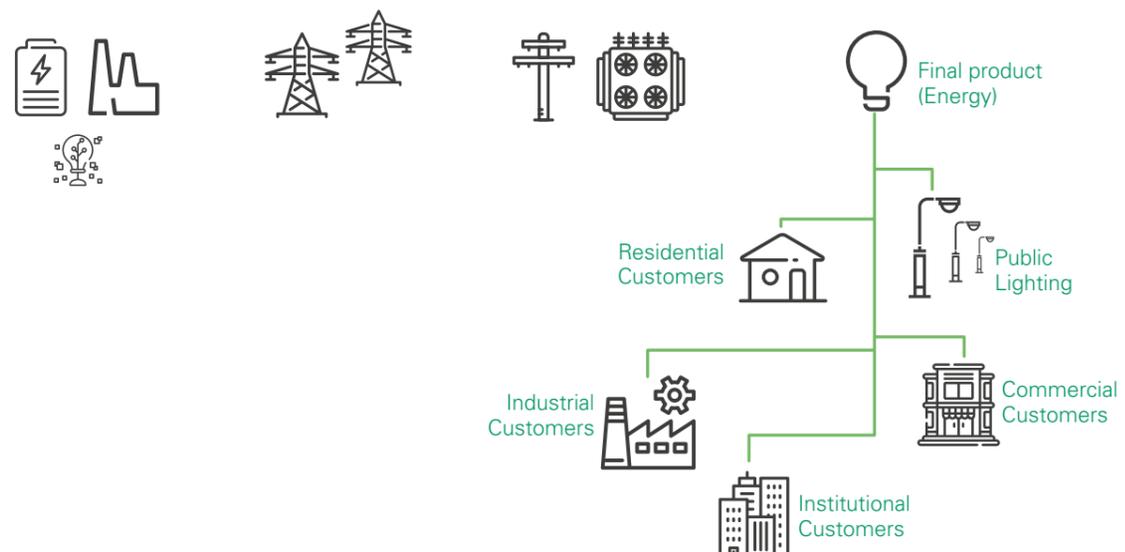
The generation capacity of hydraulic and thermal sources remained constant throughout 2019, which strengthens the Company's relationship of trust with its customers in the Wholesale and Deregulated markets.



Emgesa

Codensa

Generation → Transmission → Distribution → Sale



Net power of thermal power plants

Cartagena (Bolívar)
184 MW

Termozipa (Cundinamarca)
224 MW

Net power of hydraulic power plants

Guavio (Cundinamarca) 1,250 MW	Paraiso (Cundinamarca) 276 MW	Limonar (Cundinamarca) 18 MW
Guavio Menor (Cundinamarca) 9,9MW	Guaca (Cundinamarca) 324 MW	Darío Valencia (Cundinamarca) 150 MW
Betania (Huila) 540 MW	Charquito (Cundinamarca) 19,4 MW	Salto II (Cundinamarca) 35 MW
El Quimbo (Huila) 396 MW	Tequendama (Cundinamarca) 37,4 MW	Laguneta (Cundinamarca) 18 MW
Energy sold (Wholesale Market):	8,696 GWh	
Energy sold (Deregulated Market):	4,632 GWh	

Codensa Distribution

Through the growth of medium and high voltage networks, Codensa ensures the continuous provision of the service and works to reduce losses and optimize the quality of supply.

Electrical substations	64
Medium voltage substations	109
24-hour monitoring centres	2
Municipalities served	146
Distribution centres	86,639

High voltage networks
1,319 km

Medium voltage networks
29,681 km

Low voltage networks
42,525 km

In 2019, there was a 1.38% increase in transmission and distribution networks, and 1.31% in the length of low-voltage distribution networks.

Type of customer	Total
Residential	3,144,220
Commercial	321,593
Industrial	48,655
Institutional	12,137
Public lighting	171

Brand management

GRI Standard 102-43

Media engagement

Last year, the Companies strengthened their media engagement, in efforts to generate positive news about the operation. This contributed to a solid brand positioning based on the RepTrack model: offer, citizenship and work.

The use of LED technology in public lighting in Bogota and different municipalities of Cundinamarca was one of the most popular topics, as well as the 2019 ANDESCO Sustainability Award and the award given by the ANDI Foundation, for the second consecutive year, as an Inspirational Company, which recognizes Codensa's work, effort and social contribution to the country.

In turn, the most relevant events for Emgesa were the 100% filling of the El Quimbo Hydroelectric Power Plant reservoir, the first battery energy storage in Colombia, which is being installed in the Termozipa Thermal Power Plant, and the National Award for Energy Efficiency given by ANDESCO.

The development of sustainable projects in power generation plants were equally important, including an agreement to strengthen the fire department of five municipalities in Huila, the opening of a bridge that connects the towns of San Pedro Alto and Las Mercedes in the municipality of Ubala (Cundinamarca), the launch of 'Efecto Cacao', a project to improve cocoa productivity in Huila over the next 30 years, and the Company's co-financing of more than \$ 13 billion to promote productive projects in this department.

The use of LED technology in public lighting in Bogota and different municipalities of Cundinamarca was one of the most popular topics

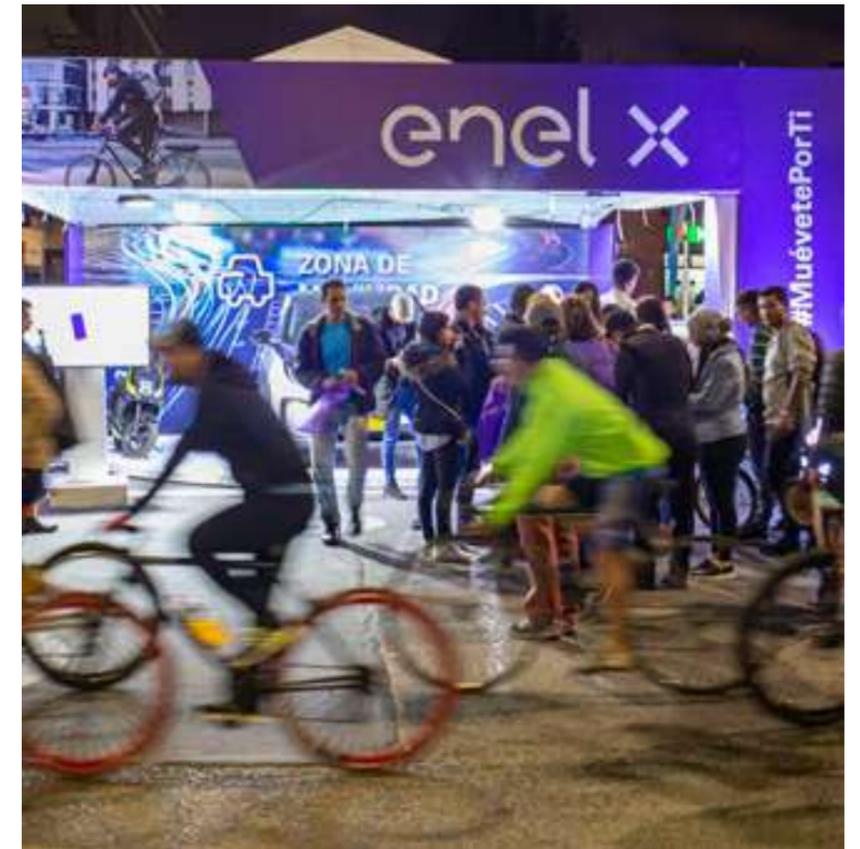
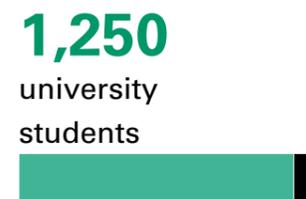
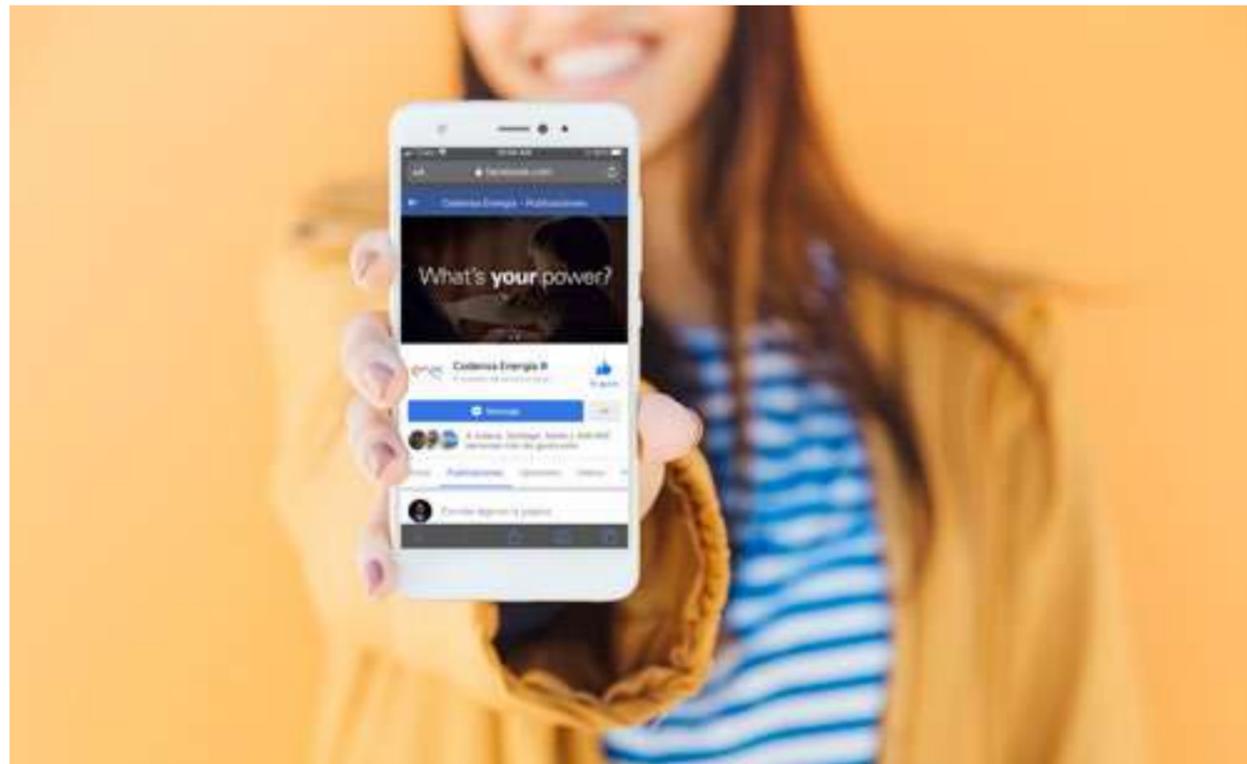


Digital Communication

In 2019, Codensa posted content to inform customers of new projects to meet their needs, including platforms to report service failures and schedule maintenance.

With the development of digital channels, the Company enabled the virtual invoice to receive payments electronically and the subscription to the Conecta loyalty programme, and launched the Codensa App, which at the end of the year had 411,046 downloads. E-mail marketing campaigns were also carried out to support the commercial goals of the B2B, B2G and B2C segments, which totalled 342 mailings at year-end. In addition, the Company reported its sustainability initiatives and projects, showing the benefits of Codensa as an employer brand, in favour of equality, diversity and inclusion.

Emgesa in turn issued 1,300 posts about projects and initiatives being developed to contribute to the progress of communities in the areas of influence, environmental sustainability, responsibilities and services as energy and gas sellers, and the different measures to contribute to the well-being and improvement of their employee's quality of life. These posts were viewed 16,639,720 times, four times more than in 2018.



Brand Identity Management

One of the most notable actions of the year was the commemoration of the 500th anniversary of the death of Leonardo Da Vinci, celebrated through a free immersive art experience in Bogota, which had close to 64 thousand visitors, including 7 thousand children from schools and foundations and 1,250 university students. The event had a positive media response with the publication of 88 pieces, having a return on investment of \$433 million, about \$31 million in print through advertising and \$1,7 million social media outreach.

Furthermore, with the aim of continuing to position the Company as the top benchmark in energy distribution and sale, Codensa was present in 75 relevant scenarios in the sector, including sponsorships and presentations at public events.

In 2019, the image of the new Codensa business line was released under the name of Enel X. Its launch and positioning strategy was based on a relevant presence in seven strategic scenarios related to electric mobility, promotion of value-added products and services and participation in the night bike path organized by the Ma-

yor of Bogota, an event that generated an impact on more than 300 thousand people.

Emgesa, in turn, increased its level of participation in the most relevant scenarios in the sector, with topics such as innovation, energy transition, gender equality, circular economy and sustainability. It made further efforts in an attempt to reflect a more humane and open Company to people and to the preventive maintenance of generation assets in favour of quality and efficiency in power generation.

Advertising

Last year, marked the development of the third phase of the institutional campaign, under the platform What's Your Power?, which seeks to position Codensa as a partner to improve the quality of life of individuals. It focused on the diversity of its collaborators, the development of sustainable projects and their benefits to citizens, and the Company's daily efforts to reinvent itself and offer different solutions to the community.

The campaign had a media plan for national, local and cable TV, radio, press, cinema, outdoor advertising in Bogota and Cundinamarca, digital media and its own channels, in order

to promote all the new and existing products and services offered to its customers. It had a 60% outreach, equivalent to more than 9,3 million people.

Another initiative was the campaign to charge the cleaning service on the Codensa electricity bill, in 8 localities in Bogota and 3 municipalities in Cundinamarca. The results of the Conecta programme were also very significant, which at 2019 year-end registered 29,951 new contacts. And the communication plan for digital transformation continued under the Customer Journey methodology.

For business customers, the company held two webinars on efficient lighting and voluntary disconnectable demand, which positively impacted more than 413 people in the target audience.

Emgesa also held two more webinars to advertise the voluntary disconnectable demand and the transition of the energy procurement model in Colombia. 181 people registered and 334 live reproductions were reached.

Social Networks and Digital Presence

Website	Codensa	Emgesa
Website		
Posts	46	33
Unique visitors	2,889,210	2,889,210
Page views	15,115,423	15,115,423
Instagram		
Posts	14	52
Followers	1,554	3,825
Interactions	1,235	13,954
Facebook		
Posts	369	229
Followers	368,813	10,723
Impressions	29,421,819	11,335,413
Interactions	124,632	557,383
Twitter		
Posts	679	458
Followers	36,367	2,301
Impressions	3,513,225	557,685
Interactions	90,514	16,839
YouTube		
Videos	31	10
Subscribers	8,450	622
Visits	4,840,114	120,944

Participation in Sustainability Initiatives

GRI Standard 102-12

The Companies are committed to the transformation of society and the quality of life of people in the country, a purpose that includes participating in initiatives that promote equality and respect, in addition to the corporate contribution to sustainable development characterized by business transparency.

Initiatives	Description
United Nations Global Compact	Codensa and Emgesa observe the United Nations Global Compact, an initiative that promotes ten principles based on universal declarations and conventions, human rights, labour standards, the environment and anti-corruption. The Companies have constantly participated in the initiatives led by the Local Network and the Regional Centre for Latin America and the Caribbean.
Women's Empowerment Principles – (WEPs)	In 2011 Codensa and Emgesa were the first Colombian companies to join the WEPs initiative, thus formalising their commitment to ensure 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 employees.
Business For Peace (B4P)	In 2013, the Companies joined the B4P platform, which seeks to expand and extend the action of the private sector to support peace in the workplace, markets and local communities.
Colombia Network against Child Labour	The Companies founded the Colombia Network against Child Labour and in 2014 signed the Agreement for the eradication of child labour.
Family Responsible Company (FRC)	The Companies received certification as a Family Responsible Company (FRC). In 2018, the Icontec performed an external audit that certified our commitment to continue working on people's quality of life. In 2019, we received the new recertification from the Más Familia Foundation, a Spanish entity that seeks to protect and promote the family's value by promoting changes in the organisations' management to improve the work-life balance.
Active Companies Against Corruption	The Companies are part of the Active Companies Against Corruption initiative, led by the Transparency Secretary of the Presidency of the Republic of Colombia, in the field of corruption risk prevention 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), they have made efforts 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, they have taken actions to fulfil the commitments and constant progress of strengthening best practices of anti-corruption, arm's length and money laundering.
Transformational Leadership in the Justice Sector: Technology and Values for Change	With the leadership of Universidad del Rosario, the Companies joined this initiative that develops innovative and efficient proposals to contribute to the strengthening of national institutions. Two solutions have been presented with the aim of creating a revolution in the justice sector, through transformational leadership based on the use of accelerating or exponential technologies and a deep formation in values.

Awards and Recognitions

2019 ANDESCO Sustainability Award

This award recognizes excellence and commitment of Companies' sustainable practices in social, environmental, economic and corporate governance management. It was earned thanks to the Certification Initiatives of the Anti-Bribery Management System of Codensa and Emgesa; and Educating with Energy.

Codensa also received the ANDESCO sustainability award for the development of the project called "Decontaminating Equipment by Ultrasonic Polychlorinated Biphenyls (PCB) Cleaning", through which the risks of cross-border transportation of PCB-contaminated equipment have been avoided and operating savings of more than 50% have been generated.

Investor Relations Recognition

For the seventh consecutive year, the Companies received the IR-Investor Relations recognition for their commitment, transparency and high standards regarding disclosure of information and their relationship with investors, achieving more effective relationships through the management of information responsibly, ethically and transparently.

Most Innovative Companies 2019

Codensa was ranked 12th most innovative company in Colombia by ANDI and the Dinero Magazine, moving up two positions compared to the previous year.

Inspiring Company 2019

For the third consecutive year, the Companies received the recognition granted by the ANDI Foundation, USAID, Acdi/Voca, Portafolio and FSG, as generators of great transformations in society from the private sector. This recognition was received thanks to the Plan Semilla initiative, a programme that seeks to generate development opportunities for young people in vulnerable populations, through technical training on the installation and maintenance of electrical networks, in partnership with SENA.

Inclusion in the Private Social Investment Index

The Companies entered the private social investment index in the 17th position (only 3 companies from the electricity sector), with top performance in three of the five categories considered (management, partnerships and targeting of vulnerable or rural populations).



ANDESCO Energy Efficiency Award

The Award, led by the Ministry of Mines and Energy, the National Association of Public Utilities and Communications Companies (ANDESCO), the Mining and Energy Planning Unit (UPME) and the Financing Company for Territorial Development (Findeter), seeks to recognize the commitment and actions taken in the field of Energy Efficiency.

Emgesa received the award in the Public Utilities Category thanks to the project "Improvement in the Reduction of Specific Consumption in Termozipa and Cartagena Power Plants."

"Business Innovation" Award

Second place in the "Business Innovation" Award for the Bogota, Cundinamarca and Boyaca section, granted by the National Association of Entrepreneurs of Colombia (ANDI).

AMBAR Award

Second place in the Innovation & Development category with the project "Subpower Training Game: Virtual Training System for Handling and Operating Electrical Substation Equipment Using Immersive Systems"

Portfolio Awards 2019

Codensa was a finalist in the 2019 Portfolio Awards in the Customer Service category for its support in the country's transformation.

PAR Ranking for Gender Equality

Based on the strategy of inclusion and gender equality, the Companies were recognized as the fairest company in the public utilities sector in the PAR Ranking for Gender Equality in Organisations 2019, developed by Aequales, the Women's Bogota District Secretary and CESA.





Membership of Associations

GRI Standard 102-13

Membership in associations of the energy and economic sectors allow the Companies to build better relationships with stakeholders, and to be actively involved in establishing regulatory and normative proposals for managing the impacts of the sector and its activities.

Codensa

Associations

- Colombian Association of Energy Distributors (ASOCODIS)
- National Association of Entrepreneurs of Colombia (ANDI)
- National Association of Public Utilities and Communications Companies (ANDESCO)
- Business Leaders Network Against Climate Change Association (Climate Action)
- Colombian Association of Actors of the Coal Market (Asocarbono)



National and International Promotion Organisations

- Regional Energy Integration Commission (CIER)
- Colombian CIER Committee (COCIER)
- Transmission Planning Advisory Committee (CAPT)
- National Operation Council (CNO)
- Marketing Advisory Committee (CAC)
- Technological Research and Development Centre Corporation (CIDET)
- Electrical Energy Cluster of the Bogota Chamber of Commerce
- ProBogota Region - Foundation for the Progress of the Capital Region
- Smart Colombia

Emgesa

Associations

- National Association of Entrepreneurs of Colombia (ANDI)
- National Association of Public Utilities and Communications Companies (ANDESCO)
- Business Leaders Network Against Climate Change Association (Climate Action)
- Colombian Association of Actors of the Coal Market (Asocarbono)

National and International Promotion Organisations

- National Operation Council (CNO)
- Colombian WEC Committee (COC-MEWEC)
- Marketing Advisory Committee (CAC)



Sustainable Business Model

Results 2019



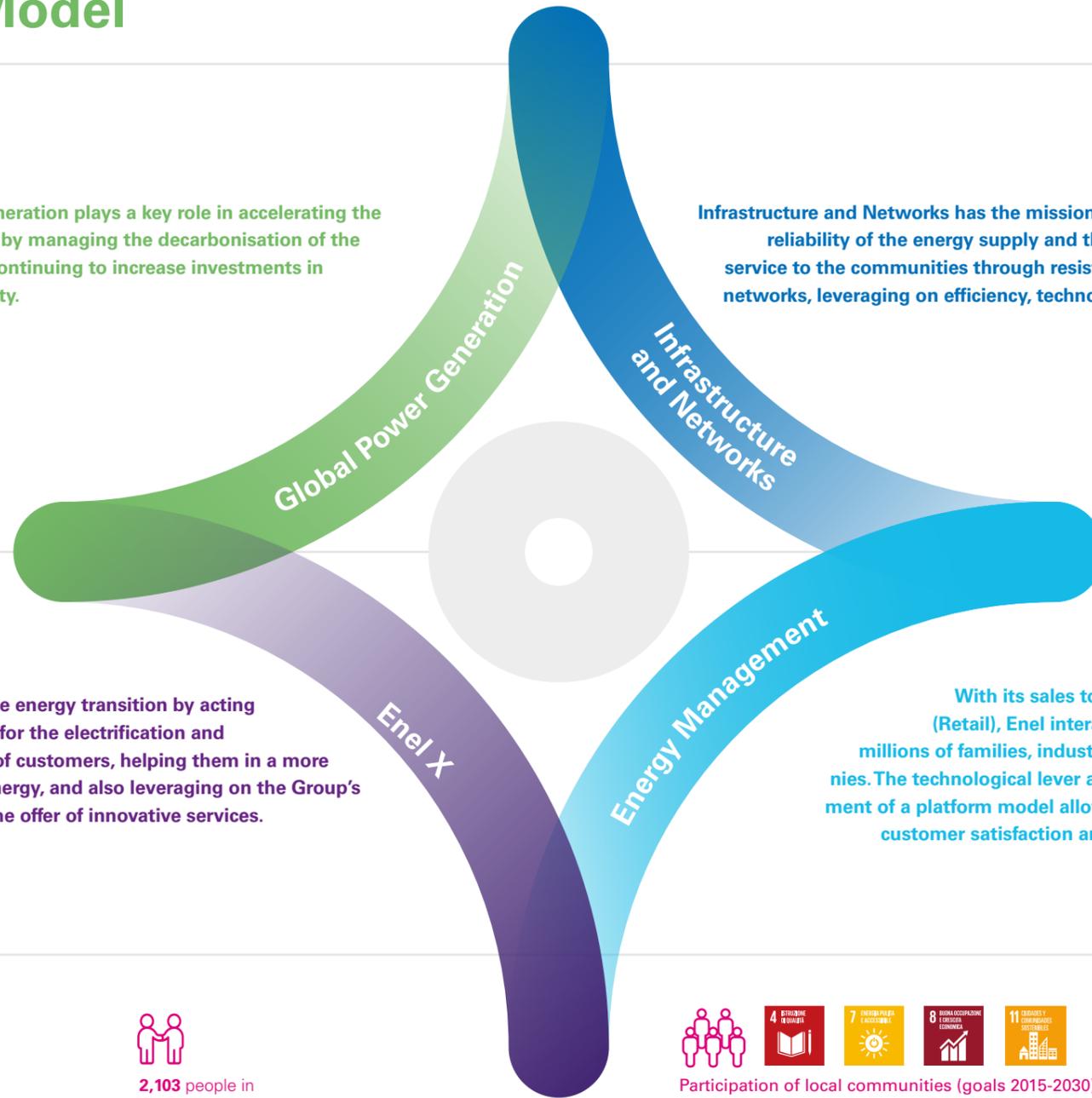
- **3.506 MW** net installed generation capacity
- **88%** of installed capacity for renewable generation
- **15.225 GWh** of net energy generated
- **958 kg/MWh** specific CO2 emissions

Global Power Generation plays a key role in accelerating the energy transition by managing the decarbonisation of the energy mix and continuing to increase investments in renewable capacity.

Infrastructure and Networks has the mission of ensuring the reliability of the energy supply and the quality of the service to the communities through resistant and flexible networks, leveraging on efficiency, technology and digital innovation.



- **73.525 km** of transmission and distribution networks
- **3.526.776** electrical services in the different markets
- **65.553** customers with active smart meters
 - **64** Power Substations
 - **109** Medium voltage substations
 - **2** monitoring centres
- **146** Municipalities served
- **86.639** Distribution centres



- **82.000** charging points
- **6,3 GW** of supplied demand

Enel X enables the energy transition by acting as an accelerator for the electrification and decarbonisation of customers, helping them in a more efficient use of energy, and also leveraging on the Group's Assets through the offer of innovative services.

With its sales to end customers (Retail), Enel interacts locally with millions of families, industries and companies. The technological lever and the development of a platform model allow us to improve customer satisfaction and "experience".



Codensa Customers:

- Residential **3.144.220**
- Commercial **321.593**
 - Industrial **48.655**
 - Institutional **12.137**
 - Public lighting **171**

Emgesa Customers:

- **1.269** telemetry borders or points, corresponding to 464 customers.



Codensa:
Revenue: **\$5,464,557 million**
EBITDA: **\$1,837,848 million**

Emgesa:
Revenue: **\$4,091,858 million**
EBITDA: **\$2,334,969 million**



Enel S.p.A. voting rights
Codensa: 56,7%
Emgesa: 56,4%



2,103 people in Colombia
13,719 contractor employees



Participation of local communities (goals 2015-2030)
2.5 million beneficiaries in inclusive and quality education
10 million beneficiaries in sustainable access to energy
8 million beneficiaries in employment and sustainable economic growth
0.23 reduction of specific CO₂ emissions (kg/kWh eq)
46.9 million smart meters installed
455,000 charging points

Driven by the leadership of the Enel Group at a global scale and by its firm commitment to sustainable development, the Company understands sustainability as a key factor in the stability of its



Forest Reborn:
690 hectares of high Andean forest in conservation and protection
35,000 trees in compensation for company activities

business, which, together with innovation, represents the factors necessary to integrate growth and environmental, social and economic balance as the focus of its actions.

In Colombia, the Enel Group has an installed capacity of 3,506 MW and an annual generation of 15,225 MWh of net energy (Emgesa), and serves 3,526,776 customers, including residential, commercial, industrial, institutional and lighting public in different departments of the country.

Codensa and Emgesa develop a sustainable business model that encourages the achievement of the United Nations Sustainable Development Goals through their different business lines (Emgesa: Renewable and thermal Generation; Codensa: Infrastructure and Networks, Enel X)

Materiality Analysis

GRI Standard 102-46

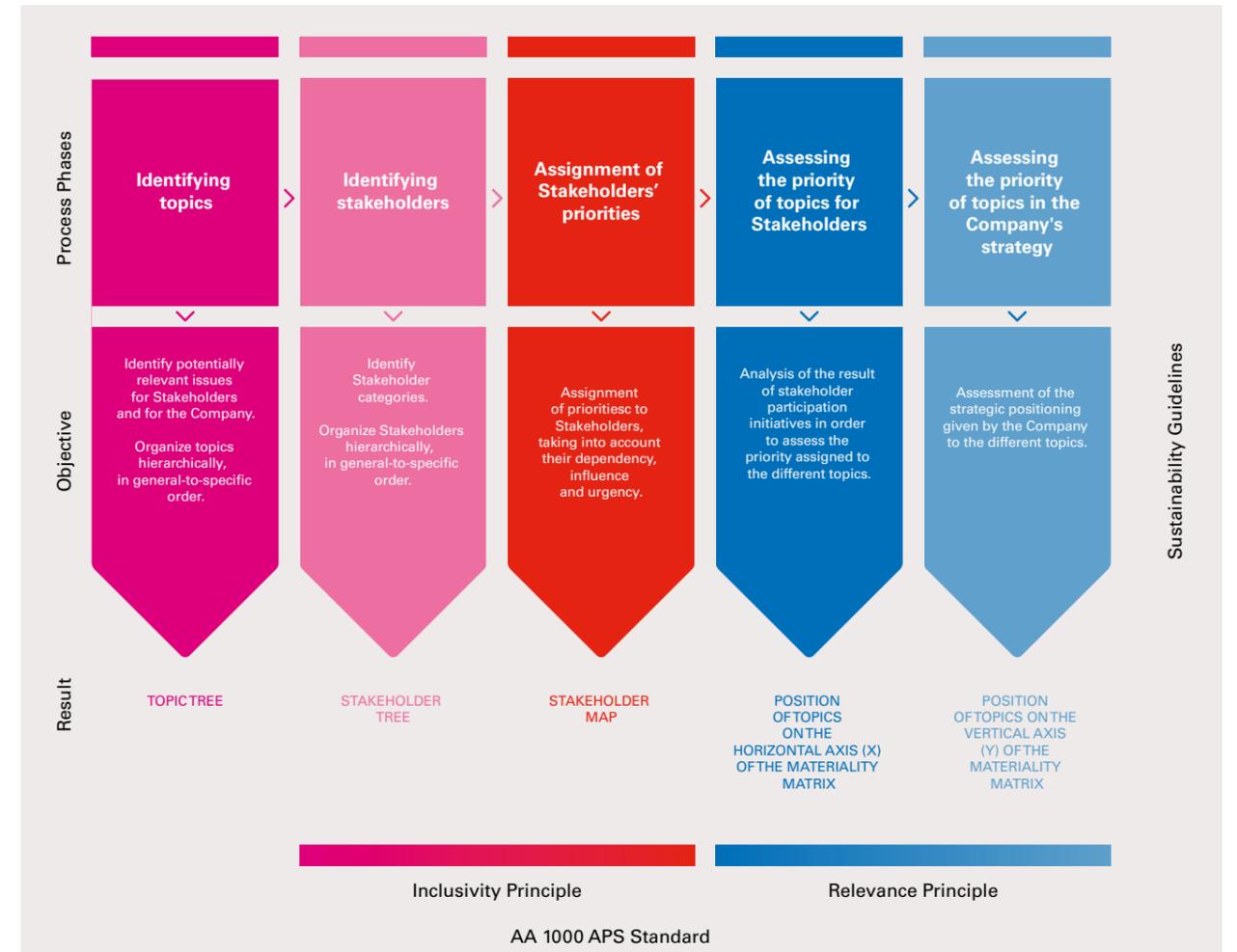
For Enel Group Companies, materiality is an essential input for the ongoing improvement of their sustainability plan and the revision of their strategic plan. Every year, they conduct an exercise to update their material topics, in which they involve the most relevant stakeholders to identify their expectations regarding the management and commitments adopted, and consider them in relation to those topics that represent the strategic priorities.

Data collection, aggregation and information processing are managed through our own system, allowing analysis to be carried out in each of the countries and consolidating all the results at Group and country levels. This system evolves every year to ensure greater traceability, share best participation and monitoring practices among stakeholders, and allow a degree of coverage consistent with the corporate model.

This analysis is complemented by identifying the level of satisfaction and the expectations of the stakeholders regarding the identified critical issues, which defines the priority of each topic and is related to the Companies' strategy.

Data collection, aggregation and information processing are managed through our own system, allowing analysis to be carried out in each of the countries and consolidating all the results at Group and country levels.

Stages of Materiality Analysis



Strategic stakeholder engagement

GRI Standard 102-40, 102-42

For Codensa and Emgesa, stakeholders are people, groups or organisations that are directly or indirectly related to their activities and operations, nationally, regionally and locally:

Stakeholders	Scope
Institutions	<ul style="list-style-type: none"> • National, departmental and municipal government institutions • Legislative and co-administrative institutions • Authorities and control, supervisory and surveillance agencies • Law enforcement agencies • Sectoral and intersectoral professional groups and associations
Financial community	<ul style="list-style-type: none"> • Capital investors • Lenders • Rating agencies and financial analysts
Workforce	<ul style="list-style-type: none"> • Employees • Supervised workers • Union representatives
Business community	<ul style="list-style-type: none"> • Business actors • Trade associations • Union organisations • Business unions
Civil society and local communities	<ul style="list-style-type: none"> • Citizens and public opinion • Opinion leaders • NGOs and environmental groups • Other NGOs and groups • Foundations and voluntary associations • Religious institutions • Educational and research institutions • Corporate social responsibility networks
Authorities and supervisory agencies	National, regional and local
Customers	<ul style="list-style-type: none"> • Potential customers • End customers of the electricity market • End customers of the gas market • Consumer associations
Media	<ul style="list-style-type: none"> • Social media public • Traditional media (local, regional, national and international)
Suppliers and contractors	<ul style="list-style-type: none"> • Potential contractors and suppliers • Contractors • Goods and service suppliers • Fuel providers
Corporate Governance Bodies	<ul style="list-style-type: none"> • Boards of directors • Supervisory committees

The Companies share a tool with all the companies of the Enel Group, which allows them to prioritize their stakeholders based on variables that consider their influence, dependence and tension. Based on these results, the Companies define the strategies and means of communication used with each stakeholder, and update the sustainability plan and the material topic to be included in the sustainability report for each period.

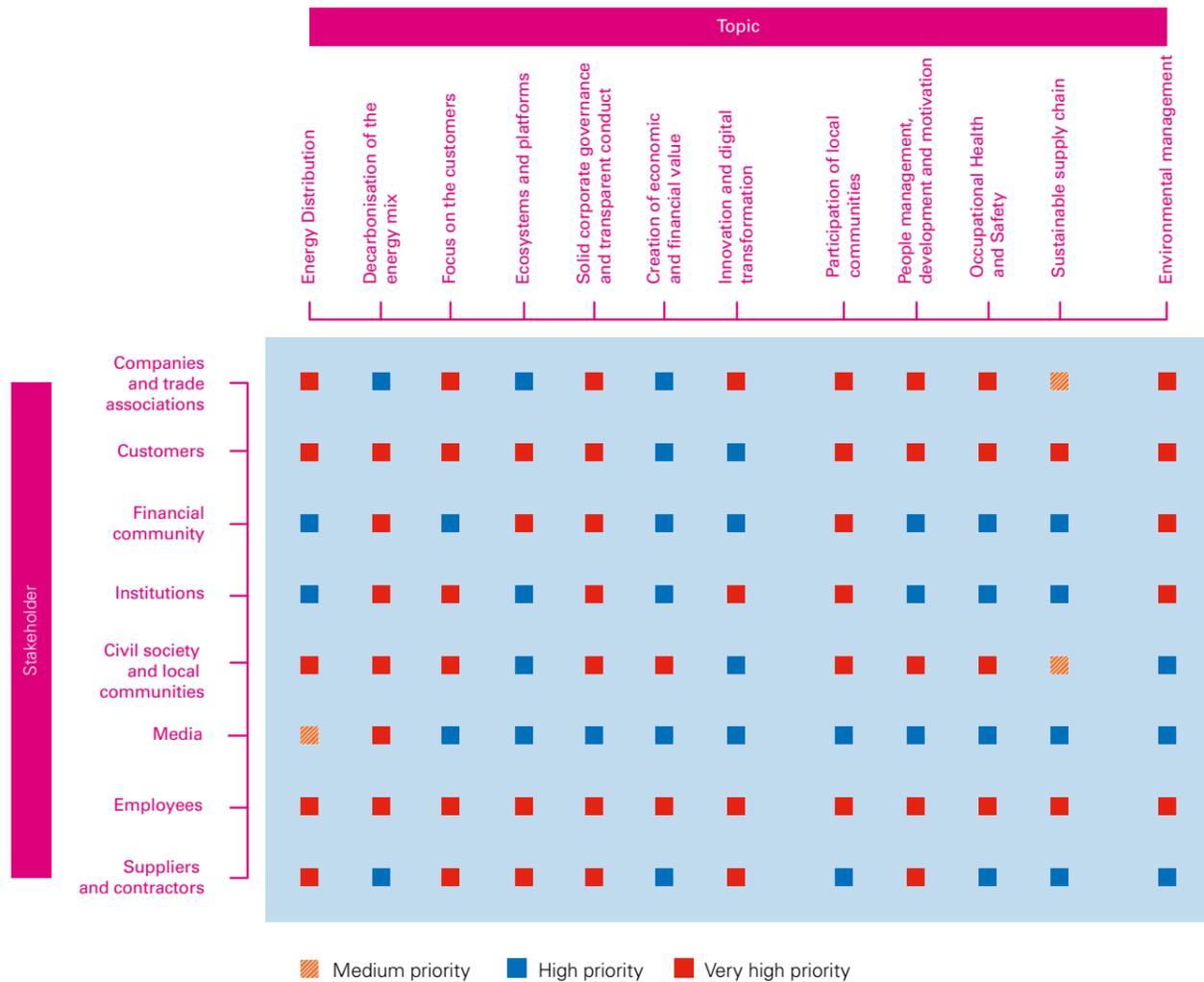
Communication channels with stakeholders

GRI Standard 102-43

Stakeholder engagement strategies have been defined aimed at understanding their expectations, addressing their requests and managing them efficiently, through different specialized communication channels for each one of them.

Stakeholder engagement aim to maintain systematic contact in the areas of operation, in order to address issues of mutual interest related to their needs and interests compared to the operations carried out, also considering financial, environmental and social aspects.

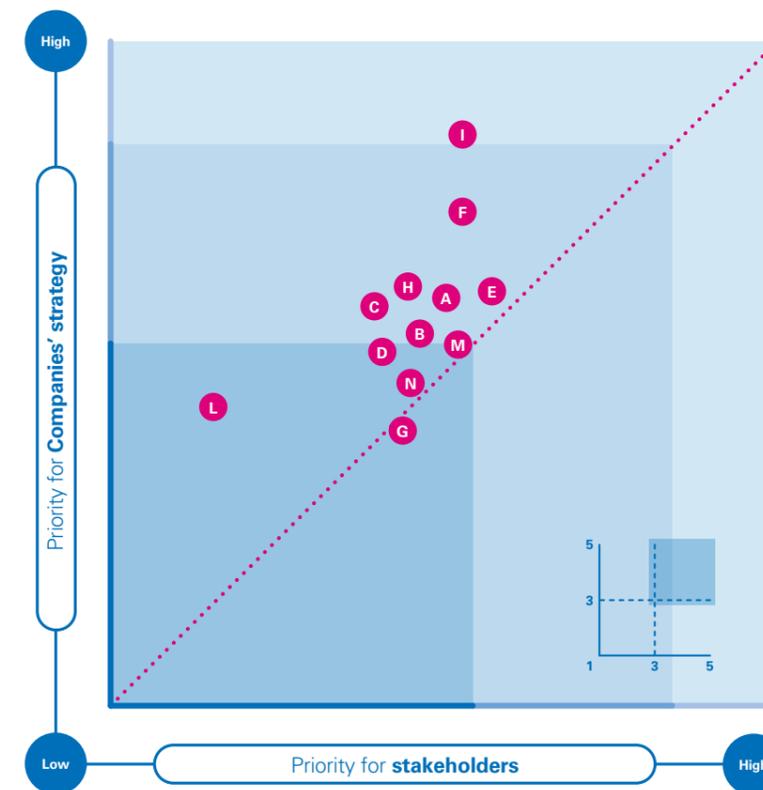




Materiality matrix 2019

GRI Standard 102-47, 102-49

Priority matrix 2019



- | | |
|---|---|
| <p>BUSINESS AND GOVERNANCE TOPICS</p> <ul style="list-style-type: none"> ⚙️ A Energy Distribution 🌱 B Decarbonisation of the energy mix 👥 C Focus on the customers ✂️ D New technologies and solutions¹ 🏛️ E Good governance and fair corporate conduct 💰 F Creation of economic and financial value 💻 N Innovation and digital transformation | <p>SOCIAL TOPICS</p> <ul style="list-style-type: none"> 👥 G Participation of local communities 👤 H People management, development and motivation 🏠 I Occupational Health and Safety 🌳 L Sustainable supply chain <p>ENVIRONMENTAL TOPICS</p> <ul style="list-style-type: none"> 🌱 B Decarbonisation of the energy mix 🌳 M Environmental management |
|---|---|
-
- | | |
|--|---|
| 🌱 Global Power Generation | 👥 Retail |
| ⚙️ Infrastructure and Networks | ✂️ Enel X |

The most relevant topic identified in the materiality exercise is health and safety at work, which is consistent with the priority actions of the Companies and stakeholders. In addition, customer relations continues in the top places of the analysis, which is why engagement plans are developed and also to look for new services and business models that generate mutual benefit.

On this point, “Conecta” stands out, a loyalty programme created to deliver benefits and rewards to the good behaviour of customers, and which contains experiences, promotions, discounts, alliances with restaurants, point accumulation and other benefits that meet the needs of customers.

Environmental management also stands out as one of the material topics for this year, driven largely by the commitment and leadership of the Companies towards energy transition, with a strong focus on digitisation and grid automation, the incorporation of renewable energies in the energy matrix and electric mobility, as key elements that contribute to the prevention of environmental impacts in the places where they operate.



20 job
flexibility programs
and more than
70 quality
of life benefits.

Furthermore, in line with the innovation strategy promoted by the Enel Group at a global scale, the Companies began to offer their employees a balance between life and work, in search of evolving the quality of life model towards a digital experience. In this sense, we worked on an on demand benefits platform through which people can find about 20 work flexibility programs and more than 70 quality of life benefits, which are chosen according to the employee's life stage. This seeks to improve the working environment, in line with the concept of happiness and productivity of employees, gender equality and the particular characteristics of each person.

The process focused on promoting innovation with spaces that consolidate an innovative culture is also noteworthy, where employees have not only proposed new solutions, but have even patented technological developments.

Key Topics for Stakeholders

GRI Standard 102-44

The main topic for stakeholders in 2019 was the management of environmental aspects, largely due to the boost that Companies have given to renewable energy and the decarbonisation of the energy mix; a topic that has pervaded all stakeholders, including the National Government.

Additionally, Companies have strengthened their positioning at the national level with the Circular Economy strategy and the presentation of experiences in spaces with professional associations, National and local Government entities, the academy and the private sector. These spaces were aimed at creating a special level of awareness and priority for some of the communities, suppliers, customers, employees, and other groups involved in their development.

Also, the execution of projects in the areas of influence of the operations increases the particular interest and constant surveillance of stakeholders towards the management of environmental and social issues. This way, the relationship with the communities continues to be a relevant topic in light of the constant work carried out by the Companies to identify the needs and expectations of the areas where they operate, under the framework of the shared value policy and the materiality analysis.

Among the topics that stakeholders feel most satisfied with, management of health and safety at work stands out, consistent with the work carried out on the basis of the zero accident policy.



Another topic that stands out in the priority analysis for 2019 is innovation and digital transformation, which has been developed strategically through innovation and co-creation workshops with the main stakeholders, who have identified these spaces as a tool that enable proximity and the development of projects to identify and support the needs of the communities.

The importance of energy distribution also stands out, as the quality, reliability and dependability of the service, remain permanent interests based on which the Companies constantly work to improve and ensure the service.

Moreover, among the topics that stakeholders feel most satisfied with, management of health and safety at work stands out, consistent with the work carried out on the basis of the zero accident policy, as well as management of environmental issues. This satisfaction is evidenced in recognitions granted to the Companies such as the 2019 ANDESCO Sustainability Award, within the framework of the 21st Public Utilities Congress, confirming the Companies' excellence and commitment in the development of sustainable practices.

The “Oxygenation Project: Oxygen Microinjection and Dosing System for Discharge Water in a Hydroelectric Power Plant” also stands out, a technological invention that allowed, among other things, to increase power generation from 80 MW to 400 MW, and obtain a patent from the system granted by the Superintendence of Industry and Trade.

Finally, although the creation of new products and solutions has low levels of satisfaction compared to other topics, without being however a poor result, the companies have the challenge of achieving greater impacts and innovating in the creation of new solutions to decisively show progress in long-term value creation.

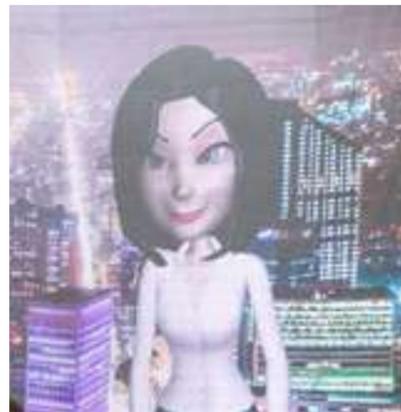
Key Topics for the Companies’ Strategy

The most relevant topic for the Companies’ strategy in 2019 was the creation of economic and financial value, a result of the efficiency actions that the Companies have taken and which further shows the strength they have and reflect to their stakeholders.

Health and safety at work continues to be a strategic priority, so a new safety committee was implemented to seek synergies between business lines, as well as strong efforts in the health and safety management of suppliers and contractors, in internal culture programmes and in the management of critical risks identified in the context of the zero accident policy.

Customer relations through digitisation continues to be a very important issue for the Companies, thus further strengthening the culture of customer digitisation through new technologies and services. These include “Elena”, the first virtual assistant (Bot) for the chat channel of the residential and business segment, whose objective is to address the requirements of duplicate invoices automatically.

Finally, we have the priority given to good corporate governance, confirmed with senior management’s process and commitment regarding the “Codensa and Emgesa Anti-Bribery Management System Certification”, to continue positioning the Companies as leaders and examples in the sector for their good ethical and corporate practices.



“Elena”, the first virtual assistant (Bot) for the chat channel of the residential and business segment



Location of Material Topics in the Report

All the topics identified are material for the operations of Codensa and Emgesa. Each chapter gives an account of the specific impacts and actions carried out by the Companies:

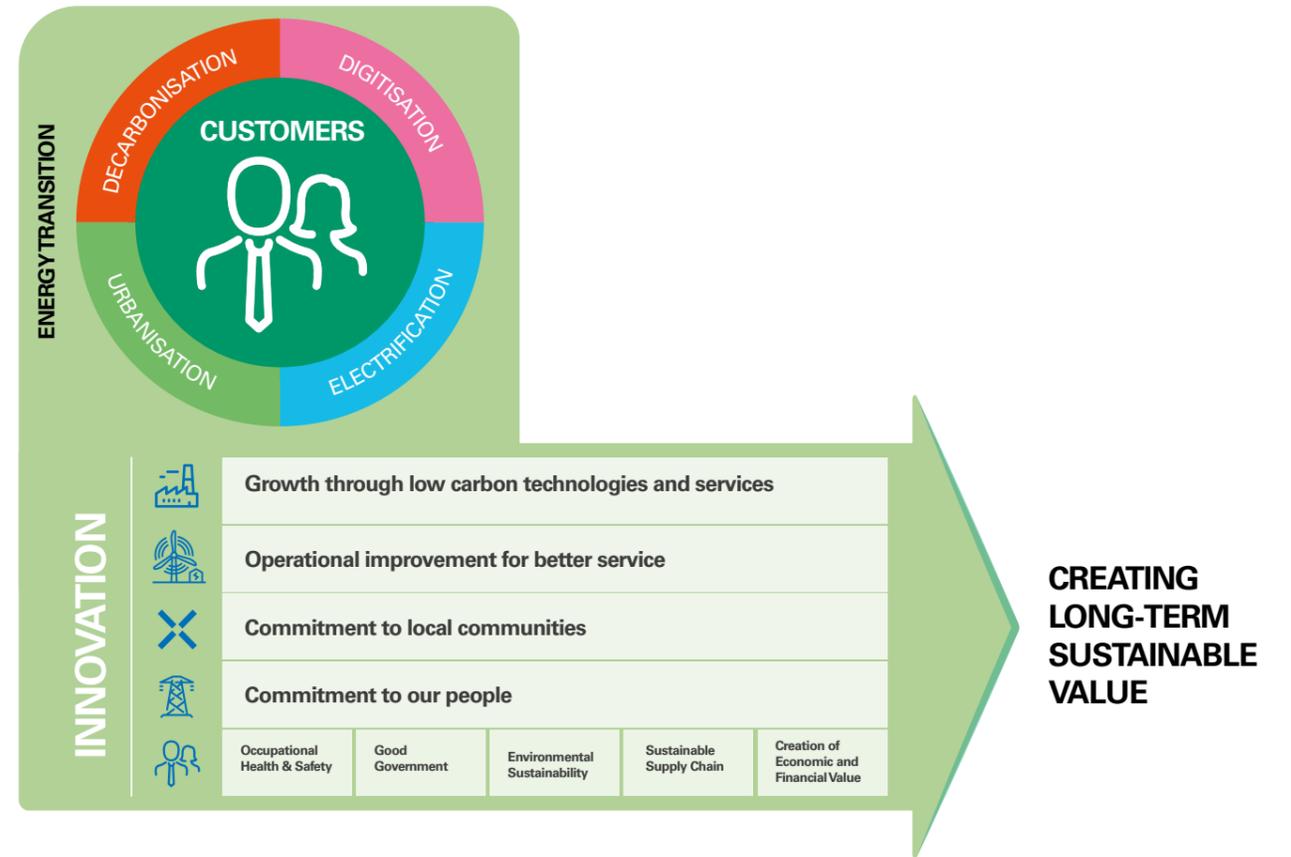
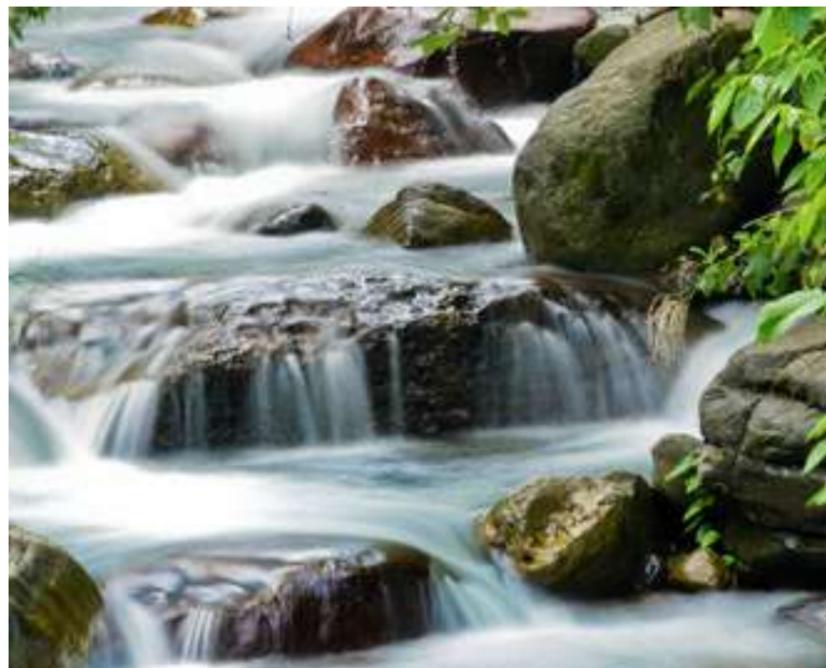
Material Topic	Chapter
Occupational Health and Safety	Occupational Health and Safety
Commitment to customers	Operational improvement for Better Service
Environmental management	Environmental Sustainability
New technologies and solutions	Operational Improvement for Better Service
Good governance and fair corporate conduct	Good Governance
People management, development and motivation	Our People
Creation of economic and financial value	Economic Performance
Participation of local communities	Communities and Shared Value
Energy distribution	Operational Improvement for Better Service
Innovation and digital transformation	Innovation and Digitisation
Sustainable supply chain	Sustainable Supply Chain
Decarbonisation of the energy mix	Climate Action

Sustainability Plan 2019-2021

Driven by the global leadership of the Enel Group and by its resolute commitment to sustainable development, Codensa and Emgesa understand sustainability as a key factor in the stability of their businesses, which, together with innovation, represent essential factors to integrate growth and environmental, social and economic balance as the focus of their actions.

For this reason, sustainability has become increasingly relevant in their industrial and financial strategies, starting from the recognition that their activities acquire value when energy becomes an engine of opportunities and development for the world and for Colombia.

The 2019-2021 Sustainability Plan guides the Companies' actions and allows them to navigate towards the energy transition that is progressing at an ever-increasing speed. It integrates with the industrial plan and is designed considering the main national trends and contingencies that influence the energy industry, the most relevant risks in the sector and priority topics for the companies' stakeholders. Each country's Sustainability Management monitors the progress and fulfilment of the objectives and goals set, in line with the plan defined by the Enel Group for the 2020-2022 period, which is periodically updated.



It therefore contains the guidelines for the business based on future trends, focused on people, social, environmental, economic and corporate governance, as well as the most important topics identified in the Companies' materiality analysis.

In line with the Enel Group's purpose defined at the end of 2019: Open Power for a brighter future. We empower sustainable progress; opening up to the outside world and to others has allowed the Companies to consolidate a corporate strategy based on the conviction that acting in a sustainable way creates value for all stakeholders, the world and society.

For this reason, the plan is to generate long-term sustainable value, starting from the contributions of the business to development, following the global trends of decarbonisation and electrification as the pillars of the strategy.

Sustainability Plan

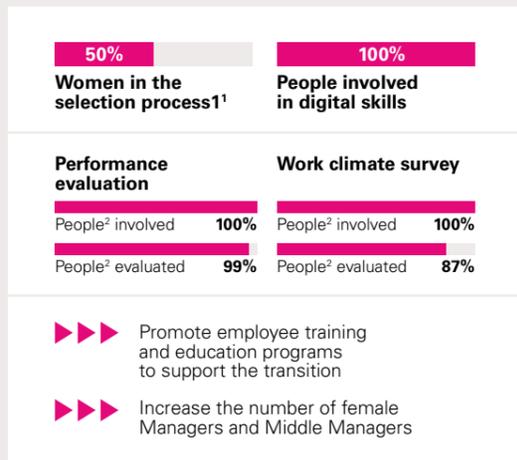
2020-2022



I N N O V A T I O N

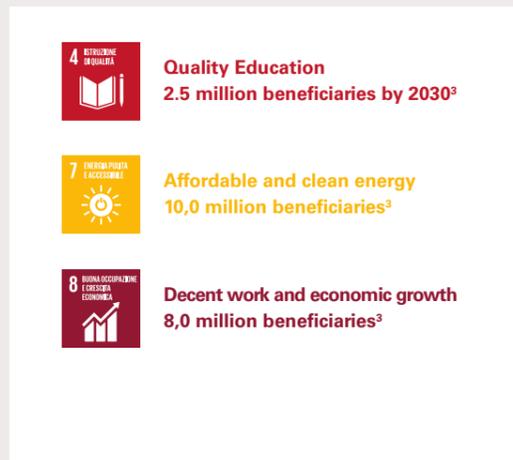
Our people

Target 2022

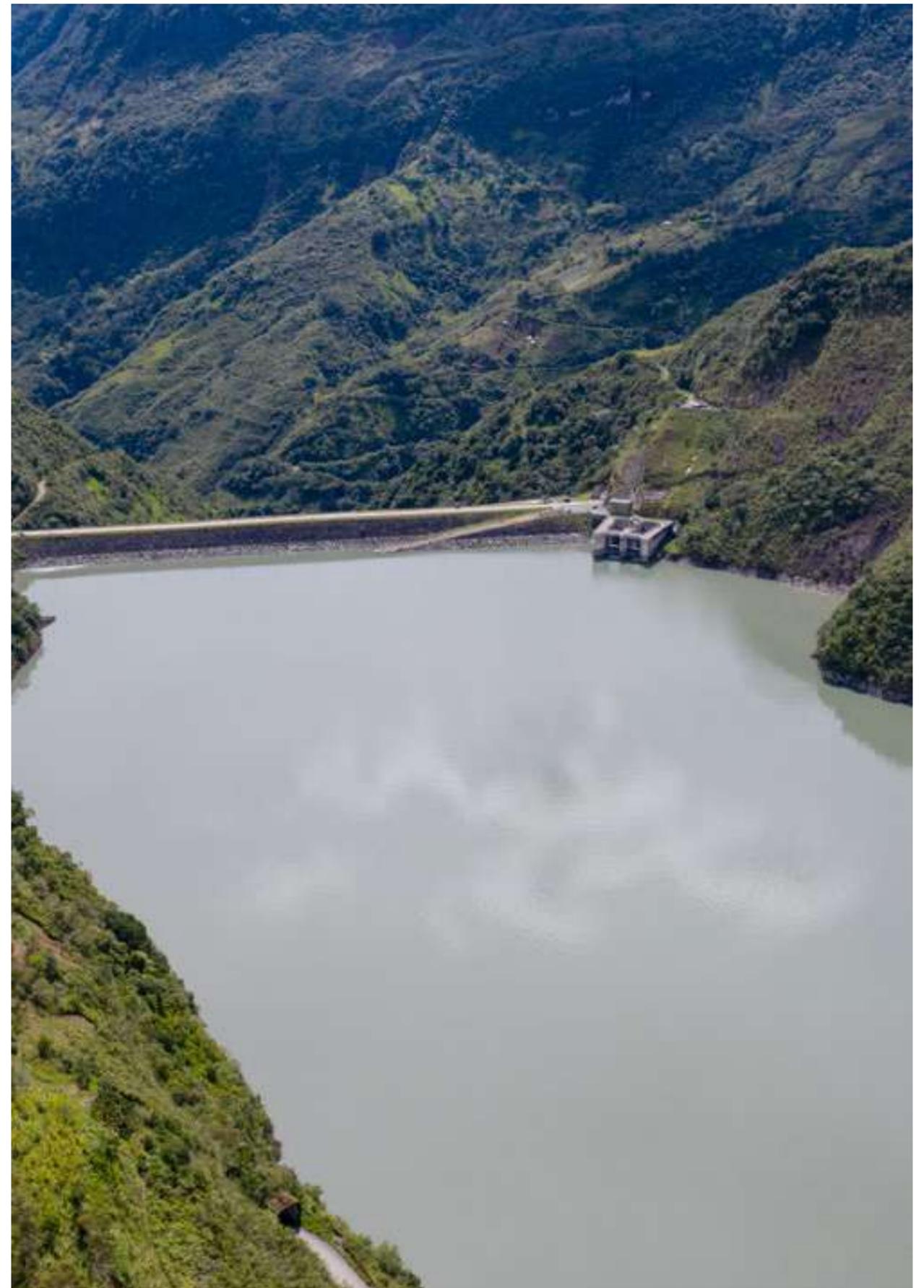


Participation of local communities

Target 2030



1. Does not include selection processes involving workers
 2. Eligible and accessible: those who have a permanent contract and who have been active for at least three months during 2019
 3. Accumulated goals since 2015



This new Plan give people the recognition they deserve: those with whom they work and make all their actions possible, as well as those located in the local communities of the operations to promote development and shared value.

It is based on sustainability in the supply chain, health and safety at work, environmental sustainability and good corporate governance, as fundamental pillars that mobilize actions and allow business continuity and operational efficiency.

Sustainability is an umbrella that pervades the Organisation and contributes to the development of business lines, and implies a substantial alignment between the priorities of the stakeholders and the priorities in the Companies' strategies.

Each pillar and topic of the plan has associated actions proposed by the group to achieve long-term sustainable growth and thus fulfil the commitments to SDGs. The actions/initiatives for each of these pillars and cross-cutting topics of the plan are presented below.

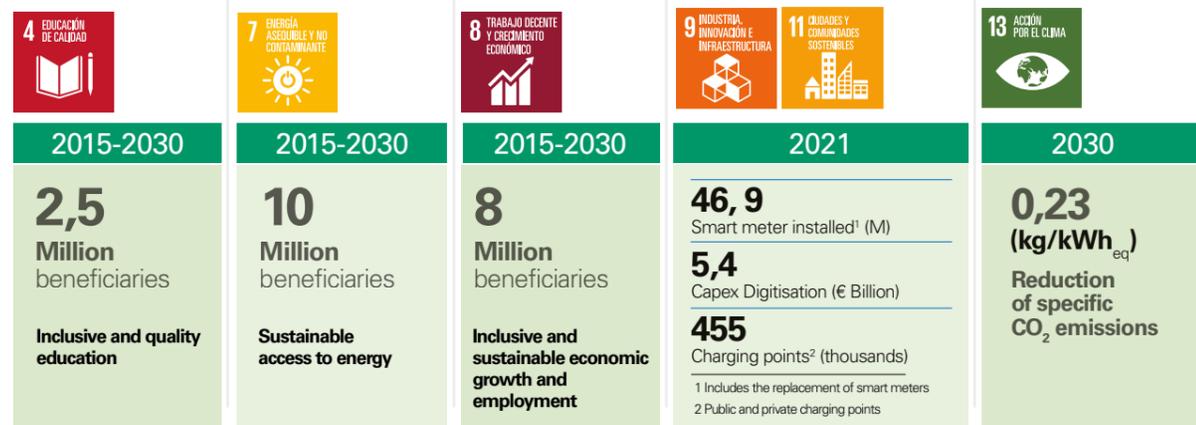


Plan components	Strategic actions
Decarbonisation 	<ul style="list-style-type: none"> Development of renewable capacity and reduction of thermal capacity Reduction of specific CO2 emissions Storage and demand response Implementation of the best national and international environmental practices in thermal plants Climate resilience training Electric mobility Electrification, storage and demand response Development of renewable capacity and reduction of thermal capacity Implementation of the best national and international environmental practices in thermal plants
Electrification 	<ul style="list-style-type: none"> Large-scale innovation of infrastructure, especially in network digitisation, smart meters and charging stations Smart and digitally integrated generation plants Loss management Digitisation of customer relations Responsible and smart consumption of electricity Electric mobility
Commitment to the people we work with 	<ul style="list-style-type: none"> Digital skills and abilities training Climate survey Performance evaluation Gender equality Diversity policies Study opportunities (scholarships) and training for workers
Commitment to local communities 	<ul style="list-style-type: none"> High quality, inclusive and fair education Affordable, reliable, sustainable and modern energy Sustained, inclusive and sustainable economic growth Strengthening of strategic partnerships and promotion of operational partnerships Implementation of new projects to create shared value for communities Dissemination of the 'Creation of Shared Value' model in operational units
Sustainable supply chain 	<ul style="list-style-type: none"> Supplier evaluation and qualification in: <ul style="list-style-type: none"> Health and Safety at Work Environment Human rights and business ethics Development of performance control systems that allow real-time recognition and monitoring Increase and empowerment of procurement procedure strategies, sustainability K factors Practices and development of Circular Economy projects Training activities on sustainability issues for people in charge of supply
Health and Safety at Work 	<ul style="list-style-type: none"> On-site controls (ECoS) Contractor evaluation and support Reduction of the accident rate Strengthening cross-cutting initiatives in the business lines to expand the culture, awareness and commitment of Enel people and contractors in health and safety issues Improvement of operational activities of the Control System to optimise strategic guidelines, implementation rules, results analysis and corrective measures in health and safety issues
Environmental sustainability 	<ul style="list-style-type: none"> Reduction of specific emissions: SOx, NOx, PM Reduction of water consumption Reduction of generated waste Reduction of energy consumption Reduction of the use of plastics in offices Circular economy Strengthening of partnerships and collaborations
Good governance 	<ul style="list-style-type: none"> Implementation of the board of directors' diversity policy Constant alignment with international recommendations and best governance practices Structured induction plan for board members and independent auditors during their tenure Permanent commitment on corporate governance issues with advisers and leading institutional investors Anti-corruption certification - ISO 37001 Ongoing improvement of compliance programmes and preventive models in criminal risks Further extension of Model 231 training and Enel Global compliance programme Due diligence on Human Rights

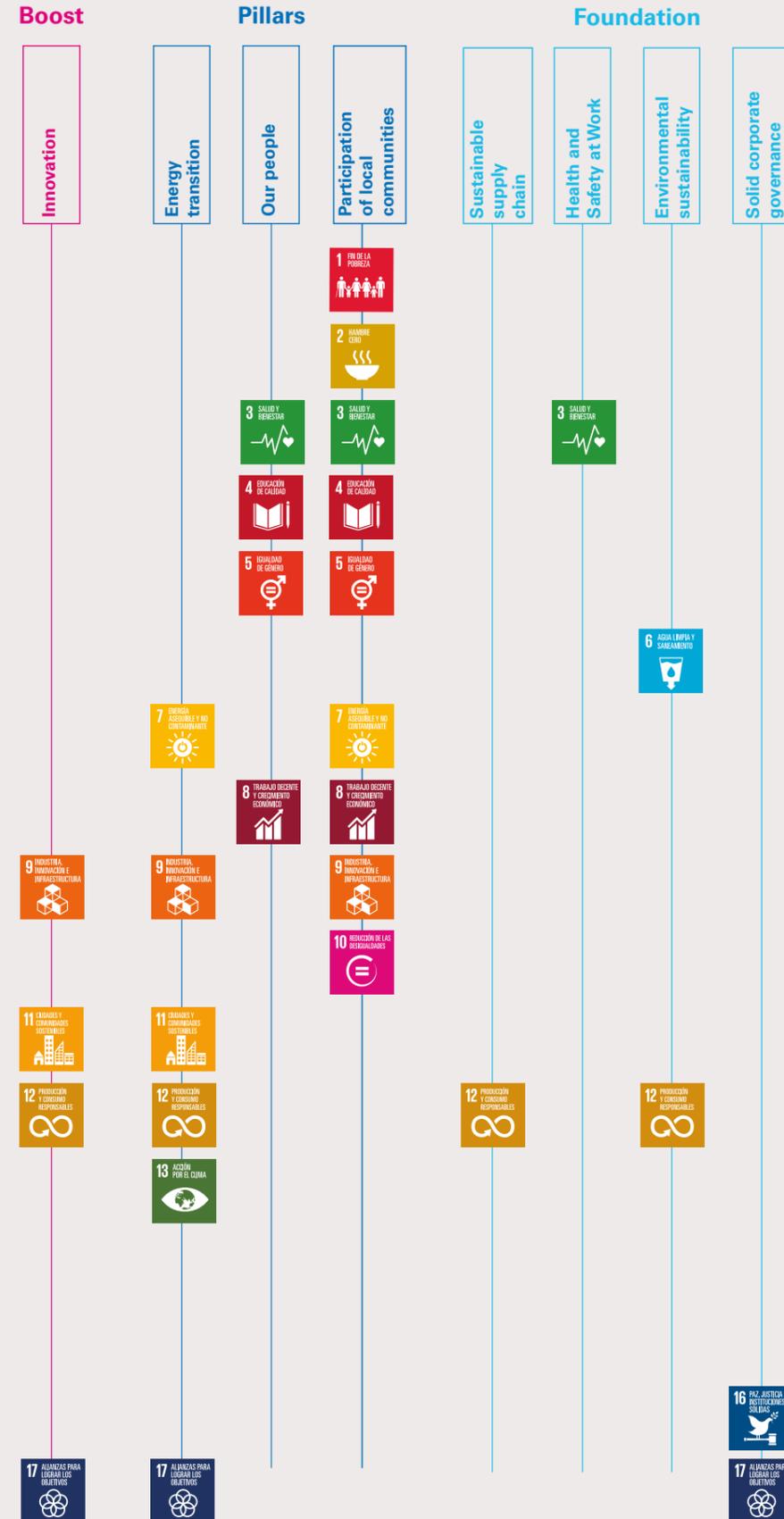
The Sustainability Report is structured based on the components of this plan. Each chapter presents the key approaches the Companies have adopted in their sustainable management to face the main challenges, and the results achieved during 2019.

Sustainable Development Goals

Since 2015, the Enel Group has maintained its public commitment to the global sustainable development agenda contained in the 17 Sustainable Development Goals (SDGs). The Company adheres to six of them, guiding a cross-cutting management: quality education (SDG 4); affordable and clean energy (SDG 7); the contribution to the socioeconomic development of the communities where the Group operates (SDG 8); promoting innovation in responsible industrialisation and resilient infrastructure (SDG 9); the creation of sustainable cities and communities (SDG 11); and climate action (SDG 13); with the aim of achieving carbon neutrality by 2050.



Enel's commitment to the SDGs



Under this global commitment, Codensa and Emgesa have developed their own sustainability initiatives that contribute to the fulfilment of specific SDG targets. In 2019 the results were:



Quality education

12
Projects

9,531
Beneficiaries



Affordable and Clean Energy

13
Projects

160,552
Beneficiaries



Decent Work and Economic Growth

30
Projects

8,499
Beneficiaries



Sustainable Cities and Communities

4
Projects

2,490
Beneficiary



Climate Action

12
Projects

9,230
Beneficiary



Other SDGs

13,771
Beneficiary

Total beneficiaries country 2019: 204,073

With the public commitment of the SDGs, Codensa and Emgesa share the conviction that business practices based on universal principles contribute to the generation of a more stable, equitable and inclusive global market that fosters more prosperous societies, based on synergies and common objectives to achieve sustainable results. Our strategic plan shows how 95% of our investments have direct effects on 4 of the 17 UN SDGs: SDG7: Affordable and clean energy; SDG9: Industry, innovation and infrastructure; SDG11: Sustainable cities and communities; SDG13: Climate action.

Circular economy

The circular economy for the Enel Group is a new paradigm that reinforces the economic component of sustainability, the objective of which is to maintain the economic value of products as long as possible and to minimise the use of raw materials. The implementation of this new model is being developed through three phases, taking advantage of the Company's strategic objectives: change towards renewable generation, the Open Power philosophy and the shared value approach. And it stands on five pillars: Sustainable Input, products as services, sharing platforms, extending product life and end of life translated into maintaining value through upcycling, reuse and recycling.



The goal is to move from a linear economy model to a circular economy model:

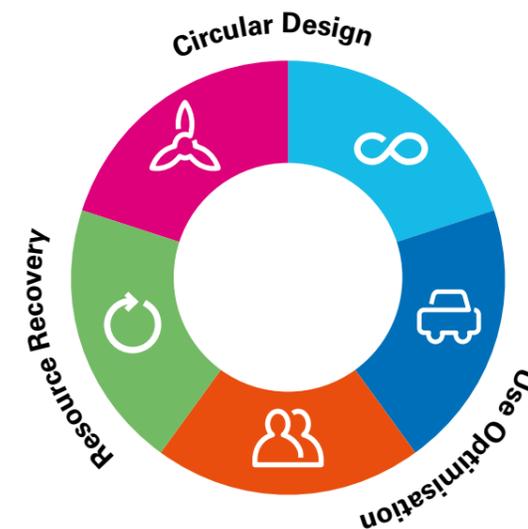
→ Linear Economy

- Model based on the intensive consumption of resources, production aimed to the sale of products and, as a result, the generation of large amounts of waste.
- Its sustainability raises great doubts due to high consumption of resources and non-consideration of external factors (environment and health).
- Targeted efficiency, economic profitability is not enough to meet global demand and ensure sustainability.

↻ Circular Economy

- Model based on the use of renewable and recycled resources, aimed at offering services that extend the useful life of products and their utilisation factor. With this model, waste is minimised and valued.
- A regenerative model: minimises the use of raw materials and uses eco-design to maintain the value of materials in the system.
- CE allows to meet the challenges of current economic and productive growth, ensuring Sustainability.

ENEL'S 5 PILLARS OF THE CIRCULAR ECONOMY



	Sustainable Input: Renewable, reusable, recyclable.
	Products as Services: Sell customers the service instead of the product
	Sharing Platforms: Increase the utilisation ratio through shared use.
	Extending product life: Through design, maintenance, repair.
	End of Life: Keep value by upcycling, reuse and recycling.

Implementing a circular economy model means rethinking the way we use matter and energy: from design to production, from consumption to managing the so-called "waste". It is a structural change that requires two tasks: on the one hand, reflecting on technologies, business models, behaviours, responsibilities and relationships between areas and sectors; on the other, managing the transition of an economic system that for decades has produced processes, approaches, regulations, assets and expectations related to a linear economic vision. Therefore, maximum collaboration between all actors is necessary: Enel believes that it is important to continue tackling the issue with an Open Power vision, as has been done in recent years.

In the framework of the circular economy, to face the issue of the cities of the future, the Enel Group decided to use the concept of a circular city, as it believes that it is important to have a holistic view of the urban context in all its areas. In this sense, circular economy represents a complete framework within which to fully define the lines of action.



Enel's vision is better reflected in this concept than in the smart city, as the latter is overly represented by the technological element. The best solutions for economic development along with quality of life, environmental sustainability and social inclusion cannot be considered separately without having a joint vision of the main objectives, defined as a whole within a single strategy. In this context, technology is a fundamental enabler for the transition, but its effectiveness does not depend on the status of implementation of the technologies but on the degree of achievement of the economic, environmental and social objectives.



In 2019, Codensa and Emgesa participated in the definition of the National Circular Economy Strategy

In 2019, Codensa and Emgesa participated in the definition of the National Circular Economy Strategy, which seeks to maximise the added value of production and consumption systems in economic (profitability), environmental (climate change) and social (employment) terms, from the circularity in flows of materials, energy and water. There was participation throughout 2019 in the updating of sectoral goals (line sources and use of energy) and regional workshops related to the strategy.

The Group's circular economy strategy, its initiatives and experiences were also presented to different stakeholders and professional associations, national and local government, academia and the private sector, such as Andesco, Andi, and Crea Impacto. The Company continued to work to adopt this approach as a business opportunity and transition to it.

1 Circular cities. The cities of the future. Second edition. October 2019. Enel Group.



Enel x

- Photovoltaic system with 390 kW capacity on the roofs of the ABB factory, under PPA
- Collection of the cleaning service through the Enel bill
- Smart meters

GX

- Use of organic waste
- Use of Quimbo wood/biomass
- SENA laboratory staff provided with El Paso panels
- Studies for the use of Termozipa ashes for roads

I&N

- Urban Futurability Bogota
- Integrated Industrial Waste Management, the first step in the Circular Economy
- Transformation of waste to beautify area of influence
- Digital invoice

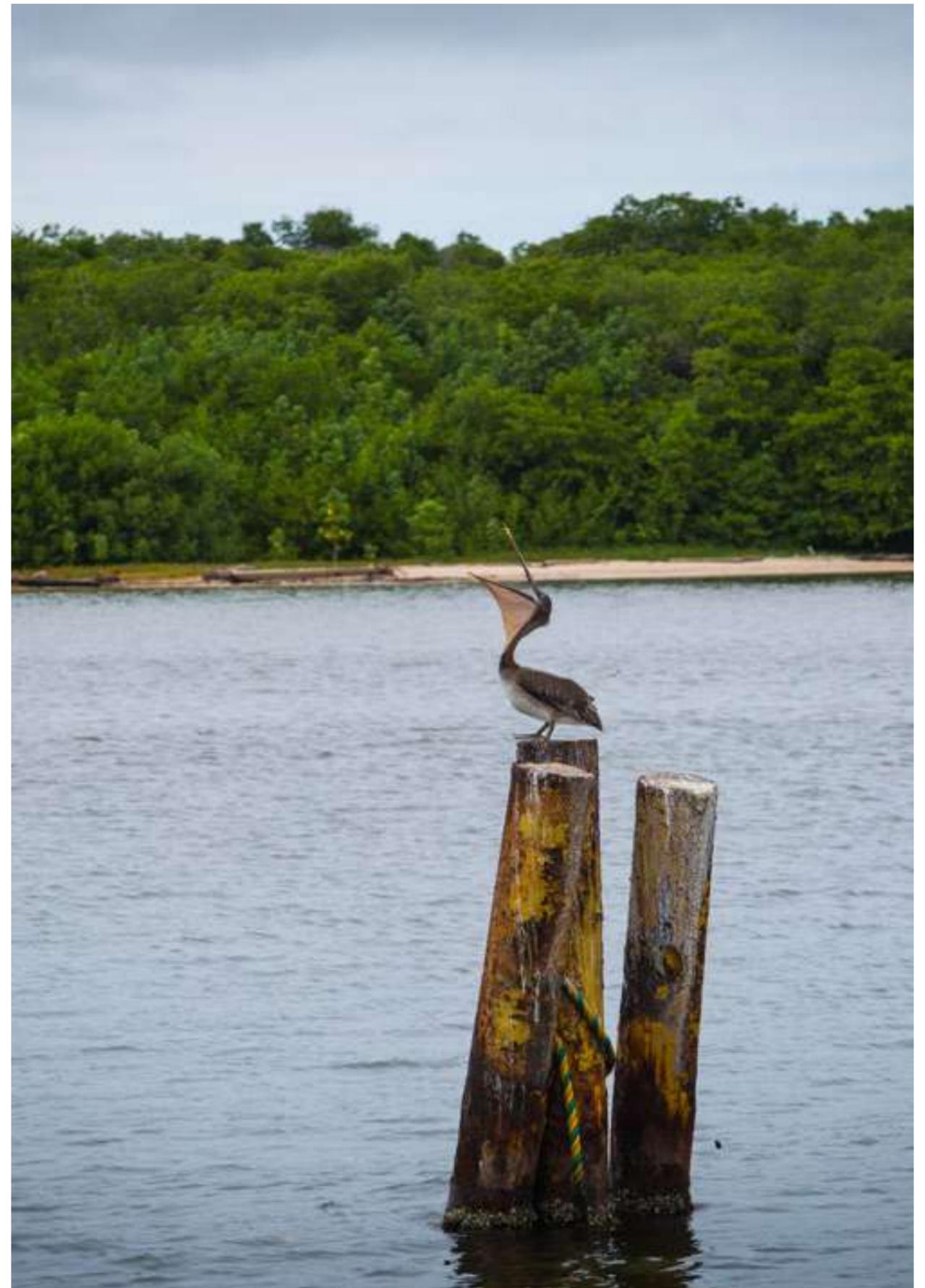


Environmental, Social and Governance (ESG) Indexes And Rankings

Enel Companies in Colombia participate in environmental, social and governance (ESG) indexes through Enel Américas, its direct controlling company, and Enel Spa. IN 2019, Enel Colombia represented 31% of Enel Américas' EBIDTA, contributing significantly to the group's financial, social, environmental and good governance performance regionally.

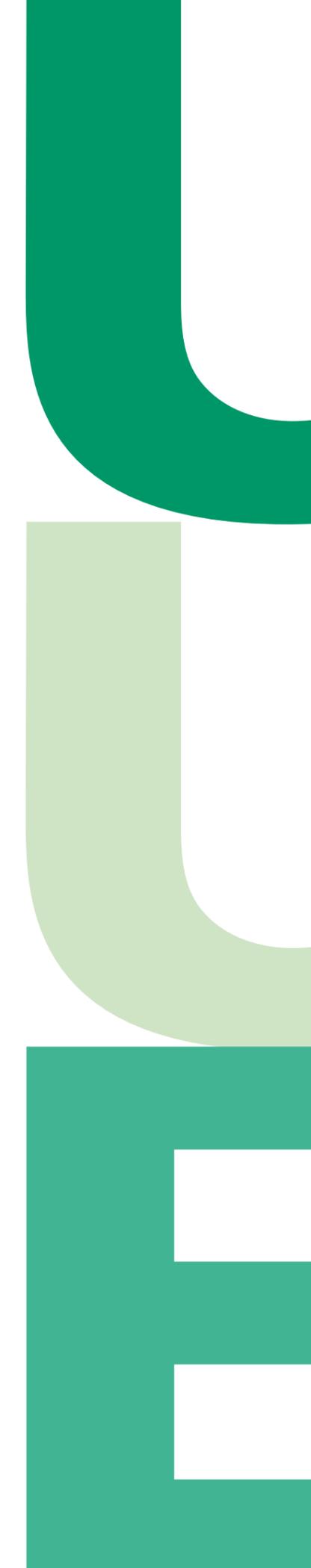
The good performance of the Enel Companies in Colombia is directly reflected in Enel América, an investment company with operations also in Argentina, Brazil and Peru, which during the year received the following recognitions:

Index/Ranking	Description and Scope
Dow Jones Sustainability Index (DJSI)	According to the Dow Jones Sustainability Index (DJSI), Enel Américas was among the 10 best electrical service companies worldwide, ranking eighth in DJSI Chile, DJSI MILA Pacific Alliance and DJSI Emerging Markets. It was also included for the first time in the RobecoSAM Sustainability Yearbook, recognized in the bronze category, as the only Chilean company, together with Enel Chile, to receive these distinctions and be present in three indexes.
FTSE4 GOOD	Sustainability index of the London Stock Exchange that classifies the best companies according to their performance in areas such as the fight against climate change, governance, respect for Human Rights and measures against corruption. Enel Américas has been included in this ranking for the third consecutive year in the Emerging Markets and Latin America categories.
Vigeo-Eiris	Enel Américas was included for the third consecutive year in the Vigeo-Eiris Best Emerging Markets Performers ranking in the utilities sector, which includes the best performing companies in emerging markets with a "best in class" approach.
MSCI ESG Indexes	These indexes seek to generate common perspectives regarding ESG investments, and serve as a benchmark for investors regarding the Companies' ESG performance. In 2019, Enel Américas received the classification, as it was part of the various sustainability stock indexes offered by this entity.





2. CREATING LONG-TERM SUSTAINABLE VALUE



Operational Excellence for Better Service

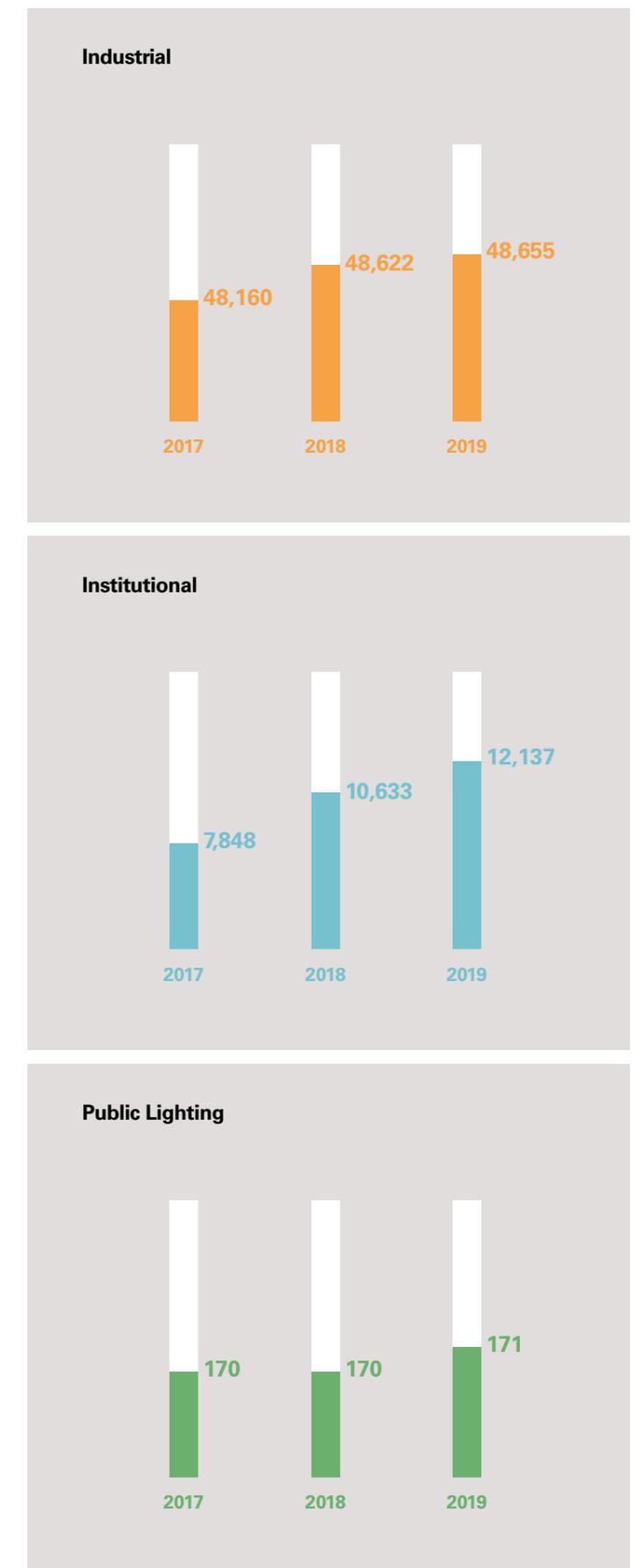
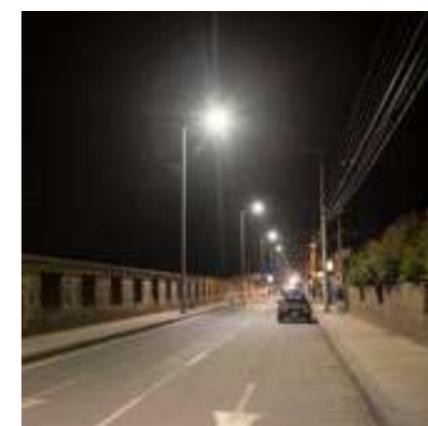
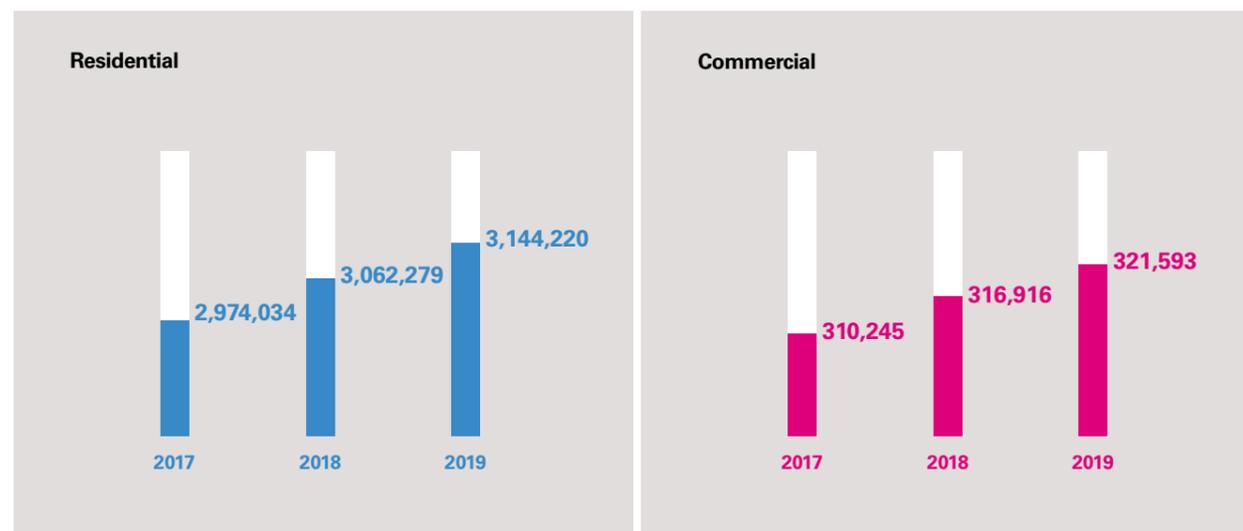
Codensa Customer Culture

Material topic: Customer culture

GRI Standards 103-1, 103-2, 103-3, EU3

Codensa's customer management is structured based on three categories: residential and commercial customers (B2C), industrial and institutional customers (B2B), and government agencies in charge of public lighting (B2G).

At year-end Codensa provided 3,526,776 electricity services in the different markets it serves, 2.56% more than in 2018.



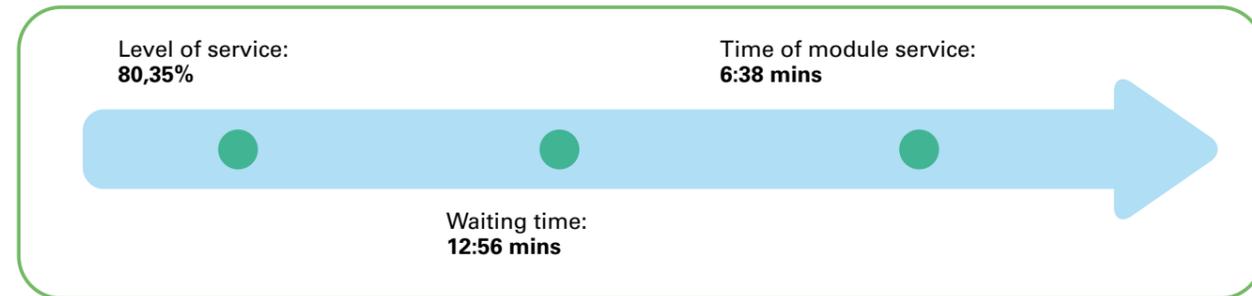
Commercial and Residential Customers

Demand Management Systems

For residential and commercial customer service, Codensa has an in-person mechanism in Bogota and Cundinamarca, in addition to the Integrated Service Network, consisting of virtual office, community cell phones, Contact Centre and Online service, in order to ensure timely and efficient service to customer needs.

In-Person Service

The Company has 24 in-person service points in Bogota, where 2,240,751 transactions were carried out in 2019, with an average of 186,729 services per month.

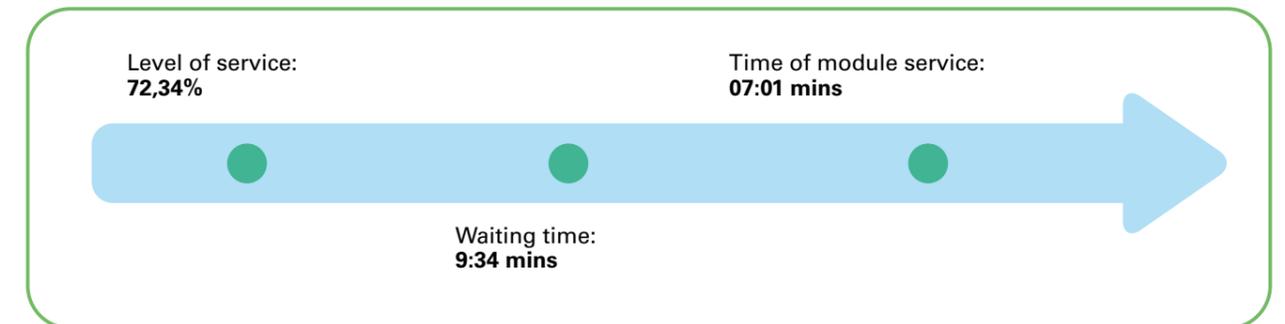


During the year, the following relevant milestones were reached in the strengthening of customer relations:

- The Quend turn allocation and management system was implemented for in-person service channels. This tool is integrated into the Salesforce system, which allows generating tickets, scheduling appointments, recording audios, as well as dynamic dashboards with real-time information on the status of waiting times and module service.
- The project for collecting the cleaning fees through the electricity bill was implemented both in Bogota and Cundinamarca. It started with the operator Área Limpia in the locality of Suba and a sector of Chia, with 375,633 customers, and later with the operator Promoambiental in the eastern part of Bogota, with 579,734 customers.

- The audit carried out by the company TÜV Rheinland checked compliance with the requirements contained in standards ISO 9001:2015, ISO 14001:2015, ISO 18001:2007, and the 33 in-person customer service centres located in Bogota and Cundinamarca were recertified.
- At 2019 year-end, Codensa had 5 Mobile Service Offices in operation (2 for Bogota and 3 for Cundinamarca), in order to facilitate customer service for customers located in crucial areas or very remote from the Service Centres.

With regard to the department of Cundinamarca, as of 2019 there were 23 service points, where 517,779 services were performed, which represented a monthly average of 44,148 services, with a YoY growth of 2.1%.





Virtual office

In the department of Cundinamarca, 5 new virtual office points were opened, located in the municipalities of Tabio, Suesca, Subachoque, Sesquile and Alban, and 3 points were closed in Cachipay, Ubaque and Viota.

During the year, 5,266 services were provided in 46 municipalities in Meta and Cundinamarca, through partnerships with internet cafés.

Contact Centre

2,921,014 calls were answered through the telephone channel in 2019, which represented a YoY growth of 8.51%, mainly due to digital transformation queries, payment button and incident traffic in the network, especially in the year's rainy seasons, which caused customer call-backs due to solution times.

In order to improve customer experience, new services such as natural language IVR were implemented on lines 5115115 - 115. In addition, the mayoral model and the Soy Compañía line were redesigned and the use of WhatsApp was incorporated for local and municipal mayor's office, with 7x24 service. A unified survey model was also implemented to obtain results online, in order to learn about the customer experience and thus recover the Company's image against detractors. This was done by monitoring the process of each customer and providing a solution to their needs, obtaining positive results, with a recommendation rate of 45% and 67% of customer promoters.

Online Service

The Company has 8 virtual service channels, which aim to optimally manage customers' requirements and concerns. These channels are social networks (Twitter and Facebook), service chat, sales chat, website, smart window, video call and the mobile application.

Elena, is a Chatbot that provides customers with information on their last six billing months, operates 24 hours a day, seven days a week and is available on the website.

Since going live, it has generated 230,463 duplicate invoices, in 216,054 interactions with residential and business customers.

Based on the Company's digital transformation strategy and the use of Robotic Process Automatic (RPA) technology, the Chat Bot is constantly being improved.

Main Achievements of the Online Service	
Elena, the Company's first Chatbot	It has generated 230,463 duplicate invoices for residential and business customers
Residential and business virtual portals	6,892,134 visits recorded in the last year
Interactions with customers through social networks	368,850 followers on Facebook, 36,314 on Twitter, for a total of 115,175 interactions
Transactions made through virtual portals	A total of 12,713,740 transactions in the year
The chat channel had an increase in number of conversations	Increased by 92.7% , with 161,267 conversations
Interaction with customers through the APP	411,046 people downloaded the APP in 2019
Transactions through the APP	945,369 transactions made in 2019
Customer service through the Smart Window	95,244 people served in the last year
Customer service via Video Call	11,012 people served in the last year

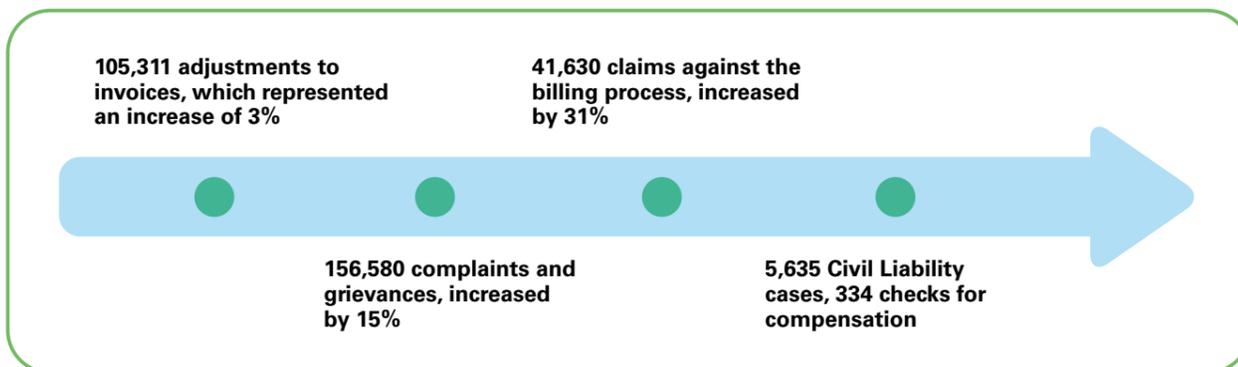




Written Procedures and Re-invoicing – Resolution of Claims

In the last year, requests, queries, complaints and grievances increased by 15%, and procedures by 17%. In turn, Customers resorted to administrative appeals for reconsideration and supplementary appeals to a greater extent than last year, with a total of 16,880 people.

For the digital transformation process, written Procedures and re-invoicing carried out an Agile Room, to redesign the management process, through the incorporation of Salesforce and the use of new automation technologies, as well as the integration of a system that will streamline customer response and ensure a positive experience.



Programmes

From Within

The programme was continued in order to further strengthen a culture of customer service within the Company.

 **418** Services evaluated



Overall rating of **4,14**, for a satisfaction level of **81,09%**



Relations and Loyalty - Conecta

Conecta is a programme created by Codensa to get to know its customers better and thus increase loyalty through multiple benefits that can be redeemed. The system is based on the capture of sociodemographic information, family composition, tastes and habits. The 2019 results include:

- Satisfaction level of **85%**
- **36,418** active customers
- **8,597** full customer profiles
- **1,005** registered employees
- **32** partnerships available
- **6,7** million points accumulated
- **253,600** points redeemed
- **3,7%** redemption

Non-electrical Products

Apart from energy distribution, the Company has been in charge of creating a portfolio of non-electrical services that address several needs related to entertainment, communication, life insurance, access to healthcare, among others. These services are:

Credit cards and personal loans



- Launch of the first credit card integrated into the Bogota mass transit system, which provides the customer a daily limit of \$10,000 that does not generate interest or handling fees and allows them to access the system without lines or cash.
- Launch of the MasterCard franchised card, which allows its use in any national or international establishment affiliated with this network, as well as online purchases.
- Implementation of a new trade agreement with Scotiabank Colpatría business partner.

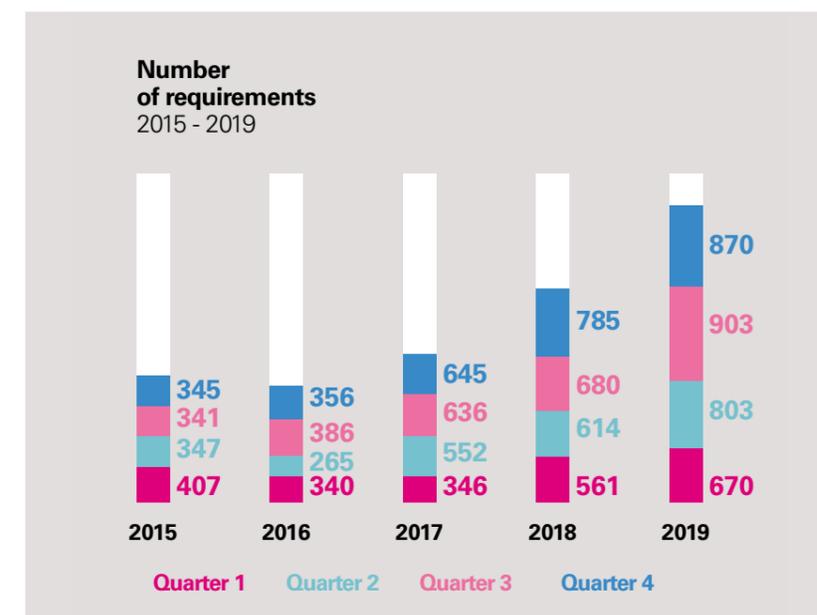
Insurance and assistance

- To strengthen the insurance category, the portfolio included bicycle insurance, rental insurance, life insurance, payment agreements, public service insurance and joint ownership insurance; all with great benefits for customers.
- The lease insurance was launched, which provides peace of mind and support to owners of residential and commercial properties against risks of non-payment of rent, administration and public services; this product is backed by the insurer Zurich.
- Assistance products that provide solutions to unexpected events that occur in the home and pet needs (dogs and cats) regarding medical and post-mortem situations.



Interaction with supervisory agencies

In 2019, supervisory agencies made 3,201 requests to the Company, as a result of claims filed by customers. 99.8% of these requests were addressed within legal terms.



The requirements are mainly due to maintenance of electrical infrastructure, representing 31.8% of the total, followed by complaints associated with charges on the electricity bill, with 14.5%, and finally complaints for service interruptions, with 13.8%.



The project "Personeros en el Radar" was developed, which defines the main investments that the Company has planned in each of the operating areas of Cundinamarca, as well as the service channels that it has established for the different audiences.

This project allowed to know the expectations and needs of municipal spokespersons regarding the provision of electrical energy service, which strengthened the bonds of trust and showed the Company's commitment to achieve excellence in its service quality indicators and its purpose of going beyond legal requirements, investing significant resources for the modernisation and expansion of the electrical infrastructure of Bogota and Cundinamarca.

Customer Ombudsman

Codensa is the first company to create the figure of Customer Ombudsman within its corporate social responsibility, who is responsible for achieving the following objectives:

Conflict resolution

- Achieve direct agreements
- Establish a win-win relationship
- Satisfy the parties involved
- Avoid judicial and administrative processes
- Minimise costs for each party

The Customer Ombudsman cooperates with the entities or stakeholders to solve the cases of citizens who come to these instances. Through its intervention, it generates a two-way pedagogy between the parties involved, in order to transform the conflict of interest into an opportunity for improvement for customers and companies.

The Customer Ombudsman's Office consists of professional personnel specialized in conflict resolution, as well as a team in charge of managing cases, complaints and requirements.



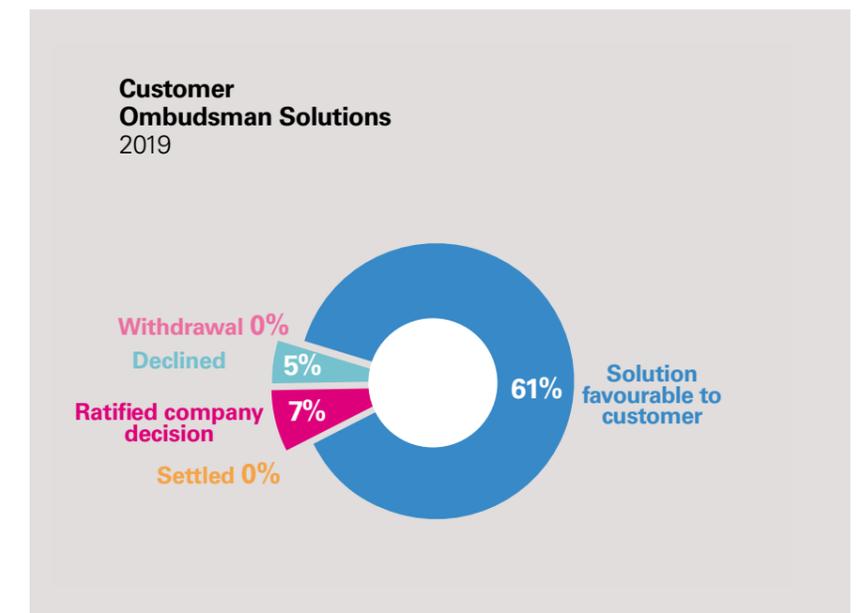
The Customer Ombudsman complies with the Integrated Policy on Occupational Health & Safety, Environment and Quality, which is found in the Company's regulatory system, as well as with the provisions of Decree 392 of 2015 of the Mayor of Bogota, which, among other provisions, regulates the Ombudsman figure in the entities and institutions of the Capital District.

Its Coverage extends to all customers in Codensa's area of influence: Bogota, Sabana, Cundinamarca, Boyaca and Tolima. To strengthen its processes, the Company permanently develops the following initiatives:

- Conflict prevention workshops
- Ombudsman for a day
- Workshops on informing about the public utilities contract
- Observations, improvement plans and non-conformities regarding the quality systems in the areas of operation
- Action plans by areas, in order to improve relations with them
- Working groups within the team, seeking to improve customer compliance

Decisions issued by the Customer Ombudsman during 2019

The Company settled 88% of the cases filed during the year based on the decisions made in the first instance by the Ombudsman's request, which shows Codensa's willingness to directly resolve disputes with its customers.



Below is the description of the possible decisions based on last year's trend.

- **Modifications in the first instance:** Based on the mediation by the Ombudsman, the decision made in the first instance by the Company is changed.
- **Ratification in the first instance:** The decision made by the Company is confirmed to the customer, based on the established procedures and standards.
- **Declined:** The customer does not provide sufficient information on the case and during the pre-analysis it is determined that the customer has a pending complaint with the Company with the same claims; therefore, the complaint is declined until the customer receives a response from the Company.
- **Withdrawal:** The customer declares to the Customer Ombudsman that he will not continue with the case and consequently withdraws the complaint.

In 2019, 1,411 cases were admitted by the Customer Ombudsman, and 1,423 were closed with an average response of 12 business days.

First-contact response

The customer ombudsman's office reviewed **3,746** requests and queries, of which **73** were resolved in the first instance

Whistleblowing channel

These are reports filed by users against inappropriate behaviours of workers, contractors or third parties. **5,505** complaints were received, of which **5,050** were confirmed and **447** were rejected. Additionally, 62 complaints were received for non-conformity in the procedures.

Complaints

62 complaints were entered into the complaint line, through which customers express their disagreement about an internal procedure or policy that they believe is affecting or violating a right.

Customer experience and satisfaction: NPS (Net Promoter Score) experience measurement

The NPS indicator measures the level of recommendation of the product or service, using a scale from 0 to 10, with the following scores:

- 0-6 Detractor Customers
- 7-8 Neutral Customers
- 9-10 Promoter Customers



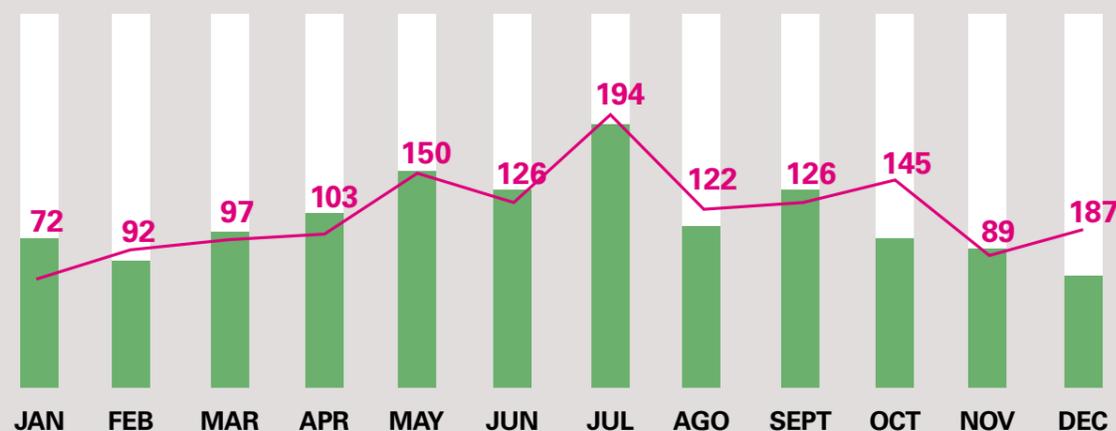
Results scale:

- **High:** More than 50
- **Average:** Between 35 and 50
- **Low:** Between 15 and 35

The model contains open-ended questions that look into the reasons and feelings of customers, to capture inputs that enable different plans to be activated, and seeks to protect and ensure a better experience.

The Company managed the NPS experience measurement for its products and services, which yielded an average satisfaction of 80%, highlighting the satisfaction related to the Crédito Fácil Codensa product.

Customer Ombudsman cases
2019



Product/Service	ISCAL - Satisfaction Index	NPS: Product Recommendation Index
Home electrical works	74%	32
Crédito Fácil Codensa	83%	33
Insurances	72%	23
Business energy	73,3%	

Strategic engagement

Through its relationship engagement, Codensa seeks to manage timely and efficiently the social impacts, risks, contacts with communities and stakeholders, as a result of the development of its activities, and thus fulfil the following purposes:

1. Generate favourable social environments for developing its operations
2. Build positive experiences and generate bonds of trust and closeness with stakeholders: Increase Corporate Assets
3. Promote among customers a culture of intelligent and productive use of products and services

Methodology



- 1 Social mapping of different stakeholders
- 2 Systematic engagement plan with prioritized stakeholders
- 3 Communication plan on topics of corporate interest
- 4 Concerns and expectations response plan
- 5 Leadership recognition

In 2019
3,235 contacts
 were made (meetings, interviews, tours) with authorities and stakeholders

2,124 contacts
 in the different municipalities of Cundinamarca, Boyaca and Tolima

1,104 contacts
 in Bogota



Social viability

Codensa has implemented actions of engagement, communication and information that seek to build social, legitimate and productive environments in relation to its operations to ensure social development.

For 2019, 108 projects were made viable, all of which continue to be executed, including the following:

- New Demand Project Management
- Modernisation of Public Lighting in Bogota
- Substation Construction
- Cundinamarca 100%
- Quality Plan
- Loss Control, added neighbourhoods
- Digitisation
- Smart Metering
- Legalisation of Direct Services in Cundinamarca
- Substation maintenance
- Cleaning Bill
- Contingency response
- Undergrounding of networks according to Land Use Planning

Customer culture

Build strategic partnerships between the Company and the communities in accordance with corporate objectives, by strengthening citizen skills and abilities in business knowledge and other topics of common interest.

By Your Side:
 141 workshops were held with direct contact with 115,731 customers

Energy Watchers:
 151 schools were affiliated and 32,160 children were trained and certified as Energy Watchers

60 UPCE talks were held, in which 1,563 adults were trained in the smart use of energy

579 customers were received in the sessions of the Mobile Customer Service Centre

15 breakfasts were held with Energy, with 260 horizontal property opinion leaders

Billing

Support for the Socioeconomic Strata Breakdown Committee

In accordance with the provisions of Acts 142 of 1994, 505 of 1999, 682 of 2001 and 732 of 2002, the Company participated in 147 sessions of the Permanent Socioeconomic Strata Breakdown Committees (CPE) in 37 municipalities that have this consulting and surveillance entity.

Invoice redesign

The new mass and business invoice designs were implemented, along with the inclusion of the cleaning charge in the electricity bill. These changes were reflected in three new designs that present the charges more clearly to users. The format change for the Enel X business line was also implemented with the corporate colours of the brand.

Virtual invoice

The process of adapting the customer to digital changes continued with the use of virtual invoice. Advertising on social networks, inserts in bills, advertising in mass media, exclusive advisors, among others, was also intensified, and different incentives were implemented, such as Digital Subscription and pre-registration campaigns, achieving a YoY growth in registered customers of 190%.



Industrial customers

Marketing



81% of customers are satisfied with the company's works and services.

Last year, the Enel X business line was launched in the business and industrial segment, focused on the Bogota and Barranquilla regions. The brand seeks to position as an energy partner of companies in the country, and at the same time as a global leader in the demand flexibility market.

Its strategy is focused on generating opportunities, based on the relationship between business and industrial customers and the portfolio of services and products. For 2019, at least 1,150 generations of opportunities were registered, through the implementation of activities such as the agreement between Codensa and Emgesa, opening access to new large customers.

Among other engagement and positioning actions, business breakfasts were held with topics relevant to customers, including tax benefits and solutions in response to CREG Resolution 015, as well as sponsored events, publications on the Business Blog and in magazines such as Dinero, P&M and Gerente, digital campaigns, the go live of Enel X website, webinars, telephone campaigns, trainings and some internal events.

After measuring customer experience in the business segment, it was found that 81% of customers are satisfied with the company's works and services.

Voluntary Discountable Demand Programme (VDD)

The VDD Programme was launched, which managed to benefit 15 large companies in the country that contribute 460MWh/day to the National Interconnected System. The Flexibility Workshop was also held, a space that allowed the understanding of the main world trends in topics related to demand response, which had the participation of different representatives of countries such as Chile, Peru, and Brazil, United States and Ireland.

In-person Sales

A strategic distribution of sales within the national territory was defined, where sales outside Bogota and Cundinamarca were 37%. The municipalities that stood out were Meta, with 54%, followed by Atlantico with 22% of the participation.

Regarding new product positioning, the first VDD transactions were carried out for energy backup, making it one of the differential and most trending products in the business customer business line. Spot sales of the photovoltaic product also stood out.

Customer care and remote sales

Interactions

The number of interactions decreased due to changes implemented in the process of new connections, which allowed the optimisation and digitisation of activities.

Last year, changes in the approval process for electrical designs and work receipt were consolidated. Regarding the purchase of distribution assets in the construction segment, 232 payments were made to constructors and 209 agreements were processed, in addition to the change in the evaluation methodology, applying the provisions of CREG Resolution 015 of 2018.



Response to queries, complaints and grievances, technical and commercial cycle

A total of 20,465 queries, complaints and grievances were received, 67% by email, 26% through filings in service centres and 6% through the Company's internal channels, with an average of 6,13 days for business cycle requirements and 12,1 for technical cycle requirements.

Last year, important changes were made in order to improve relations with corporate customers, by providing service and managing their requests through a single operator.

158 meetings were held with business customers, achieving greater participation from the different technical and commercial areas of the Company in order to recognise and understand the problems in the service, detect sales opportunities and improve processes.

Finally, new customer service models were implemented, with the introduction of a personalised digital customer service channel, which scales emergencies due to failures in the energy service in the points of greatest impact for telematics. This has significantly reduced the effects, inconveniences and fines on telematics due to unavailability of antennas.

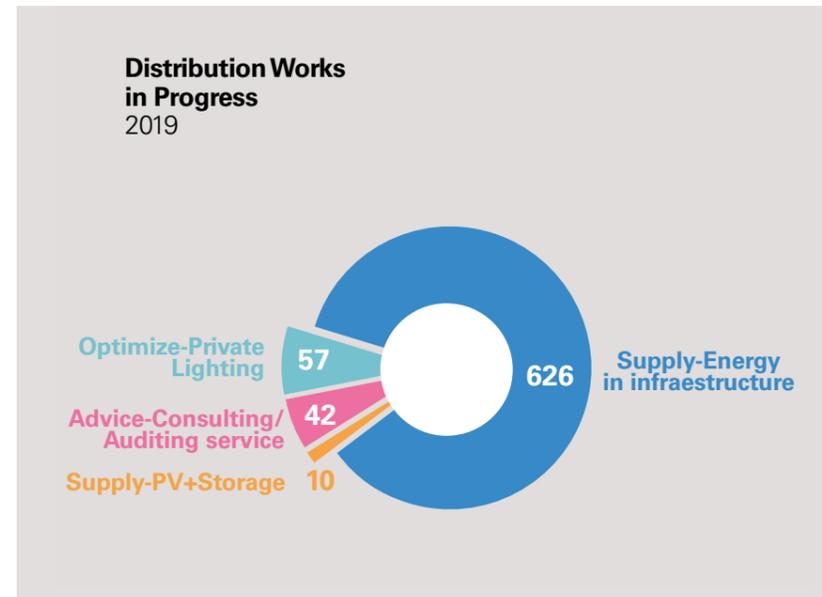
Sales through remote channels

In 2019, there was a 20% YoY increase in sales through remote channels. 75% of these sales correspond to increased charges, distribution and new accounts. In addition, the call centre began operating inbound and outbound, for the pre-sale, sale and post-sale processes.

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Engineering and works

In 2019, 735 electrical projects were executed, broken down as follows:



Main Projects

Uniaguas

The purpose of the project is the construction and standardisation of aqueduct facilities for residential use in the municipalities of the regional system of the Sinu environment: Cerete, San Carlos, Cienaga de Oro and Sahagun. This project ended in 2019, excluding the municipality of Sahagun.

Christmas

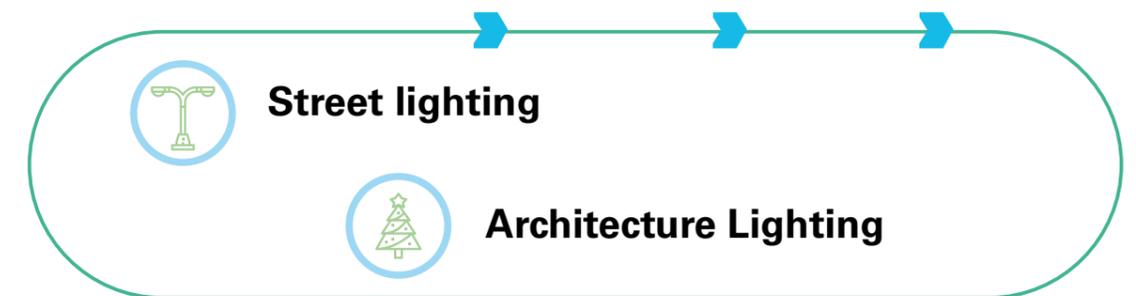
Christmas decoration projects were developed in 9 cities in the country, including Bogota, Bucaramanga, Cali and Barranquilla. More than 16 customer participated in this initiative, including banks, shopping malls, foundations and compensation funds. And more than 80 people and 90 days to set up, maintain and take down the decorations.

Voluntary Discountable Demand (VDD)

The operating model of the demand response programme ended last year with an aggregate of 0,46 GWh/day, represented in 15 large customers and 48 commercial borders. This customer portfolio consolidates the energy for future negotiations and transactions of VDD with the country's generators. Based on the results obtained, the Company became the second agent with the highest number of borders registered in the programme.

Institutional Customers

In order to provide the best energy solutions to government customers, the Companies have made innovations for the growth and sustainable development of the country's different regions, through two lighting businesses.



Public Lighting Management

City lighting is an asset that provides security and visual comfort, and that is becoming increasingly friendly to the planet, due to efficient technologies.

In 2019, the relationship with the Special Administrative Unit of Public Utilities (UAESP) continued, which supervised the business's performance and ensuring the optimal provision of the service +throughout the city of Bogota. Under the initiative of expansion and modernisation of public lighting, a total of 4,318 devices installed with LED technology was reached in the towns of Usaquen, Tunjuelito, Puente Aranda and Engativa, among others.

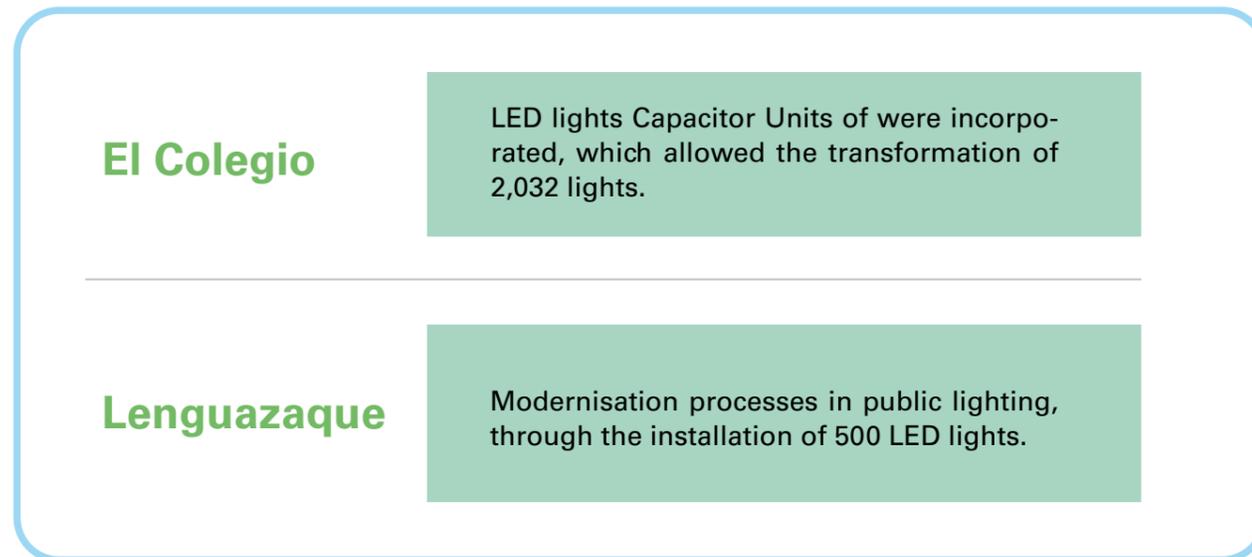
The public lighting plan developed by the Mayor of Bogota, the UAESP and Codensa, achieved the installation of more than 74,000 lights in the towns of Bosa, Usme, Fontibon, Puente Aranda, Engativa and Usaquen, illuminating sidewalks, secondary roads, squares and recreational areas, road intersections and parks.

Bogota's main highways



Interventions on the North Highway, Avenida NQS and Calle 13, installing more than 3,000 lights with LED technology.

In the municipalities of Cundinamarca, 1,722 new expansions were installed. Additionally, two contracts were signed for the public lighting management, modernisation, operation and maintenance in the municipalities of El Colegio and Lenguazaque, ensuring the continuity of service, effective maintenance and well-being for the community.



Architecture Lighting

Christmas Route 2019 – “Christmas closer to the stars”

The project lighted more than 12 kilometres of tracks and more than 150,000 square meters of parks and squares in Bogota, with more than 55 sites that for 37 nights had low-energy Christmas lights and low calorie production.

Around 13 million light bulbs were installed, represented in 10,500 Christmas items. There were more than 450 hired employees, and the participation of at least 5 district companies and 9 private sponsors.

Christmas Ibague

The company Enel X Colombia S.A.S. was awarded the contract to carry out the Ibague Christmas lighting, its very first winning tender. It made the Christmas lighting line in a city outside the area of influence, strengthening its position in the national market.

- Lighting of 18 sectors in the city
- 32 season nights
- 25-meter interactive snow ramp
- Lighting in parks, avenues and lanes
- More than 50 people working in the execution of this project

Communication and positioning

4 Communication campaigns associated with LED modernisation in municipalities

60 thousand interactions

\$480 million in free press generated in news about LED modernisation

579 Radio ads

83% Favourability

3,5 millones million people reached on social networks

6 Customer Relations Breakfasts



The 80,000th modernised light to LED technology was officially delivered to the city of Bogota, through a press conference with the Mayor of Bogota, the director of the Special Administrative Unit of Public Utilities (UAESP), and Codensa’s General Manager.

Designs

417 projects were processed digitally through the Unified Desk for Builders (VUC), saving 1,668 sheets of paper for plans and approximately 208,500 letter-size papers, in the approval process of public lighting projects.

Customer Support

The digital signature was implemented, which prevented printing copies of each communication and improved the letter response process.

Emgesa Customer Culture

Material topic: Customer culture

GRI Standards 103-01, 103-02, 103-03

The deregulated market consists of end customers who consume more than 55 MWh-month or who have 0,1 MW of maximum power demand. Emgesa serves customers in the industrial and commercial sector mainly in this market, for which it has specialized customer service facilities to give advice on energy negotiation and offer energy solutions aimed at efficiency.

For 2019, Emgesa obtained a commercial demand of 4TWh, which is equivalent to 18% of the total national demand in this market, becoming the second largest energy provider in the country. In addition, this year 1,269 borders or telemetry points were served, corresponding to 464 customers.

Figures in GWh	2018	2019
Deregulated Market	4,387	4,043

Emgesa's Deregulated Market demand is distributed in the Caribbean region 26%, Central 60% and Southwest 14%.



Customer Relations

In order to communicate effectively with customers, Emgesa has designed an engagement plan through different communication channels.



Sales force

The value proposition with customers is achieved through the personalised advise and follow-up service, which is provided by a team of commercial coordinators. The Company serves its customers nationwide, however, its sales force is located in the cities of Bogota, Cali and Barranquilla.

Call Centre

A customers service hotline is available 24 hours a day, 365 days a year, with a Network Operator for each area addressing queries or requirements related to quality of supply.



Website

Personalized content for customers is available on the company's website, www.enel.com.co/es/empresas/enel-Enel-Emgesa.html.

Events and Communications

Sharing with customers is essential for the Company, which is why training plans have been developed related to the following topics.

- Energy market
- Regulation and current regulations
- Efficient use of energy
- Economic prospects
- Other current issues

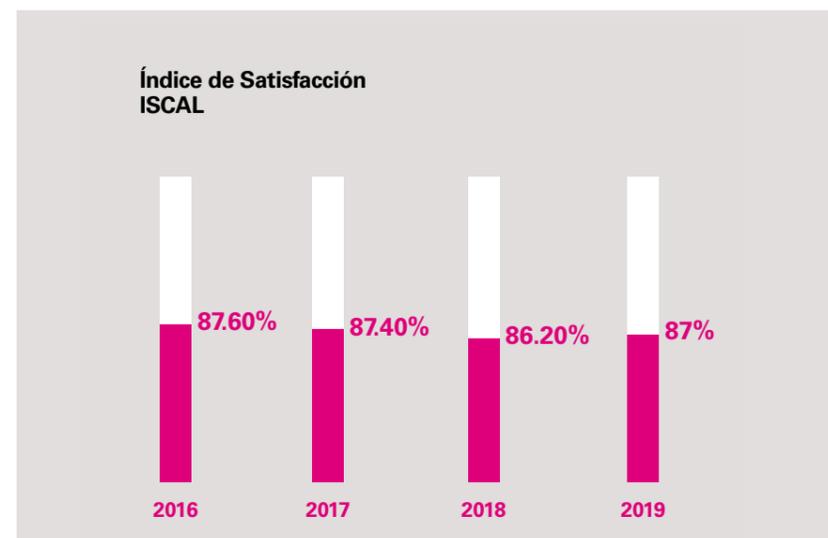
In the last year, 393 customers attended the virtual and in-person events.

Customer Satisfaction

To measure customer perception of the Company's offer of products and services, a satisfaction survey model has been designed with the aim of increasing the added value of the product.

The Quality Satisfaction Index (ISCAL) has remained at excellent levels in the last two years, as a result of the good development of customer relations plans. This index takes into account aspects such as the response of the commercial coordinator, the media, the invoices, the image, among others.

The 2019 ISCAL satisfaction index was 87%. The Company's image stood out as the best valued in the year.



New Product Structuring - Renewable Energy Certificates

In order to continue innovating and diversifying its offer of services for the overall satisfaction of its customers, Emgesa has entered the renewable energy certificates market through the document issued by the INTERNATIONAL REC STANDARD (IRECs), an entity that certifies that the energy customers consumed during a certain period of time is generated from conventional renewable energy sources, adding an element of value that stands out their products in the market.

In 2019 Emgesa achieved the certification of 241 GWh-year to 9 customers of the Deregulated Market.



Energy Derivatives Market

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

As of 31 December 2019, 5,28 GWh of energy futures were purchase. The coverage of the transactions in Derivex totalled \$166 million, thus securing a margin of \$51 million in Wholesale Market.

Moreover, in 2018 the board of directors approved the change of Emgesa's corporate purpose, to be able to carry out operations in the derivatives markets for purposes other than hedging the contracting portfolio. As of 31 December 2019, 27,05 GWh were settled, which were not considered within the hedging strategy. In turn, there are energy futures sales contracts for 35,8 GWh, with a different purpose than the coverage of the contracting portfolio.

The variable margin during the year was -\$922 million, and futures operations with Derivex amounted to \$830 million and in TES \$1,087 million, which are considered restricted cash. These operations are backed with guarantees.

Operational Excellence

Material Topic: Energy Distribution

Excellence in Power Generation

Emgesa is now positioned as one of the largest electric power generating companies in the country, making its management sustainable while ensuring the customer growth.

The Company has 12 hydroelectric and 2 thermal power plants, located in the departments of Cundinamarca, Bolivar and Huila.

Power Generated

GRI Standard EU2 and EU30

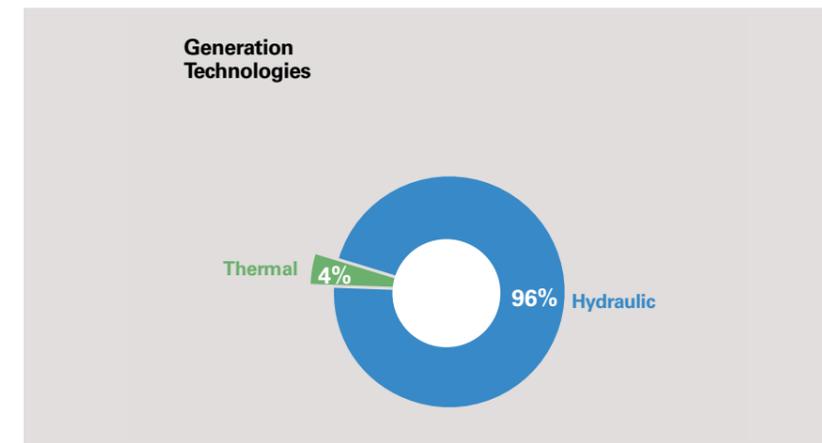
The activity developed last year was based on the improvement of processes and the adoption of best practices globally.

In 2019, Emgesa's net power generation reached 15,225 GWh, with an increase of 8,4% YoY, mainly due to a greater hydraulic generation given by the contributions to the historical average in the Bogota river, as well as the increase in thermal generation due to the system's demand. These results make Emgesa the country's largest generator, with 22% of the total energy generated.

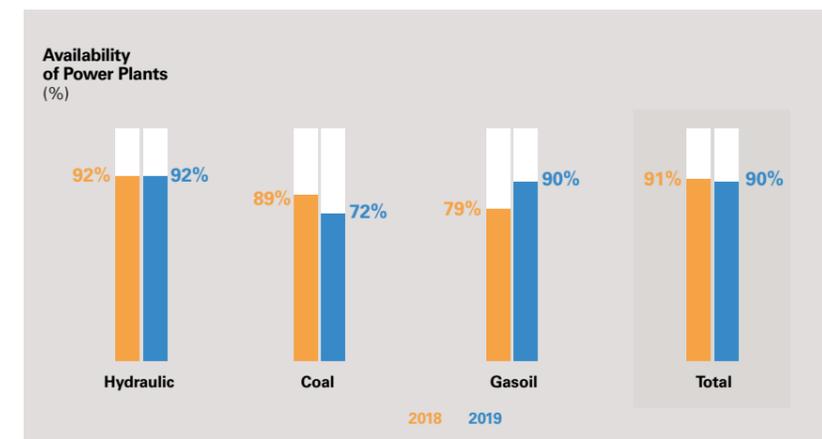
Energy production is obtained through the use of water sources and by the combustion of fossil resources such as coal, oil and gas. Last year, the energy generated by hydraulic sources was 14,591 GWh, 95.8% of the total generation, and 635 GWh from thermal sources, corresponding to 4.2% of the total generation. In addition, two of the hydroelectric plants hit all-time highs in generation per month: Guavio (849.2 GWh/month) and El Quimbo (273,2 GWh/month). El Quimbo also marked an all-time high in annual generation since it entered into commercial operation (2,231 GWh/year).



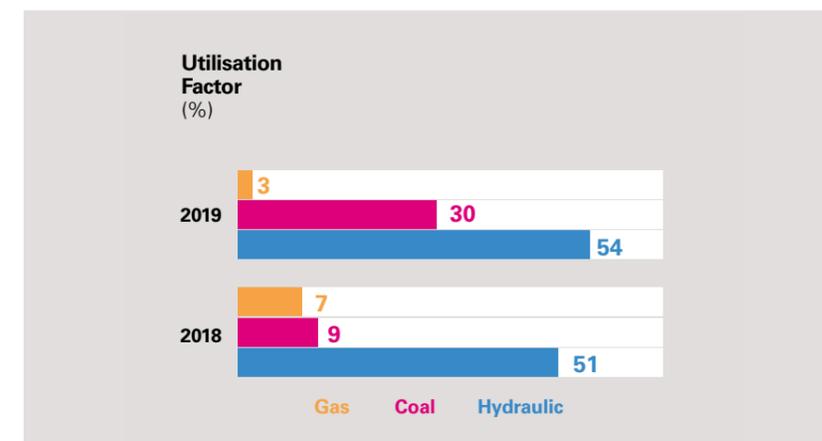
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In 2019, the Emgesa generation park had an availability of 90.3%, a 0,9 percentage point YoY decrease, explained by the implementation of the Life Extension project and environmental improvements in the Terozipa Power Plant.



Also, 177,461 hours of service were registered for the Company's generating units, 7,900 hours less than last year. The utilisation factor ended at 50% compared to 46% in 2018.



Hydraulic Technology

To measure the operating results, different investment and intervention actions were carried out in the hydroelectric power plants.

Hydroelectric Power Plant	Investment and Intervention Actions
El Guavio	<ul style="list-style-type: none"> Modernisation of the excitation system of Unit 1 and the speed and voltage regulators of Minor Unit 2, as well as the change of the main valve (DN300) of minor unit 2. From a security point of view, in the wells that physically and electrically communicate La Caverna with the Control Building, a significant improvement was made in the communication of the winch (elevator) with the operator, as well as the improvement in the emergency shutdown of said system. The Perimeter Architecture and the application of cybersecurity policies to the SCADA system of the plant. In the Civil area, from June to December 2019, the weir was recovered in order to ensure the filtering measurements to adequately monitor the dam's behaviour at any time of the year.
Betania	<ul style="list-style-type: none"> The largest intervention on the plant in its 32 years of commercial operation was performed in Unit 2, consisting of changing the stator winding, modernising the speed and voltage regulators, recovering the profiles in runners, and flow measurement among others. All this within a shutdown that lasted 95 days, with the participation of more than 170 people, 69,000 man hours worked in day and night shifts, and an investment of \$12,000 million pesos, meeting time, cost and scope requirements and, most importantly, with zero accidents.
El Quimbo	<p>This plant completed its fourth year in commercial operation and in the course of 2019 important milestones were achieved, such as:</p> <ul style="list-style-type: none"> Increase of the Net Effective Capacity Declared to the National Interconnected System (SIN), from 396 MW to 400 MW. The reservoir was filled to its maximum level on 28 July 2019, confirming the correct operation and stability of all its facilities. Certification in the Technical Regulation of Electrical Installations (RETI), with the Centre for Research and Technological Development (CIDET), becoming the first certified plant of the Enel Group in Colombia. Obtained its first patent with the project "Oxygen Microinjection and Dosing System for Discharge Water in a Hydroelectric Power Plant El Quimbo", granted by the Superintendence of Industry and Trade through Resolution 46923.
Cadena Pagua	<ul style="list-style-type: none"> Investments and execution of activities in the Automation and Telecontrol project continued, advancing in the construction of the Guaca Control Centre. Inspection on the Guaca and Paraiso cargo pipeline, El Pondaje outflow tunnel and stilling well in Central Paraiso, in order to determine their current status and schedule an adequate maintenance to extend their useful life. In Central Paraiso, the pole of Phase 1 of Unit 1 GIS Substation was changed. Additionally, the auxiliary generator excitations of the two plants were changed.
Cadena Antigua Rio Bogotá	<ul style="list-style-type: none"> In the Muña, Charquito, Tequendama and Laguneta plants, the modernisation of the Battery Chargers. Additionally, 60% progress in the execution of the battery bank modernisation process has been achieved at the Muña II, Charquito, Tequendama and Darío Valencia plants. In the Tequendama Power Plant, the modernisation of the speed regulators of the four units. In the Darío Valencia Power Plant, the modernisation of the power switch of Unit 1, as well as the recovery of the discharge structure of units 1 and 2. In the Salto Power Plant, the intervention of the power transformers and the repair of the rotor poles. As part of the Telecontrol project, the integration of some plants to be remotely controlled from the Guaca Control Centre.
Digitisation of Information and Innovation Systems	<ul style="list-style-type: none"> Entry into operation of the InGEN platform, an information system for the operational management of the generation units and maintenance scheduling, including new functionalities, such as the automatic calculation of the official parameter IHF (Fortuitous Historical Unavailability Index). Modernisation of energy meters of the commercial borders of hydraulic plants with greater precision and resolution, as well as new functionality for online monitoring of energy and power quality variables through a Metering Management System, which has been integrated into the PI (Plant Information) system. Strengthening of the PI information system, integrating more signals that allow the development of supervision diagrams of electrical and hydraulic variables of plants in real time, managing to supply data for online efficiency analysis and to strengthen the predictive maintenance strategy. Systems such as InGEN, PME, SCADA Plant, AMAQ were integrated, continuing to digitise processes aligned to the Group's digital transformation. As an innovation development, we have worked on the integration of robotisation solutions such as: <ul style="list-style-type: none"> Drone inspections in civil and environmental technical support activities Application of virtual reality in the implementation of a digital twin plant as a pilot plan Acquisition of augmented reality glasses for support activities and training in the operation and maintenance area

Thermal Technology

In 2019, the management of thermal generation focused on the execution of the Termostiza Power Plant Extension of Useful Life and Greening project, in addition to complying with all the requirements for safety generation with the Cartagena Power Plant and thus addressing the contingencies of the Caribbean area.

Hydroelectric Power Plant	Investment and Intervention Actions
Termostiza	<ul style="list-style-type: none"> Scheduled stops were required for the installation of new burners with ultra-low NOx emissions, change of main boiler banks in units 3 and 4, installation of 4,16 kV medium voltage cubicles and control centres for low voltage engines and the maintenance of electrostatic precipitators (ESP). In the process of installing the first Battery Energy Storage System (BESS) in Colombia, which will allow the plant to increase its CEN while maintaining compliance with the provision of the primary frequency regulation service. Compliance with the legal emission tests for units 4 and 5 with satisfactory results, after the interventions of the Life Extension and BEP project (best environmental practices).
Cartagena	<ul style="list-style-type: none"> Backup generation in the Caribbean due to transformer overload issues in the Cordoba - Sucre area, and to contingencies of transmission lines at 500 kV. Corrective maintenance was performed through continuous start and stop cycles.

Installed Capacity

GRI Standards EU1, EU10

Emgesa closed last year with a net installed generation capacity of 3,506.1 MW, increasing 5 MW YOY. 11.7% of this corresponds to thermal plants, with 225 MW from a coal plant and 184 MW from a gasoil plant, and 88.3% to hydroelectric plants, with 3,097.1 MW.

This installed capacity represents 20% of the national net power, which is why Emgesa is within the country's three electricity generators. In 2019, new projects were developed that aimed to increase the installed capacity of the El Quimbo (4MW) and Termostiza (1MW) plants.

Efficiency of Thermal Plants

GRI Standard EU11

In the operation of the thermal plants by request, 13,246 hours were invested, reflecting an average efficiency of 26.6% in 2019.

Plant	Energy Source	2017	2018	2019
Cartagena Power Plant	Fuel oil	24,5%	23,8%	22,5%
Termostiza Power Plant	Coal	27,4%	27,5%	29,9%
Thermoelectric Average Efficiency		25,6%	26,1%	26,6%

Excellence in Energy Distribution

In order to articulate Codensa's prospective with the strategies of the Cundinamarca Department, different plans, programs and projects have been developed for the distribution of electrical energy in the Company's area of influence, in terms of productivity and competitiveness. At the same time, it seeks to strengthen, by developing its management, the growth in demand and service coverage, under criteria of quality, reliability and security.

Transmission lines	1,319.15 km of lines
Km of MV and LV lines	29,681 MV 42,525 LV
Substations	64 power substations 109 MV/MV substations
Transformers	437 in substations 89,522 in Distribution Centres

Power Distribution Networks

GRI Standard EU4

Last year, normalisation, repowering, replacement and expansion activities medium and low voltage overhead underground networks were carried out, which favoured a significant reduction in 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



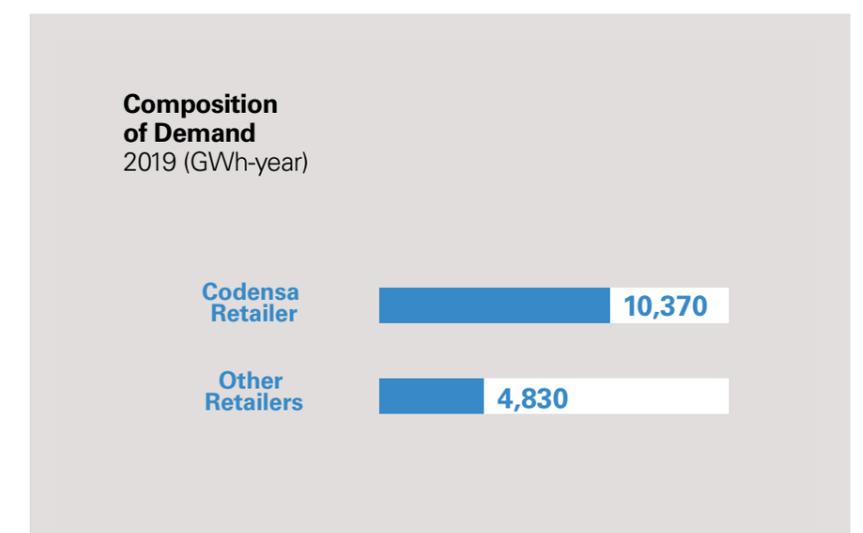
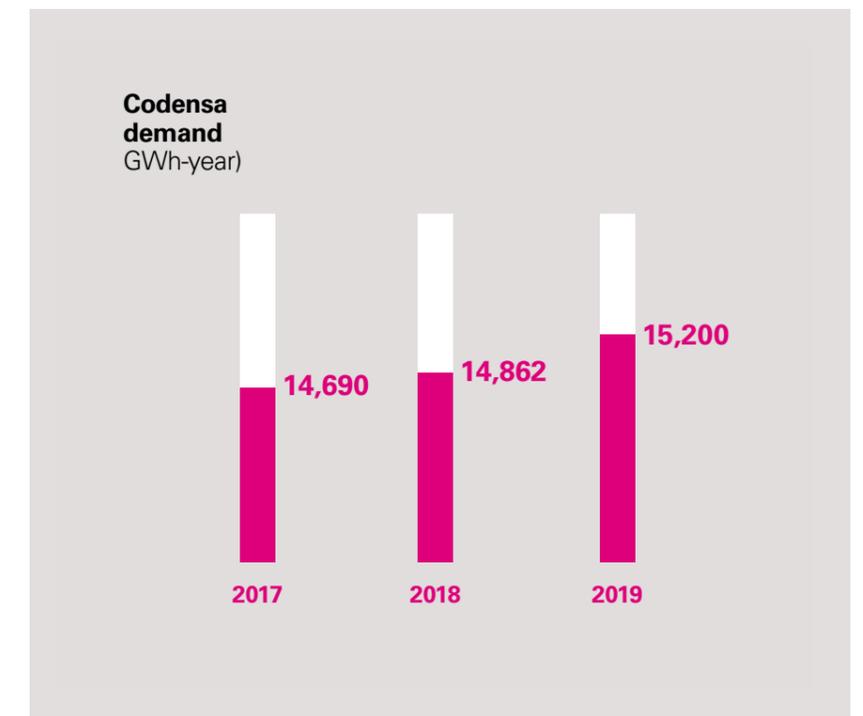
Length of distribution networks (medium and low voltage) and transmission lines (Km)



Energy Demand

Codensa distributes energy to its own customers and to customers of other retailers. This energy plus any energy loss constitutes Codensa's energy demand.

At the end of last year, Codensa's demand was 15,200 GWh/year, with growth of 2.27%, which represents an improvement of 1.17%.





With the execution of the expansion and normalisation works of medium and low voltage networks, it managed to benefit 691 families

Service Coverage

GRI Standard EU26

Codensa focused its efforts with public entities on the execution of government development programs, which include rural electrification and the expansion of the coverage of electrical energy service as a factor that favours the region's development.

Accordingly, it executed the coverage expansion plan and presented to CREG the initiative that seeks to articulate the public function with private investment, in order to ensure the universalisation of the service in the municipalities of Cundinamarca. With the execution of the expansion and normalisation works of medium and low voltage networks, it managed to benefit 691 families within a context of diversity of association agreements and electrification contracts, related to financing funds, as well as own investment funds.

Support Fund for the Energisation of Interconnected Rural Areas (FAER 378)

84 new connections in 2019, for a total contract closure of 508 benefited families, exceeding the initial projected goal.

SGR - General Royalty System

The contract works were signed and started, and a 55% progress was reached to benefit 133 families. In 2020, the execution will continue for the connection of a total of 243 users.



Agreement with the Ministry of Mines and Energy

The association agreement with the Ministry of Mines and Energy and Gas department Secretary of Cundinamarca was signed and performed, reaching 100% of execution of works. In 2020 we aim for the connection of 176 users.

Cundinamarca at 100

A project that has its own investment of \$11,2 billion for the normalisation and strengthening of existing networks that support the expansion of new networks associated with agreements and contracts with government entities and additionally the works associated with the connection of 305 users.

With the development of the plan, from the user identification process to the access to the electricity service in geographically isolated rural areas, 2,908 users have benefited. It was possible to increase service coverage and decrease the percentage of unserved population by 0.21%.



Quality of supply

GRI Standard EU27, EU28, EU29

The Company manages the following international indicators, System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI), in order to measure the quality of supply. The following results were obtained in the last year.



Codensa indicator	Unit	Value reached	YoY
TAM SAIDI Global	Minutes	667	-13,8%
TAM SAIFI Global	Times	6,84	-26,9%

These results are supported by the timely execution of the Company's investment and maintenance plans, which include network automation projects, integration of remotely controlled equipment into the network and ongoing improvement of administrative and operational management. The modernisation activities of the technical systems that support the operation and administrative management of daily actions also were also crucial, and led to significant progress in the digitisation of information and process efficiencies.

The results obtained were leveraged by the following projects:

- Telecontrol project of the MV network
- Redesign and replacement of MV networks
- Redesign and replacement of LV networks
- Construction of new feeder circuits



- Standardisation of substations and high voltage networks
- Modernisation of essential services in HV/MV substations
- Expansion of the capacity of power substations
- Forest management in Cundinamarca
- Action plan to control and/or mitigate the impact of the rainy and windy seasons
- Installation of telecontrol equipment in the MV network
- Protection management in power substations
- Network automation

Ongoing quality improvement in the scenario of greater investment and operations

Given the technological transformation, tools such as STWeb-PdL have been implemented to manage scheduled tasks, allowing risks to be mitigated during interventions on electrical grids. In 2019, 32,400 requests were managed through this tool.

Accumulated Operating Availability

Operating availability is the weighted average of the assets that make up Codensa's high-voltage system. In total there are 354 assets, grouped as follows:

- 100 115kV transmission lines
- 10 57.5kV transmission lines
- 34 transformers in substations bordering the National Transmission System
- 135 AT / MT transformers in power substations
- 65 high voltage busbars 115-57.5kV
- 10 115kV capacitive compensators

For 2019, the availability of the high voltage system was 98.63%.

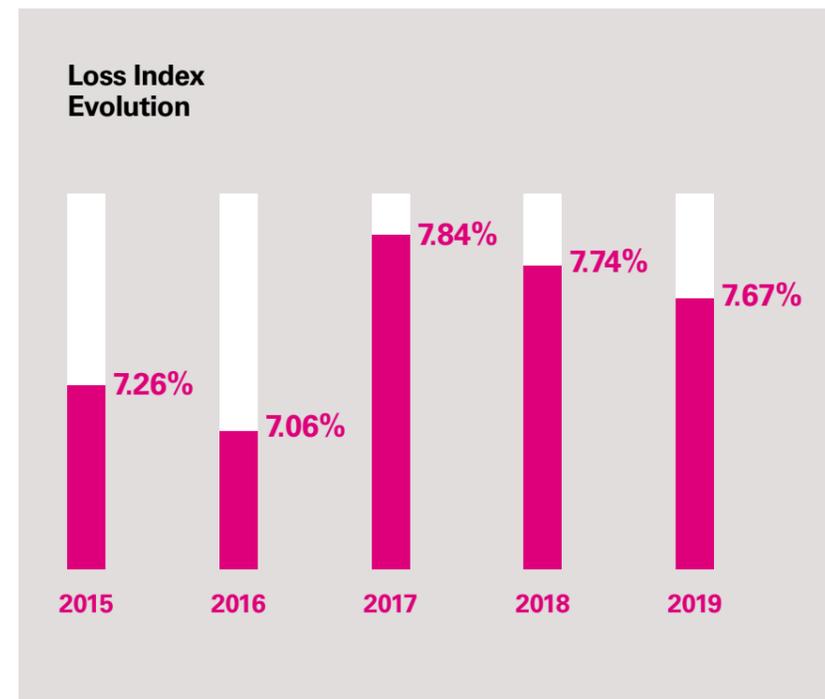
Business operations management

GRI Standard EU12, EU21

Codensa focused on the development of the non-technical loss reduction management programme and energy recovery through the installation of metering equipment and the implementation of technical measures that allowed it to obtain greater energy efficiency in its operation.

Non-technical loss reduction management programme

Through the development of this programme, the recovery of unregistered energy was continued, something that has been prioritized since 2018 to reduce non-technical losses and offset the increase in energy theft. The following graph shows how the loss rate has evolved in the last five years.

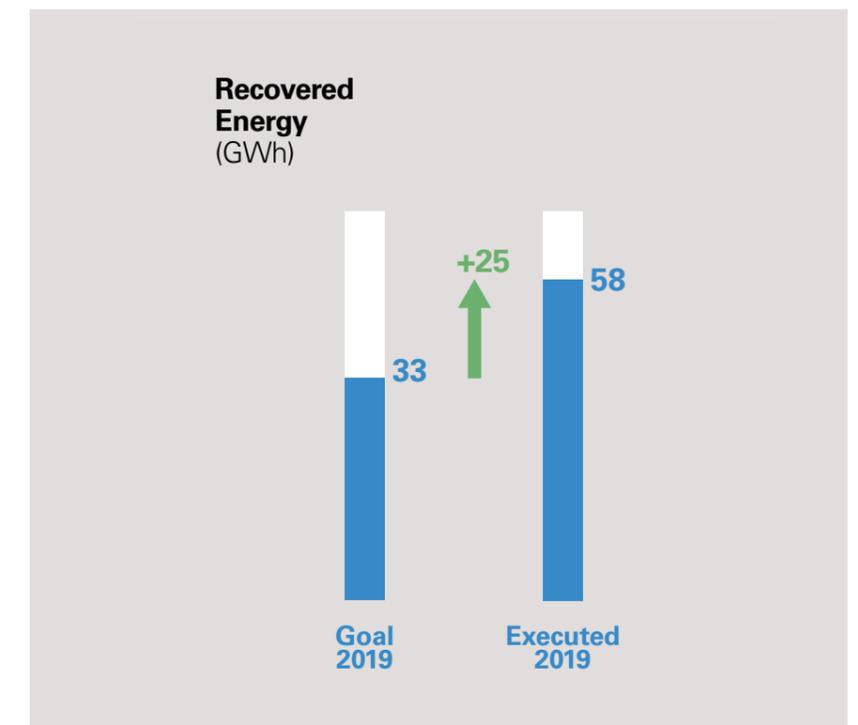


Through technical inspection plans, 223 thousand visits were made, 12% of which were settled through an energy recovery file, 54% obtained an increase in billing after the visit date, and 25% found energy theft or direct service without a meter.

Energy recovery management

59 GWh of unregistered energy was recovered by executing the following actions:

- Increase in inspection effectiveness, from 8.42% in 2017 to 10.25% in 2018 and 11.22% in 2019, leveraged by the implementation of models such as: Data Mining, clusterisation (helps to optimise the operation) and exclusivity in loss contracts.
- Collection of Non-Registered Consumption (CNR) from Non-Customer Users (UNC), through the projects: Barrios por Adhesion (BxA) and Hacienda los Molinos, where 999 users were standardized, for whom the value of not billed consumption was financed.
- Increase in energy recovered by customer by applying opinion 034 of the Superintendencia of Residential Public Services (SSPD), which allows to settle CNRs for all the time that can be proven.



Metering assurance

To avoid situations of energy theft, Codensa has developed activities focused on ensuring that the energy supplied to customers is correctly registered and includes the installation of metering systems previously defined under existing standards, thus ensuring that metering findings are correct.

229 measures were installed last year with different technical solutions according to the needs of each particular case. 490 cases were secured with the telemetry system, which corresponds to the segment of large consumers. In addition, maintenance was performed on 11,308 metering groups with technical assurance.

New customer engagement

As of November, 93,296 new customer were connected, both in Bogota and in Cundinamarca.

New customers connected	93,296
Builders	40,488
Business	866
Mass - Scattered	51,942

There was a decrease in the number of connections in builders compared to the previous year, related to the slowdown in the construction sector in Codensa's area of influence. On the other hand, there was an increase in simple connections.

Connected Customers	2018	2019
Builders	45,765	40,488
Mass	43,564	51,942

44.3% of the connections made correspond to 41,354 accounts, made through the chain of customer connection with feasibility. These requests contain construction and business customers, taking into account the regulatory times in accordance with CREG Resolution 070:

	Average time (days)
Feasibilities	5
Design approval	10
Receipt of work	8
Energisation manoeuvre and metering	20



The implementation of advanced metering was taken as prevention against energy loss

The country's technological transformation starting from advanced metering

For 2019, 87,083 advanced meters were installed in Bogota and some municipalities of Cundinamarca and Tolima, 84,910 for customers and 2,173 as macro meters in distribution transformers.

In addition, the implementation of advanced metering was taken as prevention against energy loss, installing 1,838 meters in neighbourhoods with high levels of energy loss and in areas of difficult periodic access such as Hacienda los Molinos and El Peñón, as well as the installation in construction projects and in the first Small-Scale Autogenerators.

During the first quarter of 2019, the advanced metering management system was updated to Smart Meter Management -SMM ePlus-, which optimised the activation process of the meters and commercial operations, thus managing to bill more than 50,000 customers and performing more than 4,300 remote suspension and reconnection operations.

Moreover, the Engagement Plan was launched, with which the customer value generation study is underway, the purpose of which is to know the real value that advanced metering has for the end consumer. At year-end, the Minimum Viable Product (MVP) was in execution, which validates the products and reports weekly and subsistence consumption. The results obtained indicate that more than 3,300 messages were sent to 537 customers selected for the study.

In terms of regulations, the lessons learned from the pilot projects in the Company were presented to the CREG, emphasizing the proper management of the social environment, technical challenges and changes in the structure of the electricity market as a benchmark of a national implementation. The regulation is expected to be issued in 2020.

Last year, the Company participated in the workshops led by Colombia Inteligente, for the development of the most relevant aspects of the advanced metering infrastructure, such as AMI benefits for subscribers in electrical energy, ICT infrastructure and use of operational and commercial data, transition from conventional to advanced metering, interoperability for smart grids, data governance and cybersecurity, among others.

Portfolio recovery improvements - redesign of suspension, cut, and reconnection (SCR)

The redesign of the indicators continued, achieving improvements in the portfolios recovered and in revenue from the Supervised Freedom Rates (TLV). As a result, new strategies were implemented, such as automation of operations scheduling activities, updating of suspension and verification models (variables and parameters), and grouping of customers. From the application of these strategies, it was possible to have greater access to delinquent customers, which generated better results in the recovery of the portfolio, reflected in the Company's portfolio.



Connected Customers	2018	2019
Recovered portfolio	70,340 MM	137,997 MM
Revenue from TLV	22,943 MM	25,139 MM

Improvements in infrastructure lease

To ensure the control and traceability of the projects presented by the telematic companies and the inventories of the Company's telematic infrastructure, the SIGI system was developed. The first requests to use the new management system were from the telecommunications company Media Commerce.

By 2020 the project is expected to support other telematic companies, ensuring the reduction of the learning curve in the use of the tool and validating the authorisations for access to Enel servers.

Improvements in customer engagement (Online Developments)

The objectives of the Online Development project last year were focused on registering commercial developments in real time, promptly and properly incorporating and/or modifying the customer's bill and the Company's corresponding proceeds.

In 2020 we expect the development of the changes stage required in the NNCC process associated with the implementation of Salesforce Procurement (Market and I&N), in order to reduce the times for registering new customers in the commercial information system until reaching the proposed goal: notification on the same day of the on-site execution.



Cybersecurity

Codensa is part of the Joint Cyber Command and the Supervision and Cybersecurity Committee of the National Operation Council, supporting the initiatives of the CSIRT (Computer Security Incident Response Team) of the electricity sector, the National Plan for Protection and Defence of Critical Cybernetic Infrastructure in Colombia and is also involved in the update of the Cybersecurity Guide, approved by the National Operation Council (CON), through Agreement 1241 of 2019.

As part of the work with regulatory and government agencies, the necessary adjustments were made to improve the competencies of the electrical sector in digital security, by updating the National Cyber Critical Infrastructures catalogue, in accordance with the requirements of version three and which were sent to the working document of the national policy proposed by the National Council for Economic and Social Policy (CONPES) which aims to improve the country's current capabilities in digital security.

Instructions OI2270 (Handling of Cybersecurity Incidents), and OI821 (Contingency Plans for Failures of the Medium Voltage Telecontrol System (STM)) were developed and updated, as well as the technical and telecommunications systems of the control centre and the technical service restriction guidelines for response to cybersecurity incidents.

With the CERT (Computer Emergency Readiness Team) Onboarding project, the evolution of tools and protocols for real-time monitoring continued to improve the supervision and traffic analysis conditions of communication networks, achieving 84% compliance with the defined standards of the global model.

The necessary adjustments were made to improve the competencies of the electrical sector in digital security

Third party accidents

GRI Standard EU25

According to the results obtained by the Unified Information System of the Superintendence of Residential Public Services, the lowest rates in the entire country regarding electrical accidents affecting third parties occurred in the region of Bogota and Cundinamarca (1, 2 events for every million customers).

Although accidents have been decreasing transitionally year after year, in 2019 a plan was developed for third-party accident prevention management, which consists of four basic pillars: Technical Management, Communication Management, Institutional Management and Training Management.

This plan was designed for all customers, however, it focuses on people who for one reason or another must work near the networks, in areas where there is technical activity approaching the distribution networks, violating the safety distances established in the Technical Regulation of Electrical Installations (RETIE). The actions of this initiative consist of installing networks and transformers isolated from the construction networks, all with environmentally friendly teams.

The lowest rates in the entire country regarding electrical accidents affecting third parties occurred in the region of Bogota and Cundinamarca



On the other hand, training plans have been developed for the community, for children as future customers and agents of change in their families, making them aware of the risks related to electricity and how it should be used, strengthening a culture of safety focused on self-care while living with electrical networks.

In 2019, 61 third-party accidents due to electrical risk were reported to SUI; 53% of cases were due to some type of burn and unfortunately 11% of them were fatal.

Climate Action

Material Topic: Decarbonisation of the Energy Mix

Climate commitment to the country

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

The national mitigation plans discussed and approved at the COP21 Conference of the Parties and the Paris Agreement in 2015, expect a necessary reduction of 2,8 Gt of carbon dioxide equivalent (CO₂-eq) in 2025 and 3,3 Gt CO₂-eq by 2030. Achieving these objectives in the global economy requires a broader participation of different actors, as well as the implementation of low-carbon processes in the short and medium term, consistent with the reduction goals.

At COP21, Colombia promised to reduce 20% of its emissions by 2030, and up to 30% conditional on international support. In fact, Colombia has shown its commitment through the issuance of the Climate Change Law in 2018.



Colombia contributes with **0,46%** of global emissions

A country **highly vulnerable** to climate change effects

The electricity sector is responsible for **3,3%** of the country's emissions

In 2018, through Resolution 40807 of the Ministry of Mines and Energy, the Comprehensive Plan for Climate Change Management of the Mining-Energy sector was developed. With this plan, the sector seeks to contribute to the goal of reducing emissions in 2030 by 11,2 Mton CO₂-eq, that is, 20% of the 55,2 Mton CO₂-eq committed by Colombia. Furthermore, the plan is an instrument that supports the management of climate change mitigation, adaptation and governance strategies.

The Enel group actively participated during 2019 in the Energy Transformation Mission, whose objective was to outline the roadmap for the country's new energy.

Among other actions related to the electricity sector, the National Government aims to prepare the country for the transition to the fourth industrial revolution, through the modernisation of the sector. The Enel group actively participated during 2019 in the Energy Transformation Mission, whose objective was to outline the roadmap for the country's new energy.

Additionally, other actions that will be part of the Colombian energy transition include the development of strategies for the implementation of blockchain, big data and automation methodologies, as well as the installation of smart meters and batteries, and participation in energy demand and the promotion of electric mobility.

In 2019, progress was made in the implementation of the plan, with important results such as the launch of the National Strategy for Electric Mobility and the 1964 Law that promotes electric mobility in Colombia. There was also evident progress in the creation of the Colombian energy observatory, in the implementation of an early warning system for climate risks and the intention of carbon neutrality certification by the Ministry of Mines and Energy.

The Enel Group Companies in Colombia demonstrate and reiterate their commitment to the National Government and its stakeholders, through the development of energy transition roadmaps that allow sharing technical knowledge and policy points of view, to help accelerate effective actions under three key levers:

- ➔ ➔ ➔ **1** Emission-free energy, digitised networks and electrification
- ➔ ➔ ➔ **2** Development of regulatory frameworks that encourage the private sector to contribute to the Paris Agreement
- ➔ ➔ ➔ **3** Promotion of financing tools in the face of Climate Change to mobilise necessary investments focused on mitigation and adaptation

Codensa and Emgesa's commitment is to achieve the decarbonisation of the energy mix by 2050; therefore, the companies' energy transition path adheres to the Colombian Low Carbon Development Strategy of the Ministry of Environment and Sustainable Development, with participation in the technical table created for this purpose.

Financial implications, risks and opportunities derived from climate change

GRI Standard 201-2

Climate change, today a climate emergency, has been occupying a key place on the companies' agenda for several years, due to the heavy impact of events that have occurred. It is therefore one of the emerging risks that Codensa and Emgesa are analysing based on what it represents for the business, as well as the opportunities it generates, which include:

Risks

- Regulatory risks
- Restrictions on the operation of power plants
- Increase in operating costs

Opportunities

- Diversification of the generation matrix
- Electrification of the economy
- Greater participation of electricity in the transport sector
- Introduction of new technologies and businesses

The diversification of the matrix and the electrification of the economy contribute to reducing Greenhouse Gas (GHG) emissions, associated with the fulfilment of the goals adopted by Colombia at COP21. Reducing emissions may require additional investment and adjustments in the operation. In turn, the management of the identified risks is done directly with regulatory entities or through industry associations.

Projects in response to climate change

GRI Standard 305-5

In line with the Companies' interest and the search to contribute to the achievement of the Sustainable Development Goals (SDGs), Codensa and Emgesa have stood out for a focus on the development of non-conventional renewable energy, to optimise the use of energy sources and capture opportunities for energy efficiency and cogeneration. Listed below are the outstanding projects that the Companies have adopted in response to the risks and opportunities of climate change.

Electric mobility

Electric taxis in Bogotá

The electric taxi pilot completed its sixth year in operation. The fleet, made up of 37 vehicles, accumulated more than 12,5 million kilometres travelled, a total consumption of 3,7 GWh and an estimated reduction of 3,100 Tons of CO₂.

The figures show that the electrical technology associated with the public transport of taxis works and has been verified in real operations in Bogotá. The success of these results has been taken into account for the plans to massify electric vehicles by the National Government.

Special services Bogotá

Committed to electric mobility and its development in Bogotá, Codensa acquired new electric vehicles to operate in the special services public transport segment, with which it will have the opportunity to learn about the performance of electric cars, monitor the indicators and promote massification with different stakeholders.

Agreement with Bancoldex - Financing of electric vehicles

A collaboration agreement was signed with Bancoldex, with the aim of promoting electric mobility in the country and strengthening sources of project financing. In total, resources close to \$80 billion pesos were made available.



Transmilenio Project - Tender phase I and II

Codensa participated in the sizing of the electrical infrastructure associated with the offer presented by the electric bus manufacturer BYD and the bus operator Actin, in order to make feasible the implementation of articulated and bi-articulated electric bus fleets in the trunk component of the Transmilenio system. Offers were presented for two yards, Americas and Suba. Despite efforts to provide the city with electric buses, the offers were not awarded.



Motor Show

As part of the Motor Show that took place in Corferias, Codensa participated with a brand activity by Enel X, offering the supply and installation of charging points for electric vehicles. It was present at the exhibitions of the brands Nissan, BMW, Renault, Hyundai, KIA, BYD, Jaguar and Land Rover, companies that offer electric and hybrid vehicles in the Colombian market.

Codensa's experience in Off-Grid systems in isolated areas of Cundinamarca

The all-time greatest transformation of the energy system is currently taking place, and has to do with renewable energies based on digitisation, technology and the customer, which makes possible the creation of sustainable value.

For these reasons, the intersection of key trends such as decentralisation in power systems, the active and responsible participation of consumers, and the proliferation of information and communication technologies, allow energy to be produced, transmitted and consumed in a more intelligent way, a situation that today is considered as the transformation of the energy sector.

Said evolution of the energy system has provided tools to the network operators to supply the energy service in those isolated or not connected areas, and thus continue fulfilling the commitment to achieve the universalisation of the electrical service.



The pilots generated 24 MWh of energy and allowed energy access to more than 150 people who lacked the service.

With this commitment, since the end of 2017 Codensa has launched two pilot projects, aimed at the use of non-conventional renewable energies to supply the energy service in isolated areas of its incumbent market, through Off-Grid technology. That is, a mini network with a supply capacity of 20 kWp and 18 individual solutions, which use the solar energy resource available in rural areas of the municipalities of Paratebueno and Puerto Salgar in Cundinamarca.

After twelve months of operation, the pilots generated 24 MWh of energy and allowed energy access to more than 150 people who lacked the service, as well as an approximate reduction of 9,800 kg of CO₂ emissions.

After eight months of operation, a customer perception study was carried out on a representative sample of the community benefited by the two pilot projects, to evaluate the performance of the technologies implemented. The study gave as a general result 100% satisfaction for minigrid technology and the need to implement strategies that better account for the customers benefited by individual solar solutions.

In addition, the pilot projects consolidated relevant information used to improve Enel's constructive guidelines on Off-Grid solutions used globally, which will provide the basis for defining a sustainable business model for local and national application.

Our People and their Value

Material Topic: Management, Development and Motivation of Employees

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

The Enel Group's management model has its employees at the centre. As part of their strategy, the companies design and implement practices that allow their workers to have opportunities for development, growth, improvement of their and their families' quality of life and, in general, to live work as an opportunity to generate happy experiences.

The 2019-2021 People and Organisation Management strategy is based on 5 high-impact pillars:

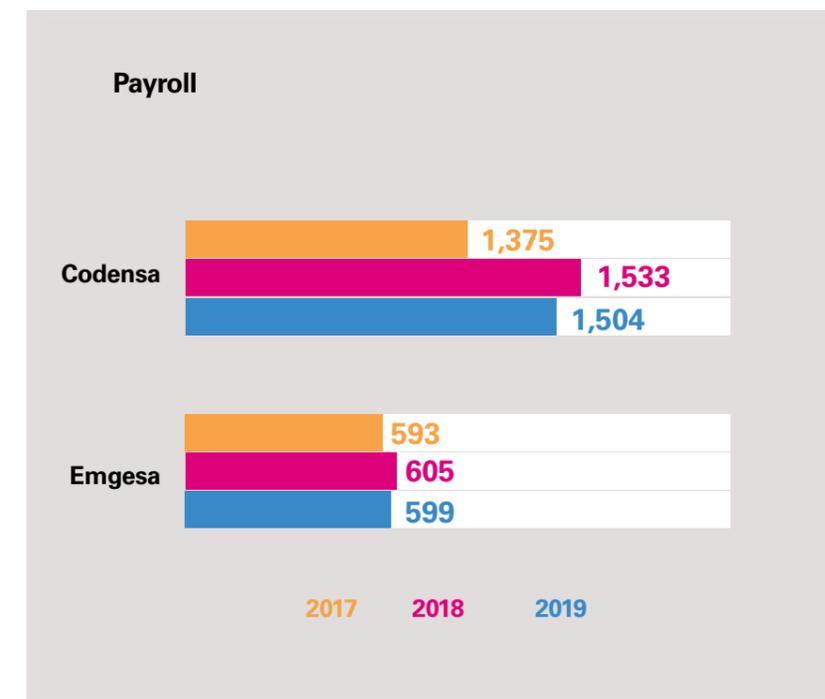


Accordingly, as part of the Open Power culture, the companies seek to ensure innovative practices and reliable processes in all dimensions of people management, which positively impact the lives of their workers from different areas and that, in turn, favour high levels of commitment and higher productivity rates.

People

GRI Standards 405-1, 102-8

In 2019, the Companies had a workforce of 2,103 direct employees, 1.66% less than in 2018, mainly due to the natural employee turnover and the closure of projects.



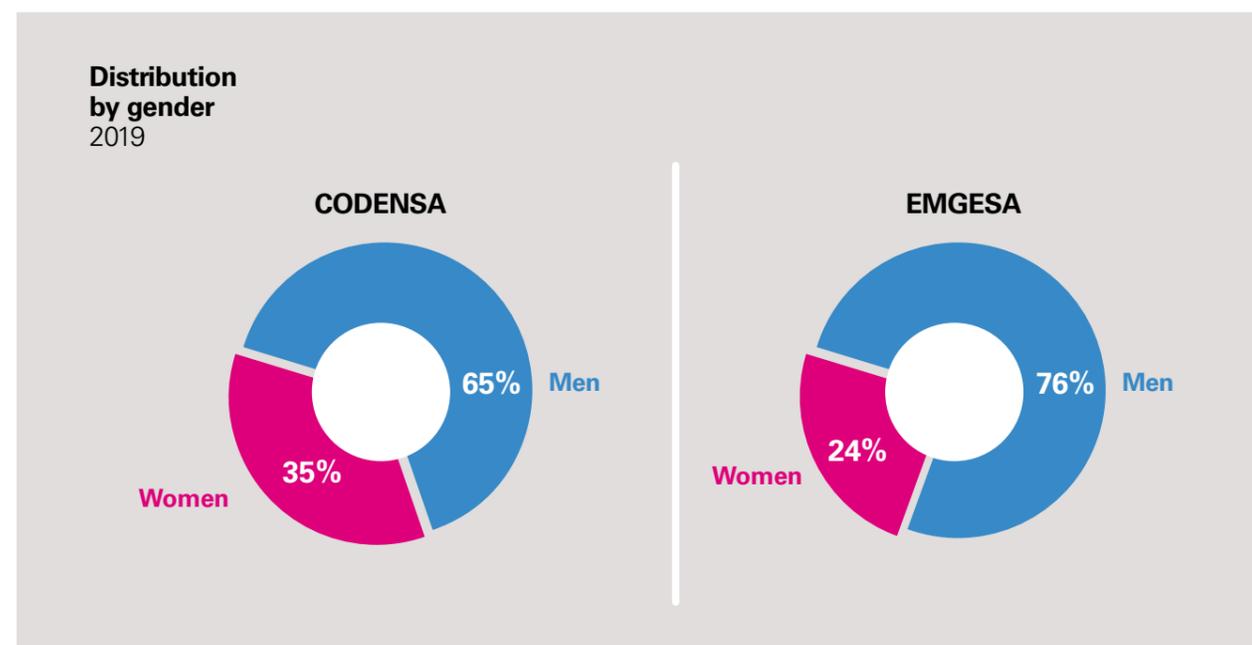
For Codensa there was a payroll reduction of 1.9% (29 people), due to the closure of projects in the Infrastructure and Networks business line, as well as issues of natural staff turnover; although at the same time there was a slight increase in personnel in the Enel X business line.

In turn, Emgesa had a payroll reduction of 1% (6 people) YoY, due to the closure of projects in the Renewable Energies business line.

Distribution by gender

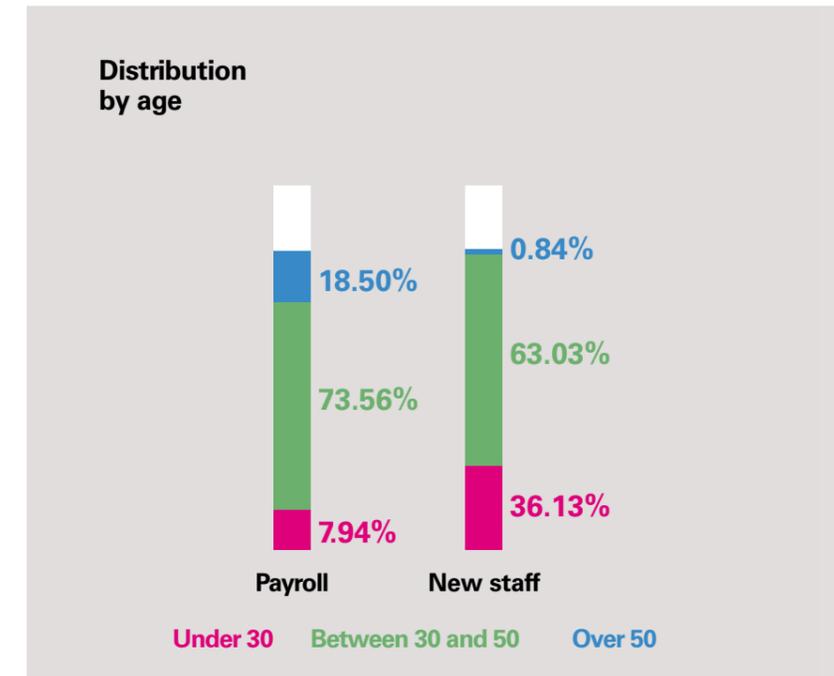
Codensa and Emgesa promote and apply practices that contribute to reducing gaps and inequalities in terms of gender equality, through the management of initiatives for the employment of female personnel, supported by the Equipares Labour Equality Seal Certification.

Therefore, in 2019, the participation of women in the Companies was 31.8%, representing a YoY increase of 0.6%. The workforce is mainly male, 68.2%, due to the supply of personnel for activities and operations in the sector.



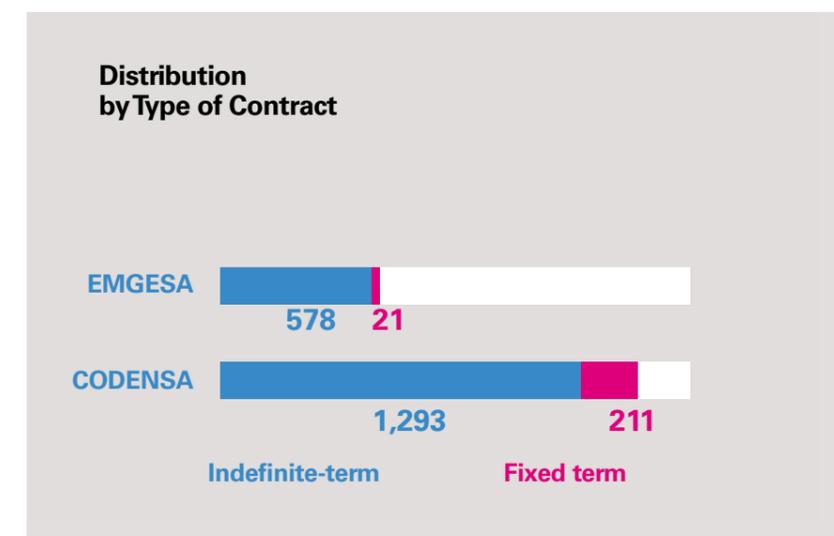
Distribution by age range

For 2019, 73.56% of the staff was between 30 and 50 years old. At the same time, 36% of new hires for the year were in an age range lower than 30 years.



Distribution by type of contract

Consistent with the objective of ensuring job stability for most employees, in 2019, 88.97% of the employees had indefinite-term contracts, which represented a YoY increase of 1.3%. Only 11.03% of the employees were under a fixed-term contract.



On the other hand, there are temporary workers sent by a temporary services company to the different dependencies, with the aim of completing an activity or service in a period of less than one year. The percentage of temporary personnel with respect to the total employees of the Enel Colombia Group is equivalent to 7.75% (7.8% with respect to Codensa's payroll and 6.5% with respect to Emgesa's payroll), which is not considered significant given their temporary nature.

Distribution by type of position

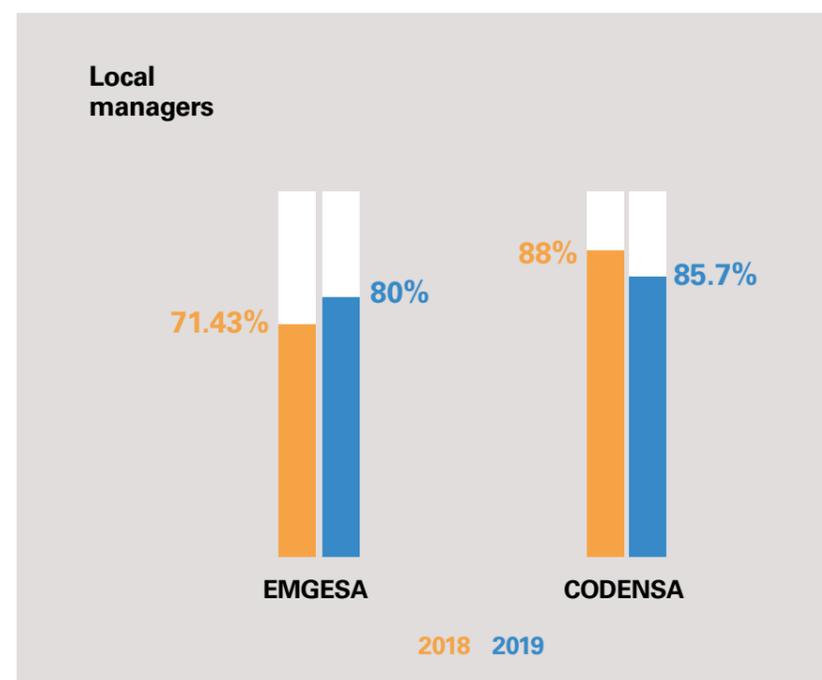
The Enel Group has defined a classification of positions under different categories, which define the distribution of the workforce for each of the Companies, as shown below:

Type of position	Codensa				Emgesa			
	Female		Male		Female		Male	
	#	%	#	%	#	%	#	%
Manager	9	37,50%	15	62,50%	2	16,67%	10	83,33%
Middle Manager¹	43	29,45%	103	70,55%	24	34,29%	46	65,71%
White Collar²	472	35,38%	862	64,62%	119	23,02%	398	76,98%

For Codensa, there is evidence of a growth in the participation of women in all positions, compared to 2018. For Emgesa, the growth in the participation of women is only evidenced in the Middle Manager category, compared to 2018.

Local managers³ GRI Standard 202-2

In 2019, 80% of Emgesa's management personnel were of local origin, which represented a YoY increase of 8.57%. For Codensa this ratio was 85.7% of local managers.



¹ Non-manager chiefs, non-manager assistant managers

² Expert Professional, Senior Professional, Junior Professional, Technologist, Technician

³ This data is calculated as the number of Local Managers/Total Number of Managers (including expatriates in Colombia) * 100. Note: The distribution of Managers does not match the corporate criteria but the Business Line or staff criteria. Senior Management are the people considered Managers, whose position or job has a valuation (Hay Group) of more than 700 points and who meet the development criteria established by the Holding for this group. The local Organisation corresponds to the organisational structure of the country Colombia.

Employees close to retirement

GRI Standard EU-15

Codensa and Emgesa comply with Colombian legislation for pensions, which establishes the pension requirements as follows:

WOMEN

- 57 years
- 1,300 weeks of contribution

MEN

- 62 years
- 1,300 weeks of contribution

Percentage of employees eligible to retire in the next 5 to 10 years

Type of position	Codensa		Emgesa	
	In 5 years	In 10 years	In 5 years	In 10 years
Manager	25%	50%	0%	33,3%
Middle Manager	11%	24,7%	14,3%	31,4%
White Collar	6,3%	14,6%	12,2%	26,5%

Turnover

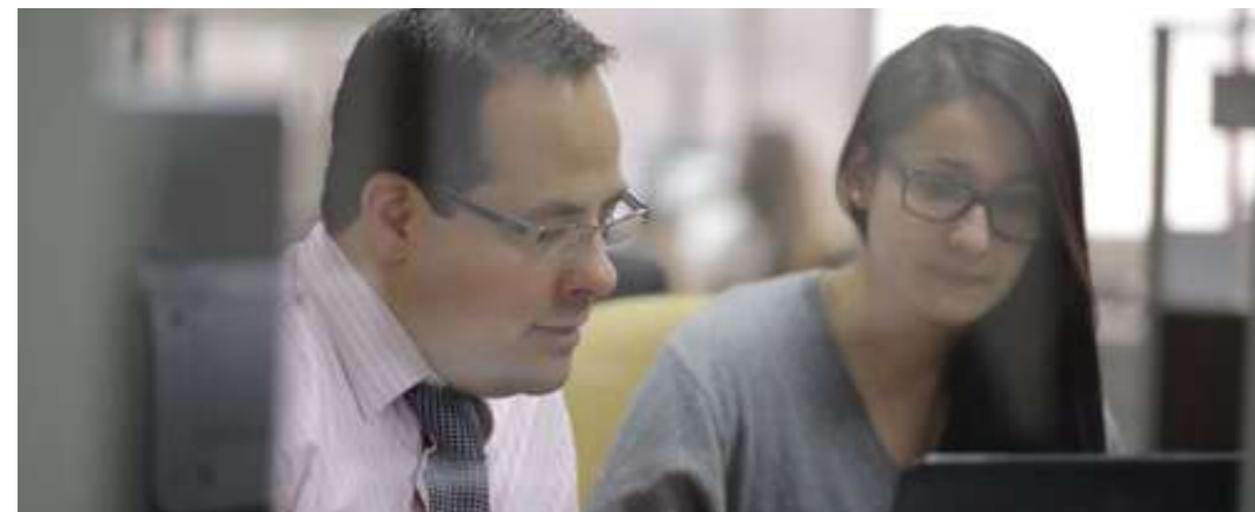
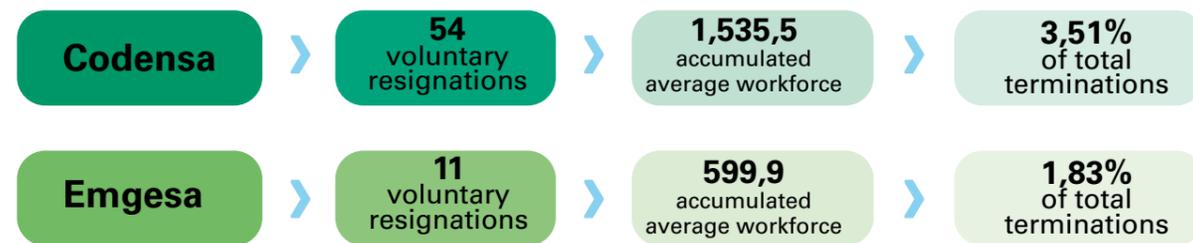
GRI Standard 401-1

In 2019, the employee turnover rate for the Companies was 5.9%, 4% less YoY.



Voluntary resignation rate

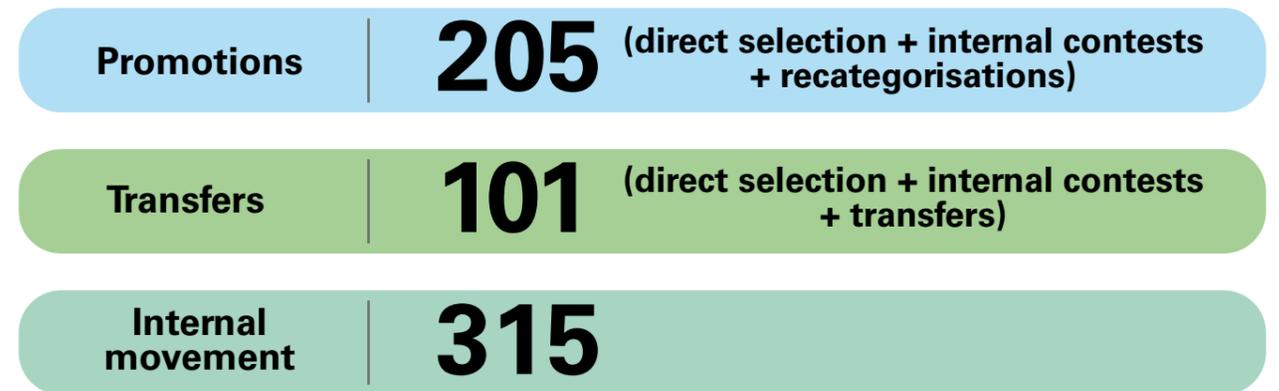
Voluntary resignations⁵ decreased in 2019, with a rate of 3.04% compared to 3.14% in 2018.



Internal mobility

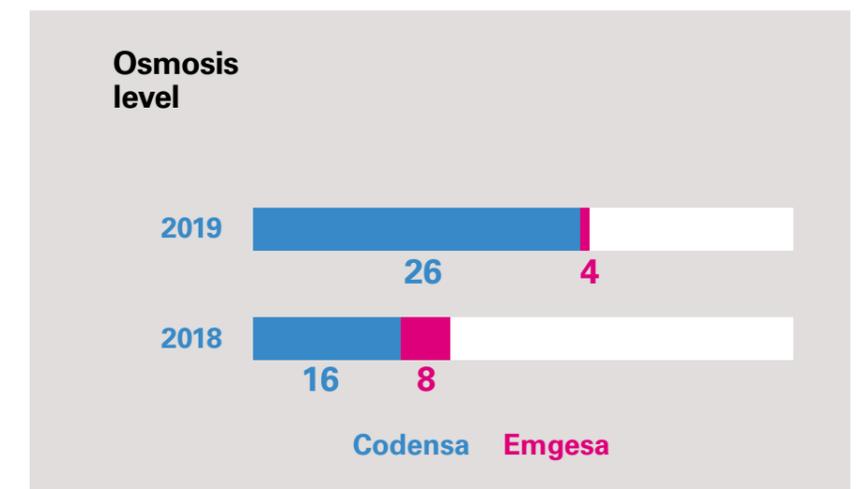
The internal mobility rate⁶ refers to the change of role that a worker may choose to engage in within each of the Companies, especially when moving from one organisational area to a different one, or to changes in job level that require the execution of different activities.

In this sense, in 2019 the Companies' internal mobility rate was 14.75%, reflecting a slight YoY increase of 0.16%, taking into account:



Osmosis

Osmosis consists of promoting cross-turnover between business lines, through the identification and development of profiles that have a flexible and open-minded approach. This approach has been adopted by the Companies with the commitment to support the mobility and professional growth of their employees. In 2019 the level of osmosis increased by 25% YoY.



⁴ Turnover calculation: (Total admitted employees for the year + total annual terminations for the year / 2) / Cumulative average payroll of the Organisation. (Includes direct employees with definite and indefinite-term contracts).

⁵ Number of voluntary resignations / Cumulative average payroll of the Organisation

⁶ Internal Movements / Cumulative average payroll of the Organisation

Changes in the work organisation

Codensa and Emgesa facilitate the allocation of specific responsibilities and the organisation of work, seeking to serve the different business lines and meet the strategy defined by the group to achieve better results.

In this context, during 2019, changes were made at different levels of the Companies based on the respective organisational guidelines:

Business lines

Power Generation

- It consisted of unifying the pillars of Thermal Generation and Renewable Energies in a single business line called Power Generation. It seeks to address and manage the path towards the energy transition from different fronts, projecting itself towards a 100% renewable future.

Infrastructure and Networks

- To ensure the segregation of the energy recovery process, the inspection function was consolidated in a new unit within the Network Commercial Operations Structure.
- The Network Development structure emphasizes the organisation of the Suppliers and Logistics unit, through the creation of the Materials and Logistics unit and the Procurement and Services unit.



Staff & Services

Administration, finance and control

- To align the structure with the changes that occurred in the business lines, the pillars of Thermal Generation and Renewable Energies were unified in the Planning and Control function in a single unit called Industrial Power Generation.

Communications

- Digital Communications and Media were unified in a single unit to facilitate harmony and synergy in communication channels. Also, the processes were separated and units focused on Real-time communications and Performance Management were created, to increase the effectiveness of the communications process and strengthen the management of strategic content.

People and Organisation

- The Business Partner units were reorganized to meet the new needs of the business lines, remaining as follows: People Business Partner Power Generation; People Business Partner Infrastructure and Networks; People Business Partner Energy Management, Procurement and Digital Solutions; and People Business Partner Market, Enel X, Support and Services.

Sustainability

- The structure was updated, focusing the processes on three main units: Sustainability Planning and Performance Management, Circular Economy, and CSV and Sustainability Projects. This is due to the new challenges that Companies must address in terms of sustainability.

Digital Solutions

- Digital Hub structures were implemented to focus business management through multidisciplinary, interconnected teams focused on project work. At the local level, Adoption roles were implemented that seek the development of the Digital hub at the Colombia level.

Compensation

GRI Standard 405-2

Codensa and Emgesa manage the compensation to align its members to the business strategy with the aim of:

- Stimulating better results
- Recognizing better levels of performance
- Attracting, motivating and retaining the most capable and qualified people
- Adding value to shareholders, customers and employees

Accordingly, the compensation management process takes into account:

- People's performance
- Internal equality
- External market benchmarks
- Criticality of the positions
- Career path
- Budget and diversity

In this sense, the compensation management for 2019 was stood out for:

Compensation benchmark

In order to jointly share practices, methodologies, experiences, trends and visions on issues of salary compensation and benefits, a benchmark was created with companies from the network of contacts and companies referring to Colombia to improve the Companies' policies and strategies.

Internal analysis

An internal analysis allows a diagnosis and subsequent action plans to help improve policies and strategies in terms of compensation and benefits. For this purpose, several factors were taken into account: analysis of terminations, comparisons with external market benchmarks, analysis of internal equality and review of critical roles.

Salary levels

In applying of the compensation policy, salary levelling was carried out to improve and contribute to salary competitiveness, internal equality, development and retention of personnel.

Emgesa

- 106 levelling processes in total:
- 61 levelling processes for conventional personnel
- 45 levelling processes for non-agreement personnel (integrated salary)

Codensa

- 337 levelling processes in total:
- 89 levelling processes for conventional personnel
- 248 levelling processes for non-agreement personnel (integrated salary)



Salary segregation⁷

Codensa and Emgesa measure the existing wage gap between men and women, with the aim of monitoring and making continuous efforts to reduce it, in line with the commitment to gender equality.

Type of position	Codensa	Emgesa
Manager	7.49%	10.92%
Middle Manager	6.51%	7.00%
White Collar	1.31%	1.13%
Total	5.10%	5.04%

The minimum wage

GRI Standard 202-1

For personnel under a collective bargaining agreement, the Companies have established basic engagement monthly minimum wages by job level that apply to the entire Colombia perimeter.

For personnel outside the Company's agreement, there are no basic engagement monthly minimum wages. In this case, the external wage market policy is applied.

Digital Culture

6 skills necessary to adapt assertively to the digital culture were identified, which are aligned with the Open Power culture of the Enel Group. These have already been incorporated into the processes managed by People and Organisation. At the same time, work is underway to create a communication campaign that ensures the understanding of digital skills and their adoption by workers.

Digital Skills Open Power

<p>Identification and solution of complex problems</p> <p>Identify and solve problematic situations in complex and ambiguous scenarios, through the assertive use of information (*data*) through a systemic view (*big picture*)</p> <p>PROACTIVITY</p>	<p>Adaptive creativity</p> <p>Ability to generate disruptive ideas, adapting to changing and unexpected scenarios</p> <p>INNOVATION</p>	<p>Collaborative communication</p> <p>Ability to generate value through co-creation processes with the customer, in collaborative and digital environments</p> <p>Trust</p>	<p>Ongoing learning</p> <p>Learn constantly through self-teaching using digital tools and generating shared value</p> <p>RESPONSIBILITY</p>
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RESILIENCE Recovers from adversity and learns

CHANGE MANAGEMENT Understanding the needs and impacts of change, making the necessary adjustments in their behaviour to facilitate their implementation

Employer brand

In 2019, we worked on the automation and digitisation of the processes associated with personnel selection through the following tools:

- Taleo: 191 vacancies were managed through this platform at the end of 2019. The platform allowed the Company to have global information in terms of selection to achieve a global display of vacancies in the Group, greater control of vacancies and provide the possibility for anyone to participate in positions worldwide within Enel. In addition, in 2019 different communication strategies were worked on to promote the use of the E-profile and the participation of internal contests on the Job For You platform. As a result, more than 500 internal workers in the participated in the contests held during year.

- Magneto: This platform promoted by the employing brand and through which the first contact is made with candidates who will be invited to the selection processes, was the tool in 2019 through which we informed the potential talent about our strategy and specifics of the business lines, the profile and characteristics of the vacancies, and the perception of the experience of working at Enel by current Group employees in Colombia.

National fairs

The selection team participated in 33 university fairs nationwide in order to introduce students to the business objective, learning opportunities and growth within companies. It was also involved in conferences focused on strengthening the Enel attitude for people interested in belonging to the Group.

The first digital stand was launched and efforts were made with activators within the different fairs to strengthen the impact of information.



Young Talent

The programme gives the 8 best university interns who developed their internship during the semester, the possibility of participating in a development programme where they will be involved in training on all the business lines, project methodologies and workshops to develop soft skills essential for the Open Power culture. These students, who enter the programme as Junior Professionals in training are our hotbed for future business vacancies, strengthening the focus of Diversity: Age and Gender.



Employee Experience

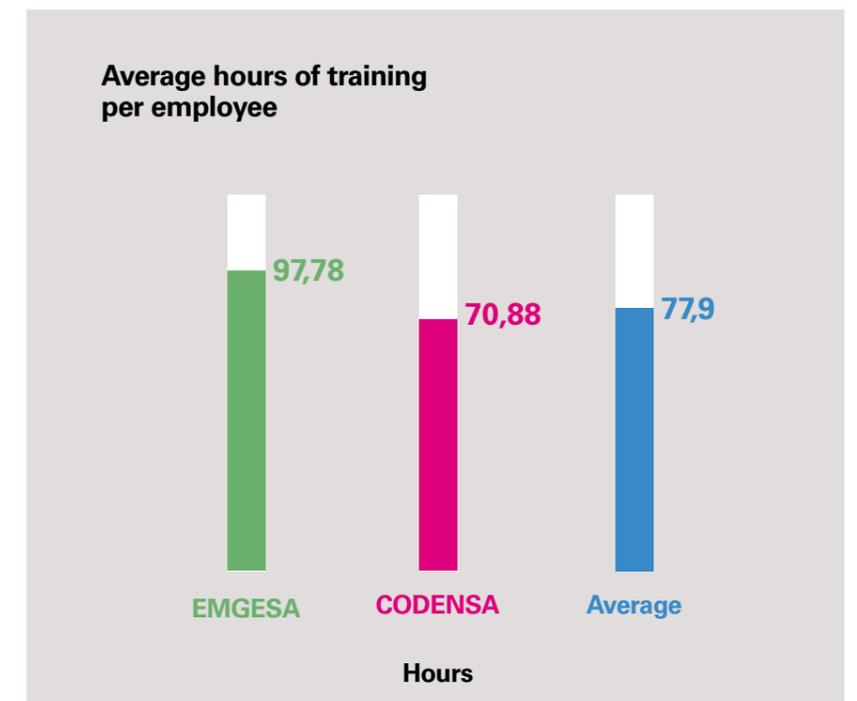
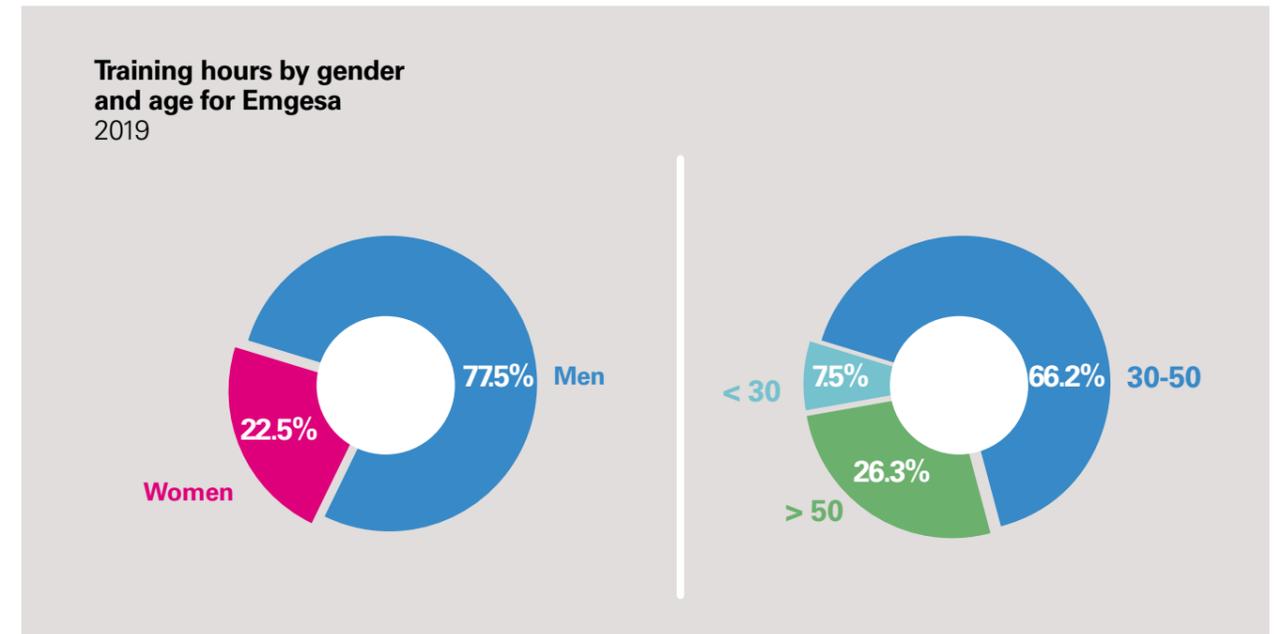
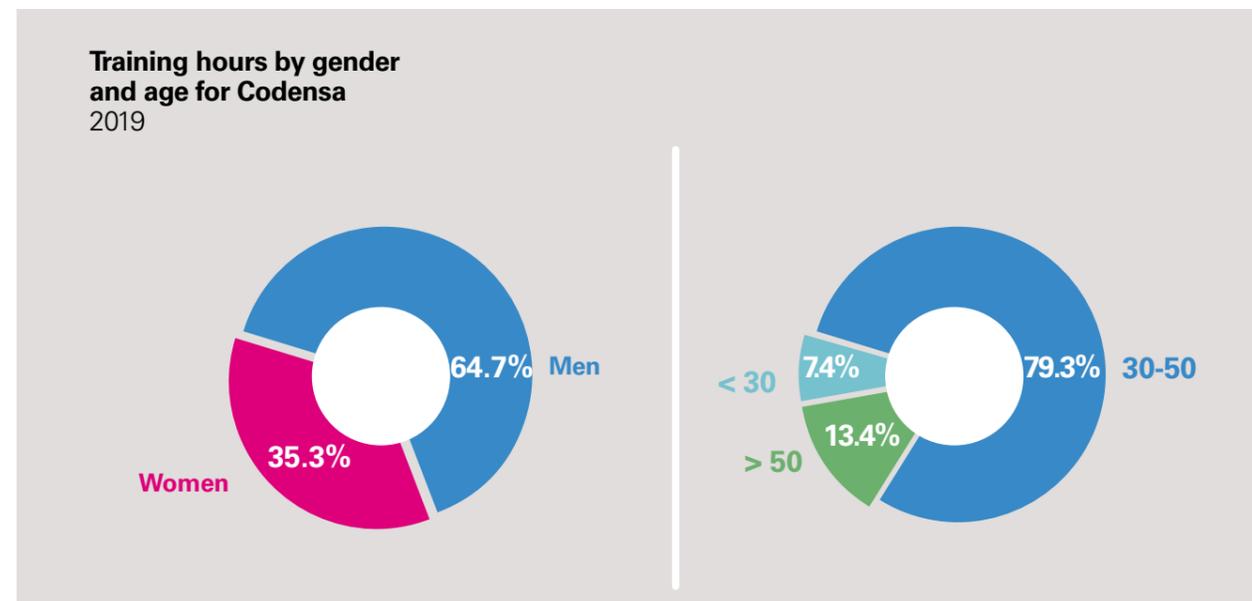
A diagnosis was made from selection to understand the experience of the people who are part of our processes, both on candidates for a vacancy and on the supervisors opening the vacancies. Several focus groups were formed to collect important information that would allow us to design a better service model. This project led us to develop an Agile Room, where a service and operation model was built that allows our customers to feel close, transparent and effective responses from all fronts of the People and Organisation Management (P&O) involved in the vacancy filling process.

Training and development of people

GRI Standard 404-1

Projects and initiatives are permanently promoted for the training and comprehensive well-being of workers, through which the Companies affirm their commitment to the growth of their collaborators. In 2019, 108,839 hours of training were provided for Codensa and 58,634 for Emgesa, with an overall average of 77,9 hours per employee.

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Type of position	Codensa		Emgesa	
	Hours of training	Average per employee	Hours of training	Average per employee
Manager	1758,23	75,39	1987,44	168,14
Middle Manager	8569,48	60,66	8687,92	121,83
White Collar	98,510,92	71,85	47,958,14	92,85

Training plan objectives

As a roadmap for attracting and training employees, the following objectives have been defined:

Identifying training needs

- Early identification of the relevance of topics so that the results show the strengthening of technical and behavioural competences for the better development and performance of workers in office.

Studying and authorizing the training

- Ensure that the training processes are aligned with the strategic objectives defined by the Companies.

Execution of the training and/or coaching programme

- In accordance with the strategic guidelines set out, ensure the allocation of the resources required for the optimal performance and evaluation of the programme.

Compliance with legal standards

- Ensure that all laws, regulations and standards on training matters are followed.

Initiatives and training programs

GRI Standard 404-2

Corporate university

The Corporate University platform was launched in 2019, where employees can see the availability and dates of the different courses offered by the Open Power, Digital Transformation, Techniques and Leadership Schools. There is currently an offer of 153 courses.



Leadership School Programme

The Corporate University has an exclusive School for the Companies' leaders, through which it seeks to provide knowledge and tools in line with the latest trends and challenges faced by 4,0 leaders.

In 2019, a programme of fixed courses with relevant topics was consolidated to promote the strategy in digital transformation and leadership, such as Agile way of working and Leadership 4,0. In addition, a series of elective courses were included in which leaders can enrol according to their self-identified training needs. These courses were developed with content associated with situational leadership, management skills, emotions as a key element for team development, powerful feedbacks, support your team, among others.

Finally, a specific training on Leadership data driven was carried out for managers.

85% of leaders participated in at least one programme



224 leaders participated in 9 different courses



Leadership 4,0 had the highest participation in 2019

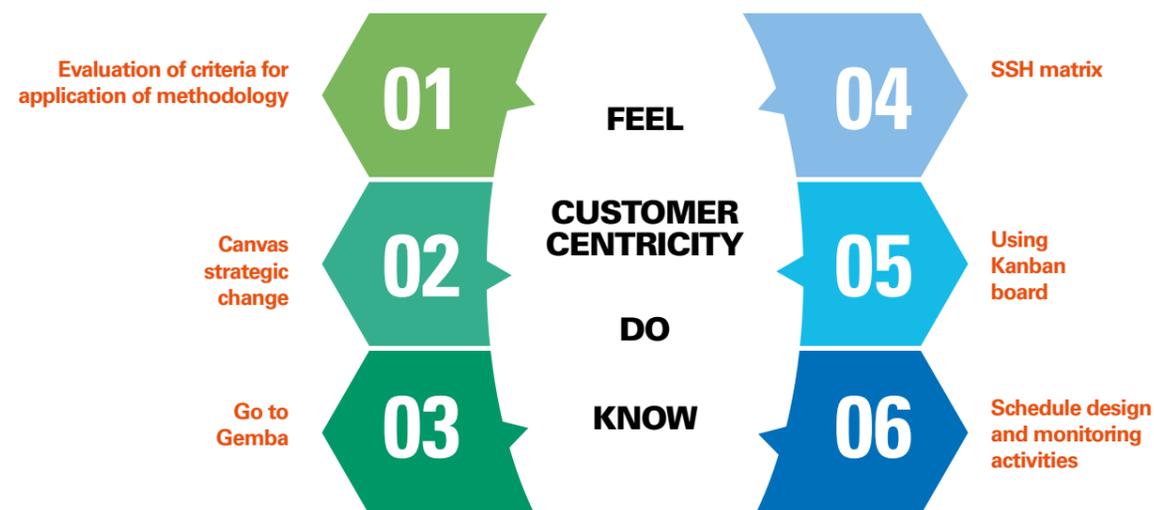
Loan and Sponsorship Programme educational

With the aim of contributing to the education, development and personal and professional growth of workers, loans and sponsorships are offered for those who intend to study postgraduate or specialized courses.

In 2019, 62 workers received support to pursue their postgraduate studies with sponsorship approvals ranging from 20% to 60% of total tuition grant; 10 of them in universities abroad.

Change management office

The Companies have a methodology that allows them to approach their strategic projects through change management. In 2019, this methodology was restructured into six steps, focused on Agile and the Digital Transformation strategy.



For 2019, the redesigned methodology was applied, which has impacted approximately 3,500 workers through the following projects:

Project name	Objective
Digital Transformation	Implement a change management strategy as part of the Digital Transformation strategy, having the following pillars: Agile, data driven and customer centricty.
RB 2021 Connection	Facilitate and contribute to the successful implementation of the process of automation and modernisation of renewable power plants, working with and for people in the acceptance and assimilation of changes, as a result of a new way of working.
X-customer	Enable the successful adoption of the X-Customer platform in the B2B and B2G teams, leveraging the digital transformation strategy of the Group and of each segment. In addition, raising awareness among different stakeholders regarding the benefits of this new tool that generates advantages in the automation of processes, business agility, data intelligence and the digital experience.
Asset Management	Raise awareness among those affected by asset management about the importance of effective asset management, as the foundation of business profitability; taking care of the associated costs, managing their risks/opportunities and achieving optimal performance to promote a culture of change towards new ways of working.
Customer Experience	Ensure that the customer-centric culture is known and appropriated by the Companies, through different activities that seek to pervade the concepts and behaviours in a management model focused 100% on the customer.
People Analytics	Promote decision-making information analysis through the use of the tools offered by the project.

Outdoor

An Outdoor methodology was designed to strengthen coordination, alignment, planning, teamwork skills, among others. This alternative makes it possible to take steps towards satisfying the development needs of the teams.

Its application enables budget optimisation, activities tailored to the Companies' language, and the generation of knowledge and business proximity. In addition, it allows for a greater connection with workers and generates spaces for debate and discussion that lead to important reflections to improve work groups.

2019 Results:

- 93 people from Emmaus and 167 people from Codensa were involved in the activities carried out.
- The average rating was 4,83 out of 5, and a significant savings estimated at \$350 million was achieved in all Outdoor activities that were previously managed with external suppliers.



Digital Transformation Programme

Contributing to the digital transformation strategy, in 2019 different actions were developed that contribute to the achievement of the stated objectives:

School of Digital Transformation: The School of Digital Transformation of the Corporate University has benefited 527 workers, addressing different topics focused on methodologies such as: agile, data driven, customer centricty, lean and Kanban, scrum, among others.

Digital Experience Week and Digital Time: 425 participants had the opportunity to meet and learn about new trends in technology for internal or external application in the event called Digital Experience Week. It had several expert speakers, as well as experience stands related to robotics, virtual reality, 3D printing, among others. In addition, the DigitalTime event was held for generation plants, which focused on promoting the use of different Company apps, such as On-Demand Benefits, RHO online, Education, among others. Topics such as 3D printing, robotics, virtual reality and minecraft were also addressed, with an outreach of 315 workers.



Digital transformation project: Organisational project, in which the training team supports the implementation of the change management methodology through the different pillars of the local digital transformation strategy, developing customer and digitisation-focused initiatives, to contribute to the global digital transformation strategy.

Leadership training: 2 courses were held that contribute to the digital transformation strategy and the generation of knowledge in new digital trends and the challenges that every leader faces in these topics, such as leadership 4.0, with the participation of 130 workers, and the Leadership data driven course, with the participation of 38 workers.

Webinars: Using the different technological tools and methods that allow transmitting knowledge with ease of access from any location and device, a webinar was held with the participation of 288 workers on trends in digital transformation and how it is revolutionizing the market and customers.

Digital transformation workshops: Different workshops were held with the participation of 266 employees, with the aim of explaining the digital transformation strategy and its trends through practical examples that are easy to learn.

Digital habits: Actions were carried out that allowed workers to develop digital habits, such as virtual invoicing, the Enel app and Conecta.

Robotics workshop: Workshops on robotics and Minecraft were held with the employees' children.

Professionalisation programme

The programme consists of enabling access to undergraduate programmes to workers who do not have a professional degree, through economic benefits and different facilities at work. For its implementation, an agreement was made with Politécnico Grancolombiano in the Industrial Engineering degree, in which workers have the possibility of applying and validate the different requirements established in the procedure.

Job Shadowing Project

It is a personal development programme where a "guest" worker shares with another "host" worker for one week (five days in different weeks). The experience offers the possibility of discovering new activities with other colleagues, expanding their work network and strengthening skills.

Climate and safety survey

The work environment survey that was carried out in 2018 and which had a participation of 94.5% of workers, consisted of 20 questions that were grouped into the categories of happiness, commitment and security, and two additional open-ended questions to gather the workers' opinion on the work environment in the Companies.

Based on the results obtained, in 2019 32 action plans were implemented for each business line, with the aim of improving the results and the work environment in the different work areas.

Development methodologies

Coaching

In 2019, 44 individual coaching and 3 group coaching processes were carried out, aimed at strengthening Open Power behaviours among workers, leading to more accurate goals, objectively assessing the resources they have and taking actions considering their strengths as lever to improve the aspects to be developed.

The experience offers the possibility of discovering new activities with other colleagues, expanding their work network and strengthening skills.





Mentoring

Through a mentor or guide, this methodology seeks new leaders to strengthen their leadership and team management skills. In 2019, a total of 25 mentoring processes were carried out.

Digitising the Leader's Guideline

In 2019, the digital version of the leader's guideline was kept up to date, based on three basic principles:



The tool provides leaders with practical tips to improve their team and document management skills, showing them how to virtually complete forms when executing principles. Additionally, leadership 4.0 workshops were held in co-creation with actors from academia and industry, focused on the design of the skills and behaviours that a leader should have in the era of digital transformation, which will be included in the 2020 Leader's Guidelines.

Succession plans

The objective of succession plans is to prepare personnel to assume critical processes or positions in operations, training ready successors and pipeline successors, who are required to carry out development actions. In turn, each successor has a succession plan that determines a career plan for people with high potential.



Performance evaluation

GRI Standard 404-3

Performance evaluations are applied to 100% of the Companies' employees. In search of having evaluations that consider qualitative and quantitative elements, as of 2019 two evaluation models were implemented that have a corporate platform to which every direct worker at country and global levels has access:

- **Open Feedback** (OFE), which evaluates the 10 Open Power behaviours defined by the Companies and allows to provide and request real-time feedback from all colleagues in the work area and their respective supervisor.
- **Evaluation**, whereby the boss evaluates the four corporate values on a scale of 1 to 5.

These new measures for the process are included to meet the following needs:

- The possibility of generating an open and direct dialogue between people who share a work activity with respect to the way in which the companies act.
- The opportunity to model behaviours based on Open Power values.
- An assessment tool in quantitative and qualitative terms of the behaviours adopted by each worker.



Quality of life: diversity and caring for people

GRI Standard 401-2

On-demand benefits, a new quality of life model

This initiative arises from thinking for workers:



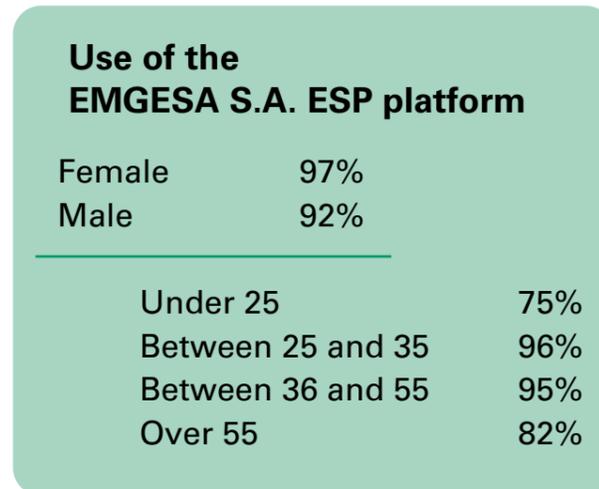
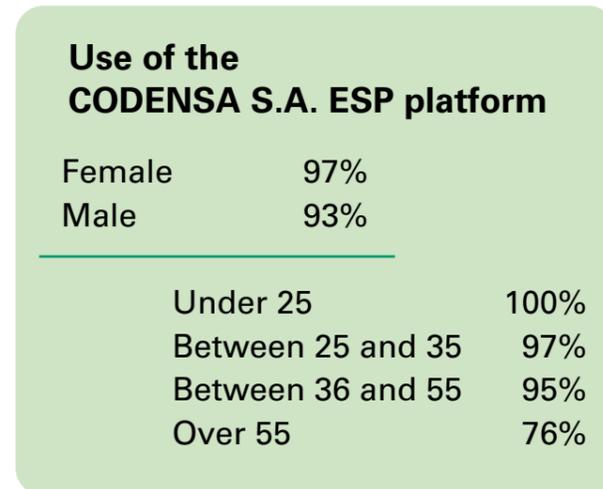
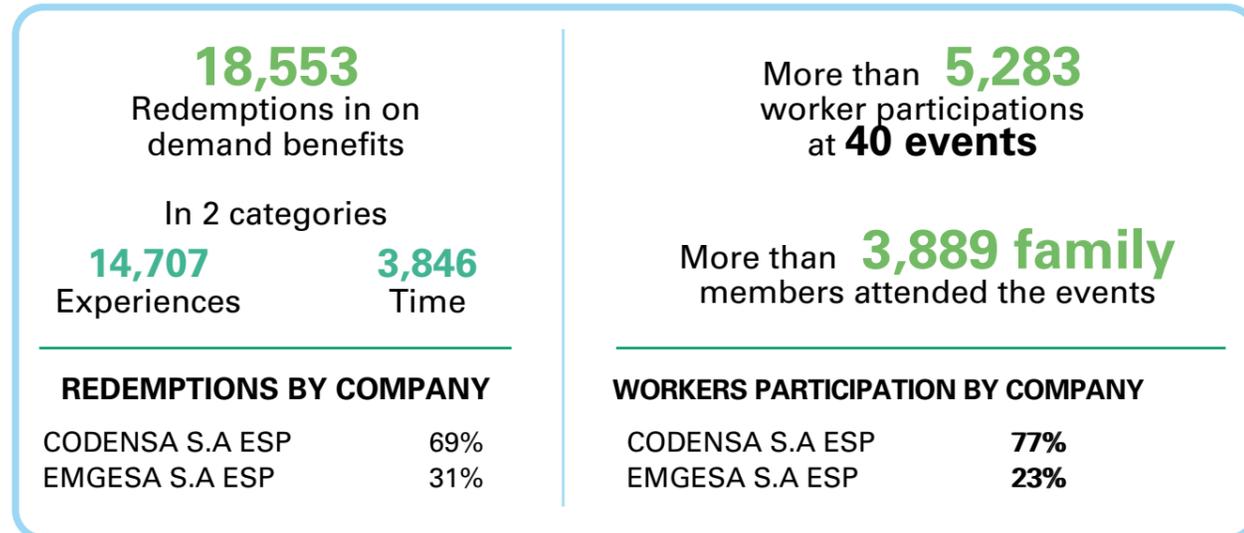
The on demand benefits model seeks to improve the quality of life of workers through more than 70 benefits, which are available to them on a new and modern digital platform, which offers the possibility for everyone to choose when and how to enjoy them.



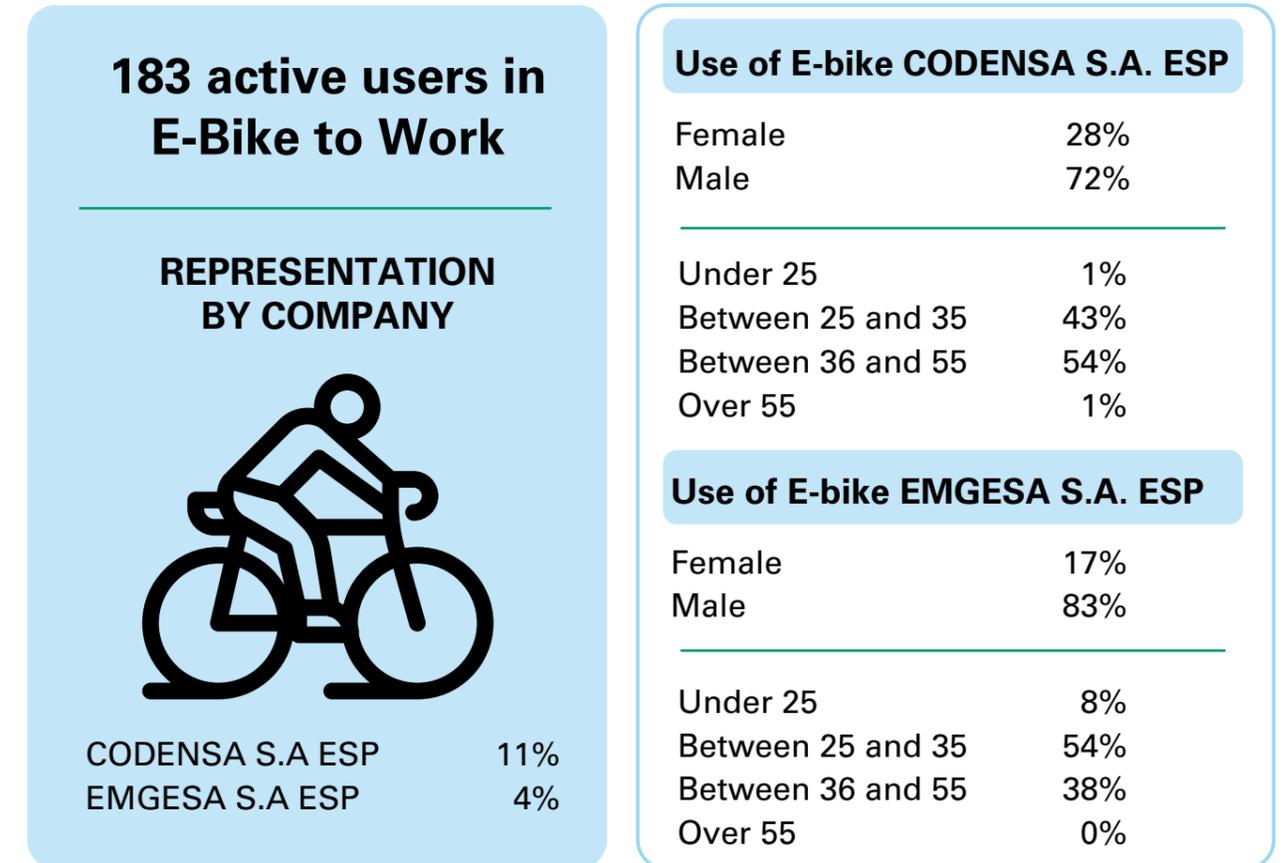
The platform has four categories:

Category	Description
Smart Working	This category includes the benefits related to working differently in the working day, such as: flexible hours, compressed hours on Fridays, compressed hours on Christmas, home office in extraordinary situations and flexible remote work.
My Time	This category includes benefits of free time for workers to enjoy it as they please, these benefits are divided into two subcategories: <ul style="list-style-type: none"> • Unique moments, to unwind, including birthday time, balance day, assistance to a sick family member, balance and volunteer day, additional maternity leave, gradual postnatal return for mothers, additional paid paternity leave, first day of school and in the month of December the benefit of additional day of rest. • My Time, understanding that workers and their families are diverse, in 2019 four new benefits were created: family time, pet time, time with friends and Halloween. Each worker is free to choose one once a year.
My Experiences	<ul style="list-style-type: none"> • Corporate experiences: Consists of facilitating annual sports, recreational and cultural activities designed for workers and their families. There are experiences for single workers such as the "Just for me" event, as well as karts, volleyball, bowling, field tennis, football 6, ecological walks, recreational vacations for children, athletics club, Enel challenge, one day working with mom and dad at Cartagena Power Plant, Betania - El Quimbo Power Plant, Termozipa Power Plant, and control centre, flight days in Cartagena Power Plant, logistics support at the diner pool and workshop for wives of Guavio Power Plant workers and the Christmas show. These spaces contribute to creating bonds of friendship, improve health, work-life balance and encourage healthy competition. • Celebrations: In this subcategory workers have a calendar of special days and corporate events throughout the year, such as: Women's Day, celebration for parents, San Pedrito in Betania - El Quimbo Power Plant, local celebration afternoons at the Cundinamarca and central offices, celebration for workers' children and New Year's celebration. • Tailor experiences: New benefit created so that workers can choose entertainment, cultural, wellness, sports experiences, among others, that best suit their tastes and interests and can be enjoyed in their free time together with family or friends; it also offers entertainment, cultural, wellness, sports experiences, among others.
Complementary	Consists of informing workers of the description and details of the benefits associated with psychological counselling, educational assistance, excellence scholarships, health plans, vehicle policy, loans, life insurance, e-bike to work programme and parental programme.

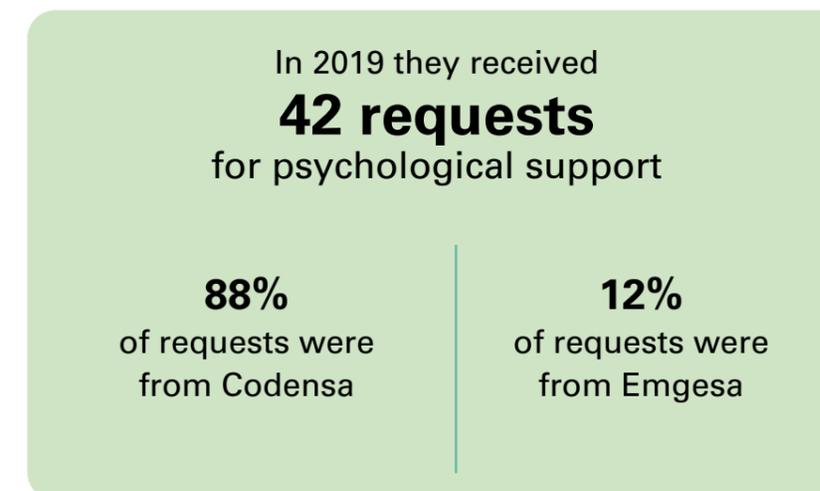
Use of benefits 2019



Participation in the e-Bike to Work programme



Participation in requests for psychological counselling



Participation in special moments for workers

96 requests for Moments of life were received
CODENSA S.A. ESP

Condolences	34%
Incapacity	27%
Birth	39%

22 requests for Moments of life were received
EMGESA S.A. ESP

Condolences	27%
Incapacity	18%
Birth	55%

Participation in the excellence scholarships benefit for children of workers



In 2019 **2 new Excellence Scholarships** were awarded

1 scholarship for CODENSA S.A. ESP
1 scholarship for EMGESA S.A. ESP

Currently

8 CODENSA S.A. ESP workers
4 EMGESA S.A. ESP workers

Are benefited



Organisational Happiness Strategy

In 2019, the Companies continued to mobilise the organisational happiness DNA, thanks to the understanding that happiness consists of harmonising mind and heart in the same heartbeat. This in order to connect and strengthen the team, understanding that one is also happy when the relationship between what is thought, what is said and what is done is in tune, when generosity overcomes selfishness, when finding one's ability to give and serve becomes possible by leaving great marks of change all around through to small actions, when one uses the sincere desire to support people from any environment, when one is able to celebrate successes and accompany in failures because it allows building strength from lived experiences.

In this context, Emgesa and Codensa offer infinite opportunities and promote a feeling of present happiness and, this way, eventually the impossible becomes possible.

Organisational happiness in 2019

In 2019, relevant experiences were designed to maintain the dissemination of the organisational happiness strategy, such as:

- 26 talks with senior management leaders to measure the happiness DNA appropriation in the organisational culture, seeking to facilitate the promotion of benefits and generate significance at work.
- As part of the International Day of Happiness on March 20, the Happiness Thermometer was applied to 564 participating workers.
- 8 talks were held to measure the perception of the happiness model, its appropriation and the experience in the Companies. 71 workers participated, expressing the value they give to Emgesa and Codensa's commitment in generating happiness in the work environment, as well as their ideas and suggestions.

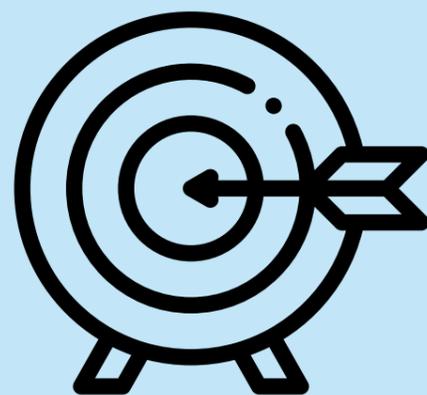
Emgesa and Codensa offer infinite opportunities and promote a feeling of present happiness

- Emgesa and Codensa opted to develop an innovative methodology to know the experiences (interactions, types of experience, moments of truth, pain and needs) of workers within five processes of People and Organisation management:
- Workshops called “Talleres Tu Viaje Enel” were held, where workers had the opportunity to assess moments of truth in each process. In 2020, the essential moments associated with happiness will be reviewed together with the Happiness Committee, to determine their viability and implementation.
- 20 workshops called 5x5 were structured, for the purpose of strengthening each of the components of the happiness DNA. Accordingly, five workshops were held for each element: Consistency, Gratitude, service, compassion and resilience. 251 people participated nationwide in 15 corporate headquarters, substations, and plants.

Diversity strategy

Work focal point: Let’s activate Inclusi-ON

In 2019, efforts continued in order to strengthen the creation and development of initiatives in the different work focal points that the Enel Group promotes with the Diversity and Inclusion policy (D&I). This with the purpose of improving the work environment and achieving high quality indexes and results. Emgesa and Codensa are therefore committed to creating an inclusive work environment, where workers can develop their potential and maximize their contribution. For this reason, in 2019 as part of the D&I strategy, specifically in the gender focal point, six target audiences that are affected when managing gender initiatives in different processes were identified:



- 1 Future members of the Enel community**
Attract
- 2 Leaders**
Raise awareness, convince and act
- 3 Workers**
Train and raise awareness
- 4 Partner companies**
Commit and act
- 5 Incubator Plan**
Support and follow up
- 6 Governments and external entities**
Make visible and mobilise

Future members of the Enel community

The Young Talent programme incorporated eight young people who during their internship process showed talents of interest to the Companies, and who were given the opportunity to enter the year-long training programme in project methodologies and competencies of the Open Power culture, which gives them the time to get to know the work of the different business lines to broaden their global vision and capitalise on their talent. Another way to impact that audience is through the first contacts with the candidates in the selection processes, for which the interview manual without gender biases was designed, shared with the supervisors who interview the new candidates.

Leaders

The first meeting of Enel-Colombia Leaders that focused on D&I was held, with the participation of 152 leaders from different areas of the Companies, in order to raise awareness of the impact that their decisions and actions have on the achievement of goals during the management of processes, equipment and resources, particularly those outlined in the D&I focal points: gender, age, nationality and disability.

Workers

For workers, it was carried out with the Diversity Week, where they had the opportunity to launch the communications campaign “Let’s Activate Inclusi-ON”, the local communication strategy and the invitation to participate in different awareness-raising activities regarding the diversity movement in Colombian companies.

As part of the communication strategy, videos were sent through internal channels on representations of gender prejudice, workplace harassment, sexual diversity, age, culture and disability. The objective was to raise awareness about the diversity focus promoted by the Companies, allowing to position the global and local diversity strategy.

At the same time, there was a presence in 16 offices of Emgesa and Codensa with the launch of “Who do you see when I see you?”, an initiative that consisted of making surprise visits to workers by four people with stereotyped characteristics, they were then asked to label them according to what they saw, each person then said who they were. The exercise highlighted the differences in information compared to labels and sought to raise awareness of the unconscious prejudices with which people live and grow in society.



The Diversity Week also had the participation of the workers' children in the global presence event We are Energy, to make workers aware of the youth's vision of D&I. Their stories were then published in the community areas of the Company's corporate headquarters.

Other initiatives carried out were related to inviting speakers from companies recognized for their good practices in corporate diversity, which have been successful in incorporating diversity as part of the organisational culture. Adrianella Betancourt, director of health and value, leader of the Pfizer Colombia Diversity and Inclusion committee, gave a talk on "Excellence, Courage, Joy and Equality: The Basis of Diversity". Felipe Cárdenas, CEO of the LGBT Merchants Chamber, also participated in the event, sharing his experience of corporate inclusion with the talk "Diversity is Business Competitiveness".

In addition, promoting STEM careers (science, technology, engineering and mathematics) was also a 2019 purpose that was carried out with the workers' children, with an age range from 14 to 17 years, who were invited to the Tech Labs workshop, where they had the opportunity to learn to believe in their dreams, taking advantage of technology as a potential to make them come true.

The Diversity and Inclusion Committee was created at the end of 2019, made up of company executives and leaders of corporate strategy management. The D&I Speak up was also launched, a space where workers from different areas can be an active part of future initiatives to be managed within the framework of diversity and inclusion.



Government and external entities

In 2019 Emgesa and Codensa were present at 25 events as speakers of best practices in managing gender equality, targeting the government and external entities, including: Ministry of Mines and Energy, Ministry of Labour, AEQUALES, Fundación Juanfe, Universidad de los Andes, ANDI, UN Women, Great Place to Work, Asocolflores, COCIER, Odinsa-Enel, Konrad Lorenz, Presidential Council for Women Equality, ComunidadF, Universidad Externado de Colombia, Secretary of Social Integration, among others.

Incubator plan

The incubator plan began in 2011 and aims to contribute to improving the living conditions of young people, offering training opportunities and employment, while ensuring the availability of qualified labour for Codensa's work in Bogota and Cundinamarca (Sibate, Villeta and Chia).

As part of this plan, Codensa entered into a partnership with SENA to develop a programme in which for nine months young people would receive academic and practical training at the Company's Training Centre. During this stage of training, they would receive an allowance equal to half a minimum wage. They then carry out their internships in the contractor companies, receiving a minimum wage for six months. The internship turns out to be the perfect opportunity for young people to demonstrate what they have learned and their performance, independently generating employment opportunities.

Initially, only 1% of the participants who registered were women, this number has increased to 32% in the last group in Bogota.

Up to the date of this report, a total of 413 young people have benefited from the programme (more than 311 graduates), reaching a high level of competitiveness and specificity to develop in the electricity sector.

Of the total number of sponsor beneficiaries, 98% have completed an internship at one of the contracting companies and 50% have been directly employed by the company where they carried out their internship.





Women crews have operated in two key processes: operation in network maintenance emergencies and public lighting. The rest are in mixed crews in the city and the department.

The challenges in the training of women under the Incubator Plan have been:

- Psychosocial support has been provided to strengthen the personal, social and emotional resources of women and their partners. Achieving the participation of women in rural areas is more difficult than in Bogota.
- The women's employment process was assisted to facilitate acceptance and respect by men.
- A personal branding workshop was held, with the aim of providing tools to women graduates of the incubator plan to find a job, improving their skills to face job interviews.

Additionally, in 2019 an effort was made to expand D&I management with different populations in situations of vulnerability, specifically with the sexual diversity community of and people with disabilities. Good practices were reviewed with national companies that have successfully addressed these two fronts. In addition, the companies visited professional associations that promote actions to mobilise the labour inclusion of people from the LGBTI community, and learned about programmes for the employment of people with disabilities.



Indicators

2019 year-end

Percentage of women direct employees	31.8%
Women in External Short List	47%
Women selected in external processes	44%
Internal processes covered by women	20%
Women in Internal Short List	46%
Leadership positions held by women	31%
Use of at least one Quality of Life benefit	97%  93% 
Women beneficiaries of the Incubator Plan	18%

Healthcare and Life Insurance Plans

Codensa and Emgesa employees have healthcare plans under different categories, as well as life insurance that covers their respective beneficiaries. In 2019, the companies held bidding processes looking for the best terms in these issues, acquiring prepaid medicine plans for employees and their families, and complementary healthcare plans from market leading companies.

Emgesa and Codensa cover from 50% to 100% of the cost of healthcare plans, always thinking about the well-being of employees and their families. In addition, the Companies cover 100% of life insurance.



Industrial engagement

Union management

GRI Standard 102-41

The Collective Bargaining Agreement between the trade union Sintraelecol and Codensa was signed on 12 November 2019, which will be valid until 31 December 2020, thereby closing the collective conflict and the Arbitration Tribunal consisting of representatives of both parties. This agreement unified the Codensa bargaining texts, making them applicable to all Company employees, including personnel from the former company Empresa de Energía de Cundinamarca (EEC).

This agreement is a great milestone in union engagement that will allow the consolidated management of the benefits for the personnel covered under a single regulatory text, since it is also applicable to workers of Empresa de Energía de Cundinamarca and maintains the path for construction of peaceful and constructive trade union relations.

The signing of this collective agreement was approved by the union members' meeting and will benefit Codensa's more than 1,000 workers covered. These are some of the highlights of the agreement:



Increase to 15 days the June bonus and Christmas bonus for the professionals of the new agreement

Wage increase by the CPI + 1.5%

Signature bonus for workers who have joined the union

Increases in all bargaining aids and benefits

Creation of a new home loan for expansion, termination, improvements and/or partial or total release of mortgage lien

Unrestricted loan increase

Increased union aid

Employee participation in these agreements is 67.62% for Codensa (1,017 workers) and 68.61% for Emgesa (411 workers).

International Labour Organisation (ILO)

The ILO, the world's highest authority on labour issues, held in Geneva - Switzerland its conference No. 108, with the participation of over 150 countries with representatives of employers, governments and trade union organisations that are part of the United Nations (UN).

Emgesa and Codensa were invited for the second consecutive year to form part of the commission of representatives of the Colombian business sector, as part of the celebration of the ILO's centenary.

During the meeting, Convention 190 on Eliminating Violence and Harassment in the World of Work and Recommendation 206 were approved, and the Company had the opportunity to participate in this process and be part of the discussion that led to the signing of these instruments.

CESLA

The Centre for Social and Labour Studies (CESLA) focuses on the analysis of the relationship between employers and employees, with the aim of providing scientific evidence that can influence the transformation of public labour policies in favour of promoting employment and social development of the country. The team was founded in 2018 and the Companies have played a crucial role in its leadership. In addition, it has the participation of the CESLA primary committee, which allows it to be an active part in the entire process of discussion, definition of lines of investigation and decision-making.

For 2019, CESLA issued the third version of the Absenteeism Report and the second Collective Bargaining report, in which the companies participated as members of the CESLA Primary Committee.

Emgesa and Codensa were invited for the second consecutive year to form part of the commission of representatives of the Colombian business sector



Regulatory proposal

Emgesa and Codensa have been working to consolidate their position as a business group that proposes public policies on labour issues, that shares and promotes best labour practices and works on labour legal aspects with unions.

For this reason, in 2019 the Companies were invited to form part of the Regulatory Proposal Group led by ANDI and made up of representatives from six companies, for the purpose of studying the most relevant legal-labour issues in the country and at the same time generating public policy proposals, in addition, to new regulations that contribute to the improvement of workspaces.

From these efforts started in 2019, 6 lines of regulatory proposals were determined for development in 2020:

Work absenteeism

Union management

Collective bargaining

Pension outlook

Digitisation under the employment contract

Prevention of workplace and/or sexual harassment

To continue strengthening the prevention of situations of Workplace and/or Sexual Harassment, the Companies carried out in 2019 the communication campaign "Zero Tolerance against Harassment", where it continued to raise awareness among all workers on what is and is not Workplace and/or Sexual Harassment, as well as emphasizing in each type of harassment that can occur within the Companies.

We modified our internal policy in 2019, integrating it with the global policy that was issued and published in 2019. It is worthwhile to mention that the Companies have been pioneers in preventing and addressing harassment situations, as they have been strengthening this culture for more than 4 years.

Additionally, this year the Companies constituted new Labour Anti-Harassment Committees, operating until 31 December 2020.



You deserve it

Paying attention to the importance of rest, the balance between personal and work time and the winding down of workers, the implementation of the strategy "You deserve it" continued in 2019, focused on encouraging the employees of the Companies to blamelessly schedule and enjoy their vacation periods. In addition to carrying out an important communication campaign, the initiative was promoted by leaders and area committees, who encouraged their teams to join programme.

The initiative also promotes the use of vacation leaves at any time and for different purposes, not only for travel, after identifying in the 2018 surveys the various interests and disincentives of employees when scheduling their days and times of rest.

The results of You deserve it are very satisfactory and allowed workers and leaders to understand the importance of using paid leaves and enjoying these time-offs, an aspect that is reflected in the workers' families and in the Company's objective compliance results.

Communities and Shared Value

Shared value creation model

Material topic: Participation of local communities

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

Codensa and Emgesa guide their engagement with the communities in their area of influence towards the Creation of Shared Value (CSV) in the medium and long term. They seek to meet the needs that arise in their context, promoting equitable and mutual development with stakeholders, and look for a balance between their economic, social and environmental performance.

They keep permanent engagement strategies with communities, community leaders and local authorities, aimed at knowing their needs, consolidating harmonious and trusting relationships, and promoting social co-responsibility. In addition, they manage their impacts and seek to mitigate the risks derived from their operations through the implementation of high-impact projects, mainly focused on meeting the needs and social priorities of their operating environment.

These activities are supported by Organisational Procedure No. 478, which contains the guidelines for the implementation of this approach in stakeholder engagement, as well as for the development of medium and long-term projects that generate value in the communities.

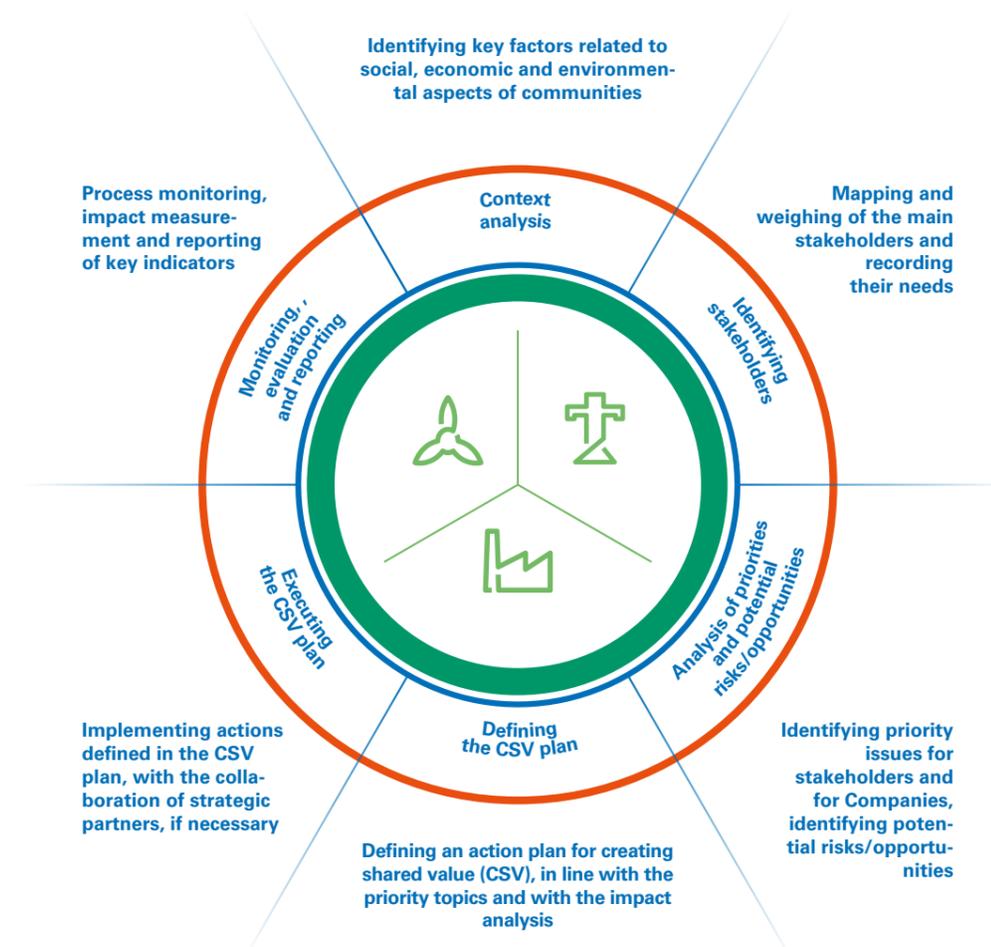
Community relations are based on the Creating Shared Value Policy and led by the Sustainability Management, with the support of different areas of the Companies and the Enel Colombia Foundation.



CSV Model Objectives

- Consider the relationship with communities from a long-term perspective, based on credible commitments and appropriate measures to create shared value.
 - Identify, evaluate and manage the impacts and risks derived from the Companies' operations.
 - 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 responsible management of communities starts from compliance with current legislation and the commitments acquired in the operating licenses granted by the corresponding authority, allowing the achievement of short and medium-term goals that enable the sustainability of activities within a framework of respect for the social context.

The engagement strategy starts by identifying all the actors and their respective needs and expectations, based on which action plans are designed to build trustful and harmonious relationships with all stakeholders in the projects. Strategic partnerships are also promoted in the areas of interest to extend the impacts of the social projects carried out.



Social management with local communities

GRI Standards 102-44, 413-1, 413-2

In 2019, Emgesa and Codensa maintained open dialogue channels with community representatives of the area of influence of their operations, which allowed identifying the main needs of the context and expectations of stakeholders, considering the specifics of each community and their needs, as well as the priorities and possible risks of operations. This process was supported by formal mechanisms for receiving and addressing to requests, grievances and complaints, established by Companies in their operational and corpora-

te areas of influence.

For the El Quimbo Hydroelectric Power Plant (CHEQ), and to have clear and efficient communication channels, Emgesa has two contact offices in the department of Huila, located in the municipalities of Garzon and Gigante. Thanks to the activities carried out through the good use of communication channels, it was possible to identify the main impacts that the populations perceive due to the dam's operation, such as the effects of nucleated and dispersed settlements and productive activities, employment opportunities, and the migratory pressure of the main cities of Gigante, Garzon, El Agrado, Altamira, Paicol and Tesalia.

After identifying the needs of the communities and connecting them with the principles of the Group's global sustainability plan, as well as with the Sustainable Development Goals to which the Companies have declared their commitment, sustainability initiatives and projects were focused as part of the opportunities to create shared value identified as a product of the engagement and the needs of the communities.

The main initiatives are presented below.



Projects that contribute to SDG 4: Quality education

Codensa and Emgesa contribute to improving the education of local communities, through training processes aimed at strengthening skills in all stages of learning, as well as improving educational quality and generating greater employability opportunities for communities.

With the aim of contributing to the improvement of the quality of primary, secondary and technical education of the communities in the area of influence, in 2019 the companies implemented educational projects that focused on increasing the possibilities of development and employability of young people in vulnerability condition, among others.

Educating with energy

As part of the Enel Colombia Foundation project, which is carried out in partnership with the Organisation of Ibero-American States for Education, Science and Culture (OEI), efforts have been made to strengthen socio-emotional skills and vocational and professional guidance processes for young people in public educational institutions, through two strategies:

Implementation of pedagogical routes

- Based on the context of each school, the strategy has designed a workshop route for young people, teachers and families, on issues of socio-emotional skills, sustainable development and vocational and professional guidance.
- In 2019, 633 workshops and sessions were held, which benefited 3,649 young people and teachers from schools located in Bogota and the municipalities of Cundinamarca (Girardot, Flandes, Fomeque, Gachancipa, Choachi and Caqueza).

Diploma in "Strategies for Strengthening Socio-emotional Skills, Guidance and Life Paths."

- The diploma, which lasts for 140 hours, was carried out as part of the partnership with the District Secretary of Education, taught and certified by Politécnico Grancolombiano.
- In 2019, 310 provisional and staff teachers from 140 official schools in Bogota were certified.



Good energy for your school

The Good Energy for your School programme contributes to the quality of education by reducing electrical risk and improving the infrastructure of public educational institutions. In 2019, it reached 2,442 children and youths from nine educational institutions in Bogota and the department of Cundinamarca.

Municipality	Educational institution
Bogotá	<ul style="list-style-type: none"> IED Monte Bello
Ubalá	<ul style="list-style-type: none"> IE Rural Department Mámbara – INERUDEMA Centro de Desarrollo Infantil de Mámbara – CDI
Tocancipá	<ul style="list-style-type: none"> IE Técnico Industrial – Buenos Aires
Sibaté	<ul style="list-style-type: none"> IE San Benito
Granada	<ul style="list-style-type: none"> IED Gustavo Uribe Ramírez
San Antonio del Tequendama	<ul style="list-style-type: none"> IED Mariano Santamaria
El Colegio	<ul style="list-style-type: none"> IE Pradilla IE La Victoria



Contribution to the construction of the Department Educational Institution El Tequendama

Thanks to the economic contribution to the municipality of El Colegio, it was possible to meet the requirements and contributions necessary for the construction of the mega-school of El Tequendama, as contemplated in the National Infrastructure Plan of the Ministry of National Education, which determines that the municipalities that manage to contribute a percentage of the resources for the works will benefit from the economic contribution of the State.

Codensa and Emgesa got involved in the project with \$350 million, and the Municipality of El Colegio with \$150 million, to access the state contribution and complete the \$ 6,6 billion of the mega-school's construction cost.

In 2019, the construction of this mega-work was completed, which will contribute to the quality education of more than 1,200 students from the municipality's rural and urban areas, consisting of

2,853 m²
built area

16
classrooms

2 multipurpose
classrooms

Technology
room

2 integrated
labs

multiple
classroom

Dining room

2 recreational
areas

The project was delivered to the educational community and local authorities in the presence of the Governor of the Department of Cundinamarca.



Energy incubators

In 2019, 21 vulnerable youths from the municipalities of Ubala, Gachala, Gama, Soacha, Sibate, San Antonio del Tequendama and El Colegio, began their higher studies at the Minuto de Dios University, in professional careers such as Public Accounting, Systems Engineering, Social Communication, Social Work, Psychology, Business Administration and Agroecological Engineering.

The beneficiaries are granted 70% of the total value of their undergraduate degree tuition, in addition to semester financial support and psychosocial support in the development of their studies and professional internships.



Educating with dance

The programme aims to train contemporary dance to promote the values and good use of free time, as a way to mitigate psychosocial risks in populations in vulnerable conditions.

For 2019, children and youth from the Arroz Barato, Puerta de Hierro, Albornoz, and Policarpa neighbourhoods of Cartagena carried out a comprehensive training process by participating in presentations, artistic exchanges, and exhibitions in their communities.

Additionally, for 8 months, the programme has 30 beneficiaries with ages ranging from 10 to 17, 87% of which were women.

School kits

1,205 school kits were delivered to vulnerable boys and girls in the cities of Cartagena, Neiva, Cali, Bogota, Barranquilla, Villavicencio, Jamundi, Tame, Armenia, Medellin, Puerto Asis, Puerto Rico and Valledupar.

These kits were part of the solidarity gift to customers, given by Energy Management, which benefited the population of different areas of the country with basic school supplies for the start of their 2019 school year.

Work training

Over 200 vulnerable young people from different municipalities in the province of Sabana Centro in Cundinamarca benefited from the location improvement of workshops, which were equipped for their high school and technical education in topics of significant labour demand in their area.



Scholarship bank for teenage moms

The Companies continued contributing to the improvement of the quality of life of teenage mothers and their children, through the Cartagena District Scholarship Bank Programme for Teenage Mothers, which provides new life opportunities for vulnerable women and their families.

This programme offers a group of young mothers the opportunity to carry out their technical studies and receive comprehensive assistance in their training process, by monitoring their psychosocial and health conditions to ensure the completion of their studies and their subsequent entry into the labour market.

In 2019, five young women began their comprehensive intervention cycle, and five children and 15 family members also benefited.



CHEQ School Supplies - Works for Taxes

As part of this strategy arranged with the National Government for the area of influence of the El Quimbo Hydroelectric Power Plant, Emgesa made an investment of \$612 million to provide new training tools to 70 educational centres in the municipalities of Tello and Baraya, to help improve the educational quality standards of 2,805 children and youth in these two municipalities in northern Huila, historically affected by the armed conflict in Colombia.

Donation of Computers

28 computers that were removed from the Company were given to educational institutions, community organisations and protection institutions in different areas of influence of the operation for the benefit of children and youth. These elements allow them to have a working tool for the best development of their training processes.



Projects that contribute to SDG No. 7: Affordable and Clean Energy

In 2019 Codensa carried out activities aimed at promoting access to energy in communities with vulnerable conditions and in different community spaces.

These actions allowed access to energy at the infrastructure level, as well as the training of personnel to carry out activities that extend energy coverage to families that lack the service.

Incubator Plan

The Incubator Plan is an initiative that seeks to generate development opportunities for young people belonging to vulnerable populations, through comprehensive training activities for the electricity sector and the implementation of their practices, in order to increase their employability and professional development opportunities.

In 2019, training activities were held as part of the overhead networks construction and maintenance technical programme, for the benefit of 120 young people from Bogota and Chia in the department of Cundinamarca. Students received their training from the National Learning Service (SENA) and carried out their internship in the collaborating companies.



Photovoltaic system lighting - Compartir Substation

Public lighting powered by solar energy (photovoltaic system) was installed in the El Danubio park and in the Tejares I residential complex, in the municipality of Soacha, Cundinamarca. The following was developed with the initiative:

- Installation of 8 posts and LED-type lights with a photo-voltaic system in the Danubio park.
- Installation of 10 LED-type lights with photovoltaic system in the Tejares I residential complex.
- Change of 38 lights, updating the lighting technology to LED type in the Tejares I residential complex, commune 2 of the municipality of Soacha
- 2 awareness meetings on the installation and maintenance of the new lighting systems.



Lighting of community spaces

In partnership with the "Un Litro de Luz Colombia Foundation", in 2019 the Enel Colombia Foundation continued the recovery of community spaces that had no lighting through the installation of 103 lights with solar technology, in places such as sports fields, parks and sidewalks in the municipalities of San Antonio del Tequendama, El Colegio, Sibate, Soacha and Ubala (Mámbita).

In developing this initiative, we had the active participation of the municipal authorities and the communities, led by the Community Action Boards, which identified the points to intervene and later participating in the selection, fitting and training as Ambassadors of Light for the maintenance of this infrastructure, ensuring its appropriation and conservation.



In 2019, 75,000 boys and girls had the opportunity to learn about the processes of generation, distribution and sale of electrical energy

WORLD OF ENERGY

In 2019, 75,000 boys and girls had the opportunity to learn about the processes of generation, distribution and sale of electrical energy, through educational and recreational activities carried out at the Divercity theme park.



Isolated solutions - Renewables

Codensa worked on alternatives for the growth of the distribution business, exploring opportunities for greater participation in the distribution market in the Non-Interconnected Areas. Based on the experience of the Enel Group, we achieved success in projects such as the implementation of distributed generation from non-conventional renewable energy in communities that lacked energy service, such as the Paratebueno Mini-grid and individual solutions in the municipality of Puerto Salgar.



Hybrid photovoltaic generation unit Paratebueno Mini-grid

20 kWp mini-grid that completed 2 years of operation in December 2019, which achieved an energy generation that exceeded 21 MWh, which allowed access to electricity to the 22 families in the town of Buena Vista Alto Redondo of the municipality of Paratebueno and an approximate reduction of 8,8 tons of CO₂ emissions.

At the same time, we started the procedures to change the current battery bank, which reached the end of its useful life. This new battery bank will allow a significant reduction in generation with diesel fuel and will provide greater reliability to the system.

Individual photovoltaic solutions Puerto Salgar

After 2 years of operation, this pilot was closed, with the supply of 19 individual solutions. The closing process was carried out through the purchase agreement modality between Codensa and the benefited users, which made it easier for these users to be the new owners of these systems and continue to supply electricity through the photovoltaic systems tested in the pilot.



Projects that contribute to SDG No. 8: Decent Work and Economic Growth

The objective of working with and for the communities is to contribute to their development, without altering their traditions or cultural roots. For this reason, specific programmes have been implemented aimed at maintaining the fabric and social cohesion and promoting local growth.

Organisational Strengthening Programme

Magdalena Centro peace development programme (PDP)

Given the commitment adopted by the Companies to contribute to the construction of territorial peace in Colombia, in 2019 they continued to support community development in the municipalities of the province of Magdalena Centro: La Palma, Caparrapi, Yacopi, Guaduas and Puerto Salgar, in the Department of Cundinamarca.



Through this initiative we promote:

- Leadership platforms
- Training for Community Action Boards
- Spaces for dialogue and discussion in environmental issues
- Training of individual and community capacities through meetings and forums on issues related to gender equality and production processes

These activities have benefited more than 80 community leaders in different social processes in the municipality of Puerto Salgar, as well as 250 leaders in the Subregional Job Boards and social organisations located in the region.

Prodepaz Network

The Companies support the country's integrated development through actions to strengthen and build territorial peace, supported by the partnership with the Prodepaz Network, through which it seeks to contribute to the process of public incidence in the territories where the peace development programmes are carried out.

In 2019, the Companies supported the Network's activities, which included an advocacy and communication line for the construction of peace, the strengthening of the Network of inhabitants and the territorial development for La Guajira.

Together for the boards

In 2019, 893 leaders and members of 97 community action boards of the municipalities of Ubala, Gama, Gachala, Sibate, Soacha, El Colegio and San Antonio del Tequendama, participated in the training process on citizenship issues and project formulation as part of the Together for the Boards programme.

35% (306) of the participants are interacting in the programme through a Chatbot, which has been used to incorporate a technology component into the training process.

A community training process (57 workshops) was consolidated in political and pedagogical training, entrepreneurship and formulation, evaluation and project management, in each municipality. In addition, 35 initiatives were developed by the communities which are eligible for financing by the Municipal Authorities and other actors.



Business and social strengthening of production chains

Coffee production chain

This project strengthens the competitiveness of the rural sector in the regions and encourages values such as associativity, in order to achieve common objectives and community benefit. In 2019, the Coffee Production Chain Strengthening project of the Enel Colombia Foundation was based on three lines of action:

Business and associative strengthening

- For the entry into operation of the main business unit for the coffee cherry community processing of four Producer Organisations: Asocafega of Gachala, Asofincas of Gacheta, Ascamecol of El Colegio and Asopalmares of Viota.

Standardisation of the operating process flow

- To obtain quality dry parchment coffee through the coffee cherry community processing centres.

Development of markets

- To obtain quality dry parchment coffee through coffee cherry community processing centres.

At the same time, the project also contributes to the empowerment of women producers, through the methodology of gender equality, which has allowed them to be more closely related to the decision-making instances of the Boards of Directors of Associations.

The repowering of the medium voltage energy circuits adjacent to the coffee mini community processing centres has not only ensured the energy supply for the coffee community processing centres, but also improved the quality of service for the sectors intervened in the towns of Alto del Palmar in Viota, Santa Isabel in Mesitas and Bombita in Gacheta.

119 associate coffee-growing families and users of the coffee processing centres established in the 4 municipalities mentioned above are linked to this process.



Cocoa production chain

This programme, promoted through the Mambita Non-National Agricultural and Peasant Association (ASOAGROMA), seeks to strengthen the cocoa production chain in the inspections of Mambita, Soya and San Pedro de Jagua in the municipality of Ubala, Cundinamarca.

In 2019, 50 producers who have one-hectare crops on their own land and can market cocoa through their producer association participated in the initiative in the post-harvest phase, in addition to the manufacture of certain cocoa-based artisanal products for subsequent local marketing.

Sustainable artisanal fishing

The Sustainable Artisanal Fishing programme was started in 2019, which seeks to strengthen the activity of fish farming in the areas of direct influence of the Companies in the city of Cartagena, specifically in the neighbourhoods of Puerta de Hierro, Arroz Barato, Albornoz y Policarpa.

The programme will develop actions aimed at developing sustainable fishing and caring for the environment.

Relationship with port authorities

Responsible artisanal fishing

Coastline cleaning

Mangrove planting

Enterprise facilitation

The initiative seeks to support and facilitate the creation of sustainable ventures in the area of influence of the Compartir substation project, based on the implementation of the Sirolli enterprise facilitation methodology. The main impacts are::

- Creation and strengthening of local ventures to boost the economy in the area of influence of the Compartir project
- Improvement of the quality of life of the people who participate in the enterprise facilitation initiative
- Economic growth of the participating business units
- Generation of employment from strengthened ventures

In 2019, advice was given to 15 ventures, 10 of which have decided to continue with the programme, seeking to attain the local resources necessary to correct identified weaknesses.



Strengthening of community action boards and social organisations

The implementation of this initiative in the area of influence of the Compartir substation achieved a relationship of trust between Codensa and the community, and the Company was positioned as partner for social development. This change in perception also contributes to mitigate social factors that may alter or hinder the construction of the substation.

The strategy used consisted of training 78 community leaders during 20 sessions in topics related to organisational management, political influence and project formulation.

Strengthening of social and community organisations in the area of influence of the El Quimbo Hydroelectric Power Plant (CHEQ)

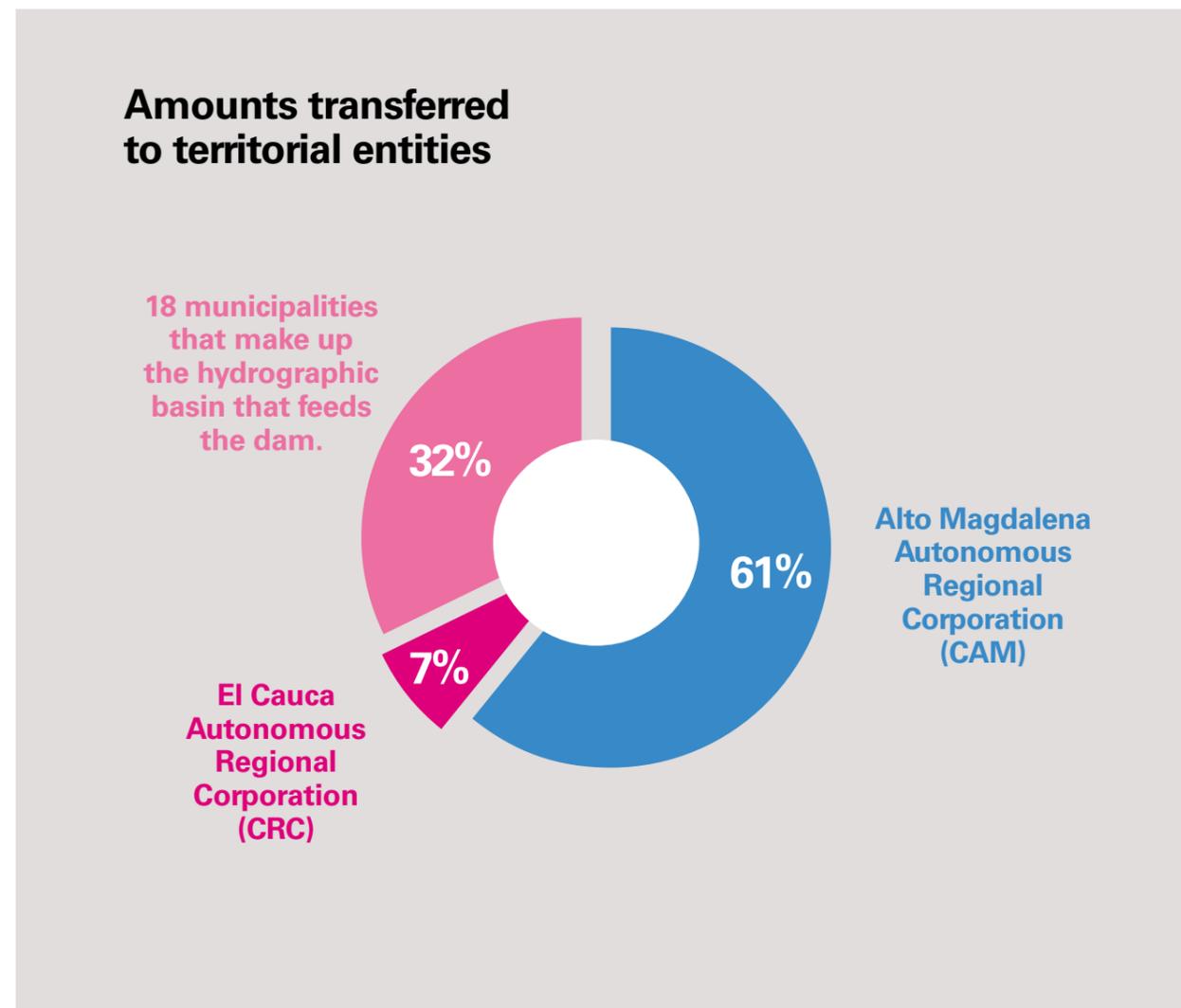
A total of 86 actions were carried out focused on strengthening the organisations related to operations at CHEQ.

Technical assistance

- 1,354 visits were made to owners of agricultural production projects, to monitor and assist in technical issues of the processes and their revitalisation. 88% of the visits were intended to monitor and support the agricultural production system, while the other 12% sought to strengthen processes through the transfer of technologies.
- Through the implementation of the Sirolli methodology for new business ventures or strengthening of small enterprises, and in order to encourage and promote competition in the region, Emgesa strengthened its presence and formalised 23 companies, which through a proposal of quality goods and services managed to generate 49 direct jobs and 24 temporary jobs for people in the municipalities of the plant's area of direct influence.
- Legal counselling for three community associations on tax, bidding and legal personality issues.
- The Nuevo Balseadero community was supported in making effective access to a gas network, structured by the company Alcanos de Colombia S.A.
- Support in the development of internal regulations for the resettlement of Nueva Escalereta, with the support of the ASOPESCADA board of directors.
- In the Garzón and Gigante offices, 982 people with queries, complaints and grievances were received. 96% of them feel satisfied with the work carried out by the management personnel of the hydroelectric dam.

Moreover, For residents to monitor the entities' use of the resources that have been transferred, notification and awareness processes are carried out on issues of sustainable tourism, the Reservoir Management Plan and transfers of the electric sector.

In the year, transfers for \$16,189 million were made to territorial entities, as shown below:



Training

- As part of the Initiative Entrepreneurs with Energy Strategy, 67 socially, economically and commercially-centred workshops were held, where 1,334 people from the municipalities that make up the CHEQ area of influence participated.
- In terms of training for self-sustaining production economies, 40 sessions were held for the resettled families. The training was based on three pillars to generate efficiency in productive projects:

1. Rational use and management of water for consumption and irrigation	<ul style="list-style-type: none"> • 25 training actions in maintenance and proper use of the multi-plot irrigation system, for the management plans of the irrigation districts • Articulation with SENA for training on irrigation systems
2. Production, marketing and agribusiness technology	<ul style="list-style-type: none"> • Nine training sessions, seven in Altamira and two in El Agrado • Training on the management of cocoa, corn, passion fruit, grassland management
3. Management and organisation of producers for production and marketing	<ul style="list-style-type: none"> • Three training sessions in marketing and entrepreneurship, two in Gigante and one in Garzon • Training on accounting book management and PPA management, in El Agrado • Two support training sessions in cocoa marketing in El Agrado and Gigante, in coordination with FEDECACAO

Cooperation agreements with municipalities and organisations

In the area of influence of the El Quimbo Hydroelectric Power Plant, efforts have been made to emphasize the construction of populations that are bound by their own concept of development, through cooperation with multiple territorial entities. In this sense, in 2019 nearly \$10 billion were allocated for the co-financing of projects that materialise the shared value policy, for the benefit of 1,500 families in the region.

The projects that have been carried out in agreement with other entities are:

Garzon Municipality

The agreement signed with the Municipal Administration was formalized and executed, with which the Company transferred over \$591 million to pay the balance of the lot where the municipal WWTP will be built, for the benefit of more than 11,000 families in the urban area.

Three agreements were also signed for the improvement of the meat section in the market place, the construction of a roof for a sports centre in an Educational Institution in the rural area of Brisas and the improvement of approximately 12 kilometres of rural roads. 30% of the works under these three agreements were carried out in 2019, which are expected to be completed in the first half of 2020.

Purpose of the agreement	Investment	Beneficiaries
Acquisition of land for the construction of the wastewater treatment plant	\$ 591,000,000	11,086 families
Rehabilitation of the meat module infrastructure	\$ 425,503,424	94 families
Construction of sports arena in educational institution	\$ 326,531,493	86 families
Maintenance and adaptation of the municipality's tertiary road network	\$ 466,000,000	2,566 families
Total	\$ 1,809,034,917	13,832 families

El Agrado Municipality

With an investment of \$1,109 million, five agreements were signed with this municipality during the year, one of them for the establishment of 100 poultry units for women head of household and the rest to support production projects for the benefit of 140 vulnerable families .

Purpose of the agreement	Investment	Beneficiaries
Establishment of 100 poultry units for egg production	\$ 232,567,050	100 families
Planting 30 hectares of cocoa	\$ 183,303,000	30 families
Establishment of 50 hectares of coffee	\$ 270,465,000	50 families
Planting 30 fruit hectares associated with plantain	\$ 222,867,540	60 families
Support and strengthening of entrepreneurial ventures and businesses	\$ 200,200,335	42 families
Total	\$ 1,109,402,925	282 families

Gigante Municipality

Five agreements were signed with the municipal administration of Gigante, which benefited 645 families in strengthening production projects for eggs, coffee, cocoa, avocado, and beekeepers. Of these projects, three were executed in 2019, ensuring their sustainability and community appropriation, and two are expected to be completed in the first half of 2020.

Additionally, an agreement was signed with the Huila Coffee Growers Committee for the construction of five bio-healthy parks and the improvement of nine stretches of rural roads, through the construction of 1,100 metres of treadplate and four works of road art. This agreement will be executed in the first semester of 2020 for the benefit of more than 1,600 rural families.

Purpose of the agreement	Investment	Beneficiaries
Commercial egg production	\$ 231,985,736	235 families
Productive strengthening to beekeepers	\$ 90,614,323	74 families
Planting 50 hectares of avocado	\$ 74,937,500	50 families
Increased productivity of roasted and ground coffee	\$ 290,064,805	219 families
Expansion of the production area of the cocoa processing plant	\$ 125,089,109	67 families
Improvement of tertiary road infrastructure	\$ 626,400,000	414 families
Construction of bio-healthy parks	\$ 626,400,000	1,200 families
Total	\$ 2,065,491,473	2,259 families

Cocoa effect

Although in 2018 Emgesa signed the memorandum of understanding with Casaluker, the United States Agency for International Development (USAID), EAFIT University and the Saldarriaga Concha Foundation, this partnership was formalized in 2019, with the presence of the Vice President of the Republic of Colombia and the senior executives of all the allies. Its execution achieved the implementation of the clonal nursery and the irrigation system, as well as the formalisation of eight cocoa associations in the department of Huila, defining the work with cocoa producers in the municipalities of Gigante, Garzon, El Agrado, El Pital, Campoalegre and Rivera.



Projects that contribute to SDG No. 11: Sustainable Cities and Communities



The Companies carried out the following actions that seek to enable access to safe and affordable housing, to the improvement of marginal settlements and to provide optimal infrastructure to communities.

Collective and individual resettlements El Quimbo Hydroelectric Power Plant

GRI EU22

152 families have been resettled, 40 individually and 112 in collective resettlement. Family resettlements consist of a house and five hectares of land, which are for the development of agricultural production projects, specifically in livestock or cultivating the land.

For the design of the productive projects, the families have had the support of more than 30 specialists in social, economic, agricultural and environmental issues. Thanks to Emgesa's efforts, currently there are 89 families with productive projects that aim to generate the resources for their sustenance, for which the Company continues to provide technical assistance.

In 2019, 89 productive projects related to the production of cocoa, passion fruit, pineapple, coffee and livestock were consolidated, which have allowed households to earn more than 2 legal monthly minimum wages. It is worthwhile to mention that in 2019 the Company's investment was closed with 20 households resettled in the process of implementing their productive projects, thus ensuring income sustainability.

Collective resettlement

Collective resettlements are those that relocate more than one family. Each one has a common irrigation system by district, in order to support production processes. The collective resettlements, with their specific irrigation system are:

- **Montea**, approximately 36 km from the hydroelectric power plant, supported by the irrigation district of Nuevo Veracruz
- **Nuevo Balseadero**, approximately 45 km from the hydroelectric power plant, supported by the Santiago & Palacio irrigation district
- San Jose de Belen, located 65 km from the hydroelectric power plant, supported by the La Galda irrigation district
- **Nueva Escaraleta**, resettlement located at approximately 53 km from the hydroelectric power plant, with the Llanos de la Virgen irrigation district currently under construction. It is expected to be ready for the second half of 2020 and has the capacity to guarantee the irrigation of 72 plots with the operation of the irrigation system and the implementation of 62 new agricultural production projects that depend on the operation of this infrastructure.

Thanks to the maintenance works in the irrigation districts of the Montea, Nuevo Balseadero and San Jose de Belen resettlements, which were carried out in 2019, it was possible to complete the status indicator payments for 51 families, which through their productive projects not only guaranteed food security but also reached the necessary income to reinvest in their plots.



- In the Nuevo Balseadero resettlement, the Santiago & Palacio irrigation district received an irrigation network of 120 hectares, destined for production processes carried out by 24 families. The Company assumed the operation and maintenance costs for the first quarter of 2019, afterwards these costs were assumed by the families of the Santiago & Palacio resettlement, while the signing of the legal document that made them owners of said asset was being formalised, which was completed in the second half of 2019.

The follow-up of the productive processes of the resettled population has evidenced an aggregate income generation of \$892 million in 2019. The income was achieved largely thanks to the advice given by Emgesa to the resettled population, regarding the dynamics of trade in its products and organisational strengthening.

Shallow wells

A particular case is the use of water for the reactivation of agricultural activity in machinable areas in the towns of La Galda and La Yaguilga, communities that received the San Jose de Belen resettlement, located in the municipality of El Agrado, where 20 shallow wells were built to address the water deficit of the area in summer season. To achieve this goal, the Company executed a cooperation agreement, under which it contributed \$500 million and the community \$58 million.

Attention to vulnerable population

The consolidation through social, cultural and institutional networks structured processes that help vulnerable populations from the CHEQ operation, informing about projects for connecting social, health and socioeconomic services to the production processes of the families of the municipalities that make up the area of influence. This with the aim of helping to consolidate their identity, improve their conditions and their life projects. During the year, 8 households were considered to be classified as vulnerable population:



- **1 household with a woman as head**
- **1 household with a man as head**
- **6 households with only older adults alone**

The income was achieved largely thanks to the advice given by Emgesa to the resettled population, regarding the dynamics of trade in its products and organisational strengthening.



VITAL

In partnership with the Siemens Colombia Foundation, two water purification filters were installed that benefit more than 420 students from the Pueblo Nuevo educational institutions in San Antonio del Tequendama and San Benito in Sibate.

According to the United Nations, non-potable water and poor sanitation are the main causes of infant mortality. Filters installed in educational institutions will eliminate 99.9% of viruses and bacteria present in the resource, and are expected to improve the quality of life of the student community in the Companies' areas of influence.

Solid waste transformation and environmental beautification

The initiative is based on the empowerment of the community of the Dabubio, Tabacal and El Rosal neighbourhoods, the area of influence of the Compartir substation project in the municipality of Soacha. It seeks to transform the solid waste generated during the construction of the substation into solid pieces.

2019 achievements:

- Strengthening the social fabric of the Danubio, Tabacal and El Rosal neighbourhoods in the municipality of Soacha.
- Appropriation of the environment and strengthening of the sense of belonging through the use and enjoyment of community meeting spaces.
- Creation of environmental awareness and transfer of knowledge about the reuse of recovered material in the community involved.
- Transformation of approximately 500 kg of wood, 350 kg of tire, 37 kg of cardboard and 11 kg of PET, with the participation of the communities.
- Recovery of approximately 2,000 kg of wood, 87 kg of cardboard and 9 kg of PET during the construction of the substation, which can be reused.
- Made furniture for community use with the recovered and transformed waste from the Compartir substation: 14 tables, 26 chairs, 4 doors and 1 library that were handed over to community action boards for the enjoyment of the entire community, and other decorative objects such as 130 paintings, 50 flower pots, 25 coat racks and 35 pencil holders.

The achievements above involved eleven sessions of more than four hours of joint work with the communities, with a cumulative participation of 478 people.



Projects that contribute to SDG No. 13: Climate Action



Renace Forest (Codensa-Emgesa Natural Reserve)

The forest was born as a sustainability initiative for the conservation and protection of 690 hectares of high Andean forest. It is located in the Municipality of Soacha, and contributes to the recovery and connectivity of the ecosystems located in the middle and lower basins of the Bogota river. Since 2012, nearly 35,000 trees have been planted in compensation for the Companies' activities.

Mocoa Peace Forests

In response to the natural tragedy that occurred in April 2017, which affected 17 neighbourhoods and 4,506 families, the Companies activated a volunteer programme in which, for each peso donated by employees, Codensa and Emgesa contributed twice as much, in order to support the reconstruction of an environmental barrier of 1,5 hectares that managed to protect the lives of the inhabitants of the Condominio Norte and El Carmen neighbourhoods during the avalanche.

This contribution made as part of a Meeting of Minds with the Solidarity Foundation for Colombia has directly benefited 187 families, some of which have been trained and constituted as Guardians of the Environment, allowing a social and environmental reconstruction of their own territories.

Thanks to the positive impact generated by the development of this initiative, the following phases of the project were included in the National Government's Mocoa Reconstruction Plan, through document CONPES 3904 of 31 October 2017.

The construction of this Peace Forest was completed and handed over to the inhabitants of the sector and national, regional and local entities.



Sustainable mobility

The sustainable mobility plan "Movernos" seeks to promote the use of bicycles, walks and carpooling among all Company employees. During 2019, 146 people joined, registering the routes carried out on the mobility platform, which represent an aggregate of 22,147 kilometres travelled by bicycle and walks, and 485 people mobilised in carpools. This initiative brings benefits related to health, well-being, quality of life, savings, and reduced time, among others.

Strengthening of environmental participation scenarios

859 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:

134 sessions of environmental education in educational institutions

149 environmental promotion activities with actors of social importance in the municipalities - Participation of 1,047 people

508 visits to promote good environmental practices in resettled families

11 community trainings

8 strengthened ecological groups

49 actions focused on sustainable tourism in the municipal administration and community settlements organisations

Other sustainability initiatives

Volunteering

The Company's corporate volunteering is carried out through three lines of action, which allow employees to contribute to different social causes:

My time

- Volunteers provide support through recreational and entertainment activities for children and older adults in vulnerable conditions on special days, such as Mother's Day, Children's Day and Christmas. In addition to the Christmas activities, we deliver gifts donated by the Companies' employees.

My hands

- This line of action makes volunteers contribute their workforce in the contribution of several activities that in 2019 included improving educational environments, food recovery and planting for forest restoration.

My knowledge

- Volunteers contribute their knowledge to lead training processes, which are carried out to support the work of the foundations, or in the district's teacher training processes.

In 2019, 29 volunteering activities were carried out in the lines of action, where 367 employees participated in benefit of 1,510 boys and girls through the improvement of educational spaces, and 1,632 people served by different foundations.



Together it's possible

With the aim of promoting an environmental culture and responsible consumption within the Companies, in 2019 a collaboration agreement was signed with the WWF Colombia Foundation for the implementation of the Together it's possible programme.

The programme is implemented through the foundation's online educational platform, which is made up of six interactive modules associated with water, forests, species, oceans, climate, energy and food.

It was disseminated through the internal channels established by the Companies and the E-ducation training platform.

Sustainability in the supply chain

The operational policies and practices that increase competitiveness contribute to simultaneously improving the economic and social conditions of the community in which they operate; therefore, the Companies continue to be responsible with the supply chain as a pillar of work in the procurement process.

Throughout 2019 Emgesa carried out training processes for coal suppliers, sharing sustainability policy guidelines applied to the supply chain that include aspects of Human Rights.

K Sustainability

The K Sustainability criterion makes it possible to identify in biddings the applications to suppliers with the greatest development and commitment on issues related to sustainability within their organisation. The criterion is applied according to the characteristics of each process (type of service, economic value and impacts), and has three pillars as benchmark:

- Business policy
- Development and inclusion for employees
- Community management

In 2019, the application of the K Sustainability criterion was strengthened in bidding processes for several business lines. Accordingly, the sustainable supply chain process was strengthened, appealing to the commitment to suppliers and the implementation of an effective system of Creating Shared Value. This process has deepened the engagement of local labour, the development of social projects in communities in the areas of influence and the strengthening of the business policy associated with sustainability in suppliers.

Additionally, throughout 2019 Emgesa carried out training processes for coal suppliers, sharing sustainability policy guidelines applied to the supply chain that include aspects of Human Rights.

Competitive business programme

The Companies participated in the Competitive Business programme promoted jointly with the Global Reporting Initiative (GRI), with the objective of generating capacities in SMEs for sustainability measurement and the strengthening of their reporting process.

As a result of the programme, more than 25 suppliers were trained and made their 2019 report, which is an important achievement, considering that this process is a practice of transparency of the organisations, where their impacts and contributions to the global sustainable development goals are published.

Salto del Tequendama House Museum Partnership

In order to carry out joint actions that promote environmental awareness and preserve historical and cultural memory in the Salto del Tequendama area, Emgesa signed a cooperation agreement with the Ecological Farm El Porvenir Foundation, owners of the Salto del Tequendama Museo House Museum. This house was built in 1923, and last year it received the declaration of a national cultural asset of interest. Its main objective is to make people aware of the contamination of the Bogota River and how to recover its ecosystem.



Maloka Traveller at Sibate and El Colegio

In 2019 Emgesa, in agreement with Maloka, developed a renovation process that, in addition to modernising its interactive rooms and its different thematic contents, also included the transformation of the traveling exhibitions of the Maloka Traveller programme. This programme seeks to bring science and technology closer to the population of Cundinamarca from their expressions in everyday life, promoting learning, enjoyment and reflection on these issues, especially in places that are difficult to access.

The digital planetarium, the Vander Graff generator, the math and perception rooms, as well as the environmental workshops, were some of the interactive experiences where students, teachers and families from the community were able to enjoy for free, with an attendance of more than 6,777 people from the municipalities of Sibate and El Colegio.

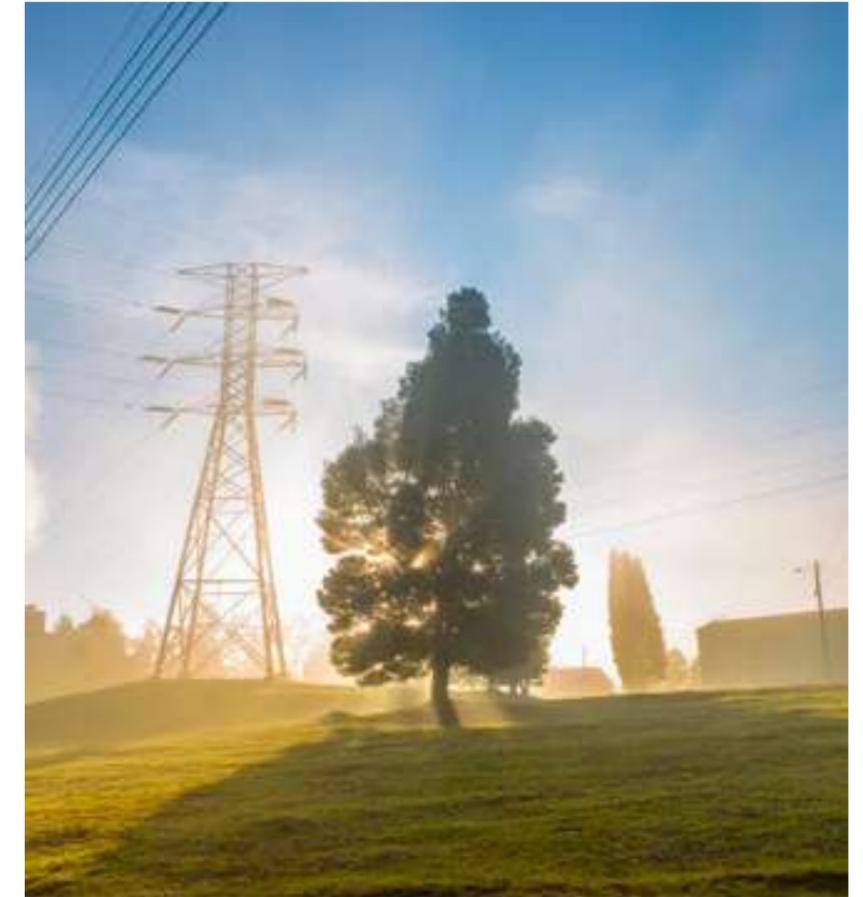


Villaprovi Property Donation

In response to the need to develop the Villa Maria Priority Affordable Housing Programme (VIP), led by the municipality of Ubala and the Governor of Cundinamarca, as part of the national programme Podemos Casa, this property was donated for the construction of the Wastewater Treatment Plant (WWTP), which will benefit 100 families in the municipality of Ubala. The property has an area of 28,860 m2, which corresponds to old facilities of the Guavio Hydroelectric Power Plant camp, in its construction phase.

Ambulance Donation

As part of the mutual aid agreement with the Tocancipa fire department, the Company donated an equipped ambulance to this institution. This is a contribution to first responders in the municipality of Tocancipa, and strengthens the work of the emergency bodies in the area.



Sustainability Plan for Terminal, North and San Jose Substations

In 2019, efforts were made for structuring the sustainability plan for the Terminal Substation, North Substation and San Jose Substation projects. The following activities were carried out in this process, in line with the Companies' policy of Creating Shared Value:

- Analysis of the local context in social, economic and environmental components
- Mapping and identification of stakeholders
- Identification of priority issues, risks and potential opportunities
- Projection of sustainable initiatives

By 2020, the Companies will strive to implement the initiatives projected within each of the structured sustainability plans for the three substations.

Innovation

Innovation

GRI Standards EU8, 103-1, 103-2

Innovation for the Enel Group is a value lever that, through an integrated system, seeks to design and implement solutions to different challenges, with internal and external actors for the generation of sustainable projects, either new businesses or internal processes that generate value both for customers and the Organisation.

Codensa and Emgesa have different tools and actors that allow innovation to be a decentralized process for the incubation of projects in each business line, which are strengthened through exploration and value creation through different mechanisms.

Measuring the impact of culture on people, the number of closed and implemented projects and the generation of value through tax benefits evidences Codensa and Emgesa's position with the implementation of the innovation system in the country.

	Approved Budget	Executed Budget
OPEX Codensa	298,243	278,000
OPEX Emgesa	971,200	748,000
Total	1,269,494	1,026,000



Financial return

Tax deductions

As a result of the presentation of projects to the National Tax Benefits Department of Colciencias, Codensa obtained approval for investment projects worth \$11,988 million, equivalent to \$2,997 million in deductible tax benefits for 2019.

In the case of Emgesa, it obtained an investment approval of \$5,76 billion, with the possibility of having \$1,44 billion in income tax discounts for 2019.

At year-end the Companies received the following recognitions.

- Codensa ranked 12 most innovative company in Colombia by the ANDI and the Dinero Magazine
- "Business Innovation Award", Second Place, Section Bogotá, Cundinamarca and Boyacá, from the ANDI
- Second Prize in the category Innovation & Development, with the project: "Subpower Training Game: Virtual Training System for Handling and Operating Electrical Substation Equipment Using Immersive Systems"
- Recognition for the largest number of projects submitted and accepted
- Finalist in the 2019 PORTFOLIO AWARDS in the Customer Service category for its support in the country's transformation



The process for the second patent for two projects is in progress.

Patents GRI Standard ExEU8

Apart from Codensa's 12 current patents, Emgesa obtained its first patent with the project "Oxygen Microinjection and Dosing System for Discharge Water in a Hydroelectric Power Plant," granted by the Superintendence of Industry and Trade through the Resolution 46923.

The project aimed to create different inventions that not only ensure the preservation of the life of species, but also injected and dosed the oxygen in bodies of water with high flow rates and discharge speeds. This in order to maintain the level of energy generation in harmony with the ecosystem of the Magdalena River.

In addition, the process for the second patent for two projects is in progress, the first related to the creation of a lighting pole that includes a retractable mechanism and useful in the maintenance of lighting fixtures in a mobile dock; the second for the creation of an "apparatus" that allows the mitigation of electric fields (Gymnoto), for Codensa.



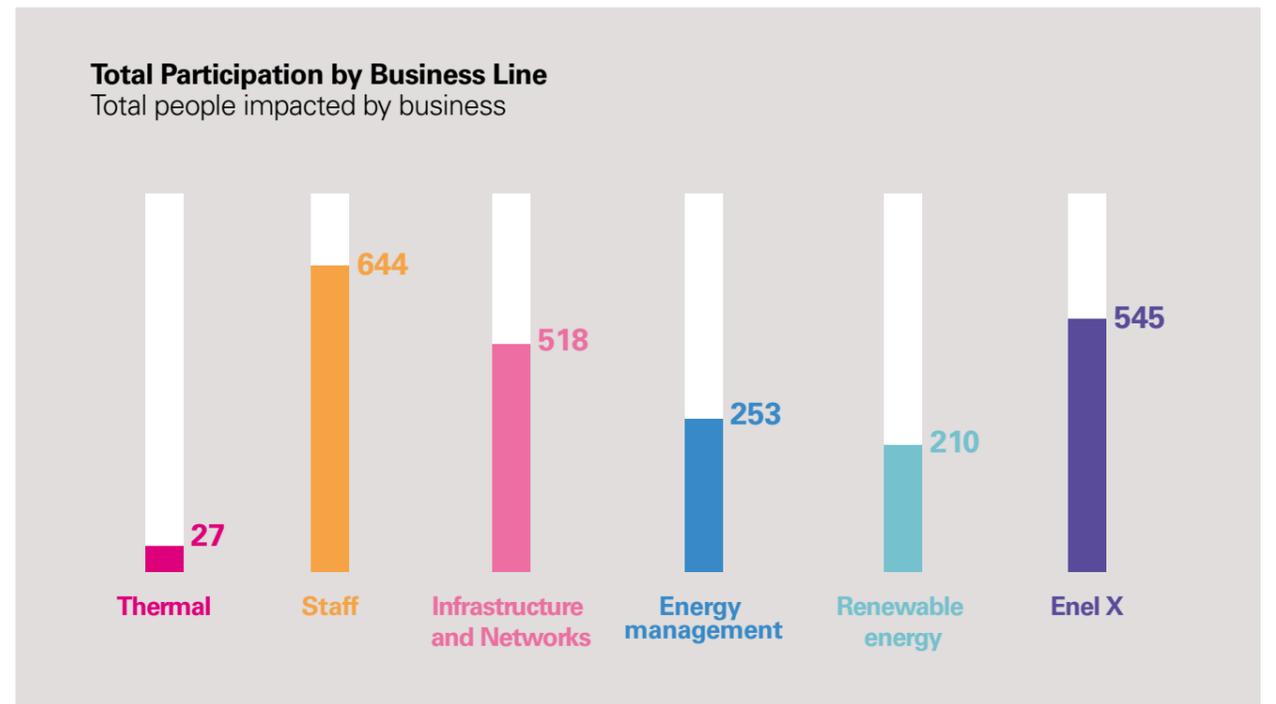
Culture of innovation culture

GRI Standard 103-3

The programmes that promote innovative habits and behaviours among the different people in the Companies, gave the following results at the end of the year:

Company	People Impacted		
	Training	Sessions	Other Act.
Emgesa	152	220	96
Codensa	110	564	264
External (customers, suppliers, temporary)	85	295	81
ENEL COLOMBIA	347	1079	441

Ideas 2,143			
Generated	Selected	In Progress	Implemented
2,143	351	18	6



Activities

Open innovation

In order to strengthen the innovation processes in the Companies, during 2019 different activities were carried out together with Connect Bogota, the Innovation Club and Co-Creation, with the support of three major international models in the field: Google, Bancolombia and Sura.



Sura & Enel Exploration Session



Enel Explores "Bancolombia"

2 Sessions

40 people participating

2
Events

63
People

Enel Explora

The objective of this programme is to make collaborators aware of and interact with the different forms of innovation currently in existence. The programme was voluntarily attended by 65 workers from the different areas of the Companies, who learned about the innovation system of the Universidad de los Andes and the BBVA Innovation Centre, through the workshops: Innovation MPFRE - Enel Partnership Workshop and Co-Creation Telefónica-Enel X Workshop.



Enel Explores Bancolombia's Innovation System



Enel Explores Google Machine Learning Workshop and Exclusive Tour

Intrapreneurship

63 brainstorm sessions were developed, with a reach of 1,079 collaborators, who managed to contribute to the generation of ideas for the different business lines.

Training

16 training courses were held that covered all the stages proposed for creative development. Among the courses held, the most relevant were Innovation Academy: Creative Problem Solving, Innovation Academy: Design Thinking, Agile, Innovation Academy: Creative Problem Solving Guatemala, Innovation Academy: Lean Startup and Innovation Academy: Emotional Intelligence.

1/1 Emotional Intelligence

4/5 Design Thinking

1/1 Storytelling/ public Speaking

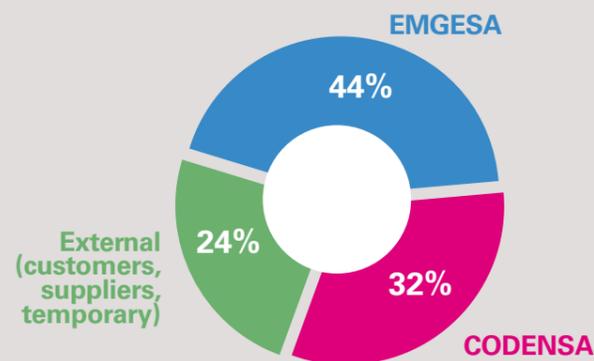
5/4 CPS

1/2 Lean Startup

1/2 Agile

2/1 Creative Techniques to Facilitate

Participation by Company Training



Innovability Days

The innovation week was held from October 15 to 18.



The innovation week started with Make it Happen! Pitch Day, the largest global intrapreneurship programme. A High Speed Camera project was developed for the inspection of Pelton Turbines, which consists of carrying out inspections of the turbines of hydroelectric plants without jeopardizing the availability of the system and achieving a positive impact in the face of sustainability and business efficiency. The international judges that participated in this programme classified their winning idea to the final.

Speakers such as Fernando Heinscke, CEO of Maria Panela, Robbie J. Frye, an intellectual nomad who works on the growth of startups, and Alessia Sterpetti, head of Open Innovation and Idea Factory Global, also participated. In addition, activities were carried out for the solution of challenges by the ambassadors of innovation methodologies and at the closing, the evolutionary panel of emerging companies was presented, with the 13 best ventures of the 100 that had initially entered the competition.

Innovation day

The World Creativity and Innovation Day was celebrated on 22 April, all Enel Colombia workers were invited, in order to promote, from any job position, a stimulus space for the development of creativity together with colleagues from other areas. This activity was held online to reach people anywhere in the country.



Make it Happen

Make it Happen is the new corporate entrepreneurship programme that was launched on March 25 for all Enel workers, in line with the Open Power model. This programme gives all collaborators the opportunity to propose, share and develop innovative ideas from two paths: Green Journey (New business models) and Blue Journey (Ideas to improve existing Enel activities).



In 2019, in Colombia, 15 ideas from all business lines were registered, 10 of them approved in the second phase and 2 globally recognized by the Holding.



“High speed inspection in Pelton turbines” Renewables



“The Operation on Shift Planner” Thermal

2 Teams

2 Winning ideas

Ambassadors of innovation

This network designs and facilitates sessions to share knowledge with all employees. Its members structure and teach training courses on tools for facing challenges and provide support in the execution of innovative projects in the different business lines.

Last year, 14 employees assumed the role of innovation ambassadors within the business lines. Through the Creative Problem Solving course, 6 ambassadors were chosen. There were 20 official ambassadors and 26 people on trial. By the end of 2019, based on their performance, only 9 official ambassadors will remain active by 2020.

As part of the engagement strategies, the Companies united to celebrate Ambassador of Innovation Day, with the Enel Group companies in Italy, Chile and Brazil, creating a space to recognize the contributions of the ambassadors.

The Ambassadors' Meeting was also held, in order to present the indicators of the year and hold a motivational and recognition meeting, strengthening their determination for 2020.

By the end of 2019, based on their performance, only 9 official ambassadors will remain active by 2020.



Academic Partners

The tools available in 2019 for the development of research projects through academia incorporated the agreement with Universidad del Bosque. At the end of the year seven agreements were active with the following universities:

Current agreements	New agreement

During 2019, the Companies developed projects with four of these universities, to solve issues and submit tax benefits applications.

Digitisation and Cybersecurity

Material topic: New technologies and solutions
GRI Standards 103-1, 103-2, 103-3

2019 focused on digital transformation, one of the determining factors to ensure the Companies' competitiveness and long-term sustainability. Accordingly, the Emgesa and Codensa analysed the business processes, the needs of the energy sector and their customers' needs, in order to redesign the operation model in the power plants and build new processes for the market, taking full advantage of the opportunities offered by digital technologies that enhance the connectivity of assets, customers and employees, as well as generate value through efficiency and growth.

At the same time, another important challenge faced during the year was the Companies' transformation into data-driven companies, i.e., into organisations capable of taking full advantage of the data available to them, for which it was necessary to pay greater attention to the value of information as an intangible asset that can be used by the Companies in a homogeneous and effective manner.

Customers

Emgesa

Emgesa has set out to be a digital leader in the energy sector through a differential value offer in the market, developing and incorporating new digital capabilities that represent a competitive advantage in its relationship with customers and the market in general.

Projects:

- Veliq Project - Validations of daily market invoicing



Codensa

The digital transformation project was born with the vision of placing the customer at the centre of the business strategy, harmoniously integrating the opportunities offered by new technologies and value-added products/services, under a customer journey system that allows Customers to have positive experiences, as a way of creating value to gain their loyalty.

Projects:

- ChatBot - Integration of digital channels and CRM
- Smart Invoice - Microsite with personalized information for customers
- E-Commerce
- Queue management in commercial offices
- Data Driven - Business Intelligent (BI) and Business Analytics (BA) - Data storage and analysis
- New Connections Project - Optimisation of contract and connection management.
- Online collection - Payment system
- Institutional Relationship System – Disclosure of information and CRM



Assets

Emgesa

The Company seeks the efficient management of the assets installed in the plants by using digital technology for their remote connection and management, in order to automate business processes and improve the operating performance of the assets. With this aim, the following projects were carried out in 2019:

Proyectos:

- PowerGIS Project - Hydrological and cartographic information management system
- EGMA Project - Energy and Gas Monitoring Centre
- e-Planner Project - Centralized view of all maintenance activities at Thermal Generation Plants
- Cybersecurity - Security, availability and integrity of the operational systems of all Generation Plants
- Data Gathering PI Project - Collection of information on the operating systems of the Renewable Generation Plants
- Electronic Renewal Project IP Telephony
- Network Electronic Renewal Project - Technological update of communications equipment



Codensa

Codensa seeks the efficient management of the assets installed in the networks by using digital technology, for remote connection and management, automating business processes and improving its operating performance. Digitising assets allows us to continue being leaders in the global energy transition and in promoting the sustainable development model, which is why the following projects were carried out in 2019:

Proyectos:

- Cybersecurity analysis of control systems
- ST/STWEB and integration to the GDS ACTIVE - Integration with the new distribution system
- Implementation interface SCADA-PI - Data warehouse

- SCADA CONNECTION CERT Project – Centralisation of events and alert automation
- Nostradamus - Detection and location of faults
- GDSE4E – Integration of processes and systems of network operation
- FORCEBEAT - Complete integration to E4E/GDS systems
- STARBEAT - Remote management of electronic meters for high consumption customers
- PDT MetroLAN High Availability Project for network telecontrol
- BCC Project - Data connection from 8 locations in Colombia
- Electronic Network Renewal Project - Technological update of communications equipment
- Improvements in Network Architecture for High Availability Project

Employees

Through digital transformation, Codensa and Emgesa want to industrialise their internal processes and adopt service-oriented work logics, making automatic workflows to improve quality, transparency and control, as well as people's productivity. As part of this pillar, in 2019 the Companies carried out the following projects:

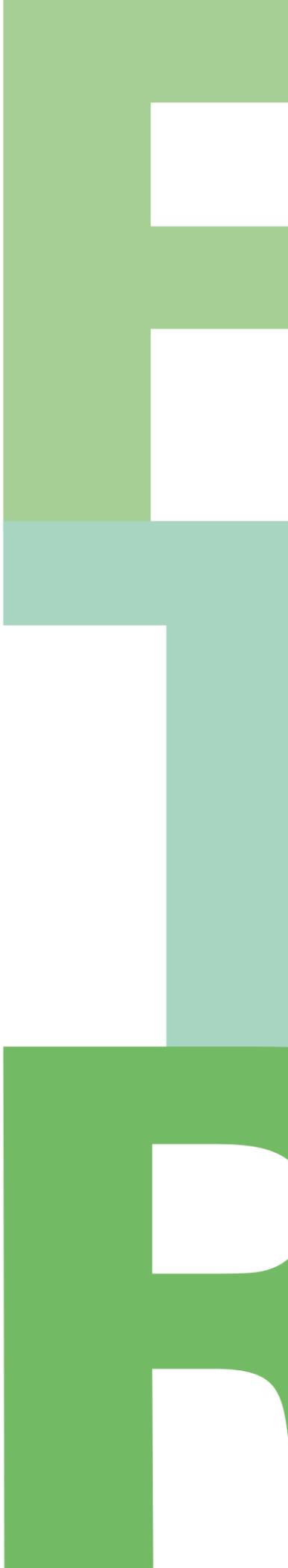
Projects:

- Upgrade Windows 10
- Office 365 - The best tools for productivity and cloud collaboration.
- Printing system - Renewal of the printing, copying and scanning service



- Renovation of storage and backup systems
- Cybersecurity awareness
- E-travel - Global platform to manage work trips
- EMMa (Enel Meeting Manager) – Room booking optimisation
- Digitisation process of prepayments and legalisation of travel expenses
- Web Contractor Colombia (Gestor.com) - Control and historical record of contract management
- Total Tax Contribution (TTC) - Automation of the annual tax report
- E4E AWS Migration Project
- Third Party Portal – Information on payments and invoices for creditors and suppliers
- GECM Billing – Billing processing through metadata
- Safety Report - Record of accidents on-site and information on safety walks
- Electronic Renewal IP Telephony





3. FOUNDATIONS



Corporate Governance

GRI Standards 103-01, 103-02 and 103-03

Honesty and the principles of good governance are essential for Codensa and Emgesa's management and strategy, enabling them to ensure that relationships with their customers and other stakeholders are based on dialogue and mutual trust. The purposes that guide this end are:

1. Know and respect individual rights
2. Give accurate information for any type of process
3. Encourage creative processes and participation
4. Seek mutual benefit in all actions

To ensure compliance with this approach, there is a corporate governance system that ensures transparent business opportunities, true and reliable information and efficient risk management in the different processes. The management of corporate governance thus seeks the following objectives:

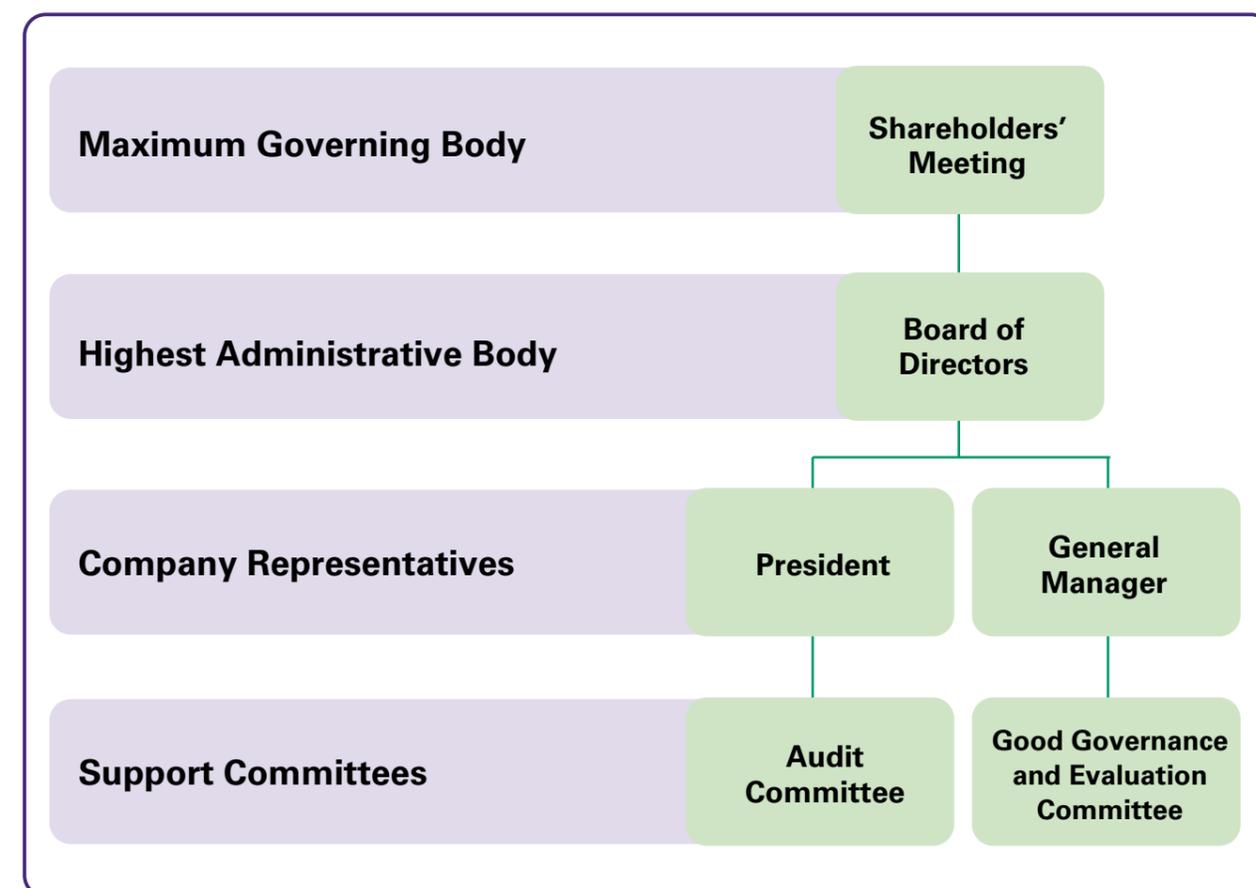
1. Creating value for shareholders
2. Quality of service for customers
3. Control of business risks
4. Market transparency
5. Reconciliation of the interests of all shareholders, especially minority stakeholders
6. Raising awareness about the social relevance of the companies' activities

Governance structure

GRI Standards 102-18, 102-19, 102-22, 102-23, 102-24, 102-26, 102-28

The Shareholders' Meeting, the Companies' Highest Governing Body, is in charge of making the most important decisions for the business. In turn, the Board of Directors is the Highest Administrative Body, in charge of verifying and approving the development of the going concern, watching over the interests of all shareholders and complying with the corporate and environmental Bylaws established in the Code of Good Governance and Colombian law.

The Companies' representatives are the delegates of the Enel Group to the different control entities and other actors in the energy and economic sector, while the support committees support the decisions of the Board of Directors and are responsible for ensuring compliance with the practices of assurance, evaluation of the internal control system, and disclosure of the financial information of the Companies, among other duties.



The Shareholders' Meeting elects the members of the Board of Directors based on the required conditions, and must hold an ordinary meeting during the first three months of the year, which may through teleconference. The following information is discussed in these meetings:

1. Final Management Report of the Board of Directors and the General Manager
2. Financial Statements as of 31 December of the immediately preceding year
3. Independent Auditor's Report
4. Profit distribution project
5. Compliance Report on Good Governance Code
6. Audit Committee Report
7. Social Responsibility Report
8. Self-evaluation report of the Board of Directors, in accordance with the provisions of the Internal Rules of the Board of Directors and the Code of Good Governance and Evaluation

The Bylaws provide that the Board of Directors has the power to choose in each period the Company's principal and alternate manager and their assignments.

The Bylaws and the Code of Good Governance provide that, for the Companies' internal control, it is necessary to have the support of committees, created by the Board of Directors made up by its members (at least three and not more than five).

To monitor and control the Companies' internal processes, the Good Governance and Evaluation Committee meets on an annual basis, to submit the results obtained during the year to the General Shareholders' Meeting.

To submit the results obtained during the year to the General Shareholders' Meeting.



Decision making

GRI Standard 102-21

To ensure that the appropriate decisions are being made within the Companies, the General Shareholders' Meeting provides complete and truthful information of the most relevant facts and results of the period.

In addition, it also addresses the concerns and requests of different stakeholders, who have access to information through communication channels.

1. Internal communications
2. Media
3. Website
4. Wide circulation newspapers
5. Meetings of the relevant areas

The decisions made at the General Shareholders' Meetings are adopted in accordance with the law and the Bylaws. The election processes of the Boards of Directors are carried out based on the Largest remainder Method, under the guidelines established by the Companies.

Under this same system, the duties of the main governing bodies are contemplated, including the General Managers, their decisions and other administrative functions within the Companies. The consultation processes between stakeholders and the highest governance body are carried out through Shareholders' Meetings, under the considerations of Article 41 of the Bylaws.

The different stakeholders have access to the relevant information to be discussed in the meeting in the period from the delivery of the call notice to the date of the meeting, which times are established in Article 45 of the Bylaws. In addition, all publics of interest have access to non-strategic information through the communication channels established for such purpose.

Commitment to stakeholders

Through the implementation of best practices in corporate governance, Codensa and Emgesa have become benchmarks in the Colombian market, as well as for their integrity in the development of activities aimed at meeting sustainability objectives.

The Companies also have policies and practices established in the Code of Good Governance, which govern how they must act in accordance with the provisions of the Company's legal framework, particularly in the provisions of

External Circular 057 of 2007 of the Financial Superintendence, in Decree 2555 of 2010 of the Ministry of Finance and Public Credit, as well as international best practices.

Accordingly, the Companies have defined the commitments that guide their engagement with stakeholders:

Customer engagement

Codensa and Emgesa ensure the provision of a personalized service to meet the needs and expectations of each customer, offering training on topics of interest and using appropriate language that generates trust.

Vendor engagement

The supply processes are carried out under the principles of transparency, equality and non-discrimination, complying with the rules and procedures established to mitigate the possible risks within the contracting process.

Community engagement

The prevention and correction of environmental impacts, along with human development, are the fundamental pillars that guide the Companies' social management, within the framework of creating shared value.



Employee engagement

Codensa and Emgesa recognize the importance of their employees' well-being, which is why they have the necessary conditions for the integral development of individuals, involving their families in this process as a fundamental element for the construction of value for the Company and the country. Accordingly, their commitment aims to:

1. Contemplate the aspirations of your employees and determine whether they are aligned with business projects
2. Comply with the principle of equal opportunities through the development of talents, without discriminating on the basis of race, gender, political views or religious belief.
3. Ensure the health and safety of employees, considering work-life balance
4. Generate a good working environment, which favours dialogue and creativity
5. Promote the training of employees and teamwork, through the sharing of knowledge



Standards and ethical conduct

GRI Standards 102-16, 102-17

The Companies are committed to complying with the defined ethical standards and behaviours, as well as the legislation in force in each of their businesses and in the internal and external stakeholder engagement. Transparency and ethical actions are an integral part of the values that build trust and responsibility with all stakeholders.

The Code of Ethics guides the actions of the Boards of Directors, the Audit Committee and other governing bodies, executives, employees and workers with an occasional or temporary contractual relationship.

The Code of Ethics consists of 16 principles that define the benchmark values, such as impartiality in decisions, honesty, integrity, correct conduct in case of possible conflicts of interest, confidentiality of information, fair competition, among others.

Accordingly, the Companies require their employees, groups and institutions to contribute with their actions to the achievement of their objectives, to be honest, transparent and fair in the performance of their tasks.

Main ethical and compliance guidelines

Code of ethics
Enel Global Compliance Programme
Zero Tolerance Plan against Corruption
Criminal Risk Prevention Model
Anti-Bribery Management System
Action protocol in dealing with public officials and public authorities
Gifts and Hospitality Policy
Conflict of Interest Management Policy
Institutional Engagement Policy
Internal Regulation of Order, Hygiene and Security

In 2019, five complaints of breaches of the Code of Ethics were registered: Two cases related to corporate climate, one case of conflict of interest, one case of improper use of assets and one case of contract management. None of the complaints received were related to cases of corruption or bribery with public or private organisations or discrimination against persons. In all cases, the necessary corrective and preventive measures were applied to repair the damage and prevent recurrence.

Follow-up mechanisms

GRI Standards 102-25 and 102-28

In accordance with the internal Bylaws and Colombian law, mechanisms have been developed for evaluating and controlling the activities carried out by the Companies, which are stipulated in the following activities.

1. External Audit carried out by a firm chosen by the Companies
2. Independent Audit
3. Right of inspection that shareholders may request fifteen days before the ordinary or extraordinary meetings in which the financial statements are approved
4. Shareholders' Approval of the report of the Board of Directors and the Manager
5. Actions against directors violating fiduciary duties that entail having the quality of administrator in the terms established in commercial standards.
6. Specialized audits that can be carried out by shareholders to review the directors' management
7. Requirements of shareholders and investors through the Virtual Attention Office



8. Risk-based internal audit function
9. Good Governance and Evaluation Committee
10. Internal control by the General Manager

Number 2,3 of Chapter VI of the Code of Good Governance of Emgesa establishes that in the event that any manager is faced with a conflict of interest, he must disclose the situation before the General Shareholders' Meeting, to make the pertinent decisions regarding the case, having all the necessary information to be able to proceed:

1. Mandatory recourse to the highest corporate body, in case the manager is authorized to do so.
2. Otherwise, inform the relevant persons of the situation in order for them to proceed.

When a decision is made, the General Shareholders' Meeting must take into account the following:

1. That the act in question may not be authorized if it damages the interests of the corresponding Company, for which all economic and market factors must be evaluated, as well as the consequences of the act, and any aspect relevant at the time of such analysis.
2. That when the manager is an associate, he must refrain from participating in the respective decision.

Internal audit

One of the main achievements of Codensa and Emgesa's business management is the operation of the Internal Control and Risk Management System, which is aligned with the business model.

The Internal Audit Management is responsible for ensuring the efficiency and effectiveness of the internal control and risk management system, through review and monitoring mechanisms that improve processes and evolve towards the mitigation of 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 audit carries out risk monitoring and evaluation, in order to demonstrate how the companies have been operating periodically, in addition to identifying possible improvements and facilitating the strengthening of the system, together with those responsible for the plans of action.

The audits are based on the Criminal Risk Prevention Model, which includes

the requirements of Colombian law, with initiatives that promote the adoption of international best practices to prevent and detect potential risks of crime, fraud and any action that may be in conflict with the Enel Group's ethical principles.

The Audit Committee is in charge of monitoring the implementation of the action plans, as well as supervising the execution of the improvement plans. The results of each audit and the follow-up in the implementation of the action plans are periodically reported to the Audit Committee that supervises the proper execution of these actions.

Compliance System

GRI Standard 205-1

The Compliance System aims to facilitate the development of Codensa and Emgesa's relationships of trust with stakeholders, through activities that promote transparent communication.

For the Companies, the joint generation of value allows us to collaborate with the local industry in defining a common standard for compliance, aligned with international best practices. This system has been conceived as the basis of the Enel Group's operations and is therefore a conduct guide for all employees.

The Audit Committee approves and implements the compliance system programmes with the help of the Compliance Officer, who has the necessary organisational autonomy, authority and resources for the performance of its duties. Periodically, the Audit Committee evaluates and monitors the implementation and improvement of compliance programs within the development of the Companies' processes.

Suppliers, business partners and contractor workers adhere to the provisions of the established programmes, through the General Contracting Conditions, in addition to the clauses that seek to strengthen control over the correct implementation of the Compliance System.

For the Enel Group it is essential to have activities that ensure the mitigation of the risks of corruption and bribery. Therefore, in the last year the following initiatives were implemented:



1. Evaluation of the Fraud Risk Assessment Matrix
2. Evaluation of the Risk Assessment Matrix: risks were evaluated applying the international standard methodology C.O.S.O. (Committee of Sponsoring Organisations of the Treadway Commission) for 100% of the processes
3. Compliance with the Annual Audit Programme
4. Ethical Channel: Maintaining the ethical channel available to all stakeholders
5. Evaluation and update of the risks and controls matrix for the prevention of criminal risks
6. Assessment of conformity to the ISO 37001 anti-bribery management system

Faced with the specific risks, the Companies currently implement procedures such as hiring consultancy and professional services (institutional, regulatory, tax, M&A and other), which set out the performance of counterparty analysis and due diligence, when necessary.

There are also tools used for other verifications prior to the development of the processes. The WorldCheck is used to procure suppliers, as well as the counterparty analysis for relevant risks. These actions are supported by internal policies that determine the frameworks for carrying out activities with a high risk of corruption.

Enel Global Compliance Programme

Enel Global Compliance Programme (EGCP) is the tool that reinforces the Enel Group's commitment to ethical, legal and professional standards, seeking to strengthen the reputation of the Companies. In order to comply with this initiative, 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, USA FCPA and UK Bribery Act.

In December 2016, the Boards of Directors of Codensa and Emgesa approved the new compliance model, which has been designed as a tool for governance, aimed at strengthening the ethical and professional commitment of the Companies to prevent crimes that can bring criminal liability and associated reputational risks.

Zero tolerance plan against corruption

The Companies have pledged to actively combat corruption, which is why they have established their management under the criteria of international transparency, complying with the tenth principle of the Global Compact, according to which "Businesses should work against corruption in all its forms, including extortion and bribery."

The Zero Tolerance Plan against Corruption establishes a framework to deal with outside improper conduct, and other behaviours including bribery, charities and sponsorships, favours and gifts, accommodations and expenses, among others.

In this context, Codensa and Emgesa have been carrying out activities to identify, detect and mitigate corruption risks in all internal processes and areas, as well as training and outreach activities for workers and suppliers.



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The training programme on issues of bribery, corruption and ethics of workers continued, with the aim of reinforcing the values that are part of the corporate profile of Codensa and Emgesa



Anti-corruption training

GRI Standard 205-2

In their onboarding process, each collaborator receives a copy of the Code of Ethics, the Zero Tolerance Plan against Corruption and other preventive documents, in addition to specific training according to the duties carried out.

In 2019, the training programme on issues of bribery, corruption and ethics of workers continued, with the aim of reinforcing the values that are part of the corporate profile of Codensa and Emgesa, and encouraging transparency in all their actions and stakeholder engagement (employees, contractors, suppliers, customers, government).

Training sessions aimed at more than 1,100 Company officials strengthened knowledge about ethical and compliance issues, as well as the policies and principles for the prevention of criminal risks, emphasizing the prevention of corruption in risk processes such as state contracting, institutional engagement, contracting and management of consultancies and minor purchases.

Additionally, 46 communication pieces grouped into 29 activities were disseminated by internal means such as emails, video, intranet and bulletin boards. The direct link to the ethical channel was promoted in most of Codensa and Emgesa's Managements through the issuance of cards with QR code delivered to more than 500 collaborators.

Codensa and Emgesa actively participate in initiatives, including the Second Work Session of the Electricity Sector Collective Action, where the Compliance Programme and the experience of the ISO 37001 standard certification were presented.



Criminal risk prevention model

The Companies have a criminal risk prevention model that covers the surrounding demands in relation to the prevention and mitigation of risks of unethical or transparent situations, breaches of legislation or corruption, by collaborators, suppliers, shareholders and actors in the value chain.

The model within the country has sought prevention and mitigation of crimes included in the Enel Global Compliance Programme and related to:

1. Corruption and bribery
2. Crimes against public entities
3. Copyright and intellectual property crimes
4. Money laundering and terrorist financing
5. Crimes against people
6. Market abuse and consumer crime
7. Occupational health and safety crimes
8. Environmental crimes
9. Cyber crimes
10. Fraud

The model has stages of review, analysis and supervision, through control activities that can be applied in case of a threat of crimes under the law. This model is managed by the Companies' compliance officer through the Audit Management.

Anti-Bribery Management System

An Anti-Bribery Management System has been developed in accordance with international standard ISO 37001, seeking to strengthen the companies' anti-bribery organisational culture. The system establishes a series of conducts that provide guarantees to the managers, investors, partners, personnel and other stakeholders, in addition to contemplating the necessary and appropriate measures to prevent, detect and respond to the risk of bribery.

The system strengthens:

1. The companies' culture of transparency and ethics, as well as the implementation of best practices in processes with suppliers, subcontractors and related third parties
2. The effectiveness of the policies, rules and procedures of the corporate compliance programme
3. Alignment with the regulations in force in the country

In 2019, The Companies carried out activities to maintain the system and its certification, in addition to training more than 300 employees in order to reinforce the knowledge and controls of the Companies' Anti-Bribery Management System.

Internal and external communication activities were also carried out in order to advertise the acquired certification, the benefits and achievements of our model and the commitment of the Companies to work against corruption in all its forms, including bribery.



The system establishes a series of conducts that provide guarantees to the managers, investors, partners, personnel and other stakeholders.

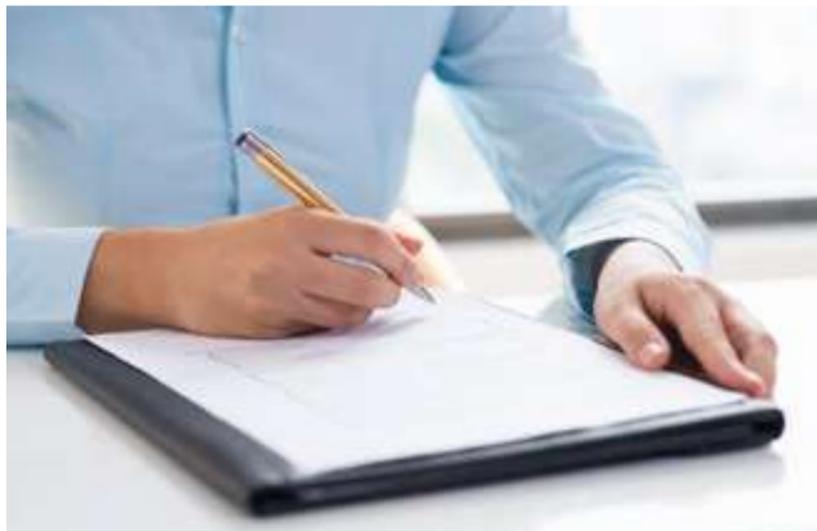
Risks assessment

In 2019, corruption risk identification, detection and mitigation continued. In this category, the most significant risks are associated with the purchasing cycle and the operational management of contracts between contractors and customers.

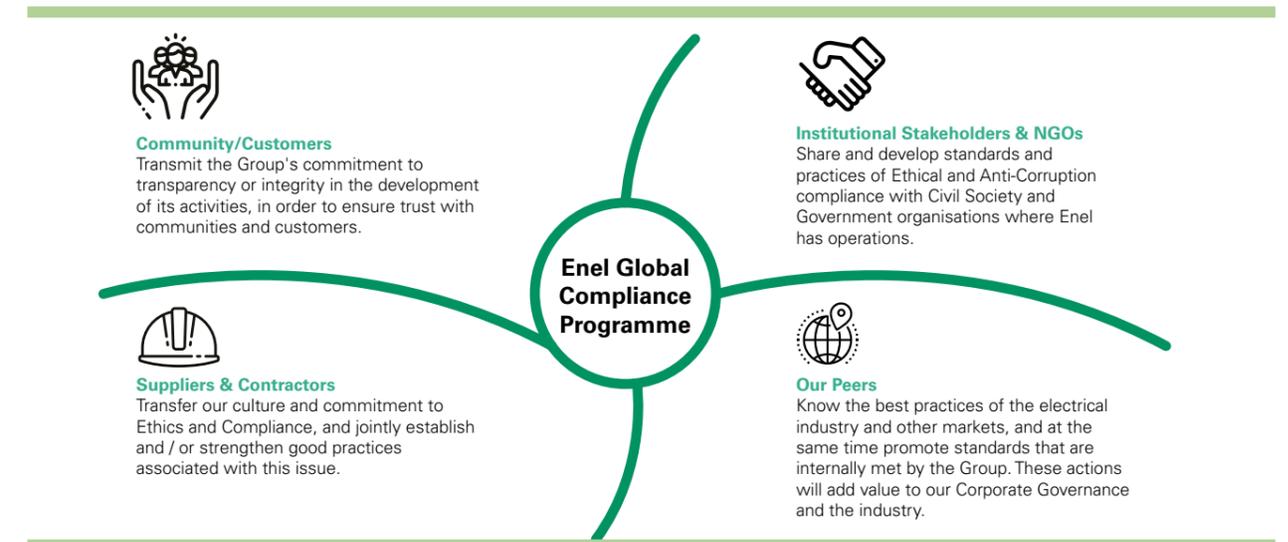
Accordingly, 100% of the business units were evaluated regarding corruption risks, considering each of the activities they carry out and those that could generate or expose the Companies to some type of crime, through the following actions:

1. Assessment of risks related to fraud and corruption, through the new Fraud Risk Assessment tool, which consists of mapping and evaluating all kinds of fraud events that could occur, carried out online with the Audit Risk Assessment.
2. The risks were evaluated applying the COSO international standard methodology (Committee of Sponsoring Organisations of the Treadway Commission) for 100% of the processes.
3. Specific risks of crime and the execution of controls to mitigate their occurrence were verified.

In this sense, 13 audits were carried out, which reviewed processes related to emergency management, Business to Government contract management, unscheduled maintenance, infrastructure contract management (El Quimbo), large shutdowns, renewable purchases, service quality indicators, design and organisation for the preparation of the new tariff period, logical security in systems with sensitive customer data, communications contracts, delegated and excluded purchases, payroll management, SCI Antibribery, among others.



Third party involvement



Complaint reporting management

GRI Standard 205-03

Codensa and Emgesa make available to all stakeholders an ethical channel accessible through their website, through which internal and external whistle-blowers may safely and anonymously communicate any irregular behaviours that occur in the development of Company activities.

This channel guarantees confidentiality through an external and independent firm, which is in charge of communications. In addition, there is an internal policy that describes the process for receiving, analysing and investigating complaints, published on the Company's intranet (non-retaliation policy).

The policy establishes the adoption of disciplinary measures against any type of retaliation against those who report complaints, as well as against those who report events with knowledge of their falsehood. The ethical channel is outlined in the following scheme.

Ethical channel complaint reporting flow



Moreover, annual information campaigns are carried out to promote the ethical channel and the consultation channel, both internally and externally, emphasizing the policies and protocols of the compliance programme, Code of Ethics and Ethical Channel, Criminal Risk Prevention Model and conflicts of interest. The Audit Management reports on a quarterly basis the complaints to the Audit Committee, which centralizes and channels those of significant relevance to report them to the Board of Directors.

In 2019, Codensa and Emgesa received a total of **25 complaints**, through the Ethical Channel and other means.

Of the complaints received, **5 breaches** of the Code of Ethics were verified, related to corporate climate, conflict of interest, inappropriate use of assets and contract management.

For the identified breaches, corrective and preventive measures were applied.

None of the complaints received have been related to cases of corruption or bribery with public bodies or discrimination.



Human Rights Policy

GRI Standards 408-1, 413-1, 407-1, 412-3, 103-3, 412-1, 103-2, 409-1

The Enel Group welcomed the Human Rights Policy approved by the Group's Board of Directors globally since 5 February 2013. This policy is aligned with the United Nations' protect, respect and remedy approach, and seeks to improve and expand the commitments already approved by the Code of Ethics, the Zero Tolerance Plan against Corruption and the Compliance Programme 231.

The policy reflects the commitment and responsibilities related to all human rights, committed to developing solutions and non-tolerance of threats, intimidation, physical or legal attacks against human rights defenders.

The policy is made up of eight principles that must be complied with by employees and applied in the different businesses:

- 1. Labour practices:** Rejection of forced or compulsory labour and child labour, respect for diversity and non-discrimination, freedom of association and collective bargaining, health and safety, fair and favourable working conditions.
- 2. Community engagement:** Respect for the rights of communities, zero tolerance against corruption, privacy and communication.

Enel openly becomes a promoter of respect for human rights with its contractors, suppliers and business partners

With this commitment, Enel openly becomes a promoter of respect for human rights with its contractors, suppliers and business partners. The Human Rights Policy has been distributed and communicated among all countries and internal and external stakeholders through different communication initiatives.

For the internal communication of companies in Colombia, there is an intranet communication channel dedicated exclusively to these issues. Any person can report the existence of a situation in violation of the policy, informing the Internal Audit Management, in charge of managing the complaints, using the same standards used by the Ethical Channel.

Human rights risk assessment

The adjustments made in 2017 based on the human rights risk assessment with the support of the international firm BSR (Business for Social Responsibility) were in force until 31 December 2019. The different phases of the risk assessment produced an overview of how the Enel Group in Colombia is responding to the UN Guiding Principles.

The results of this exercise were established as a Human Rights Work Plan, which was developed between 2018 and 2019.



Human rights action plan in Colombia

1. Commitment:

It proposes actions to disclose the Human Rights Policy and the results of human rights due diligence.

During 2019, the Companies developed a virtual course on human rights for all employees, with the aim of increasing awareness of this topic and reporting on the actions that Enel and other companies have implemented in promoting respect and other fundamental corporate principles.

At the end of 2019, 199 Codensa and Emgesa employees completed this training process.

2. Prevent potential and actual impacts on human rights:

The Companies have explicit procedures for receiving concerns, complaints and claims by any person, entity or stakeholder, which are also addressed through the Ethics Line.

In 2019, there were no complaints, claims or concerns related to any possible impact on the human rights of stakeholders.

3. Supply chain focused on human rights:

The companies promote respect for human rights in their supply chain starting from the evaluation phase of potential contractors.

In 2019, the Companies visited the mines of suppliers that are part of the coal supply chain used for energy generation in the Termozipa Thermal Power Plant, evidencing compliance with sustainability, industrial security, environmental and human rights standards and proving the non-existence of child labour in the mines' operations.

Updating the due diligence of the human rights management system

The Enel Group must update the Human Rights Management System every three years, prepared for each country of operation. Accordingly, in the second half of 2019, the methodological instruments and tools that will be applied for the year 2020 were prepared.

For this update, a risk analysis will be conducted in the country in topics such as environment, communities, health and safety, as well as an assessment of gaps regarding the United Nations Guiding Principles on Business and Human Rights and the alignment of the human rights policies within the Companies.

The first due diligence actions will be carried out with respect to the impacts and risks on human rights, for the electric power generation plants on site. With the results of this initiative, the 2020-2022 Human Rights Action Plan will be developed.

Participation in Public Policies

GRI Standard 102-12, 102-16

The Companies participate in several initiatives to measure the effectiveness of their programs, measure their performance and apply best practices in corporate governance and sustainability management.

Accordingly, in 2019 they continued participating in the commitment of the Collective Action for Ethics and Transparency of the Electricity Sector, which promotes healthy competition, trust and sustainability of companies and the sector, considering best practices and global guidelines on transparency, anti-corruption and regulatory compliance.

They actively participated in the work group to update the Competition Risk Matrix in the Electricity Sector, which identified the risk scenarios for the sector, as well as mitigation actions and best practices as companies.

Additionally, the Arm's Length Best Practices in the Electricity Sector Manual has been updated, based on the companies' Arm's Length Policy, the general



analysis of risks and the consequences of non-compliance with the regulations defined in this respect, so that employees of the companies that are part of the collective action can have basic guidelines and recommendations that allow them to take the necessary measures to prevent breaches of the arm's length regulations and acquire knowledge on how to act accordingly.

In addition, Codensa and Emgesa are part and promoters of the No eXcuses initiative, led by the Alliance for Integrity and Global Compact Colombia. This project works on the creation and dissemination of a handbook that enables the practical visibility of the actions often used by collaborators to justify illegal acts. The No eXcuses initiative promotes public-private dialogue and the exchange of knowledge on anti-corruption, with a view to strengthening the development and application of measures for the prevention, repression and criminalisation of corruption, in relation to the United Nations Convention against Corruption.

In addition, during 2019 Codensa and Emgesa joined the Network of Compliance Officers that seeks to promote the culture of integrity in related companies. This network is led by the Global Compact and the United Nations Office on Drugs and Crime (UNODC), and will consolidate a platform for the implementation of best practices and analysis of lessons learned among member companies.

Occupational Health and Safety

Material topic: Occupational Health and Safety

contractor companies in the development of energy generation, distribution and sales activities, complying with legal requirements by promoting a culture of care that allows to protect the environment, have zero accidents and achieve greater operational efficiency.

Occupational health and safety management

GRI Standard 103-1, 103-2, 103-3, 403-1, 403-8

In order to promote health and prevent the risks associated with the provision of Codensa and Emgesa services, during 2019 the Integrated Management System was implemented in all service lines, covering 100% of workers. This system is certified in the technical standards ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. And the respective Joint Committees on Occupational Health and Safety (COPASST) are actively involved in its process. In the case of Emgesa, there are COPASST subcommittees in the Cartagena, Termozipa, Bogota River, Guavio, and Betania - El Quimbo power plants.

In addition, Codensa has focal points and guidelines for action that respond to its needs and priorities, as well as the nature of its business lines:

Codensa (I&N)

- Security management for infrastructure planning
- Risk management
- Contractual assurance management
- Training and skills
- Innovation and technology
- Safety culture

Codensa (Enel x y Market)

- Participatory leadership and high performance culture at HSEQ (Health, Security, Environment and Quality)
- Preventive and occupational medicine
- Health and safety risk management
- Management of environmental aspects
- Operational control over contractors and subcontractors
- Quality management, processes and operational excellence



In turn, Emgesa has the HSEQ Integrated System Planning, which must be performed at least once a year and is led by the Manager of the Thermal Generation Line, together with the Manager of the Renewable Energy Generation Line and/or the Management's Representative. This planning appoints the Managers for the Occupational Health, Safety, Environment and Quality Units.

In addition, the principles of the HSEQ Integrated Policy, the corporate strategic plan, and also the results of monitoring health and safety indicators in compliance with legal obligations are taken into account, periodically monitoring the Management Systems and updating them whenever necessary.

Codensa

Occupational health management

GRI Standards 403-3, 403-4, 403-5, 403-6, 403-7

The Company has implemented follow-up activities to provide feedback on its management and thus evaluate the implementation of its surveillance systems in order to prevent occupational diseases. These include:

- 881 occupational medical examinations with cardiovascular risk classification
- 900 occupational eye tests
- 504 hearing tests
- 483 spirometry tests
- 122 executive checks
- 642 workplace inspections
- 4 specialized workplace studies
- 732 assistants to the psychosocial battery application
- 39 cases in occupational medical monitoring
- 1 case under study for occupational disease
- 526 blood pressure test sessions
- 201 blood donation sessions
- 663 influenza vaccination sessions
- 8 courses for internal auditors in a healthy company
- 925 lipid profile exams (total cholesterol, HDL, LDL, glycemia)
- 115 attended the prostate antigen session

- 83 specialized exams for work at heights
- 31 vaccines against Hepatitis A
- 51 vaccines against Hepatitis B
- 47 vaccines against tetanus
- 110 nutrition evaluations
- 40 attended the breast cancer workshop
- 400 books delivered on breast self-examination
- 13 attended the lung cancer prevention
- 150 attended the deworming session

Cardiovascular risk prevention

- 960 people were measured based on the 11 cardiovascular risk factors established by the Colombian Heart Foundation, with a reach of 87.5% of direct collaborators.
- The “prevention and weight control” programme continued, which seeks to provide strategies to people to normalize their weight and adopt healthy lifestyles that are permanent over time.

Movement culture and musculoskeletal disorder prevention programme

- 130 workers participated in the agreement with the gym
- 642 ergonomic workplace inspections, with 347 elements supplied to reduce risks
- 1,968 active break sessions in which 14,355 workers participated
- 4 ergonomics workshops in the workplace, in the centres with the highest risk for musculoskeletal injuries, with the participation of 67 collaborators
- Monitoring of absenteeism due musculoskeletal injuries for in 41 workers who underwent up to three controls
- Review of physical activity habits during medical exams

Psychosocial risk prevention programme

- 732 collaborators answered the psychosocial risk battery survey
- The Operating Instructions - OI 1917 Epidemiological Surveillance Programme for the Prevention of Psychosocial Risk was published
- Workshops for stress management
- Application of the OI 1917 protocol for a case with stress-related symptoms

Healthy eating culture

- Workshops to promote healthy eating with a participation of 362 collaborators
- 90 ecological containers for food preservation delivered
- Talks about proper nutrition, along with messages in the cafeterias

Preparation for cardiovascular events

- Cardiovascular emergency response through standard operating procedures at all Company locations

Occupational safety management

GRI Standard 403-2

As part of the promotion of safety of its collaborators, the Company has implemented different activities to reduce the probability of events due to electrical, mechanical, work at heights, road and public safety risks. These programs include online work along with the activities defined for each identified risk:

Electrical risks

- Study of one-person detectors
- Night live line
- Works in the rain
- Implementation of underground cable tracing equipment
- Low voltage live line procedures

Mechanical risk

- Training on lifting loads for 45 workers
- 13 audits on the load lifting programme of the main contractor companies
- 7 training courses on safe work at advanced levels and heads of area with 70 participants
- 10 audits on the fall protection programme of contractor companies, to verify compliance with legal and contractual standards
- 3 workshops to develop mechanical risk prevention skills with 110 participants

Public risk

- Update of the public risk heat map 2019
- Development of the public risk, protection against theft handbook. Disclosure in digital and video format for contractors
- Business training with the National Police on public risk to exposed personnel
- Training on Canine Psychology with professionals from the District Health Department

In addition, there are other initiatives that reduce the risks of Codensa's activities and which are aligned with the focus of action, such as the implementation of technological tools to improve the monitoring and development of contractor companies, the postgraduate diplomas that seek to strengthen the technical competences and soft skills of collaborators, together with technological initiatives and Extrachecking On Site to promote a culture of safety.

Contractual assurance

- Use of Tableau for predictive data analysis
- Control of contractual chain
- Supplier development

Innovation and technology

- Pilot tests with the National University on grounding and the effects on the grid of generating plants
- Installation of grounding saddle on concrete posts that strengthen the application of the 5 golden rules
- One-person MV detectors, as an element of prevention against the presence of electromagnetic fields in de-energized networks

Training and skills

- Security Leadership Diploma for 33 Codensa leaders and contractor companies at the Polytechnic University of Catalonia
- Third Diploma in Electrical Safety for HSE directors at the Colombian School of Engineering
- Training on technical supervision of occupational health and safety online for process auditors
- Third Diploma in Industrial Safety with a focus on technical personnel for directors and coordinators of contracts at the UNIAGRARIA University
- NFPA 70E Seminar: Standard for Electrical Safety in the Workplace at the Ibero-American Organisation for Fire Protection
- Strategic alliance with SENA through which 861 people were trained on electrical risks, and 584 on mechanical risks

Other security initiatives

Initiatives	Description
Co-pilots	Seeks to record and monitor field operations. 570 cameras and 50 terminals were installed, allowing 29 contracts from 14 companies to be reviewed.
Mini Ecos	Its purpose is to verify the safety conditions of the work areas. 497 Mini ECoS were carried out with the participation of the leaders of the Infrastructure and Network divisions, achieving 123% compliance with the objective.
Be Safer	22,936 observations were made, in which 1.26% of behaviours at risk were found out of the 1,046,837 observed behaviours. 401 own workers and 356 contractors actively participated in this initiative.
SHE 2.0	Its purpose is to reaffirm the commitment of Codensa and its contractors to the prevention of occupational accidents. Influencer Safety Enel, Work Shop Safety and Inspector 2.0 workshops were held.
Assessment	36 evaluations were carried out on companies with risk type 1 and 2, of which 231 improvement actions focused on priority risk management were generated, thus achieving 100%.
Low voltage (LV) and medium voltage (MV) operations in an energised network	Tests were carried out corresponding to work on the LV-powered line, seeking to reduce the impact on service continuity when carrying out operations on this type of network. In addition, new operating models were established based on the best practices of MV live line works, such as: covering, previous assemblies of equipment, redesign of equipment, and use of electrohydraulic tools including profiles and scopes for the execution of these operations.
Works under rainy conditions	The use of equipment such as tents was implemented to cover the areas of intervention in underground networks works and civil works operations.
Digital solutions	Virtual trainings were held for collaborators, and tools were enabled for contractors to obtain a visual and interactive experience with the releases to be executed, based on previous reassessments and surveys.
Evolution for Energy -E4E-	15 work groups were developed with the participation of more than 220 people to define the transitional procedures of all the processes affected by the project. In addition, 295 training sessions were held in all the project's systems, with the participation of 630 people.
Digi&n Project	Agile rooms were held for different processes: <ul style="list-style-type: none"> • Three on the design of the emergency response processes, interface for signalling failures, commercial quality and customer interface, identifying 12 initiatives. • Five on Inception, addressing prioritized initiatives for the operational management of contractors (El Círculo), emergency response (Comunik2, Nostradamus), investments (Design Wizard), and new connections (Digital Customer- Contracting Project). • Two on Execution for the initiatives El Círculo (dashboard and model for supervision of MV/LV operations) and Nostradamus (prediction of faulty elements for the Control Centre). In addition, the scope of the Digital Customer initiative is under execution within the Contracting Project.

Enel X & Market

During 2019, this business line developed actions for each of the action focus points that have the purpose of identifying and assessing risks, as well as describing the controls and barriers necessary to mitigate them.

Operational Control Strategy:

- 6 reoriented priority risk management programs for application at Enel X & Market
- 54 supplier ratings
- 32 contract executions ensuring compliance with current regulations in OHS
- 12 Safety Assessments on contractors
- 5,484 safety inspections
- 0 severe accidents
- 0 LCA
- 0 fatalities

HSEQ cultural transformation strategy:

- Design, development and implementation of a virtual reality module for training on street lighting maintenance
- 6 HSEQ practice improvement workshops with contractors
- 100% ECOS actions completed on schedule

Preparedness for emergency response:

- Updating and documentation of the specific emergency plans and formation of the brigade for the 33 commercial headquarters
- 32 evacuation drills in the service centres of Bogota and Cundinamarca. 4 offices participated in the National Emergency Response Drill
- 14 integral brigade members trained
- 2 leaders trained in incident command
- 100% service centres such as cardio-protected areas

Preventive and occupational medicine

- Executive checks on 33 people, achieving 89% coverage
- Occupational medical check-ups were carried out on own staff



Emgesa Occupational health management

GRI Standards 403-5, 403-6, 403-7

In turn, Emgesa has surveillance systems to prevent work-related illnesses among its collaborators, as well as activities that make it possible to share and mitigate the results found. These are:

- **169** ergonomic medical examinations with cardiovascular risk classification in thermal power plants and 337 in renewable energy generation
- **12** executive checks on thermal power plants and 44 on renewable energy generation
- **142** cases of application of the psychosocial battery in thermal power plants
- **14** workplace inspections in renewable energy generation
- **16** cases in occupational medical monitoring in thermal power plants
- **8** workplace studies in the generation of renewable energy
- **2** cases under study of occupational disease in thermal power plants
- **62** nutritional evaluations in thermal power plants
- **4** relocated workers in thermal power plants
- **56** attended the sleep hygiene workshop
- **316** attended the vaccination session against influenza and tetanus
- **42** attended the respiratory conservation workshops (Termozipa)
- **87** attended the workshops on the proper use and care of respiratory PPE
- **13** sinus screenings
- **20** attended the training on gastric cancer prevention
- **56** attended the training on skin cancer prevention
- **131** attended the training on breastfeeding
- **106** participants in training on early detection of breast cancer
- **233** attended the training on STDs, testicular examination and cervical cancer



- **192** attended nutritional evaluations
- **41** attended the training on positive emotions for cardiovascular health
- **6,194** active break sessions
- **12** attended the training on back pathology
- **29** attended the training on ergonomics at work
- **95** attended the training on upper limb pathologies
- Analysis and individual psychological guidance for workers at risk, 98 attended
- **99** attended the self-regulation of emotions workshop
- **35** attended the workshop on sleep hygiene
- **20** attended the workshop on time architecture
- **68** attended the workshop for the prevention of alcohol and drug consumption
- **150** attended the workshop by areas of noise effects on health



Hearing conservation: Completed 100% of the activities with 41% attendance, an occupational disease incidence of 0% and prevalence of 2.2%.



Prevention of Occupational Pneumoconiosis: Completed 100% of the activities, with 54% attendance on training and 0 suspected cases of occupational disease, with an incidence of 0% and a prevalence of 1.5%.



Musculoskeletal Risk: 100% coverage of ergonomic medical exams (169 performed), with 97% coverage of workplace inspections (VDT) (83 performed / 85 scheduled).



Psychosocial Risk: Self-regulation of emotions, positive emotions and cardiovascular health, sleep hygiene and time architecture workshops were held in the different offices, as well as evaluations by the psychologist.

Occupational safety management

The programmes and initiatives developed by Emgesa included the following:

Initiatives	Description
Focus and act	It seeks to intervene effectively and efficiently in events that may materialize, redesigning the way to act through three pillars: committed people, risk management, and facilities and equipment.
Security for operational management or Boundary Operation	This programme continues in response to the evaluation of specific incidents in the operational area, continuously promoting security controls through the permanent evaluation of risks in daily activities.
PARE programme for electrical risk management	The intervention at the source to contact risk was consolidated through the adaptation of more than 190 distribution boards in the Cartagena, Termozipa and Bogota River power plants, signalling the panels with incident energy levels to identify and warn of dangers due to electric arc in order to take the necessary measures according to the risks found. In addition, training and evaluation activities were carried out.
CAR	Competence, Attitude and Reliability is a programme that establishes a methodology or mechanism to assess the pisco-attitudinal and technical skills of workers who perform high-risk tasks, identifying gaps to define training and education work plans.
Extra Checking on Site - ECoS	It seeks to promote and recognize through an external view aspects to improve in favour of the prevention and prediction of incidents in the power generation processes through cross visits to the plants.
Safety Commitment Chain	Its purpose is to generate commitment among plant managers by identifying gaps regarding the Group's standards in managing the implementation of improvement plans.
Safety Moving Pool	HSEQ strategy in which experts and specialists from different countries support major maintenance activities by performing inspections, monitoring and sharing best practices of other maintenance.
SHE	It seeks to establish internal improvements in business lines, plants and companies according to the critical gaze of workers themselves, who purposefully and after participating in workshops define initiatives that contribute to improvement through the execution and implementation of their own planning.
Fatality Prevention Programme and Safety Moving Parts, Special Tools and Intrinsic Safety	It seeks to evaluate the safety conditions of equipment, machines and tools to improve operational controls for inherent risks such as electrical, work at height and lifting loads. This through spaces that promote successful initiatives to transform behaviours in terms of occupational health and safety. In addition, the pilot of an interactive board for interference management based on the work permit system, and a PPROTECC web application for the fall protection programme were developed, which ensure training control and inspection of personal protective equipment and protection systems for works at height.
Innovation in occupational health and safety	They ventured into the use of virtual reality and augmented reality to leverage training processes through projects such as: <ul style="list-style-type: none"> • O&M Tips (QR code reading app with relevant information to act on site) • PJHseqórtico Pescante (design and development of equipment for lifting loads) • Safety Spray Shields (design and installation of protective safety shields against leaks) • Portable Alarm System (SAMII)

Risk management on the safety of people

Explosion risk reduction in ATEX zones and prevention during hot work:

- Certified communication equipment was supplied for work in classified areas.
- Signalling of classified areas and the acquisition of special tools to work in areas with a hydrogen hazard classification.
- The technical note was created to control the entry of vehicles into classified areas, and the inspection of 100% of electrical equipment installed by external personnel in classified areas was promoted, also overseeing any light replacement without protection.



Mechanical risk prevention:

- To reduce risk during cargo handling, 100% of the equipment and accessories for safe lifting of loads, such as bridge cranes and monorails, were inspected.
- The main crane bridge of the Termozipa Power Plant was certified, as well as the training and education activities for engineers, operators and lifting supervisors in the generation plants.
- To reduce the risk of moving parts in the plants, the inspection, evaluation and identification of equipment at risk was carried out, and the implementation and construction of guards was managed according to the prioritisation of the risk.
- The safety instructions for entrapment risk were standardized.

Risk prevention during work at height:

- The software for monitoring safe work at height controls was implemented, in compliance with Resolution 1409 of 2012. In addition, 100% of the elements and protection systems of the plants was inspected.
- Education and training activities were carried out for personnel exposed to works at height in all plants and support was provided to contract managers to request the appropriate profiles in operational personnel for their planned activities.

Prevention of risk of exposure to hazardous and chemical substances such as asbestos:

- Improvement of controls for risks of exposure to chemical substances, making investments in the adaptation of dikes.
- Improvement of facilities and projection controls for driving to areas with the highest risk in power plants.
- Improvement of storage areas.
- A specific evaluation was performed over the inventory of chemical substances to which personnel are exposed in order to generate a hierarchical management.
- Workshops on the adequate use of respiratory protection elements were carried out within the framework of chemical risk, as well as occupational medical evaluations to verify exposure to Benzene and Fuel oil, with 100% coverage of the exposed population and normal results.
- Ongoing random inspections of the adequate use of personal protective equipment continued throughout the year, with zero suspected cases of occupational disease, as well as an incidence and prevalence of 0%.
- Systematic samplings were taken to identify infrastructure with friable-type asbestos in power plants, evaluating by means of the Enel Index the danger or exposure of personnel to this substance.



Self-care and mutual care programme for the promotion of a safety culture:

- More than 1,100 direct employees and contractors received 20-minute training activities for the prevention of unsafe behaviours in priority risks, directly on the work fronts and during the development of their activities.
- Development of videos that promote knowledge management on current prevention procedures and facilitate the understanding of workers.
- Continued strengthening of soft skills for the HSEQ team, to face new challenges, through effective and efficient interventions that generate the Inspector 2.0 vision.



Implementation of the plan for improving firefighting systems and emergency response:

- The technical specifications and procurement were defined for the improvements and optimisation of the firefighting systems of the turbo-generator of unit 3 of the Cartagena Power Plant and of the hydraulic technology plants.
- The four-phase process for the proposed improvements to the systems began, contracting the improvements in passive protection and extinguishing systems with gaseous agents for the Termostiza Power Plant.
- The technical specifications and advances in contracting for the improvement of the water-based firefighting system for the priority areas of the Termostiza Power Plant were defined.
- Safety and environmental drills were carried out in the generation plants with the support of specialized companies.
- An agreement was signed with the Tocancipa and Gacheta firefighters to support training, education, inspections and emergency management of the Termostiza and Guavio Power Plants.
- A contract was signed for the formation and training of the power plants' emergency brigades.

Third party involvement

Emgesa has programs to promote the creation of shared value with its collaborators, suppliers and the external community, ensuring the safety of all the actors involved through partnerships, together with specific actions in the areas where it has influence. Accordingly, the following actions stand out:

- Agreement with the Tocancipa firefighters through which a fully equipped ambulance was delivered free of charge, and in turn, the fire department will provide protected area service to the Termostiza Power Plant, including training support for the emergency brigades for 3 years.
- Development of suppliers in occupational health and safety at El Quimbo, due to the restoration activities of the more than 11,000 hectares of tropical dry forest with the contractor, which evidences the control over risky conditions and accident rate of more than 40 people involved.
- Education agreement in which the communities of the neighbourhoods near the Mamonal industrial zone in the city of Cartagena de Indias are trained and prepared to respond to industrial and natural emergencies.



Accidentality and absenteeism

GRI Standards 403-9, 403-10

Codensa

Employees are exposed to musculoskeletal diseases of the upper extremities and spine due to repetitive postures and movements in their office activities. There is also a risk of suffering psycho-occupational diseases due to stress, and cardiovascular due to the nature of the operation. Against these, since 2010 and as a result of the preventive medicine programs that have been developed, no occupational diseases have been registered in 2019.

However, three significant accidents occurred during the year, on which the improvement plans resulting from the investigations were successfully implemented to assertively prevent the recurrence of similar events thanks to programs such as Be Safer and Safety Walk. Also, monthly accident monitoring and follow-up meetings were held with contractors.

Indicator	2018	2019
Absenteeism rate ¹	1,980	2,561
Absenteeism rate – men	1,587	2,391
Absenteeism rate – women	2,723	2,874
Total number of lost days ²	4,079	4,856
Total number of lost days – men	2,139	2,939
Total number of lost days – women	1,940	1,917

Regarding the evaluation of activities, 38 internal audits were performed with the participation of internal auditors, corresponding to the five processes that are developed in the operation for each organisationally defined area and 17 external observations. Accordingly, control actions were defined aimed at ensuring the quality of materials and equipment, such as:

- Technical management of 1,671 batches of materials, Technical Assistance Fund attendance of 49%
- Requirement to submit a root cause analysis and the definition of a corrective action plan for suppliers that submitted rejected batches in order to avoid this situation.
- Monitoring of action plans by the supplier, with the aim of validating their implementation

1. Absenteeism rate: (total lost days / total days worked) X 200,000

2. Includes lost days due to common illness. (*) Data as of 31 December 2019

Emgesa

Direct employees

- 2 computable mechanical accidents, one in the Paraíso Power Plant due to impact with objects and the other in Termozipa due to same-level fall.
- Frequency Index (FI) of 1,64, i.e., 1,64 accidents occurred for every million man-hours worked, with a Severity Index (SA) of 0,30.

Contratistas

- 1 computable mechanical accident at the Termozipa Power Plant due to entrapment
- Frequency Index (IF) of 0,25, i.e., 0,25 accidents occurred for every million man-hours worked, with a Severity Index (SI) of 0,016.

The prevalence rate of occupational disease in 2019 for the thermal generation line was 7.1% (13 cases of which 10 were withdrawn from the Company).

- The prevalence rate of occupational disease in 2019 for the renewable generation line was 0.45% (2 cases).
- No new cases of qualified occupational disease occurred, therefore, the incidence rate in 2019 of occupational disease for the thermal generation line and for the renewable generation line was zero.
- For thermal and renewable generation, there were no lost days due to occupational disease, which generates a Frequency Index due to occupational disease of zero for 2019.
- In thermal generation, at the end of the year there were 2 workers under the origin qualification process for occupational disease by the ARL. For renewable generation, there are no cases under the qualification process by the ARL.
- The number of incapacities due to common illness in renewable generation was 292, with 1,653 days of incapacity. A reduction of 24% compared to 2018.
- In thermal generation, the total number of incapacities due to common illness was 96 incapacities that generated 521 days of incapacities. Compared to 2018, the number of incapacities increased, but the number of lost days significantly decreased.
- The main causes of incapacity were intestinal infectious diseases, respiratory diseases, and nervous system disorders. Other important causes of incapacities were trauma and scheduled surgeries, followed by common musculoskeletal pathologies.

Environmental sustainability

Material topic: Environmental management

GRI Standard 103-1

Environmental management and protection

Codensa and Emgesa assess the risks of their activities to control the occurrence of negative impacts on society and the environment, ensuring the protection of natural resources and taking action against climate change.

The Companies also recognize that their responsibility is not limited only to environmental regulatory compliance, but must also be broader in scope. In this sense, they have programs and initiatives focused on ensuring adequate monitoring and management of the risks and impacts derived from energy generation, distribution and sales operations.



In the case of Emgesa, the impacts generated in the twelve hydroelectric plants and the two thermal plants located in the departments of Cundinamarca, Huila and Bolivar are taken into account. For Codensa, the activities carried out in each of its business lines are considered.

The main identified impacts are listed below:

Codensa positive impacts

- Identification and rescue of archaeological findings in new projects
- Use and valuation of industrial waste
- Recovery of materials through the repair of transformers
- Restoring degraded areas with Tree Planting as a compensation measure
- Removal or disassembly of equipment in use that is probably contaminated with PCB
- Decontamination of PCB-contaminated equipment
- Development of projects for electric mobility and energy efficiency
- Electric power supply to areas that lacked service
- Scattering, rescue or relocation of wild fauna during the execution of business activities
- Decrease in paper consumption through the process digitisation
- Implementation of shared value projects of with neighbouring communities

Emgesa positive impacts

- Employment generation
- Increased plant coverage
- Flood control
- Increase in income of the municipalities and the Corporation due to the generation of transfers
- Improvement in natural surroundings (fauna and flora) through the biodiversity programs
- Use of by-products and reuse of waste
- Inclusion of communities and training in environmental issues through agreements

Codensa negative impacts

- Interventions on trees to maintain safety distances from networks
- Generation of hazardous and non-hazardous waste
- Consumption of natural resources
- Electricity consumption
- Consumption of fuels and chemical substances
- Use and emissions of greenhouse gases and SF6
- Noise generation
- Energy losses in the network
- Interference with fauna dynamics in our area of influence
- Generation of expectations
- Sewage water

Emgesa negative impacts

- Impacts on the biodiversity of the area of influence of the generation plants
- Consumption of water resources for the generation of energy
- Consumption of renewable energy sources
- Generation of GHG emissions and particulate matter
- Generation and transportation of hazardous waste



Environmental management system

GRI Standard 103-2

The mechanisms established to guide the management of environmental components within companies includes the Environmental Management System, which is aligned with technical standards ISO 14001, OHSAS 18001 and ISO 9001, and follows the respective environment, safety, occupational health, and quality policies.

The aspects that account for the Companies' commitment to the environmental challenges faced during the year are the following:

- Improvement of the Environmental Management System (EMS)
- Strengthening of the environmental culture of collaborators and contractors
- Application of the protocol for the management of wild fauna
- Monitoring compliance with environmental legal requirements
- Strengthening relationships with environmental authorities
- Report of environmental observations in SAP-HSEQ4U (Emgesa)
- Prevention of oil spill risks through the implementation of the hydro Prevention Plan Oil Risk (Emgesa)

- Implementation of the sustainable plants model in renewable power plants (Emgesa)

On the other hand, Codensa strengthened its Environmental Management System through the implementation of a strategic plan with three lines of action and objectives aimed at promoting the ongoing improvement of the system, the control of significant environmental aspects and the assurance of legal compliance.



2019 highlights

GRI Standard 103-3

Highlights	Description
Recertification of environmental commitment	TÜV Rheinland Colombia SAS carried out the follow-up audit of the EMS ISO 14001 certification in its 2015 version and granted certified the system for the Enel X and Market lines of Codensa, as well as the recertification for the Infrastructure and Networks business line.
ANDESCO recognition of sustainability	Codensa received the ANDESCO sustainability award for the development of the project "Decontaminating Equipment by Ultrasonic Polychlorinated Biphenyls (PCB) Cleaning", through which the risks of cross-border transportation of PCB-contaminated equipment have been avoided and operating savings of more than 50% have been generated.
Transformer Bag pilot project	The demonstration project of a flexible containment system (high resistance plastic bag) for the transport of transformers with oil content was developed as a substitute for the metal trays currently used in the Codensa operation.
Environmental tax incentives workshop	Mechanisms that allow organisations to take advantage of their environmental investments and achieve efficiencies in the processes were analysed, based on the implementation of environmental management measures with the participation of managers of the collaborating companies, deputy managers of Codensa and internal environmental managers.

Highlights	Description
Environmental emergency response	A theoretical-practical training was conducted for Codensa's operational and administrative personnel to strengthen the technical knowledge associated with the response to oil and hydrocarbon spills.
Protocol for the management of oil and fuel leaks	The protocol was prepared and implemented to control the leaks of dangerous substances in the parking lots of the Companies' headquarters, avoiding risks to people and the environment.
Institutional waste management campaign	The second phase of the integrated waste management campaign was implemented, through the monitoring of 160 installed ecological points, daily inspections of the containers and the installation of eight special containers in Codensa's headquarters.
VI Meeting of environmental managers	A meeting was held with National Natural Parks, based on the memorandum of understanding signed with the Enel Group. It had conferences where positive experiences were shared regarding the handling of equipment contaminated with PCBs.
HSEQ route	Training sessions were held at eight locations under the name "Reactiva tu Gen HSEQ", which included the participation of 338 people in the "Arañas de Colombia" conference, which promoted the care of biodiversity and respect for life.
First environmental legal review of the Enel X and Market (Codensa) business lines	The processes of the business lines were evaluated, which evidenced their conformity with national and local legal provisions.

Environmental risk and liability management

GRI Standard 102-11

Management of PCB-contaminated equipment

The activities of marking and sampling of insulating fluids in equipment with oil content are of great relevance to the Companies' activities, which is why during the year the Companies made progress in the national goals of environmentally responsible management and elimination of PCBs. In general terms, Codensa's actions had the following results:

2,055 teams marked and 1,011 analysed chromatographically

14 units contaminated in the distribution network replaced with free transformers

61 units declared contaminated and 2,839 transformers analysed

30 tons of casings decontaminated through the ultrasound technique implemented by the company LITO SAS

In turn, Emgesa carried out follow-up activities at the Guavio, Betania, El Quimbo, Darío Valencia Samper, Guaca, Paraíso and Terozipa power plants, achieving 60% progress in the comprehensive management of equipment contaminated with Polychlorinated Biphenyls (PCBs). The highlights include:

- Identification for the verification of equipment in use and disuse
- Sampling of insulating fluid
- Sample handling
- Analysis of samples to determine PCB
- Marking of equipment sampled at renewable and thermal plants

In addition, the treatment and elimination of six teams from the Terozipa power plant continued through the dichlorination and ultrasound process, and a technical study was carried out at this same plant with the Italian firm CESI, world leader in testing, consulting and engineering in the field of technology and innovation for the electrical energy sector.

Through this analysis, it was possible to define the feasibility of the interventions for the natural recovery of the ash storage area, defining the process and activities to be carried out to meet the objectives set out.

Environmental project management

The implementation of the protocol for the management of wildlife continued as a reflection of Codensa's commitment to the conservation of biodiversity in the regions where it has a presence, and it was possible to agree with the environmental authorities on the action strategy against the findings that require special handling.

Signing of the memorandum of understanding with National Natural Parks



Planting of 42,000 trees in the Primavera natural reserve, in the municipality of Pacho (Cundinamarca)



Payment of more than \$215 million to the District Secretary of Environment as compensation for the felling of trees that presented a risk to the electrical distribution infrastructure and optimal service provision in Bogota

In addition, this year the environmental management of projects associated with Codensa's high-voltage substations and distribution networks focused on meeting the requirements established in environmental licenses, as well as managing permits for the development of new Projects. The results are outlined below:

Nueva Esperanza Project

- Maintenance of forest plantations established in El Piraeo, San Gregorio and areas located in the RENACE Forest within the framework of environmental compensation
- Closure of the archaeology plan, based on the delivery of all the archaeological material to the Colombian Institute of Anthropology and History

Compartir Project

- Activities for compliance with environmental management measures and the Environmental Management Plan (EMP), as well as the obligations established in the environmental license

Gran Sabana Project

- Signed the addendum to the agreement with the Jaime Duque park, in order to carry out the maintenance of 1,100 trees planted in the park area, and compliance with the environmental management measures established in the environmental license and the EMP.

Submitted Environmental Impact Studies

- Submitted the following projects to the Department Secretary of Environment: "Portugal Substation, 115 kV transmission line and its connection modules", "Terminal Substation and 115 kV associated line" and "Conversion of the San José substation 57,5 kV to 115 kV and associated lines"

Portugal Project

- Environmental license from the Department Secretary of Environment for the development of the project, endorsing its environmental viability

In turn, Emgesa continued with the execution of the environmental management plans of the Cadena Pagua, Cadena Antigua, Cartagena, Betania and Guavio power plants approved by the National Authority of Environmental Licenses (ANLA). Also, the closure of more than 386 environmental obligations was achieved thanks to the preparation of dumping permits, channel occupation, concessions, emissions and forest exploitation.

Strengthening of environmental culture with communities

The activities highlighted by Emgesa for the strengthening of the environmental culture among collaborators, communities and educational institutions in the power plants' area of influence include:

- Agreements with the Mamonal Foundation (Cartagena Power Plant) to carry out activities to reduce risks and manage environmental aspects, benefiting approximately 425 people.
- Agreement with the Jaime Duque Foundation (Termozipa Power Plant), which focuses on three lines of action: Revegetation and maintenance; social management and environmental education; and monitoring and research. These activities are fulfilled through a 70-hectare native forest that strengthens ecological connectivity with other ecosystems. It has more than 20,000 developing and growing plants belonging to 85 native species and 38,700 plant individuals.
- Environmental training programme, which seeks to educate and train all relevant collaborators and contractors on topics relevant to the Company's environmental management.
- Reopening of the ecological trail in Termozipa Power Plant, where employees had the opportunity to plant native trees and participate in talks in each of the educational stations that make up the trail.
- Activities at Cartagena Power Plant, such as the "recyclotho", environmental games and challenges, campaign to collect and use WEEE (waste from electrical and electronic equipment - WEEE), which made employees aware of the importance of protecting and actively participating in actions in favour of caring for the environment.
- Training sessions with communities in the area of influence as part of the environmental education activities in renewable power plants, developing topics such as efficient use of water, recycling and sustainable farms. Activities that benefited 1,500 people trained with projects under implementation.
- Participation in the construction of the Municipal Library, mainly in the environmental classroom, to support sustainable environmental education in the Municipality of Sibate, area of influence of the Muña Reservoir.
- Development of a lighting project with solar panels in the municipality of Jerusalem, which has the highest unmet basic needs rates in the Department of Cundinamarca, installing a total of 64 lighting solutions in public and community spaces such as the sports centre and a school.



Recovering the Dry Tropical Forest

As a sign of leadership in compensation issues, Emgesa planted 1,000 trees in the inspection of Charquito, municipality of Soacha, as compensation for the permit to occupy the channel of the Bogota river dredging.

In addition, Emgesa has a restoration plan for the Tropical Dry Forest in the El Quimbo power plant, since this is a strongly threatened ecosystem of which less than 8% remains. Thanks to the execution of this plan, a scientific book on the propagation of species from the Tropical Dry Forest was published and active and passive intervention is being carried out on 11,079 hectares.



Repopulation of fish in the Magdalena River

In June 2019 and after several years of research and management, Emgesa received permission from the National Aquaculture and Fisheries Authority (AUNAP) to begin the process of stocking the native species of the upper basin of the Magdalena River, in the El Quimbo dam.

This project is expected to reactivate the fishing activity, benefiting 200 fishermen from Puerto Seco to La Jagua, through the release of 200,000 Capaz fry, this being the first repopulation of this species in Colombia, thanks to the Surcolombiana Experimental Station of Hydrobiological Resources, built and put into operation by Emgesa and operated by the Universidad Surcolombiana.



Ecosystem protection

Initiatives were developed for the protection of the ecosystem surrounding the Cartagena Thermal Power Plant and protection of the Los Arrieros wetland in agreement with the Jaime Duque Park, located in the municipality of Tocancipá.

Innovation

In the renewable plants, the use of drones was implemented to monitor environmental management measures. 15 flights were carried out at the Guavio Power Plant for the sedimentation process of the Moncabita stream, as well as at the El Quimbo Power Plant to verify the status of the protection round of the reservoir and the reforestations that are being developed.



Participation in public policies

Thanks to its experience with the El Quimbo project, during 2019 Emgesa participated in the formulation of the Integrated Management Policy for the Restoration of the Dry Tropical Forest with its technical contributions, which were received by the Research Institute in charge of issuing the standard, which is expected to be implemented in 2020.

Furthermore, Emgesa participated in the seminar led by the Colombian Institute of Anthropology and History; as well as in the consolidation of clear terms for the prospecting, exploration and archaeological management procedures, taking into account the results of the El Quimbo Archaeological Programme. This event resulted in the issue of Decree 138 of 2019.

Efficient use of water resources

GRI Standard 303-1

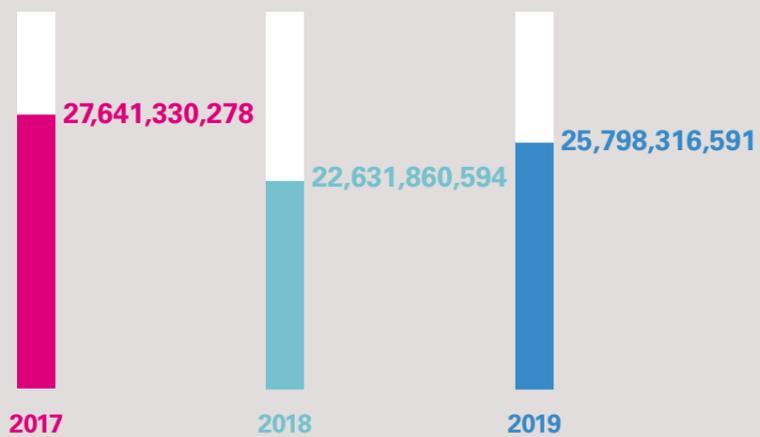
Withdrawal of water for power generation

GRI Standard 303-2 and 303-3

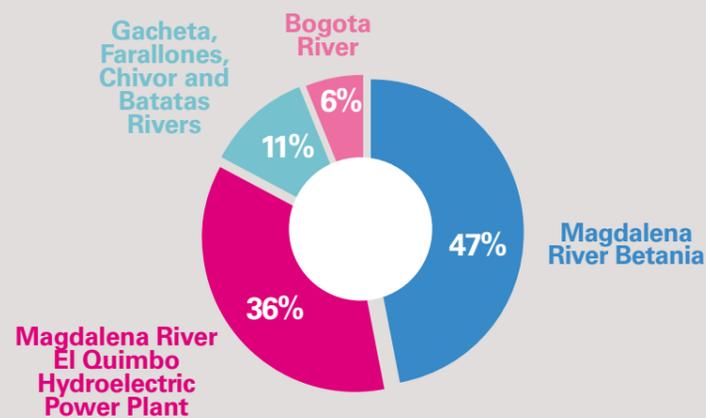
Power generation requires adequate water management, an essential resource for the operation of hydroelectric power plants, which represent 89% of the energy produced by Emgesa.

The Company's water withdrawal during 2019 was from surface and underground sources, in addition to the water consumption of the municipal aqueduct networks, for a total of 25,798,316,591 m³ of water withdrawal, which means a YoY increase of 14 %, as a result of the increase in power generation.

Total water withdrawal - Emgesa (m³)



Water withdrawal by source - Emgesa



Water source	2017	2018	2019
Surface water (m3)	27,641,237,544	22,631,728,642	25,797,960,967
Ground water (m3)	9,972	59,770	281,771
Water collected from municipal networks (m3)	82,762	72,182	73,853
TOTAL	27,641,330,278	22,631,860,594	25,798,316,591



To control water consumption in power generation facilities, the Company carried out the following actions:

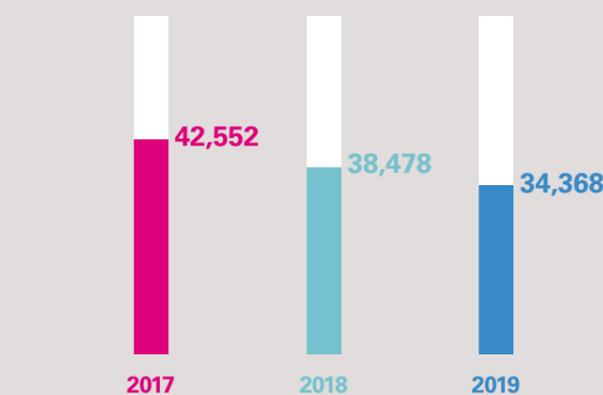
- Periodic follow-ups of water withdrawal
- Training in saving and efficient use of personal water in power plants
- Implementation of the collection and use of rainwater in the Guaca Power Plant
- Change of saving devices in the Guavio Power Plant
- Installation of the MAGALDI system in all the units, which eliminates the use of water for the extraction of ash and the discharge generated in this activity
- Implementation of the paraflow discharge reuse in the Paraiso and Guaca plants of the Bogota River

Domestic water consumption
GRI Standard 303-5

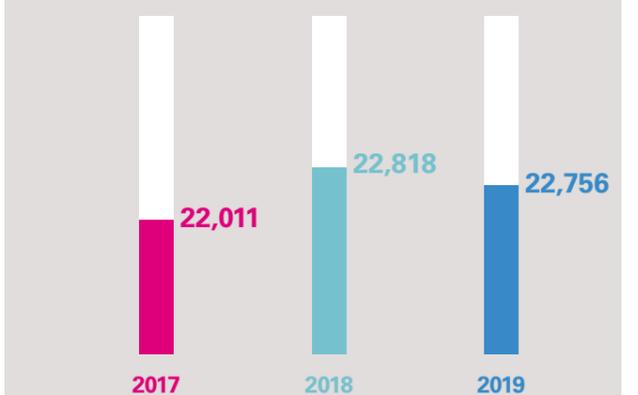
Codensa's domestic water consumption decreased by 0.3% YoY, as a result of awareness campaigns on the appropriate use of this resource in substations, service centres, operational and administrative headquarters.

In turn, Emgesa's domestic consumption also registered a decrease of 11% YoY, which demonstrates the effectiveness of the measures implemented in the efficient use and saving of water.

Domestic water consumption for Emgesa (m³)



Domestic water consumption for Codensa (m³)



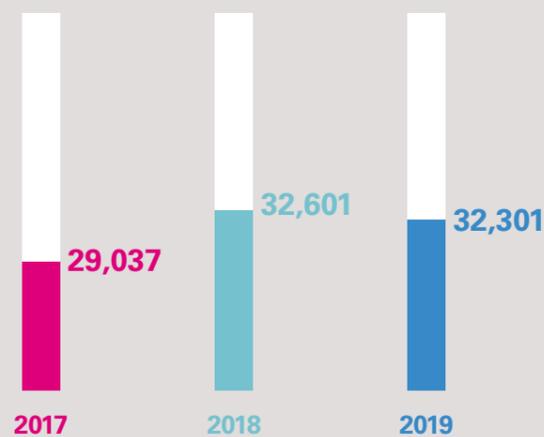
Water Discharge

GRI Standard 303-4

To guarantee compliance with the regulations issued by the competent authorities, Emgesa's water discharge as a result of its activities in the Termozipa and Cartagena thermal power plants receive a primary treatment consisting of grease traps, settlers, aeration systems and disinfection, cooling towers, as well as aeration and sedimentation channels.



Total water discharge of Emgesa (m³)



In order to implement new alternatives for the improvement and care of the environment through technologies that promote the optimisation of the quality of water discharge, in 2019 an artificial wetland was implemented in the Cartagena power Plant to receive treated domestic wastewater from of the power house, performing the function of phyto-purification and evaporation of the water received, which definitively eliminates the discharge.



Efficiency in energy consumption

GRI Standards 302-1, 302-3, 302-4

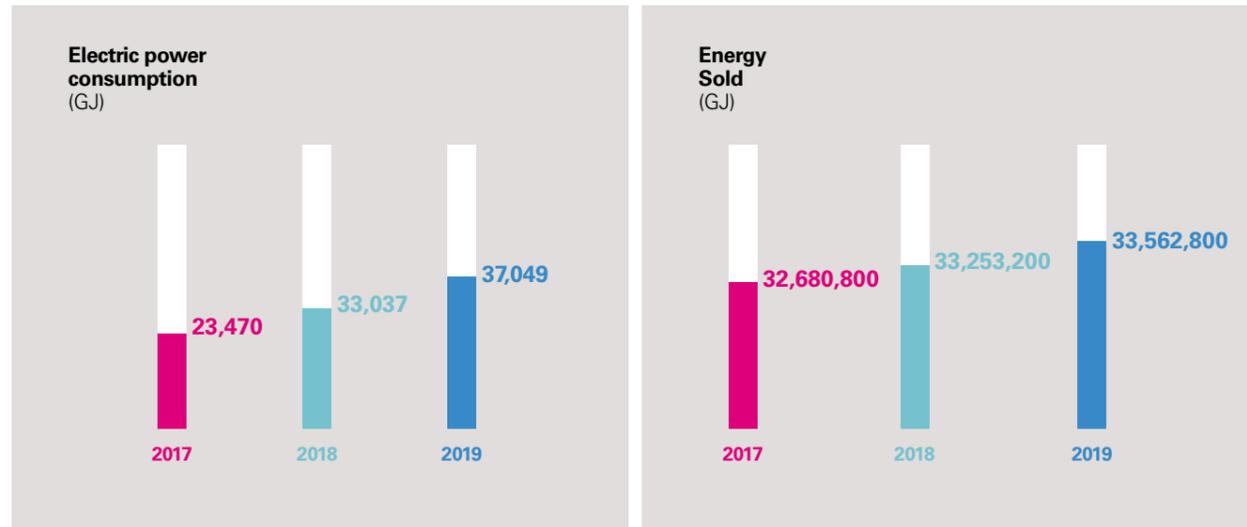
Codensa

In 2019, energy consumption from non-renewable sources was 12,555 GJ for Codensa, which represents a decrease of 3% YoY, thanks to the reduction in the number of contracted vehicles that use diesel as fuel.

Energy consumption from non-renewable sources (GJ)

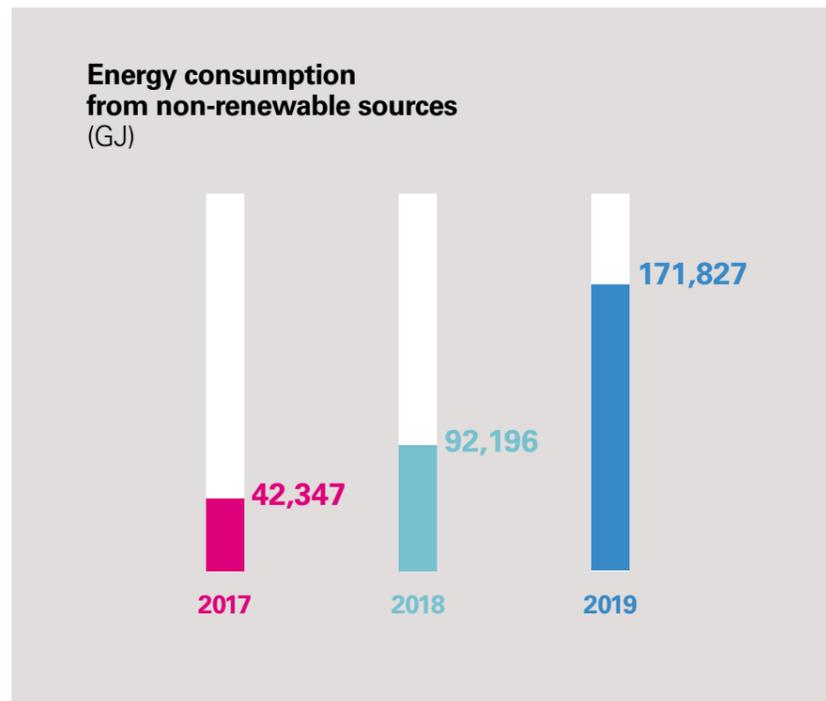


On the other hand, the domestic consumption of energy for the execution of administrative and industrial activities of the auxiliary services of the Codensa substations was 37,049 GJ, while a total of 33,562,800 GJ of electrical energy sold was recorded.



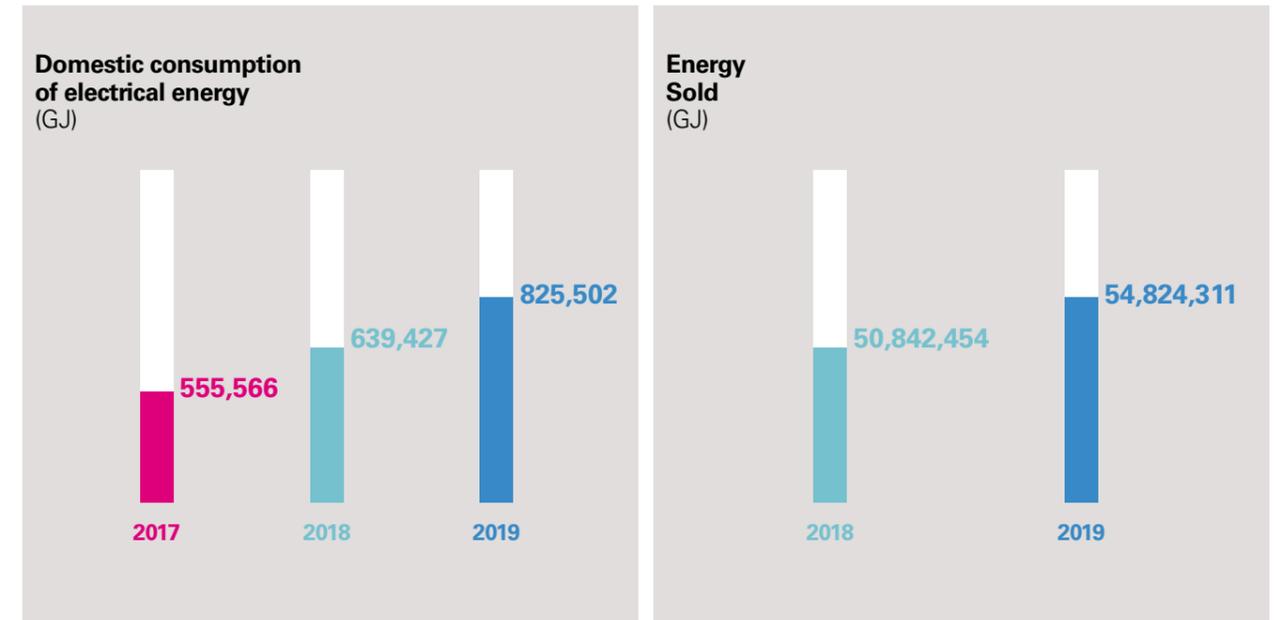
Emgesa

In the case of Emgesa, there was an increase in the consumption of energy from non-renewable sources since the thermal generation plants increased their operation by 121% YoY, with a total consumption of 171,827 GJ.



Breakdown of consumption from non-renewable sources:
 - Diesel: 3,217 tons
 - Coal: 297,030 tons
 - Gas: 12,322 tons
 - Liquid fuel: 2,139 tons

Regarding domestic consumption of electrical energy, Emgesa registered a total of 825,502 GJ, which represents an increase of 29% YoY. Total electrical energy sold for 2019 was 54,824,311 GJ.



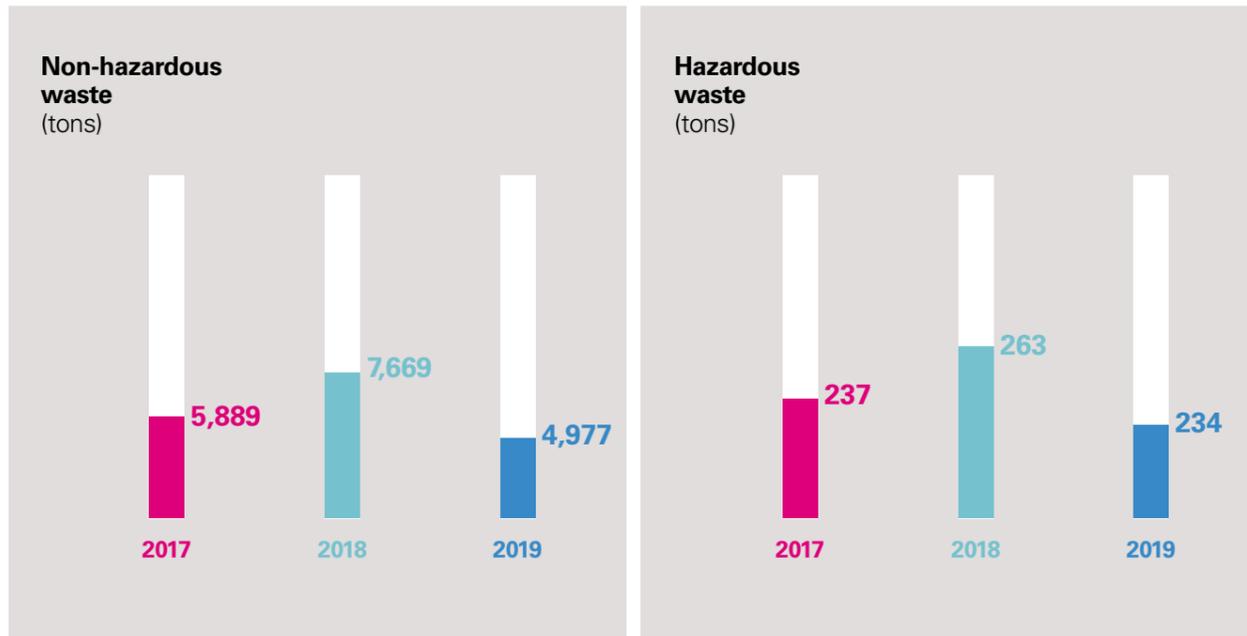
Waste and materials management

GRI Standards 301-1, 306-2

Codensa

In order to achieve the sustainability of the operation, Codensa carries out an adequate monitoring of the resources and materials used, both with internal and external collaborators, to verify that there are adequate facilities to manage and control environmental aspects.

The Company carries out controls on the generation and final disposal of hazardous and non-hazardous waste from the operation, ensuring that all stages of waste treatment are adequate and prevent contamination, which allowed reducing 34% the amount of waste generated compared to 2018.



	Treatment method	Waste type	Volume (tons)
Hazardous	Recycling	PCB free oil Lead-acid batteries	190.7
	Incineration	Oily waste	7.0
	Storage	Equipment with PCB Mercurial Waste Used clor-n-oil kit + PCB RAES (cards, photo controls, etc.)	36.0
TOTAL			
Non-hazardous	Recycling	Aluminium Copper Iron, steel and bronze Concrete Polymers Glass Cores Dry Capacitors Wood Tires	4,675.3
	Disposal in safety cell	Asbestos and fiberglass shingles	0.08
	Tip	Porcelain (slab)	301.8
	TOTAL		

In 2019, the Company took advantage of 82% of hazardous waste and 94% of non-hazardous waste, thus contributing to reducing contamination by using waste from concrete poles for reuse in the production of gravels, bases and granular sub-bases after going through the classification, cleaning and crushing processes.

Of the 6,265.4 tons of construction and demolition waste produced, 3,946.78 tons were reused, which is equivalent to 63% of the material for the Enel X and Market business line.

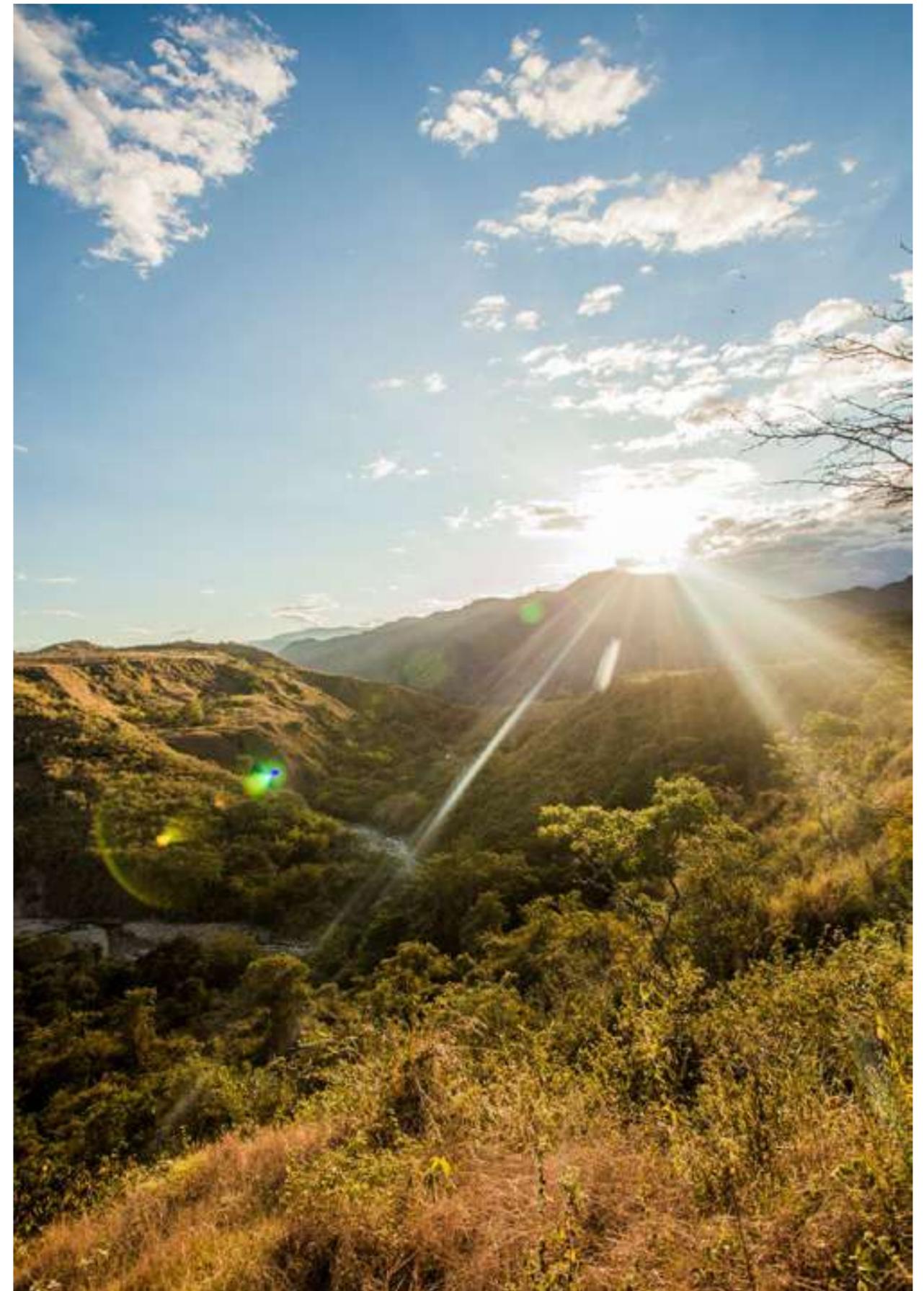
Emgesa

Emgesa continued with the environmental education programme of the El Guavio Hydroelectric Power Plant, which made it possible to take advantage of the organic solid waste generated to convert it into compost and use it as fertilizer for crops and orchards in the communities near the plant. In 2019, 11,560 kg of waste were treated that allowed the production of solid and liquid compost in the composter built to store the waste.

In 2019 Emgesa generated a total of 32,070 tons of waste, which represents an increase of 40% YoY, although a high percentage of the waste generated corresponds to ash from the Termozipa Power Plant, on which a recovery and reuse process is carried out.



	Treatment method	Waste type	Volume (tons)
Hazardous	Recovery Reused	Used oils and fats Hydrocarbon-contaminated water Oil-contaminated waste Oil-impregnated waste Paint waste Transformed and other PCB materials	50
	Recovery Use	Lead-Acid Batteries Nickel-Cadmium batteries Hh fluorescent tubes	2
	Incineration	Impregnated rags (grease, oils, HC) Hazardous sewage sludge, traps or process Other materials contaminated with hydrocarbons Fuel oil ashes Hydrocarbon waters Used oils and fats Paint residue Organic solvent residues (thinner, varsol) Other chemical substances or chemical containers Biocide containers	29
	Safety cell	Impregnated rags (grease, oils, HC) Other materials contaminated with hydrocarbons Used oils Hydrocarbon waters Mercurial fluorescent tubes Toner and printer cartridges Lead-Acid Batteries Nickel-Cadmium batteries Wastes with acids and bases Other chemical substances or chemical containers	2
	Other	Cylinders	1
		TOTAL	84
Non-hazardous	Recycling	Glass, plastic, paper, cardboard, scrap metal	775
	Recovery	Electronic Waste (ballasts, electronic cards, telephones, computers)	
	Use	Scraps of copper cables	
	Composting	Organic (used) Compost (Paraiso Power Plant biofilter)	48
	Landfill	Inorganic and organic sent to landfill	119
	Others	Waste extracted from river or sea Ash, wood, debris, sludge WWTP Other waste from the treatment system Alkaline batteries, wheels and tires Non-dangerous fluorescent tubes Fiberglass cable scraps Vegetable waste and pruning Fiberglass wool Scraps of copper cables Electronic waste (ballasts, electronic cards, telephones, computers) Glass or porcelain insulators	31,044
		TOTAL	31,986



Green Points WEEE Management Programme

- Implemented in the Thermal Power Plants where collection points were located, as well as in contractor companies.
- 1,016kg of WEEE were collected, which helped raise \$1,400,000 for the Proyecto Unión Foundation, which works for the social inclusion of vulnerable and special populations such as children with pathologies that are difficult to handle and older adults living on the streets.

Waste transport

GRI Standard 306-4

Emgesa recognizes its role as a company responsible for the integrated management of waste, for which it ensures that managers of the waste storage, disposal/treatment and transport have the respective environmental licenses and authorisations from the corresponding environmental entity. During 2019, 82,31 tons of hazardous waste were transported nationwide.

Treatment method	Destination	Supplier	Volume (tons)
Used oils and fats Hydrocarbon-contaminated water Oil-contaminated waste Oil-impregnated waste Paint waste Transformed and other PCB materials	Waste management facilities	LITO S.A OCADE	50
Lead-Acid Batteries Nickel-Cadmium batteries Hg fluorescent tubes	Waste management facilities	LITO S.A	2
Impregnated rags (grease, oils, HC) Hazardous sludge from WWTP, traps or process Other materials contaminated with hydrocarbons Fuel oil ashes Hydrocarbon waters Used oils and fats Paint residue Organic solvent residues (thinner, varsol) Other chemical substances or chemical containers Biocidal containers	Waste management facilities	LITO S.A	29
Cylinders	Waste management facilities	LITO S.A	1

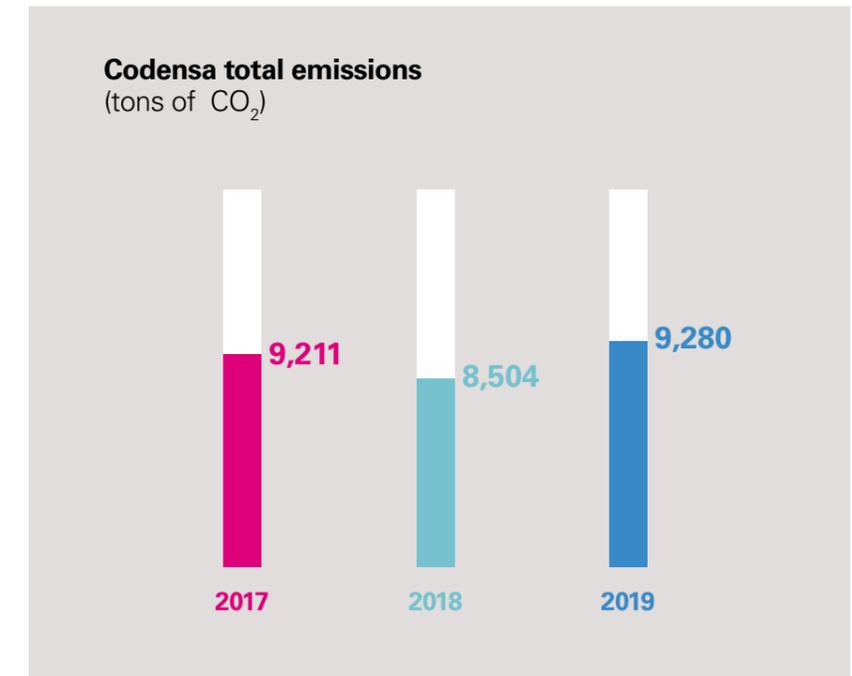


Emissions management

GRI Standards 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 305-7

It is essential for the Companies to control, mitigate and compensate the total of greenhouse gases generated as a result of their activities. In the case of Codensa, the impacts are caused by the transport of personnel and goods, while Emgesa controls the emissions generated by the thermal power plants.

In the year, Codensa generated a total of 9,280 tons of CO₂, which means an increase of 9% YoY, mainly due to the increase in the number of staff commutes, as well as higher electricity consumption.



	2017	2018	2019
Taxi rides	329	420	528
Flights	481	344	681
Transportation of materials, products and services	905	855	820
Fugitive emissions	4,966	3,325	3,258
Electrical consumption	2,530	3,561	3,993
Total	9,211	8,504	9,280

As part of the actions aimed at reducing emissions, Codensa changed lights from sodium technology to LED technology, which reduced the CO2 emissions of this type of lighting by 10,282 tons during 2019.

On the other hand, Emgesa generated 611,891 tons of CO2, i.e., during the year 958 kg CO2 was generated for each MWh of energy produced, achieving a 12% YoY reduction in this efficiency indicator.

The Company also monitors the air quality emissions of NOx, SOx and particulate matter generated by the operation of the thermal power plants under their responsibility, always guaranteeing environmental compliance through projects such as:

- Monitoring in the Paraíso Power Plant of the Bogota River for H2S emissions, which are the result of low water quality.
- Study with a specialized international firm for the identification and development of the detailed engineering of alternatives for the reduction of odours, which resulted in an emission control system consisting of a biofilter with four chambers that reduce the emission of this substance.

Project for the extension of useful life and improvement of environmental performance in the Termozipa power Plant

- Installation of the DNOX system in all the units with equipment, achieving a reduction of 8,400 NOx per year and complying with international air emissions standards.
- Discount certificate by ANLA, for environmental control investments that represent savings for the company of \$4,012,593,634.

1,147
tons of NOx



5,619
tons of SOx



184
tons of
particulate
matter



Protection and conservation of biodiversity GRI Standard 304-1, 304-3, 304-4

For Emgesa, the protection and conservation of biodiversity represent a strategic priority due to the impact generated by its activities in the areas where it has a presence. In this sense, a process of identification and characterisation of fauna and flora in the area is carried out in order to establish actions to protect and conserve the existing biodiversity.

This process takes into account the species included in the red list of the International Union for Conservation of Nature, and the protected areas where some of the plants are located.

In order to contribute to the conservation of biodiversity in Colombia, initiatives have been developed in thermoelectric power plants for the protection of wetlands and mangroves in the area of influence. Among these the following stand out:

Termozipa Power Plant

- Sabana Ecopark Project, which seeks to recover approximately 60 hectares of wetland in Tocancipa and surrounding municipalities to protect endangered species such as the diving duck, the Canadian duck and the green-billed tinguia.
- In addition, the project seeks to contribute to ecological connectivity between the Chingaza National Natural Park and the Bogota River basin.
- The recovery of the ecological path of the plant is still underway.

Cartagena Power Plant

- Design and implementation of an environmental improvement and care programme, carrying out a connectivity analysis on the 8,84 hectares around the lagoon and the identification of three biological corridors. A balance is therefore achieved between the activities of the plant and the wildlife, for being the only remaining fragment of the lagoon surrounded by mangroves.

Guavio Power Plant

- Diagnosis of flora and fauna to identify emblematic and endemic species that allow to leverage ecological tourism processes with the communities.
- This study identified more than 500 bird species, 6 snake species, 7 amphibian species and more than 40 tree species.



Environmental Management of El Quimbo Hydroelectric Power Plant

GRI Standard 304-1, 304-3

Wildlife management plan

To support and promote the conservation and maintenance of wildlife, the following activities were carried out in 2019:

- Monitoring of wild fauna in relocation areas, the right bank of the reservoir and farms that are within the ecological restoration area.
- Auto-ecological study of two bird species (scarlet-fronted parakeet - *Psittacara wagleri* and yellow-crowned amazon - *Amazona ochrocephala*).
- Monitoring the quality conditions of the ecosystems, in line with the rehabilitation strategies, to evaluate them in favour of the living beings that inhabit them.

For the recovery and protection of the wildlife that has been affected by the construction and implementation of the dam, Emgesa has carried out the following actions:

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

- Record of 51 species of terrestrial fauna, of which 8 are included in appendix II of CITES, among which are: collared sparrow hawk, common currucutú, hummingbird, comet hummingbird, Mulsant hummingbird, and sensitive species such as: waterthrush, red piranha, spot-flanked gallinule and grey gallinule along with fish like the captain of the savannah and guapucha in the tails of the reservoir.

Tomine reservoir

- Taking into account that Emgesa has a concession for this source, the cleaning of the water pond was carried out, as well as the control of invasive forest species, monitoring for the flow-up of water quality, among other activities.



Scattering and contingent rescue of wildlife

- 39,934 individuals captured for rescue
- 3,949 in the adaptation of the reservoir basin
- 30,985 rescue specimens in the filling and maintenance of the reservoir basin



Capture of species during the execution of the filling activity

- 56 reptiles
- 1 mammal
- 17 birds
- 3 amphibians

Fishery and fish resource management programme

The programme seeks the well-being of aquatic living beings in the ecosystems that occur in the dam, relocation areas, surrounding areas and on the right bank of the reservoir. To ensure the good conditions of ecosystems and the living things that compose them, Emgesa has carried out the following actions:

- In the fishing programme, the IV phase was completed and the V phase started, in which evaluations of the changes produced by the action of the dam are carried out.
- In 9 reservoir stations, 2 flood systems and 10 lotic systems, the species that inhabit the reservoir are monitored. As a result 58 fish species were evidenced.
- There were 8 species introduced in the aquatic system, so far it is the largest number of introduced species. (Astronotus sp, Onchorynchus mykiss, C. rendalli, C. Carpio, O. Niloticus, P. brachypomus, P. reticulata and P. sphenops).
- To identify changes or trends in the species, a monitoring of the fishing dynamics in the reservoir was carried out.
- There were 25 species of fish discovered in the reservoir, 21 of which 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.
- 8 of the 25 identified species are on the list of conservation species at the national and international level, whether vulnerable or critically endangered.
- Total of 238,774 kg of the 25 identified species were captured, with an abundance of 413,409 individuals. The reservoir sector contributed 94%, upstream 2% and downstream 4% of the total landings.
- A partnership was reached with Universidad Sur Colombiana and the South Colombian Experimental Station of Hydrobiological Resources (ESRH), within which the first international seminar for the ecological management of dams was held.



Obligations of the Environmental License and the environmental management programme

The authorisation for the repopulation of 2,125,000 fry of native species of the Magdalena River basin in the Quimbo reservoir was achieved, through Resolution AUNAP 1147 of June 10, 2019, valid for 7 months and possibility of extension for 7 more months. This authorisation contemplated the repopulation of the following species:



The fry releases were carried out during the months of August, November and December 2019, as shown below:



Ecological restoration programme

Emgesa led the continuation of the propagation process of native species of the tropical dry forest during 2019, through which the following activities were carried out:



With a team of more than 50 people, technicians and professionals, at the end of 2019, 30,920 trees of various species had been planted that contribute to the restoration of the ecosystem. The species of the trees planted were: dinde, ocobo, samán, ceiba, jagua, igua, capote, algarrobo, ceibo, hobo, diomate, cascabel, orejero, vanillo, among others.

In addition, there was follow-up and monitoring of the strategies proposed in the pilot plan for restoration in the newly defined plots. The monitoring was carried out by means of records of survival, phytosanitary status, growth of the released species and of naturally established species, in order to measure the performance, productivity and regeneration of the different coverage of the ecosystem, thanks to the new plantings.



Disclosure, articulation and social appropriation of knowledge

In continuing with the restoration plan, the 2019 results regarding the participation and involvement of the community in the restoration processes is as follows:

- 672 visitors
- 2,584 visitors from 2014 to 2019
- 3 community sharing activities (Farmer's Day Fair in the municipality of El Agrado, theoretical-practical workshop on birdwatching, logo and symbol design proposal contest)
- 261 direct participants from the municipalities of El Agrado, Garzon, Gigante, Paicol and Tesalia
- 24 informative pieces prepared and issued

Attalea Tropical Dry Forest Research Centre Consolidation

The research centre had multiple achievements during 2019, including:

- Support for 18 degree projects (2 doctoral students, 3 master's students, 13 undergraduate students). Students from different universities in the country, such as the Universidad Distrital, Universidad del Cauca, Universidad Nacional, Universidad Externado y Universidad Javeriana were engaged based on their research. In addition, support was provided for the development of 11 student internships at Universidad Surcolombiana, Garzon campus, and 9 students from SENA.
- Engagement of 25 undergraduate students of Biology, Forest Engineering and Tourism and hotel Management for the research processes; as well as 2 postgraduate students from the master's degree in forest management, use and conservation and the master's degree in biodiversity conservation and use programs.
- Publication of 8 scientific articles in magazines on tropical dry forests.
- Publication of the book "Manual for the Domestication of Native Species for Ecological Restoration Processes, a New Approach for Propagation and Nursery".
- Participation in research, management and compensation events on tropical dry forests.

Management of vegetation cover and land habitats

Wildlife management

This obligation has not been terminated because the license requires that follow-up activities be carried out on the wildlife monitoring programme, through the contingent rescue of fauna. Follow-up should be done up to three months after having made the contingency rescue by filling the reservoir vessel, which ended in July 2019.

Epiphytes

Monthly maintenance and monitoring activities were carried out on the vascular and non-vascular epiphytic species transferred to the restoration zone from the areas of deceleration bays at the entrance to the resettlement of Montea, entrance zone of the offices of the El Quimbo Power Plant and the Llanos de la Virgen Pipeline.

- Follow-up and monitoring to ensure the survival of the transferred epiphytic communities
- Maintenance work to ensure the adequate growth of individuals
- Continuous monitoring of environmental and phenological conditions, the survival and development conditions of transferred epiphytes, and thus ensure the reproduction of fertile material for the area
- Identification and verification of the resilience of the transferred species and generation of new epiphytic individuals

In the polygon of the ecological restoration zone, as of 2019 there were a total of 859 individuals, with 94.8% survival, which allows us to infer that the adaptation capacity of the species is high, thanks to biotic and abiotic factors that we have tried to implement.

Revegetation strip

161,16 hectares were sown for revegetation in 100 lots, which were protected with firewalls distributed in 24,60 hectares, and isolated in their entirety.

Maintenance to the area must be carried out for a period of four years from the sowing of each lot, which is how during the course of 2019 the maintenance of 63 revegetation lots was completed, which is equivalent to 106,78 hectares planted, which were protected with 14,81 hectares of firewalls.



Balseadero yard - disposal of wood and biomass

By the end of 2019, Emgesa disposed of 189,869 m³ of wood chips, 128,995 m³ of which have been used by brickyard workers and third parties to work the soil. These inputs are mainly provided to the union to mitigate the impact of obtaining this raw material, which they use for the firing of bricks in the department.

Floating barriers

From the process of filling the reservoir, four floating barriers were built in Styrofoam and steel cable, which were intended to contain the plant residues that occur after filling. In 2019, with the completion of the reservoir filling, the remaining two barriers were removed.

Climate monitoring programme around the reservoir

Through six stations located around the reservoir, a monitoring of the climatic changes in the area of influence was carried out, in order to compare the climatic data of the reservoir with the data provided by the IDEAM. With the analysed data it was possible to identify that there is no significant change in the microclimate of the territory occupied by the reservoir.

The agricultural health monitoring was also carried out, which continued its execution with the collaboration of Universidad Surcolombiana, for follow-up visits on the behaviour of pests and diseases in 100 farms with coffee, cocoa, citrus, Isabella grape, avocado crops and bovine livestock. Thanks to this monitoring, it was possible to establish that the settlement of the reservoir did not contribute to the proliferation of pests and diseases, which occurred due to normal variations in periods of high and low rainfall, as well as the La Niña and El Niño phenomena.

Limnological monitoring and water quality

The limnological and water quality monitoring programme was executed at the El Quimbo Hydroelectric Power Plant, which included the identification of the reservoir waters to assess the physicochemical, microbiological and hydrobiological conditions in a total of 23 points.

Compliance status of the environmental license

Through resolution 899 of 2009, the El Quimbo Power Plant was granted an environmental license that has been continuously monitored and controlled by the National Authority of Environmental Licenses (ANLA).

It has imposed 2,505 obligations, of which 1,076, equivalent 43.3%, had been fulfilled at the end of 2019.

In this sense, the Environmental Compliance Reports 19 and 20 of the El Quimbo plant were presented, which were adjusted to the new guidelines required by the Ministry of Environment and Sustainable Development through Resolution 077 of 2019.

Finally, on 13 August 2019, the first oral monitoring and environmental control hearing for ICA No. 18 of the El Quimbo plant was held, organised by ANLA together with the technical group and of Emgesa. As a result, Oral Act No. 105 of 2019 was issued.

Investments and environmental expenses

Codensa

Description	Amount invested in 2019 (\$)
PCB-contaminated transformer drainage, packaging and transportation service and analysis of contaminated soils	153,076,617
PCB marking and identification project in Codensa networks	4,031,973,946
Electromagnetic field measurements	7,136,595
Noise measurements	14,419,575
Environmental services in the reintegration warehouse	696,057,236
Environmental legal compliance assessment	5,000,000
Meeting of environmental managers	648,550
Internal awareness sessions on the HSEQ route	23,926,165
Tax incentives workshop	2,495,790
Ecological walk PNN Chingaza	4,051,600
Waste separation and classification campaign	4,545,681
Spill response training	7,863,522
Carbon footprint calculation	9,360,000
Payment for environmental monitoring of the Environmental Management Plan for 115 KW lines in the jurisdiction of CORPOGUAVIO	2,169,667
PCH Environmental Management Measures	4,728,127,285
Nueva Esperanza (purchase of San Gregorio property, forest maintenance, environmental compensation, etc.)	119,013,113
Gran Sabana (fauna, forest maintenance and exploitation programme)	64,512,164
Environmental Investments of the Compartir Project (monitoring of environmental license, reforestation project, awareness campaigns, etc.)	791,670,038
Environmental investments of the Terminal Project (preparation of environmental studies, etc.)	128,094,769
Environmental investments of the Portugal Project (management of environmental procedures, etc.)	363,849,402
Environmental investments of the San José Project (management of environmental procedures, etc.)	321,268,667
COMSISA Project environmental compensation	184,899,000
Other investments in high voltage projects (environmental awareness, etc)	7,221,467
Total expenses and investments	11,671,380,849

Emgesa

Description	Amount invested in 2019 (\$)
Wastewater management	172,133,499
Waste management	31,250,000
Protection and decontamination of soils, ground waters and surface waters	81,835,536
El Quimbo	17,084,000,000
Investments renewables	17,369,219,035
Environmental protection expenses renewable energy power plants	
Protection of atmospheric air and climate	72,838,561
Waste management	88,732,236
Protection and decontamination of soils, ground waters and surface waters	645,725,574
Noise and vibration reduction	28,890,254
Protection of biodiversity and landscapes	1,140,746,222
R&D	1,491,647,552
Other environmental protection activities	2,992,313,171
Expenses renewables	6,460,893,570
Investments in environmental protection thermal power plants	
Protection of atmospheric air and climate	232,390,049
Wastewater management	501,016,533
Waste management	65,300,500
R&D	974,498,291
Other environmental protection activities	228,390,345
Investments thermal	2,001,595,718
Environmental protection expenses thermal power plant	
Protection of atmospheric air and climate	791,835,112
Wastewater management	1,906,440
Waste management	92,208,908
Protection of biodiversity and landscapes	243,322,313
Other environmental protection activities	741,696,517
Expenses thermal	1,870,969,290
Total investments	19,370,814,753
Total expenses	8,331,862,860
Payment for transfers	94,617,384,180



Sustainable Supply Chain

Material topic: Sustainable supply chain

Responsible management of purchases and acquisitions



GRI Standard 103-1, 103-2, 102-9

The hiring processes for the acquisition of materials, works and services that cover the specific needs of the Companies are the responsibility of Procurement Colombia. This management aims to maximize the creation of value in all its forms (safety, savings, time, quality, performance, income, cash flow, risk reduction) and to improve the experience of the stakeholders involved, from a perspective covering the entire purchasing process.

Because of this, the work has focused on improving the competencies of buyers through the use of user-friendly technologies, recognizing the contribution of each one in a multicultural and multinational environment based on trust and motivated by passion. This way, it seeks to improve integration and communication with customers, jointly define solutions that meet the needs of the business and involve suppliers from the moment the need for supply arises, listening to their proposals and developing an innovative approach together.



Procurement transformation

Since 2018 the companies have been developing the Procurement Transformation project, which in 2019 focused on activities for buyers, the development of tools for purchasing management, the implementation of new bidding methodologies and engagement with vendors.

Buyers

The project called Procurement School was completed in 2019, which enhanced the skills and competencies of the purchasing team, through a learning process that strengthened competitiveness in the face of current market challenges. This project focused on the main phases of the purchasing process, with research on best practices in other companies and the development of analysis models and methodologies.

Additionally, the Workload project began its execution, which identifies the procedures carried out by each of the purchasing professionals, in order to optimally distribute the workload and create a life-work balance.

Tools

In order to have a consolidation tool for procurement status of current suppliers in all the countries where Enel operates, the Companies implemented the Glassdoor, which offers purchasing users a general and specific outlook that supports decision-making.

Smart Planning Tool was created to manage the needs of the business units that materialize the purchase plan. This tool has the ability to streamline purchase planning, in relation to the needs and interests of the Companies. In addition, it allows visualizing the status of contracts by estimating, based on trends, the behaviour for a period of three years. A planning level of 93.8% was achieved thanks to this tool, which contributed to avoiding negative contingencies in the 2019 purchasing processes.

Levers of value

A new bidding methodology called Should Cost was applied, which allows defining the amount to invest in a good or service, if it were produced with the maximum possible effectiveness and efficiency. In 2019, this methodology was applied in 71% of the awarded processes over € 1,5 million.



Lead Time

In order to optimize the duration in the bidding processes, three types of processes were established according to the level of complexity of the management of each one: Spot Order, 30 days, Light Tender, 100 days, and Full Tender, 150 days. This will allow adding value in the purchasing process and management, to satisfy customer needs more quickly.

Vendor engagement

A space called Supplier Day was designed for suppliers to know the vision of the business group, as well as the relationship between the procurement processes, the purchase plans for the next two years, the investment plan for the following year, safety indexes, description of the purchasing process and the application of levers to create value. 102 companies participated in this event.

In addition, the SHE365 project was carried out, with the aim of strengthening the relationship with suppliers regarding safety and environmental issues, in order to comply with the standards and objectives defined by the Companies in this area. Accordingly, in 2019 45 vendor ratings were completed.



The K sustainability project is a strategy through which Enel seeks to promote development and improve its social, environmental, health and safety performance, and to generate shared value between the parties. A highlight of this strategy is the hiring of 11 people with physical disabilities in the contact centre service.

Vendor Rating

GRI Standard 103-3

The Vendor Rating process allows objective and specific evaluation of information regarding punctuality, quality, compliance with legal-labour and safety aspects, as well as the behaviour of contractors during the execution phases of the contract. The above in order to verify the performance and commitment of suppliers regarding the responsibilities established in the contracts.

In addition, there is a vendor rating system that makes it possible to accurately assess companies that wish to participate in Codensa and Emgesa's acquisition processes. This mechanism requires the presentation of a series of documents and, among others, adherence to the principles expressed by the Code of Ethics, the Zero Tolerance against Corruption Policy, the Human Rights Policy and the Principles of the Global Compact, specifically in terms of conflict of interest and compliance with principles related to human rights, work, the environment, corruption and ethical conduct.

This rating system represents a guarantee for the Companies, since sustainability (safety, environment, human rights), legal, economic-financial, technical and reputational aspects are evaluated within the process.

Additionally, the purchasing process includes the General Procurement Terms, which regulates the contractual relations between the Companies and their suppliers, particularly in relation to the acquisition of materials, equipment, works and services. There is a specific area of standards, policies and procedures for procurement on a global scale, which defines the regulatory framework of the supply chain, as well as the rules and policies that govern the procurement process.

There is a vendor rating system that makes it possible to accurately assess companies that wish to participate in Codensa and Emgesa's acquisition processes

Purchasing cycle

By monitoring the purchasing dynamics, it is possible to evaluate how convenient contracting with certain suppliers really is, based on purchase parameters defined in the vendor and contractor rating, as follows:

Planning	The planning process has three stages. It begins with the identification and creation in Smart Planning of the users' purchase needs. Subsequently, a joint analysis stage is carried out, in which users and Procurement participate, forming a synergy to define the needs plan until finally becoming the purchasing plan.
Preparing the bidding process	Each purchase is checked for an approved order request that complies with the required technical evaluation structure and methodology. To ensure the transparency of the process and avoid potential conflicts of interest, the process must have a minimum of three independent suppliers.
Technical and commercial evaluation	Once the bidding process has been closed, the bids received are evaluated and the one that meets all the technical and commercial conditions required is selected, which should be the most favourable in all the criteria.
Award	The award and formalisation of the purchase is carried out with the endorsement of the Head of Division or purchasing manager, and the Legal Advice area if necessary. Approval circuit in accordance with the powers defined with the Chamber of Commerce.
Vendor Rating (VR)	Through this model, the performance of contracted goods and services providers is periodically monitored. The Vendor Rating index is calculated taking into account the weighted average of categories such as quality, safety, environment, punctuality and compliance with legal and labour aspects. Based on the results obtained, trends are reviewed and the necessary action plans are requested to improve performance in the corresponding categories. The monitoring of these indicators also allows the analysis of a possible suspension in the face of repeated poor performance.

This process aims to reduce the risks associated with the supply chain in actions, especially with regard to human health, care for the environment and respect for human rights.

The Governance & Suppliers Management unit, linked to Global Procurement, is in charge of coordinating sustainability issues within the supply chain. For the implementation, monitoring and verification of sustainability requirements, the HSEQ (Health, Safety, Environment and Quality) areas of the Global Business Line and Holding are involved, as well as the sustainability areas and purchasing units.

Supplier management programme

The Companies carried out a series of activities and programs with which they intend to make the supply processes and the management of suppliers and contractors more efficient. The following table summarizes the initiatives taken:

Procurement Transformation Project	<p>During 2019, the objective of having qualified suppliers, with experience and good performance, was continued, for which the forum "A sustainable relationship with opportunities" was held, attended by approximately 102 companies that already provide services or potential suppliers in the business. This meeting covered topics such as: the role of Enel in the current scenario, the mission of Procurement, safety, the purchasing process, supplier engagement, advanced levers, digital enablers, compliance, investment plan 2020-2021 and the Purchase Plan.</p> <p>Supplier engagement was strengthened through different spaces such as:</p> <ul style="list-style-type: none"> Sustainability in the Value Chain, whose objective was to invite suppliers to participate in the preparation process of sustainability reports for the creation of value through the GRI platform. This event had a participation of 25 companies, 14 of which confirmed their participation in the training. The objective of "Sharing our values with Enel suppliers" was to reinforce the commitment to the highest standards of transparency and to promote an ethical culture on all fronts of action of the Companies. On this occasion, 27 suppliers participated. We continued with the space called "Provide us", created to share with suppliers difficulties, problems and solutions, relevant information, concerns and priorities, to achieve greater integration, facilitate work and promote better results. These activities raised problems that encouraged joint solutions, made clarifications, and provided information on the transformation of the purchasing process. In 2019, two activities related to "Vendor Registration and Rating" and "RFQ Training" were carried out, with the participation of 41 companies.
Launch of new Suppliers Performance Management (SPM) model	<p>In 2019, the Supplier Performance Management model was configured, with a structured, standardized and global approach to measure the performance of suppliers whose main benefits are:</p> <ul style="list-style-type: none"> Data for decision-making: updated and objective information available on time (comparison of performance between countries, suppliers, business lines, logical groups, among others). Possibility of sharing best practices. Ongoing monitoring of supplier performance to increase the quality of the supplier base. Risk mitigation: Reduce negative effects on suppliers, selecting the best ones. Integration between Procurement and business lines: sharing knowledge of suppliers <p>Supplier Performance Management (SPM) has been developed along 4 main pillars:</p> <ul style="list-style-type: none"> Definition of SPM Indicators based on six categories that include: quality, punctuality, safety, environment, social and labour responsibility, innovation and collaboration. Definition of global procedure, organisational structure, short and long-term evaluations. Awareness and dissemination activities. Development of the SPM System. <p>The digital Track & Rate tool was consolidated in the Renewable and Thermal Generation businesses, which allows users to comply and notify events in relation to the performance of the activity of suppliers in their contracts.</p> <p>This tool is integrated with the SPM model, making it available in the rating for all the companies' businesses.</p>
Vendor Rating System	Vendor rating in aspects of sustainability (human rights, environment and safety) was consolidated with the Vendor Rating Model as a pillar in all evaluations.



Contracts and hires

GRI content 204-1

In 2019, the Companies awarded contracts in the amount of \$2,093,616 million. Of the contracts that were formalized for the purchase of goods and services, 87% were contracted with local suppliers, this in order to boost the country's development and promote the local economy. The contracted local suppliers were those who were in the Companies' area of influence. At the end of 2019, there were 579 suppliers with current contracts.

From Global Procurement it is possible to share experiences and skills to find efficient responses to the Companies' needs. The Global Procurement matrix organisation verifies that the purchasing processes are managed through different global procurement units in the parent and local procurement units, which must be aimed at well-defined and coordinated obligations, promoting the development of all levels.

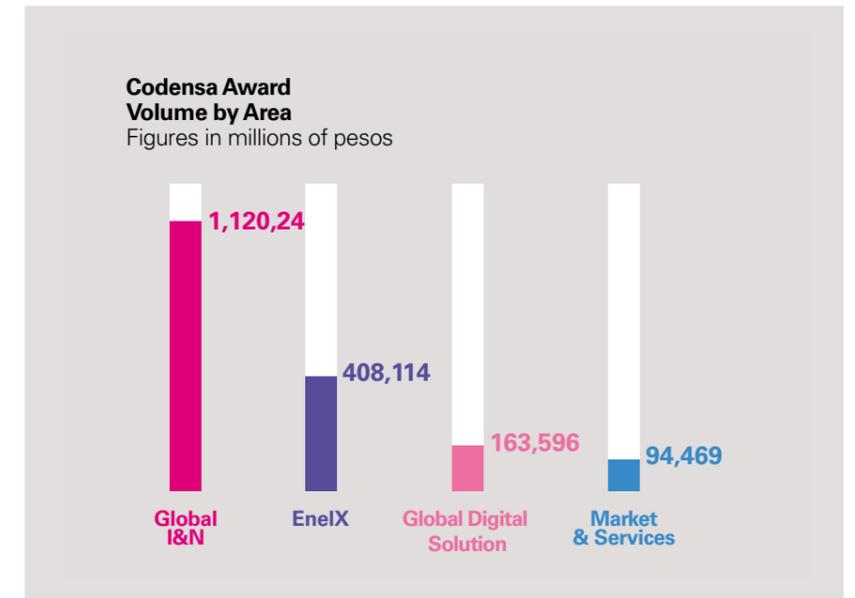
In Colombia, the structure is made up of the purchase portfolios Infrastructure and Networks, Renewable Energy, Thermal Generation, Enel X, Staff/Services and Digital Solutions. The cross-sectional area of Governance & Suppliers Management works to control the procurement and relationship processes with suppliers. This organisational model is fluid and flexible, based on a solid procurement process and articulated between various sections, which focus on the characteristics of the suppliers.

Suppliers are considered members of the team, which allows the Companies to enrich their portfolio of solutions to provide customers with an excellent service, working at all times with diversity and innovation as added value.

Global Procurement matrix organisation verifies that the purchasing processes are managed through different global procurement units in the parent and local procurement units

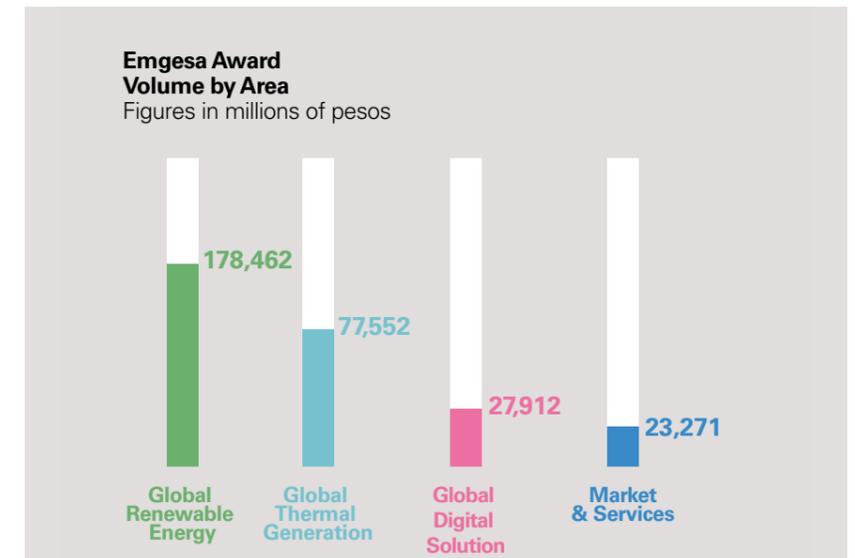
Codensa

Codensa carried out contractual processes to acquire goods and/or services from suppliers for an amount of \$1,786,419 million, destined for infrastructure and networks, marketing goods and services, general services and purchases related to technology and information technology.



Emgesa

Emgesa awarded contractual processes for the amount of \$307,198 million in purchases of renewable generation, thermal generation, staff, and purchases of technology and information technology. The following is a breakdown of the total amount of Emgesa's awards by company area:



Vendor Rating

GRI Standards 308-1, 407-1, 408-1, 409-1, 414-1

The vendor rating process begins before the Companies receive the good and/or service to their satisfaction. Initially, a comprehensive study and analysis is made from the companies' activities in the following areas:

- Business: Anti-corruption measures
- Sustainability: Free association and collective business practices
- Technical experience

All suppliers of products and/or services for the Enel Group Companies are subject to a rating process, which allows evaluating compliance with a series of criteria that include issues of social and environmental responsibility, such as:

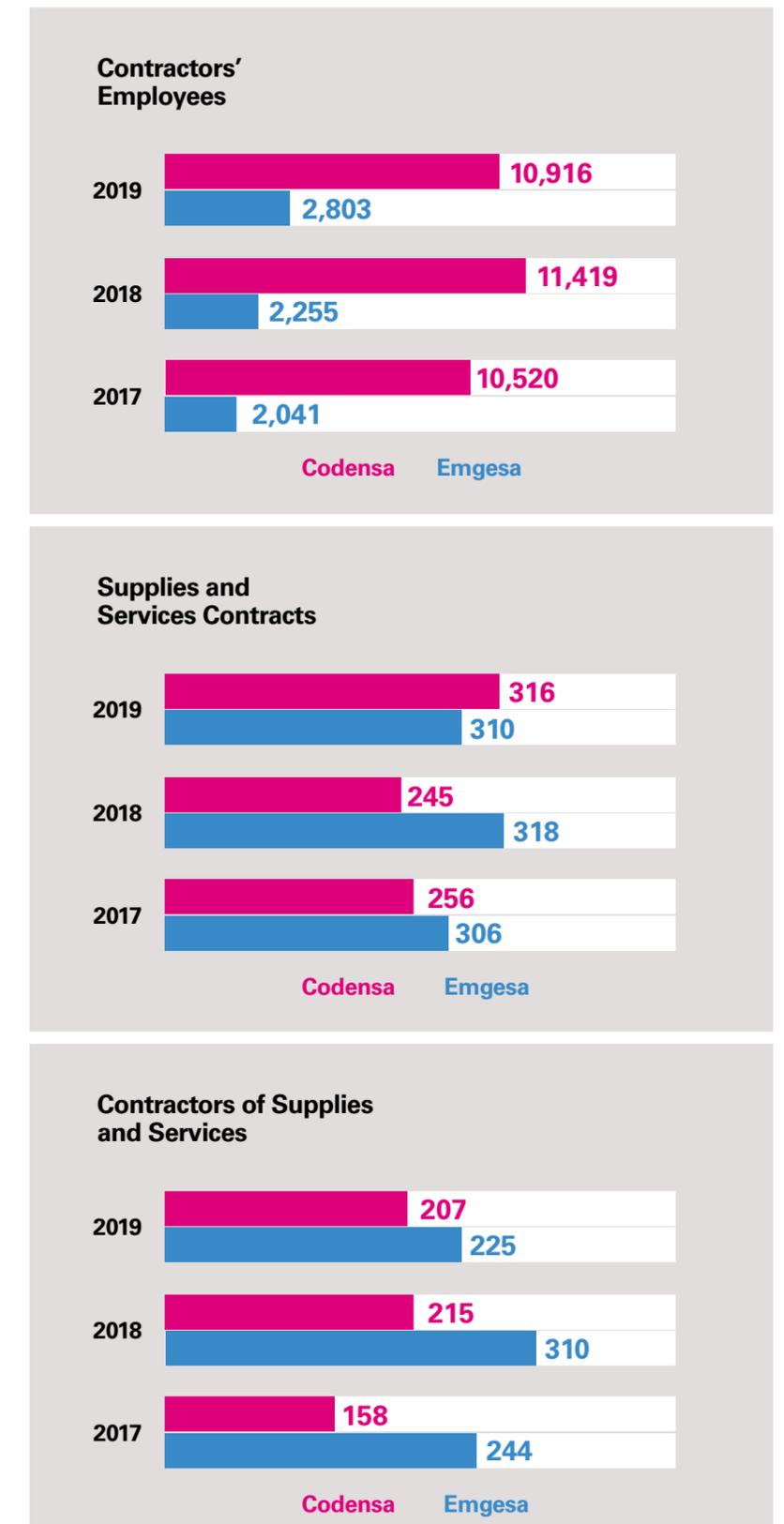
Safety	Environment	Human rights	Ethics
Criteria related to the safety and health of workers, their self-care and compliance with Colombian law, having an occupational health and safety policy, the incidence and prevalence of accidents with incapacities of more than two days and fatal accidents, among others.	Criteria related to reducing or cancelling negative impacts on the environment, measuring incidents, generating reports on non-compliance with regulations, the existence of an environmental policy, training, measurement of greenhouse gas emissions, environmental control of suppliers, water management, energy and waste programs, among others.	Criteria associated with participation in the United Nations Global Compact, gender equality, human rights policy, incidents or claims for violation of rights, inclusion of people with disabilities, non-discrimination, free collective association and controls against child labour.	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 order to promote the responsible performance of the supply chain, the rating of these aspects is carried out on all suppliers.

In 2019, all our successful suppliers were evaluated in these aspects. No business relationship was terminated, as no supplier with significant impacts in the areas evaluated was identified.



Contractor control



Codensa hires

Codensa carried out indirect hiring processes with 10,916 people, from 207 companies, through 316 supply and service contracts with suppliers. The activities carried out by these suppliers were mainly related to:

- Works and maintenance of medium and low voltage networks
- Environmental management and waste disposal
- Construction, works and maintenance of substations
- Computing and information technologies
- Public lighting works and maintenance
- Large customer works
- Personalized and written customer service
- Customer service in call centre



Emgesa hires

Emgesa carried out indirect hiring processes with 2,803 people, from 225 companies, through 310 supply and service contracts with suppliers. The activities carried out by these suppliers were mainly related to:

- Central construction, works and maintenance
- Supply and logistics of coal in thermal plants
- Environmental management and waste disposal
- Minor maintenance on plants
- Computer and Information Technologies

Hours worked

Activity	Codensa	Emgesa	Consolidated
Construction	38,474	220,712	259,186
Operation Maintenance	1,607,139	423,913	2,031,052
Total	1,604,318	25,311	1,629,629
Total	3,249,931	669,936	3,919,867

Employment control

In order to provide the best conditions for contractors and suppliers, ensure compliance with agreed obligations and maintain harmonious relationships with contractor companies, the Companies developed the following employment control actions in 2019:

Codensa

49 employment inspections and comprehensive audits were carried out on the main contracts to validate compliance with legal-labour aspects, which allowed corrective measures to be taken by the contractors, with 43% of them implemented at the end of the year. Employment inspections validate compliance with labour legal aspects; and the integral audits allow verifying the fulfilment of the contracted services in matters of labour-legal obligations, health and safety, information security, among others.

Compliance with the legal-labour obligations of 48 new contracts was validated before starting their execution.

The quarterly Vendor Rating was carried out for 107 contracts related to compliance with legal-labour obligations, so that companies have continuous improvement in the provision of their services.

Emgesa

63 employment inspections and comprehensive audits were carried out for the most relevant contracts, in order to validate compliance with legal-labour, health and safety, information security and contractual requirements, which allowed defining plans of action by the contractors that, at the end of the year, were implemented and minimized by 68%.

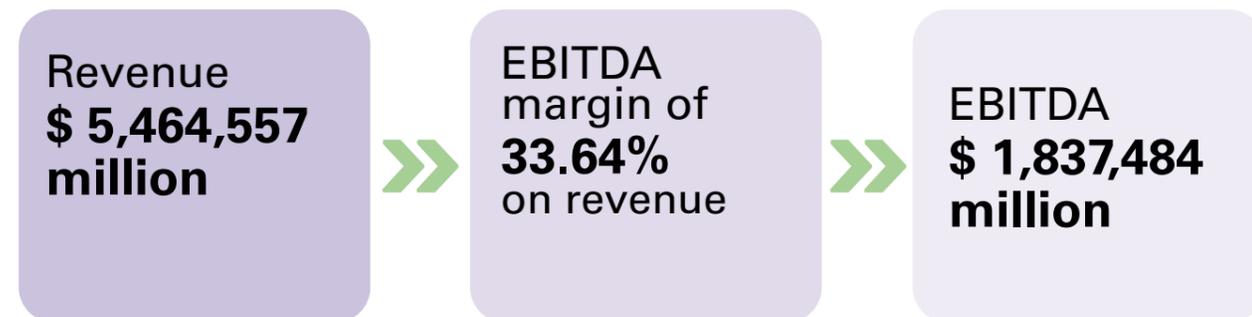
The quarterly Vendor Rating was carried out for 18 contracts related to compliance with legal-labour obligations, so that companies have continuous improvement in the provision of their services.



Creation of economic and financial value

Codensa and Emgesa join forces to provide energy to the Colombian territory through a value proposition that focuses on customers, sustainability and respect for the environment. Accordingly, the Companies have worked to maximize the benefits for the different stakeholders, guiding their activities within a framework of ethical and transparent action that has consolidated them in the country and in the markets where they have a presence

Codensa



Emgesa



Interest rate and exchange rate risk management

In the development of operations and given the market conditions, the Companies are exposed to certain financial risks, mainly those associated with the interest rate and exchange rate. In this sense, it has been considered necessary to identify, measure, control and monitor said risks, facilitating the adoption of timely decisions that help mitigate them.

In addition, risk analysis measurements, periodic reviews and evaluations of the valuation methodologies of financial instruments are carried out, as well as the verification of compliance with the established policies and limits.

Interest rate risk

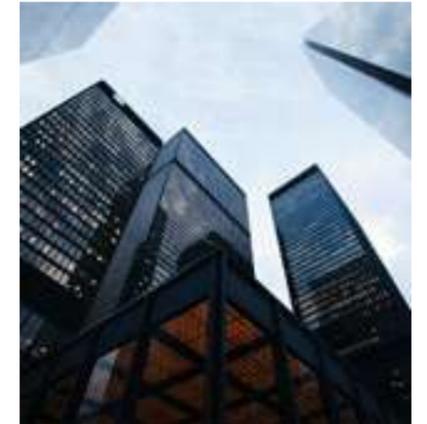
Changes in interest rates modify the fair value of assets and liabilities that accrue at a variable interest rate. The objective of interest rate risk management is to reduce the volatility of financial expense reflected in the income statement.

Therefore, a periodic check is carried out on the composition of the debt portfolio, identifying currencies, rates and terms, as well as evaluating the financial hedging instruments in case of identifying a significant exposure.

Exchange rate risk

Exchange rate risks may arise after the following transactions:

- Debt contracted by the Companies in a currency other than the one in which their flows are indexed
- Payments to be made for the acquisition of materials and equipment associated with projects in a currency other than the one in which their flows are indexed
- Income in other currencies



The Companies strive to ensure that, when any financing need is identified, the acquisition of the new debt is in local currency. Therefore, if the most efficient option is denominated in a currency other than the Colombian peso, financial derivatives must be used that convert the value of the debt and its flows into Colombian pesos (synthetic loans).

In the event that any area needs to make an investment, expense or has anticipated income in a currency other than the Colombian peso, options for contracting financial instruments that mitigate the exchange rate risk should be evaluated.

Economic value generated and distributed

GRI Standard 201-1

Codensa

In 2019, the Company had revenues of \$5,464,557 million, evidencing an increase of 8% YoY. Of this value, 82% was distributed among its stakeholders, mainly for operating costs (58%), employee salaries and social benefits (4%), payments to suppliers (12%) and payments to the Government (8%).

Codensa (Figures in millions of pesos)		2017	2018	2019
Economic value generated (EVG)	Revenue	4,556,608	5,059,809	5,464,557
	Operating	4,535,092	5,038,610	5,416,283
	Non-operating	21,516	21,199	48,274
Economic Distributed Value (EDV)	Operating costs	2,577,173	3,048,202	3,156,173
	Employee salaries and social benefits	183,733	204,099	234,661
	Payments to providers of capital	743,367	625,885	641,057
	Financial expenses	193,186	201,115	208,196
	Payment of dividend	550,181	424,770	432,861
	Payments to the Government	497,234	490,353	437,920
	VER=VEG-VED	555,101	691,271	994,746
Retained economic value (REV)	VER=VEG-VED	555,101	691,271	994,746

Financial results

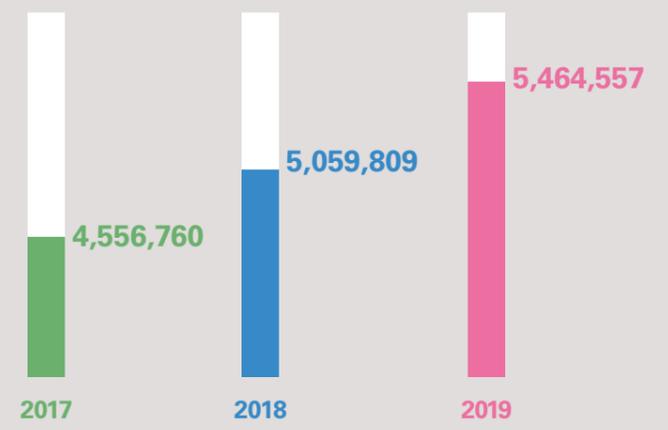
Item	2018	2019	Variation
Revenue	5,059,809	5,464,557	8.00%
Operating costs and expenses	3,048,202	3,157,027	3.57%
Contribution margin	2,011,607	2,307,530	14.71%
EBITDA	454,651	469,682	3.31%
Earnings before taxes	978,404	1,223,304	25.03%
Income tax provision	369,763	400,546	8.33%
Net Income	608,641	822,757	35.18%

In the year, operating income reached \$5,464,557 million, a YoY increase of 8%, mainly due to:

- The growth of regulated market demand by 2.27% per annum, especially in the tolls sector, according to the behaviour of the Colombian economy and the increase in industrial production.
- The increase in the average rate during 2019 by 3.83%YoY, due to the generation component that is explained thanks to an increase in prices on the Energy Exchange. In addition to this, the distribution and sales component increased as a consequence of the growth of the Producer Price Index (PPI) and the Consumer Price Index (CPI), respectively, and also of the increase in the contribution of the Superintendence of Residential Public Services reflected in the last quarter of the year. On the other hand, the restrictions component had a significant reduction due to the relief for the amount received in the wholesale market, which corresponds to the execution of the guarantee for non-compliance with the commissioning of the Hidroituango project.
- The boost in the Company's value-added products and services as a result of the better remuneration received for public lighting and the modernisation carried out, as well as the start of the cleaning billing project, liquidating the previous agreement for the product Crédito Fácil Codensa and starting the Open Book model.



Codensa Revenue
Millions of pesos



On the other hand, cost of sales amounted to \$3,157,027 million, which represents an increase of 3.57% YoY. This increase is mainly due to energy purchases at a higher stock market price, to which an average of 17% of energy purchases were exposed during 2019.

In turn, administrative expenses amounted to \$470,092 million, presenting an increase of 3.31% YoY, mainly as a result of:

- Increase in personnel costs given the increase in CPI and minimum wage
- Increase in the staff to attend to new projects, especially Cleaning Bill and maintenance of public lighting systems, which was offset by higher capitalisation of own labour according to the higher level of investments YoY.
- Higher volumes in in-person channels, call centres and written procedures.

Therefore, the Company generated an EBITDA of \$1,837,538 million in the year, which means that there was an increase of 11.1% YoY, which is explained by a growth in the average debt balance due to financing of investments. This effect was partially offset by a lower debt rate of approximately 50 bps.

The Company's net financial expense amounted to \$189,513 million, which represented an increase of 11.1% compared to the \$170,634 million recorded a year ago, explained by a YoY increase in the average debt balance in 2019, as a result of the financing of Investments. This effect was partially offset by a lower debt rate of 0.5 percentage points.

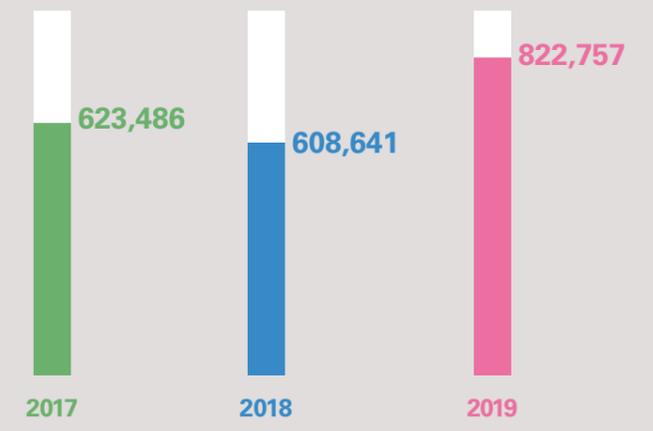


During 2019, debt amortisation payments were made for \$758,392 million and financing was taken for \$839,702 million, corresponding to the issuance of local bonds in March. Additionally, a loan was taken through the Finagro Subsidized line in June for \$41,667 million, to finance projects in rural areas, and four inter-company loans were obtained with Emgesa for a total of \$92,658 million in October and November.

The placement of bonds was intended to finance the investment plan, especially in rural areas and the refinancing of financial obligations. For this, two series were issued: the first at a fixed rate with a term of 4 years for \$280 billion and a rate of 6.30%; while the second series at CPI + 3.56% for a term of 10 years, with an amount of \$200 billion. The placement had a Bid to cover of 2.54x.

Regarding net income, in 2019 it amounted to \$822,757 million, with an increase of 35.2% YoY, due to the effect of the income tax nominal rate, which for 2018 was 37% and for 2019 33%. In addition, in 2018 there was a non-deductible expense for impairment of the PCH, while in 2019 it had non-taxable income due to the impairment review of the PCH, which represented a net margin of 15.06% on the income for the period.

Codensa Net Income
Millions of pesos



As of 31 December 2019, the Company's total assets amounted to \$7,248,932 million, within which the item of net property, plant and equipment represented 76.9%, with a value of \$ 5,575,126 million, and cash and temporary investments amounted to \$320,669 million, equivalent to 4.4% of total assets.

Compared to 2018, total assets showed a growth of 6.22% due to an increase in the ownership of plant and equipment, as a result of the investments made by the Company, especially in substations, high, medium and low voltage lines, and machinery.

Assets	2018	2019	Variation
Current assets	1,412,073	1,269,194	-10.12%
Non-current assets	5,412,592	5,979,739	10.48%
Total assets	6,824,665	7,248,932	6.22%

Figures in millions of pesos

Total liabilities as of 31 December 2019 had a total of \$ 4,106,659 million, with an increase of 1.23% YoY, given the increase in the Company's financial indebtedness to finance the investment plan.

At the end of 2019, the balance of the financial debt, including interest payable, amounted to \$2,192,220 million, which represents a growth of 4.17% YoY.

Liabilities and equity	2018	2019	Variation
Current liabilities	2,142,430	1,820,882	-15.01%
Non-current liabilities	1,914,398	2,285,777	19.40%
Total liabilities	4,056,828	4,106,659	1.23%
Total equity	2,767,837	3,142,273	13.53%
Total liabilities and equity	6,824,665	7,248,932	6.22%

The Company maintained its policy of minimizing the exposure of the income statement to exchange rate variations. Thus, at the end of 2019, its total debt was concentrated in pesos: 89% in bonds in the local market, 8% in banks and 4% in intercompany loans. Additionally, 42% of the debt interest was indexed to the CPI, 1% to DTF and 57% at a fixed rate; while 88% of the financial debt was long-term (maturity greater than one year).

In turn, the Company's equity amounted to \$3,142,273 million, showing an increase of 4.49% YoY. The variation is explained by the increase in retained earnings and the growth in year earnings.



Dividends

On 26 March 2019, the General Shareholders' Meeting, in ordinary session, approved the distribution of profits for the period January to December 2018, for a total amount of \$608,641 million, equivalent to a distribution of 70% of available profits.

In 2019 Codensa paid a total of \$432,861 million in dividends to its shareholders, corresponding to the last instalment of the dividends declared on the 2017 net income and to the first two instalments of the dividends on the 2018 net income, equivalent to 70% of total dividends declared over said income.

Current Ratings

On 11 July 2019, Fitch Ratings Colombia confirmed Codensa's long-term national AAA (Col) rating and maintained stable prospects. The rating agency also confirmed the AAA (Col) rating on all current bond issues in the Company, as well as the ordinary bond and commercial paper issuance and placement programme. It also ratified the F1 + (Col) short-term rating.

According to the rating agency report, the Company's rating reflects its low business risk profile, as a result of the regulated nature of its income and its limited exposure to demand risk. It also evidences Codensa's solid credit profile, which is characterized by a robust generation of operating cash flow, low leverage and strong liquidity indicators.

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

Emgesa

In 2019 Emgesa generated an economic value of \$4,091,858 million, which represents an increase of 10% YoY. Of this value, 76% was distributed among its stakeholders, for operating costs (37%), employee salaries and social benefits (3%), payments to providers of capital (24%) and payments to the Government (17%).

Emgesa (Figures in millions of pesos)		2017	2018	2019
Economic value generated (EVG)	Revenue	3,425,081	3,718,449	4,091,858
	Operating	3,400,006	3,667,453	4,069,676
	Non-operating	25,075	50,996	22,182
Economic Distributed Value (EDV)	Operating costs	1,170,360	1,412,021	1,528,369
	Employee salaries and social benefits	80,533	90,715	105,075
	Payments to providers of capital	981,786	932,669	995,927
	Financial expenses	384,348	332,964	299,356
	Payment of dividend	597,439	599,706	696,571
	Payments to the Government	488,964	479,791	492,685
	VER=VEG-VED	703,438	803,253	969,802
Retained economic value (REV)	VER=VEG-VED	703,438	803,253	969,802

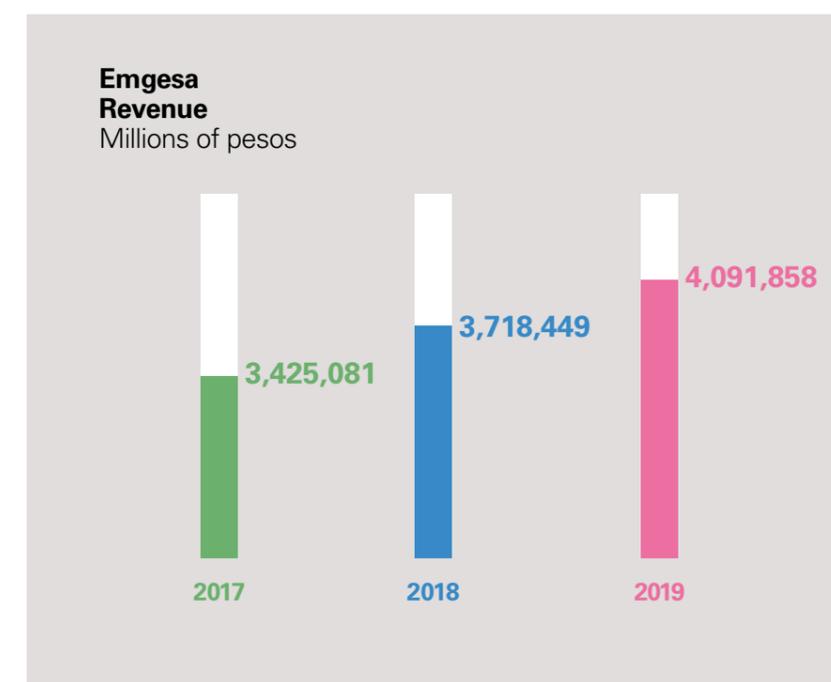
Financial results

Item	2018	2019	Variation
Revenue	3,718,449	4,091,858	10.04%
Operating costs and expenses	1,412,021	1,528,369	8.24%
Contribution margin	2,306,428	2,563,490	11.15%
Administrative expenses	211,858	228,520	7.86%
EBITDA	2,094,570	2,334,969	11.48%
Earnings before taxes	1,568,165	1,823,483	16.28%
Income tax provision	547,827	591,331	7.94%
Net Income	1,020,338	1,232,152	20.76%

Figures in millions of pesos

Emgesa's revenue for 2019 amounted to \$4,091,858 million, with an increase of 10.04% YoY, due to the increase in energy prices on the Stock Exchange explained by a rainfall deficit that led to national reserves dropping below the monthly average through most of the year.

This situation benefited sales transactions, both in the spot market and in some deregulated market contracts that are linked to said price, registering a higher volume of energy sold on the stock market, as well as a higher growth in the PPI that impacted all the contracts.



Cost of sales amounted to \$1,528,369 million, 8.24% more than in 2018, as a result of the increase in the cost of energy purchases given the higher spot prices, which is offset by a reduction in the restrictions or limitations of the National Interconnected System (SIN) to meet energy requirements.

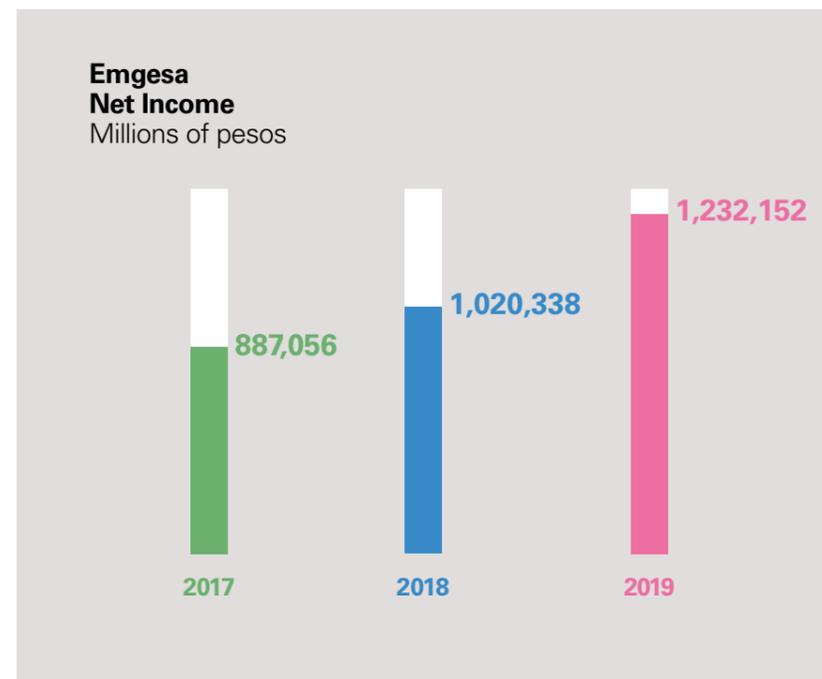
Restrictions result in forced power generations that can be more expensive than generations under ideal conditions. For this reason, in 2019 there is a significant YoY reduction.

Administrative expenses, amounting to \$228,520 million, increased by 7.86% YoY, due to higher personnel costs after salary adjustments and a greater execution in the telemetry contract because of income from new customers and at higher operation and maintenance costs at the plants.

Therefore, EBITDA was consolidated at \$2,334,969 million, which represents an increase of 11.48% YoY, with an EBITDA margin of 57.06% on revenue.

Finally, the Company's 2019 net income was \$1,232,152 million, which shows an increase of 20.76% YoY, due to an 11.7% reduction in net financial expense.

The decrease in financial expenses was due to a lower average debt balance YoY. Additionally, a lower current tax rate was registered, as a result of the reduction of the income tax rate by four percentage points for the year 2019.



As of 31 December 2019, the Company's total assets amounted to \$9,117,487 million, of which the item of net property, plant and equipment represented 89.18%, with a value of \$8,130,922 million; cash and cash equivalents amounted to \$283,675 million, corresponding to 3.1%, of total assets. Compared to 2018, total assets decreased by 1.43% due to the use of cash for payments made for the maturity of local bonds, income tax and dividends.

Assets	2018	2019	Variation
Current assets	1,093,730	825,830	-24.49%
Non-current assets	8,156,233	8,291,657	1.66%
Total assets	9,249,963	9,117,487	-1.43%

Figures in millions of pesos

Emgesa's total liabilities at the end of 2019 was \$4,374,269 million, which represented a 12.7% YoY decrease, due to the amortisation of debt maturities with internal cash (bonds and bank loans).

Liabilities and equity	2018	2019	Variation
Current liabilities	1,668,320	1,281,513	-23.19%
Non-current liabilities	3,342,395	3,092,756	-7.47%
Total liabilities	5,010,715	4,374,269	-12.70%
Total equity	4,239,248	4,743,218	11.89%
Total liabilities and equity	9,249,963	9,117,487	-1.43%

Regarding the level of indebtedness, at the end of 2019 Emgesa registered a financial debt of \$3,017,877 million, 20.7% less YoY.

In 2019, \$746,900 million were amortized corresponding to maturities of:

- Local bonds for \$596.9 billion
- Local credits for \$150 billion, which include the prepayment of a \$135 billion obligation

Therefore, the significant capital of the financial debt as of 31 December 2019 was divided between bonds issued in the local capital market for \$2,188,240 million and bonds indexed to Colombian pesos issued in the international market for \$736,760 million.

Emgesa kept 100% of its debt in pesos at the end of the year, with 92% long term (remaining maturity of more than one year), 65% with interest indexed to the CPI, and the remaining 35% at a fixed rate.

In turn, the Company's equity in 2019 amounted to \$4,743,218 million, which represented an increase of 11.89% YoY, due to higher earnings for the year and the increase in retained earnings.



Dividends

On 26 March 2019, the General Shareholders' Meeting, in ordinary session, approved the distribution of profits for the period from January to December 2018, for a total amount of \$714,237 million, which is equivalent to a distribution of 70% of the available profits, plus \$6,397 million for the reversal of the 2018 tax reserve.

In 2019, Emgesa paid a total of \$696,571 million in dividends to shareholders, which corresponds to the last instalment of the dividends declared on the 2017 net income and the first two instalments of the dividends on the 2018 net income.

Current Ratings

In April 2019, Fitch Ratings Colombia confirmed Emgesa's AAA (Col) and F1+(-Col) national short and long-term ratings, respectively. It also ratified the AAA (Col) rating of the bond and commercial paper programme for 4,4 trillion pesos with a stable outlook.

In turn, Emgesa's international rating as issuer of long-term corporate debt in local and foreign currency was ratified in BBB by Standard & Poor's on 15 October 2019, and by Fitch Ratings on 15 April 2019, with stable outlook.

In the case of Fitch Ratings, the rating is explained thanks to the solid business profile, which is supported by the diversification of its generation matrix and strong competitive position. The firm indicated that the Company maintains a stable operating cash flow generation that, added to the limited needs for capital investments, supports the expectation of a greater reduction in leverage in the medium term. Furthermore, it stressed that the ratings incorporate the positive effect on cash generation and the strategic importance of Emgesa for shareholders.

Furthermore, the Standard & Poor's report reflects the expectation that Emgesa will continue to be a key subsidiary of Enel and that its parent company will support it even in a hypothetical scenario of sovereign stress, added to the healthy credit metrics currently registered and that are expected to continue in the coming years. For these aspects, a rating above the Colombian sovereign rating (BBB-) was obtained.

Investor Relations (IR) Recognition

Enel in Colombia received for the seventh consecutive year the Investor Relations (IR) recognition for the commitment, transparency and high standards in terms of accountability and investor relations, reflecting the high standards and good practices of the Companies, thus strengthening the investor relations and maintaining the handling of information responsibly, ethically and transparently.

Government resource management

GRI Standard 201-4

The Companies manage resources from funds of the National Government and the department governments, with the objective of supporting the development of the country's electrical infrastructure:

Description	Value
Financial Support Fund for the Energisation of Interconnected Rural Areas (FAER)	\$1,641,857,129
The General Royalty System financed investment projects for the construction, extension, improvement, optimisation, rehabilitation and installation of electrical infrastructure in Colombia.	\$2,532,327,281
The Cundinamarca Government financed a project that seeks to expand the coverage of energy service in rural areas of the Department of Cundinamarca.	\$1,607,082,113





4. METHODOLOGICAL NOTE

Methodological note

Reporting period (GRI 102-50)

This sixteenth Sustainability Report presents the results of the management of Codensa and Emgesa, companies of the Enel Group in Colombia, during the 2019 period.

Date of most recent report (GRI 102-51)

The previous Sustainability Report presented Codensa and Emgesa's management during 2018 and was published in 2019. It is available on the website: https://www.enel.com.co/content/dam/enel-co/esp/C3%B1o/sobre_enel/informes_sostenibilidad/2018/informe-sostenibilidad-2018.pdf

Reporting cycle (GRI 102-52)

Codensa and Emgesa present their Sustainability Report on an annual basis.

Contact point for questions regarding the report (GRI 102-53)

Any concerns about the contents of this report or request for additional information can be communicated to:

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Sustainability Manager

gian.daguer@enel.com

Adriana Pedraza Galeano
Head of Division Sustainability Planning and Performance Management
Sustainability Management

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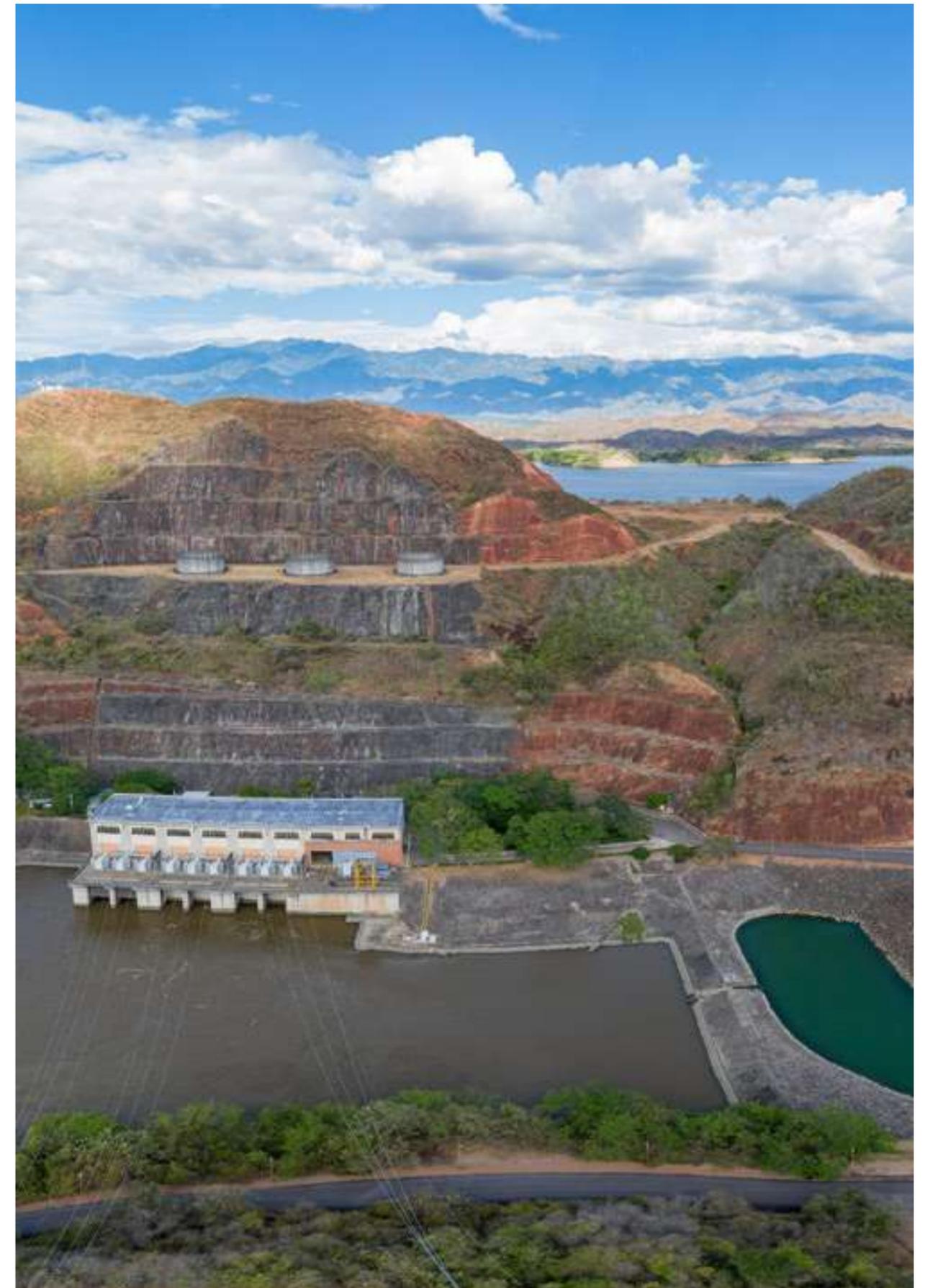
Claims of reporting (GRI 102-54)

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, "essential" option, and has been supplemented with the indicators of the GRI Electric Utilities Sector Supplement G4 Guideline (G4 EUSS).

In all cases, the 2016 version of the GRI Standards was used, with the exception of Standards 303: Water and 403: Occupational Health and Safety, for which the 2018 version was used.

External assurance (GRI 102-56)

The contents of this Sustainability Report were subject to a limited and independent assurance process by the auditing firm Ernst & Young Audit S.A.S. The statement issued for this process may be found at the end of the report.



5. APPENDIX



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Declaración de verificación limitada e independiente del Informe de Sostenibilidad 2019 de Codensa S.A. E.S.P y Emgesa S.A. E.S.P.

A la Gerencia de Codensa S.A. E.S.P y Emgesa S.A. E.S.P.:

Alcance

A solicitud de Codensa S.A. E.S.P y Emgesa S.A. E.S.P. (en adelante Codensa & Emgesa o las Compañías), efectuamos los procedimientos de verificación a su "Informe de Sostenibilidad 2019" (en adelante el informe). El objetivo de este compromiso es obtener un nivel limitado de aseguramiento con respecto a las aseveraciones y datos relacionados con el desempeño de sostenibilidad y la cobertura de los respectivos asuntos de importancia dentro del informe.

Nuestra responsabilidad al realizar las actividades de aseguramiento es únicamente con la gerencia de Codensa & Emgesa, por lo tanto, no aceptamos ni asumimos ninguna responsabilidad respecto de cualquier otro propósito o frente a cualquier otra persona u organización.

La gerencia de Codensa & Emgesa es responsable de la preparación del Informe de Sostenibilidad 2019 y de su información soporte. Esta responsabilidad incluye diseñar, implementar y mantener controles internos relevantes a la preparación de un informe que esté libre de errores de importancia, seleccionar y aplicar principios de reporte apropiados y utilizar métodos de medición y estimaciones que sean razonables en las distintas circunstancias.

Nuestra responsabilidad es emitir una declaración de verificación independiente basado en los procedimientos aplicados en nuestra revisión.

Limitaciones de nuestro compromiso de aseguramiento

Las limitaciones de nuestro compromiso de aseguramiento son las siguientes:

- ▶ Las declaraciones hechas por terceros dentro del texto del Informe de Sostenibilidad 2019 relacionado con el desempeño de Codensa & Emgesa no se incluyeron en el alcance de nuestro compromiso de aseguramiento.
- ▶ Tanto la materialidad, como la correspondencia de los contenidos temáticos y los aspectos materiales, no hacen parte del alcance de esta verificación.
- ▶ Los principios del Pacto Global y los Objetivos de Desarrollo Sostenible (ODS) no hicieron parte del compromiso de verificación.

El alcance de nuestro trabajo incluye la información reportada por Codensa & Emgesa, con el fin de validar las respuestas a los contenidos temáticos de desempeño del marco metodológico de los Estándares GRI, referenciados al final de este documento.

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Criterios de la declaración de aseguramiento

Hemos llevado a cabo nuestro trabajo de revisión de acuerdo con:

- ▶ Las directrices del Global Reporting Initiative (GRI) en su versión de Estándares GRI.
- ▶ Las directrices de Global Reporting Initiative (GRI) en su suplemento sectorial de divulgación para empresas de servicios públicos de electricidad.
- ▶ La norma de verificación ISAE 3000 (International Standard on Assurance Engagements ISAE 3000) establecida por el International Auditing and Assurance Board (IAASB) de la International Federation of Accountants (IFAC).

Consideramos que estos criterios son apropiados dado el propósito de nuestro compromiso de aseguramiento.

Procedimientos realizados

Nuestros procedimientos fueron diseñados con el objeto de:

- ▶ Determinar que la información y los datos presentados en el Informe de Sostenibilidad 2019 estén debidamente respaldados por evidencias apropiadas en cada circunstancia.
- ▶ Determinar que el Informe de Sostenibilidad 2019 se haya elaborado conforme a los Estándares GRI, en lo reportado por Codensa & Emgesa.

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- ▶ Confirmar la opción de conformidad declarada por Codensa & Emgesa en su Informe de Sostenibilidad 2019, según los Estándares GRI.

Los procedimientos de verificación desarrollados fueron los siguientes:

- ▶ Obtener y recopilar evidencia documentada que soporte la información de los contenidos reportados y los sistemas de recopilación de información utilizados.
- ▶ Revisión de la información cuantitativa y cualitativa relevante de los contenidos temáticos relacionados con la materialidad de Codensa & Emgesa e incluidos en el Informe de Sostenibilidad 2019.

Nuestra responsabilidad se limitó exclusivamente a los procedimientos mencionados, correspondientes a una verificación de aseguramiento limitado e independiente, la cual sirvió de base para nuestras conclusiones.

El alcance de esta verificación es sustancialmente inferior al de un trabajo de seguridad razonable. Por lo tanto, la seguridad proporcionada es también menor. La presente declaración en ningún caso puede entenderse como un informe de auditoría.

Conclusiones

Basados en los procedimientos realizados y de acuerdo con los criterios del compromiso de aseguramiento manifestamos las

siguientes conclusiones sobre el Informe de Sostenibilidad 2019 de Codensa & Emgesa, las cuales deben leerse en conjunto con el objetivo y las limitaciones del compromiso de aseguramiento, según se describió anteriormente:

- No tenemos conocimiento de aspectos relativos al desempeño de Codensa & Emgesa que se hayan excluido del Informe de Sostenibilidad 2019, para los contenidos verificados.
- No tenemos conocimiento de aspectos de importancia excluidos de los juicios de Codensa & Emgesa sobre el contenido del Informe de Sostenibilidad 2019.
- No tenemos conocimiento de errores de importancia en las aseveraciones efectuadas por la gerencia de Codensa & Emgesa en el Informe de Sostenibilidad 2019.
- No se ha puesto de manifiesto ningún aspecto que nos haga creer que la información y los datos publicados en el Informe de Sostenibilidad 2019 de Codensa & Emgesa no estén presentados de forma correcta.

- No se ha puesto de manifiesto ningún aspecto que nos haga creer que el Informe de Sostenibilidad 2019 de Codensa & Emgesa no haya sido elaborado en conformidad a los Estándares GRI.
- No se ha puesto de manifiesto algún aspecto que nos haga creer que la opción de conformidad "Esencial" declarada por Codensa & Emgesa no cumpla con los requisitos para tal nivel como están establecidos en los Estándares GRI en cuanto a sus enfoques de gestión, contenidos temáticos y generales (ver Anexo).

Cordialmente,



Felipe A. Janica Vanegas
Socio Líder FAAS - CCaSS en Latinoamérica
Ernst & Young Audit S.A.S.

24 de abril de 2020
Bogotá D.C., Colombia

Anexo. Contenidos temáticos e indicadores propios verificados

Tema material	Contenido temático o indicador propio
Salud y seguridad en el trabajo	403-1. Sistema de gestión de salud y seguridad en el trabajo.
	403-2. Identificación de peligros, evaluación de riesgos e investigación de incidentes.
	403-4. Participación, consulta y comunicación de los trabajadores sobre salud y seguridad en el trabajo.
	403-5. Capacitación de los trabajadores sobre salud y seguridad en el trabajo.
	403-7. Prevención y mitigación de los impactos en la salud y seguridad en el trabajo directamente vinculados por las relaciones comerciales.
Compromiso con los clientes	403-10. Enfermedades relacionadas con el trabajo.
	417-3 Incidentes de incumplimientos relacionados con las comunicaciones de marketing.
	EU3. Número de cuentas de clientes residenciales, comerciales, industriales e institucionales.
Gestión ambiental	301-1. Materiales usados por peso o volumen.
	303-1. Interacciones con el agua como recurso compartido.
	303-5. Consumo de agua.
	305-2. Emisiones indirectas de gases de efecto invernadero por consumo de energía (alcance 2).
	305-5. Reducción de emisiones de gases de efecto invernadero.
Gestión, desarrollo y motivación de empleados	306-2. Residuos por tipo y método de disposición.
	306-4. Transporte de residuos peligrosos.
	202-2. Proporción de órganos de gobierno provenientes de las comunidades locales.
	404-3. Porcentaje de empleados que reciben evaluaciones de desempeño y de desarrollo de carrera.
Distribución de energía	EU4. Longitud de líneas de transmisión y distribución por régimen regulatorio.
	EU11. Promedio de eficiencia en la generación de plantas térmicas por fuente de energía y régimen regulatorio.
	EU25. Número de accidentes y fatalidades del público en los que están involucrados los activos de la Compañía.
Cadena de suministros sostenible	EU26. Porcentaje de población sin servicio en áreas de distribución licenciadas.
	EU27. Número de desconexiones residenciales por falta de pago, desglosadas por duración de la desconexión y por régimen regulatorio.
	204-1. Proporción del gasto sobre proveedores locales.
	308-1. Nuevos proveedores evaluados usando criterios ambientales.
	414-1. Nuevos proveedores evaluados usando criterios sociales.

GRI Content Index

General content

GRI Standard	Content	Location
Organisational profile		
102-1	Name of the organisation	Chapter: Improving synergies and promoting growth Title: Enel Group companies in Colombia
102-2	Activities, brands, products, and services	Chapter: Improving synergies and promoting growth Title: Enel Group companies in Colombia / Innovation in the Colombian electricity sector
102-3	Location of headquarters	Chapter: Improving synergies and promoting growth Title: Enel Group companies in Colombia
102-4	Location of operations	Chapter: Improving synergies and promoting growth Title: Enel Group companies in Colombia / Innovation in the Colombian electricity sector
102-5	Ownership and legal form	Chapter: Improving synergies and promoting growth Title: Enel Group companies in Colombia
102-6	Markets served	Chapter: Improving synergies and promoting growth Title: Innovation in the Colombian electricity sector
102-7	Scale of the organisation	Chapter: Improving synergies and promoting growth Title: Main dimensions
102-8	Information on employees and other workers	Chapter: Our people and their value Title: People
102-9	Supply chain	Chapter: Sustainable Supply Chain Title: Responsible management of purchases and acquisitions
102-10	Significant changes to the organisation and its supply chain	During 2019, there were no significant changes within the Companies, in their shareholding composition, or in their supply chain.
102-11	Precautionary Principle or approach	Chapter: Environmental Sustainability Title: Management of environmental risks and liabilities
102-12	External initiatives	Chapter: Improving synergies and promoting growth Title: Participation in sustainability initiatives
102-13	Membership of associations	Chapter: Improving synergies and promoting growth Title: Participation in associations
Strategy		
102-14	Statement from senior decision-maker	Section: Message to our stakeholders
102-15	Key impacts, risks, and opportunities	Chapter: Sustainability Plan 2020-2022 Furthermore, the main impacts, risks and opportunities are described in the development of each chapter.
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Chapter: Corporate Governance Title: Ethical standards and conduct
102-17	Mechanisms for advice and concerns about ethics	Chapter: Corporate Governance Title: Standards and ethical conduct

GRI 102: General Disclosures

GRI Standard	Content	Location
Governance		
102-18	Governance structure	Chapter: Corporate Governance Title: Governance structure
102-19	Delegating authority	Chapter: Corporate Governance Title: Governance structure
102-21	Consulting stakeholders on economic, environmental, and social topics	Chapter: Corporate Governance Title: Decision making
102-22	Composition of the highest governance body and its committees	Chapter: Corporate Governance Title: Governance structure
102-23	Chair of the highest governance body	Chapter: Corporate Governance Title: Governance structure
102-24	Nominating and selecting 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 highest governance body in setting purpose, values, and strategy	Chapter: Corporate Governance Title: Governance Structure
102-28	Evaluating the highest governance body's performance	Chapter: Corporate Governance Title: Follow-up mechanisms
Stakeholder engagement		
102-40	List of stakeholder groups	Chapter: Materiality analysis Title: Strategic stakeholder engagement
102-41	Collective bargaining agreements	Chapter: Our people and their value Title: Union management
102-42	Identifying and selecting stakeholders	Chapter: Materiality analysis Title: Strategic stakeholder engagement
102-43	Approach to stakeholder engagement	Chapter: Materiality analysis Title: Communication channels with stakeholders. Chapter: Improving synergies and promoting growth Title: Brand management
102-44	Key topics and concerns raised	Chapter: Materiality analysis Title: Key issues and stakeholder concerns
Reporting Practice		
102-45	Entities included in the consolidated financial statements	The Enel Companies in Colombia are Codensa S.A E.S.P. and Emgesa S.A E.S.P.
102-46	Defining report content and topic Boundaries	Chapter: Materiality analysis Title: Materiality analysis
102-47	List of material topics	Chapter: Materiality analysis Title: Materiality matrix 2019
102-48	Restatements of information	There was no place for re-expression of information published in previous reports
102-49	Changes in reporting	Chapter: Materiality analysis Title: Materiality matrix 2019
102-50	Reporting period	Section: Methodological note
102-51	Date of most recent report	Section: Methodological note
102-52	Reporting cycle	Section: Methodological note
102-53	Contact point for questions regarding the report	Section: Methodological note
102-54	Claims of reporting in accordance with the GRI Standards	Section: Methodological note
102-55	GRI content index	Section: GRI content index
102-56	External assurance	Independent Limited Assurance Statement of the 2019 Sustainability Report, issued by the firm Ernst & Young.

GRI 102: General Disclosures

Specific topic content

GRI Standard	Content	Location
Material topic: Occupational health and safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	
	103-2 The management approach and its components	Chapter: Occupational Health and Safety Title: Occupational Health and Safety Management
	103-3 Evaluation of the management approach	
GRI 403: Occupational health and safety	403-1 Occupational health and safety management system	
	403-2 Hazard identification, risk assessment, and incident investigation	Chapter: Occupational Health and Safety Title: Occupational Safety Management
	403-3 Occupational health services	Chapter: Occupational Health and Safety Title: Occupational Health and Safety Management
	403-4 Worker participation, consultation, and communication on occupational health and safety	Chapter: Occupational Health and Safety Title: Occupational Health and Safety Management
	403-5 Worker training on occupational health and safety	Chapter: Occupational Health and Safety Title: Codensa-Emgesa Occupational Health Management
	403-6 Promotion of worker health	Chapter: Occupational Health and Safety Title: Codensa-Emgesa Occupational Health Management
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chapter: Occupational Health and Safety Title: Codensa-Emgesa Occupational Health Management
	403-8 Workers covered by an occupational health and safety management system	Chapter: Occupational Health and Safety Title: Occupational Health and Safety Management
	403-9 Work-related injuries	Chapter: Occupational Health and Safety Title: Accidentality and absenteeism
	403-10 Work-related ill health	Chapter: Occupational Health and Safety Title: Accidentality and absenteeism
Material topic: Commitment to customers		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	
	103-2 The management approach and its components	Chapter: Operational excellence for better service Title: Codensa-Emgesa customer culture
	103-3 Evaluation of the management approach	
GRI 416: Customer health and safety	416-1 Assessment of the health and safety impacts of product and service categories	Through the risk matrices, the main impacts on people's safety in the use of the Companies' products and services are identified. The activities carried out by each market segment aim at the management and prevention of these impacts.
GRI 417: Marketing and labelling	417-3 Incidents of non-compliance concerning marketing communications	Chapter: Operational excellence for better service Title: Interaction with supervisory agencies

GRI Standard	Content	Location
GRI G4: Electric Utilities	EU3 Number of residential, industrial, institutional and commercial customer accounts	Chapter: Operational excellence for better service Title: Codensa-Emgesa customer culture
	Demand-side management programs including residential, commercial, institutional and industrial programs	Chapter: Operational excellence for better service Title: Codensa-Emgesa customer culture
	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Chapter: Innovation Title: Patents
Material topic: Environmental management		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Environmental sustainability Title: Environmental sustainability
	103-2 The management approach and its components	Chapter: Environmental sustainability Title: Environmental Management System
	103-3 Evaluation of the management approach	Chapter: Environmental sustainability Title: 2019 Highlights
GRI 301: Materials	301-1 Materials used by weight or volume	Chapter: Environmental sustainability Title: Waste and material management
GRI 302: Energy	302-1 Energy consumption within the organisation	Chapter: Environmental sustainability Title: Efficiency in energy consumption
	302-3 Energy intensity	Chapter: Environmental sustainability Title: Efficiency in energy consumption
	302-4 Reduction of energy consumption	Chapter: Environmental sustainability Title: Efficiency in energy consumption
GRI 303: Water and Effluents	303-1 Interactions with water as a shared resource	Chapter: Environmental sustainability Title: Efficient use of water resources
	303-2 Management of water discharge-related impacts	Chapter: Environmental sustainability Title: Withdrawal of water for power generation
	303-3 Water withdrawal	
	303-4 Water discharge	Chapter: Environmental sustainability Title: Water discharge
	303-5 Water consumption	Chapter: Environmental sustainability Title: Domestic water consumption
GRI 304: Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Chapter: Environmental sustainability Title: Protection and conservation of biodiversity and environmental management El Quimbo Hydroelectric Power Plant
	304-3 Habitats protected or restored	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Chapter: Environmental sustainability Title: Protection and conservation of biodiversity
	305-1 Direct (Scope 1) GHG emissions	
GRI 305: Emissions	305-2 Energy indirect (Scope 2) GHG emissions	Chapter: Environmental sustainability Title: Emission management
	305-3 Other indirect (Scope 3) GHG emissions	
	305-4 GHG emissions intensity	
	305-5 Reduction of GHG emissions	Chapter: Environmental sustainability Title: Emission management Chapter: Climate action Title: Projects in response to climate change
	305-6 Emissions of ozone-depleting substances (ODS)	
	305-7 Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	Chapter: Environmental sustainability Title: Emission management

GRI Standard	Content	Location
GRI 306: Effluents and waste	306-2 Waste by type and disposal method	Chapter: Environmental sustainability Title: Waste and materials management
	306-4 Transport of hazardous waste	Chapter: Environmental sustainability Title: Transport of waste
GRI 307: Environmental Compliance	307-1 Non-compliance with environmental laws and regulations	Information on the legal management carried out in 2019 against environmental litigation can be found in the companies' annual reports, available on the website, Investors section: https://www.enel.com.co/es/inversionista.html In turn, at the end of the year 17 active sanction processes were registered in the El Quimbo Hydroelectric Power Plant.
Material topic: New technologies and solutions		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Innovation Title: Digitisation and cybersecurity
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
Material topic: Good governance and fair corporate conduct		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Corporate Governance Title: Corporate Governance
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Chapter: Corporate Governance Title: Compliance system
	205-2 Communication and training about 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 Boundary	Chapter: Our people and their value Title: Management, development and motivation of employees
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Chapter: Our people and their value Title: The minimum wage
	202-2 Proportion of senior management hired from the local community	Chapter: Our people and their value Title: Local executives
GRI 401: Employment	401-1 New employee hires and employee turnover	Chapter: Our people and their value Title: Turnover
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Chapter: Our people and their value Title: Quality of life: diversity and caring for people
GRI 404: Training and Education	EU15 Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Chapter: Our people and their value Title: Employees close to retirement

GRI Standard	Content	Location
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Chapter: Our people and their value Title: Training and development of people
	404-2 Programs for upgrading employee skills and transition assistance programs	Chapter: Our people and their value Title: Initiatives and training programs
	404-3 Percentage of employees receiving regular performance and career development reviews	Chapter: Our people and their value Title: Performance evaluation
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Chapter: Our people and their value Title: People
	405-2 Ratio of basic salary and remuneration of women to men	Chapter: Our people and their value Title: Compensation
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	No such incident occurred in the last year.
Material topic: Creation of economic and financial value		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Creation of economic and financial value Title: Creation of economic and financial value
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	Chapter: Creation of economic and financial value Title: Economic value generated and distributed
	201-4 Financial assistance received from government	Chapter: Creation of economic and financial value Title: Government resource management
Material topic: Participation of local communities		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Communities and shared value Title: Shared value creation model
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	Chapter: Communities and shared value Title: Social management with local communities 100% of the companies' operations and projects are included within social management strategies and activities.
	413-2 Operations with significant actual and potential negative impacts on local communities	
GRI G4: Electric Utilities	EU22 Number of people physically or economically displaced and compensation, broken down by type of project	Chapter: Communities and shared value Title: Collective and individual resettlements
Material topic: Energy distribution		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Operational excellence for better service Title: Operational Excellence
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	

GRI Standard	Content	Location
GRI G4: Electric Utilities	EU2 Net energy output broken down by primary energy source and by regulatory regime	Chapter: Operational excellence for better service Title: Power Generated
	EU4 Length of above and underground transmission and distribution lines by regulatory regime	Chapter: Operational excellence for better service Title: Power distribution networks
	EU10 Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Chapter: Operational excellence for better service Title: Installed capacity
	EU12 Transmission and distribution losses as a percentage of total energy	
	EU21 Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	Chapter: Operational excellence for better service Title: Business Operations Management
	EU25 Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	Chapter: Operational excellence for better service Title: Third party accidents
	EU26 Percentage of population unserved in licensed distribution or service areas	Chapter: Operational excellence for better service Title: Service coverage
	EU27 Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	Chapter: Operational excellence for better service Title: Quality of supply
	EU28 Power outage frequency	
	EU29 Average power outage duration	
EU30 Average plant availability factor by energy source and by regulatory regime	Chapter: Operational excellence for better service Title: Power Generated	
Material topic: Innovation and digital transformation		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Innovation Title: Innovation
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	Chapter: Innovation Title: Culture of innovation
GRI G4: Electric Utilities	ex EU8 - Actividad y gastos de investigación y desarrollo destinados a proporcionar electricidad confiable y promover el desarrollo sostenible	Chapter: Innovation Title: Patents
Material topic: Sustainable supply chain		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Chapter: Sustainable Supply Chain Title: Responsible management of purchases and acquisitions
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	Chapter: Sustainable Supply Chain Title: Vendor Rating

GRI Standard	Content	Location
GRI 204: Procurement practice	204-1 Proportion of spending on local suppliers	Chapter: Sustainable Supply Chain Title: Contracts and hires
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	Chapter: Sustainable Supply Chain Title: Vendor Rating
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	
GRI 408: Child Labour	408-1 Operations and suppliers at significant risk for incidents of child labour	Chapter: Sustainable Supply Chain Title: Vendor Rating
GRI 409: Forced or Compulsory Labour	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	Chapter: Sustainable Supply Chain Title: Vendor Rating
Material topic: Decarbonisation of the energy mix		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	
	103-2 The management approach and its components	Chapter: Climate action Title: Climate commitment to the country
	103-3 Evaluation of the management approach	
GRI G4: Electric Utilities	EU1 Installed capacity, broken down by primary energy source and by regulatory regime	Chapter: Operational excellence for better service Title: Installed capacity
	EU11 Average generation efficiency of thermal plants by energy source and by regulatory regime	Chapter: Operational excellence for better service Title: Efficiency of thermal plants

There are energies that are generated day by day, that are nurtured and grow thanks to a network that keeps us connected.

We are the energy that enables us to express each other's possibilities in the best possible way, and to protect our planet and promote social development.

Curiosity has opened us to new perspectives.

Being brave has allowed us to make them come true and create new business models for ourselves, our customers, our shareholders and the communities within which we operate.

Because what yesterday was just an idea, is today a reality

