



OPEN POWER FOR A BRIGHTER FUTURE.
WE EMPOWER SUSTAINABLE PROGRESS.



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Sustainability Report 2021

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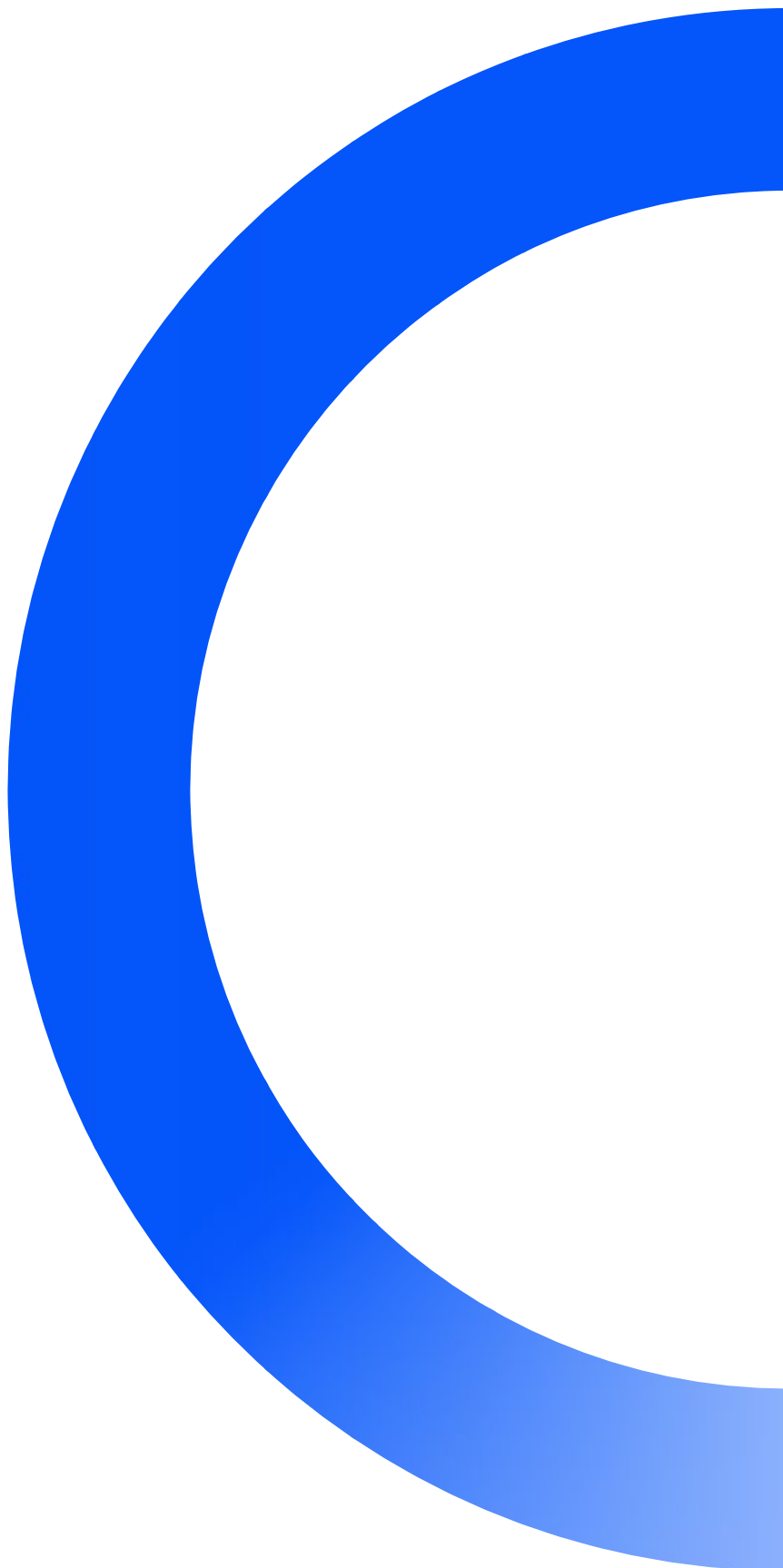
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1. A world in transition





Message to stakeholders



Lucio Rubio
Gerente General Enel Colombia



A WORLD IN TRANSITION: DRIVING SUSTAINABLE PROGRESS

In 2021, we continued to make our business model sustainable throughout the entire value chain, implementing our sustainability strategy in different geographic, economic and social contexts. We also integrated sustainability objectives into our financial, social and environmental instruments, creating quality relationships with our stakeholders in a transparent manner.

In this sense, and as a relevant milestone in our business model, this year we signed a new Investment Framework Agreement between the shareholders Enel Américas S.A. and Grupo Energía Bogotá S.A. ESP. This gave rise to a merger process between the companies Emgesa S.A. ESP, Codensa S.A. ESP, Enel Green Power SAS ESP and the Chilean company Essa 2 SpA, to create the new company Enel Colombia S.A. ESP, which will allow us to carry out energy generation, sale, distribution and storage activities, as well as to continue on the path of growth of non-conventional renewables to remain on the road to decarbonization.

The persistent Covid-19 pandemic was contrasted by vaccination campaigns at a global and corporate level. In Enel Colombia we performed more than 6,000 PCR tests to identify positive cases in a timely manner, and we joined the "Companies for Vaccination" campaign led by the National Association of Industrialists (ANDI) to immunize our contractors, workers and their families, acquiring biologicals for more than 2,000 people.

We are aware that we are currently facing a major global challenge that requires an immediate and specific

commitment: electrification for everyone. Electricity is the most efficient, safest and cheapest form of energy and the key to achieving global climate change goals.

To achieve these goals and as part of our commitment to the energy transition, as a group we have carried our "Zero Emissions" commitment for 10 years, from 2050 to 2040, both in direct and indirect emissions, through the gradual dismantling of coal-fired thermal generation by 2027, as well as the generation and sale of gas by 2040. In Colombia, we seek to double our installed renewable capacity by 2030, for which we launched our first Comprehensive Climate Change Management Plan, and we voluntarily joined the carbon neutral alliance of the electricity sector.

2021 was a challenging year for infrastructure and network management, as we had to coexist with the pandemic, ensure continuity and quality in the provision of service, and promote economic reactivation. Our investment plan allowed us to advance in important works: we started the construction of the Terminal substation, we advanced in the anticipated transfer of energy networks as part of the works being carried out for the First Line of the Bogotá Metro, we guaranteed the connection to the system of the charging yards of the electric buses of the Integrated Public Transportation System (SITP) for more than 1,700 buses. This last charging yard project is a milestone for the Company, not only because of its size and what it represents for Bogotá and the environment, but also because for the first time the technical adaptation work is led by a team made up entirely of women thanks to their talent, a fundamental pillar in the Company's Diversity and Inclusion strategy.

With this, we will continue to promote the development, modernization and technological transformation of the distribution networks to support the social and economic growth of the city-region.

At the end of 2021, we installed a total of 7,996 telecontrol devices, which allowed us to operate the distribution network in an efficient manner in the event of failures in the electric service, for the more than 3.7 million connections of regulated customers. In this way, the number of new customers connected to the electricity system increased by 11% with respect to 2020, reaching 96,949 new customers.

During the year, we generated 13,112 GWh of energy, positioning us as the third largest generator in the country with a 17.7% share of the energy market, thanks to the availability of our generating park, which was 88.8%. We highlight the modernization works at the Guavio hydroelectric power plant, which extended its useful life and ensured reliable operation. On the other hand, at the El Quimbo power plant, civil works were carried out to maintain the drainage and dam structures to ensure the reliability of the structure; and at the Bogota River power plants, activities were carried out to modernize the equipment and remote control necessary for their effective operation.

People are the true competitive factor and we share with them the values that guide our daily commitment: trust, responsibility, innovation and proactivity. In 2021 we consolidated a diverse and innovative team, made up of more than 2,000 direct employees, 13,719 workers from contractors and 1,056 suppliers whose diligent and proactive work contributes to the performance of our organization and the fulfillment of our objectives.

We updated our Creating Shared Value Policy with an approach that facilitates the permanent participation of all communities and stakeholders in the adoption of strategies to promote sustainable development and enhance the value of each one of them. Since 2015, and within the framework of the declared public commitment to the 17 Sustainable Development Goals, we have benefited close to 2 million people, with actions articulated to the contribution of goals specifically of SDG 4: Quality education, SDG 7: Affordable and clean energy, and SDG 8: Decent work and economic growth.

Hemos afianzado nuestro compromiso con la protección del entorno mediante el desarrollo de acciones que nos orientan hacia un modelo basado en la protección de la naturaleza y el uso sostenible de los recursos para luchar

contra la pérdida de biodiversidad. Gestionamos el proceso para que Los Farallones de Guavio en Colombia se conviertan en Parque Natural Regional; logramos la categoría de Reserva Natural de la Sociedad Civil de Bosque Seco Tropical, la segunda más grande de Colombia, con cerca de 3.600 hectáreas y estamos en el proceso de declaratoria para el Bosque RENACE; con esta última sumamos cerca de 30.000 hectáreas de áreas protegidas. Estos esfuerzos y compromisos forman parte del programa Enel Biodiversa que integra las acciones en materia de biodiversidad que hemos venido desarrollando desde hace 14 años. Enel Biodiversa: Plan de Restauración Ecológica de Bosque Seco Tropical recibió por parte de Pacto Global Red Colombia el reconocimiento a las Buenas Prácticas en Desarrollo Sostenible por su contribución al ODS 15: Vida de ecosistemas terrestres.

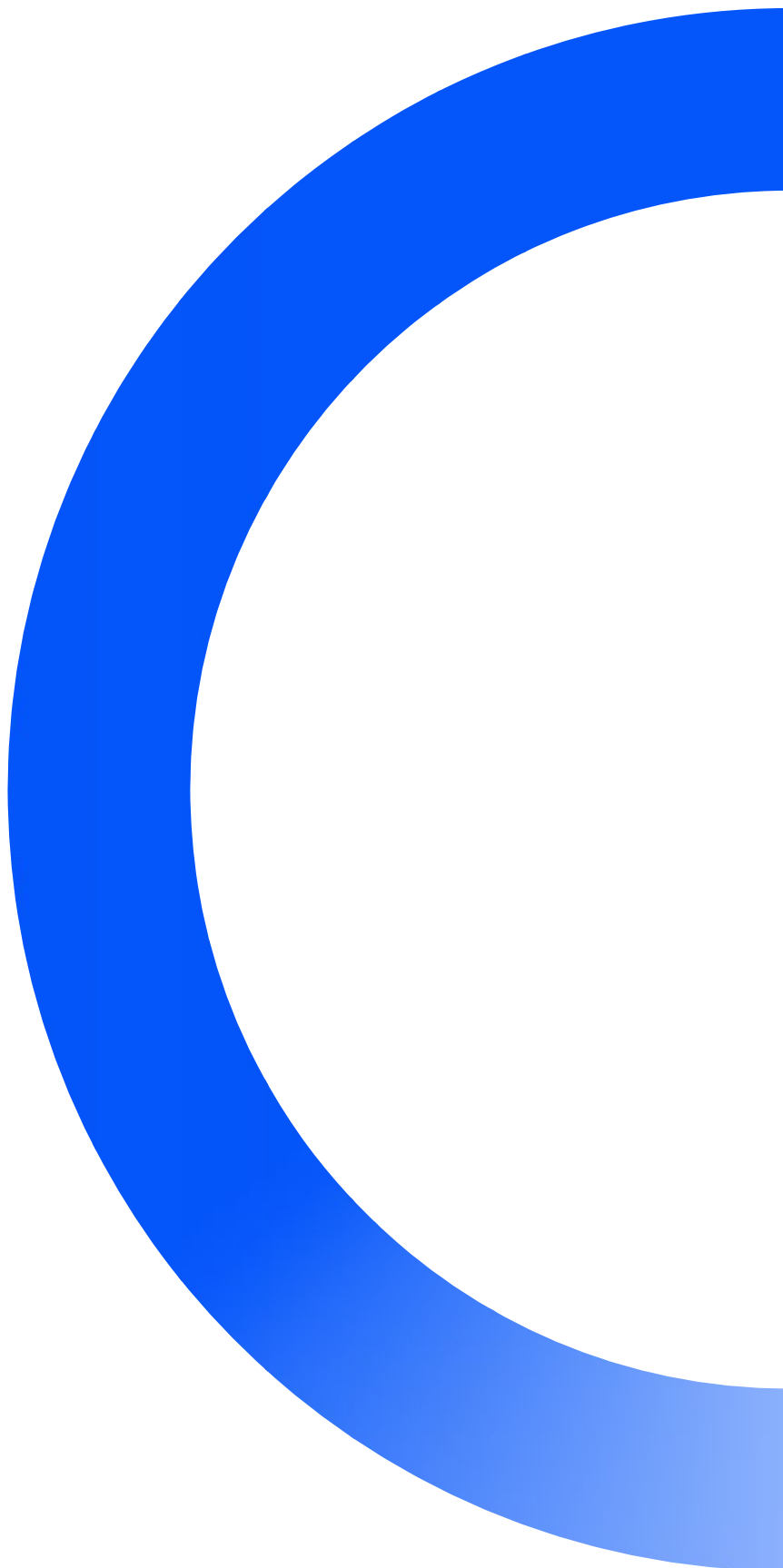
La innovación forma parte de nuestra cultura Open Innovability, a través de la cual apalancamos proyectos disruptivos y sostenibles, y es por ello por lo que el trabajo conjunto con startups genera un verdadero valor compartido. Gracias a este compromiso en 2021 ocupamos el primer puesto del sector energético en el ranking Top 100 Open Corps y la quinta posición en el listado nacional.

Seguiremos anticipándonos al futuro, trabajando para que la sociedad progrese de forma sostenible y que así juntos sigamos movilizand la energía que necesitamos.

En este Informe de Sostenibilidad, los invitamos a conocer en detalle los resultados de nuestras acciones durante 2021, así como las oportunidades y proyectos que generamos como compañía para fomentar el progreso sostenible del país.



2. Our sustainable progress





Business Model

Codensa and Emgesa: Enel Group Companies in Colombia

GRI Content 102-1, 102-3, 102-5

As a result of the capitalization process of Empresa de Energía de Bogotá, in 1997 the companies Codensa and Emgesa were founded in Colombia, in charge of covering the energy demand of the different sectors of the country and thus transforming people's lives, supporting growth and sustainable development.

Codensa and Emgesa are part of the Enel Group, a multi-national company in the energy sector, positioned among the main global integrated operators in the electricity and gas sector. The Group operates in 37 countries on five continents, produces energy through a net installed capacity of approximately 86 GW and distributes electricity and gas over a network of nearly two million kilometers. With more than 65 million users worldwide, Enel has the largest customer base compared to its European competitors.



Shareholding structure	Codensa S.A. ESP.		Emgesa S.A. ESP.	
	Economic interest	Voting rights	Economic interest	Voting rights
Enel Americas S.A	48,30%	56,72%	48,48%	56,42%
Grupo Energía de Bogotá S.A. ESP	51,32%	42,84%	51,51%	43,57%
Minority shareholders	0,38%	0,44%	0,01%	0,01%

Codensa and Emgesa: New energy culture in Colombia

GRI Content 102-2, 102-4, 102-6

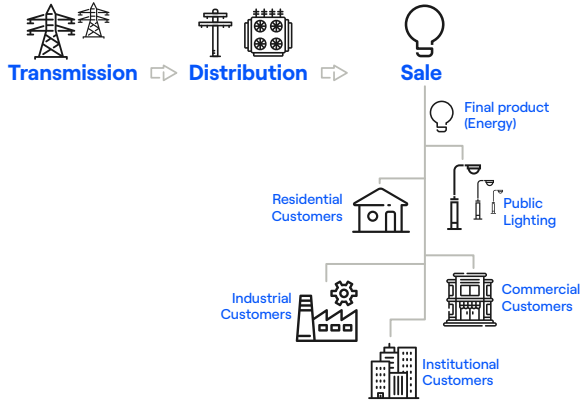
Codensa and Emgesa are in charge of the generation, distribution and sale of electricity in Bogotá, Cundinamarca and some municipalities of Boyacá, Tolima and Meta, guaranteeing a reliable and permanent service to their users within the regulated market, residential, commercial and institutional customers, as well as the deregulated market, that is, those who consume more than 55 MW/h per month or who have more than 0.1 MW of installed power.

EMGESA

Generation



CODENSA



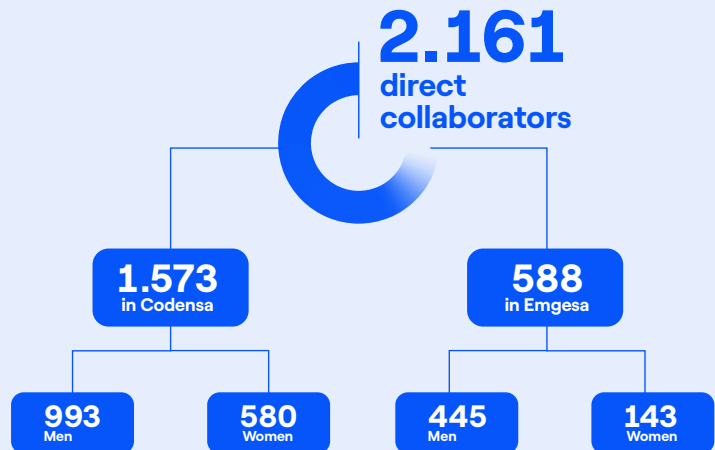
Emgesa is in charge of the energy generation process, with a national presence through 12 hydraulic and 2 thermal generation plants, located in the departments of Cundinamarca, Bolívar and Huila. The Company also participates as an energy and natural gas trading agent in the negotiation processes with producers, traders and customers in the deregulated market.

Codensa is responsible for the distribution and commercialization of electric service to 3,703,594 connections of regulated customers in the residential, commercial, industrial and institutional segments in Bogotá, Cundinamarca, eight municipalities in Boyacá, one in Tolima, one in Caldas and one in Meta.

Main dimensions

GRI Content 102-7

Distribution of staff



Financial performance



Revenue:
\$6.389.002 million

EBITDA Margin:
32,68% of revenue

EBITDA: \$2.087.778 million

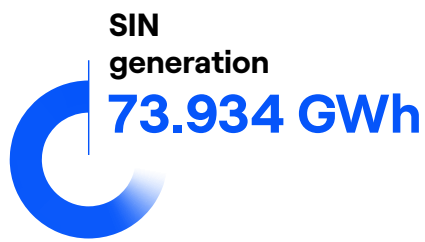
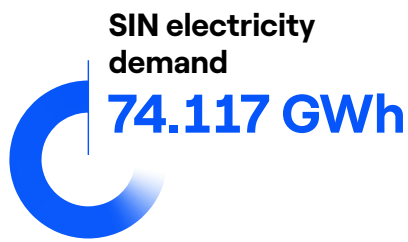


Revenue:
\$4.726.600 million

EBITDA Margin:
62,52% of revenue

EBITDA: \$2.954.956 million

Power generation – Emgesa



NET THERMAL OUTPUT
406 MW

CARTAGENA, BOLÍVAR
180 MW

TERMOZIPIA, CUNDINAMARCA
226 MW

NET HYDRAULIC OUTPUT
3.097,1 MW

Hydraulic generation plants – Net Power MW

Guavio (Cundinamarca)
1.250 MW

Paraíso (Cundinamarca)
276 MW

Limonar (Cundinamarca)
18 MW

Guavio Menor (Cundinamarca)
9,9 MW

Guaca (Cundinamarca)
324 MW

Dario Valencia (Cundinamarca)
150 MW

Betania (Huila)
540 MW

Charquito (Cundinamarca)
19,4 MW

Salto II (Cundinamarca)
35 MW

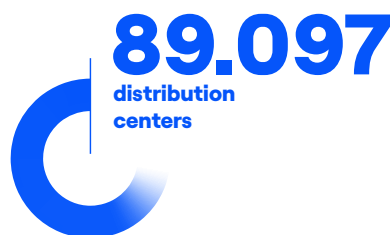
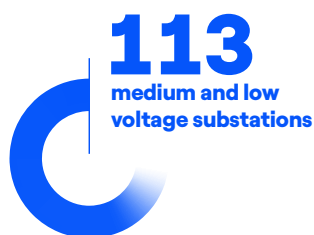
El Quimbo (Huila)
400 MW

Tequendama (Cundinamarca)
4 Menores (14,2 MW)
56,8 MW

Laguneta (Cundinamarca)
18 MW



Codensa distribution



Medium voltage networks:
1.341 km

Low voltage networks:
30.281 km

High voltage networks:
43.181 km

Energy transported:
14.597,73 GWh

Municipalities served:
146

Energy sold:
9.184.202 MWh

Participation in sustainability initiatives

Initiatives	Initiatives Description
United Nations Global Compact	<p>Codensa and Emgesa are members of the United Nations Global Compact, an initiative that promotes ten principles based on universal declarations and conventions, human rights, labor standards, environment and anti-corruption. The Companies have maintained a participation in the initiatives led by the Local Network and the Regional Center for Latin America and the Caribbean, with initiatives such as:</p> <ul style="list-style-type: none"> • Business for Peace (B4P) • Women's Empowerment Principles (WEP) • Colombian Network Against Child Labor • Environment WG • WG on human rights • Anti-corruption WG
ANDESCO	<p>Trade organization that brings together the most important companies in the Water and Sewerage, Electric Power, Natural Gas, Information Technology and Communications ICT and Television sectors.</p> <p>It represents the common interests of the affiliated companies and promotes their activity at local and international level, fostering the creation of shared value for the communities and other stakeholders in the context of sustainability, social and environmental responsibility, equity and competitiveness. It manages sustainability issues in the following instances:</p> <ul style="list-style-type: none"> • Energy Chamber • Chamber of Sustainability and Communications
ANDI	<p>Non-profit association whose objective is to disseminate and promote the political, economic and social principles of a healthy free enterprise system. It is the most important business association in Colombia. It is made up of a significant percentage of companies belonging to sectors such as industrial, financial, agro-industrial, food, commercial and services.</p> <p>Initiatives/services related to sustainability:</p> <ul style="list-style-type: none"> • Social Architecture Committee • Human Rights Committee • Environmental issues (sustainability) • Economic development and competitiveness • Innovation and entrepreneurship • ANDI Social Foundation
ASOCARBONO	<p>Organization that seeks to integrate individuals and legal entities in the design and execution of activities that promote economic, social, environmental, cultural, scientific, technological and innovation development in the environmental and sustainable development sector focused on the development and strengthening of the carbon market and impact on public policies.</p>

Initiatives	Initiatives Description
WEC - COC	<p>The World Energy Council (WEC) Colombia, under the auspices of the Ministry of Mines and Energy and with the participation of the main conglomerates, companies and entities of the Colombian energy sector, represents the World Energy Council in the country and with its guidelines carries out activities that promote Colombian energy development. Currently, WEC Colombia has a network of more than 60 member organizations, both from the private sector, academia and government. The Committee focuses its activities on addressing the following challenges:</p> <ul style="list-style-type: none"> • Working towards a globally accepted framework for climate change. • Building a national consensus, with a long-term vision, essential for economic growth and development • Working to ensure that clean technologies are commercialized and deployed without barriers or distortions • Promoting regional energy infrastructure and policy planning to maximize resource complementarity • Promoting universal access to modern forms of energy
CONNECT BOGOTÁ REGIÓN	<p>Connecting to transform Bogota Region into an innovative and competitive region, through the connection of companies, universities, entrepreneurs and governments to accelerate innovation, improve competitiveness and quality of life.</p>
Hacia la Integridad	<p>Codensa and Emgesa are strategic partners of the Towards Integrity initiative, which seeks to strengthen mechanisms to prevent and fight corruption and improve dialogue between the public and private sectors. Under the leadership of the United Nations Office on Drugs and Crime (UNODC), work has been done to strengthen knowledge of the anti-corruption legal framework and create a culture of integrity in the Colombian private sector.</p>
Electricity Sector Collective Action for Ethics and Transparency	<p>Codensa and Emgesa are active members of this initiative and together with the other members have developed actions in favor of compliance with the commitments and continuous progress in the strengthening of good anti-corruption, competition and money laundering practices.</p>



Participation in associations

GRI Content 102-13

As part of the energy and economic sector, the companies forge relationships with their stakeholders by actively participating in the establishment of regulatory and normative proposals for the management of the impacts of the sector and its activities. The following are the associations of which Codensa and Emgesa are members.

Codensa	Emgesa
<ul style="list-style-type: none"> • AEQUALES • Colombian Association of Actors in the CarbonMarket (Asocarbono) • Colombian Association of Electric EnergyDistributors (Asocodis) • Association of Human Resources Managementof Bogota and Cundinamarca (ACRIP) • Colombian Institute of Tax Law Association • National Association of Public Utility andCommunications Companies (Andesco) • National Association of Industrialists (ANDI) • Colombian Chamber of Construction (Camacol) • Colombian-Chilean Chamber of Commerce and Industry • Italian Chamber of Commerce for Colombia • Transmission Planning Advisory Committee(CAPT) • National Operations Center (CNO) • Energy Cluster - Bogota Chamber of Commerce • Intelligent Colombia • Electricity Sector Commercialization AdvisoryCommittee (CAC) • Colombian Committee of CIER (COCIER) • Colombian Committee of WEC Colombia(COCME) • Connect Bogota Region • Center for Innovation and Technological Development of the Electricity SectorCorporation (CIDET) • INSPYRA • United Nations Global Compact • ProBogotá Región - Foundation for the Progressof the Capital Region-Institute of Internal Auditors Association 	<ul style="list-style-type: none"> • AEQUALES • Colombian Association of Actors in the CarbonMarket (Asocarbono) • Association of Human Resources Managementof Bogota and Cundinamarca (ACRIP) • Colombian Institute of Tax Law Association • National Association of Public Utility and Communications Companies (Andesco) • National Association of Industrialists (ANDI) • Asomuña • Hispanic-Colombian Chamber of Commerce • National Operations Center (CNO) • Electricity Sector Commercialization Advisory Committee (CAC)-INSPYRA • United Nations Global Compact • ProBogotá Región - Fundación para el Progreso de la Región Capital (Foundation for the Progress of the Capital Region) • Institute of Internal Auditors Association • Colombo-Chilean Chamber of Commerce and Industry • Italian Chamber of Commerce for Colombia • Colombian Committee of the WEC Colombia(COCME) • Connect Bogota RegionACOLGEN



Communications management

Brand management and content strategy

In 2021, the Company's reputation indicator was 66.4 points (RepTrak® PULSE), up two percentage points from the previous year, and 3.17 points from 2019, indicating a sustained improvement both individually and in its competitive position vis-à-vis the energy sector. The RepTrak® PULSE is an indicator for measuring corporate reputation in companies, which allows obtaining a rating from 0 to 100 to be compared with any other company in the rest of the world.

It is worth noting that despite the pandemic crisis, there was an overall increase of more than 2 percentage points in each of the dimensions that make up the PULSE: performance, leadership, supply, citizenship, innovation, integrity and labor.

Driver	Score	Change
Performance	73,7	▲ 2.8
Leadership	67,7	▲ 2.4
Products/Services	67,5	▲ 1.9
Citizenship	65,1	▲ 2.2
Innovation	64,9	▲ 2.2
Conduct	64,7	▲ 2.2
Workplace	64,0	▲ 2.1

This result is due to the definition of a communication strategy that demonstrated a clear purpose, with a transversal focus on sustainability, which prioritized the dissemination of projects aimed at:

1. improving service quality and reliability,
2. supporting the communities in which we operate in order to promote their development,
3. modernizing and enabling the electric infrastructure to make viable and develop electric mobility projects such as charging yards and electric buses for the Bogota public transportation system, as well as the construction of 30 new substations to prepare for the growing demand for energy and system stability,
4. the protection and conservation of the country's ecosystems through Enel Biodiversa,
5. among other projects and initiatives of the Company.

Also, the announcement of the signing of a new investment framework agreement with Grupo Energía Bogotá, in line with the current market reality and with sector trends to leverage the energy transition, green investments, electric mobility and new technologies, and which seeks to take

advantage of and develop growth opportunities with a joint vision among shareholders, had a positive influence on the RepTrak® PULSE result.

The Company remained in the MERCO ranking among the 100 companies with the best reputation in Colombia, ranking #74, climbing eight positions with respect to the previous year, and showing a clear rebound in its corporate leadership; it also obtained the #35 position in the Merco Talento monitor, which recognizes it as one of the best companies to work for in the country. Employers for Youth Colombia 2021 ranked it #33 among the best companies for young professionals, and #2 among energy companies.

In social responsibility, the Company received two special recognitions from the Ministry of Energy and Mines, which seek to highlight the most significant experiences in the sector, for the projects: Win Agua Guajira, demonstrating its commitment to SDG 10: Reducing inequalities, by bringing drinking water to more than 3. Win Agua Guajira, demonstrating its commitment to SDG 10: Reducing inequalities, by bringing drinking water to more than 3,000 Wayuú indigenous people through the construction of a public water supply system that works with photovoltaic solar technology; and Cundinamarca al 100%, demonstrating its commitment to SDG 7: Affordable and non-polluting energy, by bringing energy to 3,900 families in scattered rural areas of Cundinamarca that for the first time are receiving electricity service, sometimes through photovoltaic solutions. This same project was recognized by RSE Camacol in the Community Relations category.





In innovation, the ANDI ranking ranked Enel #11 out of 340 participating companies, in recognition of its efforts to increase its capabilities in science and technology. The 100 Open Startups ranking named Enel #1 in the sector and #5 in the country out of 100 companies selected for its leadership in open innovation and its work with startups. In the CIER innovation awards, the Company received a place in the national phase with the Open Innovability platform in the "innovative platform" category.

In the area of diversity and inclusion, the Company received the Equipares Gold Seal recertification, which is the highest level of recognition in the certification process for the Gender Equality Management System by the Ministry of Labor. This certification recognizes the work carried out to implement policies and practices that promote gender equality.

In terms of integrity and transparency, Codensa and Emgesa, respectively, received recognition for IR 2021, an alliance between CESA and the Colombian Stock Exchange to promote best practices in information disclosure and investor relations, with a score of 90.9% and 91.4% out of 100%.

Events, sponsorships and public events

With the aim of continuing to position the Company as the best reference in generation, distribution and commercialization of energy, throughout the year the Company sought to participate in the most relevant scenarios of the sector and in those aimed at promoting the discussion and presentation of topics of interest to the Group, such as innovation, energy transition, electric mobility, gender equality, circular economy, environmental protection and sustainability.

Participation in public scenarios and involvement in sponsorships contributed to the positioning of Enel as a company that creates energy solutions and faces the challenges of today and tomorrow with commitment to positively transform the lives of people through the development of their communities, companies and cities. The communication actions were aimed at reflecting a company that is more human, closer, open to people and with a clear purpose of contributing to the sustainable progress of the country.

Between sponsorships and presentations in public events, the Company was present in 117 scenarios, with an investment of \$706,397,949.

We also developed 25 internal and external events aimed at supporting the needs of disclosure and relationship with the different audiences of interest, and nine additional events of a transversal nature to help position the Group's strategic issues and thus contribute to its good reputation, with a total investment of \$ 732,783,728.

On the other hand, five virtual webinars were held between March and November 2021 achieving a participation of 1,470 registrants, more than 1,620 people connected and 2,060 visualizations. These virtual conferences were held with the objective of strengthening commercial relationships with current and potential clients. In this way, continuity is given to the construction of a community interested in issues related to energy marketing in Colombia.

Advertising

In 2021, advertising campaigns were carried out for different initiatives of the Company. One of these was the campaign aimed at preventing electrical accidents caused by the contact that people may have with the electrical network, mainly due to the fact that many constructions are located very close to the electrical infrastructure.

During July and August, the Days of Flight campaign was carried out, which in 2021 was focused on inviting people not to fly kites from terraces and balconies, inviting them to do so in large spaces, outdoors and away from electrical grids. In this way, we contributed to reduce service failures by 90% compared to those presented in 2019 (year without restrictions) and by 10% compared to 2020, for this cause.

We continued with the dissemination of the programmed modernization, maintenance, change and expansion of the electric infrastructure in Bogota and Cundinamarca, in order to provide a more reliable, stable and safe service.

Additionally, communication plans were implemented to prevent energy theft with a focus on eight locations in Bogota and 10 municipalities in Cundinamarca. This campaign contributed to the generation of more than 4,729 anonymous reports and the recovery of 1.5 GWh of energy.

Between August and December 2021, an advertising campaign was developed in digital media with the aim of positioning Emgesa as the right partner for companies and generating qualified leads (potential customers) for the portfolio of products and services for the unregulated market: carbon bonds, I-REC certifications and long and short term gas contracts.

Social media and digital presence

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



Sustainability governance





ESG risks and opportunities

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

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

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

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

GUARANTEE MANAGEMENT POLICY

- Guidelines and methodologies for the management of guarantees received to mitigate counterparty risk, both at the supplier's and guarantor's level.

COMMODITY RISK CONTROL POLICY

- To control risks of non-compliance with price, volume, exchange rate, credit and commodity counterparty and financial regulations.

CREDIT COUNTER PARTY RISK CONTROL POLICY

- Minimizes the likelihood that expected results will be affected by a counterparty's default or reduction in credit quality.

FINANCIAL RISK CONTROL POLICY

- Control of financial market, financial counterparty, liquidity and operational risks.

Risk management governance

The Enel Group's organizational risk control and management structure is composed of a Global Risk Control Committee and a Regional Risk Control Committee for Latin America.

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

To monitor compliance with internal policies, including those related to risks, the Companies rely on the Internal Audit team, which is responsible for periodically auditing and verifying that the established policies and controls are in place.

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

- **First Line of Defense:** risk control and management by the Business Units / Front Office Risk Owners.

- **Second Line of Defense:** activated through various functions of internal controls developed to ensure optimal risk management and compliance monitoring established by the Risk Control area.
- **Third Line of Defense:** corresponds to independent evaluation mechanisms by the Internal Audit area, to ensure the effectiveness of the measures set forth in the corporate governance structure, risk management and internal control, including the way in which the first and second line of defense achieve their control and risk management objectives.

In accordance with the above, each of these three lines plays a role within the broader governance structure of the Companies, with the obligation to inform and keep senior management and directors updated on risk management. The Risk Control area has the ISO 31000:2018 International Certification (G31000) and acts in accordance with the current guidelines of this international standard to manage identified risks.

In the risk treatment phase, internal policies and procedures, ISO international standards and governmental provisions are considered in order to guarantee good governance practices and ensure business continuity. The Risk Control area presents to the Board of Directors, on a quarterly basis, the risk map, to provide information on the Company's risk management, showing the identification of new risks and the evolution and monitoring of those previously identified.

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

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

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

On the other hand, there is a Crisis Committee that aims to ensure clarity, speed and efficiency in decision making and internal/external communication for the management of any event that may compromise the safety of people, the continuity of public and business service, the environment, asset protection, the image and reputation of the Companies, as well as to minimize the impact on stakeholders to ensure a rapid restoration of normal operating conditions.

In addition to this Committee, there is a Critical Events Monitoring Office (OMEC), which monitors and manages crises in real time, 24 hours a day, 365 days a year. This office during 2021 actively participated in the internal management of the COVID-19 crisis, sending daily alert bulletins, reporting on the progress of the pandemic and the measures implemented.



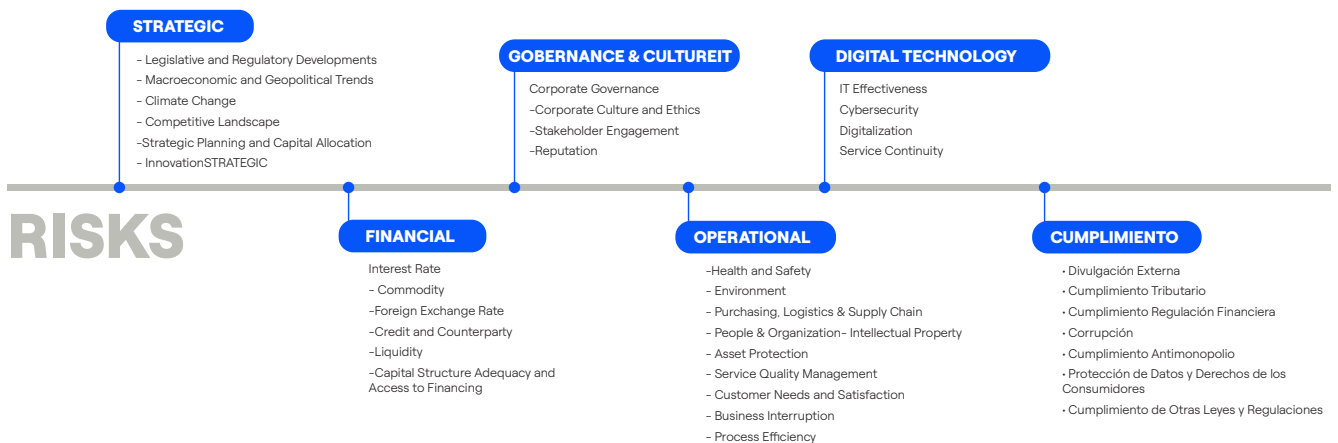
Main risks identified

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

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

As mentioned above, these risks are monitored by the LatAm Risk Control area through the Risk Matrix, which is presented quarterly to the Board of Directors and contains strategic, scenario, operational, legal, tax, regulatory, cybersecurity, sustainability and reputational risks.

The six macro categories are detailed below:



Strategic risks

These are all those risks that may significantly affect the achievement of the Companies' strategic objectives, both in the short and long term. These objectives have been defined by Enel Group management. The subcategories are:

- Legislative and regulatory developments;
- Macroeconomic and geopolitical trends;
- Climate change;
- Competitive landscape;
- Strategic planning and capital allocation;
- Innovation.

Governance and culture risks

Risks of incurring judicial or administrative sanctions, economic or financial losses and reputational damage, as a result of the inability to meet stakeholder expectations, ineffective exercise of oversight functions, and/or the absence of integrity and transparency in decision-making processes, resulting from unauthorized attitudes and behaviors of employees and senior management, in violation of the ethical values of the Companies. These risks are:

- Corporate governance;
- Corporate culture and ethics;
- Stakeholder engagement;
- Reputation.

Digital technology risks

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

- Information technology (IT) effectiveness;
- Cybersecurity;
- Digitalization;
- Service continuity.

To deal with this cross-cutting threat, which has the same forms and impacts worldwide, the Enel Group has a specialized area called Cyber Emergency Readiness Team (CERT) that is unique, centralized and highly prepared, which monitors and supports all the Group's companies.

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

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

Financial risks

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

1. The risks inherent to the financial market, due to the volatility of interest rates and exchange rates.
2. Risks derived from eventual restrictions to access the financial market by the Companies or to meet the obligations assumed or the flow needs required in the course of their business, such as liquidity and credit risks.

The subcategories are:

- Interest rate;
- Commodity;
- Foreign currency exchange rate;
- Credit and counterparty;
- Liquidity;
- Capital structure adequacy and access to financing.

The following section will explain the management of these risks by the Companies.

Operational risks

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

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

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

Compliance risks

These are risks of non-compliance with a rule or standard. For this reason they require knowledge and clear definition of the laws and regulations by which the Companies are governed. These risks are:

- External disclosure;
- Tax compliance;
- Financial regulatory compliance;
- Corruption;
- Antitrust compliance;
- Data protection and consumer rights;
- Compliance with other laws and regulations.

Financial risk management

Interest rate risk

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

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

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

Foreign exchange risk

Exchange rate risks mainly relate to payments to be made in currencies other than the currency to which its cash flows are indexed, for example, for the acquisition of materials associated with projects and payments of corporate insurance policies, among others.

In order to mitigate this risk, the Companies seek to maintain a balance between flows indexed to dollars or local currencies, if any, and the levels of assets and liabilities in that currency. Hedging operations are also carried out for some specific flows. The objective is to minimize the exposure of the flows to the risk of exchange rate variations.

Commodity risk

In particular, Emgesa is exposed to the risk of variation in the price of some commodities, mainly through:

- Purchases of fuels in the electric power generation process.
- Energy purchase and sale operations carried out in local markets.

In order to reduce the risk in situations of extreme drought, the Group has designed a contracting level, defining levels of sales commitments in accordance with the capacity of its generating plants in a dry year, and including risk mitigation clauses in some contracts with free customers.

In consideration of the operating conditions faced by the electricity generation market in Colombia, drought and volatility of commodity prices in international markets, Emgesa is permanently verifying the convenience of taking hedges to lessen the impact of these price variations on results.

As of December 31, 2021, there were no energy futures purchase or sale operations with the purpose of hedging the contracting portfolio.

Liquidity risk

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

Trade accounts receivable

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

Codensa

The supply cut-off is an authorization given to the Company, contemplated in the provisions of the uniform conditions contract for the rendering of energy service for regulated customers, which is activated upon non-payment by customers, in compliance with the current regulation, which facilitates the process of evaluation and control of credit risk.

Due to the beginning of the COVID-19 pandemic, in March 2020 the National Government declared an Economic, Social and Health Emergency through decrees 417 and 457, which established national quarantines. As a result, the activities of cutting off electricity supply to residential segments were suspended.

In addition to the above, through decree 058 of April 4, it was established that companies should defer the payment of energy for subsistence consumption as follows:

- For residential users of strata 1 and 2, a payment period of 36 months.
- For residential users of strata 3 and 4, a payment period of 24 months.
- Non-residential customers were exempted from the measure.

The suspension of cut-off activities lasted from March to August 2020, during which period other collection measures continued to be applied to maintain control of this risk, being possible to resume this activity with full normality as of September 2020. The cut-off activity continues to develop normally so far.

Emgesa

In the event of default in payment, the Company may proceed to suspend supply, and prolonged default is established as a cause for termination of the contract. For this purpose, credit risk is constantly evaluated and monitored and the maximum amounts exposed to payment risk are measured. Depending on the counterparty signing the contract, prepayments or guarantees from a third party (bank or government) may be required as credit risk protection and control measures.

Financial assets

Investments of cash surpluses are made in leading domestic and foreign financial institutions with limits established for each institution.

In the selection of banks for investment, those with investment grade ratings are considered, considering the three main international rating agencies: Moody's, S&P and Fitch.

Management of risks associated with sustainability

Codensa and Emgesa have committed to making specific contributions to six of the 17 Sustainable Development Goals (SDGs):



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

Risks associated with climate change

Among the sustainability risks, those related to climate change are particularly relevant due to their environmental, social and economic impacts. Two types of risks can be distinguished:

Physical risks⁽¹⁾: related to the occurrence of extreme weather conditions or gradual but structural changes in climatic conditions. Extreme events could expose companies to more or less prolonged unavailability of assets and infrastructure, recovery costs, inconvenience to customers, among others.

At the same time, recurring changes impact the resources needed for generation or electricity demand, such as, for example, drought associated with temperature increases. The geographic and technological diversity used in generation and a good predictive measurement of climatic phenomena allow mitigating and managing changes associated with weather patterns.

The large investments that the Companies are making in the distribution network to make them more resilient to climate phenomena are the mitigation and adaptation measures that the Companies are taking in the perimeter of their assets. All areas of the Companies are subject to ISO 14001 certification and, through the application of internationally recognized Environmental Management Systems (EMS), potential sources of risk are monitored so that any criticality can be detected early.

Transition risks: The path towards a low-carbon economy may involve risks related to regulatory, political, legal, technological and market changes with a short, medium and long term effect. The competitive advantage that Codensa and Emgesa have in the management of these risks is belonging to a group that operates in a more mature market that can share good regulatory, technological and market practices, among others.

(1) According to TCFD (Task Force on Climate-related Financial Disclosures) standards, climate-related risks are divided into two main categories: i) risks related to the transition to a low-emission economy, which are related to regulations and standards that may affect the impact of climate change and ii) risks related to the physical impacts of climate change, which may affect business continuity, the environment and people and society.

Social risks

Among the main social risks that may affect the operation of the Companies, the following have been identified:

- **Social conflicts whose intensity may jeopardize the continuity of operations:** to address these potential impacts, the Companies have at the territorial level, as a strategy of continuous dialogue and also with the presence of staff dedicated to the relationship with communities and stakeholders, social investment and local development, and structured systems of Complaints and Grievance Management that are the tools to mitigate conflicts related to their operations.
- In case of contingencies, the companies have plans and processes for managing these situations. Aware of the strategic role that electric energy represents for the country, these plans prioritize the continuity of the delivery of energy generated to the system, the supply of electricity to its customers, and the safety of workers and collaborators.
- **Risks associated with health and safety:** such as, for example, those caused by accidents of our own personnel and/or contractors. These risks are mitigated by promoting a culture of prevention and safety, highlighting the definition of policies, the integration of safety in processes and training, among others.
- **Risks related to diversity, attraction and retention of people in the context of the energy transition:** to meet these challenges, the Companies have diversity policies, together with talent management and promotion policies. The Companies carry out different initiatives dedicated to the reconciliation of personal and working life, and also promote the education and growth of people through scholarships and courses.

Governance risks

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

- They arise from unlawful conduct, including corruption, lobbying activities, among others, by own personnel or contractors, or anti-competitive practices. For their management, the Companies have an Internal Control and Risk Management System based on commercial standards and procedures.
- Risks of human rights violations, which are raised through due diligences that are developed annually throughout the value chain of the Companies and transversally to all functions.

Action plans are derived from the Due Diligence process to address areas of vulnerability or impacts that are detected.

Emerging cross-cutting risks

Cybersecurity risks

The speed of technological development always generates new challenges, noting a constant increase in the frequency and intensity of cyber-attacks, as well as the tendency to affect critical infrastructures and strategic industrial sectors, highlighting the potential risk that, in extreme cases, normal business operations could suffer a setback. Cyber-attacks have changed dramatically in recent years: the number has grown exponentially, as has their degree of complexity and impact (theft of corporate and customer data), making it increasingly difficult to identify the source in a timely manner. Codensa and Emgesa operate in numerous contexts (data, industry and people), a circumstance that must be added to the intrinsic complexity and interconnection of resources that, in addition, over the years have been increasingly integrated into the daily operating processes of the Companies.

The Group has adopted by a holistic governance model related to cybersecurity, which applies to the IT (Information Technology), OT (Operational Technology) and IoT (Internet of Things) sectors. The framework is based on the commitment of top management, global strategic direction and the involvement of all business areas, as well as units dedicated to system design and implementation. It also strives to use market-leading technologies, design ad hoc business processes, strengthen people's IT awareness and implement regulatory requirements related to IT security.

In addition, the Group has defined and adopted a risk management methodology for IT security based on "risk-based" and "cybersecurity by design" approaches, thus making corporate risk analysis the fundamental step in all strategic decisions. Enel has also created its own Cyber Emergency Readiness Team (CERT) in order to proactively respond to and manage any IT security incident.

In addition, since 2019, in order to mitigate exposure not only with technical countermeasures, the Group has taken out insurance on cybersecurity-related risks.

Digitalization, IT efficiency and service continuity

The Companies are carrying out a digital transformation of the management of their entire value chain, developing new business models and digitizing their processes, integrating systems and adopting new technologies. A consequence of this digital transformation is that the Enel Colombia Group is increasingly exposed to risks related to the operation of the information technology (IT) systems implemented in the Companies, with impacts on operational processes and activities, which could lead to the exposure of IT and OT systems to service interruptions or loss of data.

The monitoring of these risks is ensured by a series of internal measures developed in order to drive digital transformation. Specifically, an internal control system has been implemented which, through the introduction of control points along the entire IT Value Chain, makes it possible to prevent the materialization of risks related to aspects such as the creation of services that do not adhere to business needs, the failure to adopt adequate security measures and service interruptions. The internal control system monitors both the activities performed internally and those entrusted to external collaborators and suppliers. The Companies are also promoting the dissemination of digital culture and skills internally, in order to successfully drive digital transformation and minimize associated risks.

Personal data protection

In the era of digitalization and market globalization, the Companies' business strategy has focused on accelerating the transformation process towards a business model based on digital platforms, through a data-driven and customer-centric approach, which is being implemented throughout the entire value chain. Codensa and Emgesa have a significant customer base of more than three million customers and more than two thousand people employed directly by the Companies.

Consequently, the new business model of the Companies requires managing an increasingly important and growing volume of personal data in order to achieve the financial results foreseen in the 2022- 2024 strategic plan.

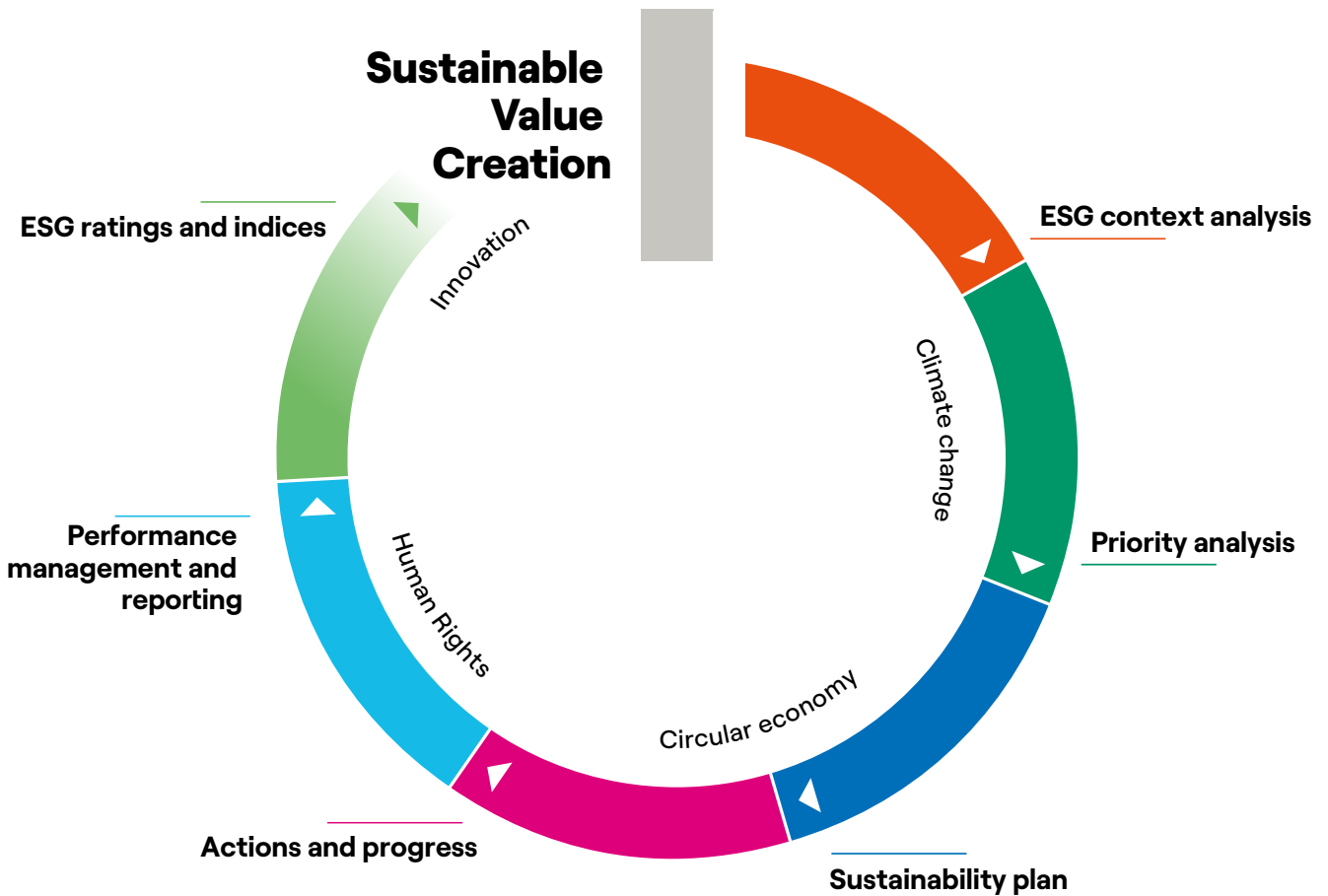
This implies greater exposure to the risks associated with the processing of personal data and increasingly stringent privacy legislation worldwide.

Some of the ways in which these risks can materialize are a breach of the duty of confidentiality, loss of integrity, accuracy, updating and availability of personal data of customers, employees and third parties (such as suppliers and contractors) and problems in the resilience of systems, all of which could result in penalties, operational or process interruptions, economic or financial losses and also reputational damage.

To manage and mitigate this risk, Codensa and Emgesa have adopted a personal data governance model (Data Protection Compliance Program) that includes the assignment of roles at all levels of the Companies (including the appointment of a Data Protection Officer (DPO), the adoption of digital tools for data mapping, an adequate risk impact assessment, technical and organizational security measures, among other matters.



Sustainability Process 2021



Stakeholder engagement and priorities



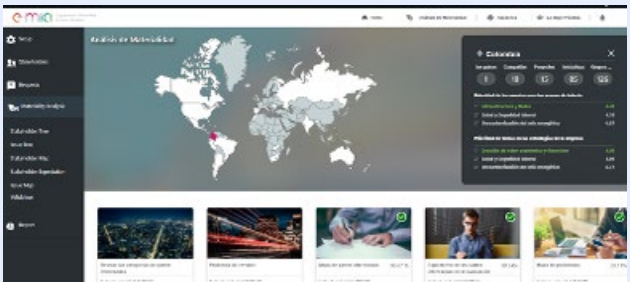


Strategic stakeholder engagement

GRI 102-40, 102-42

Codensa and Emgesa’s stakeholders are identified as those individuals, groups or organizations that are directly or indirectly related to their activities and operations at national, regional and local levels.

For the management of their interests and relationships, the groups are prioritized taking into account their level of influence, dependence and tension, through a digital tool called e-mia: <https://e-mia.enel.com/> shared with all Enel Group companies, which was launched in 2021, and whose results allow defining the strategies and communication channels with each of them, as well as updating the sustainability plan and the relevant topics to be included in the Sustainability Report.



Identified stakeholders

As part of the materiality analysis activities, from the Sustainability Management and with the guidelines of the Enel Group, the stakeholders applicable to the Company are reviewed annually. In this sense, for 2021 the stakeholders identified were the following, it should be noted that a description of up to three levels is made for each of the stakeholders, which are recorded in the e-mia tool.



CUSTOMERS

- Potential customers
- Electricity market end customers
- Gas market end customers
- Consumer associations



SUPPLIERS AND CONTRACTORS

- Potential contractors and suppliers
- Contractors
- Suppliers of goods and services
- Fuel suppliers
- Subcontractors



BUSINESS COMMUNITY

- Companies
- Competitors and peers
- Business Actors/Associations
- Trade associations
- Trade union organizations
- Professional associations



OUR PEOPLE

- Employees
- Union representatives



CORPORATE GOVERNANCE BODIES

- Boards of Directors
- Supervisory committees



AUTHORITIES AND CONTROL BODIES

- National, regional and local



MEDIA

- Social media audience
- Traditional media (local, regional, national and international)



FINANCIAL COMMUNITY

- Equity investors
Lenders
- Rating agencies and financial analysts



CIVIL SOCIETY AND LOCAL COMMUNITIES

- 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



INSTITUTIONS

- National, departmental and municipal governmental institutions
- Legislative and co-administrative institutions
- Control, supervisory and oversight authorities and bodies
- Law enforcement agencies (law enforcement)
- Sectoral and intersectoral associations and guilds

Communication channels

GRI 102-40, 102-43

Stakeholder engagement strategies seek to understand their expectations, attend to their requests and manage them efficiently, with the support of specialized communication channels for each one of them, through which systematic contact is maintained with the operating areas to address issues of mutual interest associated with their activities.




















Relevance

PARAMETERS:


























Dependence importance of the relationship for

Influence importance of the relationship for the organization

Urgency time dimension of the relationship

	Channels and types of communication and participation	Average frequency of participation by channel / type	Top issues with high/very high priority for stakeholders	Response to stakeholders in the chapters of the report
Companies and trade associations 	 Direct contacts	daily	<ul style="list-style-type: none"> Occupational health and safety 	Occupational health and safety
	 Forum	monthly	<ul style="list-style-type: none"> Decarbonization of the energy mix 	The road to net zero
	 Working group	monthly	<ul style="list-style-type: none"> Infrastructure and networks 	The decade of electrification and customer centricity
	 Dedicated meetings	weekly		
Customers 	 Agents	daily	<ul style="list-style-type: none"> Health and safety 	Occupational health and safety
	 Mobile apps	continuous	<ul style="list-style-type: none"> Customer centricity 	The decade of electrification and customer centricity
	 Web channel	continuous	<ul style="list-style-type: none"> Decarbonization of the energy mix 	The road to net zero
	 Forum	monthly		
	 Working group	monthly		
	 Official stores and communications offices	daily		
	 Social network	continuous		
 Survey	Twice a year			
Financial community 	 Canal web	continuous	<ul style="list-style-type: none"> Decarbonization of the energy mix 	The road to net zero
	 Contactos directos	daily	<ul style="list-style-type: none"> Infrastructure and networks 	The decade of electrification and customer centricity
	 Día del inversor	once a year	<ul style="list-style-type: none"> Occupational health and safety 	Occupational health and safety
	 Exposición itinerante	four times a year		

(1) Due to the Covid emergency, the types of communication and participation that are usually conducted in person (e.g., "Direct Contacts" or "Dedicated Meetings") were conducted through the use of digital programs (meetings via Teams, Skype, etc.).

	Channels and types of communication and participation	Average frequency of participation by channel / type	Top issues with high/very high priority for stakeholders	Response to stakeholders in the chapters of the report
Institutions 	 Reports	continuous	<ul style="list-style-type: none"> • Infrastructure and networks • Decarbonization of the energy mix • Occupational health and safety 	<p>The decade of electrification and customer centricity</p> <p>The road to net zero</p> <p>Occupational health and safety Civil</p>
	 Web channel	continuous		
	 Launches	weekly		
	 Direct contacts	daily		
	 Social network	continuous		
Civil society and local communities 	 Reports	continuous	<ul style="list-style-type: none"> • Infrastructure and networks • Occupational health and safety • Sustainable value chain 	<p>The decade of electrification and customer centricity</p> <p>Occupational health and safety</p> <p>Suppliers Media</p>
	 Web channel	continuous		
	 Launches	weekly		
	 Direct contacts	daily		
	 Social network	continuous		
Media 	 Launches	weekly	<ul style="list-style-type: none"> • Decarbonization of the energy mix • Economic and financial value creation • Good governance and fair corporate conduct 	<p>The road to net zero</p> <p>Good governance</p>
	 Direct contacts	daily		
	 Dedicated meetings	weekly		
	 Travelling exhibit	four times a year		
	 Social network	daily		
Employees 	 Reports	continuous	<ul style="list-style-type: none"> • Ecosystem conservation and environmental management • Occupational health and safety • People management, development and motivation 	<p>Towards a nature-based model</p> <p>Occupational health and safety</p> <p>Enel People</p>
	 Forum	monthly		
	 Working groups	monthly		
	 Cognitive interview	weekly		
	 Intranet	continuous		
	 Newsletter	every 2 weeks		
	 Corporate magazines	every 2-3 months		
	 Surveys	Twice a year		
Suppliers and contractors 	 Web channel	continuous	<ul style="list-style-type: none"> • Good governance and fair corporate conduct • Sustainability in the value chain • Economic and financial value creation 	<p>Good corporate governance</p> <p>Suppliers</p> <p>Sustainable finance</p>
	 Direct contacts	daily		
	 Forum	monthly		
	 Working groups	monthly		
	 Dedicated meetings	weekly		

Due to the mission of the Companies to provide an essential public service, it is common to maintain relationships with different government entities, political authorities, unions or control entities. For this reason, in 2021 the Companies updated their Policy on Relationships with Institutional Actors, strengthening in turn the Model of Trust and Value with Institutions – PL 1118.

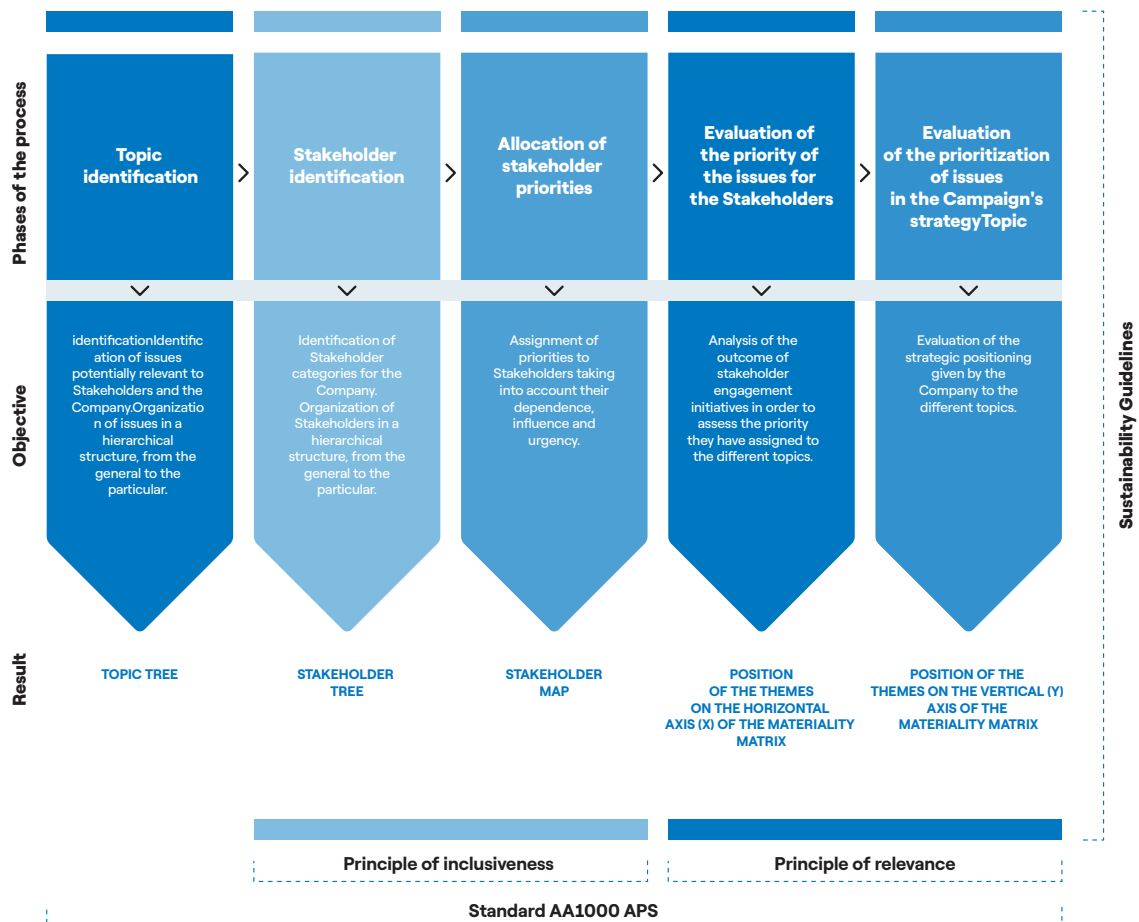
This model establishes the guidelines for the development of the relationship between the Companies and the institutions, through commitment, transparency and legality.

During the year, internal training and communication activities were carried out with respect to the policy. In this way, a model has been implemented that allows developing the institutional relationship strategy of the Enel Group Companies in Colombia, in accordance with corporate guidelines, the Political Constitution and the Law. The above in order to help achieve the objectives of the business lines and staff areas, through the creation and maintenance of bridges of trust and value between the institutions and the Companies, as well as to contribute to the progress of public policies for the benefit of society.

Materiality analysis 2021

GRI 102-46

Annually, the Sustainability Management of the Companies executes, reviews and validates the materiality exercise, through the analysis of stakeholder participation strategies that allow us to know their expectations and level of satisfaction regarding critical issues identified, as well as to consider them in relation to the Group's strategic priorities.

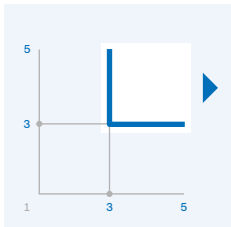
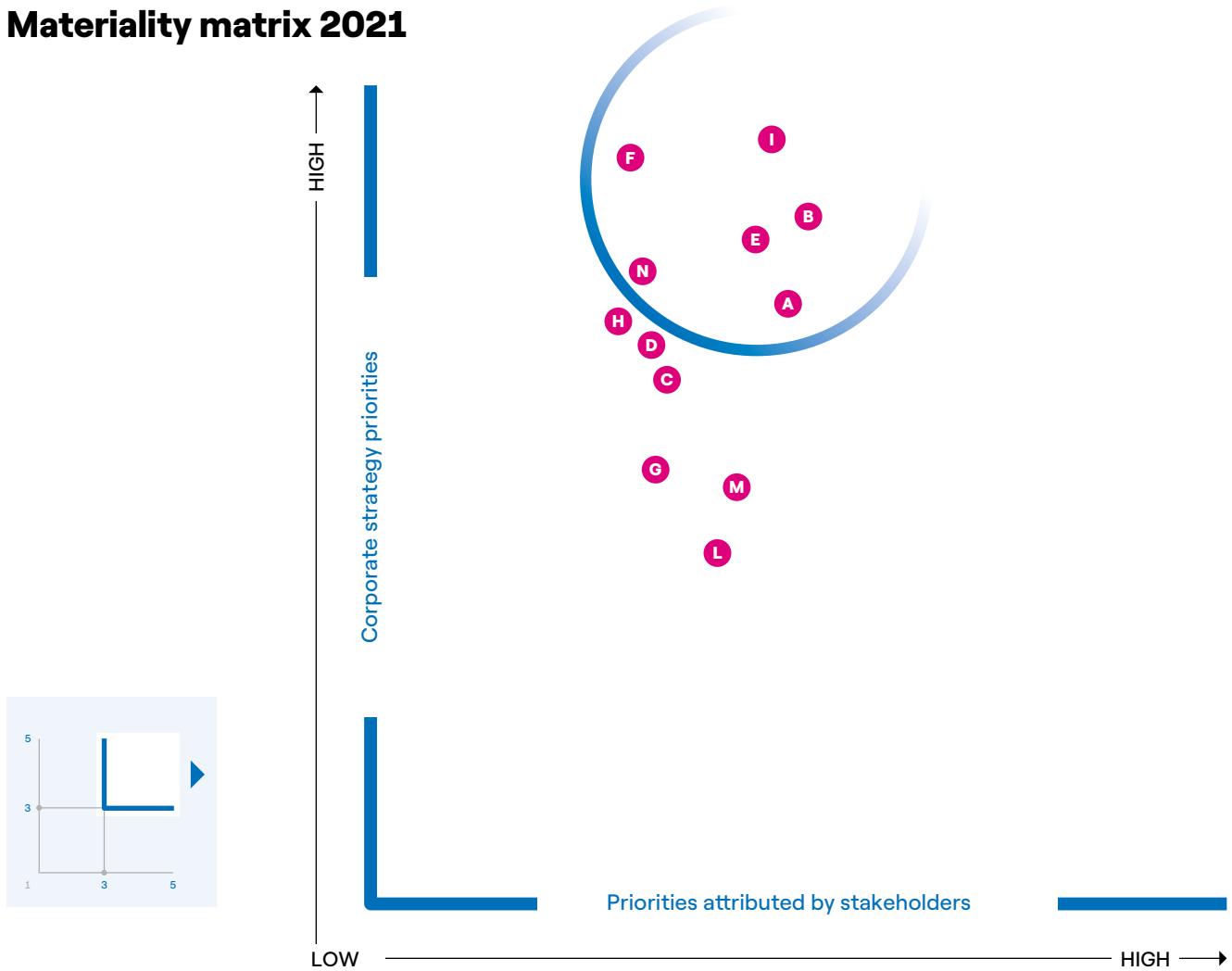


Stages of materiality analysis

The results of this exercise are the main input for the continuous improvement of the sustainability strategy and plan, as well as for the definition of the contents of the Sustainability Reports.

At a global level, we have our own digital e-mia system that collects data, aggregates and processes the detailed information of each Company, consolidating the results and priorities for the Group with their respective details for each country. Thus, the results of the exercise for 2021 are presented below:

Materiality matrix 2021



Business and governance issues

- A** Infrastructure and networks
- B** Decarbonization of the energy mix
- C** Customer relations
- D** Products and services for electrification and digitalization
- E** Good governance and fair corporate conduct
- F** Economic and financial value creation
- N** Innovation, circular economy and digital transformation

Social issues

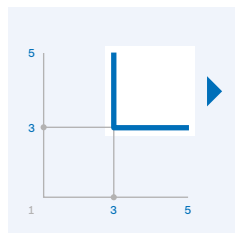
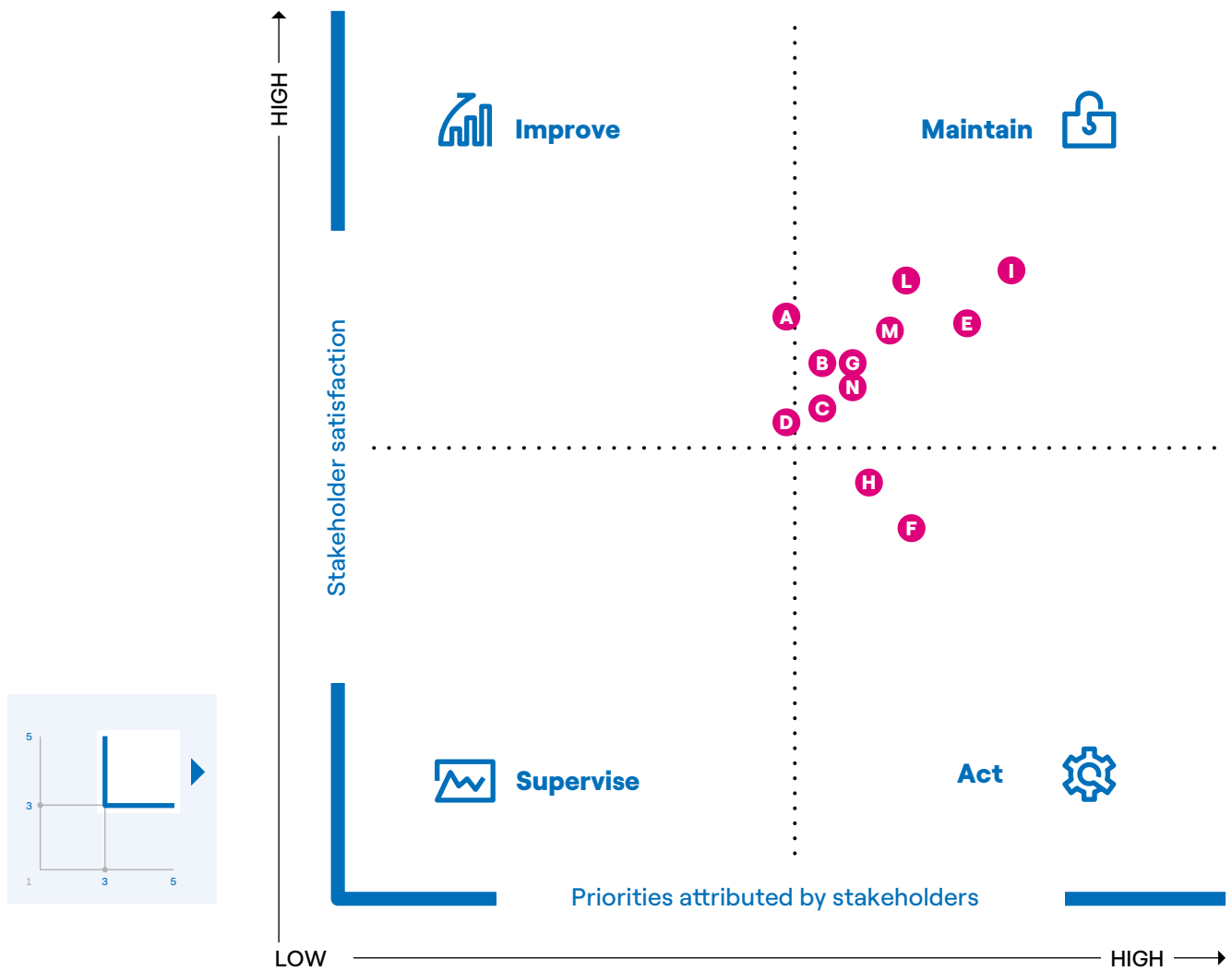
- G** Local and global communities
- H** Employee management, development and motivation
- I** Occupational health and safety
- L** Sustainable value chain

Environmental issues

- B** Decarbonization of the energy mix
- M** Ecosystem conservation and environmental management

Material issues	Main topics of interest
Occupational health and safety	<ul style="list-style-type: none"> • Promoting employee health and well-being • Employee safety • Safety of employees of contractors operating on Enel sites • Respect for human rights in occupational health and safety
Good corporate governance and fair conduct	<ul style="list-style-type: none"> • Anti-corruption • Board and senior management structure • Fair competition • Fiscal transparency • Fairness and transparency in communication • Fairness in management behavior • Good organizational model and compliance programs • Transparency in relations with institutions • Management of legal issues
Infrastructure and networks	<ul style="list-style-type: none"> • Network improvement and development • Operational network management
Sustainable value chain	<ul style="list-style-type: none"> • Responsible management of purchases of goods, services and works. • Responsible management of fuel supply • Respect for human rights in the supply chain.
Decarbonization of the energy mix	<ul style="list-style-type: none"> • Expansion and management of renewables • Traditional technologies • Climate change
Ecosystem preservation and environmental management	<ul style="list-style-type: none"> • Waste management • Water management • Biodiversity and natural capital protection • Environmental governance • Atmospheric emissions (excluding CO2) • Energy use-Soil, subsoil and groundwater
Local and global communities	<ul style="list-style-type: none"> • Access to energy • Community consultation in the development of new projects • Assessment of impacts of operations on communities • Mitigation of impacts of operations on communities • Protection of community health and safety • Respect for the human rights of communities, indigenous peoples and traditional local communities. • Social and economic development of communities • Support for local communities
Management, development and motivation of employees	<ul style="list-style-type: none"> • People development • Quality of life in the company • Respect for employees' human rights • Valuing employee diversity
Customer relations	<ul style="list-style-type: none"> • Ability to meet customer needs • Quality in customer relations
Products and services for electrification and digitalization	<ul style="list-style-type: none"> • New technologies and solutions for homes and condominiums • New technologies and solutions for cities • New technologies and solutions for industries • New technologies and solutions for financial services • Electric mobility • Ultra-broadband connectivity
Innovation, circular economy and digital transformation	<ul style="list-style-type: none"> • Digitalization and cybersecurity • Innovation and sustainability ecosystem • Circular economy
Economic and financial value creation	<ul style="list-style-type: none"> • Group efficiency • Extraordinary transactions • Share value and dividend policy • Capital structure balance sheet • Investment attraction • Long-term value creation strategy

Expectation matrix 2021



Business and governance issues

- A** Infrastructure and Networks
- B** Decarbonization of the energy mix
- C** Customer focus
- D** Products and services for electrification and digitalization
- E** Good governance and transparent conduct
- F** Economic and financial value creation
- N** Innovation, circular economy and digital transformation

Social issues

- G** Involvement of local and global communities
- H** People management, development and motivation
- I** Occupational health and safety
- L** Sustainable supply chain

Environmental issues

- B** Decarbonization of the energy mix
- M** Ecosystem conservation and environmental management

In 2021, occupational health and safety remained one of the priority issues for both stakeholders and the strategy of the Companies. This is due to the dynamics that have been generated since the beginning of the pandemic in 2020, which demand from Codensa and Emgesa a timely and agile response, together with a broad resilience capacity, to continue delivering its promise of value as an essential public service, taking care at all times of the health and safety of its employees and users. This interest was joined by contractors, regulators, employees and other groups whose expectations have been adjusted in the context of the pandemic.

In this scenario, good governance and fair corporate conduct was a fundamental pillar of the Enel Group's strategy, to ensure transparency in decision making, ethical behavior in the context of uncertainty and constant changes, and diligent leadership to face the challenges and identify the opportunities that the energy sector has as a lever for the sustainable development of the country.

In addition to this, the strengthening of infrastructure and networks for the generation and supply of energy was consolidated as a key element in the expectations of stakeholders and the strategy of the Companies. This is in recognition of the role of energy as a fundamental part in the economic reactivation and development of the country, for which important goals were established to ensure the quality and continuity of the service.

Sustainability in the value chain became increasingly relevant in this analysis, considering the elements of shared value promoted by the Companies and the general expectations regarding the generation of market dynamics that, without leaving aside competitiveness, would deepen in elements of governance, environmental management and social management to add up in the delivery of benefits to society.

Among the environmental elements highlighted in the analysis is the Enel Group's global strategy to achieve the decarbonization of the energy mix, with significant impacts in terms of the use and exploitation of natural resources, and as a measure that leverages global goals for the reduction, mitigation and compensation of emissions. These results reflect the Group's challenges at a global and country level to accelerate its energy transition towards a 100% renewable model, in a context marked by the pandemic, which is expected to have a positive impact as allies for economic reactivation and for extending sustainability practices in the supply chain.

Also, the preservation of ecosystems and environmental management remained as relevant elements of the Companies' strategy, supported by concrete actions to protect the country's biodiversity and natural resources, through the development of a shared value creation model that involves the communities and different social actors in this management and results.



Sustainability Plan 2021-2023





Driven by the public commitment to the global sustainable development agenda embodied in the 17 Sustainable Development Goals (SDGs), Enel understands sustainability as an umbrella that permeates the Organization and contributes to the development of its business model. Thanks to the alignment between the priorities and needs of stakeholders and the priorities in its strategy, Emgesa and Codensa integrate sustainability in business, inclusively and without leaving anyone behind, create long-term value for all, and in turn boost the socioeconomic and environmental identity of the territories where they operate.

In 2021 the Sustainability Plan 2021-2023 was updated, whose objective is the generation of sustainable value in the long term, for which it takes as a starting point the contributions generated by the business to development and joins the global trends of decarbonization and electrification as structural axes of the strategy. The Sustainability Plan of Codensa and Emgesa for the period 2021-2023 considers the following inputs in its construction:

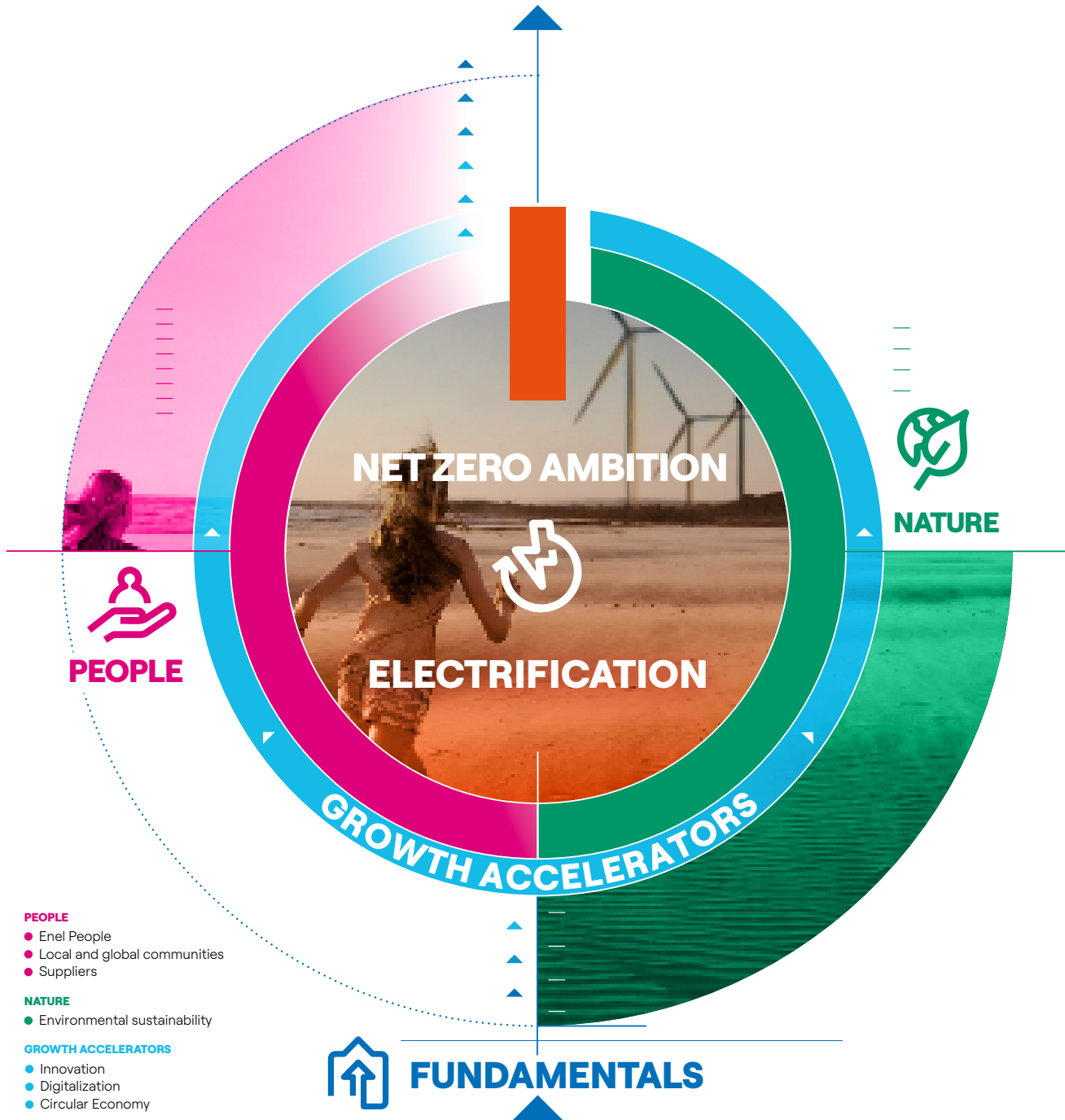
- The analysis of the environmental, social and governance context in which its operations are framed.
- The results of the materiality exercise, which identifies the most relevant issues for stakeholders and for the sustainable management of the Companies.
- The actions taken in relation to the sustainability plan of previous years and the results obtained in a process of continuous improvement.
- The actions and projects carried out with the communities in the areas of influence under the Creating Shared Value model.
- The results and performance of the Companies in environmental, social and economic issues documented in annual reports.
- The Enel Group's leadership in Environmental, Social and Governance (ESG) ratings and international networks.

The Sustainability Plan drawn up by the Enel Group is more than 94% aligned with the Sustainable Development Goals (SDGs), and its actions directly contribute to the six (6) SDGs to which it has been publicly committed for years.

Sustainable development along the entire value chain



Long-term sustainable value creation



PEOPLE

- Enel People
- Local and global communities
- Suppliers

NATURE

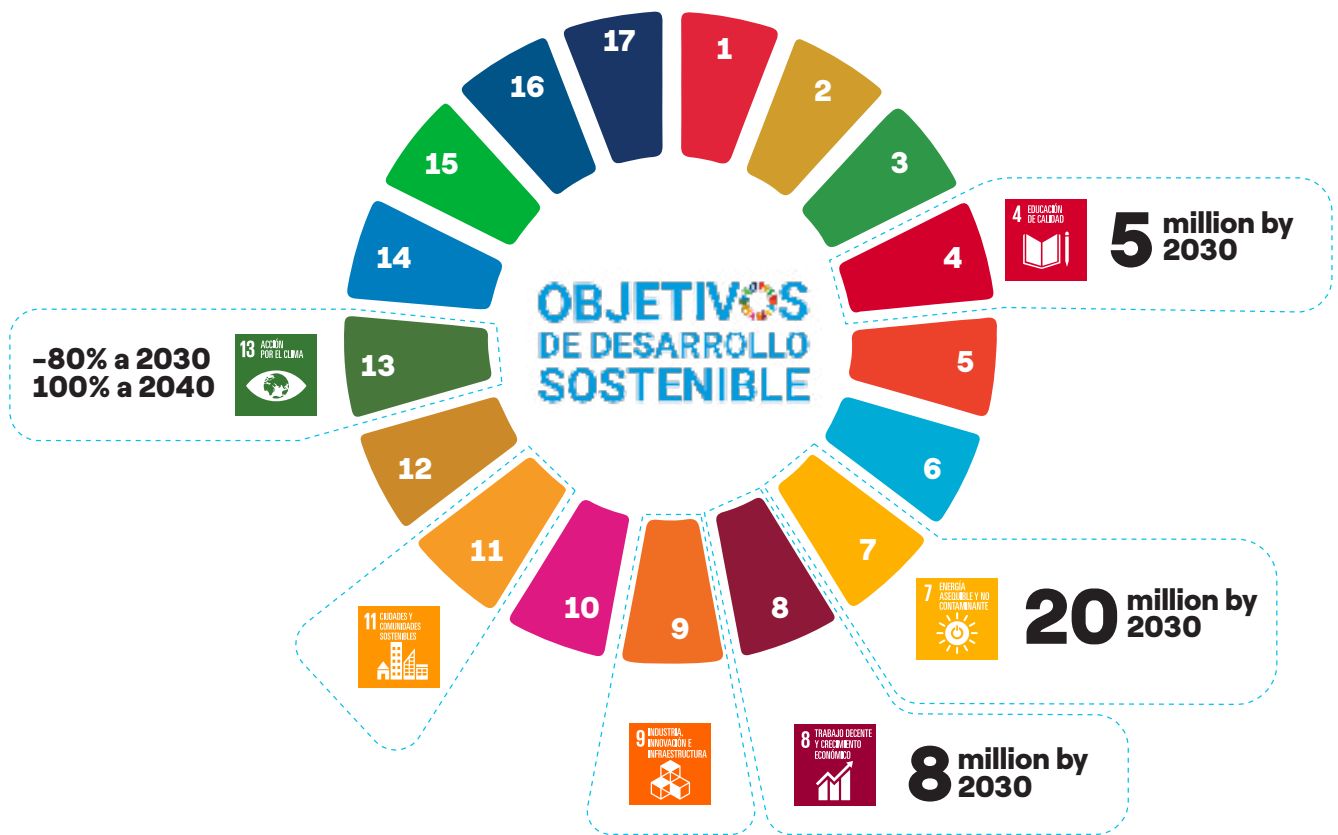
- Environmental sustainability

GROWTH ACCELERATORS

- Innovation
- Digitalization
- Circular Economy

FUNDAMENTALS

- Occupational health and safety
- Good governance
- Human rights



The 2021–2023 Plan is based on the achievement of the SDGs along the entire value chain. SDG 13 – Climate Action is at the heart of the strategy, with the decarbonization of the energy mix, by accelerating the growth of renewable capacity (SDG 7), combined with the electrification of consumption. For this, the enabling factors are infrastructure and networks in line with SDG 9 (Industry, innovation and infrastructure), as well as ecosystems and platforms, in line with SDG 11 (Sustainable cities and communities).

In 2021 the Enel Group stated that the strategy and positioning projected for 2030 allowed it to move 10 years ahead in the Net Zero commitment, from 2050 to 2040, for both direct and indirect emissions, without resorting to compensatory measures, such as carbon removal technology or nature-based solutions.

The plan maintains the pillars of sustainable supply chain, environmental sustainability, governance, and health and safety. It is committed to diversity and equal opportunities among employees, in addition to involving local stakeholders in the definition of shared value creation plans.

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

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

The following is a list of some of the initiatives included in the Codensa and Emgesa Sustainability Plan:

Components of the Sustainability Plan	Actions and initiatives
<p>Energy transition</p> 	<ul style="list-style-type: none"> • Network automation and digitization • Chat Bot • Smart metering • Water level sensors • Waterproofing of subway chambers and substations • Network automation • Sustainable building sites • Urban Futurability (Fenicia and Salitre)-Metro and Regiotram and Bogota 2030 Project • VITAL™ Potabilization Filters • Circular cities • Recharging stations • Electric buses • Digital invoices • Reduction of thermal capacity • Integrated climate change management plan • Neighborhoods by adhesion
<p>Our people</p> 	<ul style="list-style-type: none"> • Physical protection of persons • Scholarships available for employees • Digital skills training • Development of leadership culture-Gender Equity - Equipares Seal • Increased female participation in the Middle Manager and White Collar categories. • Internal mobility • Adoption of a systemic approach for the inclusion of disability. • Corporate volunteering
<p>Local and global communities</p> 	<ul style="list-style-type: none"> • Educating with energy • Good Energy for your School • School kits (Bono Solidario EM) • Energy Seedbeds • Educating with dance • Donation of computers • Scholarship bank for teenage mothers • Safe energy program for customers • Cundinamarca at 100% • First digital electric substation in Colombia Portugal Substation • Collective and individual resettlements • Transformation of solid waste and beautification of the environment • Strengthening and promotion of strategic and operative alliances. • VITAL-Vida, Innovation, Technology and Clean Water • Give your endowment a second chance • Illumination of community spaces • Works for Taxes Projects • Centers of Excellence for Rural Education • Sustainable production systems • Apiary projects with communities • Training for employment • Mobile Offices to Support Migrant Population in Colombia - IOM UNO • Improvement of roads in Ubalá zone B • Construction of a footprint plate with reinforced concrete system (CRG) of geocells Agrado-Huila • Business development for artisanal fishermen - Central Betania
<p>Sustainable supply chain</p> 	<ul style="list-style-type: none"> • Procurement Transformation Project • Management tools: Webuy, Workload, Supplier Performance Management (SPM), Smart Planning Tool-Supplier Day in digital format • Implementation of Project K for sustainability in 80% of contracts.

Components of the Sustainability Plan	Actions and initiatives
<p>Occupational health and safety</p> 	<ul style="list-style-type: none"> • Cardiovascular risk and musculoskeletal disorders, psychosocial risk programs. • Intrinsic Safety, Extra Checking on Site - ECoS, Safety Moving Poo, Be Safer programs. • Road safety and epidemiological surveillance programs. • Evaluation and support for contractors.
<p>Environmental sustainability</p>     	<ul style="list-style-type: none"> • Flood control • Training on water saving and efficient use of water • Implementation of reuse of paraflow discharge at the Paraíso and Guaca plants on the Bogotá River. • Removal or deinstallation of equipment in use that is probably contaminated with PCBs. • Sale of ash - Circular economy-Decontamination of PCB contaminated equipment. • Lito Foundation's Green Points Program • Emissions management • Modernization of lighting to LED technology in substations. • Planting and cleaning of the beach and mangrove coastline of the Cartagena power plant • Environmental care and improvement program • Ecological restoration plan for the tropical dry forest of the El Quimbo hydroelectric power plant. • Theoretical and practical bird watching workshops at the Betania power plant. • Enel Biodiversa
<p>Good Corporate Governance</p> 	<ul style="list-style-type: none"> • Human rights due diligence • Fraud Risk Assessment Matrix Evaluation • Evaluation of the Risk Assessment matrix • Compliance with the Annual Audit Program • Maintenance of the ethical channel available to all stakeholders • Evaluation and updating of the risk and control matrix for the prevention of criminal risks. • Conformity assessment of the ISO 37001 anti-bribery management system.
<p>Growth Accelerators</p>     	<ul style="list-style-type: none"> • Dissemination of IT security culture • Verification of information security • Execution of cyber drills at industrial plants/sites • Application of K-factors related to sustainable construction site in bidding strategies • Innovation culture activities-Solution design activities • Startups and crowdsourcing • Strengthening partnerships with international circular economy networks. • Ratings: Fitch Ratings Colombia • Ordinary Bonds and Commercial Papers Issuance and Placement Program • IR (Investor Relations) recognition • Management of resources from National and Departmental Government funds to support the development of the country's electric infrastructure.

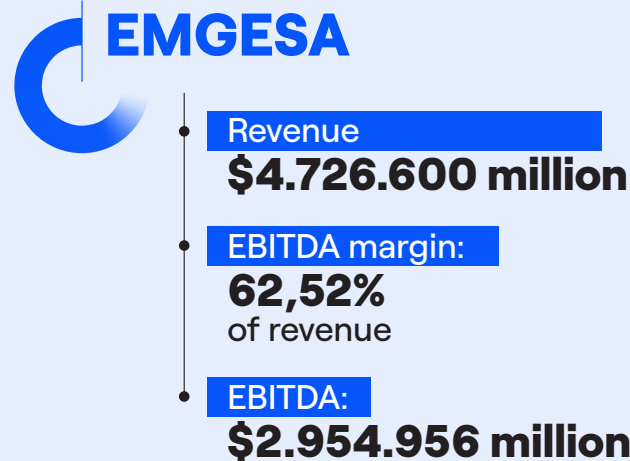
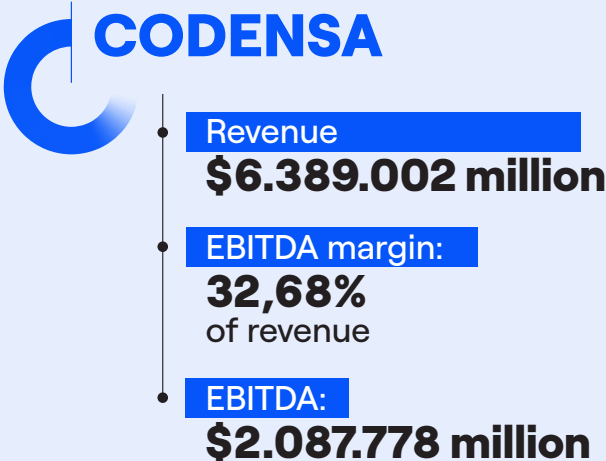
Sustainable finance





During the second year of the pandemic, the resilience and commitment of the Enel Group in Colombia to the operation was once again demonstrated, complying with the highest standards in the continuous and reliable provision of service. In this way, Codensa and Emgesa join efforts to create value for their shareholders and stakeholders, guiding their actions within a framework of ethical and transparent performance that allows them to consolidate in the country and in the markets where they are present.

Main financial results



Economic value generated and distributed

GRI 201-1

Codensa

In 2021 Codensa presented revenues of \$6,389,002 million, 11.82% more than the previous year. Of this amount, 95% was distributed among its stakeholders, mainly for operating costs (59%), salary and social benefits for employees (4%), payments to equity providers (24%) and payments to the Government (7%).

		2019	2020	2021
Economic value generated (EVG)	Revenue	5,464.557	5,713.741	6,389.002
	Operating	5,416.283	5,658.706	6,335.629
	Non-operating	48.274	55.036	53.372
Economic Value Distributed (EVD)	Operating costs	3,156.173	3,273.023	3,788.476
	Salaries and employee benefits	234.661	285.271	251.687
	Payments to equity providers	641.057	750.208	1,560.104
	Financial expenses	208.196	206.513	239.287
	Dividend payments	432.861	543.696	1,320.817
	Payments to government	437.920	539.175	466.254
	Economic value retained: VEG - VED		994.746	866.065

Financial results

The most relevant figures and indicators are presented below:

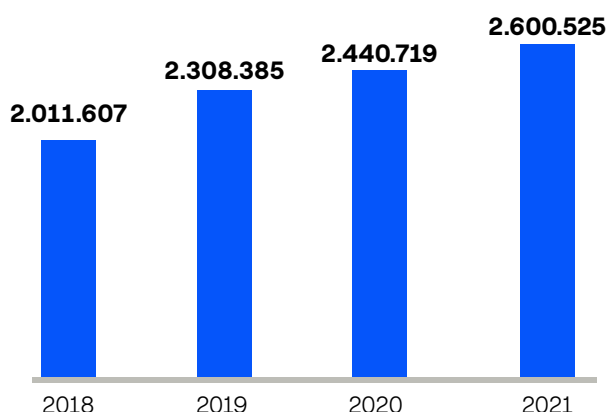
	2020	2021	Variación
Revenue	5,713.741	6,389.002	11,8%
Operating costs and expenses	3,273.023	3,788.476	15,7%
Contribution margin	2,440.719	2,600.525	6,5%
Administrative expenses	559.135	512.747	-8,3%
EBITDA	1,881.583	2,087.778	11%
Income before taxes	1,204.056	1,383.991	14,9%
Provision for income tax	361.526	401.604	11,1%
Net income	842.530	982.387	16,6%

At the end of 2021 the company achieved positive results, as a result of the factors explained below:

The contribution margin amounted to \$2,600,525 million pesos, showing a YoY increase of 6.5% , derived from:

- Higher remuneration income from the distribution activity, as a result of the incorporation of new assets to the regulatory base, as a result of the investment plan, focused on the modernization of the network to improve the quality of service.
- Recovery of energy demand in the company's area of influence, presenting an annual variation of 6.4%, exceeding national demand and pre-pandemic levels, in line with the country's economic reactivation.
- Positive impact due to the annual variation of the Producer Price Index (PPI) to which the distribution remuneration component is indexed.
- Higher margin of value added products, as a result of the invoicing of the sanitation service due to the entry of new operators and the start-up of the four recharging yards for the electric buses of the Integrated Public Transportation System (SITP, for its acronym in Spanish).

Contribution Margin (COP\$ Mill)



Fixed costs, represented by personnel and operation and maintenance costs, decreased by 8.3% compared to the previous year, mainly due to the recognition in 2020 of the extraordinary provision for the digital transformation plan. It is important to highlight that without this effect, the Opex remains at the same level as the previous year, as a result of the implementation of the efficiency program and the execution of the investment plan, which has focused on the modernization of the network; leveraging the improvement of the quality of service by reducing failures and interruptions.

Thus, the Company generated EBITDA of \$2,087,778 million at the end of 2021, with a growth of 11% compared to the result of the same period of 2020 and an EBITDA margin over operating revenues of 32.7%.

EBIT reached \$1,578,750 million, representing an increase of 13.4% as a result of the positive EBITDA performance and favored by the improved performance in the recovery of the customer portfolio in the residential, commercial and industrial segments that were affected by the pandemic. EBIT also reflects the effect of the increase in depreciation expense, associated with the growth of the depreciable fixed asset base, as a result of the robust investment plan that the company has been executing.

On the other hand, the Company's net financial expense reached \$206,132 million, with a growth of 15.6% compared to the \$178,363 million reported in 2020, as a result of a higher average debt balance at the end of 2021, as a result of the higher financing needs to execute the investment plan established by the company.

It is worth noting that during the last quarter of 2021, the Company recorded \$20,747 million for the recognition of the equity method associated with the investments in the companies formed to provide the fleet and the construction of the recharging yards for Transmilenio in Fontibón and USME.

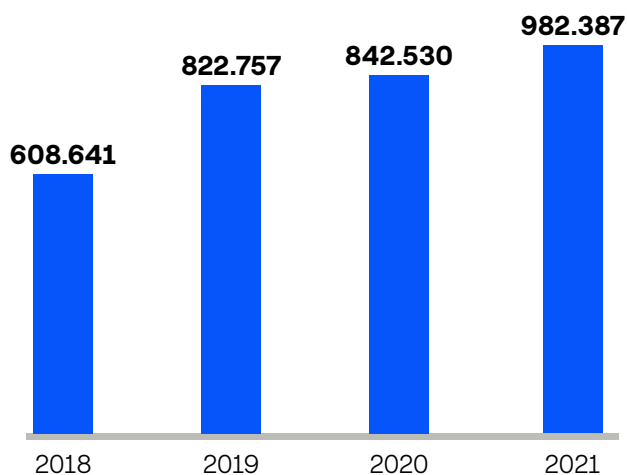
In 2021 the following amortizations were made: in April the loan with MUFG for \$397,500 million was cancelled and in September the third tranche of the Program for the Issuance and Placement of Bonds and Commercial Papers for \$185,000 million was amortized.

During the course of the year, the following loans were taken out for \$1,670,536 million:

1. Between January and February the Company acquired loans with Banco Itaú through Findeter's rediscount line with compensated rate: for \$ 45,536 million with two and three year maturities. This rediscount line was enabled by the National Government for companies that provide electric energy public utilities that implemented measures to defer the payment of the cost of billing to residential users.
2. On April 5, 2021, it contracted a loan with Bancolombia for \$450,000 million maturing on April 5, 2022.
3. On May 14, 2021, it closed a credit operation with Scotiabank Colpatría for \$400,000 million maturing on May 14, 2026.
4. On July 15, 2021, it took out a loan with Bancolombia for \$300,000 million maturing on July 15, 2026.
5. On November 2, 2021, closed a credit operation with BBVA Colombia for \$215,000 million maturing on November 2, 2026.
6. And on November 30, 2021, it contracted a loan with Bancolombia for \$260,000 million pesos maturing on November 30, 2026.

Net income for the year 2021 was \$982,387 million, with a growth of 16.6% over the previous year, in line with the positive EBIT performance, despite the growth in financial expenses (+15.6%) derived from the increase in the debt balance already mentioned, and the recording of higher tax expense (+11.1%) mainly due to a higher provision in deferred tax, originating from the increase in the nominal income tax rate to 35%, included in the Social Investment Act.

Net Income (COP\$ Mill)



As of December 31, 2021, the Company's total assets amounted to \$9,103,243 million, of which property, plant and equipment, net, represented 73.8% for \$6,717,254 million, accounts receivable represented 11.2%, with a total of \$1,021,060 million, and intangibles contributed 4.5%, closing at \$409,316 million.

Total assets presented an increase of 7.5% with respect to the closing of December 31, 2020, mainly explained by an increase in property, plant and equipment of 8.9% (\$547,711 million), as a result of the execution of the investment plan, focused on maintenance and new developments. In addition, commercial accounts showed a growth of 11.8%, from \$913,019 million in 2020 to \$1,021,060 million in 2021, mainly as a result of the continued application of the tariff option. This regulatory mechanism allows moderating tariff increases to make it easier for users to pay their bills, mitigating the impacts generated by COVID-19. On the other hand, there was a decrease in the balance of cash and cash equivalents, as a result of the payment of ordinary and extraordinary dividends, taxes and CapEx.

Assets	2020	2021	Variación
Current assets	1.710.862	1.711.059	0,01%
Non-current assets	6.753.931	7.392.184	9,5%
Total assets	8.464.793	9.103.243	7,5%

*Figures in millions of Colombian pesos.

Total liabilities as of December 31, 2021 reached \$5,852,008 million, with an increase of 15.5% compared to the 2020 balance, a behavior that mainly responds to the increase in net debt (+48.4%) from \$2,452,633 million in 2020 to \$3,640,286 million in 2021, with the objective of financing the Company's ambitious investment plan.

Liabilities and equity	2020	2021	Variación
Current liabilities	2.218.618	2.266.088	2,1%
Non-current liabilities	2.848.766	3.585.920	25,9%
Total liabilities	5.067.384	5.852.008	15,5%
Total equity	3.397.409	3.251.235	-4,3%
Total liabilities and equity	8.464.793	9.103.243	7,5%

*Figures in millions of Colombian pesos.

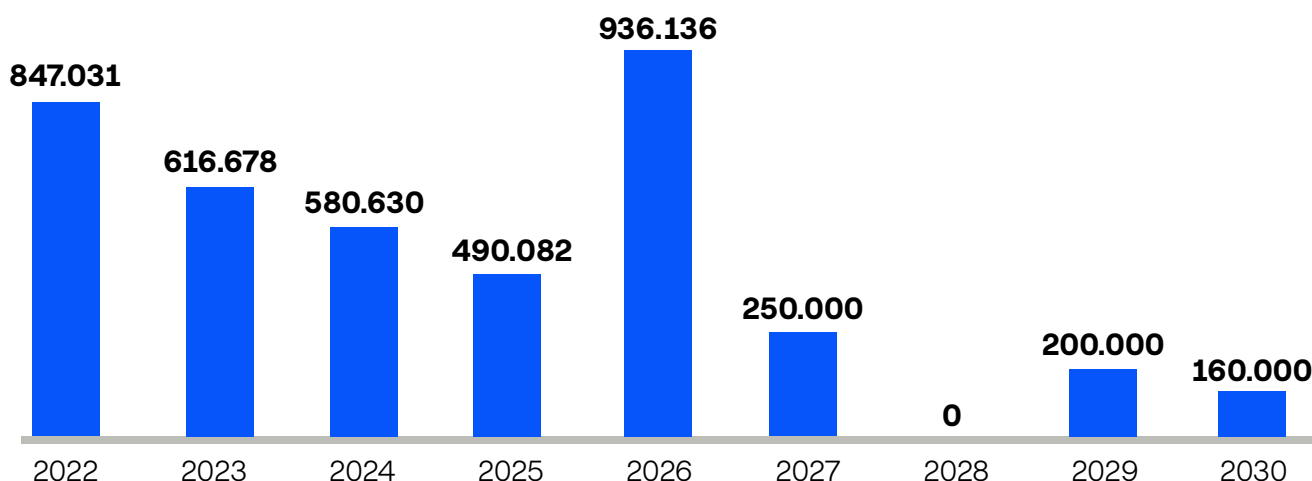
The Company maintained during 2021 its policy of minimizing the exposure of the income statement to exchange rate variations, with which, at the end of the year, 100% of its debt was concentrated in pesos, 54% in bonds in the local market and 46% with domestic banks. Additionally, 24.5% of the debt interest was indexed to the CPI, 40.6% to IBR and 34.9% was at a fixed rate.

On the other hand, at the end of 2021, 69% of the financial debt was long-term (maturity of more than one year).



Below is the scheduled maturity profile as of December 31, 2021:

Maturity Profile (COP\$ Mill)



On the other hand, the Company's equity as of December 31, 2021 amounted to \$3,251,235 million, evidencing a decrease of 4.3% compared to the close of the previous year, as a result of the decrease in retained earnings, resulting from the decree of distribution of 50% of retained earnings between 2016 and 2020.

Dividends

In 2021 Codensa paid a total of \$1,320,817 million in dividends to its shareholders, and which refer to the payment of the last installment of dividends pending for the fiscal year 2019 for \$142,564 million, to the distribution of dividends associated with the profit for the year 2020 for \$765.918 million pesos, where the change of policy on the dividend payout ratio from 70% to 90% and the payment of 50% of retained earnings from 2016 to 2020 (\$412,334 million pesos), within the framework of the agreement reached with Grupo Energía Bogotá, stand out.

Current ratings

On June 30, 2021, Fitch Ratings Colombia affirmed at "AAA" (col) and "F1+ (col)" the national long-term and short-term rating of Enel-Codensa and maintained the stable outlook. The rating agency also ratified in "AAA" (col) and "F1+(col)" the rating of all Codensa's current bond issues, as well as its Program for the Issuance and Placement of Ordinary Bonds and Commercial Papers.

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

Fitch Ratings Colombia also highlighted the importance of its ambitious capital investment program and its moderate impact on its prospective credit metrics. The ratings also consider Codensa's strategic importance to its controlling shareholder and moderate exposure to regulatory risk.

Emgesa

In 2021 Emgesa generated economic value of \$4,726,600 million, 10.4% more than the previous year. Of this value, 95% was distributed among its stakeholders, mainly for operating costs (32%) salary and social benefits for employees (2%) payments to capital suppliers (46%) and payments to the Government (14%).

		2019	2020	2021
Economic value generated (EVG)	Revenue	4.091.858	4.281.284	4.726.600
	Operating	4.069.676	4.247.728	4.722.685
	Non-operating	22.182	33.556	3.915
Economic Value Distributed (EVD)	Operating costs	1.528.369	1.523.687	1.531.514
	Salaries and employee benefits	105.075	115.459	107.771
	Payments to equity providers	995.927	1.123.688	2.176.735
	Financial expenses	299.356	289.585	182.295
	Dividend payments	696.571	834.103	1.994.440
	Payments to government	484.766	635.952	673.206
Economic value retained: VEG - VED		977.722	882.499	237.373

*Figures in millions of Colombian pesos.

Financial results

Indicator	2020	2021	Variación
Revenue	4.281.284	4.726.600	10,4%
Operating costs and expenses	1.523.687	1.531.514	0,5%
Contribution margin	2.757.597	3.195.086	15,9%
Administrative expenses	268.639	240.130	-10,6%
EBITDA	2.488.958	2.954.956	18,7%
Income before taxes	1.980.797	2.526.637	27,6%
Provision for income tax	697.645	814.316	16,7%
Net income	1.283.152	1.712.321	33,4%

*Figures in millions of Colombian pesos.

Emgesa's Contribution margin in 2021 reached \$3,195,086 million, showing an increase of 15.9% with respect to 2020 mainly explained by:

- Mayores precios en contratos por efecto del incremento significativo en el Índice de Precios al Productor (IPP) frente al año anterior, sumado a un mayor volumen de venta en contratos tanto en el Mercado Mayorista como en el mercado no regulado, gracias a la recuperación de la demanda nacional y a la implementación de una estrategia de venta asertiva incrementando la participación de ventas en contratos en previsión de una la hidrología por la presencia del fenómeno de la Niña.
- Menores costos de combustible, por disminución en generación térmica, debido a los altos aportes hídricos presentados desde principios del 2021.
- El ingreso extraordinario de más de COP\$35.600 millones por la venta de bonos de carbono obtenidos gracias a la certificación de reducción de emisiones de varias centrales hidro de Emgesa.

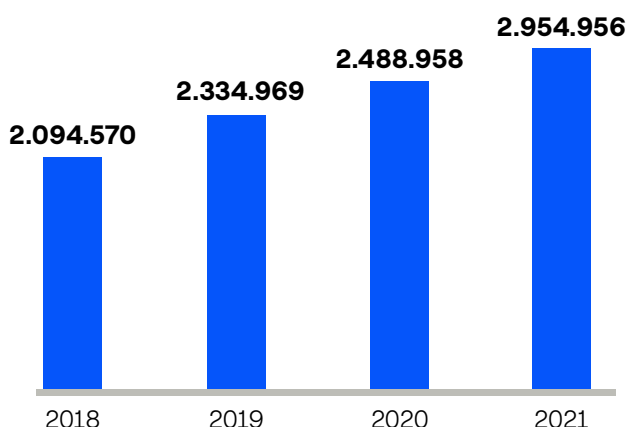
These positive aspects made it possible to compensate:

- Lower revenues due to a decrease in auxiliary services for the regulation of the frequency of the system (AGC) as a result of market conditions.
- Lower margin in the spot market, due to the fact that in 2020 there were extraordinary revenues associated with very high exchange prices due to the effect of the drought, while in 2021 the purchase of energy was increased to compensate for the reduction in generation, taking advantage of the low price levels in the exchange.

On the other hand, fixed costs, represented by personnel costs, as well as operation and maintenance costs, decreased by 10.6% compared to December 2020, reaching a total of \$240,130 million, due to the effect of the recording in 2020 of the penalty for the negative ruling in the income tax liquidation of 2003 of Betania, due to the application of the exemptions provided for in the Paez Act.

As a result of the above, EBITDA was consolidated at COP\$2,954,956 million, with an increase of 18.7% compared to the 2020 result, and an EBITDA margin of 62.52% over operating revenues.

EBITDA (COP\$ Mill)

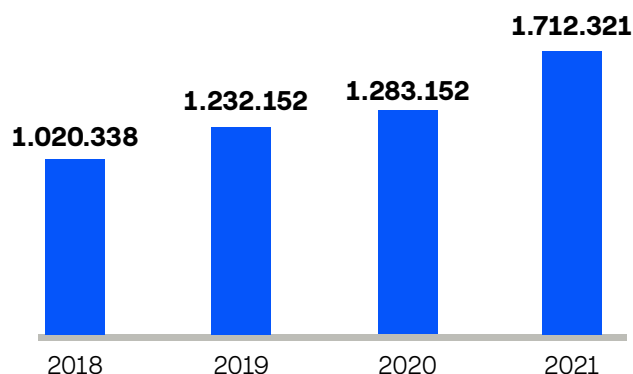


On the other hand, the Company's net financial expense reached \$176,313 million, 32.3% lower compared to the \$260,416 million reported in 2020. On the one hand, there was a lower financial expense on debt as a result of a lower average balance compared to the same period of 2020, explained by the maturity of the International Bond in January for a total of \$736,760 million, which was partially covered with own cash; and the maturity of the third tranche of the Issuance and Placement Program in July for an amount of \$89,580 million, reducing the average cost. Additionally, the new borrowings materialized during the course of the year in the order of \$450,000 million net, were made at rates lower than the average rate of the debt portfolio. In addition, the item of other financial expenses showed a decrease as a result of the interest derived from the negative ruling in the liquidation of the income tax and complementary taxes of Central Betania recorded in the year 2020.

This was offset by an increase in the deferred tax expense derived from the impact of the Social Investment Act due to the modification in the income tax rate from 30% to 35%.

Thus, net income during 2021 was \$1,712,321 million, which represented an increase of 33.4% over the previous year.

Net income (COP\$ Mill)



As of December 31, 2021, the Company's assets totaled \$9,036,383 million, presenting a decrease of \$457,799 million compared to that recorded in 2020 (-4.8%), mainly explained by the reduction in the cash level (-74.2%), which reached a value of \$211,368 million, as a result of the payments made for dividends, income tax and the payment of the previously mentioned financial obligations.

Emgesa's net property, plant and equipment represented 90.06% of total assets, reaching a value of \$8,137,845 million, practically without variation compared to that recorded at the close of 2020. Accounts receivable represented 3.45% of total assets, with a value of \$311,457 million. On the other hand, cash and cash equivalents represented 2.3% of total assets during 2021.

Assets	2020	2021	Variación
Current assets	1.211.204	665.360	-45,07%
Non-current assets	8.282.979	8.371.024	1,1%
Total assets	9.494.183	9.036.383	-4,8%

Figures in millions of pesos

Emgesa's total liabilities at the end of 2021 were \$3,934,516 million, showing a decrease of 9.3% compared to the end of 2020, mainly explained by the amortization of the International Bond in January and the amortization of the Third Tranche of Ordinary Bonds in July, which were partially offset by the acquisition of three bank loans, totaling \$450 billion with local entities; and by the reduction of accounts payable to related entities by 83%, derived from the payment in the month of December of the retained earnings to Enel Américas and Grupo Energía Bogotá, ordered in the month of July of the same year.

Liabilities and equity	2020	2021	Variación
Current liabilities	1.959.818	1.519.446	-22,5%
Non-current liabilities	2.378.928	2.415.070	1,5%
Total liabilities	4.338.746	3.934.516	-9,3%
Total equity	5.155.437	5.101.867	-1%
Total liabilities and equity	9.494.183	9.036.383	-4,8%

*Figures in millions of Colombian pesos.

As of December 2021, Emgesa's net financial debt amounted to \$2,149,816 million, 16.96% higher compared to 2020, mainly due to the effect of a decrease in available funds, which were used to meet Capex needs and general corporate purposes.

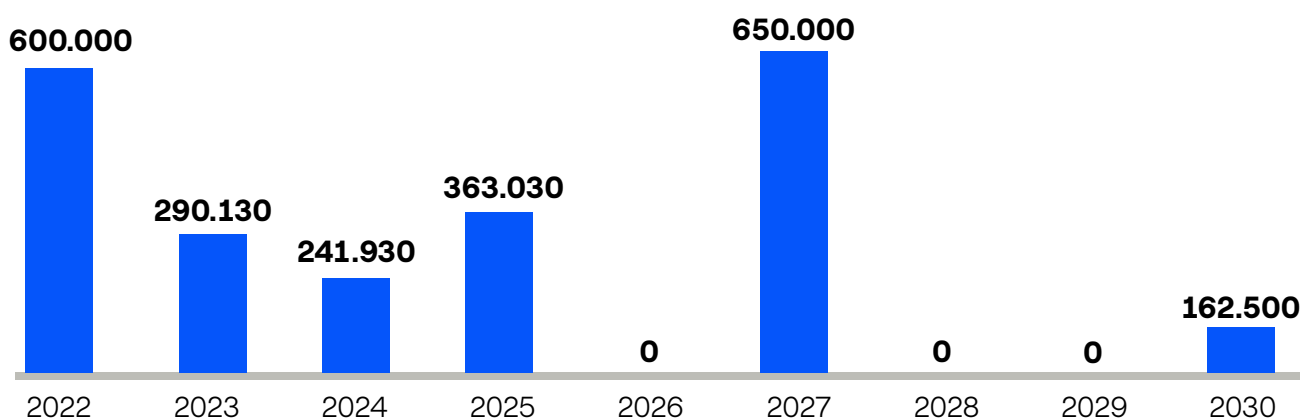
Also, during 2021, Emgesa contracted loans for \$450 billion, which are detailed below:

- 100 billion with BBVA on October 19, 2021, maturing on October 19, 2027.
- \$150 billion with Bancolombia on November 30, 2021, maturing on November 30, 2027
- \$200 billion with Bancolombia on December 23, 2021, maturing on December 23, 2027.

At the end of 2021, Emgesa maintained 100% of its debt in pesos, and 74% corresponded to long-term financial debt (remaining maturity of more than one year). The composition by interest rate is distributed as follows: 67% is indexed to the CPI, 20% is indexed to the IBR, and the remaining 13% is at a fixed rate.

Below is Emgesa's maturity profile as of December 31, 2021:

Maturity Profile (COP\$ Mill)



Figures in millions of pesos

The Company's equity reached \$5,101,867 million at the end of 2021, which represented a decrease of 1.0% compared to the same period of 2020, mainly explained by the distribution of retained earnings in the month of December, an effect that was offset by a higher profit for the period (\$429,169 million) compared to the previous year.

Dividends

In 2021, Enel-Emgesa paid \$1,994,440 million in dividends to its shareholders. The amount corresponds to the last installment of dividends pending for the fiscal year 2019 for \$215,401 million, to the distribution of dividends associated with the profit for 2020 for \$1,163,555 million, where it is worth highlighting the change in policy on the dividend payout ratio from 70% to 90% and the payment of 50% of retained earnings corresponding to the years between 2016 and 2020 for \$615,482 million, within the framework of the agreement reached with Grupo Energía Bogotá.

Current ratings

On July 19, 2021, Fitch Ratings affirmed at 'AAA(col)' Emgesa's long-term national rating with stable outlook and at 'F1+(col)' the short-term national ratings. In addition, the rating agency affirmed in 'AAA(col)' and 'F1+(col)' the ratings of the Bonds and Commercial Papers Program, with a Stable outlook.

It also affirmed Emgesa S.A. ESP's international credit rating at BBB with negative outlook.

According to the rating agency, Emgesa has a solid business profile, supported by its strong competitive position and diversification of generation assets in the Colombian electricity generation market. It argued that the company maintains a robust operating cash flow (OCF) generation which, together with limited capital expenditure needs, will favor low leverage in the medium term. The ratings also incorporate the Company's adequate liquidity position, as well as Emgesa's strategic importance to its shareholders.

In addition, Fitch Ratings considers that the merger agreement announced by Emgesa's main shareholders is positive.

Furthermore, on May 19, 2021, the rating agency Standard & Poors downgraded Emgesa's international rating from BBB to BBB- as a consequence of the sovereign credit rating downgrade. However, Emgesa's rating remains one notch above the rating of the Republic of Colombia.

Investor Relations Recognition

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

This recognition requires that companies have a representative who is available to answer investors' queries in Spanish and English, that they disclose information in addition to that which is ordinarily requested, through a constantly updated website, and also that they periodically publish financial and corporate information.

In addition, the Colombian Stock Exchange, in order to continue promoting best practices in disclosure of information and investor relations, incorporated in the 2021 evaluation new standards of minimum disclosure content in ESG (Environment, Social and Governance) aspects, which encourages issuers to continue implementing best practices at global and regional level.

Thus, receiving this merit for compliance with all established standards is a reflection of the Company's high standards and good practices, and thanks to this it has been able to strengthen more effective relations with investors, maintaining the management of information in a responsible, ethical and transparent manner.



Government Resource Management

GRI 201-4

The Companies manage resources from national and departmental government funds to support the development of the country's electrical infrastructure:

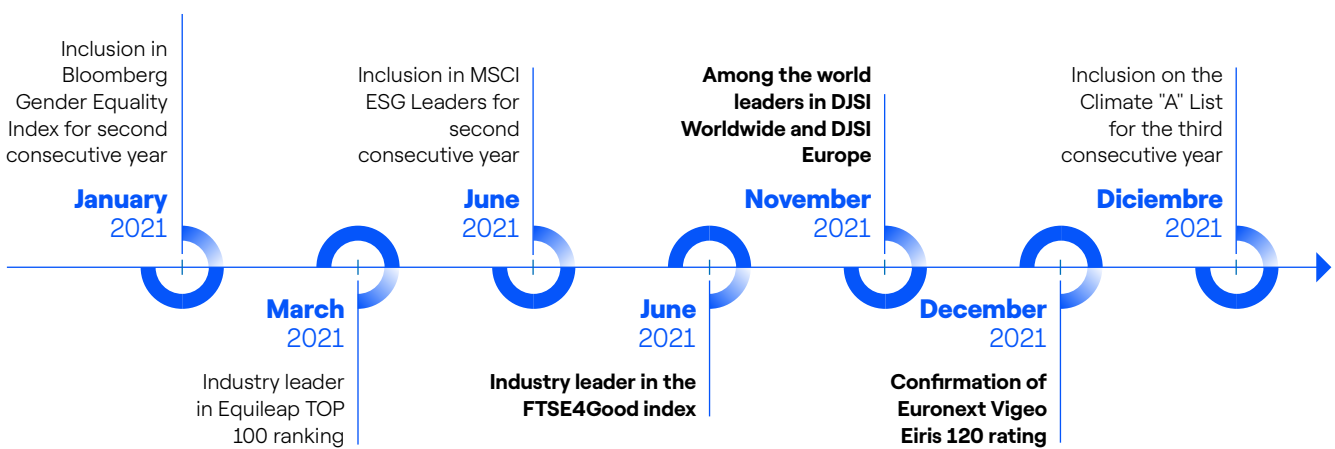
Año	Description	Value
2016	The Financial Support Fund for the Energization of Interconnected Rural Areas (FAER): is a state fund to finance plans, programs or investment projects for the construction and installation of new electricity infrastructure in interconnected rural areas, to expand coverage and meet energy demand.	\$ 4.247.512.885
	4.247.512.885 Government of Cundinamarca: financing of two projects to expand energy service coverage in rural areas of the department.	\$ 1.379.036.111
2017		\$ 0
2018	Government of Cundinamarca: project to develop electrical designs for rural connections in the department.	\$ 141.498.239
2019	Financial Support Fund for the Energization of Interconnected Rural Areas (FAER)	\$ 1.641.857.129
	The General Royalties System: funds investment projects for the construction, extension, improvement, optimization, rehabilitation and installation of electric infrastructure in Colombia.	\$ 2.532.327.281
	Government of Cundinamarca: project to expand energy service coverage in rural areas of the department.	\$ 1.607.082.113
2021	Government of Cundinamarca: project in the municipalities of Jerusalén and San Cayetano to expand energy service coverage in rural areas.	\$ 335.290.325
	Government of Cundinamarca: project in the municipalities of Macheta, Manta, San Antonio del Tequendama, Sutatausa, Tibirita and Ubalá, to expand energy service coverage in rural areas.	\$ 353.543.789



ESG indices and performance evaluation



Hitos destacados 2021 - Grupo Enel



Enel Companies in Colombia participate in environmental, social and governance (ESG) indices through Enel Américas, its direct controller, and Enel Spa. During 2021, Enel Colombia accounted for 31% of Enel Americas' EBITDA, contributing significantly to the Group's financial, social, environmental and governance performance at the regional level.

Thus, the good performance of the Enel Companies in Colombia is directly reflected in Enel Américas, which through its subsidiaries also operates in Argentina, Brazil, Peru and Central America. During the year we consolidated our position among sustainability evaluators and indexes, tools on the basis of which the market makes investment decisions.

Index / Ranking	Description and scope
S&P Dow Jones Index (DJSI)	In 2021, Enel Américas was included in the three categories in which it participates Emerging Markets, Integrated Market of the Pacific Alliance (MLA) and Chile. The Company obtained 85 points, which places it among the best companies worldwide, achieving in more than 63% of the criteria scores above 90 out of a maximum of 100. It obtained the maximum score in areas such as materiality, risk and crisis management, innovation management, environmental reporting, water risk, social reporting, human capital development and corporate citizenship and philanthropy. For the fourth consecutive year, the company was confirmed in The Sustainability Yearbook 2022 and was once again distinguished in the Bronze Class for its excellent performance, placing it among the top 5% to 10% of the most sustainable companies in its industry worldwide.
Índice S&P IPSA ESG Tilted	Enel Américas was included in the new S&P Dow Jones Sustainability Index, which includes companies with the best environmental, social and corporate governance performance in the S&P IPSA index.
Índice S&P Clean energy	Enel Américas is part of this index that includes companies related to clean industries from both emerging and developed markets.
CDP	Enel Americas was distinguished by the CDP (Carbon Disclosure Project) with a B evaluation, in its first participation in this initiative of voluntary reporting of actions to address climate change. CDP is a recognized non-profit organization that, through its disclosure framework, evaluates performance in the fight against climate change on an A to D scale. CDP's annual environmental disclosure and rating process is widely recognized as the gold standard for corporate environmental transparency. In 2021, more than 590 investors with more than \$110 billion in assets and more than 200 major buyers with \$5.5 billion in procurement spending requested that companies disclose data on environmental impacts, risks and opportunities through the CDP platform.
MSCI ESG Indexes	Since 2019, Enel Américas has received the AA rating, being part of the various sustainability stock market indexes offered by this entity. MSCI's ESG assessments aim to measure the long-term financial resilience of companies to material ESG risks.
Morningstar ESG Indexes	Enel Américas is part of several indexes, given the evaluation carried out by Sustainalytics, which places the Company among those with the lowest risk, evaluating it with 15.8 (the lower the score, the lower the risk).
Índices FTSE4Good	Enel Américas was again included in this ranking in the Emerging Markets and Latin America categories, with 4.2 points out of a maximum score of 5. The index series is designed to measure the performance of companies that demonstrate sound environmental, social and governance practices.
Moody's ESG Solutions	For the fourth consecutive year, Enel Américas was included in the Best Emerging Markets Performers ranking in the utilities sector by Moody's ESG Solutions (previously Vigeo-Eiris), which considers the best performing companies in emerging markets with a "best in class" approach. In the evaluation update as of May 2021, the Company obtained 56 points.
Refinitiv	Enel Américas was evaluated with a score of 84 points in December 2021, placing it among the seven best evaluated companies in the electricity sector.
2021 Diversity & Inclusion top 100 de Refinitiv	For the first time, the Company was included in this index, which globally evaluates more than 11,000 publicly traded companies, measured by 24 metrics in four key pillars: diversity, inclusion, people development and controversy.

Codensa and Emgesa received the following national awards:

- **Private Social Investment Index:** Organized by: USAID + Jorge Arteaga y Asociados: recognizes the contribution of the private sector to the development of the country and the effort to improve the living conditions of the territories where it operates. The companies were ranked among the 25 best in terms of social investment practices, and among the 11 with the best performance in the Synapsis category.
- **Camacol Corporate Social Responsibility Award:** recognizes the best CSR practices of companies. Companies entered in the categories of "Best environmental experiences" and "Relations with communities". Codensa was the winner in the latter with its 100% Cundinamarca project.
- **Merco Talento:** the renowned monitor establishes a metric of the 100 best companies that attract and retain the best talent in the country, within which Enel Colombia Companies ranked 35th, maintaining the same position as the previous year.
- **Good sustainable development practices of the Global Compact:** recognizes good sustainable development practices in 16 of the 17 SDGs, with a special category for human rights, and a special recognition in gender equity. The Companies received recognition for SDG 15, with the project ENEL Biodiversa - Plan de restauración ecológica de Bosque seco Tropical El Quimbo (El Quimbo Tropical Dry Forest Ecological Restoration Plan).
- **ANDI Innovation Ranking:** evaluates the companies that are striving to increase their capabilities in science and technology, to drive the country's fourth industrial revolution. As a result of this analysis, a ranking of the top 30 most innovative companies in the country is generated. Enel was ranked #11, out of a total of 340 companies. This was achieved with a score of 71.12 out of 100.
- **Connect + 100 Open Startups Open Innovation Ranking:** conducted since 2016 in Brazil and the first edition in Colombia, it annually highlights the most attractive startups for the corporate market and the leading companies in open innovation and relationship with startups. Enel was ranked as the first most innovative company in the energy sector and #5 among the top 100.

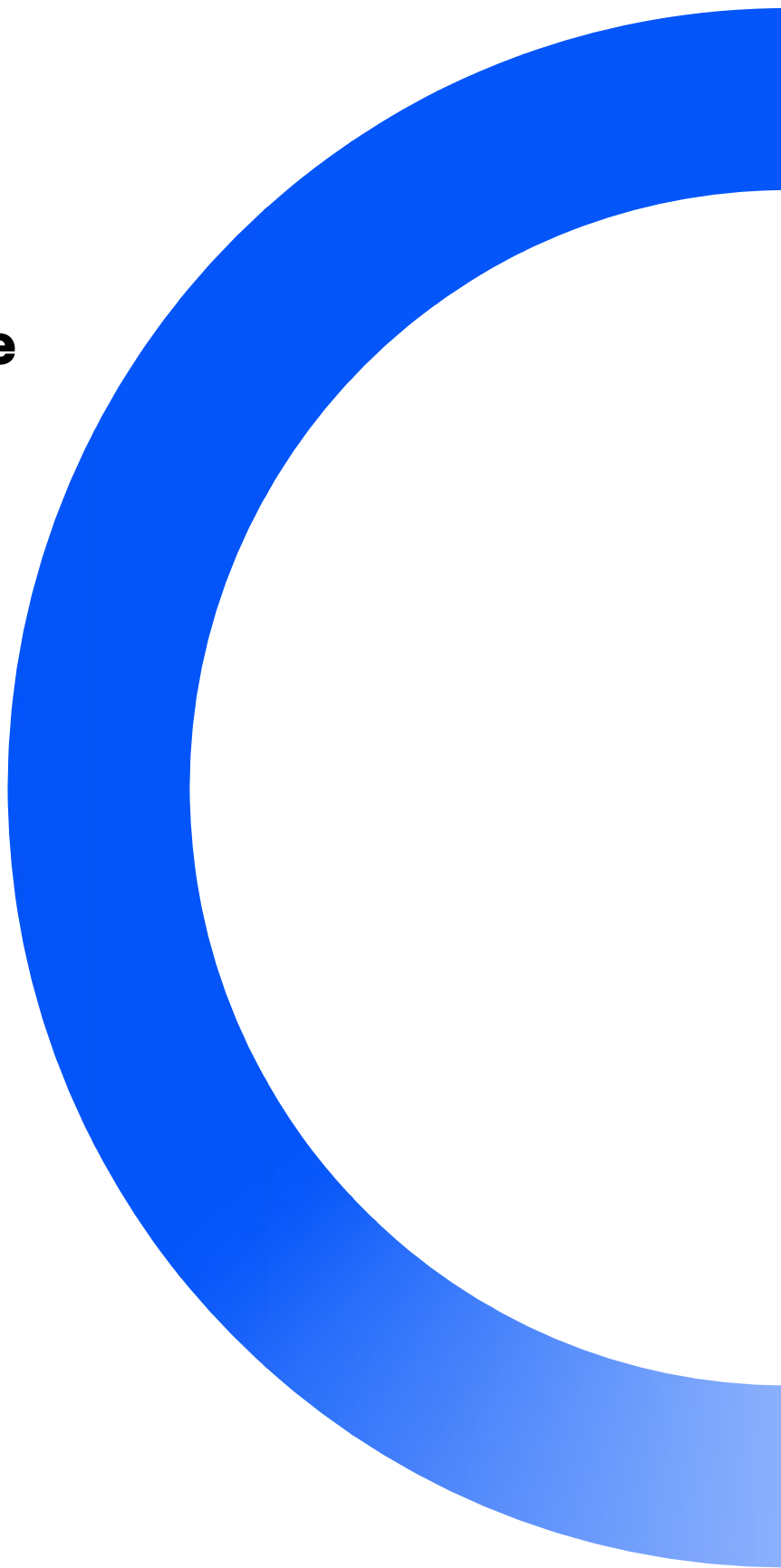
- **Merco Empresas y Líderes:** in one of the most recognized reputation monitors in the world, the Company ranked #74, climbing eight positions with respect to the previous year.
- **Equipares Gold Seal Recertification:** this is the highest level of recognition in the process of certification of the Gender Equality Management System by the Ministry of Labor. This certificate recognizes the work developed to implement policies and practices that promote gender equality.
- **Ministry of Energy Significant Experiences:** special recognition for the project Cundinamarca al 100%, in SDG 7 on Affordable and Clean Energy, and the Agua Guajira project, in SDG 10 on Reducing Inequalities.
- **IR 2021 Recognition:** partnership between CESA and the Colombian Stock Exchange to promote best practices in information disclosure and investor relations, with a rating of 90.9% and 91.4% out of 100%, for Codensa and Emgesa, respectively.
- **Emgesa and Codensa members of the G12:** as economic agents and social actors in Colombia, the greatest positive impact that the Companies generate in society, the environment and the economy, is a performance in an ethical, conscious, responsible and sustainable manner, publicly and transparently accountable.

This is why the Companies are part of the G-12, a group of companies that represents close to 20% of Colombia's GDP, and that work together for sustainable development, seeking to move towards a more prosperous economy, oriented towards the fulfillment of the 2030 Agenda and the commitments of the Paris Agreement.





3. Our performance





The road to net zero

National Climate Change Policy

The National Government initiated the formulation of the National Climate Change Policy in 2014 and since then proposed to articulate all the efforts that the country develops on this issue. Its five strategic lines are based on the New Climate Economy and support the development of four instrumental lines, which consider that:

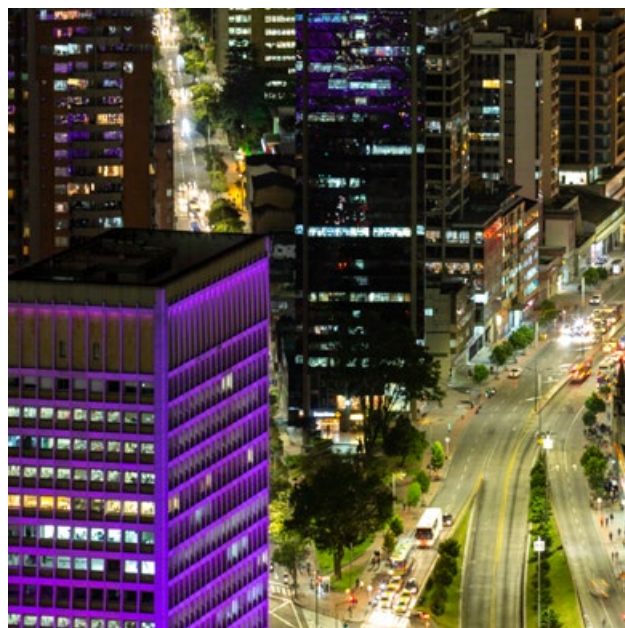
- Cities are engines of growth.
- Productivity in land use will determine whether the world is able to feed a population.
- Energy systems fuel growth around the world.
- Infrastructure supports modern economic growth.
- Strategic ecosystem management is key.

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

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

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

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



E2050 Strategy

The E2050 long-term strategy is a State policy instrument that will guide national, sectoral and territorial actions to build a climate resilient future in Colombia, expressed in the carbon neutrality of the economy and long-term adaptation to the effects of climate change.

In Colombia, this process represents the creation of the path of transformations necessary for the country to achieve climate resilient development with respect to critical issues. Through national workshops as spaces for construction, work and discussion, the commitments and activities that will make up E2050 were defined.

The Companies participated in these spaces for the articulation of the diversified energy matrix, mobility and infrastructure and sustainable cities, based on the position established for the Enel Group's circular cities, and supported by its global objective of decarbonization by 2050.

Nationally Determined Contribution (NDC)

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

The NDC was constructed in an inter-institutional manner with 148 mitigation measures, to emit a maximum of 169.44 MtCO₂ in 2030, corresponding to a 51% reduction in emissions in 2030, compared to the baseline scenario. In this scenario, it commits to:

- Design a carbon budget by 2023 at the latest.
- Reduce deforestation rate to 50,000 ha/year by 2030, as this is the largest emitting sector in Colombia.
- Reduce black carbon emissions by 40% by 2030 compared to 2014 emission levels, excluding forest fires.
- Conduct biennial transparency reports as a follow-up to emission reductions.

In the case of adaptation, 30 measures distributed in seven action sectors and 18 targets for means of implementation have been evaluated.

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

The Enel Group companies in Colombia contributed to the construction of the NDC by participating in different articulation spaces, as well as with the results of the Energy Transition Roadmap study, prepared jointly with the Universidad de los Andes under the title Zero greenhouse gas emissions roadmap for Colombia: Diagnosis, perspectives and guidelines to define possible strategies to face climate change.

To advance in its regulation, in 2021 the Climate Action Act was issued, whose purpose is to regulate the goals of the NDC and some other aspects such as greenhouse gas inventories of the country's industrial sector. The NDC also raises for the first time the need to develop the strategy for the just transition of the workforce towards a resilient and low-carbon economy.

Comprehensive climate change management plan

Enel Colombia launched its first Comprehensive Climate Change Management Plan, a document to identify, evaluate, prioritize, define and update adaptation and mitigation goals, measures and actions to reduce vulnerability to climate change, as well as to promote low-carbon development in Enel Group companies in Colombia.

It also seeks to measure and document performance in the area of climate change in order to respond qualitatively and quantitatively to the goals set in this area. This initiative is developed under four strategic axes:

1. Partnerships for the climate: describes how Enel, through different public and private partnerships with relevant actors, becomes an enabler of emissions reduction in its customers, while participating in initiatives that leverage carbon neutrality and decarbonization, contributing to social impact and value creation. Codensa joined the Carbon Neutral Electricity Sector Alliance of the Ministry of Mines and Energy and the Carbon Neutral Colombia Program of the Ministry of Environment and Sustainable Development.

2. Mitigation: seeks the identification of measures aimed at low-carbon development, as well as the quantification of greenhouse gases. The results of the quantification derive in action plans (general recommendations) grouped in activities oriented to energy efficiency, renewable generation and demand management.

3. Governance: this section includes the way in which climate governance and the decision making process has been established in the Companies, analyzing its actors and their current roles. The development of the "ABC of climate change" guidance document is highlighted. Finally, it addresses the role of climate finance in the business's own activities in relation to low-carbon development.

4. Adaptation: seeks to identify those measures aimed at adapting activities to provide quality services, as well as the analysis of the management of the environment and its biodiversity.

Regulatory context

Energy Transition Act

In 2021, Act 2099 of 2021 on energy transition, "Whereby provisions are issued for the energy transition, the dynamization of the energy market, the economic reactivation of the country and other provisions are issued", was enacted. The purpose of this regulation is to promote the development and use of non-conventional energy sources, the storage systems of such sources and the efficient use of energy, mainly those of a renewable nature.

The decade of electrification and customer centricity



Infrastructure and electrification

Emgesa: power generation

Emgesa has consolidated its position as one of the largest electric power generating companies in the country, making its management sustainable while ensuring the growth of its customers.

The company has 12 hydro and 2 thermal power plants located in the departments of Cundinamarca, Bolívar and Huila.

Installed capacity

GRI EU1, EU10

Emgesa closed its last year with a net installed generation capacity of 3,503 MW. Of this, 12% corresponds to thermal power plants with 226 MW from a coal plant and 180 MW from a diesel plant, while the remaining 88% corresponds to hydroelectric power plants, with 3,097 MW.

This installed capacity represents 19.7% of the national net power, making Emgesa one of the three main electricity generators in the country.

Energy generated

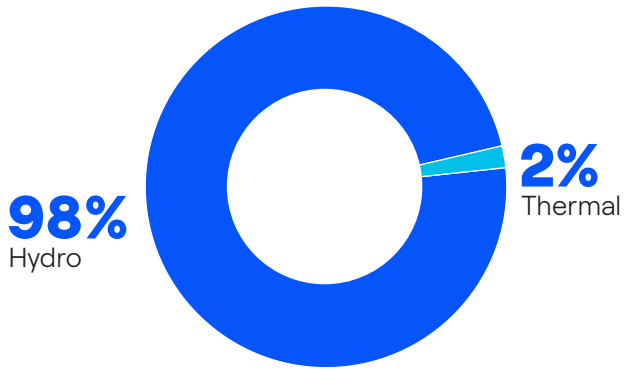
GRI EU2, EU30

In 2021, the Company's operation was aimed at improving processes and adopting best practices at a global level, which allowed the efficient development of projects, achieving optimal operational and economic results in this second year of the pandemic. For energy generation, one of the main focuses is the availability of the generator fleet, which led to meeting the requirements, thus supporting the reliable and safe operation of the system.

In the year, Emgesa's net energy generation reached 13,112 GWh, with a decrease of 6.4% compared to 2020. The Company positioned itself as the third largest generator in the country with 17.7% of the total energy generated.

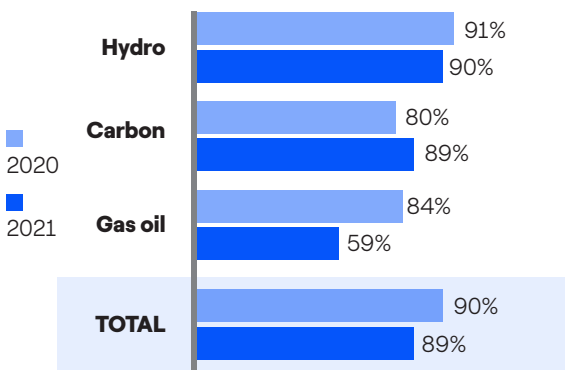
Energy production is obtained through the use of water sources and the combustion of fossil resources such as coal, oil and gas. In the last year, the energy generated by hydraulic sources was 12,868 GWh, 98.1% of total generation, and 244 GWh from thermal sources.

Generation Technologies



The availability of Emgesa's generating park was 88.8%, lower than in 2020, mainly due to the turbine maintenance of Unit 3 of the Cartagena Power Plant and the change of the stator of Unit 5 of the El Guavio Power Plant, activities necessary to guarantee the reliability of the generating park in the future.

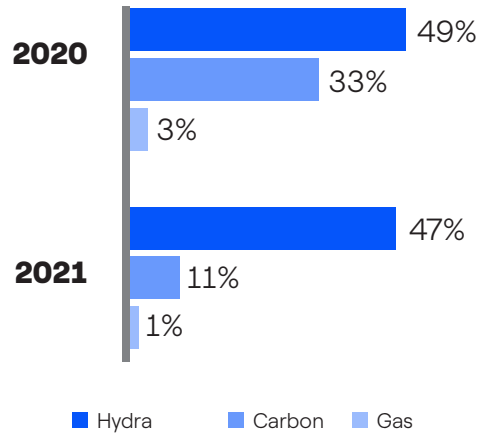
Availability of generation plants (%)



In total, 182,043 hours of service were recorded for Emgesa's generation units, 1,355 hours more than in 2020.

The utilization factor ended at 43%, compared to 45% in 2020, meeting the requirements of the National Interconnected System. The following graph shows the detail by technology of this variable, where lower utilization is evidenced due to low prices in the spot market.

Utilization factor in (%)



Hydropower technology

During the second year of the pandemic, the resilience and commitment of the Enel Group to the operation and maintenance of the power plants was once again demonstrated, meeting the highest standards in the provision of continuous and reliable service. Supported by the use of technological, IT and innovative tools such as remote operation, smart glasses and quality of life improvement management, optimal results were achieved in the midst of the pandemic.





Power Plant	Investment and intervention actions
<p>El Guavio</p>	<ul style="list-style-type: none"> • The stator of unit 5 was replaced after 30 years in service, as well as the modernization of electrical protections and the excitation system, which extends its useful life and guarantees its reliable operation. • Innovation projects were implemented with the installation of thermographic and high-resolution cameras for inspecting the impeller of this unit. • A generation record was reached with 51,054 MWh. • As part of the civil works, the total recovery of the Batatas tunnel sill was carried out to guarantee the inflow of the tributary to the reservoir.
<p>Betania</p>	<p>The power plant reached its highest historical annual generation in its 35 years of commercial operation, with 2,742 GWh, 2.4% more than in 1994. Among the modernizations carried out were the control system for the intake gates and the auxiliary services circuit breakers.</p>
<p>El Quimbo</p>	<p>A project was started to optimize the oxygenation of the discharge water to guarantee the dissolved oxygen conditions in the waters of the Magdalena River downstream of the dam. The strategic plan for the control system was implemented in order to increase the reliability of the units and guarantee the generation process. Maintenance was performed on the drainage structures, dam, among others.</p>
<p>Río Bogotá Power Plants</p>	<p>The CEMOR (Remote Monitoring and Operation Center) consolidated the change management team for continuous improvement in the attention to failures, planning of interventions in generation assets and decision making. Units relevant to the operation were modernized, such as: excitation systems and power switches and self-cleaning filter systems and cleaners at the Tequendama power plant, low voltage distribution boxes at the medium and high Bogota River power plants. The infrastructure round table was held with the communities, in which emphasis was made on the follow-up and control of the road agreement with the municipality of El Colegio, which began its execution.</p>
<p>Operational efficiency projects</p>	<p>Through the HyDEA (Hydro Efficiency Analyses) project to apply efficiency analyses in hydropower plants, based on big data, progress was made in projects that improve plant performance without investing in infrastructure:</p> <ul style="list-style-type: none"> • Plant Coordinator: sthe performance model was built to allow the optimal distribution of the operating load between units at the Laguneta and Limonar power plants. • Operation follow-up: a visualization was implemented to estimate possible production losses in the Charquito and Laguneta - Limonar power plants.
<p>Central Automation & Remote Control Project</p>	<p>The automation and remote control of the generation units at the Bogotá River power plants was carried out. This project was submitted to the Ministry of Science, obtaining tax and fiscal benefits.</p>
<p>Cross-cutting projects</p>	<p>A robotic platform was developed to perform safe inspections (Rhiino) in areas with hazardous atmospheres. As part of the dam monitoring and safety program, the project to recover instrumentation and install a seismic monitoring system for the El Guavio and El Quimbo dams was executed. Within the framework of predictive maintenance, inspections and follow-up of the entire infrastructure of the renewable energy plants were carried out through the use of drones.</p>

Thermal technology

The management of the thermal generation plants was focused on improving the reliability of the main equipment and complying with the grid operator's requirements to meet demand and guarantee the safety of the National Interconnected System.

Power Plant	Investment and intervention actions
Termostiza	The turbine of unit 2 and the generator of unit 5 were overhauled. The new demineralized water plant was put into service, with high quality standards to ensure the proper operation of the boilers.
Cartagena	As a result of the failure of the turbine rotor of unit 3, work began on the recovery of the equipment, which will be completed in 2022. The Voltage Regulator (AVR) of the unit 3 generator was replaced.

Efficiency of thermal power plants

GRI EU11

As required by the National Interconnected System, the thermal plants were in service for 5,935 hours, with an average efficiency of 25.1% in 2021.

Power Plant	Energy source	2020	2021
Cartagena Power Plant	Fuel oil	22,6%	23,0%
Termostiza Power Plant	Carbon	25,5%	26,7%
Average thermoelectric efficiency		24,2%	25,1%

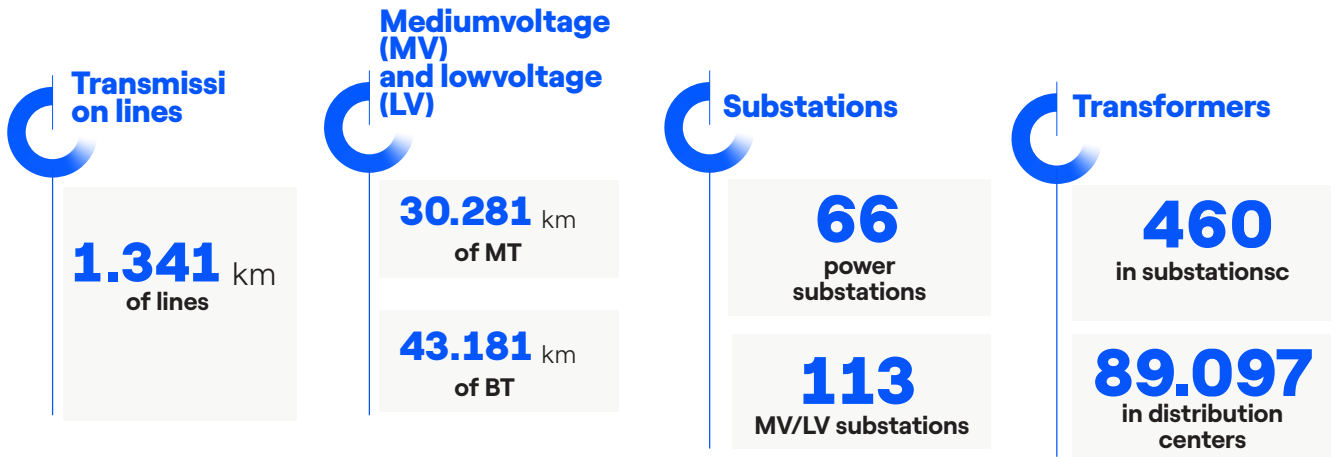


Codensa: energy distribution

Codensa seeks to strengthen the increase in the demand and coverage of the service, under quality, reliability and safety criteria.

In order to articulate this objective with the strategies of the department of Cundinamarca, different electric energy distribution initiatives have been developed to boost productivity and competitiveness in this area of influence of the Company. To achieve this, it has the following infrastructure:





Energy distribution networks

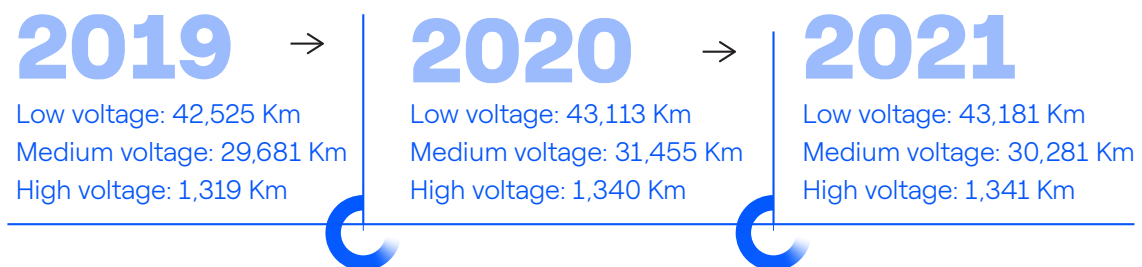
GRI EU4

In 2021, the Company continued with the normalization, repowering, replacement and expansion of medium and low voltage overhead and subway networks, which significantly reduced failures and positively impacted service quality conditions.

Length of transmission networks



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

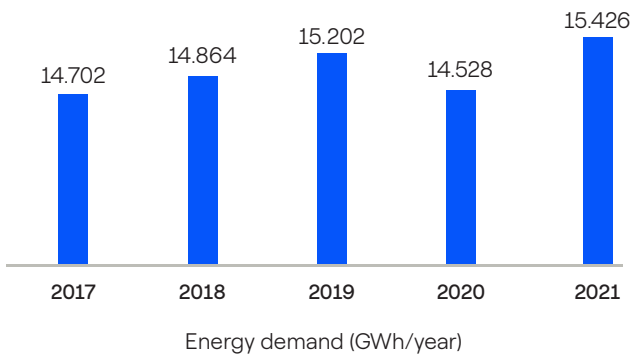


Energy demand

The energy demand as a grid operator is composed of the energy distributed to customers of Codensa's commercialization market, plus the energy distributed to customers of other marketers. In 2021, energy demand was affected by the confinement measures adopted due to the Covid-19 emergency. However, the gradual reactivation of the economic sectors and the lifting of capacity restrictions allowed a recovery with respect to 2020.

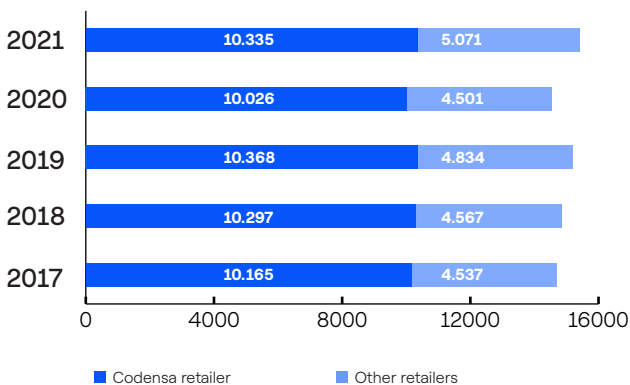
The following figure shows Codensa's demand as grid operator from 2018 to 2021. In the last year the demand was 15,426 GWh/year, which represents a growth of 6.2 %.

Evolution of Codensa's demand as a grid operator.



The increase in grid operator demand is due to the recovery in both demand as a marketer and demand from other marketers. This breakdown is shown in the following figure.

Breakdown of energy demand as a grid operator



The increase in demand for the year 2021 occurred in both market segments. There was a higher rate in the demand of other marketers, which had an increase of 12.97 % compared to 2020, equivalent to 570 GWh. On the other hand, Codensa's demand as marketer had an increase of 3.56 %, equivalent to 329 GWh.

Service coverage

Since 2016 Codensa has joined efforts with public entities, in accordance with development programs, to expand the coverage of the electric service in its area of influence as one of the drivers of the region's development.

For this purpose, the Company started the execution of the PECOR - Cundinamarca 100% coverage expansion plan, submitted to the CREG. This initiative identifies homes without energy service in scattered, isolated, difficult to access areas with unsatisfied basic needs, in order to design and execute energization strategies, establish synergies with territorial entities to expand coverage and community commitment, and thus promote the universalization of the service.

According to the baseline of the Sustainable Development Goals of the Governorate of Cundinamarca year 2018, the Electric Energy Coverage Index IECC of the department was 98.92%, which imposes on the Company an ambitious goal to achieve 100% coverage.

Now, taking into account the different sources of information, to date it has been identified that in Codensa's area of influence a total of 7,165 Unserved Homes (VSS) have energy pending.

Of these, during 2021 the energization of 380 homes was achieved, reaching an accumulated 4,185 families benefited since the project began execution in 2016. Over the next three years, more than \$48 billion is required to bring energy service to approximately 1,800 families.

Quality of supply

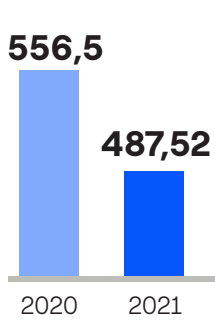
GRI Content EU27, EU28, EU 29

The Company manages international supply quality indicators SAIDI and SAIFI for its high, medium and low voltage lines, with the objective of orienting service quality towards highly competitive international standards.

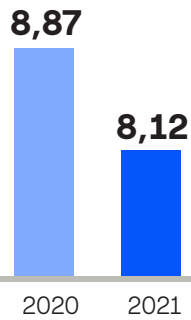
SAIDI-SAIFI Results 2021

Indicator	Unit	Value reached	YoY
TAM SAIDI	Minutos	487,52	-12%
TAM SAIFI	Veces	8,12	-8%

TAM SAIDI [MIN]



TAM SAIFI [TIMES]



These indicators comply with the 2021 regulatory limit and represent an improvement of 12% in SAIDI and 8% in SAIFI, with respect to the 2020 result. It should be noted that this result positions the Company's service quality indexes in those defined for the year 2025 in the regulatory path.

As a complement to the international indicators that allow us to deepen the analysis of energy supply quality, we monitor the Customer Average Interruption Duration Index (CAIDI), which measures the average service reestablishment time per customer who has had an unannounced incident. The restoration time for the year 2021 showed an improvement of 3% with respect to 2020.

The information corresponding to the SAIDI and SAIFI indicators was re-expressed for the 2020 period, due to the fact that in previous periods the homologated calculation for the Enel Group was being taken into account, and for this year it is being reported according to the regulatory calculation for Colombia (CREG Resolution 015 of 2018).



The differences between the calculations are detailed below:

	Approved	Regulatory
Causes	Scheduled: Planned with notice Unplanned: Own causes, third parties, planned without notice. Excludes: Statistical Force Majeure, Documentary Force Majeure, External	Scheduled: Planned with notice Unplanned: Own causes, third parties, planned without notice, Statistical force majeure, External. Excludes: Documentary force majeure
Voltage level	High voltage + Medium voltage + Low voltage	High voltage + Medium voltage
TAM/LTM	TAM (12 months with recalculation with last month denominator)	LTM (Last twelve months)
Customers	NT1 customers	NT 1,2 and 3 customers
Public lighting	Not included	Includes Public Lighting

CAIDI 2021 Results (Approved Indicator)

Indicator	Unit	Value reached	YoY
CAIDI 2021 ⁽¹⁾	Minutes	60,22	-3%

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

- Construction of new substations
- Construction of new feeder circuits
- Redesign and replacement of medium voltage networks.
- Installation of remote-controlled equipment in the medium-voltage network
- Network automation
- Standardization of substations and high-voltage grids
- Modernization of essential services in substations
- Power substation protection management
- Forestry management
- Action plan and operational measures to control and/or mitigate the impact of seasonal events such as winter, summer and winds.
- Redesign and replacement of low voltage networks.
- Adequacy and replacement of infrastructure in high voltage lines, substations and medium and low voltage networks.
- Management in the reduction of customers with 360 hours of unavailability and 360 times in frequency of failure.



(1) Approved indicator Enel Group

Service disconnections

GRI EU 27

During the year, 541,484 service disconnections were carried out for customers for non-payment, an increase of 92% compared to those carried out in 2020.

Indicator	Time	2020	2021
Time from disconnection to payment of service	Less than 48 hours	173.890	369.522
	48 hours to one week	45.068	51.228
	One week to one month	42.277	86.316
	One month to one year	20.252	34.418
	More than one year	0	0
	Total		281.487
Time from payment to reconnection	Less than 24 hours	360.619	446.613
	24 hours to one week	9.204	11.364
	More than one week	1.331	2.258
	Total		371.154

Management of commercial operations

GRI EU12, EU21

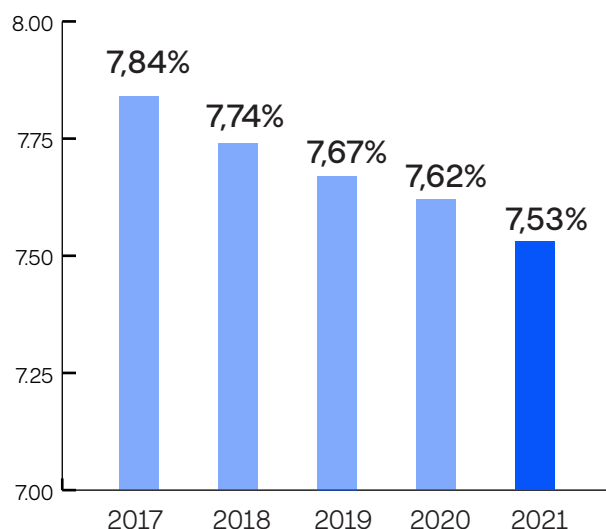
Non-technical loss reduction management program

During 2021, the Company managed to reduce energy losses in its distribution system in a market still affected by the pandemic. Through an energy recovery plan, the Company was able to ensure the correct operation of metering equipment and normalize users not directly connected to the network.

The inspection plan for 2021 reinforced the actions aimed at improving the targeting and detection of anomalies associated with metering, this achieving a recovery of 59.51GWh of non-recorded consumption, which reduced the loss rate by 0.9 percentage points.



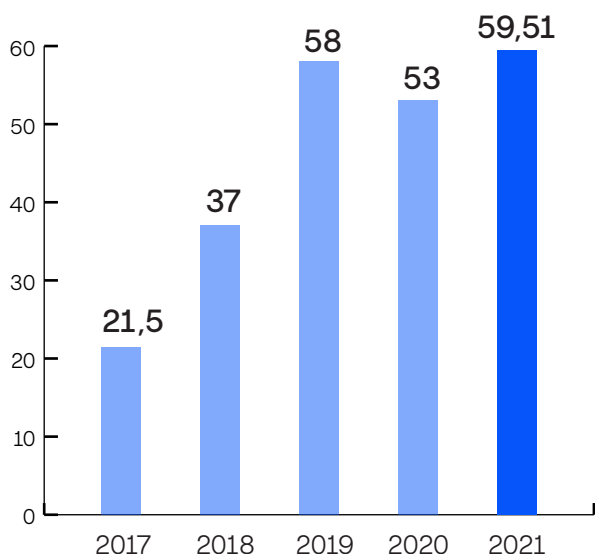
Annual energy loss rate



This is the result of a coordinated process that starts from the planning and loss control area, in charge of targeting areas with high energy losses (theft and/or anomalies in the measurement), passing through a process of execution of inspections and assurance of the measurement in the field, and ending with a process of energy recovery and market discipline (legal management) in charge of the reconstruction and recovery analysis area.

TAM energy losses as of December 2021 were 1,189 GWh-yr, of which 845 GWh-yr (vs. 795 GWh-yr in 2020) are associated with technical system losses and 345 (vs. 346 GWh-yr in 2020) with non-technical losses.

Energy recovery from non-recorded consumption (GWh-yr)



Among the most important actions that allowed us to maintain a higher level of energy recovery than in previous years are the following:

Multivariable mathematical models for targeting

During the second half of 2021, a multivariable model was developed based on internal technical variables, which allows identifying the probability of finding an anomaly at the customer level. Its execution facilitates the targeting of losses that allow improvements in the efficiency of energy recovery, associated with the sending of operations corresponding to large customers, tolls, global data mining, black list, seasonalities, massive, economic activity, among others.

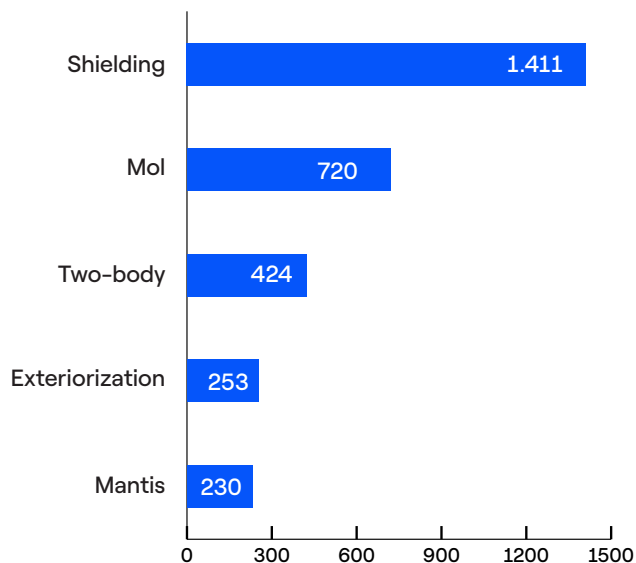
The application of this model allowed an improvement in energy recovery efficiency of 24% in 2021 compared to 21% in 2020.

Measurement assurance

In the face of situations evidenced by the theft of electric energy, we seek to secure the installations of the customers and the networks so that the energy is correctly registered, through technical inspections and the installation of different devices, some of which interact with the CT&M (Telemetry and Monitoring Center).

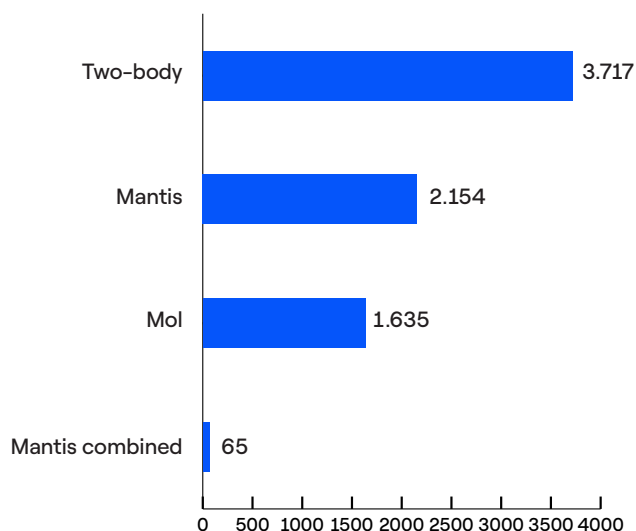
In 2021, 2,318 technical measurements and 720 Mol devices were installed, according to the needs of each particular case.

Implementation of technical measures 2021



Also, during the year, maintenance was performed on 7,571 technical measurement units that presented failures

Maintenance of technical measurements



The recovery indicator associated with inspections with measure assurance is 12 GWh with billing increases of 1.2 GWh. On the other hand, the billing increases associated with maintenance of the measure are 16 GWh and the CNR is 419 MWh.

LV macro metering - Dynamo

As part of the strategy of targeting and ensuring balances in MV/LV transformers with a high probability of losses, during 2021, 1,361 points were selected for field visits. The aim was to validate the feasibility of the Dynamo technology, corresponding to macro measurement with Smart measuring equipment. An automated selection algorithm was applied with identification of potential

losses in 1,360 transformers, with an estimated loss of 4.2 GWh, based on the following criteria:

- Ratio of MV circuits with higher energy losses vs. electrical substation losses.
- Selection of non-exclusive MV/LV transformers > 10 users, with industrial and commercial participation of consumption > 5MWh/month.
- Ratio of network transformer losses vs. probability of finding an anomaly in the measurement of associated users according to the multivariable model.

The implementation and installation in the field of 750 points with Dynamo technology was carried out to take advantage of and focus on the detection of anomalies on the measurement units from the associated balances; providing by 2021 a recovery in CNR=701MWh and a FU=383 MWh with a measured inspection ticket of 241Kwh/Inspection.

Clandestine users

Regarding the standardization, management and identification of clandestine users, during 2021, 1,932 additions were made, compared to a target of 1,500, with a compliance of 129%.

These incorporations included 120 complex connections, which included MV and LV network constructions, as well as 1,812 simple connections; contributing a FU=798MWh and with a distribution by coverage area distributed as follows:

Clandestine user contracts

Contract	Cantidad de incorporaciones
Bogotá Sur Occidente	46%
Bogotá Norte	4%
Bogotá Sur Oriente	42%
Cundinamarca Sur	8%
Total general	1.932

In addition, 1,196 suspensions were made to users in neighborhoods not authorized by local authorities, who do not meet the technical requirements or who must undergo a feasibility process for connection. At the same time, 1,673 non-customer users were added, with a contribution in CNR = 1.07GWh.

Partnership for the legality of public utilities

Motivated by the interest of reducing the time of criminal complaints filed before the Attorney General's Office for the crime of fluid fraud, in the company of Vanti S.A ESP (public gas service), and Empresa de Acueducto y Alcantarillado de Bogotá (EAAB ESP) (public water service), Codensa sponsored and conducted the training "Formation of technical and legal concepts that support the processes of prosecution of utility fraud", with the participation of:

- 45 prosecutors dedicated to investigative work, evidence collection, identification of perpetrators
- 16 speakers who are experts in fluid fraud and who work in the participating companies
- an expert professor of criminal law from Universidad Javeriana

This led to the creation of the "Partnership for the Legality of Public Services", an initiative that seeks to create awareness of the legal use of public water, energy and gas services, with the implementation of operational, legal, preventive and administrative actions to improve the quality and efficiency of the provision of services and leverage the message of legality, with comprehensive action against those who persist in illegal use.

New customers

During the year we connected 96,949 new customers, both in Bogota and Cundinamarca:

New customers connected -2021	96.949
Developers	49.771
Corporate	1.942
Mass	45.236

In addition, there was an 11% increase in the number of connections compared to the previous year, which shows the economic reactivation process that has taken place after the beginning of the pandemic.

Connected customers	2020	2021
Developers	39.683	49.771
Corporate	415	1.942
Mass	47.380	45.236

53% of the connections (51,713 accounts), were made through the connection chain of customers with feasibility. These requests contain construction and corporate customers, taking into account the regulatory times according to Resolution CREG 070 of 1998.

Process	Average time (days)	Regulatory Time (days)
Feasibilities	6,2	7
Low voltage design approval	6,4	7
Medium voltage design approval	13,1	15
Receipt of low voltage works	6,1	7
Receipt of medium voltage works	10,3	15

During the year we implemented the redesign of the customer loyalty process, which, supported by the Salesforce recruitment tool, made it possible:

- Improve customer experience
- Improve response times for effective customer engagement
- Stabilize, consolidate and synchronize the customer engagement process with robust technology tools that support it from start to finish
- Expand, refine and update the customer database
- Maintain ongoing communication, through case status notifications
- Contribute to the digital transformation in the New Connections process, leveraging the Group's strategy Achieve synergies through the integration of systems and optimize internal processes and those of the Collaborating Companies, in order to improve the customer experience.



Technological transformation of the country based on advanced metering

El año 2021 cerró con 93.158 instalaciones de medidores avanzados, de los cuales 89.997 fueron instalados en clientes y 3.161 en transformadores de distribución con la funcionalidad de la macromedición, para un mayor control del suministro de energía.

Esta tecnología permitió la adquisición remota de la lectura mensual a cerca de 72.070 clientes y la reconexión remota a 5.211 usuarios.

De igual forma, se dio continuidad a la entrega de mensajes de texto (SMS) a los celulares de los clientes con medición inteligente, los cuales recibieron más de 1.320.100 mensajes, que les brindaron información semanal del suministro de energía para facilitar la auto gestión de su consumo.

También se dio continuidad al plan de comunicaciones interno para dar a conocer la tecnología y sus beneficios a los colaboradores, mediante notas internas y participación en la Digital Week.

Finalmente, se avanzó en el convenio con el Servicio Nacional de Aprendizaje (SENA), en el programa de formación en "Técnico en construcción y mantenimiento de redes" con énfasis en Medición Avanzada, con la formación de 111 personas.

Improvements in portfolio recovery - redesign, suspension, cut-off and reconnection (SCR)

In 2021, the total number of operations increased by 31% with respect to the previous year, with a cut-off effectiveness 5.2% higher than in 2020, which allowed a portfolio recovery 24% higher than that obtained in the previous year:

	2020	2021
Recovered portfolio	\$149.868 millones	\$185.359 millones
Revenue by TLVs	\$22.472 millones	\$41.713 millones

Third-party accidents

GRI EU25

The electrical safety of workers and collaborators, as well as that of third parties, is an important issue for the Company. Therefore, during 2021, its management focused on five areas to prevent the occurrence of events: technical management, inspection management, communications management, institutional management and training.

Component	Actions and results
Technical management	<p>Intervention in four circuits 2020 - 2021</p> <ul style="list-style-type: none"> • Costa Azul, 100% • Apogeo, 100% • Piedra verde, 41% progress • Tenerife, 25% progress <p>Implementation of new technologies</p> <ul style="list-style-type: none"> • Use of insulated and semi-insulated quadruplex network with separators for medium voltage networks. • Use of overhead distribution transformers with vegetable oil insulation and insulated medium voltage elbow terminals. • Change from open network to low voltage braided network • AMI macro meters <p>In 2021, there were no third-party accidents for the Costa Azul and Apogeo circuits.</p>
Inspection management	<p>Lidar Surveying</p> <ul style="list-style-type: none"> • 153 circuits surveyed / 89 circuits with distances affected. • 73 circuits in six localities of Bogota- • 16 circuits in two municipalities of Cundinamarca. • More than 9,000 points identified (trees/façades). • 1,834 points cross-checked with the client master • Engativá locality with 1,500 cases. <p>Documents and booklets</p> <ul style="list-style-type: none"> • Standard letters for clients (impact by approach/forest affectation). • Standard letters to be delivered to control entities (local mayor's offices, Superintendence, Botanical Garden). • Construction/forestry guide booklets. <p>With the following results:</p> <ul style="list-style-type: none"> • Notified customers: 25 • Customers in notification process: 51 • Notifications to local municipalities: 25 • Notifications to SSPD: 47
Communications management	Social media outreach on the risks associated with the execution of activities near electric power grids, through publications on Twitter and Facebook, with a reach of 520,341 users.
Institutional Management	"Safe Energy" virtual course, in partnership with Universidad de los Andes, with the participation of 140 people from different entities such as planning secretary department, works secretary department, local risk committees, among others.
Training	<ul style="list-style-type: none"> • Publications to raise awareness and educate the population in general about electrical safety to prevent accidents related to electrical infrastructure, including the play booklet with emphasis on safety distances and cartoons to prevent accidents to third parties. • Training of 2,946 construction workers in alliance with Home Center, Asociación Colombiana de Constructores (ACOL), ARL SURA and the Fire Department. • Start of the second phase of the training strategy for children "En el Cuento Seguro" (In the Safe Story), with a proposed coverage of 2,000 children in the areas of influence.

Indicators

In 2021, there were 74 third-party accidents involving the Company's assets, 39% more than in 2020. The main cause of these accidents is related to construction activities near electrical infrastructure.

Third-party accidents	2020	2021	
Type of third party accident	Fatal	10	11
	Severe	43	63
Causes of the accident	Construction activities near infrastructure	40	44
	Attempted robbery	4	11
	Others	9	19

Customers





Customer experience and digital transformation

Residential customers

Codensa seeks to be always connected with its customers through simple and agile experiences. To this end, its strategy remained focused on omnichannel, through automated end-to-end customer-facing processes, ensuring customer experience and loyalty.



Ongoing communication with customers

As a continuation of the digital transformation strategy and digital channels, the challenge for 2021 was to get even closer to omnichannel and provide a comprehensive service experience, with the aim of responding to customers' doubts and needs immediately.

Based on this, during 2021, it not only focused on the challenge of making new transactions available, but also on presenting customers with new opportunities for self-management in 100% assisted channels.

In addition, it worked on the development of several initiatives aimed at improving the customer experience in the different service channels of the B2C segment, which allowed it to recover the customer experience and improve the value promise; and the NPS indicator.

Data governance

- A new data processing authorization migration process was implemented, from processes that are not currently integrated with Salesforce, such as: Appointments, Conecta, Data Update Campaign, among others. Thanks to this process, 48,690 authorizations were migrated.
- Authorization for the processing of personal data for customers and/or contacts, with a creation date prior to the issuance of Decree 1377 of 2013, was managed. In total there are 718,592 authorizations, which are executed in three massive uploads: 180,000 were performed in 2021, and the rest will be performed in 2022 (260,000 in January and 278,592 in March).
- For the B2C segment, 76 interactions with customers were identified in which personal data are captured and it is required to obtain their authorization for data processing, for which the respective authorization request messages are implemented in the different channels of attention and/or moments of interaction.

Digital Transformation Project

Codensa focuses its digital transformation strategy on being a company always connected with its customers through experiences, simple and agile. In this regard, it has launched and progressively renewed since 2018 digital solutions such as the mobile app, chatBot Elena on WhatsApp channel, electronic means of payment and virtual invoice that improve the customer experience, facilitating immediate interaction. As an effect of the above, the share of digital customer service channels increased from 59% in 2018 to 82% in 2021. 2021 represented significant progress in the different work focuses of the project:

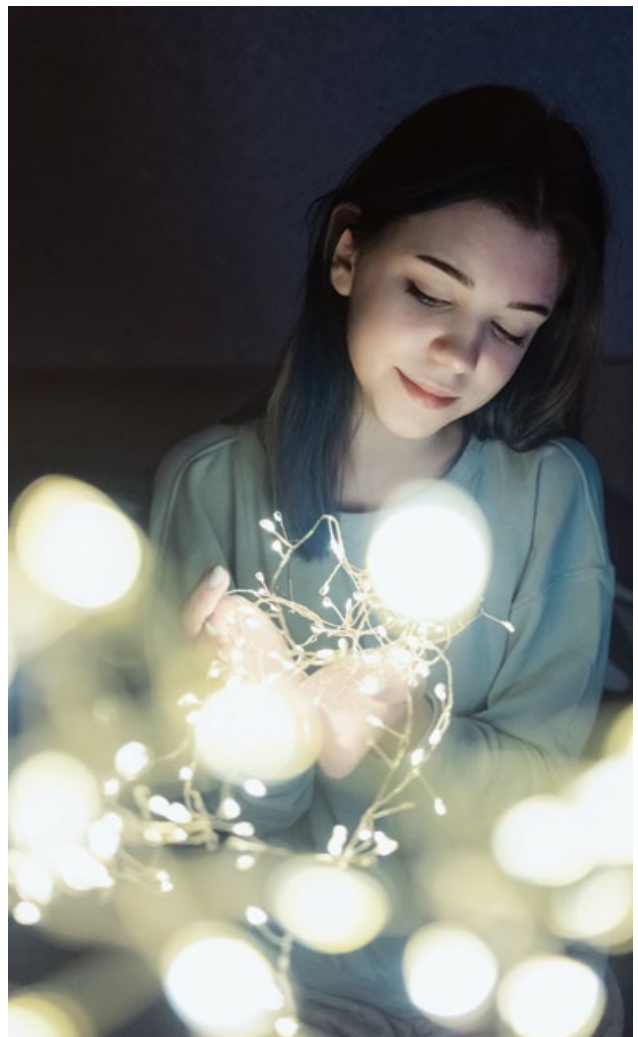
Digitalization of the commercial cycle process

- Initiatives were implemented to improve the flexibility of payment alternatives, such as a bill date change (Bamboo project), a fixed fee payment model (A la Fija project) and a prepaid service model for accounts with smart meters (AMI Prepayment).
- By the end of 2021, more than 680 thousand customers were subscribed to virtual billing, eliminating the physical bill. This growth is equivalent to an increase of more than 130 thousand customers compared to the end of the previous year. Payments through electronic channels have increased from 17% in 2018 to approx. 40% in 2021.

- We implemented Smart Invoice, a website where customers can independently explore in detail the items on their bill and compare it with other periods.
- Proactive notifications were sent to customers via automated SMS to indicate relevant events such as the issuance of their bill, receipt of payment and notification of deviations in consumption.

Digitization of the New Connections process

- Standardization with the global architecture of the systems that support the new special (e.g. construction customers) and simple (e.g. residential customers) connections, improving service times.
- Virtual visits to validate conditions for new connections.
- Online tracking functionality so that the customer can check the status of new connections.



Digitalization of the Emergency Response process (Power Failure)

- Proactive notifications to inform the customer about the onset and resolution of failures, providing information without the need for the customer to contact the channels.
- Evolution of the functionality for online tracking of the status of faults by the customer. He can now consult the progress not only through the mobile app (2020), but also through the web, chat, Facebook and Whatsapp. These queries are automated, eliminating waiting times for the customer.

Data governance

- Creation of the Data Governance Office and Analytics Center of Excellence (CEAN), from where more than 90 people were trained in Business Intelligence and Business Analytics, addressing topics ranging from basic analytics and introduction to SQL databases to Python programming and ETLs.
- Implementation of rules, controls and automated reports for quality management of the customer database in Salesforce.

Digital Channels

- Codensa has 14 transactions available to customers through different digital self-service channels, eliminating travel and waiting times in traditional channels. Channels such as the website, chat, mobile app, WhatsApp, and Facebook, together serve approximately 9.5 million transactions per year.

Projects and Programs

EBS Program: Energy Business Support

We continued with the EBS (Energy Business Support) training model as a repository of information on the products and processes handled by the Company for initial training activities in the service channels and the weekly replication of information through the EBS News.

The use of digital tools was incorporated as training facilitators. Online consultation files and aids for the generation of cases were also made available through the channel manual. In 2021 the following will be highlighted:

- Production of 25 podcasts to socialize informative and reinforcement content in customer service management.
- Design and implementation of Gran Mundo EBS, a training tool based on gamification, with 10 games available for service channels.
- Two new virtual reality videos in customer service scenarios, socialized to the phone service and face-to-face & digital service channels.
- 1,150 news items were generated with relevant information for the business and customer service, socialized weekly to the telephone service, written management, face-to-face and digital service channels.

Analytics

This process seeks to deliver valuable information to answer business questions and make strategic decisions. It is carried out from the management of data from the people domain that make up the master bases of customer knowledge, for quality control and monitoring of product indicators. The product offerings of both agreements and proprietary products are perf iled, developing customer archetypes and maintaining customer value models and payment culture. Highlights in 2021:

- A claims risk model was developed and implemented, which provides daily segments of customers at risk, together with the identification of the causes of a potential claim.
- To improve the NPS, we contributed with the development of a dashboard to monitor the Customer Journey of the channels and with text mining (in the form of word clouds and semantic networks), which makes it possible to know the main words used by customers to refer to the customer service channels, and why a customer qualifies with a low NPS (detractor).
- On the data front, we contributed to the development of the CECO algorithm (which allows the creation, accuracy, completeness and timeliness of customer contact data), enriching Salesforce with contact data from external sources.
- An ARIMA model was developed and implemented that allows 24/7 delivery of the promise (in hours) of fault resolution from estimates of hourly and daily ticket demand by week and subarea.

Conecta Loyalty Program

Seeks to get to know customers, strengthen the relationship with them, make them profitable, build customer loyalty and increase their satisfaction with the different products and services of the brand. 2021 highlights:

- Increase in annual program registrations by 64%, from 98,583 to 161,665.
- Integration with the two data update campaigns carried out. More than 35,000 customers registered in the program.
- Start of pilot tests with the CFC product, in order to position Conecta as the loyalty program for cardholders.
- Launch of points transfer functionality among registered customers.
- Design of the redemption catalog, with more user-friendly visuals and a recommended products section.

Experience Design

Designs the customer experience to deliver a value proposition suited to the needs and preferences of B2C customers in each Customer Journey (product or service). The following Customer Journeys were designed during 2021:

- Emergencies
- Scheduled jobs
- Special new connections
- Customer Ombudsman
- New ToBe Virtual Invoice
- X-Customer Assistance
- Simple new connections

Compensation

The purpose of Codensa's compensation program is to symbolically reimburse customers who have been affected by a breach of the promise of value and who contact us through any of our customer service channels. In 2021, the following was achieved:

- Define an algorithmic model through which we will be able to identify the customer's level of criticality and segment them by reasons and sub-reasons.
- Send compensation through the Marketing Cloud platform to 17,158 customers.
- Build a dashboard for redress management.
- Customer redemption segmentation
- Implemented experience measurement for the reimbursement program.
- Construction of support and training material for customer service channels.

Close the loop

Manage the one-to-one experience of detractor customers based on the feedback captured in the experience survey and for which the following activities were carried out:

- Design and construction of the customer journey and typification matrix by channel to close the loop.
- Design and standardization of templates for detractor management
- Construction of support and training material for customer service channels
- Creation of a report for follow-up and detractor management.

Complaint handling

The Enel Group set an ambitious goal for 2021 to reduce claims; for Colombia it was set not to exceed 627 claims per 10 thousand customers. To achieve this, Codensa implemented a project with interdisciplinary work teams organized according to complaint taxonomies, in order to reduce volumes and meet customer expectations.

Service Channels

The Company's strategy continued to focus on reinforcing omnichannel with two major fronts: Digitalization and Self-management.

- The Digitalization front was reinforced with immediate strategies and action plans given the need to achieve greater coverage of clients and an agile and timely attention to the community during the pandemic; currently the customer service operation presents a mixed model of attention covering the service on both fronts, both virtual and face-to-face.
- As for the customer self-management front, the strategy was based on the use of different equipment and technological platforms through which the customer can manage a series of procedures, according to their needs, independently and autonomously.

Digital channels

In order to facilitate access to the mobile app, biometric authentication was implemented, allowing users to log in through fingerprint or facial recognition.

In the course of 2021, the use of bots and robotized transactions (copy of invoice, supply failure report and public lighting failure report) were implemented for customer self-management, in the Facebook Messenger and Chat channels of the website.

Watson/IBM technology was migrated to the Salesforce Einstein bot, in order to streamline the process of implementing and integrating new transactions in the WhatsApp channel.

New transactions were made available to users for different customer segments, such as:

- Deadline for payment. Available in app and web
 - Supply failure report. Available on web
 - PQRs filings. Available on web
 - Proof of payment (Open invoice). Available on web
 - Generation of payment agreements. Available in WhatsApp - Facebook Messenger - Chat
 - Comink2: Stages of Energy service restoration. Available on WhatsApp - Facebook Messenger - Own chat
- Positioning of the virtual service center through the activation of SEM strategies, which increased the number of visits to the landing page by 87%.

Filing process online

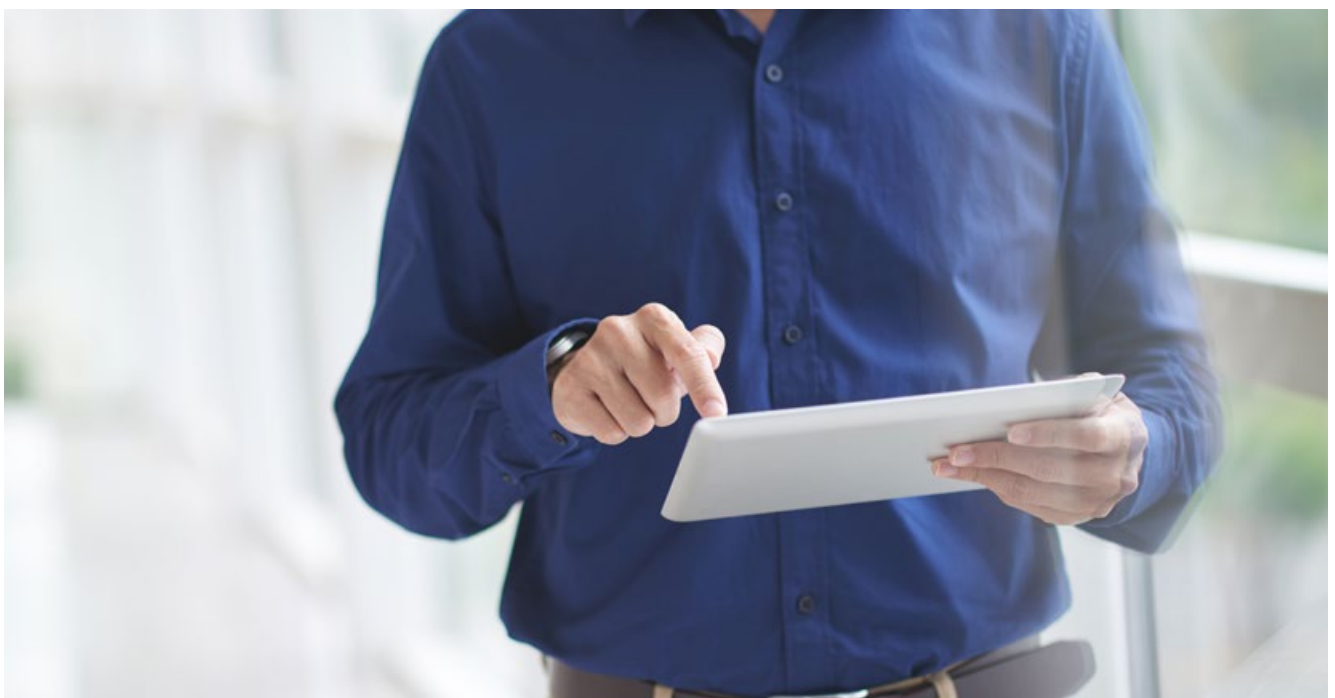
This is a functionality on the website, through which customers can submit their PQRs in a simple and intuitive form. This expands the range of customer service channels. In this first technological sprint, the functionality was connected to Salesforce, which allows traceability of the customer's case through all customer service channels.

Response to communications via email

We continued with the strategy of positioning the filing and answering of PQRs through e-mail. This was done through the implementation of a bot that automatically sends the letters. This initiative also contributes to the care of the environment by reducing the use of paper to deliver responses to customer requests.

New virtual channel of the Superintendence of Residential Public Utilities

The Superintendence of Residential Public Utilities developed a virtual channel for receiving customer complaints, which has represented for the Company a 315% growth in complaints through this channel in relation to what was received in 2020. Therefore, the customer service strategy was redefined, allowing 100% of the communications to be addressed within the legal term.



Analog channels

In-person services

Initially, 21 branches were reopened in Bogotá, including the service centers in Venecia, Soacha and Av. Suba; for Cundinamarca the reopening took place at the Chía, Facatativá, Fusagasugá Centro, Girardot, Madrid, Mesitas, Puerto Salgar, Ubaté, Villeta and Zipaquirá offices with new service hours from Monday to Friday: 9:00 a.m. to 4:00 p.m. and some of the offices from 2:00 pm to 4:00 pm.

Additionally, on average, visits were made to 35 municipalities per month and close to 20 days in Bogota, serving more than 400 clients per month. For this reason, the reopening of five mobile integral attention points was made available to clients, taking into account that all the offices handle strict biosecurity protocols.

Simultaneously, schedules were enabled for face-to-face attention in service centers through the mobile app, the service phone and the web page, in order to control the capacity and guarantee the provision of the service.

Employees must perform and permanently comply with biosafety protocols such as hand washing at least every three hours and disinfection protocol for the module and common areas is performed at the same time; additionally,

there is appropriate ventilation to ensure air recirculation. This is intended to mitigate the risk of contagion and make the Service Centers a safe space for customer service.

Call center

Approximately 18,000 payment vouchers were generated per month by the advisor for issues related to Crédito Fácil Codensa, improving the first contact solution and the customer experience.

The e-mail to case model was implemented in the contact center, to ensure that e-mails sent by customers with documents to manage their requests are answered in less time (approximately 2 working days), which represents economic efficiencies in the management of advisors.

An outbound call model was implemented for customers with averaged accounts, in order to avoid complaints and improve their experience.

We improved the experience of customers with value-added products and services that require disenrollment and cancellation by third parties, because they expressed dissatisfaction for not being able to communicate with us for this process. A dedicated channel was implemented to transfer customers, and a protocol for repeat customers was designed.



Written channel and rebilling

98% of the written customer service channel staff continued to work in-house, with a continuous process of quality monitoring, training, incorporation of new staff and connectivity.

At the communications management level, 141,351 PQR requests were received during 2021, which is equivalent to a 25% reduction, compared to 189,170 in 2020.

In the case of rebilling, 106,532 requests were received and 95,205 bill adjustments were processed, which is equivalent to a decrease of 10.9% and 6.7%, respectively, compared to 2020.

On the other hand, in 2021, four RPAs (Robot Process Automations) were implemented for customer requests related to excess consumption, reconnection charges, inspection charges and re-settlement of consumption. These typologies accounted for 26% of the cases handled through the written channel.

At a technological level, these RPAs are integrated with OCR (Optical Character Recognition) and Apian tools, which jointly read communications, following business rules and issuing a response to the customer. In this way, response times were reduced to four days, in addition to a reduction in the time used to manage PQRs and a 100% reduction in human errors in transcribing customer data.

Salesforce written process

Durante el 2021 se desarrolló la funcionalidad de *Salesforce* escrito, lo que permitirá migrar a un CRM (*Customer Relationship Management*) con acceso a todos los canales, logrando lo siguiente:

- Ensure end-to-end solutions to improve the customer experience.
- Omnichannel through a single tool
- Connecting systems for better customer service attention
- Traceability in the system of the different requirements and claims.
- Centralized information on files and collections associated with energy recovery and commercial issues.
- Greater knowledge of the customer at all levels
- Promotion of technological change with the application of robotics.

Corporate customers

Communication and outreach in digital channels

To encourage the use of the different customer service channels, educational pieces were generated to promote digital services for the business segment. Among the campaigns with the greatest impact were:

- Promotion and dissemination of virtual means of payment for the business segment, thus achieving that 84.20% of the companies paid by a digital means.
- WhatsApp Elena offer, for the corporate and small business segment.
- Promotion of virtual billing through promotional campaigns, e.g., invoice crediting for small businesses.
- We were able to convert 790 customers in the segment to virtual billing, taking advantage of interactions with the telephone channel. As a result, more than 30,000 customers were enrolled in virtual billing.

Also, in order to provide personalized service to corporate customers, we strengthened our relationship management with a team of specialized professionals. Open communication was maintained, creating a close bond and trust. In 2021, more than 400 meetings were held with customers.



Traditional channels

More than 130,000 calls from business customers were received through the call center, representing a 25% decrease compared to 2020. This was generated by automations in the IVR, which allowed self-management in issues related to the creation of emergency cases, generation of duplicate invoices, status of dates and values to be paid, as well as the enhancement of the web chat.

In turn, within the digital channels, 74% of customer requests were covered on average, the most representative of these being the written channel, proactive communications on scheduled maintenance, transactions on the website, attention on WhatsApp Business and self-service in the IVR, among others, which allowed us to have a volume of more than 370,000 transactions.

Customer experience model

By 2021, the corporate customer experience model was consolidated, for which the following activities stand out.

- Within the experience governance model, which allows us to have an end-to-end vision and thus ensure the operation of customer-to-customer management on a massive scale, we redesigned the experience for the customer journey in the billing, portfolio, customer recovery and retention and commercial offer processes, identifying a backlog of more than 50 initiatives to be implemented.
- The first customer experience committees were structured and carried out with the technical areas in order to create synergies and implement actions.
- Three internal customer-centric culture awareness trainings were carried out; additionally, a training plan was developed for the collaborating companies, with which the training contents for the customer service channels were standardized and virtualized.
- The experience recovery model was consolidated in the two main customer service channels: written and call center. Through this model, we were able to manage the experience of more than 840 customers and provide a definitive solution to their requirements.

In this way and together with the channels, the following was achieved by 2021:

- Call center NPS closed at 53 points improving 1 point over 2020
- Improvement in the NPS of the written channel compared to 2020.

Digitalization of customer service channels

During 2021, the digital channels for the corporate segment were enhanced. One of the main focuses of action was the website, which achieved:

- Creation of new self-management functionalities in cases associated with the reporting and follow-up of emergency cases and self-reading.
- Extension of the invoice refinancing generation option for small businesses.
- Information and procedures to facilitate the management of the change of supplier to Enel and thus leverage the customer recovery processes.



Institutional Customers

Service strategy aimed at the B2G segment

Service Strategy aimed at the B2G government segment. During 2021, significant progress was made in consolidating the operations of the customer service channels for this market segment. Thus, the phonservice contracts supported customer service through the phonservice channels, the VIP line for mayors, WhatsApp for mayors' offices and the customer service line for official customers, with a focus on timeliness, friendliness and the solution of customer requirements.

In addition, we improved the operations for attending to the written requests of government clients, a channel oriented to the needs of the institutional segment.

B2G digital trends

The year 2021 was a base year for the diagnosis of the digital preferences of the government customer. This is how we worked on the input of the Digital Tools Study and planned the Customer Engagement campaign for the B2G segment, which will bring in the first quarter of 2022, the feedback of customers against the Web, WhatsApp and mobile app channels.

B2G Special Projects

During 2021, five special projects were developed aimed at improving Government customer satisfaction under different aspects:

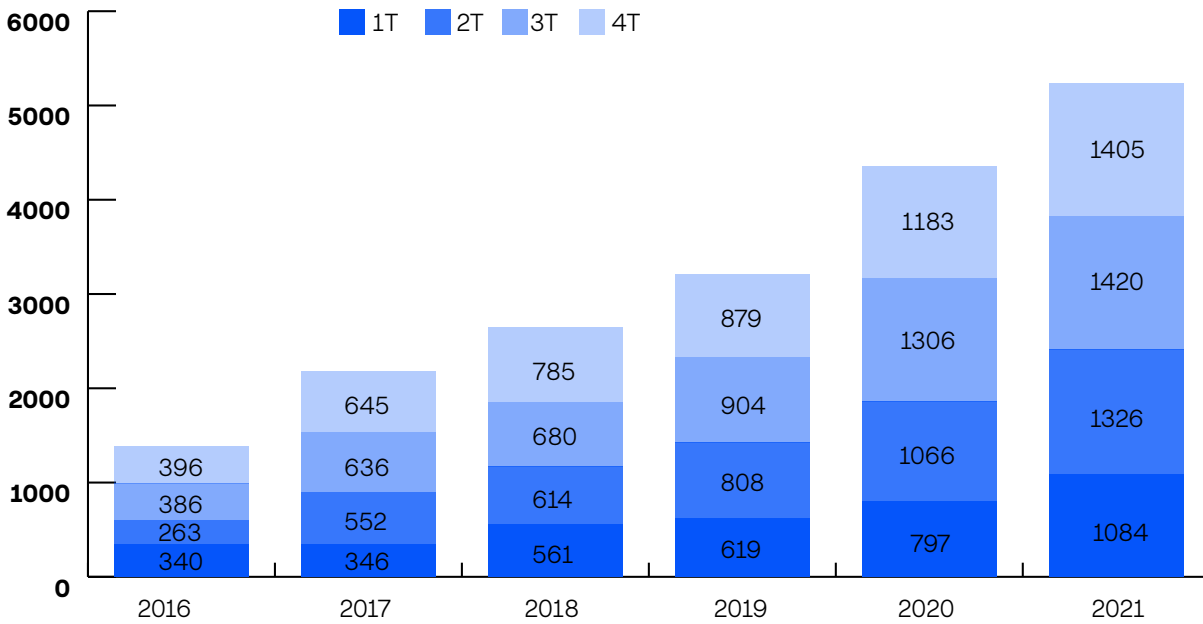
- A. Relationship model with municipalities of Cundinamarca
- B. Experience models for programmed maintenance and emergency response to official customers and public lighting.
- C. 4U Project for interaction with the government customer, providing timely information on scheduled maintenance and investments, mainly
- D. B2G strategic customer service model.
- E. SAMAN: preparation of the segment for the merger of companies.



Interaction with control entities

During 2021, the control entities made 5,235 requirements to the Company, as a result of the claims that the Company's customers brought to their attention; 99.98% of these requests were met within the terms of law granted.

Historical requirements 2016 - 2021



In 2021 the total number of claims had an increase of 17% compared to the previous year, due to adverse weather conditions that occurred during the second half of the year and affected the continuity of service in some areas of Cundinamarca.

Of the total number of requests received in 2021:

- 60% corresponded to requests related to the Infrastructure and Networking process.
- 32% were related to Market processes.
- 8% corresponded to claims associated with Enel X processes.

The largest reason for complaints in 2021 corresponds to requests for maintenance on the electricity infrastructure, with a share of 21% of total complaints, followed by complaints about billed consumption with a share of 18%, and finally there are complaints associated with the continuity of service with 10%.

Customer Ombudsman's Office

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

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

The Customer Ombudsman's Office has direct professional staff specializing in conflict resolution, lawyers and administrative professionals, as well as a contractor team responsible for handling and managing cases, complaints and requirements received in second instance, fulfilling different functions in relation to conflict resolution, stakeholder relations and education.

Conflict resolution

- Reach direct agreements
- Establish a win-win relationship
- Satisfaction for the countries involved
- Avoidance of legal and administrative proceedings
- Minimize costs for each of the countries involved

Stakeholder engagement

- The Customer Ombudsman listens actively and interacts cooperatively with the entities and stakeholders to solve the cases of the citizens who come to these instances.

Guidance

- With its solutions, the Customer Ombudsman generates two-way guidance for the countries involved, with the aim of transforming the conflict of interest into an opportunity to improve the Customer-Company relationship.
- In addition, the non-conformities found are used to feed the Quality Management System.

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

The follow-up and control of the cases and complaints made at the Customer Ombudsman's office allow us to provide feedback to the operational and service areas, in order to learn from the situations that arise and improve internal processes.

Results 2021

Regarding the cases handled at the Customer Ombudsman's Office, 869 cases were received in the second instance and 856 requests were finalized.

In Express Ombudsman services, 494 requests were attended and resolved in first contact.

With respect to the management of customer requests in second instance, 80.67% were resolved in favor of the customer, 10.67% were modified in first instance, 1% were settled or clarification of the first instance response and 7.6% were rejected by the customer.

This means that nine out of ten clients obtained an improvement compared to the initial situation, which ratifies the Customer Ombudsman's vocation of preventive law, his independence and the company's respect for his decisions and recommendations.

Regarding complaints received for incorrect behavior or behavioral issues, 3,196 were received and 3,146 were closed. In addition, 39 complaints related to customer-facing processes and 464 complaints were rejected because they were not specific to the business, but related to strategic partners in their products and services.

A total of 4,481 customer requests were redirected to other channels because they were first contact, without

approaching traditional channels, 154 requests were returned to customers due to lack of information to carry out any process.

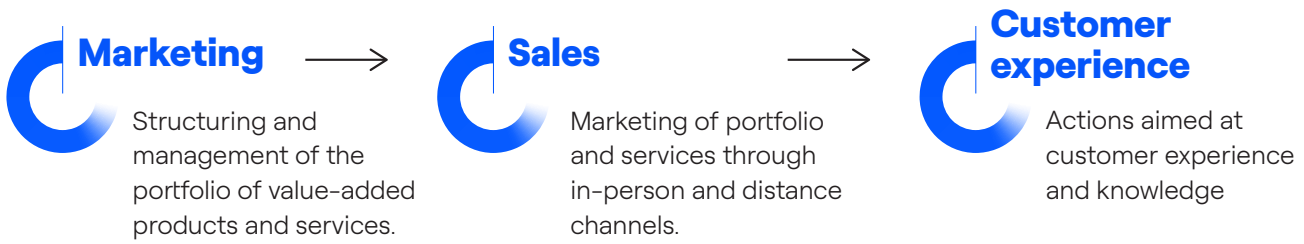
On the other hand, due to the negative impact of covid 19 on the economy and income of the most vulnerable households, there were increases in the delinquency rates of some customers, for which the Customer Ombudsman's Office joined efforts with the portfolio area to offer flexible payment agreements according to the particular situations of customers in an exercise of social work. This was done through 98 payment agreements that maintained the protection of the account for the vital right of access to energy service for individuals and families in vulnerable conditions.

Finally, the Customer Ombudsman's Office improved service through digital media. We were able to move from a personal customer service office to a virtual customer service office, maintaining customer proximity in a virtual model with personalized attention, facilitating access to the service and taking care of biosecurity protocols.

Commercial and residential customers (B2C)

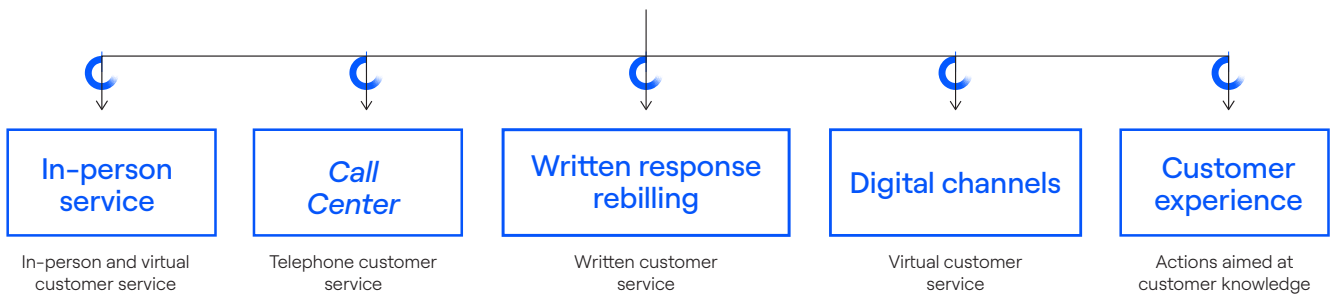
In 2021, the Business to Customers (B2C) management had as fundamental operating fronts the structuring and marketing of the portfolio of value-added products and services to residential customers in Bogota and Cundinamarca (Enel X), and the provision of all services related to attention to queries, complaints and claims of all residential customers in Bogota and Cundinamarca (retail Colombia). These two work fronts are part of a Digital Customer Experience and Digital Transformation program to improve the customer experience.

Enel X



Retail

RETAIL – Analog and digital service channels



In this way, the Company’s strategy was mainly framed around:

- Strengthening the current portfolio of products and services.
- Capitalizing on operational sales efficiencies
- The implementation of customer awareness and loyalty programs.
- Acquisition of new technological tools to achieve operational efficiencies.
- The development of digital transformation programs
- The implementation of contracts to improve customer care and service to residential customers

- **Financial services:** Crédito Fácil Codensa
- **Microinsurance:** marketing of microinsurance
- Maintenance and repair: marketing of electrical work and assistance
- **Small applications:** Enel X Store (e-commerce platform)
- **Third-party invoicing:** collection orders for cleaning and other products.

Financial Services

Together with ScotiaBank, a strategic partner for the credit business, we continued with the Open Book business model, while at the same time we managed the project to incorporate the Financing Company before the Colombian Superintendency of Finance. A new company dedicated to the financial business obtained the incorporation license, as it was considered viable by the regulator. By the end of 2021, the business had a portfolio of more than \$1.4 trillion.

Customers of Crédito Fácil Codensa maintained a very good payment culture after the pandemic crisis, and recovered from the crises faster than other segments of the financial system.

Enel X

The Company offers a portfolio of value-added products and services to residential customers, in addition to the supply of energy, taking advantage of the bill as a means of collection and timely payment. The products for Enel X for the residential and commercial segments are framed in the following groups:

Microinsurance

We continued with the consolidation of micro-insurance as an alternative for customers and energy users, allowing them to have access to a product that offers them economic support in the event of unexpected events such as accidents, illnesses, deaths in the family and natural disasters, for a monthly payment through the energy bill.

However, the commercialization of these products was suspended as of June 23, 2021, in order to start the commercialization of proprietary products in which the service provider is Enel X from beginning to end.

Maintenance and repair

Assistance

A new business model was established for assistance products, with a direct contractual relationship between the customer and Enel X and 100% control of the value chain for pre-sales, sales and after-sales processes.

- Two new assistance products were launched in the second half of the year: Funeral 360 and Doctor 360, each with three plans (Basic, Light and Premium), increasing the assistance portfolio offered to clients in Bogota and Cundinamarca.
- Launched a new strategy of Payment and Assistance Agreements Luz 360 Protection as of August 2021.



Electrical works

The portfolio of services in electrical works includes products such as load increase, meter transfer, account independence, internal electrical adaptations, remodeling of energy meter room, new account and temporary work.

In the midst of the situation generated by the pandemic, reliable solutions were provided to maintain the customers' electrical installations in good condition, with a high level of quality and offering the facility of financing the total value of the project through the energy bill, in up to 36 months and providing a guarantee for materials of up to six months.

In addition, the availability of attention was improved through the linking of two new contractors, to provide these services according to the needs of customers, in the city of Bogota and Cundinamarca.

Small applications: Enel X Store

Enel X Store is an online store that offers innovative solutions based on a strategy oriented towards sustainability, energy efficiency, innovation and safety, generating closeness with customers.

This channel is responsible for boosting digital retail sales, subscriptions and assistance of flagship products, as well as the development of categories aligned with the core business, through digital strategies, customer knowledge and user experience, to be competitive with the competition and relevant to the customer. 2021 highlights:

- Change of payment gateway from Olimpia to Mercado Pago.
- Digital initiatives to improve efficiency and reduce the cost of the operation's service.
- Working hand in hand with our commercial ally Colpatria and the Codensa Easy Credit Card, supporting customer retention activities and generating new cardholders.
- Participation in the VAT-free days agreed by the National Government to encourage economic recovery, achieving excellent sales results.
- 360° communication campaign to position the channel, raise awareness of the store and conversion to digital channels.

Third party billing

Cleaning

- Nearly 690,000 new collections were integrated, as a result of the materialization of the operators Ciudad Limpia (Bogotá), Urbaser Soacha and Urbaser Facatativá. Agreements were signed with the Municipality of La Palma and Habitat Limpio (Mosquera) Cundinamarca, for the joint billing of 55,000 additional customers, agreements that will materialize in the first months of 2022.
- More than 1.7 million monthly collections were made, representing a 47% growth in the number of monthly collections compared to the end of 2020.
- Claims were kept below 1% and the operation was stable, so that the entry of new operators did not have any negative impact.
- We were able to achieve an accumulated collection rate of over 99% for Área Limpia and Promoambiental, Bogotá's sanitation operators, thus overcoming the consequences of the pandemic, and obtaining economic recognition for proper portfolio management.

Collection orders

This service allows Codensa's customers to pay subscriptions for products and services through the energy utility bill. These services correspond to the commercial alliances that Codensa establishes with business partners.

The alliances in force in 2021 were: Casa Editorial El Tiempo, McAfee, Todos Emprendimientos and Unicef.

Another service attached to the collection orders is the discount coupon box, which consists of the insertion of advertising through discount vouchers in Codensa's invoice.

During the year, segmented digital campaigns were designed through Business Intelligence profiling. In addition, negotiations were reached with important customers, with whom we agreed to send more than one million advertising inserts through the invoice.

The development and migration to the new X-Customer application was initiated for collection orders.

B2B customers

Marketing

2021 represented a reinvention of the entire marketing strategy and actions for B2B, which were marked by digitalization and virtuality. During the year, the 2021 goal was overachieved in terms of MQL generation for the B2B segment, achieving a result of 150%.

On the other hand, the website traffic had an increase of 102% in the number of users, due to the content generated for the different clusters. Lead generation, data updating, communications and positioning campaigns were developed virtually, as well as specific actions for the different products in the portfolio.

There was a slight drop in the participation in events, as well as their transformation from face-to-face to virtual format. A high-relationship strategy was implemented, seeking to create a space for sharing good practices at the management level with clients of the B2B portfolio, such as Corona, Central Cervecera, Eternit, Hotel Las Américas, among others.

In order to defend the regulated energy market, the Vertical Customer Insights products were structured (UBM

- Utility Bill Management, EM - Energy management and EC - Energy Consulting), which aim to become an allied product to retain and recover Codensa's customers. As a result of this alliance, agreements were reached with customers such as Permoda, Alkosto, Lamyflex and Rioplast, in addition to starting with a commitment to take the customer from a Diagnosis of Savings Potential, to the accompaniment in achieving them, with the help of the Enel X portfolio.

The product of solar photovoltaic projects was taken up again with a new value proposition and innovative business models, which allowed a group of energy consumers to award Enel X the installation of 13 photovoltaic systems at the headquarters of eight Colombian companies. With this sale, Enel X reached 11% of the market share (39.3 MW).

On the other hand, Enel X participated in Exposolar 2021, where it presented the talk: The future of distributed generation in Colombia. Finally, the savings simulator in PV solutions was implemented for customers, in order to provide tools that facilitate the projection of possible impacts in solar solutions.

As for Demand Response, this is a product that is gaining more strength every day, during 2021 it had a 59% growth in energy aggregation with respect to 2020, thanks to the strategy focused on Emgesa's deregulated customers, as well as customers of the competition. This allowed us to link customers such as Gran Tierra Energy, Cencosud, Siderúrgico Reyna, among others.

The mature product of Obras y Proyectos Eléctricos continues to lead sales in the business segment and increase its participation in the different zones, thanks to the sale of mega-projects, among which the following stand out: Ufnet, Civilco, Corpacero, Dromos Pavimentos, Constructora Orquídea and Careza. This product continues to have the largest share of sales in the Enel X portfolio for the B2B segment, accounting for 85%.

On the other hand, the Internal Customer Energy Partners training program was structured and carried out, which consists of three modules (Awareness, Business Energy, Enel X Portfolio) training the entire sales force of Emgesa, Enel X and the Customer Care area of Codensa, as well as all the personnel dedicated to the execution and follow-up of projects and works of business customers.

B2B sales, engineering and works

During 2021, important tenders were obtained and just over 500 electrical projects were executed nationwide, among which the following stand out:

Cosenit

In Colombia, Enel X was awarded the tender that will allow it an installed capacity of 37.3 MW in 13 photovoltaic systems, which will be installed at the headquarters of eight companies nationwide, leading the use of PV in Colombia with 82,700 solar panels, capable of supplying the needs of more than 40,700 households with an average consumption of 100 KWh per month.

UFINET Project

The Ufnet Proteus project, which is expected to install 1.2 million Home Passed (HP) devices over the next two years, was launched. The HPs provide a single platform for each home to choose its voice, data and television operator without requiring new wiring. Enel X will provide support services in the HSEQ area and property management for the entry of more than 5,200 buildings in the project's area of influence.

Voluntary Disconnectable Demand (VDD)

The VDD product managed to end 2021 with a total aggregate power of 87.5 MW, which represents a 473% growth with respect to the energy added in 2020 (18.5 MW), as well as an energy aggregation of 2.05 GWh/day. The customer portfolio was increased and consolidated in 45 customers from different economic activities nationwide. DDV negotiations and transactions with the country's generators were consolidated in 2021. In addition, Codensa was able to increase its borders with metering facilities, going from two borders with emergency plant metering in 2020 to four borders with emergency plant metering in 2021.

VANTI Project

During 2021, the installation of three Shelter Type S/E for the VANTI Client was carried out. This project is the continuation of VANTI's expansion plan for the installation of natural gas service stations for the SITP and Transmilenio fleet, and will continue to be executed in 2022.

CORPACERO Project

In 2021, this mega-project continued with one of the largest customers in the north of the country, which consists of moving the production plant to its new facilities, during three phases. Phase 1 was completed, and Phase 2 is 60% complete. The project is scheduled for completion in 2022.

EL DORAL Project - CIVILCO

In 2021, taking advantage of the growth of projects in the northern zone, the El Doral project began, for the construction of the low voltage (LV) and medium voltage (MV) networks and telematic networks for the El Doral condominium, which is under construction by CIVILCO S.A. The project will be completed in 2022.

PV

With the entry into operation of the 13 photovoltaic systems of the Cosenit project, it is not only estimated to avoid the emission of 18,600 tons of CO₂ per year, equivalent to the planting of more than 1,320,000 trees; it is also expected that the organizations will reduce their energy consumption in the network by up to 20%, which translates into an approximate economic saving of 15%.

With an investment of more than \$120.7 billion and an initial 12-year contract, the works to be delivered from 2022 contribute to the achievement of the goals established in the Paris Agreement and contribute to three Sustainable Development Goals of the United Nations 2030 Agenda: Affordable and Clean Energy (SDG 7), Sustainable Cities

and Communities (SDG 11) and Climate Action (SDG 13). At the same time, they allow the Colombian electricity sector to continue advancing in two major goals it has set itself: to achieve a reduction of 11.2 million tons of CO₂ by 2030 and to reach carbon neutrality by 2050.

The bidding process for this project began in December 2019, the year in which Codensa designed the photovoltaic systems, allowing it to offer competitive rates and energy savings, in addition to complying with the financial and technical requirements based on previous experience in this type of projects.

In this regard, it is important to note that the Company has installed 16 photovoltaic systems and 5,892 solar panels in other companies in the country. With an installed power of 910 kWp between them, it is estimated an energy production of 2,295 MWh/year and the annual reduction of 872 tons of CO₂, equivalent to the planting of more than 62,200 trees.

B2G customers

Electric buses Bogota

During the first quarter of 2021, the official delivery to Transmilenio S.A. of the electro terminals of Airport, Suba and Usme in the city of Bogota took place, thus fulfilling the first phase of the project that contemplated the construction and commissioning of four electro terminals for Bogota, which supply energy to 477 electric buses with 223 smart chargers.

Construction also began on two new electro-terminals in the districts of Fontibón and Usme, which will supply energy to a new fleet of 401 electric buses for the Integrated Public Transportation System (SITP) of Bogotá with 189 smart chargers. by 2022, the six electro-terminals will supply power to 878 electric buses.



Public lighting management (PL) Bogotá and Cundinamarca

During 2021, the relationship with the UAESP was maintained and different work tables were held to negotiate the closing of tariffs for the years 2018 to 2021 through the conciliation of the parameters defined between the parties, with the support of the GEB and the Mayor of Bogota. In this way, the Company will continue to manage the largest public lighting system in the country. The points established at the negotiation tables were documented and a conciliation agreement was signed, as well as an Addendum to the PL agreement, which will be in force until June 2022.

Modernization of public lighting Bogota

As part of the project to modernize the public lighting of the Mayor's Office of Bogota with LED technology, which Codensa is executing in coordination with the Special Administrative Unit of Public Services (UAESP), during 2021, more than 22,000 lights will be installed in the districts of Ciudad Bolivar, Engativá and San Cristóbal. The total includes more than 7,140 lights in main avenues such as Autopista Norte, NQS, Circunvalar, Calle 13, Carrera 15, Carrera 19 and Avenida Comuneros, among others. These localities and avenues have better illuminated spaces that offer visual comfort and road safety for citizens.

Expansions of Public Lighting in Bogota and Cundinamarca

During the year, more than 2,200 expansions were carried out in the 20 localities of Bogota. In addition, more than 11 municipalities of Cundinamarca were intervened, with the installation of more than 630 lights in municipalities such as Cucunubá, Tenjo, El Rosal, Simijaca, and La Mesa.

Electrical infrastructure

With a total of 89 electrical infrastructure projects, we met the needs of clients such as the Secretary of Education, the Secretary of Social Integration, the National University, the Bogotá Mayor's Office and some municipalities in Cundinamarca.

Architectural Lighting

Christmas Route 2021 - "Bogota is improving at Christmas".

During 2021, a team of about 400 Enel X workers carried out from the designs to the assembly and execution of the entire Christmas lighting, which included approximately 10,500 LED technology elements.

The project included more than 18,000 m² of lighting in 26 areas of Bogotá, including Parque Timiza, Parque de los Novios, Parque El Tunal, Plaza de Usaquén, Carrera Séptima in the pedestrian sector located in the center of the city, as well as many other high-impact places. In addition, the entire adequacy and assembly for 12 Christmas fairs that took place in different sectors of the city was carried out.

During 2021, the Christmas Route included a special stop at the Botanical Garden of Bogota, where the labor and supply of lighting material was provided to set the scene for "Pacifcanto", a lighting and music experience inspired by marine species with large-scale light figures that created a sense of immersion in the ocean.

Other Christmas lighting projects

We designed and executed Christmas lighting for the Presidency of the Republic, the headquarters of Compensar and Colsubsidio in Bogota and the Carnaval Shopping Center in the city of Barranquilla.

New products for the Smart City

Different approaches were made to entities in Bogota, Villavicencio and other municipalities in the country that allowed us to corroborate the interest of clients in solutions for the smart development of the city, especially in video analytics, electrification of public transportation and planning and management of public services for the city. Thus, the following communication resources were managed for the opportunities that will be generated during 2022:

City analytics

An email marketing campaign was generated focusing on the benefits of the tool for the tourism sector after the post- covid reactivation.

The mobility flow analysis pilot was launched in Bogota for the months of July to December, so that the planning and mobility entities of Bogota and other cities can learn first- hand about the scope and benefits of the tool in the planning of public services.

Video analytics

A proof of concept was structured to locate cameras at five points in the city of Bogota and the images captured will be processed in the cloud using traffic control and license plate recognition (LPR) algorithms. The goal is to obtain the technical know-how of the solution and a support resource for the qualification and closing of opportunities related to the product in the Colombian market.

Electric mobility customers

Electric Taxi Pilot Bogota

The electric cab pilot continued, in which 37 electric cabs are charged through 34 43Kw recharging equipment in four recharging stations distributed throughout the city. After more than eight years of operation, more than 16 million kilometers have been traveled, avoiding the emission of 4,500 tons of CO2..

Supply and installation of charging equipment

During 2021, 400 recharging points were installed nationwide, to which we expect to continue offering JuiceBox, JuicePole and JuicePump recharging products. In addition, agreements were reached with local distributors of brands such as Volvo, Porsche, Jaguar, Land Rover and Nissan for the supply and installation of recharging equipment.

Charging as a Service

The Charging as a Service product was introduced in Colombia, which seeks to raise barriers and offer recharging solutions to companies. Enel X assumes the investments of the electric and recharging infrastructure, among others, and provides the charging service. The first charging pilot was carried out in the country for a fleet of 25 electric trucks and currently the service is offered to companies such as Renting Colombia, AB Inveb, Pinturas Tito Pabón, OPL, among others.

Colombia's largest electric charging station

In August 2021, Colombia's largest electric gas station was inaugurated in the Unicentro shopping mall in Bogota. The service station has eight JuiceBox digital and intelligent chargers and a 50 kW and a 150 kW recharging point, allowing citizens to recharge their electric vehicles quickly and efficiently.

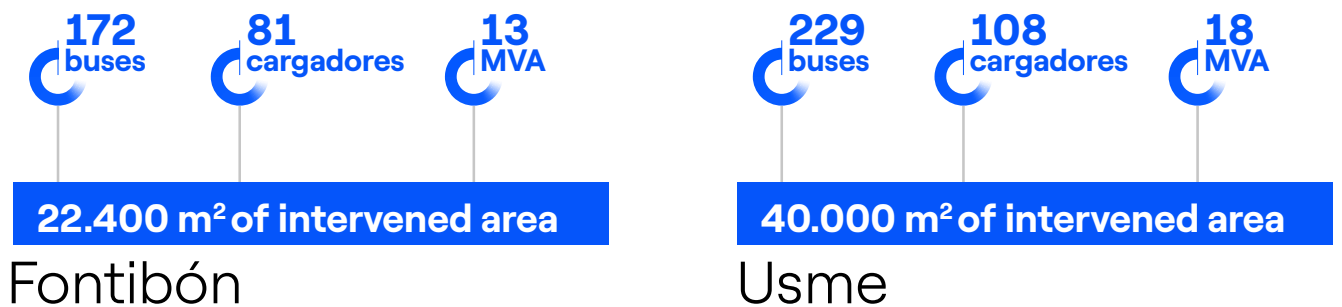


Electric bus electric terminals for the Bogota Public Transportation System

Enel X Colombia was awarded two electro terminals in the tender for electric buses for the Bogotá Public Transportation System - administered by Transmilenio S.A. -for the construction of electrical and civil infrastructure, the provision of a 100% electric fleet, and the maintenance and operation of said infrastructure. The two electro-terminals will have a total of 401 100% electric buses, powered by 189 intelligent chargers that will contribute to the sustainability and care of the environment in Bogota.

The project has a 360° impact, since its implementation contributes to the improvement of Bogotá's air quality by reducing CO2 and particulate matter emissions, and reduces noise pollution, benefiting the community, particularly the people living in the districts of Fontibón and Usme. In addition, it is a project that generates employment and contributes to the economic reactivation of the city.

Electric terminals under construction:



In addition, the electric terminals will have LED technology in all spaces requiring lighting and solar panels to take advantage of the use of renewable energies, guaranteeing their energy efficiency; they will have WWTP plants for wastewater treatment, a fiber optic network to guarantee the network connection of all chargers, as well as their proper operation and availability, and the office structures and maintenance areas will be hangar-type, a factor that allows for greater air circulation in the different work areas.





Innovation

Click Enel

As a result of the technological revolution brought about by the pandemic, digital subscriptions accelerated significantly. Click Enel was born as a channel that brings together digital subscriptions of various categories and gives users the ability to pay for them through their energy bill.

For customers, this channel offers the convenience of a purchase with a payment method that has no bank intermediation, is agile and has no permanence clauses. For partners, it allows them to expand their market to unbanked segments.

In 2021, a contract was signed with an international partner for the collection of orders (ECOS). Since the beginning of August, the French music website Deezer became part of the subscription portfolio, bringing with it the highest number of sales in its first month of launch, a total of 540 sales.

To make this alliance possible, an integration mechanism was developed with the partner that automates the purchase, upload and cancellation processes of subscriptions. This makes it the first 100% digital ECOS process. For the customer, subscription activation went from an average of two business days to immediate activation.

This project is a precursor in the implementation of automatic models for the other partners, which added to the advantage of the energy bill as a means of payment, allowed reaching new audiences.

Flexipagos

The Flexipagos web application was launched in the mass media in October 2021, with a number of 677 sessions and more than 60 transfers in the first month.

With the support of more than 20 Company employees who voluntarily tested and carried out testing activities, the correct functioning of the platform was guaranteed prior to its launch. In addition, the correction of cybersecurity vulnerabilities identified in the Ethical Hacking process carried out in 2020 was successfully completed.

In terms of commercial relations, an agreement was signed with Scotiabank Colpatria to extend the scope of the Flexipagos money order service to Crédito Fácil Codensa cardholders, with an advance quota, and a shared communications strategy was created with the bank to publicize the benefits. Since March, the fixed and mobile telephony operator Claro joined the network of 4-72 allies (official postal operator of the Flexipagos project), which means that users who issue money orders through the application will be able to claim them in cash at Claro's authorized points of sale.

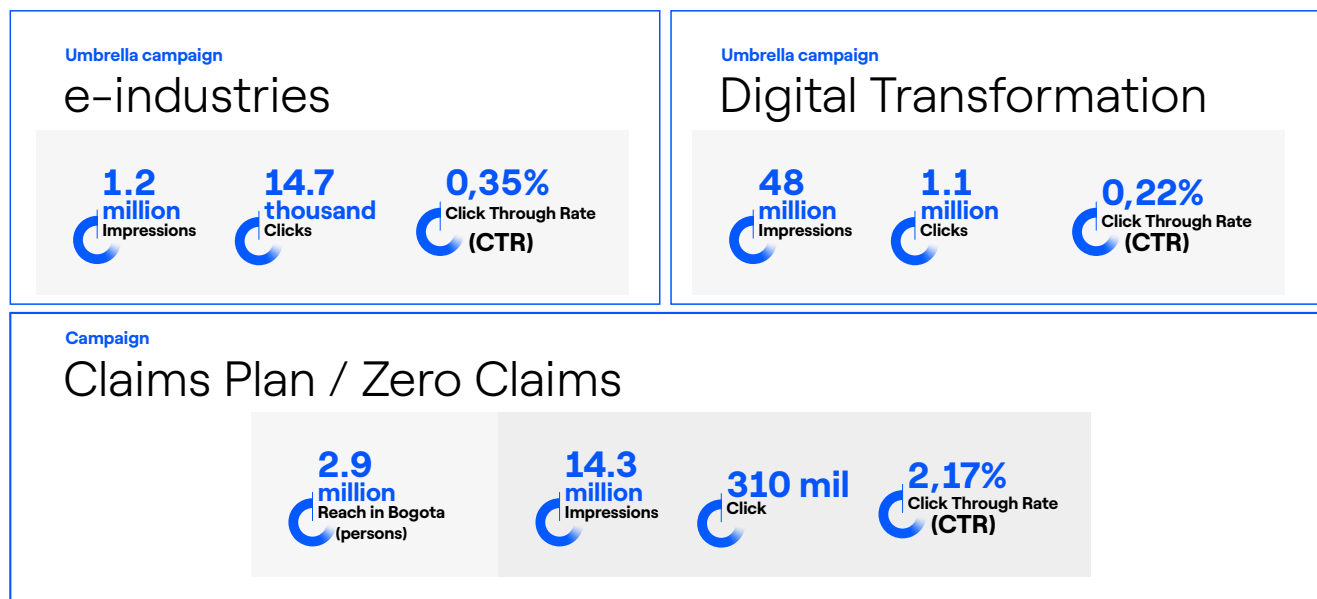
Finally, during 2021 a direct access channel to Flexipagos was enabled from the Codensa application in the products and services section. By 2022, it is expected that money orders will also be available at the Enel X Store.

Commercial communications

Advertising

Advertising management and actions in 2021 were concentrated in digital formats and channels, assuming the challenge of achieving important objectives in terms of reach and optimization of resources. In total, an advertising investment distributed 74% in digital media and 26% Above The Line (ATL) was obtained, which comprised the strategic and creative development of 57 campaigns; 33 of them under the Enel X brand and 24 under the Enel-Codensa brand, plus 54 media plans that supported their amplification.

Highlight campaigns:



One of the most important milestones was the Enel X positioning study, involving external and internal audiences, in order to have a baseline that will allow us to direct communication actions to increase familiarity and knowledge of the business line.

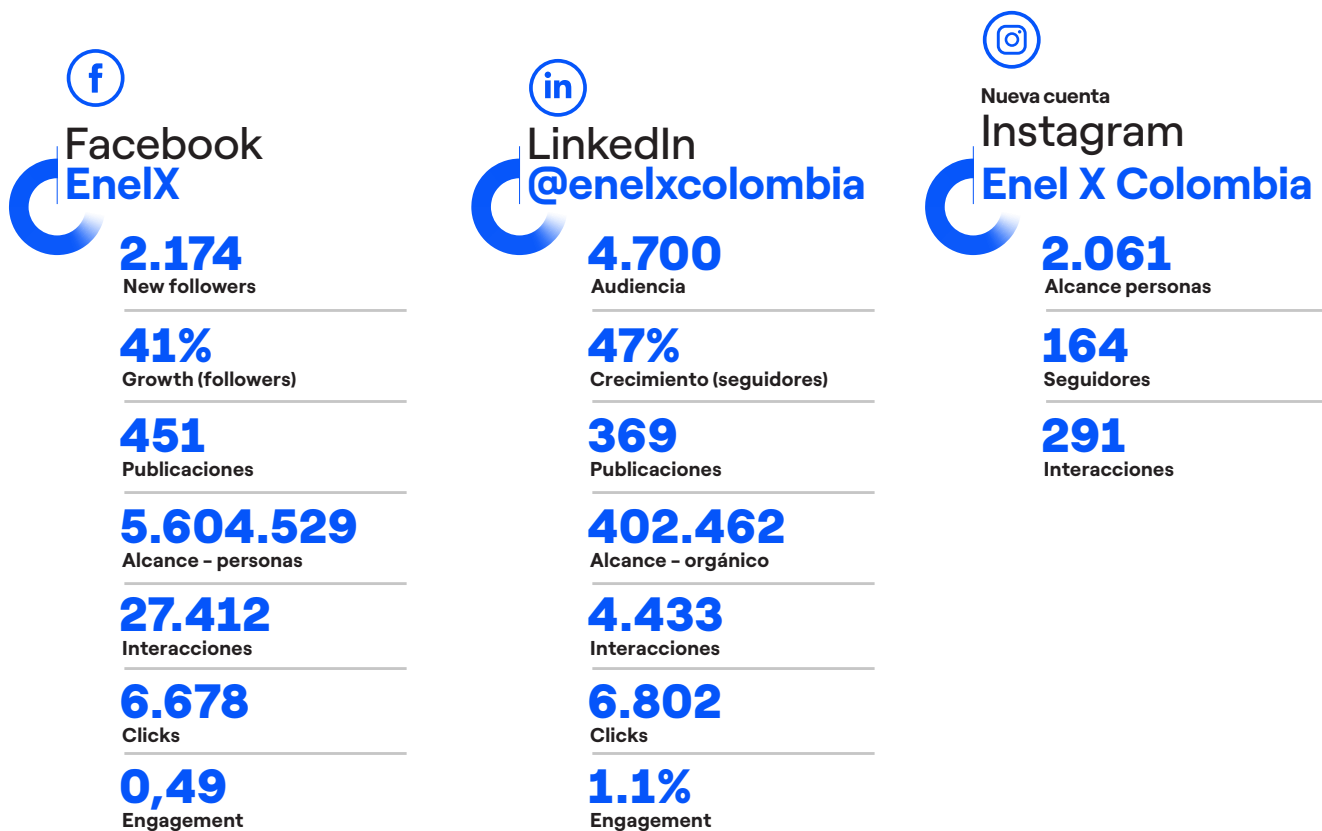
Digital communication

2021 was a year of constant growth in digital indicators, which also highlighted the opening of the new account on Instagram and the redesign of the digital ecosystem, thereby addressing new audiences by providing them with a better experience and better content.

As for the website, until October, (before its redesign), it had more than 176 thousand sessions and 154 thousand users, the overall average duration record was 57 seconds. The web site greatly surpassed the number of sessions and users (320% and 207% respectively). The redesign of the Enel X Web Ecosystem integrated user-centric navigation, with greater commercial focus and narrative coherence with other countries globally. Since its implementation in November and up to December 31, the average duration recorded a significant improvement to 2 minutes 24 seconds.

Social networks also recorded significant growth during the last quarter of the year:

Métricas redes sociales Enel X



Brand management, events, sponsorships and internal communication

During 2021, we worked together with the business in the development of the relationship plan that allowed us to generate different spaces of approach with Enel X and Market customers, with the realization of 20 events in which we worked on positioning the commercial offer and its differentials among customers, in the regions of Central, Caribbean Coast, Valle del Cauca. Three internal events were held on strategic projects under the leadership of Colombia, which brought together more than 100 people from the Latin American region and Italy.

The company also participated in 16 public events promoted by private institutions and industry associations, which addressed topics related to electric mobility, renewable energies - photovoltaic systems, vehicle and bus recharging, among others. Enel X was highly recognized as a strategic actor, mainly in the area of electric mobility and the development of sustainable cities.

In terms of sponsorships, Enel X participated in 11 initiatives, among which the following stand out: Colombia Genera, Colfecar, Talent U and LATAM Mobility Summit, Exposolar, among others, with which Enel X managed to reach different strategic audiences, publicize its portfolio of products and services, and reiterate its leadership as a strategic partner in the development of initiatives for the B2B, B2G and e-Mobility segments. It is worth mentioning the special participation as main sponsor (Powered by) of Game Changers Fest, a festival dedicated to innovation, culture and entrepreneurship, with the participation of major entrepreneurs from around the world.

The "Enel Hogar Conversations" were strengthened, a dynamic format that seeks to attract the attention of customers, explaining the processes in a simpler and clearer way, which had three chapters and reached more than 105,000 views through YouTube and our own social networks.

In terms of internal communication, the Enel X internal positioning strategy was launched, aimed at all Enel employees in Colombia, with the objective of increasing internal knowledge of this line of business.

Management of social impacts and risks

The strategy of managing social impacts and risks, as a principle of social, economic and environmental profitability, is based on principles of relationship, communication and participation with the Company's stakeholders.

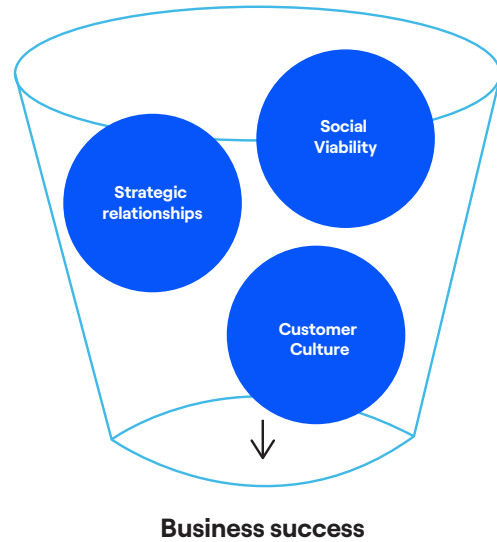
Ensuring the effectiveness of corporate decisions and actions is considered the pillar of business sustainability; this pillar is based on participatory and democratic principles that prevent reactive, costly and ineffective actions for the parties.

Strengthening mutual trust, respect for the communities, and affection for the company, is based on activities such as transparent, timely and pertinent information about the company's decisions and actions, which increases the company's social heritage.

The Management and Social Co-responsibility Plan is proposed as a fundamental strategy for the achievement of business objectives, within which three fundamental purposes are defined:

- Generate favorable social environments for the development of the company's operations.
- Build positive experiences and generate bonds of trust and closeness with stakeholders; Increase Social Assets.
- Promote a culture of intelligent and productive use of products and services among customers.

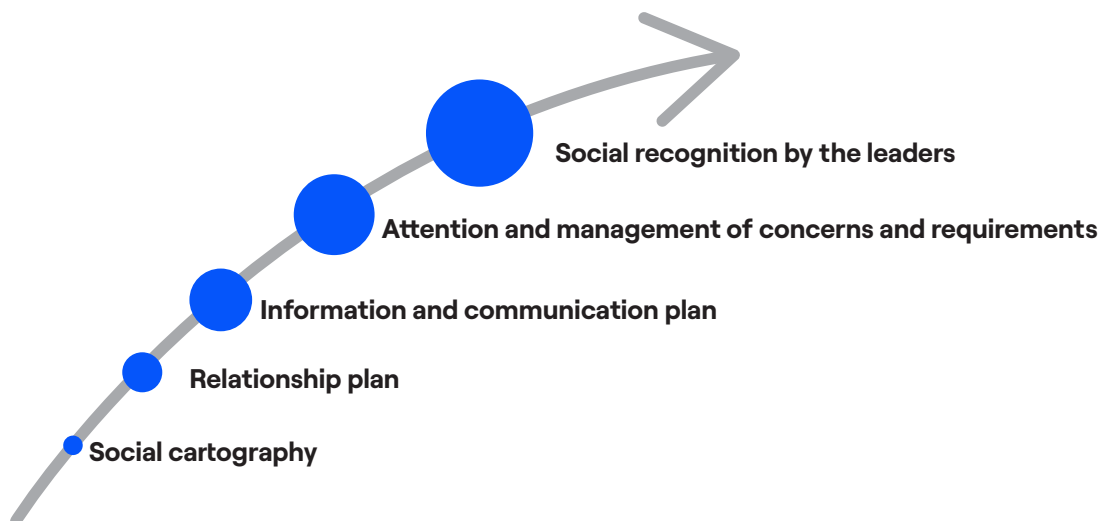
STRATEGIC LINES



Strategic relations

Building, maintaining and improving relationships of trust and affection, sustainable over time, promoting and guaranteeing scenarios of dialogue and debate with stakeholders on issues of common interest.

Methodology

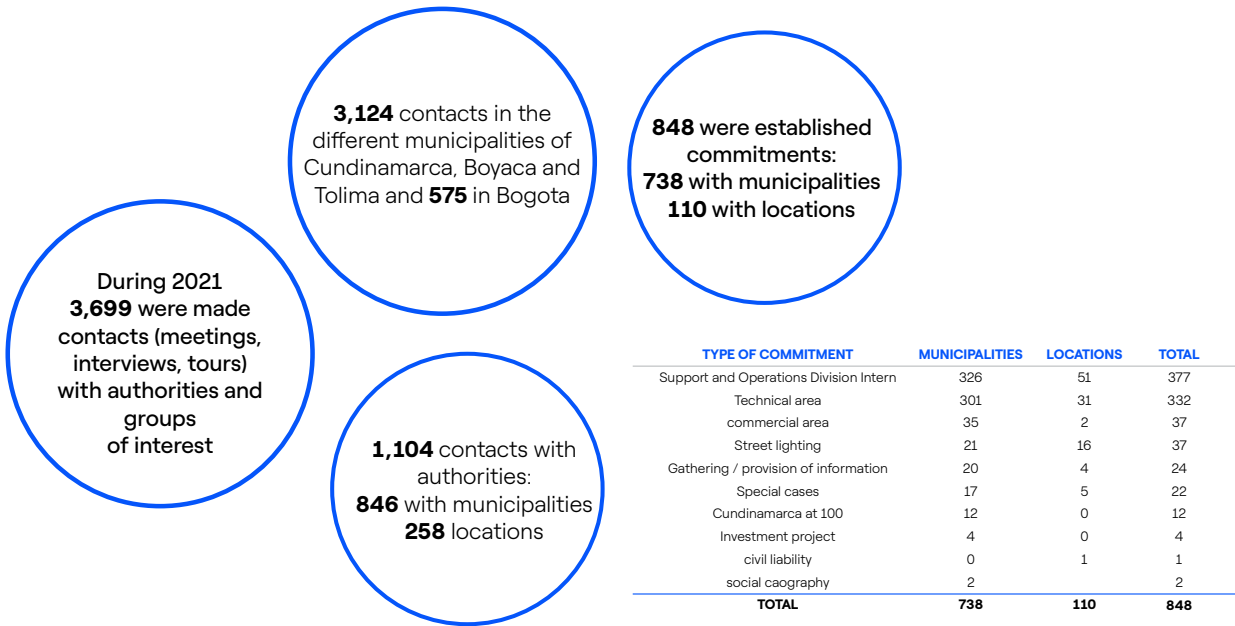


Results

In 2021, 3,699 contacts were made with different stakeholders, of which 3,124 were in municipalities in Cundinamarca and 575 in Bogota; of these 1,104 were with authorities: 846 with authorities of municipalities in Cundinamarca and 258 with authorities in Bogota.

Of the different contacts, 848 commitments were established, distributed as follows:

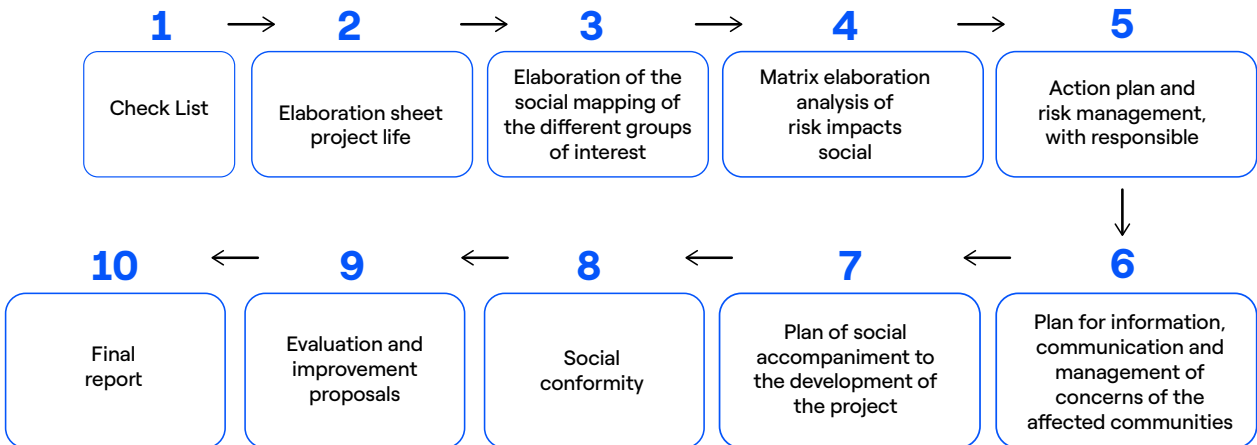
- 738 with municipalities in Cundinamarca and 110 with Bogota; commitments registered in corporate systems
- 377 correspond to the Operations Support Division (support, queries, filings, corporate responses), among others.
- 332 correspond to the technical area (quality of supply, tree pruning, among others).
- The rest correspond to commitments for public lighting, meetings, special cases, Cundinamarca 100%, among others.



Social viability

Through relationship, communication and information actions, build social, legitimate, trustworthy and productive environments around the development of the Company's projects and operations that guarantee social development.

Methodology



Results

Social management has made 114 projects viable and they continue to be executed:

BOGOTA 2030

- SUBSTATIONS: San José, Calle Primera, Portugal, Terminal, Barzalozza, Occidente, Norte, Guaymaral
- TAR: Seven crossings transferring networks Metro projects
- HV LINES: Muña-Sauces Line, Zipaquirá-Ubaté Line

QUALITY PLAN

- SSPD Agreement: 40 municipalities
- Forestry maintenance
- Investment plan: projects developed by circuits

NEIGHBORHOODS BY ADHESION

- Informal growth sectors where their electrical connections generate risk for the resident communities, affect the quality of supply and generate losses for the Company.
- Sectors in Girardot, Fusagasugá, Sesquilé, Gachancipá, Cabuyaro, Paratebueno, Guataquí, Sibaté, La Mesa, and Guayabetal were normalized.
- In Bogota, the localities of Rafael Uribe, Usme, Bosa, and San Cristobal were normalized

DIGITALIZATION

- Seeks to promote behavioral change in communities regarding the use of digital media. 80,279 customers were linked, broken down as follows: 44,673 customers enrolled in virtual billing, 29,391 customers in electronic payments and 6,215 who downloaded the mobile app.

CLEANING BILL

- The information, awareness and motivation process was carried out in the impacted communities regarding the billing of sanitation services. The sanitation billing project was made viable in municipalities such as La Palma.

Construction of charging yards

- The social viability process was implemented for the construction of electric bus recharging yards in the Suba, Fontibón, Usme, San Cristóbal and Rafael Uribe districts.

Customer culture

Seeks to build strategic partnership with communities that favor corporate actions, through the strengthening of citizen skills and competencies in the knowledge of the business and other issues of common interest.



- **A Tu Lado:** 1,530 workshops were conducted with direct contact with 105,304 customers.
- **Energy Watchers:** 89 schools were linked and 19,666 children were trained and certified as Energy Watchers.
- 26 Energy Efficiency talks were held with the participation of 527 customers.

Deregulated market

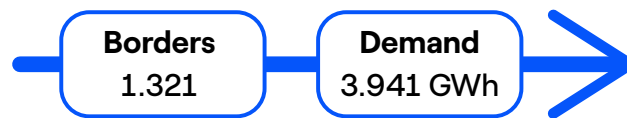
The deregulated market is comprised of those customers who consume more than 55 MWh-monthly or who have from 0.1 MW of maximum power demand. In this market, Emgesa mainly serves customers in the industrial and commercial sector, for which it has specialized customer service resources that provide advice on energy negotiation and offer energy solutions aimed at efficiency, sustainability of the Companies and the planet.

The commercial demand of the Deregulated Market served by Emgesa in 2021 was 3.9 TWh, equivalent to 17.4% of the total national demand of this market, having a recovery of 6.3% compared to the previous year, positioning the Company as the second energy supplier in the country.

During this year, 1,321 borders (consumption points) corresponding to 487 customers were served.

Deregulated market demand Emgesa

Cifras en GWh	2020	2021		Variación
unregulated market	3.704	3.941	237	6,3%



Emgesa's deregulated market demand is distributed by region in the Caribbean 21%, Central 68.5% and South-West 10.3%.

Customer relations and service plan



In 2021, customer service was mainly based on a virtual scheme; however, at the end of the year, face-to-face customer service was resumed, with training sessions in Bogota, Cali, Barranquilla, Cartagena and Medellin.

Through the different channels for customer service, such as the website, the call center, WhatsApp Business, social networks and specialized coordinators, customers can learn about market information, verify the performance of the contract, validate billing data, make payments, know the consumption history, consult matrices, make requirements, request technical support, and relevant information that allows them to make decisions within their company.

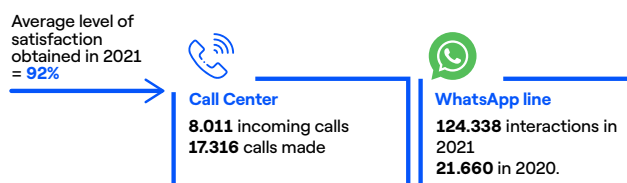
Commercial strength

Emgesa adjusted its customer service scheme, dedicating one area exclusively to sales, negotiation and customer acquisition, and another to after-sales, focused on customer support, maintenance and assistance, which allowed for greater closeness and efficiency, with a focus on comprehensively meeting their needs through the portfolio of services, energy, gas, carbon bond certificates and IREC's certificates.

Call Center

Emgesa's customers have at their disposal 24 hours a day, 365 days a year, nationwide service lines to resolve doubts and requirements, as well as supply quality claims before the corresponding grid operator. Since 2020, a new channel was enabled for this purpose through a WhatsApp Line with continuous operation throughout the year.

The most consulted issues in 2021 were related to supply quality, billing, procedures and requests.



Website

On the website www.enel.com.co/es/empresas/enel-Enel-Emgesa.html, Emgesa's customers can access personalized content.

Events and training

With the purpose of sharing with customers relevant information of the energy commercialization business, Emgesa has developed a training plan related to:

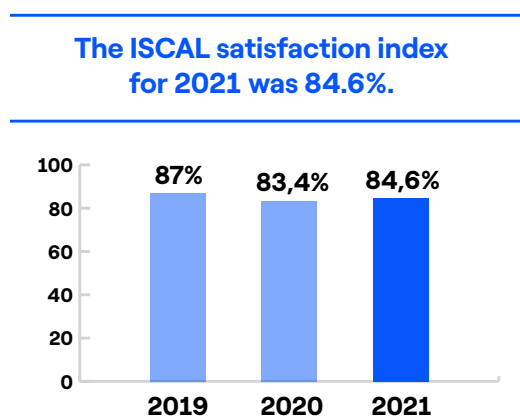
- Energy market
- Current regulations and standards
- Efficient energy use
- Economic outlook
- Other topical issues

At the end of 2021, 771 attendees participated in the virtual events that are part of the relationship plan.

Customer satisfaction

Emgesa's customer satisfaction survey model has been designed to measure the market's perception of the products and services offered, and seeks to focus efforts and resources on customer satisfaction indicators and those that add value to the product.

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



Structuring of new products

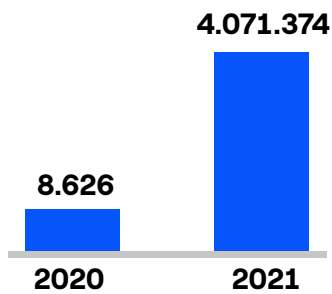
Carbon credits

Emgesa, always seeking to diversify its offer of services associated with electric power and gas, and the integral satisfaction of increasingly demanding customers, entered the carbon bond market in 2020, achieving the certification of the El Quimbo, Darío Valencia Samper, El Salto II, Tequendama and Guavio Menor power plants.

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

During the year 2021, the Company achieved the sale of 4,071,374 certificates equivalent to 100% of the certificates available for the period 2016 to June 2020.

Carbon credits sold

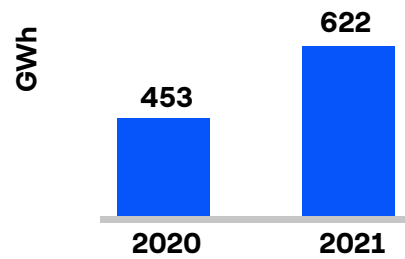


Renewable energy certification

Emgesa offers its customers IRECs certificates issued by THE INTERNATIONAL REC STANDARD, through which it guarantees that the energy consumed during a given period was generated from conventional renewable energy sources, thus adding a preponderant and differentiating value element to the intrinsic qualities of its products.

During 2021, Emgesa achieved that 54 customers in the unregulated market and five customers in direct negotiations obtained such green certificate, which represented a consumption of 622 GWh-yr.

Consumption of renewable energy certificates





Progress Begins with People



Enel People

Talent Management

Material topic: Employee management, development and motivation

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

The objective of human talent management is to foster a coherent and purposeful work environment, in which the attraction, retention and development of talent are reflected in the well-being of workers and teams, as well as in the Company's results.

Thus, the actions of the Companies are oriented under a model that considers four (4) fundamental axes: People, Organization and Processes, Spaces, and Technology. This approach promotes autonomy, self-management and empowerment through gentle leadership.

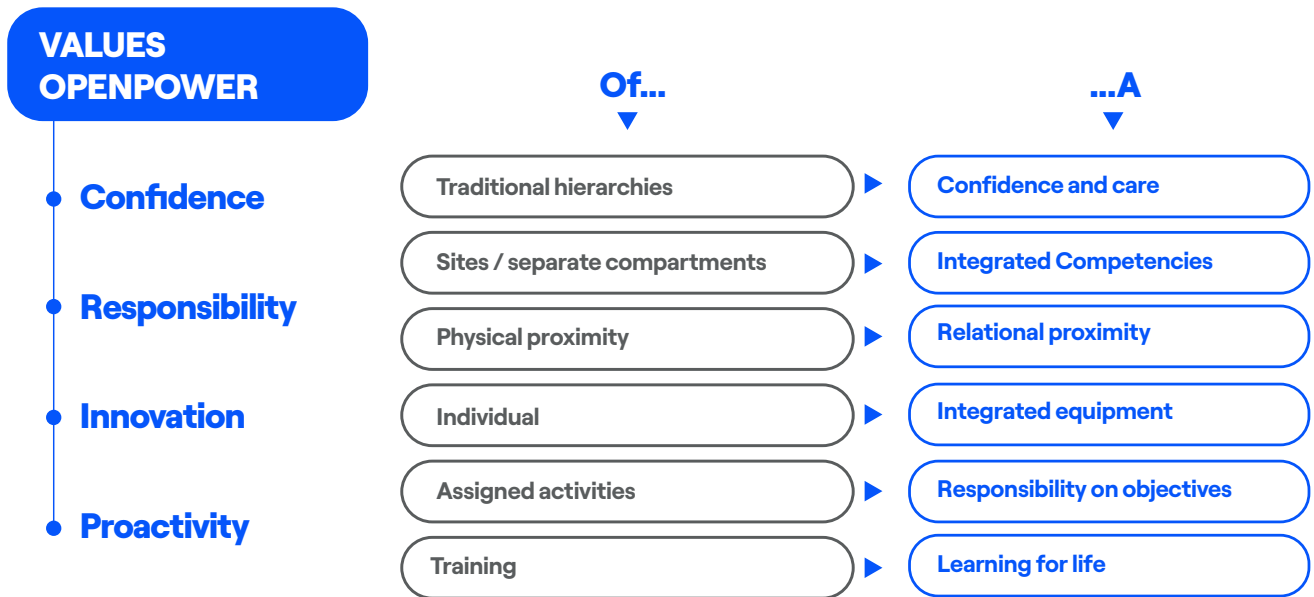
The transformation towards a liquid structure seeks to embark on a path of projects and innovations that will change the way of working, putting people and service skills at the center, valuing proactivity and individual responsibility, in order to leave hierarchy aside, making way for a space where all talents can manifest themselves without fear and where the role of women is valued.





Twenty (20) projects are derived from these four axes, which provide a single strategic direction and pipeline at Group level. They are interrelated with a focus on open power culture and values, digitalization, process simplification, a more fluid organization, emphasis on data management and hybrid platforms and work models.

Open Power culture under a new model



Based on this new model, we work transversally in three areas: attraction, retention and development of the best talent. We are committed to the growth of our people and we work so that during their work life cycle they have the support to discover innovation as a focus for the enhancement of competencies, sustainability as a way of acting responsibly towards the community and the environment, and to live diversity and inclusion, which is why we seek that those who feel identified with the Open Power values (Innovation, trust, responsibility and proactivity), find their place here. We have a policy for the selection process focused on measurable and measurable quality principles, among which are: ethical principles, equal opportunities for all, accessibility to offers, opportunities for internal candidates and technical rigor. In addition, we seek to make people feel motivated by promoting their job satisfaction, which contributes to improve the work environment and is a driver of happiness experiences, leveraging on opportunities for reconciliation between personal, family and work life, development and learning, the meaning of their work in social development and compensation, all included within the framework of Total Rewarding, generating memorable experiences in their corporate journey, with commitment and sense of belonging to the Company, management

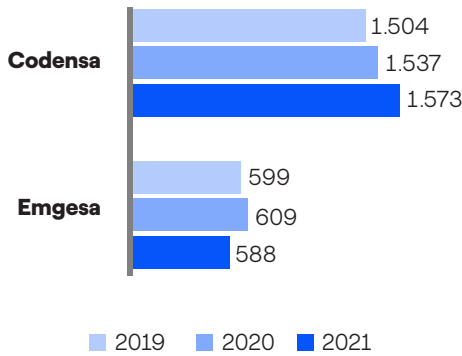


Our figures

GRI 102-8, 405-1

The Companies closed the year with a total of 2,161 direct employees, 0.7% more compared to 2020, mainly due to new investment projects developed in Enel X and Infrastructure & Networks.

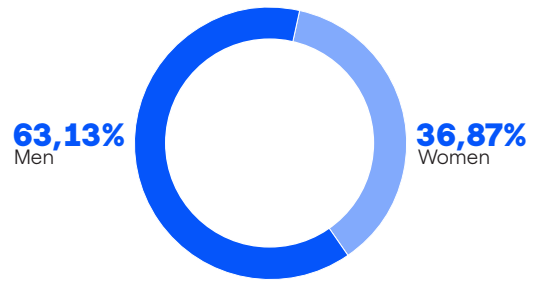
Total employees



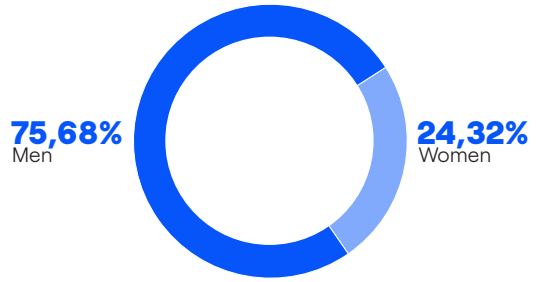
Among the lines of business that presented an increase in the number of employees are the following:

- **Enel X:** presented an increase of 3.2%, mainly for the B2G (Business to Government) segment.
- **Support areas:** presented an increase of 6.6% mainly due to the transfer of the function of Controller of the Infrastructure and Networks Business to Administration, Finance and Control and the consolidation of HSEQ mainly for the Staff & Services areas, responding to changes in the organization.
- **Service areas:** with an increase of 7.1%, mainly in Digital Hub for technological support in business projects.

The Companies implement practices to promote inclusion and gender equity among their employees, which is reflected in the Equipares Labor Equity Certification. On average, female participation in the Codensa and Emgesa workforce was 33.5%, while that of men was 65.5%. This means that, compared to the previous year, the number of women in the workforce grew 0.5%.



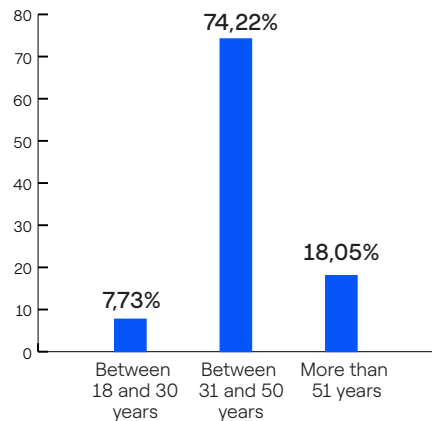
CODENSA



EMGESA

Most of the companies' employees are between 30 and 50 years of age, followed by people over 50 and finally people under 30, for an average age of 41.

Distribution of employees by age range



The positions defined by Codensa and Emgesa are divided into three categories:

- **Manager:** managerial levels
- **Middle Manager:** non-managerial heads or assistant managers.
- **White Collar:** expert professional, senior professional, junior professional, technologist, technician

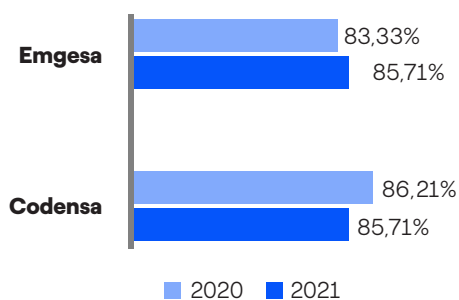
During 2021, Codensa had an increase in female participation in the Manager, Middle Manager and White Collar categories; while, for Emgesa, the increase of women with respect to 2020 occurred in the Manager categories.

Type of position	Codensa				Emgesa			
	Women		Men		Women		Men	
	#	%	#	%	#	%	#	%
Manager	9	37,50%	15	62,50%	4	33,33%	8	66,67%
Middle Manager	60	36,36%	105	63,64%	19	26,76%	52	73,24%
White Collar	511	36,92%	873	63,08%	120	23,76%	385	76,24%

Local management

GRI 202-2

At the end of the year, 85.71% of Codensa's managers were local and 85.71% in the case of Emgesa, which implies a growth of 2.4% compared to 2020⁽¹⁾.



Employees close to retirement

GRI EU-15

In accordance with the legal requirements in terms of pensions, the Companies comply with the requirements for access to the old age pension, according to the number of weeks contributed and the necessary age according to gender.



(1) The percentage of senior managers coming from the local community is calculated: Number of local Managers / Total number of Managers (including impatriates - foreigners in Colombia) * 100. Local is defined as managers coming from Colombia.

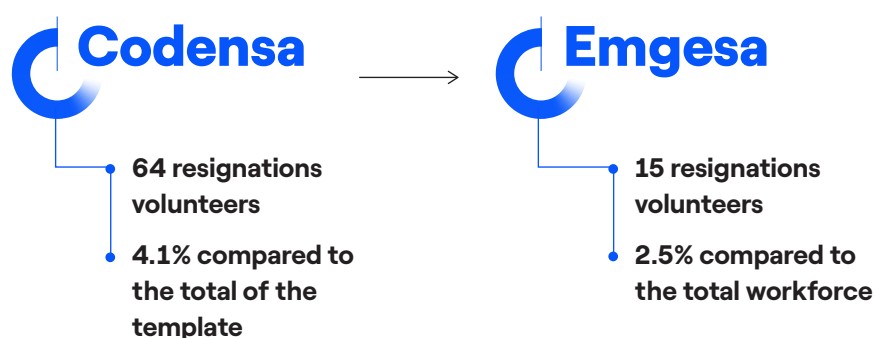
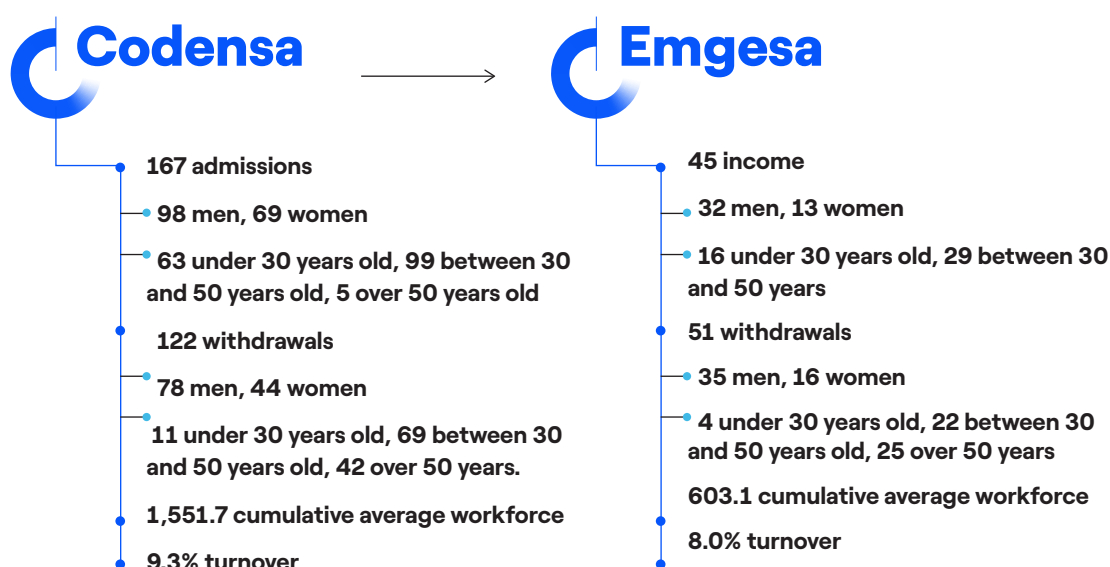
Type of position	Codensa		Emgesa	
	In 5 years	In 10 years	In 5 years	In 10 years
Manager	9	14	1	6
Middle Manager	16	35	12	18
White Collar	85	205	65	134

The position in which there are more employees close to retirement is that of Middle Manager, with a higher percentage of employees who will meet these requirements in a period of 10 years.

Turnover⁽²⁾

GRI 401-1

Due to the hires made in the business lines, especially in Infrastructure and Networks and Enel X (with an increase of 22.5%) and an increase in retirements by 42%, the Companies presented an increase of 1.9% in the turnover rate compared to 2020. It is important to mention that part of the growth in retirements corresponds to the Transition Fund Project, which consists of a voluntary retirement plan that seeks to support the digitalization and process automation strategy.



(2) Calculation of turnover: (Total annual revenues + total annual retirements / 2) / cumulative average headcount of the organization (includes direct employees with definite and indefinite term contracts).

Internal mobility⁽³⁾

Within the Companies, employees can experience internal mobility, understood as changes of role within their area, changes of area or changes of position held, according to the needs of the business. Compared to the previous year, this indicator showed a decrease of 18% by the end of 2021, with an internal mobility rate of 14.5%.

Promotions
245
(direct selection + internal contests + recategorizations + other)

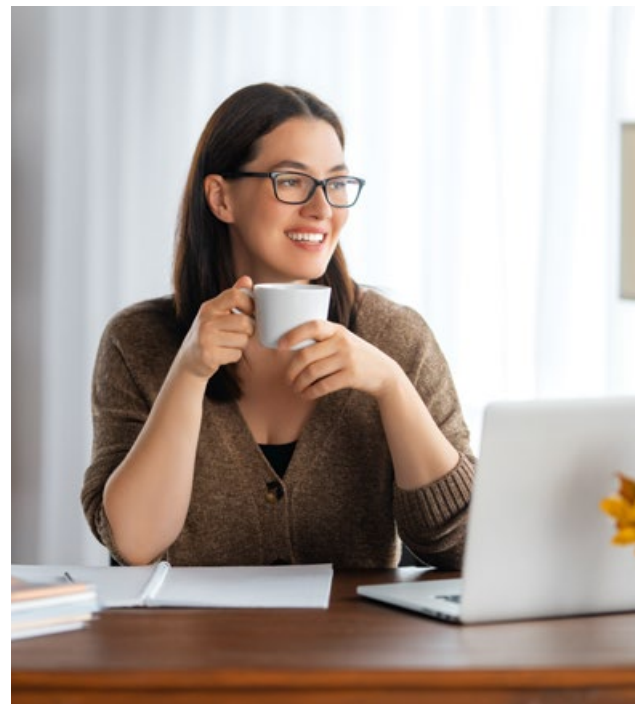
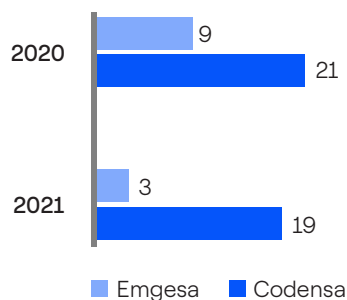
Transfers
68
(direct selection + internal contests + transfers)

Internal movements
313

Osmosis

Similarly, through the Osmosis program, it was possible to cross-rotate between the business lines of the Companies for those employees with a flexible and open-minded profile, and the People Blooming program is expected to increase this indicator. Thus, the Company seeks to support the mobility and professional growth of its employees.

Comparative osmosis (cross rotation) 2020-2021



Compensation

GRI 102-35, 102-36

Salary compensation for employees is carried out in a transparent and objective manner, with the intention of directly impacting the organization's management, talent and leadership, and diversity and care for people. In this way, it is possible to attract, retain and develop the potential of the best human talent, generating shared value for shareholders, customers and employees.

Factors considered in the compensation process



(3) Internal Movements / Cumulative average headcount of the Organization

The process highlights for 2021 are:

As an additional variable compensation mechanism, the bonus for Energy Management members was granted to those who exceed the results stipulated in the compensation models.

In order to maintain salary competitiveness, internal equity, reduce the gender gap, promote the development and retention of talent, as well as recognize superior performance levels, the Monetary Rewarding action was applied as follows:

Codensa	279 salary leveling	189 for unionized personnel 90 for non-unionized person
	212 non-salary bonuses delivered	117 for unionized personnel 95 for non-unionized personnel
Emgesa	138 salary leveling	93 for unionized personnel 45 for non-unionized personnel
	76 non-salary bonuses delivered	36 for unionized personnel 40 for non-unionized personnel(4) For the wage gap indicator, when it is equal to 100% it means that it is balanced between men and women. If it is greater than 100% it is in favor of

Wage gaps

GRI 405-2

The Companies monitor salary gaps according to gender and labor category, in order to define actions to promote salary equality for employees. Compared to the previous year, there was a 0.1% reduction in the salary gap.

In the case of Codensa, there was a decrease in the gap of 1%, going from a rate in favor of men of 0.6% to a rate in favor of women of 0.4%. On the other hand, in the case of Emgesa, there was a decrease of 1.7%, going from a rate in favor of women of 23.3% to 21.6%⁽⁴⁾.

Tipo of the position	Manager	Middle Manager	White Collar	Total
Codensa	91,5%	97%	101,3%	100,4%
Emgesa	124%	100,4%	120,5%	121,6%

Talent without labels: Diversity and inclusion

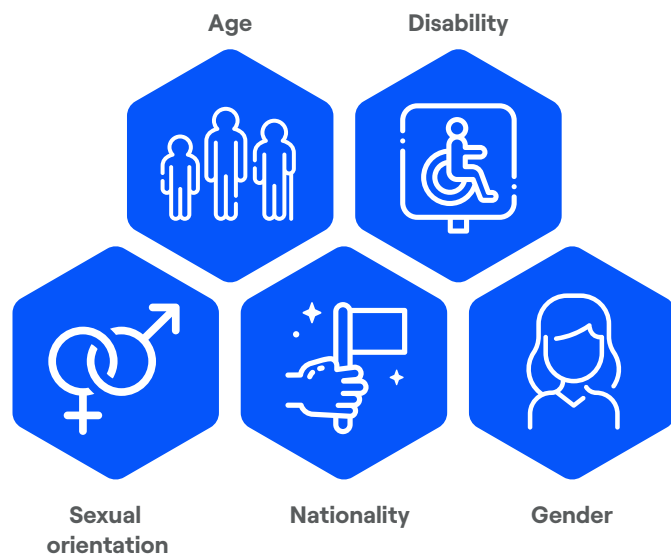
Caring for people, diversity and inclusion are key pillars in the management of human talent and are part of the companies' Inclusive WorkPlace project. In this way, we seek to ensure a balance between personal and family life in a work environment with equal opportunities, free of discrimination, violence or harassment based on gender, sexual orientation, age, disability and nationality, respecting conciliation and valuing differences.

During 2021, the diversity school was continued, focusing on these five aspects: age, gender, sexual orientation, disability and nationality. We worked together to be more and more a diverse company, which promotes equity from any of the required aspects.

(4) For the wage gap indicator, when it is equal to 100% it means that it is balanced between men and women. If it is greater than 100% it is in favor of women, and if it is less than 100% it is in favor of men.



Diversity school chart



Strategic Diversity Committee

This committee was born in 2019 and consolidated with the first session at the beginning of 2020, with the objective of being part of the periodic strategic agenda and consolidating the culture of diversity and inclusion in the organization.

It is made up of the Country Manager and a joint committee of five leaders from different staff and business areas, who, through quarterly sessions, follow up on the gender strategy and the progress of the indicators; through collaborative work, concrete actions are proposed that have an impact on the particular management of the businesses.

In 2021, impact actions were identified for the different businesses that seek to contribute to the strengthening of the diversity strategy within the Companies, following up on the indicators and their results.

Gender equity

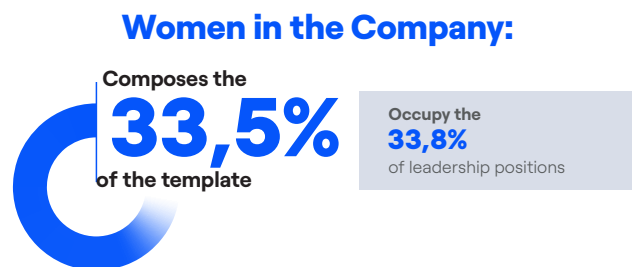
During the last ten years, the promotion of diversity and inclusion has been consolidated as a differential strategic commitment to contribute to sustainability and profitability in the medium and long term, through actions that allow managing gender equity.

Since 2015 Codensa and Emgesa have been part of the Equipares Seal initiative of the Ministry of Labor, with the support of the Presidential Council for Women's Equity and the technical support of UNDP, which seeks to implement a Gender Equality Management System. In 2018, Gold certification was obtained, and thanks to the activities developed in 2020, this qualification was ratified

with a result of 98.7%, by making progress in effectively closing gender gaps along the entire value chain. This contributed to the achievement of the Equipares Gold Seal recertification in 2021, by evidencing the reduction of gender gaps within the Companies.

The activities carried out included:

- **Gender strategy:** six target audiences were monitored in order to develop specific actions to close the gaps identified with future talents, leaders, workers, collaborating companies and suppliers, seed planstudents, government and external entities.
- **Gender indicators:** through quarterly monitoring of more than 15 indicators, the Companies identified specific opportunities in processes or areas to implement concrete actions that contribute to gender equality.



- A panel of women leaders in STEM areas of the Company was developed to share their experience, trajectory, achievements and opportunities with girls and young women between 14 and 20 years of age.
- A space was opened to raise awareness among the 13 most representative contractor companies, focused on the importance of working for gender equity. The Country Manager shared the details of this commitment and Equilátera, a partner company in gender issues, developed a workshop on unconscious biases.





- To commemorate International Women's Rights Day, the play *Hembrujas*, led by Claudia Palacios, was shared with all members of the Organization to demystify gender stereotypes.
- The Companies continue to be part of the Gender Parity initiative in Colombia, belonging to the leadership group of this public-private alliance at the national level that brings together companies with significant advances in gender equity.
- A total of 872 candidates were registered in the 2021 shortlist for external selection, with a 50.5% participation of women.
- The Women's Leadership workshop was held within the Faculty of Diversity, with the main objective of strengthening the leadership skills of women who are expected to assume roles of greater responsibility. A total of 40 women participated for a total of 120 hours.
- **Enel Women's Day:** three Enel Women's Day events were held during 2021, in which a total of 184 women participated. The spaces focused on strengthening the personal brand and how to shine in an Assessment Center.
- **Live Diversity and Development:** keys to generate labor inclusion in masculinized sectors, in which the Deputy Manager of Change & Transformation together with the Manager of *elempleo.com* highlighted the importance of promoting a more inclusive work environment. A total of 145 people participated, and the video had 225 views on YouTube.
- **Training Program for Women in Core Areas:** in 2021, the program was created to provide development opportunities for women in the Company interested in being part of core business areas. It facilitates personal and professional training, and a talent pool of women that allows the businesses to get closer and closer to closing gender gaps. The program has four phases:

Kick off with Country Director
 women will be able to share the vision of Country Director regarding gender equity in business and general aspects of the program

Diagnosis management skills
 test analysis of competencies and feedback for mapping point of departure

Training path
 Portfolio of nest formations and prioritized with businesses, seeking to consolidate key competencies to help women to engage in an active business role

Practical stays and technical tutorials
 space to articulate acquired knowledge with the reality of business, and the possibility of that the leaders see the women in action, generating recognition and opportunity



There were 94 women, 31 synchronous and asynchronous training courses and 58 tutors who participated in the fourth phase of the process.

Sexual diversity

In order to generate spaces free of discrimination against sexually diverse people, in 2021 we continued with the Friendly Biz Corporate seal, in partnership with the LGBT Chamber of Commerce. In commemoration of the International Day against Homophobia, Biphobia and Transphobia, the space "Breaking Prejudices and Stereotypes for the inclusion of the LGBTI+ Community in ENEL" was shared with employees through the Diversitalks format, to make unconscious biases about sexual diversity visible.

Age

Within the Diversity School for 2021, the following courses were held:

- **Personal branding workshop:** aimed at interns and apprentices, on a semi-annual basis.
- **Building my future workshop:** shares personal, family, health, financial and social planning and action strategies for the retirement stage. In 2021 there were a total of 61 participants and 549 hours of training.
- **Multigenerational leadership and talent management workshop:** seeks to strengthen leadership competencies to connect and guide the different generations of the company to maximize their performance.
- **Knowledge management workshop:** provides tools for internal trainers, over 50 or under 30 years of age.
- **Starting my career at Enel:** interns learn certain skills such as: assertive communication, use of time, productivity, follow-up and control of activities, prioritization and pressure management.

Nationality

The workshop "Knowing multicultural differences" was held to develop intercultural intelligence and facilitate assertive interaction with people of different nationalities, cultures and customs. Workshop active on the Education platform.

Disability: Value for disability

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

For this reason, during 2021 the development of the inclusion model for people with disabilities was carried out, with the support of Pacto de la productividad, experts in disability issues. This program seeks the labor inclusion of people with disabilities through the transfer of knowledge to different actors of the organizational ecosystem, and the implementation of good practices.

During the year, four areas were followed up with specific advice. In addition, nine workshops were held (communication and corporate disability, general context of disability, factors in the context that facilitate or hinder labor inclusion of people with disabilities, labor inclusion regulations, prejudices and strategies for dealing with people with disabilities, occupational health and safety in relation to people with disabilities, intellectual and psychosocial disabilities). These workshops resulted in the training of 373 people and a total of 403 hours of training.

Thus, the challenges for 2022 from this diversity focus are framed in the effective integration of people with disabilities in the Companies and to continue working on awareness and training on disability issues within the different work teams.

A people-centered culture

We place people at the center, helping to identify work as a driver of happy experiences for people. With this objective in mind, we focus on delivering value to the business and to our people:

- **Empowering and developing the best talent:** We contribute to society with a professional development that reflects our talent and passion for what we do.

- **Understanding digitalization as an enabler of opportunities:** The digital perspective brings us closer to our people in a timely manner.
- **Contributing to the well-being of people and their families:** We make personal and family life more compatible and balanced with work and professional life within a framework of sustainability and competitiveness.

Pulse of the Culture of Happiness Index

In 2020, the Happiness Culture Index was measured. With the results of this survey, in 2021 a pulse was applied to monitor those categories with low results in order to identify if there had been any improvement after carrying out the defined action plans. The participation rate was 74%, and categories such as: consistency at work, own tools, relationship at work, wellbeing environment were explored.

Call to participate in the Pulse of Happiness



In general terms, most managers improved in aspects such as team cooperation and perception of job stability. Some aspects such as workload, work stress and learning from mistakes had negative variations, results that possibly show the current reality in different companies, where working at home has had an impact on work-life balance and the difficulty of disconnection.

The results will be disclosed to the entire Company in 2022, due to the fact that in 2021 we worked on transversal action plans to generate psychological and emotional self-care habits, disconnection tools and a hybrid work culture aimed at a happiness at work strategy.

Global Wellbeing Program

Caring for people is a key pillar in the management of human talent, which is why in 2021 we continued with the Benefits à la Carte model, a tool focused on the well-being of employees and the measurement and monitoring of the work environment.

Benefits à la Carte

The aim is to promote a balance between personal, family and work life, with spaces for physical, mental and emotional wellbeing, especially in times when the integration of work at home with personal life represents important challenges for people and their families.

Activities such as the virtual gym, progressive mindfulness learning, mindfulness community, healthy nutrition classes, the Enel Race, the chess tournament, Fifa tournament, among others, are experiences that people were able to enjoy in this 2021. Different virtual meetings were also held for special dates such as Enel Bingo or the Enel Show, in which virtual vouchers were given to enjoy experiences at home or away.

In addition, understanding the different moments in people's lives, details were given to employees and their families at home to enjoy special dates.

The connectivity benefit was maintained, the insurance policy in case of hospitalization due to covid-19 was maintained, and the benefit of virtual psychological support was strengthened, extending it from 4 to 8 sessions per person, with benefits for some family members.

Five conferences were held to promote the recognition and management of challenging situations in the face of changes in the family, work and personal environment, with topics such as: when life confronts you, understanding and managing anxiety, understanding and managing sadness, how to sow purpose in our life, the footprints of purpose. A total of 1,434 employees participated in 1,997 hours of training. In addition, five group talks on bereavement were held in some teams, with a total of 340 hours of training.

In addition, more than 8,600 benefit redemptions were made during the year, including experiences, activities and temporary flexibility options. Among the results obtained were the following:

My experiences

- Corporate experiences. Promotion of physical well-being, mental and emotional (mindfulness community, nutrition healthy, rumba classes, running club, gym virtual, Enel Race, Home Games, Fifa Tournament, Chess Tournament and recreational vacation). There were 887 registrations.
- Experiences tailored to me: 4,967 bonus redemptions digital to use in entertainment, options of feed and streaming options.
- 251 boys and girls participated in the recreational vacations in July.
- Participation of nearly 2,400 people from the Company and their families at Bingo Enel.
- 10 prizes for winners of Enel's n year event Show, with the participation of nearly 1,500 people from the company and their families.

Complementary

- 117 people took the benefit of psychological support.
- 1,555 attended the five conferences (When life confront, understand and manage anxiety, understand and manage sadness, how to sow purpose in our life and traces of purpose). to group talks duel attended by 122 people.
- 1,009 people benefited from the connectivity assistance

Beneficios a la carta

My time

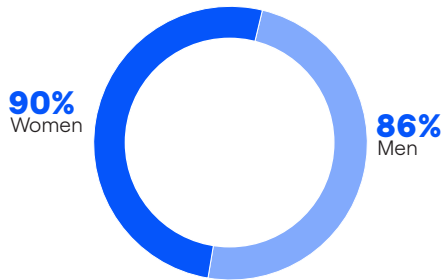
2,891 redemptions in time benefits on average birthday day, balance days, family assistance sick, graduation day, custom time, halloween with the children, first day of school, etc.

Special moments

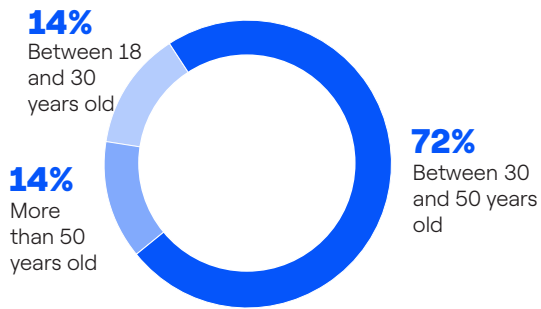
- 148 details sent to people's home.
- Birthday gift of 500 points in benefits to the carta to redeem in experiences.
- 1,080 Christmas gifts for the sons and daughters of workers.
- 147 tickets for the people who worked on the 24th and 31st of December at night.

90% of women and 86% of men used at least one quality of life benefit in 2021. In terms of age range, it was workers between 30 and 50 years of age who used at least one quality of life benefit the most, with a share of 72%.

Benefit use by gender

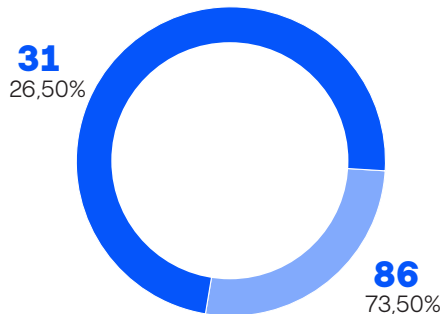


Benefit use by age range



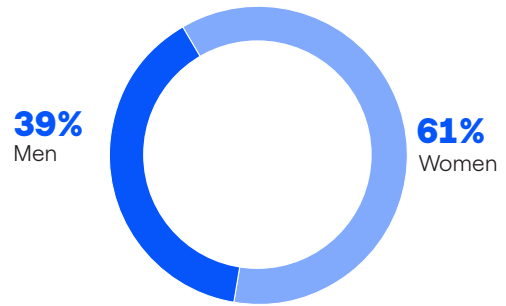
In 2021, 117 people among workers and members of their basic family nucleus accessed the benefit of psychological counseling. 73.50% were from Codensa and 26.50% from Emgesa.

Percentage of psychological support by company



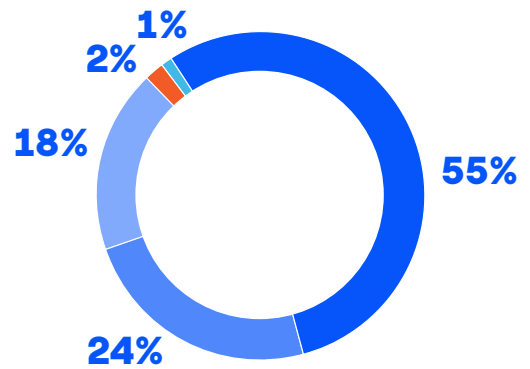
Of the 117 people who used this benefit, 61% were women and 39% were men.

Use of psychological support according to gender

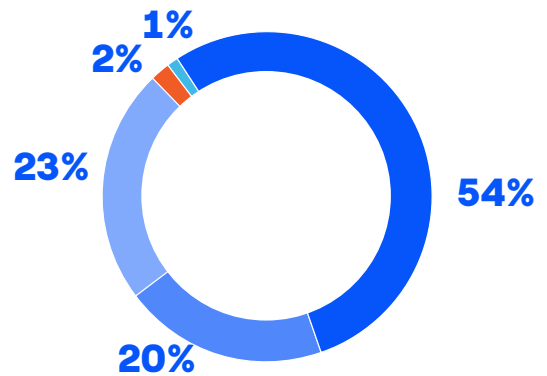


Request for life moments according to company

Life Moments Codensa

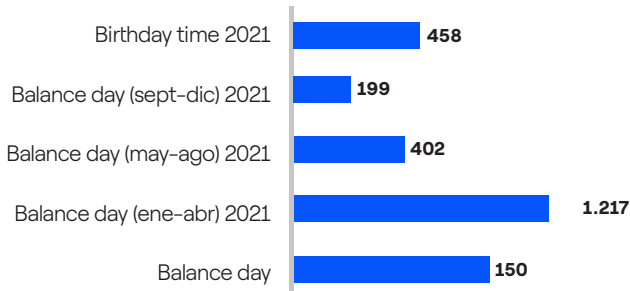


Life moments Emgesa



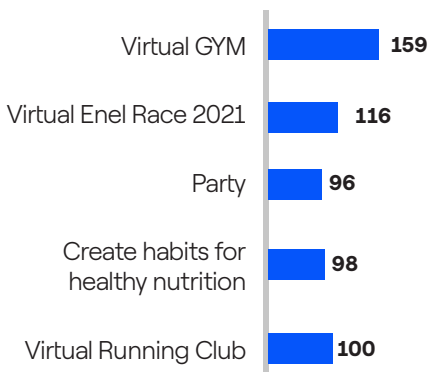
The top five most redeemed time benefits were January-April balance day (1,217 people), Birthday Time 2021 (458 people), May-August balance day (402 people), September-December balance day (199 people) and balance day that applies to interns (150 people).

More redeemed time benefits



The most redeemed corporate experience during 2021 was the virtual Gym with a total enrollment of 159 people, followed by the Enel Race, the Running Club, healthy nutrition and rumba classes.

Most redeemed corporate experiences



School Academy

Training and talent development

GRI 404-1

The Companies are committed to the development of their employees, and therefore have projects and initiatives aimed at training people and guaranteeing their integral wellbeing. In this sense, Codensa closed the year with a total of 108,567.7 hours of training and Emgesa with a total of 42,864.9 hours, with an overall average of 70.1 hours per employee and a satisfaction average of 4.5 out of a total of 5.

Type of position	Codensa		Emgesa	
	Training hours	Average per employee	Training hours	Average per employee
Manager	556,4	23	803,5	67
Middle Manager	11.029,9	67	6.667,7	94
White Collar	96.981,4	70	35.393,7	70

Encuesta de Clima y Seguridad

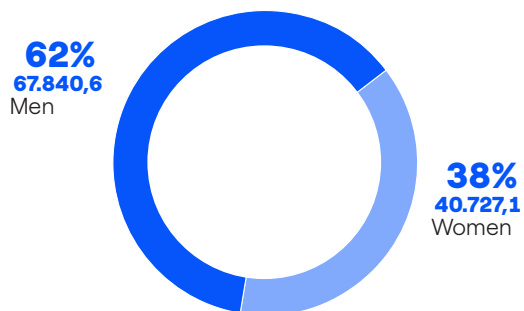
DJSI 3.5.4

En diciembre de 2020, producto de la pandemia, se aplicó una encuesta para medir el clima laboral la cual se denominó "Open listening future way of working". Se identificó que era indispensable trabajar en formaciones y servicios orientados al cuidado del bienestar psicológico y físico de los trabajadores, así mismo se detectó la necesidad de desarrollar en las líderes habilidades como: empatía, cuidado de las relaciones, manejo de las emociones y gestión del cambio.

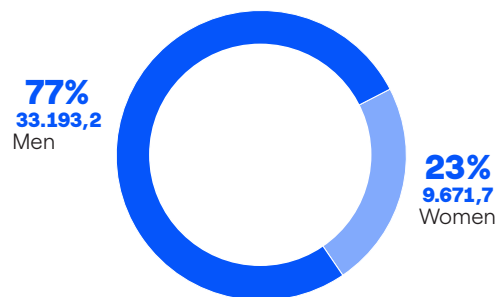
De acuerdo con lo anterior se definieron unos planes de acción transversales dirigidos principalmente al grupo de líderes, las actividades realizadas fueron:

- 1. Taller primeros auxilios psicológicos:** se compartieron herramientas para gestionar situaciones de ansiedad y estrés, permitiéndoles cuidar su propio bienestar y el del equipo. En esta iniciativa participaron 87 líderes y el taller tuvo una duración de 6 horas.
- 2. Programa El mundo cambia, los líderes se transforman:** orientado a gestionar los cambios como oportunidades de crecimiento, para impulsar la productividad de sus equipos. En esta iniciativa participaron 126 líderes y tuvo una duración de 15 horas.
- 3. Growing with coaching:** metodología formativa que busca divulgar el uso de coaching como una herramienta poderosa a la hora de gestionar equipos.

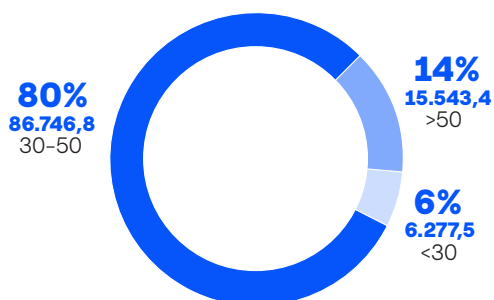
Training hours by gender Codensa



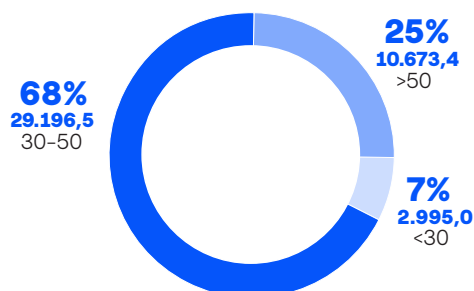
Training hours by gender Emgesa



Training hours by age Codensa



Training hours by age Emgesa



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

Training initiatives and programs

Contenido GRI 404-2

Program	Description
Corporate University	In 2021, the Corporate University was launched with an offer of 238 courses through the web platform, with six faculties: Open Power, Digital Transformation, Technical Trainings, Diversity and Innovation.
Educational loans and sponsorships	Seeks to contribute to the training, development and personal and professional growth of employees. 40 employees received support for graduate studies, with sponsorship approvals ranging from 20% to 60% of the total tuition; 12 of them in universities outside Colombia.
Development routes	They aim to design training activities and courses according to the needs of different groups of workers. In 2021 the routes were: <ul style="list-style-type: none"> • Growing Leaders • Enel New Talents • Growth Promoters • Pipeline Successors • Women Leaders • Students in progress • Potential futures
Professionalization program	Facilitates access to undergraduate programs through economic benefits and work facilities, in partnership with the Politécnico Grancolombiano.

Open Feedback

GRI 404-3

During 2021, the performance of workers in the 2020 period was evaluated. The methodology of the four Open Power values was applied, in which the boss rates on a scale of 1 to 5 the values in each of the members of his team, subsequently defining the quadrant in which each of them is located.

As a result of the 2020 performance evaluations, feedback interviews were conducted, in which the manager informs about the results of the evaluation, opportunities for improvement and strengths, as well as the construction of the individual development plan.

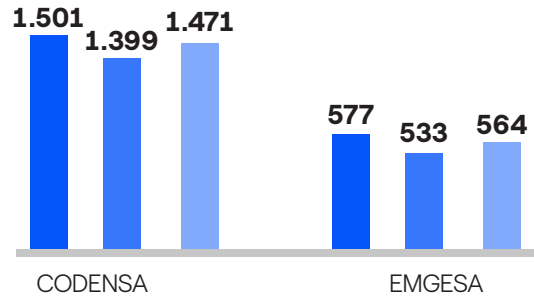
Simultaneously, development conversations were held, in which the leaders met to discuss the future of the workers, how to build development plans tailored to their needs and how to promote the potential of each worker in particular.

In the process, 2,020 workers were evaluated with an average of 3.9 in the evaluation of their values.

CATEGORY	#	%COMPANY
Manager	31	1,53%
Codensa	21	1,04%
Emgesa	10	0,50%
Middle Manager	217	10,74%
Codensa	150	7,43%
Emgesa	67	3,32%
White Collar	1.772	87,72%
Codensa	1.272	62,97%
Emgesa	500	24,75%
Total general	2.020	100,00%

- **Action:** the direct manager of each employee defines and evaluates the fulfillment of between one and three tasks related to the functions performed by the employee. Participation was 99% by managers, with activities for 1,890 workers.

Participation by dimension



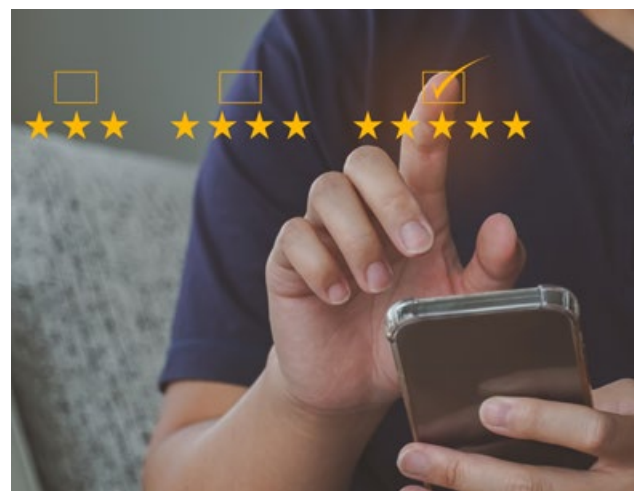
● Action ● Talent ● Generosity

BREAKDOWN	INDICADOTORS	Codensa	Emgesa
Total	Total people evaluated	1.524	580
	Percentage of people evaluated	96,8%	98,6%
Distribution by gender	Total men evaluated	971	438
	Percentage of men evaluated	97,7%	98,4%
	Total women evaluated	553	142
	Percentage of women evaluated	95,3%	99,3%
Distribución por tipo de cargo	Managers evaluated	23	12
	Percentage of managers evaluated	95,8%	100%
	Middle managers evaluados	163	71
	Percentage of middle managers evaluated	98,7%	100%
	White collars evaluados	1.338	497
Percentage of white collars evaluated	96,6%	98,4%	

New Open Feedback Evaluation

For the third period of 2021, a new evaluation method was implemented, which went from a bidirectional model to a multidimensional one, allowing the participation of a higher percentage of people. This model also contemplates the four Open Power values together with Enel's 15 competencies and is divided into three dimensions, which are:

- **Talent:** employees can choose 3 of the 15 Enel competencies with which they feel most identified. There was 92% employee participation as of December 31, 2021.
- **Generosity:** people can interact with their network by requesting and sending feedback on the competencies they feel their colleagues have. A total of 32,113 feedbacks were shared.





Succession plan

A new succession plan was designed for management positions, in order to have personnel prepared to assume this type of positions in the future. Ready successors were defined, who are those who are ready to take on the role, and pipeline successors, who are those who must be prepared to be ready to assume these roles of greater responsibility in the medium or long term. For 80 managerial positions, 216 successors were identified, with whom we carried out assessments and defined development actions.

Action	Description	Training hours	No. of participants
Workshop on management skills in digital environments	Skills such as communication, leadership, emotion management, team management, all framed in a digital reality, are enhanced.	30	22
Management communication workshop	Facilitates the strategic and efficient management of their communication, identifying skills and aspects to improve, in order to have an impact in different scenarios.	6	12
Mentoring	It is based on sharing experiences between a peer expert in certain sectors or competencies (the mentor) and a peer less expert in those sectors or competencies (the mentee), facilitating a circular relationship that is an opportunity for mutual exchange.	20	9
Coaching	Empowerment process based on the awareness of oneself and one's own resources. It is a creative learning process based on a relationship of trust. The Coach accompanies the Coachee, helps him/her to see what he/she can be, and helps him/her to implement actions to achieve his/her goals.	12	4
Job shadowing	It is a period of accompaniment and sharing between two partners: a host, the person who hosts, and a guest, the person who is hosted. Together they build activities, objectives and goals of the process. The host involves the guest in his/her own work activities, sharing contents and highlighting transversal and technical competencies of the role.	30	23
Other initiatives	Other training, participation in projects, postgraduate studies, expatriations or external exposure, among others.	N.A	10

New leadership

Codensa and Emgesa took a path of evolution and cultural progress of a new leadership, which starts from an individual process of desire for a kind conscience, regardless of its application.

Gentle Leader Manifesto

For 2021, the Gentle Leader Manifesto was launched, which seeks that leaders manage their teams based on the following premises:

Gentle leadership is neither formal courtesy nor weakness, it is active listening, inclusion and guidance to obtain results in a team.

A gentle leader seeks to empower and give autonomy, knowing, trusting and valuing the diversity of each team member.

The leader understands that empathy, assertive communication and feedback promote the well-being of his collaborators inside and outside the Company.

A gentle leader learns to release and accept her own and her team's emotions in order to create courageous and constructive conversations.



To raise awareness of this new leadership strategy, meetings were held with leaders, explaining the new key concepts of this new type of leadership.

We also opted for an initiative called Growing with coaching, a space that seeks to provide leaders with useful information to manage relationships with their team and develop in their role, through some coaching tools and the gentle leadership manifesto. A total of 431 people participated in this initiative, which lasted two hours.

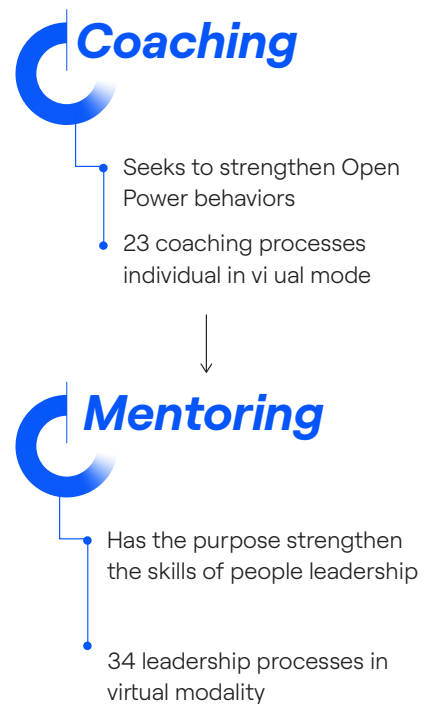
Leadership School

During 2021, the Leadership School continued with different training tools to develop and update knowledge focused on leadership and its competencies.

The trainings that were carried out for the Leadership School were:

- **E-leadership:** Managing from Complexity and Ambiguity: a webinar designed to strengthen the skills that leaders need to face a VUCA (Volatile, Uncertain, Complex and Ambiguous) environment and how to adapt to it. It lasted two hours and was attended by 116 leaders.
- **Management from innovation and continuous learning:** a workshop that seeks to develop the ability of leaders to transform an innovative idea into a concrete project, assuming risk and enduring uncertainty. It lasted four hours and was attended by 20 leaders.
- **Digital intelligence for decision making:** workshop focused on developing the ability to choose several alternatives, through the analysis and synthesis of data and information, even under conditions of uncertainty and complexity. It lasted four hours with the participation of 30 leaders.
- **Collective Intelligence and Conflict Management Workshop:** shares concepts necessary to resolve conflicts, as well as to identify a developing problem and know how to face it as an opportunity for growth. It lasted 10 hours with the participation of 15 leaders.
- **Adaptive Leadership Workshop based on empowerment:** reinforces leadership as an adaptive capacity that promotes change as a continuous process and learning from experiences and mistakes. It lasted four hours and was attended by 34 leaders.
- **Strategic and business vision workshop:** facilitates a strategic vision about leading other leaders.

Development methodologies



Furthermore, the methodology defined by the parent company was applied to identify critical roles at the position levels according to strategic impact, retention risk and market scarcity, which allowed us to recognize 135 critical roles for which development and training plans were designed to contribute to the retention of occupants for a longer period of time.

The best talent to face great challenges

Within the framework of Enel's attraction and recruitment principles, the Companies continued to work to lead a selection process in which diversity and inclusion open doors to opportunities and the recruitment of the best human talent.

Employer brand

During 2021 Codensa and Emgesa implemented strategies associated with attracting talent, both internally and externally, in a closer and clearer way about the processes with the fin that the applicants clearly had all the necessary information. Among these mechanisms are:

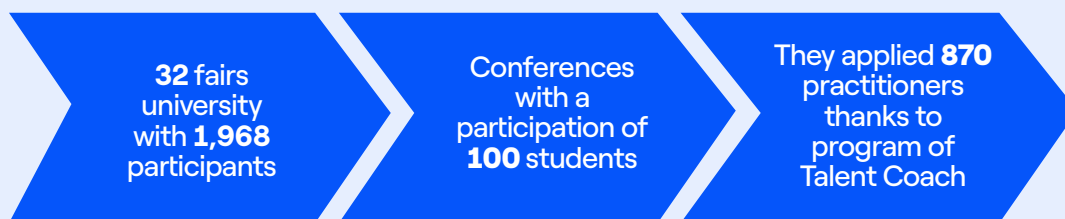
- **Job for You Platform:** 73 closed internal competitions, with the participation of employees from different management areas, interested in internal vacancies, accurately disclosed.
- **Employer for youth (EFY):** the EFY organization conducted a survey to recognize the best companies for young professionals in Colombia. A total of 279 people responded to the survey to evaluate the companies. The results showed that the Enel Group is in the 31st position.
- **Live with P&O Manager:** Davide Procopio, P&O Manager, shared with two young talents the experiences these people had in their internship process and the projects they proposed to later be directly linked by the company. There was an active participation of 78 viewers, 36 reactions to the content and a reach of 7,036 viewers.
- **Talent Coach:** The Talent Coach campaign provided advice and tools to trainees for their first job interview. It was published on the Companies' social networks, reaching thousands of people and attracting 870 interns.
- Similarly, university fairs were held under the virtual modality, in which the objective of the business, available vacancies, learning and growth opportunities within the Companies were made known.
- The Young Talent program provided the best university interns with the opportunity to participate in a development program with training opportunities in Open Power soft skills. There were 46 applications for this program, 17 winners and 8 direct connections.

Back to school

With Challenge E, the diversity and inclusion strategy continued to be strengthened through STEM strategies and opportunities in schools:

In a sector such as the energy sector, in which more than 70% of the workers are men, the Companies decided more than seven years ago to bet on gender equity. This is why Challenge E was created, an initiative that seeks to identify the main challenges in this regard in the sector and, through activities, talks and stories, encourage young people from schools to learn about the advantages and importance of studying careers associated with STEM areas and how challenging and interesting it is to work in companies such as those of the Enel Group, especially in technical and engineering areas.

There was also a panel with 9th grade students, in which the stories of the companies' employees were highlighted. The students participated in different activities in which they demonstrated what they had learned during the day.



Programa Reskilling – Upskilling – External Skilling

For the year 2021, the training needs in the different process sheets defined in 2020 were updated, according to the changes presented by the impacts of the energy transition and digital transformation (digitization and automation). A training plan was defined in Upskilling (updating skills) or Reskilling (learning new skills), for execution in the years

2021, 2022 and 2023. The 2021 execution included training in digisilent, python for digisilent, logistics focused on materials, legaltech, machine learning, qlik sense, among others.

On the other hand, as part of the smart metering project, three groups of the technical program in construction and assembly of electrical installations were opened for approximately 85 workers who are in the task of suspension, reading and reconnection.

This program is carried out in agreement with SENA and has some smart metering modules in its content.

The Enel Lecture was developed, a university elective focused on attracting and bringing the best talent from selected universities closer to the Enel value proposition, training them in the key contents for business within the framework of the energy transition from its four main axes. In 2021, there were about 50 students in two universities in Bogota and as a result they formulated four projects each focused on electric mobility, digitalization of the grid, growth in renewable capacity and urban infrastructure.

New training routine for hybrid work

For the contribution of the digital transformation strategy, different actions were developed that seek to increase digital skills in our people, such as:

- **Digital transformation school:** a digital transformation school is maintained within the corporate university. Training was conducted at basic to advanced levels such as: agile, data driven, customer centricity, lean and kanban, scrum, service model in digital transformation, 5G networks, circular cities, among others, with a total of 5996 hours and a participation of 684 workers.
- **Digital Experience Week:** aimed to mobilize the culture of digital transformation applied in the energy transition matrix, with five pavilions that exhibited 29 projects, with the participation of 888 workers virtually, 11 webinars

and a workshop for the children of workers on renewable energy and home automation.

- **Digital Olympics:** seeks to strengthen learning in technological tools such as Teams, Planer, One Drive, Power BI, among others. 155 people participated in 45 teams.
- **Digital transformation project:** different indicators were measured in eight culture attributes such as: strategy, leadership, human talent practices, cultural practices, organizational architecture, workspaces, processes and technology.
- **STEM workshop:** a STEM (science, technology, engineering and mathematics) workshop was held for employees' children, in which they learned about renewable energies and home automation, with the participation of 94 children.
- **Coursera4colombia Program:** we continued with the 100 licenses of the Coursera platform, with the purpose of activating different workers to carry out training in digital transformation and some technical topics, generating a total of 1,479 hours of training, as of September 14 the program closed with 98 active licenses.
- **Power BI course:** a basic and intermediate Power BI course was conducted in seven groups with the participation of 92 workers and a total of 2,180 hours of training.
- **CEAN:** the Business Analytics Center was consolidated, with the participation of experts in data analytics from the different lines of business, with the aim of sharing best practices and their knowledge and experience.



Organizational Changes

In order to meet the needs of the different business lines and support areas and achieve better results, some organizational structures were updated to assign specific responsibilities among collaborators in line with the organization's strategy. Significant changes during 2021 supported by the different organizational guidelines were made in:

- **Infrastructure and Networks:** updated its organizational structure aligned with the principles of the Grid Blue Sky project, which focused on a single global network to ensure the unified and efficient management of networks, with four areas of participation: asset owner, asset operator, customer engagement and system operator, which allow our Company to be at the forefront in innovation, digitization and energy transition.
- **Enel X / Market:** The B2C segment was opened in B2C E Home and Financial Services & B2C Commodity, seeking to maximize the efficiency of the two lines of business and minimize conflict in the management of activities.
- **Energy & Commodity Management:** The direction of the Energy & Commodity Management business line units was updated, supporting the consolidation of Commodity businesses and the Group's strategy towards the development of renewable sources, decarbonization and growing activity in wholesale energy markets.
- **Power Generation:** The HSEQ function of the Power Generation business line implemented an initiative to improve on-site HSEQ performance in the design and execution phases of Hydro and Thermal technology projects.
- **HSEQ:** The country structure was consolidated with the creation of two units focused on HSE emergency management and HSEQ transversal management, mainly for the Staff & Services areas, reaffirming our commitment to better respond to national and global events, integrating HSEQ transversal processes and initiatives at the country level.

Process Simplification

The project to simplify processes and reduce the body of documents was launched with the aim of simplifying and streamlining processes, reducing bureaucracy, eliminating unnecessary levels of authorization or steps, empowering people in decision-making, reducing and facilitating access to the body of documents worldwide, and improving the dissemination and exchange of knowledge.

In Colombia, awareness-raising and communication meetings were held with project guidelines, analyzing and mapping current processes and documents, and a 2021-2022 work plan was defined for the transformation of processes and documents.

Throughout 2021, for the business lines, working groups were held for the analysis of processes. For Staff & Services areas, more than 20 processes have been analyzed with the use of process flowcharts and creative ideation sessions, identifying opportunities for improvement.

Organizational redesign

A new adaptive and flexible model was implemented to facilitate the exchange of skills and knowledge, promoting people's autonomy, individual responsibility and the simplification of the organization. In this sense, significant changes were made in:

- **People and Organization:** began a process of transformation towards a liquid structure that seeks to embark on a path of projects and innovations that will change the way we work and evolve towards a model of gentle leadership based on the attention, care and empowerment of people.
- **Communications:** the Media function initiated a new operating model focused on the development of a liquid structure, with the objective of empowering individual competencies to perform project-based activities and meet the needs in a world where challenges are increasingly faster.

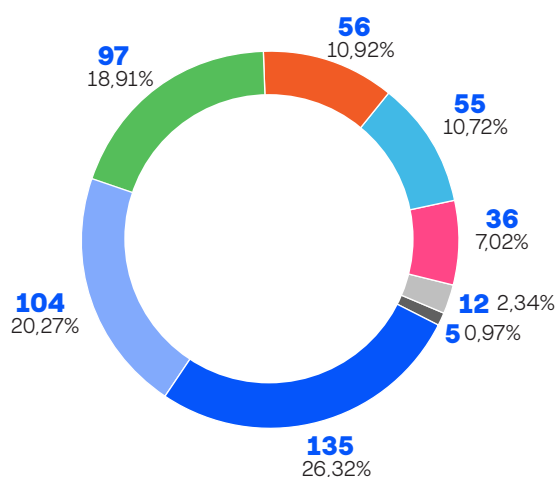
People Management

In line with current labor regulations, as well as the Collective Bargaining Agreement and the internal policies of the Companies, we ensured the development and results of the payroll, social security, social benefits and benefits settlement processes.

Loans to employees

A total of \$28,543 million were disbursed to 423 employees in different lines of credit.

A total of 513 loans of different lines of credit were disbursed:



Loan class

- Conventioned housing
- Higher education loan
- Free investment loan
- Vehicle loan
- Training loan
- Comprehensive housing
- Dental loan
- Guaranteed University Loan
- Calamity loan
- Sustainable mobility EnelX

The balance of the portfolio of loans to active personnel as of December 31, 2021 amounted to \$87,475,990, as follows, the value per loan line is detailed below:

Loan type	Number of loans
Home loan unionized	135
Comprehensive home	36
Vehicle loan	56
Higher education loan	104
Training loan	55
Unrestricted loan	97
Guaranteed University loan	9
Dental loan	12
Calamity loan	5
EnelX Sustainable Mobility	4
Total	513

On the other hand, the portfolio report was automated in order to have a dashboard that would meet the needs of information and indicators with consolidated information for quick and timely consultations.

Projects that simplify processes

Some of the projects that seek to automate and simplify processes and enhance the potential of the tools are:

- **Employee absence management:** a new leave report was structured to enable work plans to be made with the corresponding areas together with the follow-up of business partners.
- **Your data connects us:** a campaign was carried out for the massive update of employee data.
- **Enhancement of SAP PAGO tools:** with the Hanna project, the implementation of electronic payroll and improvements in the SAP tool, the different processes were enhanced and automated.
- **RHO culture:** improvements were made in the different fields of the online RHO tool to enrich the user experience.
- **My documents:** the tool was implemented as a digital repository of employee resumes.

Labor Relations and Social Dialogue

In order to articulate the processes between technology and people and in accordance with a liquid structure, some projects have been managed, among which the following stand out:

You deserve it

A campaign was coordinated in order to encourage the enjoyment of vacation leaves and to highlight the importance of these in the life of each employee.



Workplace and/or sexual harassment

In 2021, the harassment prevention policy was further modified to its third version.

In addition, a new campaign for the prevention of labor and sexual harassment was generated, the "SinExcusas" hashtag was continued and new communication methodologies were used.

On the other hand, the Coexistence Committees were invited to have an increasingly active participation, generating ideation sessions with them.

Finally, two best practice benchmarks were developed, one with the members of a group made up of several companies with a presence in Colombia, and the other at the company level with the labor relations areas of other countries.

Conflict of interest

During the year 2021, the conflict of interest platform was launched and 100% of the personnel were asked to report it. This platform simplifies processes by reducing validation times and improving the customer experience, and was shared with leaders in other countries.

Regulatory Dissemination

Se efectuó una campaña en la que se destacó la importancia A campaign was carried out to highlight the importance of the Internal Regulations, Collective Bargaining Agreements and other internal rules in the year 2021.

Emgesa - SintraElecol Negotiations

In the development of the Social Dialogue project, an agreement was reached that defined the labor conditions that will govern Emgesa's workers for the year 2022.

Additionally, the Company's current personnel covered by collective bargaining agreements for each Company is as follows:

Company	# of employees	% share vs total
Codensa	1123	71,4%
Emgesa	432	73,5%

Onboarding Temporary Workers

Several strategies were developed to improve the experience for temporary workers joining the company, which included informative pieces, instructions and collaboration spaces.

In addition, support strategies were implemented that allowed more than 90% of temporary workers to have their tools and access from day 1 of their arrival.

CESLA

Thanks to Enel's participation as a member of the Primary Committee of the Center for Social and Labor Studies since 2018, there was direct participation in the issuance of the report on absenteeism, work at home, collective bargaining and strike published in 2021. Thus, providing scientific evidence that impacts the transformation of labor public policies related to the promotion of employment and social development of the country, which leverages the strategic apex.



Local and global communities

Material topic: Involvement of local communities





Commitment to sustainable development

GRI 103-1

The Enel Group continues to drive the economic and social growth of the communities in which it operates, with the aim of creating shared value, confirming and reinforcing its specific commitment to the following SDGs in the 2015-2030 period:

- 5 million beneficiaries of quality education (SDG 4)
- 20 million beneficiaries of clean and affordable energy (SDG 7.1)
- 8 million beneficiaries of decent work and sustained, inclusive and sustainable economic growth (SDG 8)

+ of
384 thousand
beneficiaries
in 2021

82
projects

64
alliances

7.154.232
euros in investment

Responsible relations with communities are a pillar of the Company's strategy. The constant and proactive consideration of the needs and priorities of stakeholders makes it possible to accept new challenges and redefine an increasingly competitive world, developing strategies to create shared value and innovating processes through scalable solutions.

In 2021, with around 82 projects and more than 384 thousand beneficiaries where we are present, we contribute significantly to the development and social and economic growth of the territories: from the improvement of infrastructure, education and training programs, initiatives aimed at social inclusion and projects designed to promote access to energy, to carry out these projects we have the support of more than 64 partners.

Within this management we also include projects developed through the Enel Colombia Foundation, which in 2021 invested more than \$2 billion in 64 municipalities with 39 initiatives.







Activity ▶	Objective Enel Group 2015-2030	Results Colombia 2015-2021	Status ▶	SDG														
Quality education	5 million beneficiaries	<p>150.104</p> <p>72.673</p> <table border="1"> <thead> <tr> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019⁽¹⁾</th> <th>2020⁽¹⁾</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>13.182</td> <td>19.657</td> <td>72.673</td> <td>72.673</td> <td>9.531</td> <td>6.991</td> <td>18.585</td> </tr> </tbody> </table>	2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021	13.182	19.657	72.673	72.673	9.531	6.991	18.585	EN	4 EDUCACIÓN DE CALIDAD
2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021												
13.182	19.657	72.673	72.673	9.531	6.991	18.585												
Affordable and clean energy	20 million beneficiaries	<p>1.137.624</p> <table border="1"> <thead> <tr> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019⁽¹⁾</th> <th>2020⁽¹⁾</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>154.911</td> <td>143.686</td> <td>96.735</td> <td>166.575</td> <td>160.552</td> <td>187.570</td> <td>227.595</td> </tr> </tbody> </table>	2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021	154.911	143.686	96.735	166.575	160.552	187.570	227.595	EN	7 ENERGÍA ASEQUIBLE Y NO CONTAMINANTE
2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021												
154.911	143.686	96.735	166.575	160.552	187.570	227.595												
Decent work and economic growth	8 million beneficiaries	<p>768.086</p> <table border="1"> <thead> <tr> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019⁽¹⁾</th> <th>2020⁽¹⁾</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>1.993</td> <td>3.801</td> <td>5.397</td> <td>4.713</td> <td>8.499</td> <td>625.131</td> <td>118.552</td> </tr> </tbody> </table>	2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021	1.993	3.801	5.397	4.713	8.499	625.131	118.552	EN	8 TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO
2015	2016	2017	2018	2019 ⁽¹⁾	2020 ⁽¹⁾	2021												
1.993	3.801	5.397	4.713	8.499	625.131	118.552												

(1) By beneficiaries we mean the persons for whom a project is carried out. Enel considers only direct beneficiaries for the current year. The number of beneficiaries considers the activities and projects carried out in all the areas in which the Group operates.

Shared value creation model

GRI 103-2

SVC application

				 	enel SVC application ▼
DN Business development	8	-	4	-	12
I&C Engineering and construction	-	-	1	-	1
O&M Operation and maintenance	6	2	-	1	9
					22

In 2021, the review and update of the Enel Group's Shared Value Creation (SVC) policy No. 211 and the new Innovability RACI(1) was carried out, which integrates sustainability in business, with an inclusive approach and leaving no one behind, creating long-term value for all stakeholders, with the aim of minimizing risks, environmental and social impacts related to the Company's assets.

At the same time, these guidelines help to enhance the socioeconomic-environmental identity of the territories where the Companies operate, generating value for the Company and for the country and "enhancing sustainable progress".

The main opportunities that emerged from the update are:

- Facilitate Enel's purpose through Shared Value, following the pillars established by the Group's Strategic Plan and Sustainability Plan.
- Build a common, simplified framework that takes into consideration the specificities of the business lines and countries.
- Responding to the new needs of the external environment and the critical problem posed by the pandemic.

- Promoting just energy transition, human rights and equity in communities
- Enhancing social innovation and inclusive business solutions across the Open Innovability® ecosystem
- Driving inclusive business for vulnerable customers and stakeholders
- Finding a "non-financial" evaluation model complementary to economic impact assessment
- Enhancing the sharing of practices and scale shared value creation solutions to solve community needs
- Leveraging digitalization opportunities for efficiency, data intelligence and integration with internal business platforms
- Encouraging "proactive communication" and storytelling

Social management with local communities

GRI 413-1

	Emgesa	Codensa
Total number of operations	14 power plants	110 municipalities served
Percentage of operations with programs to involve local communities.	100%	100%

All initiatives carried out by the Companies that integrate a Sustainability component are centralized in the PPM (Project Portfolio Management) platform, in which key information of each project is recorded and a control of the number of beneficiaries per year, investment, impact for Enel and the community, areas or municipalities that benefit the project, among others, is kept. This allows traceability of the actions carried out, focused on each of the Sustainable Development Goals.

In 2021, the Companies maintained open channels of dialogue with representatives of the communities in the areas of influence of their operations, which allowed us to identify the needs and expectations, considering the particularities of each community. In addition, the priorities and possible risks of the operations were identified.

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

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

- The activity of the reservoir
- The impact of nucleated and dispersed settlements
- Productive activities
- Employment opportunities
- Migratory pressure from municipalities, specifically Gigante, Garzón, El Agrado, Altamira, Paicol and Tesalia.



The needs identified are linked to the principles of the Enel Group's global sustainability plan and the commitments acquired with the Sustainable Development Goals. More than 470 petitions, complaints, claims and requests were registered in these offices during 2021.

Social investment

GRI 203-1

In 2021, the Companies made a social investment of COP \$11,385 million, broken down as follows:



	Codensa	Emgesa
Donations	150.400.000	84.600.000
Community investment	1.213.707.456	4.306.235.054
Commercial initiatives with social impact	1.018.859.119	129.489.945
Cash contributions	12.500.000	12.500.000
Time: employee volunteering during paid working hours	28.244.447	28.244.447
Donations in kind	336.093.665	51.377.376
Management overheads	1.906.274.817	2.107.205.863
Total	4.666.079.504	6.719.652.685

In turn, within the framework of the Creating Shared Value (CSV) policy and as part of stakeholder relationship management, the following are the main initiatives and actions that contribute to the fulfillment of the SDGs and therefore to the improvement of the quality of life of the communities in the area of influence:

Contribution to SDG 4: Quality education



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

Educating with Energy

The Educating with Energy program is an initiative of the Enel Colombia Foundation, in partnership with the Organization of Ibero-American States for Education, Science and Culture (OEI), whose purpose is to strengthen socioemotional skills (HSE) and vocational and professional orientation processes (OVP) of young people from public educational institutions, through various strategies, including:



- **Development of methodological routes in public schools in Bogota and Cundinamarca:** with this strategy, more than 2,500 students and teachers from the Guillermo Quevedo Zornoza schools in the municipality of Zipaquirá, as well as from the Francisco de Paula Santander and Delia Zapata schools in the city of Bogota benefited in 2021.
- **Development of the diploma program in "Strategies for strengthening socioemotional skills, orientation and life trajectories":** with a duration of 140 hours, taught and certified by the Politécnic Grancolombiano, 129 temporary and permanent teachers, linked to 103 schools in Bogotá and Cundinamarca, completed the program in 2021.
- **Methodological transfer to secretary departments:** support was provided to the education or social and economic development secretariats of seven municipalities in Cundinamarca (Gachancipá, Caqueza, Choachi, Flandes, Fómeque, Zipaquirá and Girardot),

strengthening the personal, technical and strategic competencies of the teams, in socioemotional skills, vocational orientation and sustainable development. A total of 121 secretary officials benefited.

Good energy for your school

The objective of the program is to contribute to the improvement of the quality of education, reducing the electrical risk in the infrastructure of public educational institutions, as well as their general improvement.

In 2021, with a budget of more than \$600 million, the Enel Colombia Foundation carried out interventions in more than 20 institutions benefiting close to 3,500 children and young people in schools in Cundinamarca and Tolima, to improve the conditions for their return to their on-site classes.

Municipality	Intervention
Ubalá	National Institute for Social Promotion (San Pedro Bajo): replacement of roofs to provide greater structural support, general painting, water management to avoid possible humidity, and installation of electrical connections in the systems room.
Gachalá	Gachalá Rural Educational Institution Boca del Monte: complete replacement of the roof, boards and electrical wiring, as well as the kitchen with all the required sanitation parameters; water management, with the installation of channels and downspouts to mitigate the risk of humidity; painting of the entire primary block and replacement of the ceiling in the chemistry laboratory; installation of LED lighting in the classroom; replacement of the floor of the corridors with non-slip heavy traffic tiles, connecting the three ramps provided to facilitate the entry of a student with a disability.
Gachalá	Educational Institution Baldomero Sanín (kindergarten): construction of access ramps for people with disabilities; correction of humidity in three classrooms; adaptation of walls and floors for the playroom; painting of the façade; cleaning of the roof, gutters and downspouts.
Tausa	Departamental Educational Institution San Antonio (Páramo Alto Rural School): construction of a playground in plastic wood, betting on new forms of production and responsible consumption.
La Vega	La Cabaña Rural School: improvement of the electrical and hydraulic network, replacement of toilets and sinks, demarcation of the sports field, and painting of the soccer goals. El Moro Rural School: improvement of the electrical network, installation of mesh screen, installation of windows, demarcation of the sports field, painting of the soccer goals and installation of basketball goals.
San Antonio de Tequendama	Educational Institution Mariano Santamaría (Simón Bolívar - Santandersito): total reconstruction of the two existing restrooms.
Soacha	ICBF Children Development Center (El Altico sector): donation to the Carulla AeioTU Foundation for the improvement of the infrastructure of this Children Development Center.
Yacopí	Educational Institution Eduardo Santos (La Mina): replacement of roof, general repairs and remodeling of
Ubaté	Educational Institution Departamental Bruselas (Escuela Rural La Planta): construction of a new toilet block, as well as the replacement of downspouts and basketball goals.
Guachetá	Departmental Educational Institution Miña y Ticha (Ticha campus): replacement of the roofs in the preschool and playroom; repairs to the building, plumbing and sanitary installations; remodeling of the preschool bathrooms; exterior repairs to the preschool classroom; adaptation of the high school classroom; and construction of a pathway.
Madrid	Interactive classrooms in the San Luis and Villa Ucrania neighborhoods: donation of technological equipment as part of a partnership with Asocolflores.
Granada	Departamental Educational Institution Gustavo Uribe Ramírez (Gonzalo Jiménez de Quesada): painting of classrooms and dining room; change of façade; provision of school furniture; construction of a playground with tires recovered from the Bogota River.
Guayabetal	Vereda Chirajara School: intervention in the electrical network, hydraulic network, floors, roofs, sanitary batteries, structure, among others.
Mesitas del Colegio	Educational Institution Pradilla (Antioqueña site): total remodeling of restrooms. Educational Institution Pradilla (Paraíso): improvement of the playground, repair of downspouts and dampness, improvement of toilets and painting of the school restaurant.
Chipaque	Educational Center (El Munar): improvement of the access road.
Coello	Educational Institution Agricultural Technical School: maintenance of the roof of the classrooms.

Municipality	Intervention
Campoalegre	San Miguel Educational Institution, located in Vereda San Miguel in the municipality of Campoalegre, with 106 children and young people enrolled in preschool, elementary and high school. The works carried out consisted of the improvement and restoration of: pedestrian access areas, replacement of roofs, provision of furniture.
Hobo	Educational Institution Roberto Suaza Marquínez (Las vueltas): total replacement of veneer, change of sanitary fixtures, painting maintenance, roof maintenance, acrylic boards and desks.
Yaguará	Educational Institution Ana Elisa Cuenca Lara (Mirador, Vilú): intervention on the roof of the school restaurant and the educational center; rainwater drainage structure; ceiling structure for the school restaurant area; sanitary facilities, doors and windows; painting of the exterior façade; kitchen counter.

Additionally, in 2021, intervention processes were carried out with the municipalities of Girardot and Zipacón, with which more than 1,000 children will benefit during the year 2022, as well as other institutions in Cundinamarca that will be intervened during this year.

School kits

In 2020, 1,600 biosafe school kits were delivered in Cartagena, Cali, Barranquilla and Bogota. These kits were part of the solidarity gift strategy that benefited 1,600 minors; in addition, 160 electronic tablets were delivered to schools to support their teaching work.

The backpacks were manufactured from Enel's endowment clothing, thus contributing to the circular economy; in addition, the people in charge of their manufacture were victims of the armed conflict. On the other hand, the kit contains a message for the benefited students through a card designed and manufactured by people with cognitive disabilities.

Center of Excellence for Rural Education (CEER) Sibaté

The Companies co-financed the project to strengthen science, technology and innovation (ST&I) capacities for the school-rural context relationship, through the appropriation and use of ICT in the municipality of Sibaté, department of Cundinamarca.

The project will be located in the Romeral district and will benefit the educational population of the municipality with the provision, installation, assembly and improvement of educational environments in science and technology. Approximately 10,334 students and families of the municipality will benefit. This project aims to:

1. Strengthen the mechanisms for linking rural schools with the community dynamics of productivity, the environment, and science, technology and innovation.
2. Increase the appropriation of curricular alternatives

that require the relationship between the rural school, context, families, agents that intervene in the agro-ecosystemic environment and Science, Technology and Innovation dynamizers.

3. Develop knowledge management practices that enable rural sector managers and teachers to overcome the impact of covid 19.
4. Strengthen the role of educational agents as generators of initiatives for the improvement of living conditions in the rural and urban sectors.
5. Encourage the participation of the rural educational community in Science, Technology and Innovation scenarios.
6. Strengthen infrastructure, technological resources and teacher training to promote the appropriation of knowledge, science and technology in the rural context.

During the second half of 2021, the municipality of Sibaté carried out the management and planning of the project through the Secretary of Science, Technology and Innovation of the Government of Cundinamarca.

The contribution of the Enel Companies is aimed at the provision, assembly and installation of the educational environments required for training in the transformation of dairy and fruit products, as well as the photovoltaic modules necessary to illuminate these spaces.

Energy incubators

This is a program that seeks to offer young beneficiaries the sponsorship of 70% of the total cost of university degrees, in addition to a semester's economic support and psychosocial accompaniment in the development of their studies and professional practices.

In 2021, 11 vulnerable young people from the municipalities of Ubalá, Gachalá, Gama, Soacha, Sibaté, San Antonio del Tequendama and El Colegio, continued their higher education studies at Universidad Minuto de Dios in careers such as public accounting, systems engineering, social communication, social work, psychology, business administration and agro-ecological engineering.



Supplies for ICBF Children Development Center – Works for Taxes Mechanism

Under the Works for Taxes mechanism, the project to equip five ICBF child development centers in the municipalities of La Palma, Viotá, Pulí, Cabrera and Medina was awarded. These centers will benefit 264 children at a cost of approximately \$1.46 billion.

Donation of computers

Codensa donated 543 used computer equipments, in good condition and retired within the framework of the technology renewal program, to 40 beneficiary entities in Cundinamarca, Chocó, Tolima, Cesar, Guajira and Bolívar, among which are municipal mayors' offices, community action boards, NGOs, among others.

This initiative is part of the Enel Group's circular economy strategy, through which it seeks to extend the useful life of inputs. It also contributes to the vision of shared value, by giving the beneficiaries the opportunity to correctly develop their school and/or work activities and continue with a valuable and timely learning process, through the extension of the life cycle of these computers.

Emgesa donated 40 computers in the department of Huila, for the benefit of the communities in the area of influence of the El Quimbo power plant. 26 computers were delivered to school children, with the purpose of facilitating the conditions for the development of virtual education.

Also, in order to improve the operational capacity of some of the institutions present in the area, the donation of:

- Five computers to the mayor's office of the municipality of El Agrado.
- Three to the San Vicente de Paul Departmental Hospital in the municipality of Garzón.
- Four to the ESE Hospital San Antonio de Gigante.
- Two computers to the Order of the Minister of the Sick.
-

Environmental education in municipalities in the area of direct influence of the El Quimbo Hydropower Plant.

During 2021, 193 actions were carried out to promote environmental awareness from the environmental education program in the areas of influence of the El Quimbo Hydropower Plant, of which the following stand out:

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

Proyectos que aportan al SDG 7: Energía asequible y no contaminante



By 2021, activities were carried out to promote access to energy in areas without this service and in vulnerable conditions. Additionally, training programs were implemented for different stakeholders to facilitate their integration into the labor market of the energy cluster.

Seed Plan

The Seed Plan is a shared value initiative that seeks to generate growth and development opportunities for young people from vulnerable populations, increasing their employability skills through comprehensive training for the electricity sector and internships in the same business segment.

In 2021, together with the National Learning Service SENA, the first virtual training group was opened in the technical program in construction and maintenance of electric power distribution networks, with the participation of 25 young people from the municipalities of Cáqueza, Chipaque, Facatativá, Caparrapí, Villeta, Sibaté, Fusagasugá, Suesca, Machetá, Ubaté, Ubalá and Gachetá.



Lighting of community spaces

The Enel Colombia Foundation, in partnership with the Un litro de Luz Foundation, installed 15 poles with their luminaires in the municipality of Soacha and El colegio, with solar technology installed in sports fields, parks, and rural trails in municipalities of Cundinamarca that did not have lighting. These new luminaires installed pass to the total inventory of 185 poles installed since 2018. In addition, progress was made in the identification and prospecting of new points for the following year.

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



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

Improvement of Ubalá roads

Company machinery was provided for the maintenance of roads in zone B of the municipality of Ubalá, in more than 70 supports that benefited more than 1,500 people. In this way, we contributed to the circulation of people and goods during the winter season.

Coffee production chain

During the year 2021, the implementation of the agreement to strengthen the associative businesses of the organizations Asocafega, Ascamecol, Asopalmares and Asofincas continued, with criteria of sustainability, female empowerment, associativity, management skills and profitability. The focus was on the entry into operation of the business unit of the cherry coffee community processing plant and the standardization of its processes for the production of quality dry parchment coffee.



The following elements were defined as needs associated with the implementation of this microcenter strategy:

- **Promote better integration of women in the activities and governance of the associations:** out of five management positions in each association, at least two positions are held by women.
- Change management with producers for the sale of cherry coffee, demonstrating the economic and environmental advantages: each organization has a business plan for dry parchment coffee, with updated data on costs, income and profitability.
- The strengthening of associativity: this work axis considered the accompaniment at the organizational and business level directly with the boards of directors and operating committees of the micro mills.
- Strengthening of the operational management of production, transformation, commercialization, administration and organizational activities: the description, analysis, schematization and standardization of the operational processes from the moment of the purchase of cherry coffee to the storage and exit of dry parchment coffee was jointly elaborated.

In the case of the associations accompanied in the region of Guavio and Tequendama in Cundinamarca, according to overall figures, the 4 associations group 76 members,

of which 27 are women, a female participation of more than 36%. Although there is not an equal quota between men and women, a percentage of more than 30% in all the organizations shows the notorious involvement of women in the associative life. It is worth highlighting the participation of women in ASCAMECOL's membership with 44%.

Codensa has contributed to the improvement of the rural circuits required for the optimal electrical connection of the power plants, for which during 2021 it intervened the circuit of the Murca sector in Gachalá, guaranteeing the energy supply for the benefit plant of this municipality, and improving the quality of service to all the inhabitants of the village.

This project involves 119 coffee-growing families associated with the four organizations and users of the mills.

On the other hand, an inter-institutional agreement was signed with the National Federation of Coffee Growers of Colombia and the municipality of Gachalá to strengthen coffee plantations in the villages of the municipality of Gachalá, install a drying silo in the Diamante zone and increase the number of coffee growers and shadehouses in the area neighboring the Murca micro-central, to be operational in 2022.

Sustainable production systems in Ubalá, Cundinamarca

The implementation of the sustainable production systems project began with the local partner Asogamu, a project that benefits 43 families in the surrounding areas of the Guavio reservoir and near the micro-watershed of the Chivor river, one of the basins that supplies the reservoir.

This project made it possible to define which of the five sustainable production systems would be the most appropriate for the geography, infrastructure and needs of each family. The sustainable production systems contemplated in the project are:

- 10 biodigesters, which provide natural fertilizer for home gardens or crops regardless of the thermal floor in which they are located, reducing the purchase of chemical fertilizers and reducing costs for the farmer and producer.
- 10 compost bins, which allow families to dispose of their animal excrement and vegetable material to generate excellent quality fertilizer for their crops and marketing. This saves on the purchase of chemical fertilizers from a third party and additionally generates income for the family, also generating awareness of sustainable agriculture.
- 8 home gardens, which provide food security for eight families by minimizing monetary expenses in the purchase of vegetables and aromatic herbs.

- In addition, the surplus from the home gardens can be sold, generating an economy of scale.
- 10 water harvests, which allow families to count on a year-round water supply, avoiding water cost overruns for their own consumption as well as for their animals.
- Four hectares of silvopastoral systems, which allow the beneficiaries to improve the conditions of pasture for cattle feed, with more nutrients in less land, which facilitates responsible livestock farming and quality products.

Families were accompanied with six theoretical and practical sessions and technical assistance visits.

Integral community center Pomona in Mámbita (Cundinamarca)

An inter-institutional agreement was signed with the Mayor's Office of Ubalá for the donation of the land and infrastructure known as Pomona in the inspection of Mámbita and the contribution of \$300 million for its improvement and the operation of offices or premises, an event hall and a theater. More than 1,500 people will benefit from the cultural and economic development of these communities.

This project will foster and promote cultural activities that are important for Mámbita and as an integral center of reference for the region.



Strengthening beekeeping activities

Tequendama Region

Together with the Santacruz Zoo Foundation, in the municipality of San Antonio del Tequendama, an agreement was signed to conserve and raise awareness of bee protection. In 2021, an apiary was established with five hives for demonstration and production activities and 10 local producers interested in learning about the activity were identified.

Zoo personnel were also trained in technical beekeeping topics and collected information to systematize indicators in order to provide training on these aspects to producers in the region.

Department of Huila

An agreement was signed with the ASOAPIS association of beekeepers in the municipality of Garzón (Huila), which has 53 members, most of whom are senior citizens.

Under the agreement, 170 hectares of land adjacent to the reservoir, located in the municipalities of Altamira, El Agrado, Garzón and Gigante, were given on loan. This initiative is part of the shared value policy, through which Emgesa supports the association to strengthen its productive projects, and in turn this organization contributes to the Company in the protection of the land.

In addition, it seeks to favor the environment through the pollination and reproduction of plants by bees. With the establishment of apiaries, breeding of the species and reproduction of new genetics for the high production of honey and its derivatives, the association will be able to diversify its products (propolis, pollen, royal jelly, waxes and wine processing). The goal for 2022 is to produce around 180 tons of honey.

Indirectly, approximately 300 people will benefit, represented in the families of the associates and in the jobs that may be generated.

Fruit production chain

An agreement was signed with the Asociación Frutícola Comercializadora de Cabrera (ASOFRUCOC), to support the economic and social strengthening of 35 families that are part of the peasant reserve in the municipality of Cabrera, Cundinamarca, through the implementation of the tutoring phase of the cultivation of 17,500 tree tomato seedlings, led by the association, in an associative and sustainable process.

The aim of this project is to install a production capacity of 50 baskets per hectare per month, in order to improve their income and consequently their quality of life.

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

During 2021, 57 actions were carried out focused on strengthening organizations related to the operations of the El Quimbo Hydropower Plant.

Technical assistance

- A total of 341 visits were made to owners of productive projects. Of these visits, 82.4% were aimed at monitoring and supporting the agricultural production system, while the other 17.5% sought to strengthen the processes through technology transfers.
- The five irrigation district associations, belonging to the four collective resettlements, Nuevo Veracruz, Nuevo Balseadero, Nueva Escalereta and San José de Belén, received support in legal procedures before the ADR and DIAN; evaluation and follow-up through the application of the Organizational Capacity Index (ICO); advice for the reform of their bylaws; and advice on the application of internal regulations to users by the boards of directors.
- In the case of the La Pescada irrigation district, which will irrigate the productive projects to be developed in the municipality of Altamira, the agreements developed with the Rancho Espinal host community and representatives of Asopescada, under the supervision of the Ombudsman's Office, and the sustainability, institutional relations, infrastructure and environmental areas of the Company, were noteworthy, infrastructure and environmental areas of the Company, reaching an agreement for access that allows progress in contractual issues, in order to restart the works for the completion of the viaduct and the irrigation district in general, which had remained unfinished due to some technical and consultation difficulties with the receiving community.

Training

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

Rational use and management of water for drinking and irrigation

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

Production, sale and agribusiness technology

Training sessions, four in El Agrado and three in Gigante, on topics such as: fermentation, bean drying and pruning of the cocoa crop, insect pest management using chromatic traps, demonstration of methods for planting pineapple, preparation of chemical bait for ant control, propagation of the cocoa crop using the aerial layering technique, and training in the preparation of nutritional blocks for livestock.

Administration and organization of producers for production and sale

Training in marketing and entrepreneurship in Gigante and Garzón on topics related to: organization for the management of fruit marketing in El Agrado, and actions to improve the conditions and characteristics of cocoa quality, through the different stages for obtaining a good product in coordination with Fedecacao.

Cooperation agreements with municipalities and organizations

Municipality of Garzón

In 2021, the agreement through which the "Acquisition of the land for the construction of the wastewater treatment plant WWTP in the municipality of Garzón-Huila" was carried out, whose investment was US\$181,672, and seeks to benefit the 96,296 inhabitants of the municipality, once the plant is built and enters into operation.

Municipality of Gigante

The project "Strengthening production through the supply of plant and equipment to add commercial value to dry parchment coffee of the El Desarrollo coffee growers' association" was closed and will be followed up by the Mayor's Office during the sustainability period.

Regarding the project filed by the municipality on the construction of food gardens, finally it was not developed, since the administration implemented strategies framed in its Development Plan to mitigate food insecurity in the families identified at risk during the pandemic. In this sense, the projected budget of \$88 million was released, which will be executed by the municipality once a new productive project becomes viable.

Municipality of Tesalia

The project "Strengthening the production and marketing of cherry tomatoes through protected crop technology in three associations: Agroprosur, Asocapa and Asosanjosé, in the municipality of Tesalia, Department of Huila", which is projected to directly involve more than 90 beneficiaries of the respective associations, for an estimated time of five years.

The investment for this project is US\$105,476 and includes the municipal administration of Tesalia, the three beneficiary associations, the hydrocarbons company Hocol (represented by the Fundación del Alto Magdalena) and Emgesa, with a contribution of US\$54,031, equivalent to 51% of the total value.



Municipality of Paicol

The project "Bovine genetic improvement to strengthen the productive capacities of 100 small and medium cattle breeders, through the program of science, technology and agricultural innovation for peace, in the municipality of Paicol-Huila" was approved, projected to begin in the first half of 2022.

It consists of the delivery of pregnant recipients through bovine embryo transfer, with F1 Girolando (Gyr X Holstein) pregnancies. In addition, technical support will be provided for the management of the cows and the genetically improved offspring to be born.

Cocoa Effect

With the participation of Emgesa, together with the strategic allies United States Agency for International Development (USAID), Luker Foundation, Luker Chocolate, Saldarriaga Concha Foundation and Eafit University, the Strategic Planning Committee and the closing of activities for the year 2021 of the Cocoa Effect project took place, whose objective is to strengthen the cocoa production chain, contributing to improve the living conditions of producers and their communities, in search of inclusive and collaborative rural development for the construction of lasting peace in Bajo Cauca, Urabá, Tumaco and the central-south zone of the department of Huila.

During 2021, 170 hectares were rehabilitated in Huila, reaching 100% of the execution goal, and 208 hectares were planted, representing 95% compliance, for a cumulative total of 590.8 hectares rehabilitated and 340 planted.



Productivity stood at 306 kilograms per hectare, and with respect to cocoa sales, the department had an advance of 106%, reaching \$1,384,163,146, impacting 394 producer members.

Among the activities carried out in the last quarter, the development of competencies for managers, as well as support for the adoption of management tools, stand out.

Overall, between 2019 and 2021, the project has trained more than 500 women in entrepreneurship with a gender approach. In the last year, 314 of them participated in 35 workshops in significant training cycles.

The total cost of the project is US\$6,921,179. Enel's investment in the project, represented in kind (land on loan), is US\$259,778.

Organizational strengthening programs

Juntos por las Juntas

The Juntos por las Juntas program developed its actions in populations with similar characteristics in terms of their precarious socioeconomic conditions and their difficult access to education, health, justice, information, formal employment, formal economies and free internet. A large part of its geographic coverage is rural and a minimal part is in neighborhoods. The program intervenes in Community Action Boards (JAC) and in 2021 expanded its work to more social and productive organizations and youth groups in the different areas where it operates.

Due to the mandatory isolation conditions, the program was executed virtually through the participants' cell phones, which allowed for the social use of information and communication technologies and the advancement of training processes for young people and adults.

In the process of training and accompanying the different participants, the following topics were developed:

- **El fogón:** virtual learning space that promotes the dialogue of meanings, knowledge and experiences on gender, diversity and human rights in order to encourage recognition and respect for difference as a way to build a more egalitarian country.
- **We are the same people:** central axis of the teaching-learning process, being a space for the exchange of knowledge, opinions and experiences on political culture and strengthening of community and organizational capacities. It generated processes of research, decoding of language, design of pieces and creation of pedagogical content so that participants could have a meaningful learning experience.

- **Viva la vida:** an educational program on wellbeing from a systemic-complex, contextual and critical point of view, which provides the participants with computer, emotional and affective tools to face the present moment and reflect on their psychological and physical life.
- **Territories of life:** develops themes that allow participants to broaden their knowledge regarding the use of the resources that are in their environment. It introduces concepts about common goods, their correct use, as well as the difference between common goods and public goods.
- Project formulation: fundamental axis with training and accompaniment for the formulation of projects.

16 groups of leaders and 8 groups of young people through WhatsApp and Telegram. 515 of the participants received training through chatbots or WhatsApp groups.

Organizational and community strengthening in neighborhoods by adhesion.

The organizational and community strengthening project was carried out in partnership with the Rural Diversity Foundation in the El Limonar sector of Socha. Its purpose was to strengthen the community and organizational capacities of the JACs, social and productive organizations, youth groups and young people, among others, for the sustainable improvement of the territory.

More than 170 people were involved through the Community Training and Virtual Classroom channels created by WhatsApp. The training process was carried out in a virtual environment with ChatBot technology, based on modules on digital competencies, citizenship building, safe and efficient use of energy and project formulation. As part of this process, a characterization of the sector was obtained, as well as the identification and formulation of community projects according to the context.

Calls for employment

In order to contribute to the economic reactivation and development of the areas where the Companies operate, during 2021 the different job offers were disseminated to link local unskilled labor in the areas of influence of the new

electrical substation projects under construction: Terminal Electrical Substation, San José Electrical Substation, Calle Primera Electrical Substation and Río Electrical Substation.

To disseminate the call for applications, we coordinated with the different local mayor's offices, the Public Employment Agency, the District Institute for the Protection of Children and Youth (IDIPRON), the District Secretary of Social Integration and the different JACs of the neighborhoods in the area of influence. Additionally, flyers and posters were distributed in the neighborhoods of the area of influence, with information related to the different profiles required during the construction phase of the new electrical substations.

Give your equipment a second chance

This project seeks to generate a circular model in which a second life is given to the equipment of workers and collaborating companies that are unused and in good condition.

The model consists of collecting this material, which will be delivered to our partner Corporación Mundial de la Mujer, to be transformed into backpacks, hiring the labor of people who are survivors of the armed conflict. These products are acquired by the Company to be part of the school kits that are delivered to children from different foundations that serve vulnerable populations, within the framework of the Solidarity Gift project.

During 2021, thanks to an internal campaign, we were able to collect more than 600 garments, including shirts, jeans and jackets, which were delivered to Corporación Mundial de la Mujer for the production process.

Projects that contribute SDG 11: Sustainable communities and cities



The Enel Colombia Companies continue working on the construction and consolidation of sustainable communities and cities, which facilitate the growth and development of communities while promoting the safety and care of resources. Therefore, the following initiatives were carried out in 2021:

Tertiary road improvement agreement signed between Emgesa and the municipality of El Colegio – Cundinamarca

Emgesa signed an agreement for the improvement of tertiary roads with the municipality of El Colegio – Cundinamarca, which aims to improve 16.34 km of road, 4 km of which will be intervened in asphalt and the remaining 12.43 km in roadway shaping, patching and sealing of cracks in asphalt pavement.

During the second half of 2021, the municipality of El Colegio, through the Secretary of Infrastructure, which is the executor of the agreement, made progress in the intervention of the first 1.5 km asphalt section in the Paraíso sector of the municipality.

This intervention will facilitate the mobility of the inhabitants of all the villages adjacent to the operation of Emgesa's hydroelectric power plants in the area.

Donation by Emgesa of the Brasilia property for a housing project under construction by the municipality of El Colegio

In 2021 the municipality of El Colegio (Cundinamarca) began construction of the "Mi Casa Ya" social housing project. This project is being executed on the Brasilia property in the Francia district, donated by Emgesa to the Municipality, and has an area of 63,351 m². It will benefit 920 families, with the construction of 46 five-story towers with four apartments per floor, in addition to their common and social areas.

Collective and individual resettlement

We consolidated 89 productive projects related to the production of cocoa, passion fruit, pineapple, coffee and livestock, which allowed households to earn more than two legal minimum wages. On the other hand, Emgesa executed the commitments acquired in the Environmental License and in the Act of Compensation to 46 families in the process of compensation, of the resettlement program, with the closing of the measure.

39 families have completed the two-year period of monitoring the management of the productive projects, and are preparing for the report on compliance with the compensation measure. The Company continued to accompany two families that completed closure in a period of no more than two years.

In 2021, the Company accompanied the associations of users of the Asosanjosedebelen and Asonueveracruz irrigation districts in the process of handing over the irrigation systems. The formal closing of the accompaniment to Asosantogopalacio was given, highlighting the achievements made during the last six years in terms of organization, formalization and operation, both of the irrigation district and the association, which is now self-sustainable.

Nueva Escalereta Resettlement (Altamira)

In Nueva Escalereta, 53 km from the El Quimbo Hydroelectric Power Plant, we continued to work with the receiving community of Rancho Espinal to define the permanent easement to reactivate the construction of the La Pescada irrigation district in Llano de la Virgen, which will irrigate the productive projects to be implemented with the families of the resettlement, as well as the completion of the viaduct.



Between 2015 and 2020, agreements and additional investments were made with Asollanos, in search of agreements, achieving in 2021 to agree on access to the intake, under the accompaniment of the Ombudsman's Office, different areas of the company, and representatives of Asopescada. Follow-up meetings have been held involving the Rancho Espinal community and the resettled population, providing continuous monitoring and compliance with the agreed commitments.

Nuevo Balseadero Resettlement (Garzón)

In this resettlement, the Asosantiagopalacio irrigation district was accompanied in the legal proceedings before the Rural Development Agency (ADR) and DIAN. Evaluations and follow-up of the Organizational Capacity Index (ICO) were carried out, two advisory services were provided to the Board of Directors for the application of internal regulations to users, and the closing of the accompaniment of the association's activities was carried out, having achieved self-sustainability.

Nuevo Veracruz Resettlement (Gigante)

We continued with the maintenance work that was missing in the Asonueoveracruz irrigation district, consisting of the adaptation of the washing gates, construction of the sedimentation wall in the sand trap, improvements in the ecopreca and in the pressure regulation valve, and also maintenance of the micro-sprinkler system in the seven cocoa plots.

Organizational support included a legal procedure before the ADR and the DIAN, evaluations and follow-up to the ICO, two advisory services to the board of directors for the application of the internal regulations to district users, 22 follow-up actions on infrastructure conduction and maintenance works, and five follow-ups on the district's operation, advancing in the negotiations for the delivery of the infrastructure.

San José de Belén Resettlement (El Agrado)

In Asosanjosedebelen we followed up on the irrigation district works, accompanying the execution of the neighborhood agreements with the families neighboring the main irrigation canals No. 1 and No. 2, which will be intervened with concrete lining for operational optimization.

In addition, the company Hepol accompanied the maintenance work of the system, as well as the processing of the legal status of Asosanjosé and before the Rural Development Agency (ADR), evaluation and follow-up of the ICO, and advice on internal regulations, advancing in the negotiations for the delivery of the infrastructure.

Care for the vulnerable population

Through the strengthening of social, cultural and institutional networks, processes were structured to help vulnerable populations derived from the operation of the hydroelectric power plant, providing projects to link them to social services, health and socioeconomic accompaniment in the production processes of families in the area of influence.

The above, with the aim of helping to consolidate their identity, improve their living conditions and projects. In 2021, nine households with vulnerable populations were served.

Training in energy and electrical safety

In partnership with the Universidad de Los Andes, a course on energy and electrical safety was given to employees of entities. This course was given by professionals from the electrical and electronic engineering department, in a virtual synchronous manner, with an eight-hour intensity.

The 175 participants, officials of entities related to urban planning, control and safety, were able to improve their understanding of the electric system, its operation, the regulatory and institutional frameworks that govern its operation, as well as the responsibilities shared by different actors and institutional sectors in the safety and prevention of conditions that generate or enhance the electric risk.

Construction materials bank - Guayabetal

In the municipality of Guayabetal, Cundinamarca, in the month of August there were heavy rainfalls which caused landslides in different villages and neighborhoods of the municipality, causing hundreds of inhabitants to lose their homes permanently and many others to suffer damages such as cracks in masonry and plaster, leaks in roofs and humidity in walls, which generated unfavorable conditions for living in the homes, deterioration in the existing structure and health problems, among others.

In this regard, the Enel Colombia Foundation signed a cooperation agreement with the municipality to create a bank of construction materials to be distributed to 116 families affected by this emergency situation and with which they will be able to improve their homes.

Projects that contribute to SDG 13: Climate Action



Enel Companies in Colombia have implemented a series of initiatives that contribute to the fulfillment of the objectives defined in SDG 13, which consist of carrying out actions to combat and mitigate climate change. In this regard, they have reaffirmed their commitment through the following initiatives in 2021:

VITAL: Life, Innovation, Technology and Clean Water

The Enel Colombia Foundation, in alliance with the Siemens Colombia Foundation and with the support of Empresas Públicas de Cundinamarca, contributed to the installation of two water purification filters that benefit 600 students of the El Vino Rural School in La Vega, Cundinamarca and 250 inhabitants of La Calera, Cundinamarca.

In addition, as part of this program, three healthy hydration points and a filter were installed at the Santacruz Zoo Foundation to benefit visitors by providing them with these points where they can refill their water bottles at the end of the tour and also for the zoo's own activities, such as use with animals that are in the clinical phase and require drinking water for their handling.

Finally, it is important to note that the filters eliminate 99.9% of the viruses and bacteria present in the resource, so the installation of these filters improves the quality of life of the beneficiary communities.

Transformation of solid waste

The objective of this project is to take advantage of the largest amount of solid waste generated during the construction phase of the electrical substations and transform it, together with the communities in the area of influence, into elements that can provide a benefit.

During the year 2021, the program was implemented in the area of influence of the San José electrical substation, where thanks to the participation of the educational community, street dwellers in the process of resignification of their life projects and recyclers in the area, it was possible to transform more than 3,457 kg of solid waste.

The project is currently in the diagnostic phase to be implemented in the area of influence of the Terminal Electrical Substation and Associated 115 kV Line project.



Risk and environmental management program in the communities of Emgesa- Central Cartagena's direct area of influence

The program develops activities to strengthen the culture of prevention and self-protection in the communities, as well as the environmental culture, in the neighborhoods Puerta de Hierro, Arroz Barato, Alborno and Policarpa in Cartagena de Indias. In 2021, 233 people were benefited.

Strengthening of environmental participation scenarios

193 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:

- Three trainings on electricity sector transfers per municipality (26 people)
- 39 environmental actions with communities and public and/or private institutions in the area of influence (135 people).
- 49 visits to promote good environmental practices in resettled families (13 trainings to resettled families of the four collective resettlements).
- Six ecological groups strengthened. 30 coordination efforts between ecological groups and institutions. 43 consultancies and support in the formulation of projects for ecological groups. Six environmental projects with ecological groups.
- Four actions focused on sustainable tourism with public and private institutions belonging to the area of direct influence (434 people).

Beautification of the environment

In order to harmonize the construction of the new electrical substations with the surroundings and minimize the landscape impact caused by the installation of the new infrastructure, in 2021 approaches were made with the different communities in the area of influence, to identify the themes of the artistic interventions of the exterior walls of the new substations.

These interventions are expected to capture relevant and representative aspects of the areas of operation. During the ideation workshops, virtual reality and modeling exercises were carried out with Lego pieces. Once the proposals have been defined, the intervention of the exterior walls will be done with photocatalytic paint for the adsorption of air pollutants.

Other sustainability initiatives

Volunteering

Corporate volunteering seeks through the time and knowledge of employees, to support various economic, social and environmental causes. In 2021, 614 employees of the Companies participated, benefiting 1,274 people, through the following actions:

- **Excel training:** with the participation of 46 volunteers from Codensa and Emgesa and Enel in other countries, basic and intermediate Excel training was provided to students from the Arborizadora Alta school.
- **Vocational experiences Educating with Energy:** with the participation of Enel volunteers from Italy and Mexico, an exchange program was carried out with 175 young people from the Delia Zapata school in Bogota. This action was part of the process of strengthening the vocational and professional orientation processes for young people that were carried out within the framework of the Educating with Energy program.
- **S.O.S. Mentoring:** with the participation of 15 volunteers from Emgesa and Enel in Mexico, Italy and Guatemala, as well as 17 volunteers from other entities such as Corporación Minuto de Dios and Accenture, a 35-hour mentoring process was carried out, which strengthened the capacities and competencies of 33 entrepreneurs in different geographies of Colombia. This initiative was carried out in partnership with Youth
- Business International and its local ally, Fundación Corporación Minuto de Dios.
- **Celebration of special dates:** in coordination with the psychology area of the Talleres Esperanza Foundation and a group of 18 volunteers from the Companies, we celebrated the Day of Love and Friendship, in an activity in which 65 people participated, including volunteers, apprentices in the Foundation's trades, and employees of Codensa and Emgesa. This activity allowed all participants to share and create a greater and better knowledge and understanding of intellectual disabilities.
- **Adopt an Angel:** with the purpose of sharing a gift for Christmas, the Adopt an Angel campaign was carried out. Through this initiative, in alliance with Corporación El Minuto de Dios, 752 gifts were given to children and young people in Bogotá and Madrid Cundinamarca. In addition, 212 people, children, young people and senior citizens in Cundinamarca (Ubaté, Mambita, El Colegio), Cesar (El Paso) and Huila (Garzón, El Agrado) benefited from employee contributions.

Value for Disability

With the purpose of reducing accessibility barriers in communications and strengthening the levels of attention for people with disabilities, in alliance with the Corona Foundation's Pact for Productivity, various diagnostic actions were carried out, defining guidelines and training for the generation of capacities and competencies of our own personnel and contractors in accessible communications and inclusive service.

This exercise allowed the realization of training spaces, in which more than 300 people participated, including own and contractor personnel, improving their understanding of disability, generating competencies for the incorporation of universal design criteria and strengthening competencies for an increasingly inclusive service.

At the same time, actions associated with the Companies' social and shared value projects were carried out, such as the donation of 23 computers for groups and young people in inclusion programs in schools and foundations, the improvement of infrastructure to reduce accessibility barriers in the Boca de Monte and Baldomero Sanín Cano rural educational institutions in the municipality of Gachalá, as well as the involvement in purchasing processes of enterprises carried out by the apprentices of the Talleres Esperanza Foundation, which promotes the economic and social development of people with intellectual disabilities.

Together it is possible

The program is implemented through the Enel Foundation's online educational platform, which consists of six interactive modules related to water, forests, species, oceans, climate, energy and food.

At the end of 2021, there were 853 registrations and more than 442 certificates on the completion of the course on the WWF Foundation platform. These certifications include internal personnel and collaborating companies.

Salto del Tequendama House Museum Partnership

Emgesa and the Fundación Granja Ecológica El Porvenir (GEP), owner of the Casa Museo Salto de Tequendama, executed an agreement to promote environmental awareness and preserve the historical and cultural memory in the Salto del Tequendama area.

The GEP Foundation has turned the old building into an educational setting for Colombian and foreign visitors to learn about the historical and cultural importance of Salto de Tequendama, as well as the environmental services provided by its cloud forests.

Given the contingency caused by Covid-19, which put the sustainability of the project at risk, Emgesa supported the Casa Museo in maintenance activities of the building built nearly 100 years ago.

In 2021 the results were favorable, and in the face of the pandemic contingency the operation of the Museum continued, interrupted only by the closures ordered by the Government. This year approximately 15,000 visitors were able to see and enjoy not only the details of the building, but also to learn more about biodiversity and culture.



Construction of the Providencia Cultural Center

The Solidarity for Colombia Foundation built the Providencia Cultural Center, thanks to resources received from several entities, among which the Enel Foundation and the Group's employees contributed more than \$90 million, as part of the "Helping makes us well" campaign developed in 2020 in response to the effects of hurricane Iota.

Wildlife rescue in electric power distribution networks

During 2021, the agreement with the Santacruz Zoo Foundation continued for technical assistance in the management, rescue, relocation, transfer or release of wildlife specimens in facilities owned by Codensa located in the Tequendama Region.

During this year, the progress of the project was as follows:

- Collective construction of the protocol for the rescue of wildlife that may occasionally get trapped in the service infrastructure of the Companies.
- Launching of the agreement with the participation of Codensa's collaborating companies that are in charge of network maintenance work. In this session a virtual tour of the Zoo was simulated, information was presented on the main faunal groups that could be found in Codensa's infrastructure and the Zoo staff gave a presentation on their importance.
- Four training sessions for Codensa's contractor operating personnel on wildlife management, with 200 participants.
- Virtual tour of the zoo, with 250 Codensa attendees and their families.
- 12 wildlife findings in the Company's infrastructure, six of which were attended by telephone and six of which were visited on site, identifying:
 - Constant presence of more than 100 individuals of cattle egret (*Buculcus ibis*) in trees near electrical networks in the municipality of Sylvania.
 - Finding of a boa constrictor in the substation of Villeta, Cundinamarca.
 - Repelling of a bee hive on a pole in Ciudad Bolivar, Bogota.
 - Relocation of three hives in racks in a Codensa warehouse in Tenjo, Cundinamarca.

- Finding of a boa constrictor in Codensa's offices in El Colegio, Cundinamarca.
- Finding of a sloth bear trapped in a power grid

In all cases the Santacruz Zoo gave indications on the handling and treatment of the animals, as well as the release sites, along with the articulation of internal protocols with the environmental authorities.

Bogota-Region 2030 Sustainability Plan

Within the framework of the Bogota-Region 2030 projects, we worked on the structuring of the sustainability plans, in accordance with the Company's Shared Value Creation Policy for the San José, Terminal, Barzalosa and Calle Primera projects.

To achieve this, a relationship was established with each of the project's stakeholders, identifying their needs and interests.

Sustainability in the supply chain

Sustainability has become a very relevant pillar within the supply chain and in 2021 the implementation of the Sustainability K criterion continued in the bidding processes.

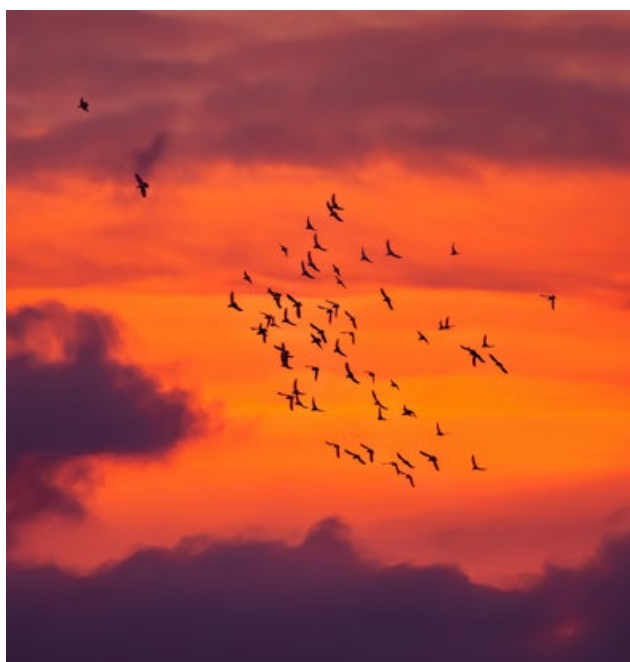
The Sustainability K allows identifying in the bidding processes the participating suppliers that have a greater development, commitment and sustainable contribution within the supplies, works or services required for the Company's operation. This criterion is applied according to the characteristics of each process: type of service, economic value and impacts, and evaluates five pillars: 1) Specific certifications; 2) Reduction of environmental impacts, 3) Implementation of social projects, 4) Health and safety and 5) Circular economy.

In 2021, the application of K Sustainability in bidding processes was strengthened. This process has deepened in generating proposals to promote the circular economy, the linkage of local labor, the purchase of goods and services in the communities of the area of influence, the development of social projects in communities in areas of influence and strengthening of corporate policy, associated with sustainability, in suppliers.

This management is related to the definition of sustainability Ks in 123 bidding processes, of which we highlight 30 bids that included a circular economy K, 110 bids with a criterion of implementation of social projects, 17 processes with environmental impact Ks, 4 processes with special health and safety Ks and 6 processes that were launched with special certifications; the above represents that out of 366 million euros awarded in 2021, a sustainability K factor was applied to 95% of these processes, corresponding to 346 million euros.

Biodiversity – Enel Biodiversa

In 2021 we created Enel Biodiversa, an umbrella and cross-cutting strategy that brings together the biodiversity actions that the Company has been developing for 14 years. The strategy integrates the actions developed for the protection of the environment and natural resources, the fight against climate change and the contribution to sustainable economic development, through the implementation of programs and actions for the conservation, protection and restoration of the country's biodiversity, as well as the creation of shared value and the generation of knowledge. For more information on Enel Biodiversa please refer to the Environmental Sustainability chapter.



Integrated Climate Change Management Plan



As part of the Enel Group's strategic plan for decarbonization, and in order to measure and document our performance over time, evaluate compliance with our own goals (global and local) and respond qualitatively and quantitatively to our stakeholders, in 2021 our Company created the Integrated Climate Change Management Plan (PIGCC), whose main objective is to identify, evaluate, prioritize, define and update goals, measures and actions for adaptation and mitigation that through its implementation allow reducing vulnerability to climate change and promoting a low-carbon development in the Enel Group companies in Colombia.

This plan was created together with the regulation management and has 4 strategic axes: mitigation, adaptation, climate alliances and governance.

Stakeholder relations management – incidents with communities

Blockades by protesters from communities neighboring Emgesa's Paraíso, Guaca and Darío Valencia Generation Plants – Municipality of El Colegio.

In June 2021, representatives of the Veeduría ambiental de la vereda Paraíso, neighboring the operation of the Paraíso Hydroelectric Power Plant, organized a sit-in in front of this plant, requesting explanations from Emgesa on the progress of the tertiary road improvement agreement signed between Emgesa and the municipality of El Colegio. Emgesa previously offered and delivered to the Veeduría Ambiental the response to their invitation to this meeting, in which they informed that together with the Mayor's Office, a formal meeting to socialize the work had been scheduled for the month of July.

However, on June 21, approximately 40 protesters mobilized at each of the Pagua Chain plants, blocking the entrance of Emgesa personnel and its contractors. On June 21, a dialogue was established with the three blockade fronts.

On June 24, a work table was established with 10 delegates of the protesters and Emgesa socialized the progress of the road agreement. In addition, on June 27, in a meeting with the protesters, the Municipal Administration ratified the information on Emgesa's economic contribution to this agreement, the schedule and the start date.

The protesters made requests other than the road agreement, and in order to prioritize social dialogue before any de facto measure, on July 1, with the presence of the Departmental Government Secretary of Cundinamarca and the Ombudsman's Office, it was agreed to lift the blockades to the power plants with the installation during the month of July of four working tables to listen and resolve the requests of the protesters on the following issues:

- A. Infrastructure - Tertiary Roads Improvement Agreement
- B. Provision of electric power service
- C. Environmental issues
- D. Social issues

At the work tables, agreements were reached regarding the commencement of works to improve the tertiary roads adjacent to the generation plants, an agreement financed by Emgesa and whose executor is the municipality of El Colegio, investments to improve the electric power distribution infrastructure by Codensa, and the execution of social projects, mainly infrastructure projects in the villages adjacent to the operation.

El Quimbo Hydropower Plant

Blockade for the development of works in the La Pescada Irrigation District, municipality of Altamira, by the Rancho Espinal receiving community

In 2021, the receiving community of Rancho Espinal, municipality of Altamira, persisted in blocking the entrance to their lands, preventing the reactivation of the construction works of the La Pescada Irrigation District, whose operation is necessary for the implementation of the Agricultural Productive Projects of 61 families resettled in Llano de la Virgen.

Under the accompaniment of the Ombudsman's Office and the Altamira Ombudsman's Office; delegates from the sustainability, infrastructure and institutional relations areas of Emgesa; and the social operator, different roundtables were held with the participation of representatives of the organizations Asollanos, the Llano de la Virgen Community Action Board and the Rancho Espinal Aqueduct.

As a result, on September 15, an agreement was reached for the formalization of the perpetual easement of shared access to the intake, located in the La Pescada stream, during and after the completion of the works, and the Company agreed to carry out some actions requested in the list of petitions by the community of Rancho Espinal, for the improvement of its irrigation district and rural aqueduct.



This is a major milestone, since the access for the completion of the 120 m. viaduct and the irrigation district in general, will allow the continuity and fulfillment of the pending socioeconomic activities to be developed with the families resettled in Llano de la Virgen.

Resistance of artisanal fishermen from Puerto Seco, municipality of Gigante, to participate in the Fishery and Fishery Management Program.

During the first nine months of the year, the artisanal fishermen of the Puerto Seco sector, in the El Espinal district of the municipality of Gigante, refused to participate in the activities carried out within the framework of the Fish and Fishery Resource Management Program, arguing disagreements and employment needs, limiting Emgesa's intervention.

However, thanks to the sensitization and mediation of the Company's professionals, it was possible to establish agreements that allowed, in October, to reactivate their cooperation for the fish marking process, as well as to resume the hiring of a fishing assistant, in charge of continuously monitoring the fishermen's catches. Among the commitments acquired with this population is the rotation of the hired person, benefiting the local labor force.

Temporary blockade of subsistence miners at the entrance to the authorized extraction point for beach material in the municipality of El Agrado

On December 9, about 50 subsistence miners, originally from the municipalities of Garzón, El Pital and El Agrado, blocked for approximately two hours the entrance to the authorized point of extraction of beach material, located in El Agrado, due to their disagreement with the applicability of Act 1955 of 2019 of the Ministry of Mines and Energy, which states that, in order to access the authorized material extraction polygons, one must be attached to the corresponding municipal mayor's office.

According to the preliminary information obtained by Emgesa, through the land inspectors, these miners wish to develop their work in different polygons, regardless of the municipality where they are registered, this being inappropriate according to the aforementioned Act. The protesters decided of their own free will to leave the area, without the mediation of the Company's professionals being necessary.

Subestación Eléctrica Terminal

At the end of November 2021, the construction of the Terminal Electrical Substation project began. This substation is located in the district of Fontibón and its objective is to meet the growing demand for residential, commercial and industrial energy in the central western area of Bogotá, especially in the districts of Fontibón and Kennedy. During the year 2021, spaces for socialization of the Environmental License and the current status of the project have been developed with local authorities, the District and the community of the area of influence. However, resistance to the construction of the project was evidenced by a sector of the community headed by a local leader, who despite the different spaces that have been developed to provide information about the project and resolve concerns, continued to misinform a sector of the community and motivated demonstrations and sit-ins, with the presence of the media.





Suppliers





Responsible purchasing and procurement management

Material topic: Sustainable supply chain; GRI 102-9, 103-2.

Companies seek world-class performance to create value for the business, suppliers, customers and staff. Thus, procurement processes for the acquisition of materials, works and services are carried out ensuring criteria of safety, savings, time, quality, performance, income, cash flow and risk reduction, fundamental aspects to offer a better experience to the different stakeholders involved.

Purchasing cycle

The purchasing process comprises four stages based on the PHVA cycle (plan, do, check and act): planning, supplier rating, purchasing process (strategy development, technical and economic evaluation, awarding) and Supplier Performance Management (SPM).

Process	Description
Planning	<ul style="list-style-type: none"> • Stage I: identification and creation in smart planning of the purchasing needs of the business units. • Stage II: joint analysis with the business units. • Stage III: definition of the needs plan, which will finally be the purchasing plan.
Rating	Verification of the suitability of each supplier from different aspects (legal, reputational, financial, technical and sustainability), in order to ensure that they meet the requirements established by the Enel Group.
Strategy development	Identification of the scope of the purchase, definition of the suppliers to be invited, as well as the strategy to be optimal and to obtain the most favorable negotiation for the parties. The strategy is defined to guarantee transparency and an adequate process.
Technical and commercial evaluation	Evaluation of bids, after the closing of the bidding process, and selection of those that comply with the most favorable technical and commercial conditions.
Award	Preparation and approval of the Award Proposal Report. Once the award proposal is approved, the Procurement Unit communicates the award to the winner and the contract is signed. The procurement process is always accompanied by legal counsel.
Supplier Performance Management (SPM)	<p>Periodic monitoring of suppliers and evaluation of their performance, for which:</p> <ul style="list-style-type: none"> • Periodic monitoring of suppliers and evaluation of their performance, for which: • The SPM index is calculated, taking into account the weighted average of the categories evaluated (safety, environment, quality, punctuality, human rights, innovation and collaboration). • Based on the results, trends are reviewed and action plans are requested to strengthen performance in the categories that require it, or companies that deserve it are nominated for awards. The monitoring of these indicators contributes to decision-making in the event of a possible suspension or termination of a contract.

The purpose of this process is to reduce the risks associated with the supply chain, especially with regard to people's health, environmental protection and respect for human rights.

Continuous improvement: Procurement Transformation project

Procurement management has focused on improving the competencies of buyers through the use of user-friendly technologies. It seeks to improve integration and communication with customers; jointly defines solutions that meet the needs of the business; and involves suppliers from the moment the supply need arises.

In order to provide a timely response to procurement needs, during 2021 we standardized a purchasing system that brings together all phases of the process in a single tool, which facilitates the implementation of value creation strategies with suppliers and the fulfillment of challenging goals.

Buyers

The management of buyers is developed through the We Buy tool, which covers the entire purchasing process and allows its digitalization and standardization, as well as improving response times and storing every detail that is part of the process.

The purchasing process is defined under operating procedure OP965, which describes each of the steps that must be carried out in both direct awards and bids. Among these types of purchases are Spot Order, Light Tender, Full Tender and Mega Tender. Buyers are responsible for complying with the established procedures and recording each step in the system to ensure traceability and transparency in the process.

We Buy in the rating process

Through the We Buy purchasing system, the supplier rating process was consolidated, which allows complete traceability of the process, as well as visualization of the supplier in all its components (legal, technical, human rights, environment and safety). This exercise allowed the purchasing areas to have more qualified suppliers for the bidding processes, obtaining an indicator of 98% in the negotiation with qualified suppliers in the main market group of the contract, over the total awarded in 2021.

In addition, improvements were made to the We Buy system (simplification of questionnaires, new rating paths, access to guides and documents) to facilitate the supplier rating process. This allowed us to increase the number of qualified suppliers by 63% with respect to 2020.

Supplier Performance Management (SPM)

The supplier evaluation system called Supplier Performance Management (SPM) was consolidated, incorporating, among other technological tools for filling out the information, the Track&Rate application, which allows real-time recording of supplier performance information and obtaining different reports at any time.

The main benefits are:

- Real-time data for decision making
- Continuous monitoring of supplier performance to
- increase the quality of the supply base
- Risk mitigation
- Integration with business lines for supplier knowledge sharing

In addition, Consequences Management Committees were held, in which decisions were made on the continuity of some companies, based on the results obtained in the execution of contracts.

Smart Planning Tool

The purchase planning process was carried out using the Smart Planning Tool, created to manage the needs of the business units. The tool makes it possible to streamline the planning of purchases, in addition to visualizing the status of contracts and estimating their behavior over a three-year period. Through its application, during 2021 a purchasing planning level of 97% was achieved, surpassing the defined goal of 90%.

Monitoring platforms

In 2021, different platforms were developed and updated for real-time monitoring of the stages of the procurement process and management indicators:

- **Tender 2.0:** allows relating the most relevant information of the purchasing processes, by showing the progress of the processes for each of the ongoing and completed tenders, as well as the contracting times and application of value levers.
- Operational Dashboard and GP Report: facilitates the visualization of online purchasing management indicators.
- TSS Dashboard: used to track the application of value levers.
- Cash Cost Monitor: monitors and measures budget management.
- Delegate Purchase Dashboard: tracks the number and amount of delegated purchases.

Value levers

The Should Cost bidding methodology was standardized and applied in 94% of the processes awarded for more than 1.5 million euros, exceeding the target of 90% established for 2021. The application of Design to Value was also standardized and applied to 17 tenders with a value of 222 million euros. This strategy helps to define the amount to be invested in a good or service, if this were to be carried out taking into account the highest possible criteria of efficiency and effectiveness.

Lead Time

In order to optimize the duration of bidding processes, challenging goals were established for the four types of processes defined according to their level of complexity (Spot Order, 25 days, Light Tender, 70 days, Full Tender, 120 days and Mega Tender, 180 days), to meet customer needs more quickly.

Supplier relations

During the year, we promoted different spaces and activities with suppliers in order to improve the service experience, strengthen relationships and generate synergies.

- The first pilot of the Supplier Service Center was carried out, with the participation of more than 10 companies to validate the solutions proposed to improve the relationship with suppliers.
- Two satisfaction surveys were applied, focused on the perception of suppliers within the registration and rating process. The results were used to strengthen the Supplier Service Center.
- Alliances were arranged with universities and associations for business strengthening programs for current and new suppliers.
- Forty-six new companies were linked through the supplier development program, using social networks.
- 20 virtual spaces for supplier relations were held as part of the Proveernos strategy, with the participation of more than 500 companies, in which topics related to the rating process were discussed.
- The sustainability K project was implemented in 80% of the contracts, which generates shared value among contractors, while promoting their development and improving their social, environmental, health and safety performance.

Contracts and hiring

GRI 204-1

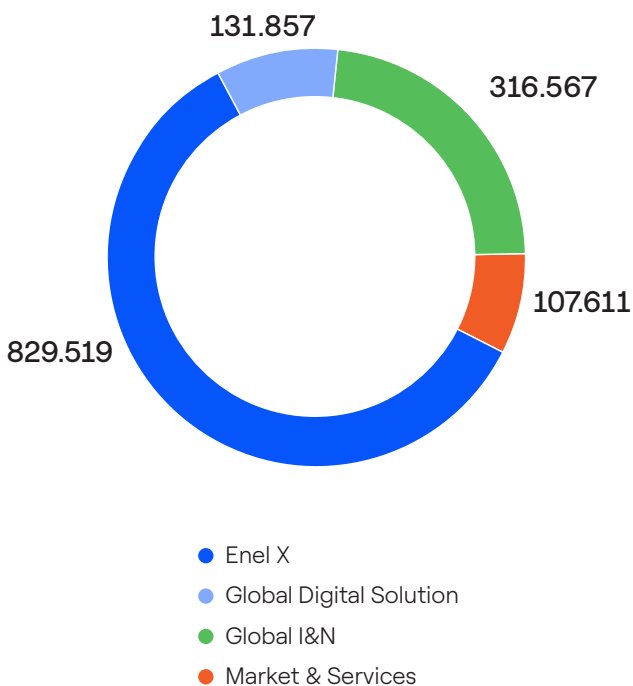
During 2021, contracts for goods and/or services were awarded in the amount of \$1,669,098 million, of which 92% were awarded to local suppliers located in the Companies' areas of influence, in line with the commitment to support local economies and promote the country's development.

At the end of 2021, there were 619 local suppliers with current contracts.

Codensa

Codensa carried out contractual processes to acquire goods and/or services from suppliers for an amount of \$1,385,553 million, 3% more than in 2020, destined to infrastructure and networks, marketing goods and services, general services and purchases related to technology and information technology.

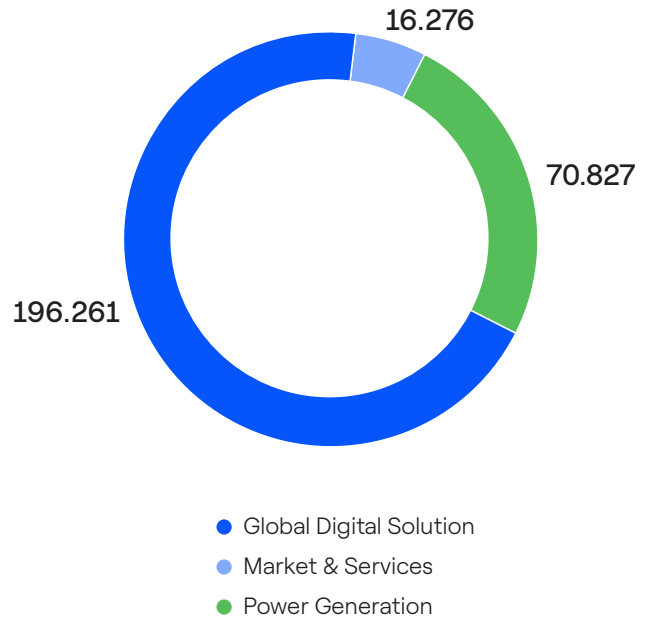
Codensa - Volume of awards by area



Emgesa

Emgesa awarded contractual processes in the amount of \$283,544 million, 30% less than in 2020, in renewable generation purchases, thermal generation, staff and technology and IT purchases.

Emgesa - Award volume by area



Supplier evaluation

GRI 308-1, 308-2, 414-2

The evaluation process within the supplier rating system begins before the Companies receive the goods and/or services to their satisfaction, for which a comprehensive study and analysis phase is carried out, taking into account the following aspects:

- Business: financial, legal and reputational analysis.
- Sustainability: analysis of human rights, environmental and safety aspects.
- Experience and technical support for the provision of the service to be rated.

Thus, suppliers are subjected to a rating process against the following criteria.

Supplier evaluation criteria



During the year, the Supplier Performance Management (SPM) supplier evaluation system was implemented, which continuously monitors aspects associated with safety, environment, quality, punctuality, human rights, legal, labor, innovation and collaboration during the contract execution phase, in order to verify performance and compliance with the commitments established with suppliers.

Additionally, there is a supplier rating system as an evaluation mechanism for companies wishing to participate in the procurement processes of goods and/or services for the Companies, in which sustainability aspects associated with safety, environment, human rights, legal, economic-financial, technical and reputational aspects are evaluated.

This process requires, in addition to the presentation of a series of specific documents, adherence to the principles expressed by the Code of Ethics, the Zero Tolerance to Corruption Policy, the Human Rights Policy and the Principles of the Global Compact.

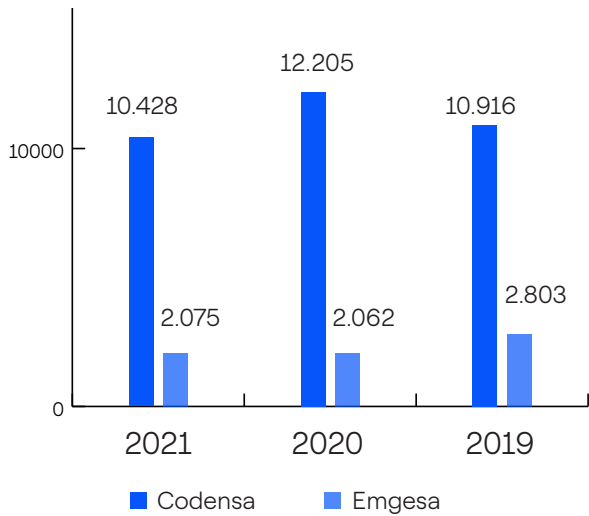
There is also a document of General Contracting Conditions, which regulates the contractual relations between the Companies and their suppliers, particularly in relation to the acquisition of materials, equipment, works and services.

During 2021, 1,056 suppliers were evaluated, i.e. all those who were awarded a contract for the provision of goods and/or services. No commercial relationship was terminated, since no significant impacts were found related to the evaluated criteria.

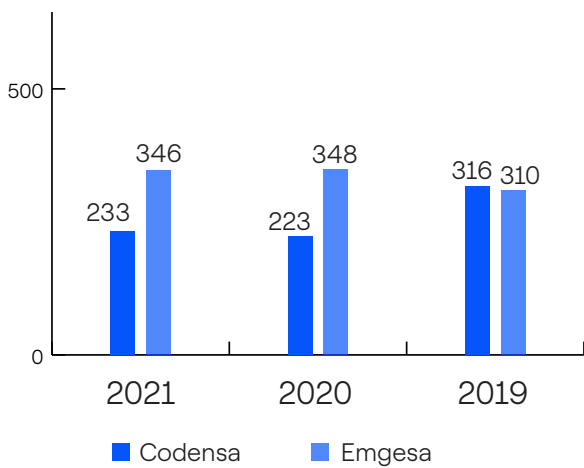


Contractor Control

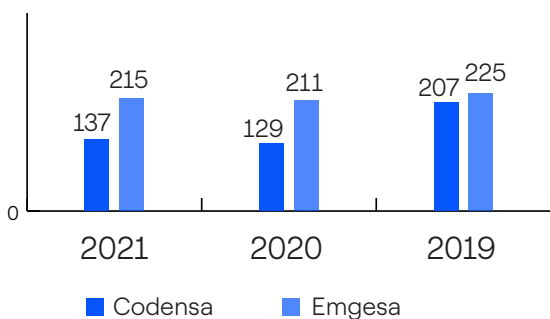
Contractors' employees



Total supply and service contracts



Total contractors for supplies and services



*** Fuente de Información: Gestor.com

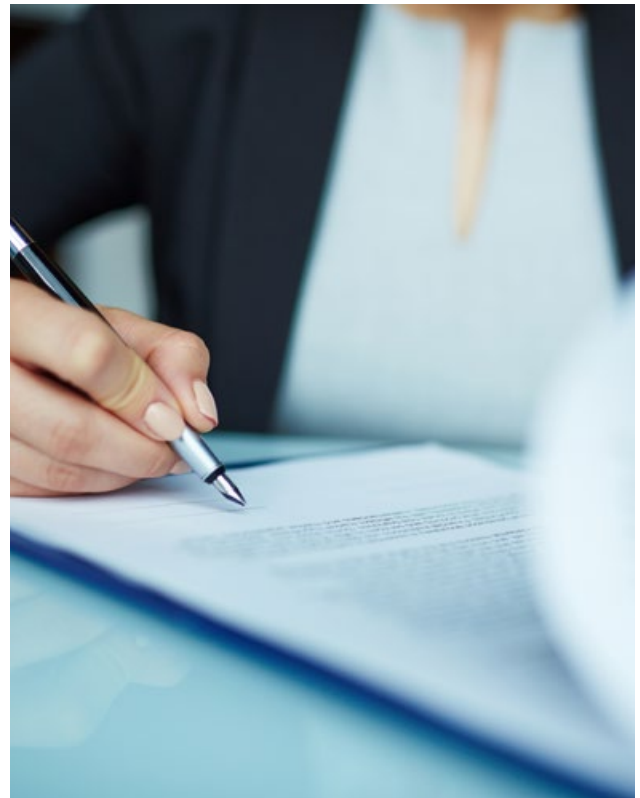
Contratación

Durante 2021 Codensa contrató de manera indirecta un promedio de 10.428 personas, a través de la celebración de 233 contratos de suministro y servicios con proveedores y contratistas para el desarrollo de actividades vinculadas principalmente con los siguientes procesos:

- Obras y mantenimiento de redes de media y baja tensión
- Construcciones y edificaciones
- Gestión ambiental y disposición de residuos
- Servicios de ingeniería y estudios de proyectos
- Informática y tecnologías de información
- Atención a clientes personalizada y escrita
- Obras y mantenimiento AP
- Inspección y control de pérdidas
- Atención al cliente en Call Center

Por su parte, Emgesa contrató de manera indirecta un promedio de 2.075 personas, a través de la celebración de 346 contratos de suministro y servicios con proveedores y contratistas para el desarrollo de actividades vinculadas principalmente con los siguientes procesos:

- Construcción, obras y mantenimiento de centrales
- Mantenimientos anexos y menores a centrales y subestaciones
- Suministro y logística de carbón en plantas térmicas
- Construcciones y edificaciones
- Gestión ambiental y disposición de residuos
- Informática y tecnologías de información



Man-hours worked

In 2020, Codensa and Emgesa contractors and subcontractors engaged in construction, operation and maintenance activities worked a total of 3,426,577 days, 12% less than the days worked in 2020.

Activity	Codensa	Emgesa	Consolidated
Construction	111.711	136.817	248.528
Operation	1.394.678	41.779	1.436.457
Maintenance	1.466.437	275.155	1.741.592
Total	2.972.826	453.751	3.426.577

Labor control

In order to mitigate the legal and labor risks arising from the contracting of goods and/or services, ensure compliance with the agreed obligations and strengthen relations with contractors, the Companies carried out the following actions:

Codensa	42 labor inspections of the main contracts to validate compliance with labor legal aspects, which allowed corrective measures to be taken by contractors with 71% of them implemented at the end of the year.	Participation in the materialization of 74 new contracts before beginning its execution, and in the final settlement of 11 service contracts, to validate compliance with legal-labor obligations.
Emgesa	52 labor inspections for contracts plus relevant, with the purpose of validating compliance legal-labor obligations, which allowed define action plans by contractors which, at the end of the year, were implemented and minimized by 94% .	Participation in the materialization of 106 new contracts before beginning their execution, and in the final settlement of 30 service contracts, to validate compliance with legal-labor obligations.



Towards a nature-based model



Material Topic: Ecosystem preservation and environmental management

Contenido GRI 103-1

Environmental management and protection

In order to mitigate the negative impacts on the planet and society, in addition to protecting natural resources, Codensa and Emgesa constantly evaluate the risks that their activities generate in the environment, as part of their commitment not only with the minimum legal compliance, but also with the adequate monitoring and management of the risks and impacts derived from the operations of generation, distribution and commercialization of energy.

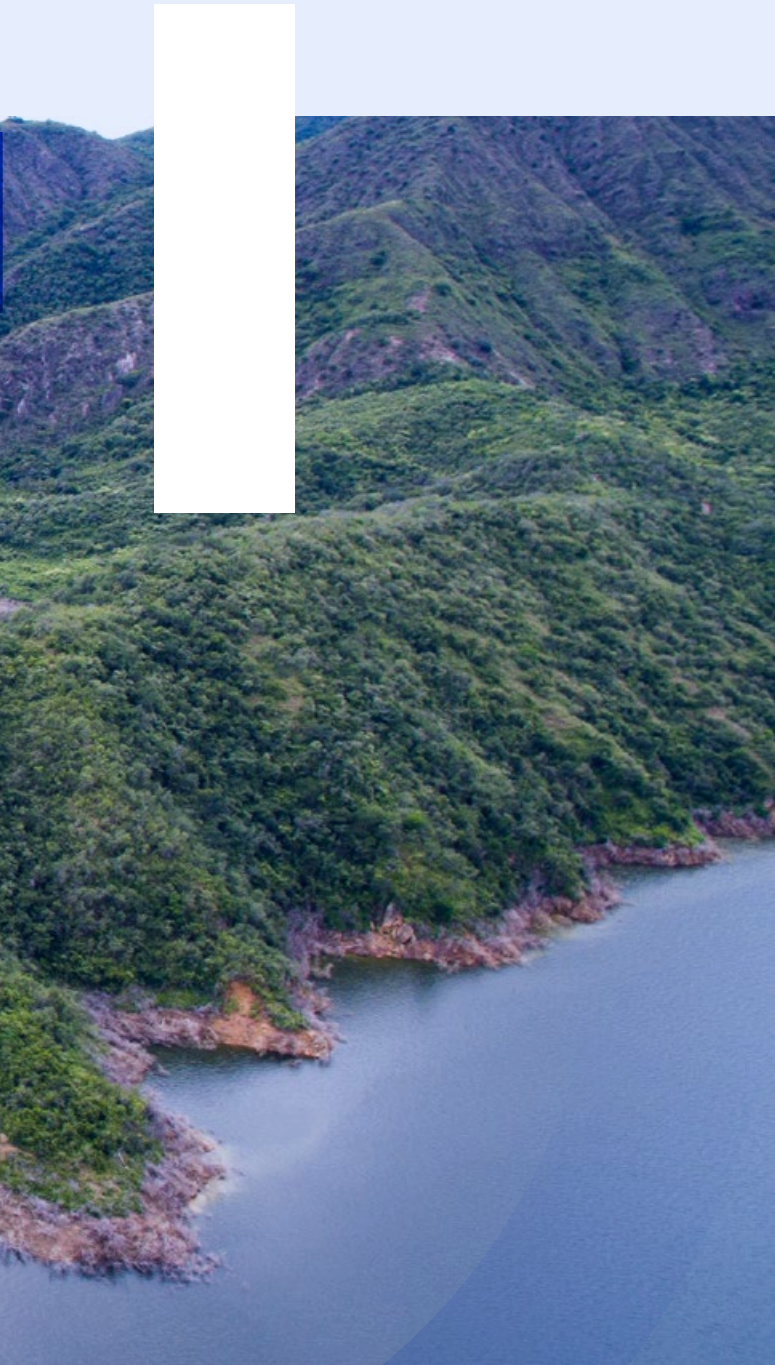
Activities with environmental impacts

Codensa

- Electromechanical maintenance networks and substations
- Clearing of areas of easements
- Construction of new projects
- Development of civil works and network remodeling existing in Bogota, Cundinamarca, eight municipalities in Boyacá, one in Tolima, one in Caldas and one in Meta

Emgesa

- Activities carried out in the twelve hydroelectric plants located in Cundinamarca and Huila and the two thermal plants located in the departments of Cundinamarca and Bolivar



Due to the nature of the activities carried out by each of the companies, the impacts generated on the environment, both positive and negative, are different. Among those that have been identified are:

	Codensa	Emgesa
Positive impacts	<ul style="list-style-type: none"> • Identification and rescue of findings archaeological in new projects • Use and recovery of waste industrial • Recovery of materials through transformer repair • Restoration of degraded areas with planting trees as a measure of compensation • Removal or uninstallation of equipment in use probably contaminated with PCBs • Decontamination of contaminated equipment with PCB • Development of efficiency projects energy and energy loss control of the network • Supply of electricity to areas that they did not have the service • Scaring, rescue or relocation of wild fauna during the execution of business activities • Decrease in paper consumption through the digitization of processes • Implementation of value projects shared with neighboring communities projects • Promotion of economy initiatives circular for the reincorporation of waste industry in production chains • Regeneration of gases with high potential for global warming like SF6 	<ul style="list-style-type: none"> • Employment generation • Increase in plant cover • flood control • Increase in income of municipalities and regional autonomous corporations, due to transfers from the electricity sector • Improvement in the natural environment (fauna and flora) through biodiversity programs • Use of by-products and reuse of waste • Inclusion of communities and training in environmental issues through agreements
Negative impacts	<ul style="list-style-type: none"> • Interventions on trees to maintain safety distances in networks • Generation of hazardous and non-hazardous waste • Consumption of natural resources • Consumption or presence of dielectric oil • Consumption of fuels and chemical substances • Use and emissions of greenhouse gases and SF6 • Noise generation • Losses of energy in the network • Interference with faunal dynamics in the area of influence • Generation of expectations • Wastewater generation (no non-domestic wastewater discharges) 	<ul style="list-style-type: none"> • Impacts on biodiversity in the area of influence of power plants • Consumption of water resources for power generation • Consumption of non-renewable energy sources • Generation of emissions and particulate matter • Generation and transportation of hazardous waste

Environmental Management System

Contenido GRI 103-2, 103-3

Among the mechanisms established to guide the management of environmental components within Codensa and Emgesa, the Environmental Management System of each of the companies stands out, which is aligned with the technical standard ISO 14001, ISO 45001 and responds to the guidelines of the Integrated Management System policy.

System review and evaluation

As part of the audits of the integrated management system during 2021, 56 internal audits and one external recertification audit were carried out for Codensa.

Internal audits

In 2021, 56 internal audits were conducted on Codensa's Integrated Management System, through which compliance with the requirements of the ISO 14001:2015 standard was verified. As a result of these activities, four findings were identified as observations/recommendations associated with the operation and maintenance macro-process:

- Three findings in the preventive maintenance process.
- One finding in the corrective maintenance process.

These findings were identified in the first half of the year, associated with waste management, records management and timeliness of reporting environmental incidents.

For the four observations, an analysis has been carried out and an action plan has been defined and implemented to avoid the risk of noncompliance with the requirements identified.

The audits were conducted by the team of internal auditors, who have been trained and have the specific competence to perform this role.

External audit

The external audit conducted in the framework of the recertification for Codensa's Integrated Management System, which verifies compliance with the requirements associated with the ISO 14001:2015 standard, was carried out by the certifying company ICONTEC, obtaining as a result the recertification of the system and declaring its conformity and effectiveness.

No non-conformities were received from the review, and the recommendations made by the audit team were reviewed by the HSEQ team. At the close of the year 2021, three observations have been analyzed and an action plan implemented and two observations are in progress.

Challenges and results

The aspects that show the companies' commitment to the environmental challenges they faced during the year are grouped into the following areas:

- Improvement of the Environmental Management System (EMS).
- Strengthening the environmental culture of employees and contractors.

- Implementation of the biodiversity protection policy.
- Monitoring compliance with environmental legal requirements
- Promoting and implementing circular economy initiatives.

In line with the environmental improvement program and the Global goals defined by the Enel Group, during 2021 the following results were achieved as a sample of the management carried out with a focus on training, inspection and environmental risk prevention activities:

1. Evaluation of contractors: 100% compliance with the environmental inspection program, carrying out 43 inspections of eight contracts classified as high environmental risk. These contracts are related to industrial waste management activities, as well as maintenance and repair of equipment with oils. On the other hand, 2,083 inspections were carried out on contracts classified as medium environmental risk.

2. Forest fire prevention: preventive and corrective maintenance of networks to reduce the risk of electrical networks coming into contact with trees and to maintain emergency response protocols. In addition, technical measures were implemented on the electrical infrastructure to mitigate the risk of contact with trees, which included undergrounding networks and changing bare conductors for insulated ones.

3. Management of Polychlorinated Biphenyls (PCBs): progress was made in the identification, sampling and analysis of PCBs in 3,953 pieces of equipment, and 61 pieces of equipment identified as contaminated were treated.

4. Handling of dielectric oils: strengthening of aspects related to risk management for possible spills of dielectric oils or fuels, through the acquisition of kits for dealing with this type of event. In addition, more than 270 workers were trained in the handling of this type of elements. By the end of 2021, there were 26 kits for the attention of massive oil spills, strategically placed in the Company's area of influence.

5. Identification of the presence of asbestos in the facilities: management for the contracting of an inspection service, inventory and marking of elements with possible asbestos content, achieving a budget allocation of more than \$900 million for the execution of the service in the coming years.

6. **She Factory:** as part of the environmental training activities framed within the She Factory program, during the year 2021, training activities were carried out related to:

- Training of environmental inspectors
- Soil and groundwater characterization and remediation
- Hazardous waste management



2021 highlights

Highlights	Description
Tax incentives	Colciencias approved the research project "Strengthening restoration processes in areas distribution of dry forest in the geographical valley of the Magdalena River, considering ecological bases and community science. In December 2021, Res. 2722 of 2021 was notified: <ul style="list-style-type: none"> • One hundred percent (100%) of the effective value may be deducted from the company's income. invested in the project qualified as scientific research. • Twenty-five percent (25%) of the value effectively invested in the project qualified as scientific research. This discount may not exceed twenty-five percent (25%) of the tax to be paid.
international congress of research and innovation environmental (CNIIA) 2021	The CAR made the presentation of the compensation plan advanced by Codensa as a success story in within the framework of the International Congress on Environmental Research and Innovation (CNIIA) 2021. Within the framework of this compensation plan, Codensa planted and maintained 42,400 trees between 2018 and 2020 at the La Primavera property, located in Pacho (Cundinamarca).
VIII Meeting of leaders environmental Infrastructure and networks	With the participation of Directors and professionals from the different operational units of Codensa, as well as of professionals from contractor companies and internal and external environmental managers, the VIII Meeting of Environmental Leaders of Infrastructure and Networks. It was attended by Francisco Vera, Climate Activist, who highlighted the responsibility of all with the environment, and recalled that with small actions big changes can be achieved. During the event, a participation of 429 attendees was achieved.
Environmental Conference 2021	Event organized by the Holding, in order to highlight the importance of environmental management for the Group Enel, as well as the challenges and initiatives led by each of the countries. On the part of Colombia, the presentation of the Environmental Enel News was made, in which some projects with an eco-sustainable approach.
corporate collective action for the comprehensive management of tropical dry forest in Colombia	Launch by ANDI of the book "Raising corporate collective action for comprehensive management of the Tropical Dry Forest in Colombia", in which Emgesa actively participated presenting the experience "Ecological Restoration Plan for the Tropical Dry Forest of the El Quimbo Hydroelectric Power Plant".
Society Nature Reserve Civil	Declaration of the Natural Reserves of the Civil Society in the Tropical Dry Forest ecosystem, Matambo 2 (413.28 hectares) and Matambo 3 (2,266.63 hectares). In total, there are 3,598 hectares included in the National System of Protected Areas (SINAP) of Colombia.
Participation in the program Environmental Management Business – ZOOM IN	Codensa was classified at Level 3 - Management Systems - as a result of its participation in the initial phase (ACERCAR) of the Corporate Environmental Management Program. The score obtained was 88.8 points out of 100, which reflects a high degree of compliance with applicable environmental legal requirements, as well as the implementation of a consolidated Environmental Management System. This result allows you to access the application in 2022 in the District Environmental Excellence Program (PREAD).
Launch of Enel Biodiversa	Launch of the ENEL BIODIVERSA program, within the framework of the National Wildlife Day. This is a program that frames the initiatives for the protection and conservation of the biodiversity of the companies. The event highlighted the Safe Networks for Fauna project, in which interventions to electrical networks to mitigate risks to wildlife.
Earth Day Celebration	As part of the celebration of International Earth Day, a virtual tour of the Zoo was carried out Santacruz, in which more than 220 employees participated. During this event, the agreement between Codensa and the Zoo was also launched for the strengthening of technical capacities in the management and rescue of wild fauna.

Risk management and environmental liabilities

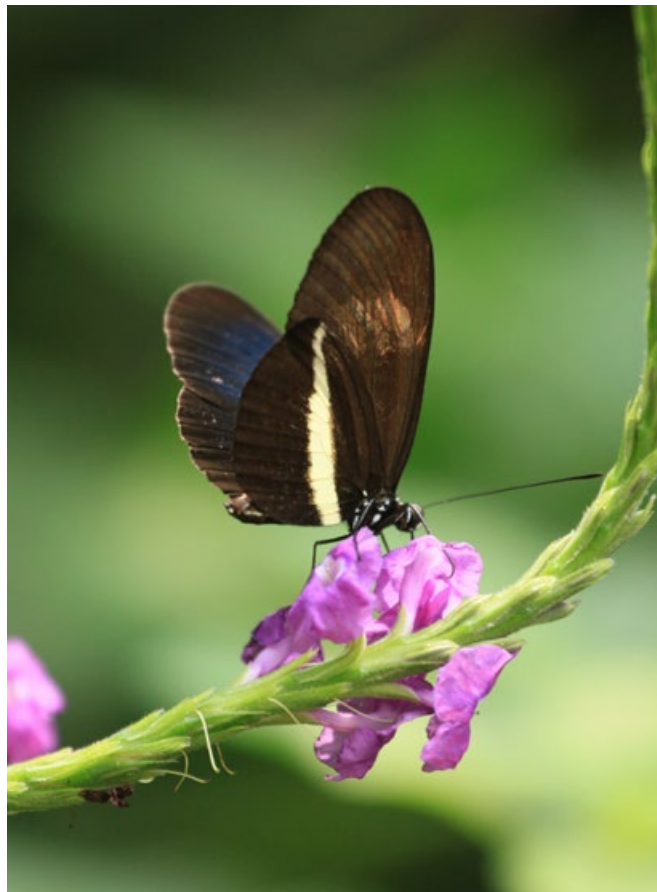
Environmental risks

Contenido GRI 102-11

Codensa identifies, evaluates and manages its environmental risks in accordance with the guidelines and directives defined by the Enel Group. Within the methodology for assessing the significance of risks, four pillars are taken into account:

- The Environmental Policy of the Enel Group and the Company
- Stakeholders
- Impact on the Organization
- Impact on the environment

The Company's activities may interact with the environment, either positively or negatively, impacting any of the pillars mentioned above. However, by knowing and controlling the aspects, it is possible to carry out an adequate identification, evaluation and management of environmental risks, which take into account the following situations:



Identified risks	Risk level
Non-compliance with internal regulations	Low
Insufficient labor force or lack of knowledge to achieve the goals	Low
There is no quality or timeliness in the delivery of reports required by interested parties, exposing the Company to fines and penalties	Low
Failure to comply with environmental laws and external regulations that apply at the international, national and local levels (for example, environmental permits, licenses, noise levels, etc.)	Low
Failure to comply with the commitments assumed by the Group voluntarily	Low
Not establishing specifications in the selection process of suppliers and contractors based on the results environmental	Low
Any type of fraud, corruption or other illegal acts	Low
Atmospheric pollution due to air emissions resulting from the Company's processes	Low
Soil or water contamination due to accidental releases or improper handling of chemicals, oils, sewage or hazardous goods and waste	Low
Generation of forest fires	Low
Use of natural resources such as water, wood, soil, sand and minerals at a rate independent of reclamation natural	Low

Based on Codensa's risk assessment, it has been identified that the aforementioned situations have appropriate controls for their management. In addition, activities are being carried out in order to strengthen the controls that allow mitigating the identified risks, such as environmental drills and training focused on the attention of possible emergency situations.

Risk analysis in electrical infrastructure

In compliance with Decree 2157 of 2017, through which general guidelines are adopted for the development of the disaster risk management plan of public and private entities, the analysis and evaluation of possible events of natural, anthropogenic, socio-natural and technological origin was performed in a section of the electrical infrastructure, which allowed knowing the threats and vulnerability of the operation and infrastructure, determining the risk levels on a larger scale for disaster risk management.

This determination will lead to the establishment of risk monitoring actions, as well as the basis for the comprehensive response actions required and applicable in the updating of the organization's Disaster Risk Management Plan (PGRD).

The objective of the risk analysis is to detail the possible events associated with the operations developed in the electrical infrastructure, and thus know their possible effects and an approximation of the periodicity with which they could occur in case they materialize.

Environmental incidents

During the year, 266 environmental events were recorded in infrastructure and network activities, mainly associated with dielectric oil spills (58%), hydraulic oil spills (12%), fires (8.3%) and impact on biodiversity (7.5%).

The events were classified as minor, taking into account their impact and the effectiveness of the established controls. No events were identified as significant.

Environmental fines

GRI 307-1

The Company performs a detailed follow-up of the requirements received from the environmental authorities for their timely attention, thus reducing the risk of incurring in non-compliance with regulations. In relation to these administrative processes, currently the established instances are being processed in accordance with Act 1333 of 2009 and other applicable regulations.

In 2021 an administrative act was received by CORPOGUAVIO, related to activities executed by one of the contractors in 2015. This act is being defended by the Company before the environmental authority.

Management of PCB-contaminated equipment

Codensa is committed to the development of the Integral PCB Management strategy, within the framework of environmental legal compliance (Established by Resolution 222 of 2011, partially modified by Resolution 1741 of 2016 of the Ministry of Environment and Sustainable Development). This is how identification activities are developed, corresponding to marking and sampling of equipment with oil content, replacement of equipment contaminated with PCB and its corresponding treatment and disposal.

By 2021, 64% progress was recorded in the process of identifying PCBs in equipment in use, disuse and waste. As a result of this exercise, 15 PCB-contaminated equipment in service have been identified and progressively removed from the network.

On the other hand, during the year 3,018 transformers and equipment with oil content were removed due to obsolescence, of which 74 pieces of equipment were found to be contaminated with concentrations of more than 50 ppm of PCB.

Regarding the integral management of contaminated equipment and waste, 20 tons of casings generated during 2020 and 2021 were decontaminated using ultrasound techniques, and 16.5 tons of dechlorinated oil were decontaminated. As a result, the disposal costs of these wastes have been reduced by up to 52% over the value that their conventional treatment (export) would have implied in the country.



On the other hand, Emgesa carried out follow-up activities at the Río Bogotá and Termozipa power plants, closing the year with 63% progress in the identification and marking of the inventory of equipment with dielectric oil. The activities carried out were:



In addition, we continued with the treatment and elimination of a PCB-contaminated transformer from the El Quimbo power plant, using the washing technique.

Through this technique, metallic materials can be recycled and used in the country by eliminating only the contaminated oil that cannot be treated internally, together with the solid waste impregnated with PCB.

Environmental project management

The Companies carried out activities to comply in all their projects with the requirements defined in the environmental licenses, both in the operations of the power plants and in the substations and high-voltage distribution networks. This demonstrates the permanent commitment to the prevention and mitigation of environmental impacts, the efficient use of natural resources, as well as the protection and conservation of biodiversity in the areas of influence.

Codensa Projects

Bogota-Region 2030 is Codensa's expansion plan for high voltage projects, through which the Company seeks to strengthen its electrical infrastructure in Bogota and Cundinamarca. This will be done through the construction of more than 40 substations and their associated transmission lines and medium voltage networks, strategically located according to local development plans and as part of the population, economic and industrial growth, as well as the massification of electric mobility in the center of the country.

In pipeline, 24 new substation projects were developed to leverage the decontamination of the Bogota River, mass electric mobility, and the growth initiatives of Bogota Region 2030.

During 2021, six projects made significant progress:

- Terminal Substation (Fontibón)
- San José Substation (Los Mártires)
- Barzalosa Substation (Girardot)
- Río Substation (Vereda Canoas/Municipio Soacha)
- Calle Primera Substation (Los Mártires)
- Early transfer of networks for the construction of the first line of the Bogota Metro.

Additionally, with the development of the new projects of Bogota-Region 2030, progress and development were promoted, not only with the construction of new infrastructure, but also by working hand in hand with the communities and local authorities, being responsible with the environment and ensuring that the new substations are in harmony with their surroundings. Thus, within the framework of the implementation of the Creating Shared Value Policy and the circular economy strategy, the following initiatives were implemented for the development of the new electrical substations:



Sustainable construction site

In order to reduce the negative environmental impacts produced by the construction activities of the new electrical substations of Bogota-Region 2030, as well as to increasingly articulate the environmental and social aspects of the area of influence of the projects, guidelines for the implementation of the sustainable construction site model were included in the technical specifications of the bidding processes for the Western Electrical Substation, Western Train, Montevideo and Nueva Esperanza projects.

Based on the above, it is expected that, once the projects are awarded, the contractor will adopt these guidelines and will increasingly consider during the construction processes of the new electrical substations, sustainable and innovative approaches that manage to be scalable and transferable for all projects of Bogota-Region 2030.

Forest plantations

We continued with the maintenance of the forestry plantations within the framework of the Nueva Esperanza project, corresponding to:

- 25.1 hectares in the El Pireo property
- 18.7 hectares in the San Gregorio property
- 5.38 hectares in RENACE Forest
- Maintenance of the living barrier of 1.49 hectares

Environmental licensing of projects

In order to ensure the prevention, compensation and mitigation of environmental impacts, as well as the protection of biodiversity, in the development and preparation of the Environmental Impact Studies for the Río and Occidente projects, the biotic component was characterized and the actions and measures to be implemented during the execution stage were established, which were defined in the Environmental Management Plan.

In addition, the environmental license was obtained for the Río Project, which will be carried out in compliance with each of the commitments established therein, as well as the activities determined in the corresponding environmental management plans.

This project seeks to meet the electricity demand associated with the operation of the Canoas Wastewater Treatment Plant, which will benefit more than 144 municipalities in the department, from Soacha to Girardot, including the Capital District.

Emgesa Projects

- **Closing of obligations:** Emgesa achieved the closure of more than 474 obligations in compliance with the Environmental Management Plans in the El Quimbo, Cadena Pagua, Cadena Antigua, Cartagena, Betania and Guavio power plants approved by the National Environmental Licensing Authority (ANLA). In addition, the documents were prepared and the steps were taken with the regional environmental authorities to renew and obtain permits that will guarantee the operation within the framework of sustainable development.
- **Bird identification guide:** in association with Casalaco and together with the community, a bird identification guide was prepared to strengthen the development of bird watching.
- **Implementation of the Thermo Prevention Plan Oil Risk:** the Thermal Operations and Maintenance and HSEQ areas implemented this program to identify equipment containing used oil that is at risk of spillage at the plants, in order to establish action plans to prevent and mitigate the occurrence of environmental incidents. A total of 193 pieces of equipment with oil were found thanks to periodic inspections of the equipment at each plant, personnel training, preventive and corrective maintenance of the equipment and action plans, as well as mitigation within the protected perimeter.



Participation in public policies

During 2021, we participated in the different environmental and related public consultations published by national, regional and local entities. This participation allows the construction of a regulation balanced with the reality of the sector so that it can be applicable in practice.

On the other hand, through constant monitoring of the different sources of information, we have reported through regulatory developments, the rules issued that generate some impact on Codensa's business, among which the following stand out:

- **CONPES 4021 of 2021.** National Policy for the Control of Deforestation and Sustainable Management of Forests: public policy for the short, medium and long term, to address deforestation and protect, in a structural manner, convening all areas of government in the protection of biodiversity.
- Agreement 800 of 2021: creates the permanent table for air quality in the city of Bogotá, D.C., which contributes to the governance of air quality, by promoting synergy, cooperation and complementarity among the actors involved, taking into account their relationships, potential and differentiated roles.
- Resolution 370 of 2021: grants a term of 12 months to users or holders of environmental licenses, single forest harvesting permits and subtraction authorizations of national or regional forest reserve areas that are under a regime different from that regulated by Resolution No. 256 of February 22, 2018, so that within the term granted they adhere to the current manual of compensations of the biotic component.
- Decree 419 of 2021: complies with the commitments acquired by Colombia related to Annex A - Part I of the Minamata Convention on Mercury. Prohibits the manufacture, import and export of mercury-added products classified in the tariff subheadings corresponding to the list established in Annex A, Part I of the Minamata Convention.
- Decree 690 of 2021: makes modifications related to the sustainable management of wild flora and non- timber forest products.
- Resolution 699 of 2021: establishes the parameters and maximum permissible limit values for point discharges of treated domestic wastewater into the soil.
- Decree 332 of 2021: adopts the strategic plan for the integrated management of air quality in Bogota 2030 "Plan Aire" which is contained in the technical document Plan Aire and its respective annexes.
- Decree 1058 of 2021: updates the Single National Forms, now Single National Forms.
- Resolution 1337 of 2021: adopts the terms of reference for the Preventive Archaeology Programs.
- Resolution 1257 of 2021: modifies Resolution 0472 of 2017 on the comprehensive management of Construction and Demolition Waste (CDW).
- Resolution 3158 of 2021: updates and includes new factors for the calculation of compensation for forest harvesting of isolated trees in the urban perimeter of the city of Bogota D.C.
- Resolution 1256 of 2021: regulates the use of wastewater in accordance with the National Circular Economy Strategy formulated by the National Government in 2019.
- Decree 1630 of 2021: adopts mechanisms and other provisions for the comprehensive management of chemicals for industrial use, including their risk management, that are identified and classified with any hazard class and category of the Globally Harmonized System of Classification and Labeling of Chemicals (GHS), within the framework of their production, import, use, commercialization, distribution or transportation activities.
- Act 2173 of 2021: promotes ecological restoration through the planting of trees and the creation of forests in the national territory, stimulating environmental awareness among citizens, environmental civil responsibility of companies and environmental commitment of territorial entities; life areas are created and other provisions are established.
- Decree 1868 of 2021: adopts the National Contingency Plan in the event of loss of containment of hydrocarbons and other hazardous substances.
- Act 2169 of 2021: promotes the low carbon development of the country through the establishment of minimum goals and measures in terms of carbon neutrality and climate resilience.
- Act 2111 of 2021: replaces Title XI of crimes against natural resources and the environment of Act 599 of 2000, modifies Act 906 of 2004 and establishes other provisions.

Strengthening environmental culture with communities

Among the activities highlighted by Emgesa to strengthen the environmental culture with collaborators, communities and educational institutions in the area of influence of the generation plants are:

- Diagnosis of the surrounding ecosystems by monitoring fauna and flora in the area of influence of the Termostripa power plant to identify endemic species and other characteristics of the area, and thus establish an improvement plan for the ecosystems evaluated.
- Planting and cleaning of the beach and mangrove coastline of Central Cartagena and Sociedad Portuaria Central Cartagena, as part of the agreement with the TRASO foundation, involving people from the neighborhoods in the area of influence.
- Program of arboreal flora of ecological trails around the Betania reservoir, as a fundamental strategy for the recognition of ecosystems, BST tree species and biodiversity, promoting their conservation through management and care strategies, in addition to strengthening environmental education, raising awareness of their importance.
- Home gardens program to promote food security, with the objective of generating urban production systems initiatives in the communities, biodiversity conservation and its contribution to the reduction of climate change with an agro-food approach.
- Orchid Clinic Program at Central Guavio, with the aim of offering a space to highlight the richness of the area in this group of plants and allow an important contribution to conservation, thanks to the recovery of orchids that are found fallen or sick on roads or other areas, to be treated and recovered.
- Composting project in the camp casino of the Mámbara Hydroelectric Power Plant, which generates approximately 150 kg of organic waste per week, which through the operator of the environmental education program are treated and converted into organic fertilizer and humus for free delivery to the community.
- Biodiversity studies to develop research and community relations actions for the conservation of natural resources through three basic strategies for biodiversity conservation:
 - Characterization of local fauna and flora
 - Identification of areas of potential ecological connectivity
 - Community relations and development of actions aimed at their conservation.

- Illustrated guide of birds of the municipality of Soacha in the Bogotá River Basins, enables the teaching and learning of the avifauna present in the territory, generating processes of conservation and valuation of birds. In addition, the guide represents a pedagogical tool for teachers of the Eugenio Díaz Castro Educational Institution and educational groups of interest as it is the first ornithological material of the area.
- Food security and sovereignty program in the municipalities in the area of influence of the Central Río Bogotá, specifically in Sibaté, where the need to produce their own food at home is beginning to be implemented, since the municipality is purely agricultural and has large rural extensions, as well as productive soils.
- Program to promote sustainable tourism Central El Quimbo, which promotes sustainable tourism in order to mitigate its impact on the environment and the nearby communities where this activity is carried out, and to generate new economic income.
- Environmental actions with the community in the area of influence of Central El Quimbo, including a webinar on climate change to provide tools that allow attendees to reflect on climate change and from this, generate concrete actions in each of the attendees.



Efficient use of water resources

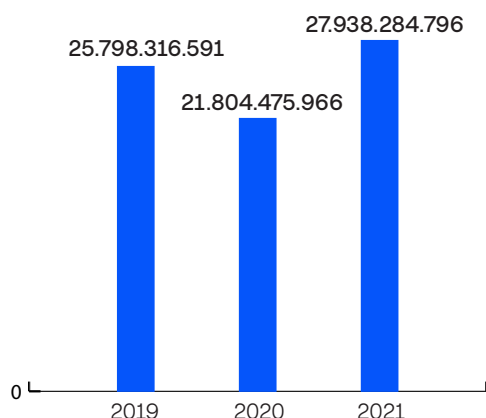
Water harvesting for power generation

GRI 303-3

Water is a fundamental resource for the operation of hydroelectric power plants, which provide 89% of the energy generated by Emgesa.

In 2021, 27,938,284,796 m³ of water was captured from surface and subway sources and municipal aqueducts for power generation, 28% more than in 2020 due to greater production from hydroelectric sources.

Total water captured – Emgesa(m³)



Water source	2019	2020	2021
Surface water (m ³)	25,797,960,967	21,804,431,565	27,938,208,376
Groundwater (m ³)	281,771	1,016	7,110
Water collected from municipal networks (m ³)	73,853	43,384	69,309
TOTAL	25,798,316,591	21,804,475,966	27,938,284,796

The main water sources for surface water catchment are:

Source	Average annual inflow to the reservoir (m ³ /s)
Río Bogotá	46,97 m ³ /s
Ríos Gachetá, Farallones, Chivor y Batatas	84,48 m ³ /s
Río Magdalena – Central Betania	450,28 m ³ /s
Río Magdalena – Central El Quimbo	278,23 m ³ /s

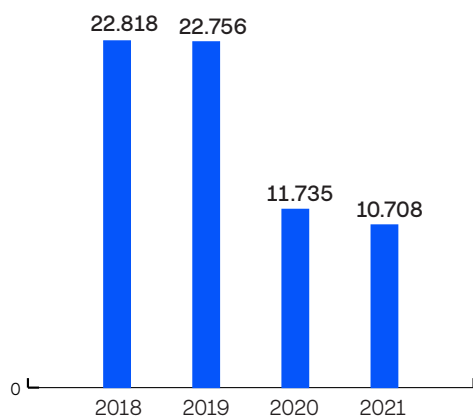
In addition, during the year Emgesa carried out actions to reduce water consumption in hydroelectric power plants, such as:

- Periodic monitoring of water withdrawn
- Training on water saving and efficient use of water for personnel at the generation plants.
- Implementation of rainwater collection and use at the Guaca power plant.
- Reuse of paraflow discharge at the Paraíso and Guaca plants on the Bogotá River.
- Operation and monitoring of the process of reusing water from filter washing in the reverse osmosis plant at the Termozipa power plant.

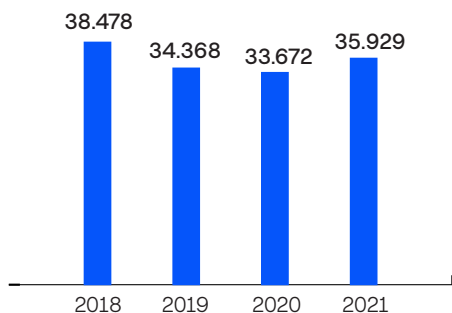
Domestic water consumption

Contenido GRI 303-5

Domestic water consumption for Codensa (m³)



Domestic water consumption for Emgesa (m³)



Codensa's domestic water consumption showed a 9% decrease compared to 2020, as a result of the measures adopted due to the pandemic, where most of the workers carried out their activities from home, which had an impact on the consumption of this resource in the substations,

service centers, operational and administrative headquarters.

At Emgesa, domestic water consumption levels were maintained, with a 1% increase compared to 2020.

Savings and efficient use

As a consequence of the pandemic, a work-at-home model was adopted to prevent the spread of the disease. In the plan for the return of personnel to their work activities foreseen for 2022, the Company decided to locate all management and administrative personnel in the Calle 93 and Q93 building, remodeling the headquarters with high standards of sustainability and comfort.

Therefore, the remodeling project of the corporate offices with LEED GOLD and WELL GOLD criteria will be executed during 2022. In addition, a hybrid work model will be implemented, alternating the staff between working at home and working in the office.

These initiatives are expected to achieve savings in water consumption of more than 20%, taking into account consumption prior to 2020.

Discharges

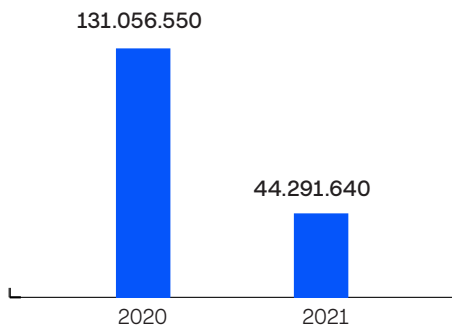
GRI 303-4

Water discharges by Emgesa at the Termozipa and Cartagena plants are treated in accordance with the requirements of the competent environmental authorities, through mechanisms such as grease traps, settling tanks, aeration and disinfection systems, cooling towers, and aeration and sedimentation channels⁽¹⁾.

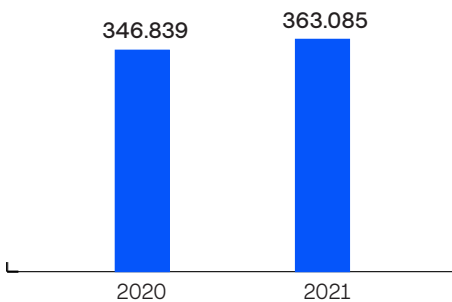
A total of 44,291,640 m³ of water was discharged during the year, of which 81% is discharged in a planned manner into the Bogotá River and 16% into the ser⁽²⁾.

(1) In process of processing the discharge permit to maritime waters according to Resolution 883 of 2018.
 (2) The discharge data is not comparable with previous years due to a change in the calculation methodology for 2020.

Water discharged (m³)



Water reused (m³)



Likewise, in order to ensure proper management of resources, in 2021, 363,085 m³ of industrial wastewater was reused, used in the operation of the Termozipa power plant to control the irrigation processes in the ash yard.

At the Cartagena plant, the second stage of the industrial wastewater treatment system (neutralization and buffer tank) was completed; the third stage is planned for the first half of 2022. In addition, domestic wastewater discharged into the bay of Cartagena was eliminated through artificial wetlands.

We obtained the renewal of the wastewater discharge permit for the Termozipa power plant, granted by the Cundinamarca Regional Autonomous Corporation. Additional measures were also implemented at this plant to control emissions of particulate matter in the coal and ash yards.

In addition, the works for the optimization of the cooling system comprising the cooling towers and the aeration channel of the Termozipa power plant were completed; through these adjustments there is a significant improvement in the control of discharges.

We also obtained the renewal of the wastewater discharge permit for the Betania plant granted by the Alto Magdalena Regional Autonomous Corporation.

In the Charquito and Salto-Tequendama Intakes of the Bogotá River plants, two MBR (Membrane Biological Reactor) wastewater treatment systems were implemented, which allow for efficient treatment to reuse wastewater in sanitation and irrigation systems, eliminating the organic load and discharge into the Bogotá River.

With these systems we have been able to recover 273,387 liters of treated water and avoid dumping it into the Bogotá River, reusing it in sanitary systems and avoiding the use of potable water.

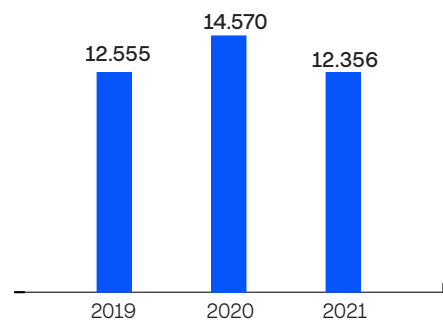
Efficiency in energy consumption

Contenido GRI 302-1, 302-3, 302-4

Codensa

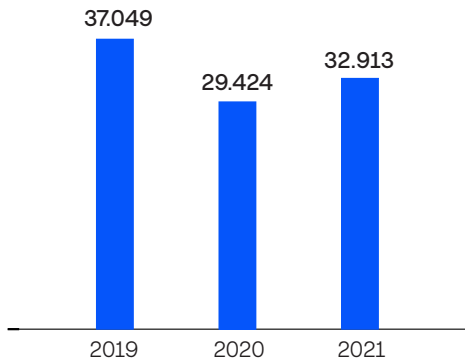
In 2021, energy consumption from non-renewable sources was 12,356 GJ, 15% less than in 2020, related to lower gasoline consumption for the operation of own and contracted vehicles, due to the incorporation of electric vehicles.

Energy consumption from non-renewable sources (GJ)

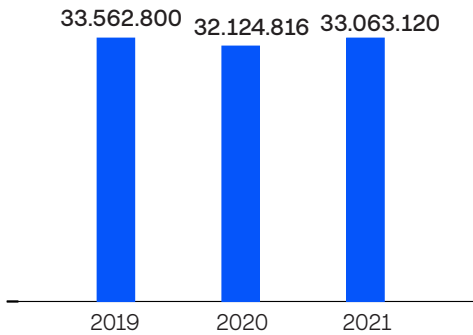


On the other hand, domestic energy consumption for the execution of administrative and industrial activities of the auxiliary services of Codensa's substations was 32,913 GJ, while a total of 33,063,120 GJ of electricity sold was recorded.

Electricity consumption (GJ)



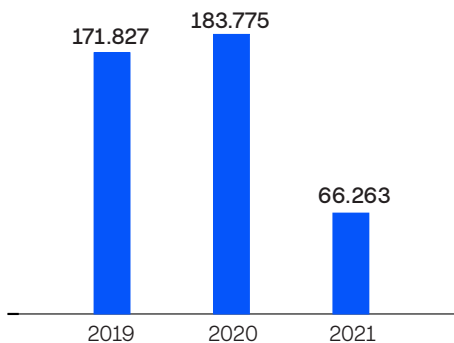
Energy sold (GJ)



Emgesa

In the case of Emgesa, there was a reduction in the consumption of auxiliary energy from non-renewable sources (ACPM, coal, gas and liquid fuel), since the thermal generation plants decreased their operation by 65% compared to 2020, with a total consumption of 66,263 GJ. In addition, 119,627 GJ of energy from renewable sources (hydroelectric) were recorded, and 343,384 GJ in external auxiliary consumption of which the type of source cannot be identified.

Energy consumption from non-renewable sources (GJ)



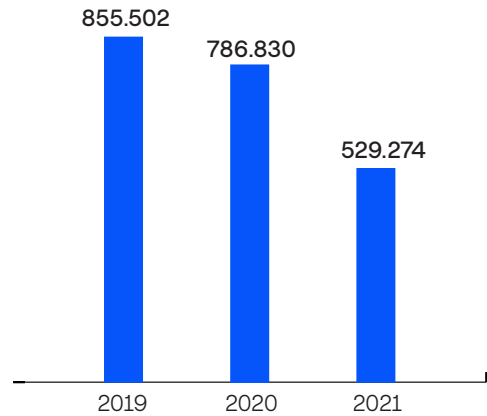
119.627 GJ
Renewable sources



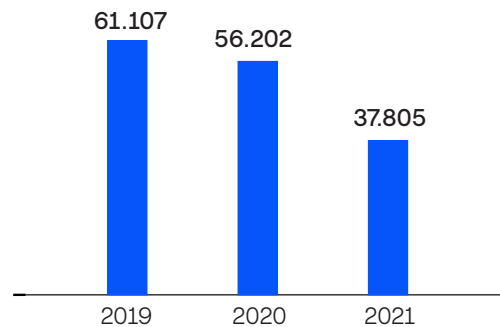
343.384 GJ
External auxiliary consumption

Thus, domestic electricity consumption was 529,274 GJ, 33% less than in 2020. In terms of energy efficiency, 37,805 GJ were consumed per generation plant.

Domestic energy consumption (GJ)

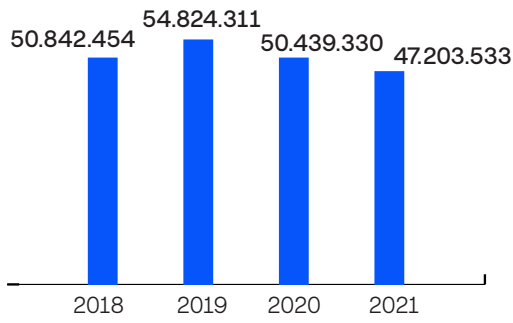


Efficiency (domestic energy consumption by generation plant)

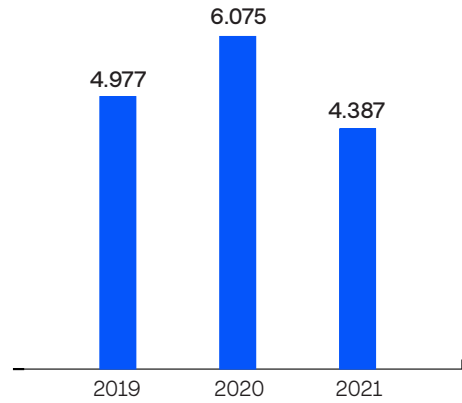


The total energy sold by Emgesa during the year was 47,203,533 GJ.

Energy sold (GJ)



Non-hazardous waste (tons)



Waste and materials management

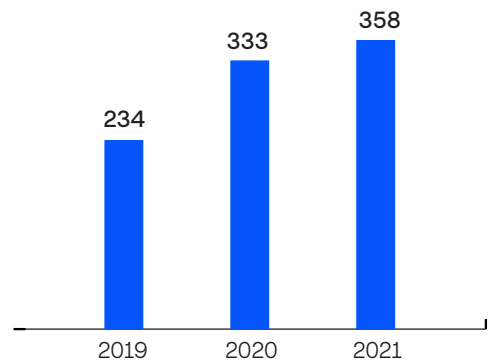
In order to guarantee an adequate management of the environmental aspects of the Companies, we monitor the materials and waste generated, both with internal and external collaborators, through controls that guarantee a pertinent treatment of the waste generated according to its nature.

Codensa

Contenidos GRI 306-3, 306-4, 306-5

In the case of Codensa, there was a decrease in the amount of waste generated of 28% for non-hazardous waste and an increase of 8% for hazardous waste. Nevertheless, the company managed to close the year with a 92% recovery rate for hazardous waste and 91% for non-hazardous waste.

Hazardous waste (tons)



	Treatment method	Type of waste	Volume (tons)	
Dangerous	Recycling	<ul style="list-style-type: none"> Decontaminated transformer casings Dielectric oils contaminated with PCBs subject to dechlorinate PCB-free oil Acid/lead batteries Mercury waste RAES (cards, photocontrols, etc.) 	299,2	
		Incineration / physical chemical	<ul style="list-style-type: none"> Oily residues 	29
		Cell arrangement of security	<ul style="list-style-type: none"> Oily residues not susceptible to reuse Solvent residues 	24,5
		Storage	<ul style="list-style-type: none"> Equipment with PCB Oil packaging cans 	5,7
Subtotal Hazardous			358,0	
Not dangerous	Recycling	<ul style="list-style-type: none"> Aluminum Copper Iron, steel and bronze Concrete Polymers Glass Cores Dry capacitors Wood Tires 	3.995	
		Cell arrangement of security	<ul style="list-style-type: none"> Asbestos and fiberglass shingles 	22,1
		Slagheap	<ul style="list-style-type: none"> Porcelain (slab) 	369,8
Subtotal Non-hazardous			4.386,9	

* Amounts of waste managed directly by Codensa S.A. ESP, data in tons at the end of 2021.

At the institutional level, the Company maintained its institutional waste separation campaign by delivering recyclable waste to the Sanar Foundation. It also continued with its commitment to the Green Points Program of the Lito Foundation, managing to collect more than 450 kg of electrical and electronic waste (WEEE) from workers' homes during the year, with the aim of recovering this type of waste and supporting social and environmental actions in the coming years.

Emgesa

Contenido GRI 301-1, 301-2, 306-3, 306-4, 306-5

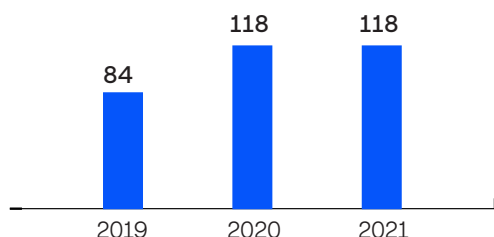
Total resources used in the production process (thousands of tons)

Type of resources	Resources	2020	2021
Chemical materials	Hydrazine - virgin	4,51	3,17
	Caustic soda	47,89	10,72
	Sulfuric acid/chloride	25,55	7,07
	sodium hypochlorite	11,99	8,40
	Others	0,00	3,88
Fuels from non-renewable sources	Coal	344.371,06	116.175,84
	Gasoline	5.642,88	5.401,36
	Natural gas (m3 x 10 ⁶)	12,85	0,58
	Diesel	1.959,36	1.563,83
Others	Lubricant oil	21,57	30,12
	Dielectric oil	0,00	0,00
	printing paper	21,84	69,30
Reclaimed/ Reused	Lubricant oil	2,22	7,96
% profited	Dielectric oil	10%	26%

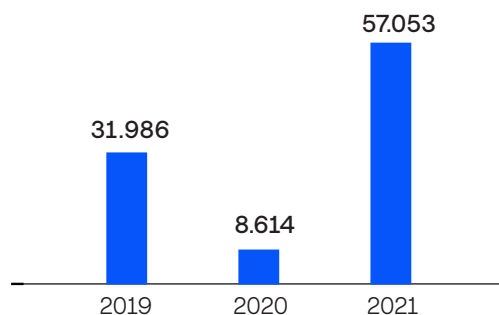
Of the materials used, 26% of lubricating oil (7.97 tons) and 23% of printing paper (16.3 tons) were recycled. (7.97 tons) and 23% of printing paper (16.3 tons) were recycled.

On the other hand, Emgesa generated a total of 57,171 tons of waste. Of this, 55,799 tons correspond to ash from the Termozipa power plant, accounting for 98% of the total waste generated. This ash is subjected to a valorization and reuse process in the circular economy scheme. There was an increase in the disposal of ash in 2021, given that in 2020 it was not possible to dispose of this waste due to the pandemic.

Hazardous waste (tons)



Non-hazardous waste (tons)



81% of the total waste generated in Emgesa was used

94% of hazardous waste were used

69% of non-hazardous waste were used

	Treatment method	Type of waste	Volume (tons)
Dangerous	Exploitation	<ul style="list-style-type: none"> Burnt dielectric oil Used oils and fats Water contaminated with hydrocarbons lead acid batteries unusable scrap chemical containers Waste contaminated with hydrocarbons 	47,4
	Co-processing use	<ul style="list-style-type: none"> Used oils and fats Water contaminated with hydrocarbons Waste contaminated with hydrocarbons Paint waste Waste impregnated with oils 	61,8
	Provision	<ul style="list-style-type: none"> Water contaminated with hydrocarbons Waste with acids and bases Asbestos waste, fibers, tiles Paint waste 	2,3
	Post-consumer	<ul style="list-style-type: none"> Batteries and cells Tubes, fluorescent lamps 	1,5
	Thermal	<ul style="list-style-type: none"> Water contaminated with hydrocarbons Waste contaminated with hydrocarbons paint waste 	4,4
	PCB (Wash)	<ul style="list-style-type: none"> PCB contaminated waste 	0,8
Subtotal Peligrosos			118
Not dangerous	Recycling Recovery Exploitation	<ul style="list-style-type: none"> Vidrio Plástico Papel Cartón Chatarra y metálicos Residuos electrónicos Retales de cables de cobre 	662
	Composting	<ul style="list-style-type: none"> Orgánicos (aprovechados) 	201
	Landfill	<ul style="list-style-type: none"> Inorgánicos y orgánicos 	69
	Others	<ul style="list-style-type: none"> Residuos extraídos de río o mar Cenizas Madera Escombros Lodos PTAR 	322
	By-product	<ul style="list-style-type: none"> Ceniza 	55,799
Subtotal Non-hazardous			57.053

Among the activities highlighted for waste management are the following:

- Implementation of the Green Dot Program for WEEE management at the thermal power plants, as well as in contractor companies.
- Implementation phase in the renewable energy plants and production in the thermal power plants of the Waste Management software, which allows us to keep an inventory of the quantities of waste stored in order to establish mechanisms for the identification of their characteristics along with their classification, labeling and subsequent disposal in the thermal and renewable energy plants.
- Sale of ash as a by-product of internal processes to cement companies and civil works projects, as part of the commitment to the circular economy at the Termozipa power plant.
- Implementation of the Zero Waste program, which aims to treat, use and recover the waste generated in the generation plants, with a result of 81% recovery/use of the total generated in Emgesa.
- Treatment of 8,459 kg of waste for the production of solid compost (507 kg) in the compost bin built to store waste at the Guavio power plant.
- The Waste Procedure for Colombia 2021 was updated, integrating the thermal and renewable areas and taking into account the entry into force of the new integral waste management standard for Colombia. In the thermal and renewable energy plants, management was carried out to comply with the standard according to the color code and type of waste, in order to carry out an efficient and effective process of segregation at the source.

Waste transportation

For the proper treatment of waste generated in the renewable and thermal power plants, Emgesa has a specialized supplier that is responsible for complying with environmental requirements in terms of storage, disposal/treatment and transportation of waste. In 2021, 118 tons of waste were transported nationwide, increasing waste generation by 0% compared to 2020, which demonstrates the excellent results in the Zero Waste program.

Emissions management

Codensa carbon footprint

GRI 305-1, 305-2, 305-3, 305-4

Codensa performs the quantification of its corporate Carbon Footprint for the year 2021, taking as a reference the standards of the GHG Protocol, World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD).

To advance this calculation, the following emissions have been considered according to the type of scope and in accordance with the operational limits defined in the implemented methodology:

REACH 1

- Fuel consumption own vehicles
- SF6 recharges in equipment of power
- Fire extinguisher refills
- Fuel consumption in auxiliary power plants

REACH 2

- Energy consumption in offices and substations
- Energy losses due to distribution

REACH 3

- Fuel consumption for hired vehicles for personnel transport
- Air travel
- Organic waste
- Paper consumption

Based on the sources identified, Scope 2 represents 97% of the Company's total CO2 emissions, due to the losses generated in the network during the transmission and distribution of energy.

In 2021, a total of 248,873 tons of CO2 emissions were recorded.

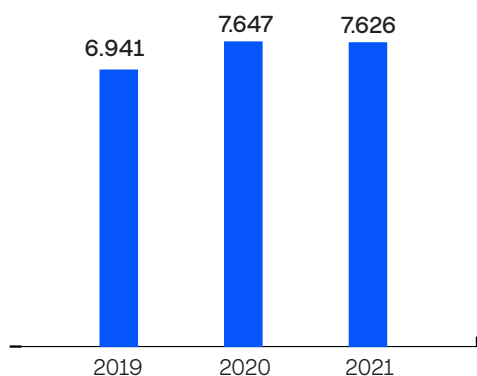
Reach	Quantity [ton CO ₂ -eq/year]
Reach 1	4.799
Reach 2	243.167
Reach 3	908
Total	248.873

Taking into account the above and considering the amount of energy distributed by Codensa during 2021 (14,598 GWh), a footprint intensity⁽³⁾ of: 0.017 kgCO₂eq/kWh was obtained.

Specific emissions

Below is the list of specific emissions related to transportation activities, energy consumption and fugitive emissions of Codensa, which for 2021 represented a total generation of 7,626 tons of CO₂, 21 tons less than in 2020, due to the decrease in travel and the incorporation of some electric vehicles for personnel transportation.

Codensa specific emissions (tons of CO₂)



(3) Ratio of CO₂ emissions generated per kWh distributed by the Company

	2019	2020	2021
Taxi tours and other services	528	108	106
plane tours	681	263	121
Transportation of materials, products and services	820	1,049	891
Fugitive emissions***	3.203	4.568	4.652
Electrical consumption	1.708	1.659*	1.856**
Total	6.941	7.647	7.626

* For the electricity consumption component, the 2020 value is recalculated taking into account the updated emission factor for GHG inventories reported by the Mining and Energy Planning Unit - UPME (0.203 tCO₂/MWh adopted by Re-solution 382 of 2021).

**For the year 2021, the same emission factor of 2020 is used.

*** The emission factor is updated to 23,500 kg/TonCO₂ (AR5 - Greenhouse Gas Protocol).

Mitigation and compensation

SF6 regeneration project

The development of a pilot project related to the recovery and regeneration of SF₆ gas was initiated as an alternative for its management, thus minimizing purchases of this gas, which is required for the operation of high voltage equipment, and avoiding its release into the atmosphere.

As a result of the pilot project, 127 cylinders were analyzed, of which 80 were found to be suitable for reincorporation in equipment, thus promoting circular economy principles.

This project had an investment of \$199,042,018 in 2021. Activities are expected to continue during 2022, including the SF₆ gas regeneration service in the new waste operation contract.

Loss control

An investment of more than \$18,000 million was made under the Losses Reduction Program project, which seeks to reduce the Company's loss rate through focused actions to detect losses.

Smart metering and remote control

Actions were taken to install smart meters and remote-controlled equipment, which can save on fuel consumption due to the displacement of crews to read and perform electrical maneuvers.

Climate change commitments

Codensa has adhered to the following commitments in order to address climate change:

- Carbon Neutral Electricity Sector Alliance - Ministry of Mines and Energy.
- Carbon Neutral Colombia Program - Ministry of Environment and Sustainable Development.
- Pacto por el aire - Secretaría Distrital de Ambiente (District Environment Secretary).

Emgesa emissions

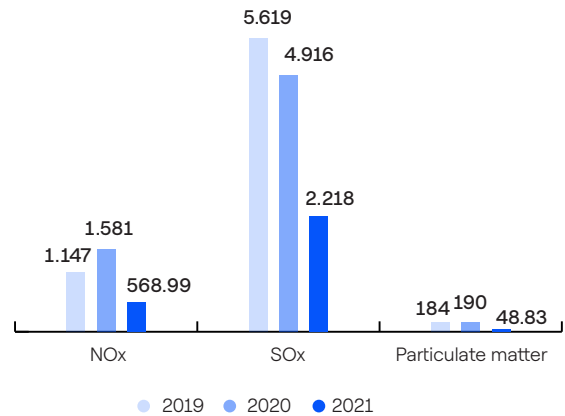
Contenido GRI 305-7

Emgesa, meanwhile, generated 232,700 tons of CO₂ during 2021 (scope 1)⁽⁴⁾ from the operation of thermal power plants, which means that the intensity of emissions generated per MWh of energy produced is 887 kg CO₂. This represents a 3% decrease in this efficiency indicator compared to the previous year.

Similarly, air quality emissions of NO_x, SO_x and particulate matter generated as a result of the operation of the Termozipa and Cartagena thermal power plants and the air quality in their surroundings are monitored, always guaranteeing environmental compliance through projects such as:

- Monitoring at the Paraíso del Río Bogotá power plant for H₂S emissions resulting from poor water quality.
- Implementation and operation of low NO_x burners.
- Permanent control and monitoring of critical combustion variables.
- Construction of wind protection barrier in the coal yard.
- Monitoring and control of fuel quality

Air emissions (tons)



(4) Emgesa does not measure Scope 2 and 3 of its carbon footprint.



Pact for the air

The Pacto por el aire initiative is led by the District Environment Secretary, which invites citizens, businessmen, groups and academia to change habits and make commitments that contribute to improving air quality in the city.

The Enel Group is committed to the sustainable development of the city and the well-being of its inhabitants, so that from its role as a provider of electric energy services, it leads actions focused on decarbonization, electric mobility, energy transition and circular economy, which are the pillars of development of the territories.

This commitment is evidenced in the participation in city-region projects such as the incorporation of electric buses in the Transmilenio fleet, the construction of the Bogotá Metro and the Regiotram, as well as the construction of 30 new modern and digital energy substations within the framework of the Bogotá - Region 2030 project.

The commitments defined by the Company are framed in four fronts:

- Update the Energy Transition Map study developed in Enel Colombia.
- Contribute to the incorporation of electric mobility in the different modes of transportation in the city (public, mass, private), as well as the creation of the supporting infrastructure.
- Leverage the massification of non-conventional energy sources in the different sectors (commercial, industrial, domestic).
- Identify opportunities, both internally and in Enel's value chain, to contribute to the improvement of the city's air quality.

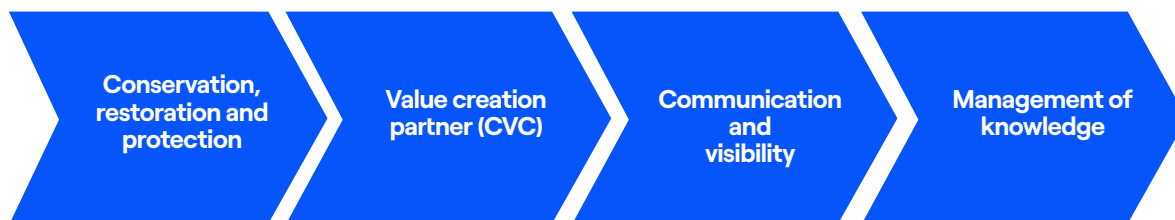
Biodiversity protection and conservation

We are ENEL BIODIVERSA

In 2021 Enel Biodiversa was created, an umbrella and cross-cutting strategy that brings together the biodiversity-related actions that the Companies have been developing for 14 years.

The strategy integrates the actions developed for the protection of the environment and natural resources, the fight against climate change and the contribution to sustainable economic development, through the implementation of programs and actions for the conservation, protection and restoration of the country's biodiversity, as well as the creation of shared value and the generation of knowledge.

This long-term strategy is based on four strategic axes:



As part of Enel Biodiversa, around 80 initiatives and projects were identified during the year that are in line with the strategic axes, more than 20 allies for their development, as well as close to 1,000 species of protected fauna and flora in the ecosystems where Enel operates.

Enel Biodiversa

Enel Biodiversa was launched as part of the National Wildlife Day. In this event, Codensa presented the project "Safe networks for wildlife", in which electrical networks are intervened to mitigate the risks they represent for wildlife, while working to ensure their protection through rescue, rehabilitation and release actions.

Within the project, protocols and strategic alliances have been developed that provide technical assistance in the face of animal findings, as well as the implementation of mechanisms or devices that aim to protect them. Among the outstanding results:

- 320 flying diverters were installed on high voltage lines.
- 46 conventional transformers were replaced by transformers layered with vegetable oil.
- 9.4 kilometers of bare cable were replaced with sheathed or rubberized cable.
- Biological covers or insulating elements such as caps were applied on bushings and exposed areas, as well as heat-shrinkable covers on busbars, tubes, cables and connectors, among others, so that 100% of the high-voltage transformers now have this type of protection.

At Enel we preserve ecosystems and species, respecting life, the planet's natural heritage, places and symbols of the communities.

The protocol established for wildlife management also allows us to recognize the species in the area of influence, document information on wildlife findings and create a support network for their rescue. In this regard, a collaboration agreement was signed with the World Wildlife Fund (WWF) and an agreement with the Santacruz Zoo, which provides knowledge and assistance during the Company's operational activities.

During the year, 11 rescues were carried out, thanks to permanent work, the allocation of resources and a constant training and awareness process that in 2021 brought together around 867 Codensa employees and contractors.

Codensa

Sowing unites us

Since 2007, more than 80,000 trees have been planted and conserved on a voluntary basis, as a conservation initiative for the habitat of the fauna in the Company's area of influence. In 2021, 2,500 more trees were added as voluntary compensation for part of the institutional carbon footprint.



These activities also contribute to the achievement of the National Government's goal under the "#SembrarNosUne" initiative, which aims to plant 180 million trees.

Mandatory compensations – Cundinamarca Regional Autonomous Corporation (CAR).

We delivered to CAR the planting of 42,400 trees in the municipality of Pacho (Cundinamarca) as compensation for electrical infrastructure maintenance activities. As part of this compensation measure, five trees were planted for each of those that were cut down.

The effort and results obtained by Codensa in this activity were highlighted by the CAR at the International Congress on Environmental Research and Innovation 2021.

Compensation Management District Secretary of the Environment (SDA)

A payment of more than \$140 million was made to the District Secretary of the Environment for the evaluation, follow-up and compensation of activities related to the felling of trees that posed a risk to the electricity distribution infrastructure and the optimum provision of service in Bogota.

Installation of MV/LV transformers layered with vegetable oil.

With the purpose of contributing improvement actions to mitigate the electrical risk and the impact on the environment, 46 conventional MV/LV transformers were replaced by transformers layered with vegetable oil in Bogotá in the localities of Suba, Fontibón, Ciudad Bolívar, Tunjuelito and Usme; highlighting the following advantages:

- The live front on the transformer bushings was eliminated, reducing the electrical risk due to contact with people, animals or foreign objects.
- Reduced electrical service failures due to external causes.
- The generation of hazardous waste and the effects on environmental matrices due to spills were reduced, due to the use of biodegradable vegetable oil.
- Reduced the possibility of incidents such as fires, since vegetable oil has a higher ignition point than conventional oil.

Strengthening the environmental culture

As part of the strengthening of the environmental culture of Codensa employees and stakeholders, videos were developed on environmental management, mandatory and voluntary planting, and the management of PCB-contaminated equipment, to be disseminated internally and externally through enabled channels such as Facebook and Twitter.

A booklet was also developed for the management of vegetation and the considerations associated with electrical risk, which was shared with interested external entities. This booklet becomes a tool for environmental authorities and other interested parties, in order to contextualize aspects related to the electrical risk and the trees present in the area of influence of the electrical infrastructure.

In addition, environmental awareness and education activities were carried out during the year, including the following:

- As part of the celebration of World Environment Day, the Environment Week was developed through activities along with the different business lines of Enel. The purpose of these activities was to encourage good environmental practices that contribute to reducing the environmental impact generated by the Company and its people.
- As part of the initiatives to raise environmental awareness among internal personnel, we continued to encourage the completion of the Together is Possible course, developed by the WWF Organization in partnership with the Enel Group, achieving at the end of 2021 a participation and certification of 99 workers whose commitment was recognized through the delivery of a T-shirt made from recycled material.

Emgesa

Protected Areas

Through Resolution No. 184 of November 26, 2021, the Ministry of Environment and Sustainable Development (MADS) and National Natural Parks of Colombia, registered an area of 2,266.63 hectares called Cerro Matambo 3 as a Civil Society Natural Reserve. This area is in addition to the 413.28 hectares registered through Resolution No. 105 of August 26, 2021 as a Civil Society Nature Reserve and to the 918.38 hectares declared through Resolution No. 092 of July 05, 2017 as a Civil Society Nature Reserve for a total of 3,598.29 hectares.

These 3,598 hectares, included in Colombia's National System of Protected Areas (SINAP), contribute to the country's conservation objectives. This reserve is the largest in the Tropical Dry Forest ecosystem in the department of Huila and the second largest in Colombia, as well as the largest area undergoing ecological restoration in the country.

On the other hand, Emgesa and Corpoguavio began the process to declare the Farallones Natural Reserve a protected area. To achieve this, the Company has gathered the necessary information, meeting the parameters required by the Ministry of Environment and Sustainable Development, and based on a feasibility study it conducted in 2016 which concluded that the area, due to its attributes and particularities, is suitable to be declared a Regional Natural Park. Now the Alexander Von Humboldt Biological Resources Research Institute is in charge of issuing the concept on the favorability of the declaration of the area.

It is also an area of ecological connectivity because it borders and is centrally located with respect to already declared protected areas, such as the Chingaza National Natural Park, the Cuchillas Negra and Guanaque Regional Integrated Management District, the Laureles Maracaibo and Las Delicias Regional Protected Forest Reserve, the Manantial de Jagua Regional Protected Forest Reserve, and the Tolima Regional Protected Forest Reserve.

Fish and Fishery Program

As part of the Alto Magdalena Fish and Fishery Program, during the year, 1,618,000 fingerlings were restocked in El Quimbo and 1,270,000 fingerlings of different species (cabe, bocachico, sábalo and pataló) in Betania, which are Vulnerable (VU) and Critically Endangered. The restocking allows artisanal fishermen to carry out their normal activities in line with biodiversity protection.



As part of these activities, we carried out strategies to strengthen environmental issues to artisanal fishermen of the AID and dissemination of fish restocking day in the Betania reservoir, through different face-to-face and virtual workshops aimed at artisanal fishermen and community environmental leaders of Hobo, Yaguará and Campoalegre.

The methodology implemented and the results obtained during the planting of native species fry for repopulation purposes in the area of influence of the Betania Hydroelectric Power Plant, was done in accordance with the plan approved by AUNAP through Resolution N. 0231 of February 15, 2021, which approves the planting of native species fry in the Santa Helena and Pacandé sectors.

Flora and fauna monitoring

Fauna and flora monitoring was conducted in the area of influence of the Termozipa power plant, establishing a diagnosis of the ecosystems surrounding the plant. Endemic species and other characteristics of the area were identified, with the aim of establishing an improvement plan for the ecosystems evaluated.

To date, at least 14 species of fauna and 5 species of flora have been identified that are in some category of threat according to the evaluations of national and international biodiversity experts and, therefore, should be subject to the implementation of conservation measures.

At the Betania power plant, virtual bird watching, drawing and painting workshops were developed for the recognition of biodiversity and the territory, through which the identification and characterization of birds was promoted among young people as a fundamental tool for the recognition of ecosystems and the biodiversity they harbor.

In the same sense, the program of arboreal flora of the ecological trails around the Betania reservoir (Yaguará Ecological Trail, Momico Forest Park Trail) was developed, for which a pedagogical tool was built to strengthen the knowledge of natural resources in a cooperative manner with the communities, entities and local institutions, promoting management and care strategies.

The methodology implemented allowed the identification of 67 tree morphospecies in the study area: 66 species and 1 morphospecies, classified in 58 genera and 21 families. The families with the highest number of species are Fabaceae with 19 and Myrtaceae with 7; there are also 27 species in common between the two trails, being the Yaguará ecological trail the one with the highest number of species, with 57 identified so far. Of these species, 17 are in a state of conservation of minor concern and 1 is near threatened. We expect to publish an informative book and prepare a scientific article with information on the species, structure, and richness of the relicts.

Environmental actions with the community

In Betania, family vegetable garden projects were developed to promote food security and sovereignty through participatory theoretical and practical workshops, using different techniques for obtaining plants. The aim is to promote sustainable urban and rural production systems, with an agroecological approach, that contribute to the conservation of biodiversity and the reduction of climate change.

In the Casalaco and Muña Chain (Cundinamarca), the following programs were developed through the environmental education program:

- **Biodiversity Studies San Antonio de Tequendama:** development of research and community relations actions for the conservation of natural resources with communities of San Antonio del Tequendama (Cundinamarca).
- Strengthening of the environmental activities of the Nacederos de Vida aqueducts. The program has delivered more than 400 native trees to the aqueducts through workshops on the recognition of native plants and trees, training sessions on the management of seeds and seedlings, and specific planting activities.

- Guide for the Identification of the Birds of San Antonio Vol. 2. The activities with the Local Naturalists group were focused on consolidating the photographic material and information for the production of volume two of the Guide for the Identification of the Birds of San Antonio, increasing to a total of 100 species revealed in the two volumes that have been made during the Environmental Education Program.
- Reforestation day in the strategic ecosystems of the paramo of Aguas Claras. The planting of the 60,000th tree of the goal established by the Mayor's Office of Sibaté (300,000) was carried out with the Secretary of the Environment of Cundinamarca, Cundinamarca Regional Autonomous Corporation (CAR), Fundación Red de Árboles, Emgesa and the Municipal Public Companies.
- Illustrated guide of birds of the villages of El Charquito, Alto de la Cruz and San Francisco (Soacha). Three methodological aspects were taken into account for the preparation of the guide:
 - Inventory survey: community field trips and records, with a result of 84 species recorded, grouped into 28 families of different functional groups important for the maintenance of ecosystems.
 - Ornithology study groups: spaces in which three leaders and tour guides on the subject have emerged.
 - Naturalist illustration: 55 final illustrations were made.
- POMONA community nursery eco-project for the recovery, propagation and planting of species of horticultural, ornamental and conservation interest. A total of 473 plants were delivered for other projects focused on crops, barriers, sustainable rural production systems, community gardens with interest groups and institutional projects.



Environmental management El Quimbo Hydropower Plant

The initiatives and programs carried out by Emgesa to ensure the protection and conservation of biodiversity during 2021 are as follows:

Project	Results
Fish and fisheries resource management program	<ul style="list-style-type: none"> • 44 species of fish identified thanks to monitoring carried out at 9 reservoir stations, 2 floodable systems and 10 lotic systems. • 6 introduced species were recorded in the aquatic ecosystem, and 4 transplanted species. • 24 species of fish registered in relation to the fishing resource, of which 22 are of fishing importance for the populations that inhabit the area. • On the other hand, the remaining species presented occasional records, so they cannot be classified as species for fishing exploitation. • 9 of the 24 identified species are on the list of species for conservation at the national and international level, either vulnerable or critically endangered. • A total of 171,888.5 kg were captured with an abundance of 379,087 individuals. The reservoir sector contributed 92%, upstream 3% and downstream 5% of the total landings.
Ecological Restoration Program	<ul style="list-style-type: none"> • Propagation of 692,828 trees of 62 native species in the tropical dry forest between 2014 and 2021. • Work continued with the three local Community Nurseries which are located in the municipalities of El Agrado, Garzón and Gigante. • Planting of 435,000 trees in the areas in the process of ecological restoration. • Follow-up and monitoring of 88,298 seedlings planted as part of the restoration strategies since the pilot phase.
Dissemination, articulation and social appropriation of knowledge	<ul style="list-style-type: none"> • A total of 332 visitors were received in 2021, for a total of 209 visits and 3,067 visitors since the pilot phase (2014). • The following activities of socialization and social appropriation of knowledge were carried out: <ul style="list-style-type: none"> • Web seminar Nature tourism and environmental sustainability in the Dry Forest, attended by 326 local, regional, national and international social actors, in the tourism, education and media sectors. • Webinar Participation of the private company in the Decade of Restoration. 83 viewers participated live and the recording reached more than 400 reproductions. • Virtual talk Do you know what Ecological Restoration and Tropical Dry Forest is in association with the Surcolombiana University, Neiva headquarters and thesis students belonging to the Mamakiwe research hotbed. 145 local and regional social actors participated, including teachers and students from the educational institutions convened. In total, 12 educational institutions were linked to the virtual chat, most of them public from the urban and rural areas of the municipalities of Gigante, Garzón, Suaza, Pital, San Agustín and Neiva. • First face-to-face theoretical-practical course on Domestication, propagation and nursery of native plants used in ecological restoration processes certified by the University of Cauca. The course brought together a heterogeneous group of 18 people linked to ecological groups, associations and nursery establishment projects, mostly from the municipalities of El Agrado, Garzón, Gigante and Paicol, as well as undergraduate students from the University of Cauca and a master's degree from the Francisco José de Caldas District University. • Face-to-face workshop on Ecosystem Services and Ecological Restoration of the Tropical Dry Forest, in association with the National University of Colombia and the Garzón Beekeepers Association (ASOAPIS). 20 people participated. • Face-to-face meeting Formation of the Regional Network of Nurseries and Seeds in the department of Huila with the participation of nine representatives of different local organizations.
Consolidation of the Attalea Tropical Dry Forest Research Center	<ul style="list-style-type: none"> • Execution of the project "Strengthening of restoration processes in distribution areas of dry forest in the geographical valley of the Magdalena River considering ecological bases and community science", approved by the Ministry of Science, Technology and Innovation to obtain tax benefits. The first execution report was presented. • Support for 10 new degree projects for a total of 40 investigations developed by 49 undergraduate, master's and doctoral students.

Project	Results
Management of vegetation cover and terrestrial habitats	<ul style="list-style-type: none"> Monthly maintenance and monitoring of the vascular epiphyte species transferred to the restoration zone (Polígono Nueva Finlandia) from the deceleration bay areas at the entrance to the resettlement of Montea, entrance zone of the offices of the El Quimbo Power Plant, was completed. and Driving of Llanos de la Virgen. In 2021, maintenance continued on 37 lots that cover an area of 64 hectares, which will continue in this phase until 2022, giving the final closure to the environmental obligation. The disposal of wood and biomass product of the forest use of the reservoir vessel was completed, with a total of 205,160 m3 and 119,904 m3, respectively. Donation of 450 Styrofoam blocks, which were used to make works of art in allusion to the municipal festivities in the area of influence of the El Quimbo Hydroelectric Power Plant, as well as in caissons during the construction of Section I of the perimeter road. The foregoing, within the framework of the circular economy policy
Limnological monitoring and water quality	<ul style="list-style-type: none"> Execution of the limnological and water quality monitoring program at the El Quimbo Hydroelectric Power Plant, which included the identification of the reservoir waters to evaluate the physicochemical, microbiological, and hydrobiological conditions at a total of 23 points.
1% Investment Plan	<ul style="list-style-type: none"> Socialization to the new municipal administrations, the foundations and current status in each of the 18 municipalities that are part of the 1% Investment Plan. Signature of deed in the name of the municipality of San Agustín for Lot No. 4, which will be used solely for the restoration and natural conservation of its areas for the protection of the tributaries of the Magdalena River. The CAM authorized the investment of the additional resources liquidated from the 1% Plan in the program "Acquisition of properties and/or improvements in paramo areas, cloud forests, and areas of influence of birth and recharge of aquifers, fluvial stars and water rounds".
Environmental license compliance status	<p>Environmental license granted at the El Quimbo Power Plant through resolution 899 of 2009 in which 2,737 obligations have been imposed, of which 1,827 have been fulfilled at the end of 2021, that is, 66.8%. In addition, during 2021, 343 environmental obligations were closed. Presentation of environmental compliance reports 23 and 24 of the El Quimbo power plant, which were adjusted to the new guidelines required by the Ministry of Environment and Sustainable Development through Resolution 077 of 2019.</p>



Environmental investments and expenses

Codensa

Description	2021
Drainage, packaging and transport service for transformers contaminated with PCBs and analysis of contaminated soils	\$ 196.658.327
PCB marking and identification project in Codensa networks and equipment replacement	\$ 1.232.126.085
Risk communication strategy	\$ 16.082.000
Noise and electromagnetic field measurements	\$ 13.073.557
Environmental Services at the refund warehouse	\$ 1.866.478.641
Voluntary planting of 2,500 trees in the RENACE Forest	\$ 44.594.540
PCH - RIONEGRO (Payment for services and maintenance to compensation)	\$ 21.132.391
Environmental legal compliance (Evaluation of compliance)	\$ 10.710.000
Environmental awareness, education and culture activities	\$ 48.717.879
Preparedness and response activities for environmental incidents	\$ 51.576.557
Protection of fauna - Santa Cruz Agreement	\$ 15.000.000
Preparation of virtual modules for e-Ducation	\$ 20.408.500
Archive Digitization Project	\$ 19.612.540
Support and development AMATIA	\$ 22.728.651
Circular economy projects (Ecological poles)	\$ 31.820.600
Modernization of lighting to LED technology in substations SE Bosanova, SE Tibabuyes, SE San Carlos, SE La Victoria, SE Tenjo, SE Muña, SE La Isla, SE Usaquén, SE Fontibón, SE Usme, SE Diamante, SE Muzu.	\$ 1.530.000.000
Compensation for interventions on trees (SDA payments)	\$ 140.400.620
Installation of elbowed transformers with vegetable oil	\$ 2.116.297.803
Technical measures for managing interference between trees and the network	\$ 2.020.431.369
Substitution of bare conductors for insulated ones	\$ 2.460.002.211
Replacement of water tanks in substations	\$ 6.599.919
Nueva Esperanza Project (Maintenance to environmental compensation)	\$ 191.115.250
Western Project (Preparation of environmental studies and management of environmental procedures)	\$ 720.434.969
Project Share (Maintenance to offsets)	\$ 16.700.999
Rio Project (Preparation of environmental studies, etc.)	\$ 74.865.347
San José Project (Preparation of environmental studies and shared value projects)	\$ 90.646.866
Barzalosa Project (Preparation of environmental studies and management of environmental procedures)	\$ 4.954.592
Compensation for MV projects (SE Tabacal - SE Panagua)	\$ 10.259.080
Payment for environmental procedures	\$ 5.935.532
Total sustainability expenses and investments	\$ 12.999.364.825

Description	Amount 2021 (\$)
Investment in environmental protection EMGESA	
Ambient air and climate protection	\$ 734.515.003.81
Investigation and development	\$ 189.091.000.00
Total investments	\$ 923.606.003.81
Expenses in environmental protection EMGESA	
Ambient air and climate protection	\$ 39.729.894.54
wastewater management	\$ 149.999.152.06
Waste management	\$ 343.702.164.48
Other environmental protection activities	\$ 2.223.931.585.37
Protection of biodiversity and landscapes	\$ 3.035.581.211.64
Total spends	\$ 5.783.944.008.09
Payment for transfers	\$ 7.719.057.235.09



Growth Accelerators



Innovation

Innovation model: Innovability

GRI: EU8, 103-1, 103-2

Innovation is a strategic pillar and a corporate value for Enel companies, as it invites to rethink, redesign and rewrite the energy future in the world. The Group's model has a sustainable approach called Innovability, which delivers direct benefits in Colombia, and operates through projects that promote quality education (SDG 4), access to energy (SDG 7), decent work and economic growth (SDG 8), consolidate sustainable communities and cities (SDG 11), as well as protect and care for the environment (SDG 13) and foster innovation as a central purpose (SDG 9).

To mobilize the culture of sustainable innovation within the Companies, there are different fronts that range from training in tools and methodologies through the Innovation Academy, to the development of practical solutions to address day-to-day challenges, designed for co-creation and collaborative work sessions in which internal and external stakeholders participate.

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

As a result of the pandemic, 2021 was a year of consolidation of a new way of working, which accelerated the pace of workers to achieve their strategic objectives. Thus, it was a great challenge to disseminate the culture of innovation and achieve the participation of employees to respond to the different problems / challenges of the business, participate in training courses and intrapreneurship programs, among others.

Thanks to the internal innovation network (Focal Point, ambassadors, Idea Hub), it was possible to achieve high productivity in the year, work on all fronts, and contribute with innovation to a positioning as an innovative brand at national level.



Year highlights

Tax benefits

In 2021, Enel companies in Colombia obtained the approval of one of the four innovation projects presented in the Call of the Ministry of Science, which represents an estimated tax benefit of \$9,518 million, a figure that would exceed by 54% the benefit approved for 2020. These results ensure the growth trend of investment in research, technological development and innovation projects that generate value for the market and the country's development.

The approved project is associated with the Sustainable Development Goals: SDG 7 "Affordable and Clean Energy", SDG 8 "Decent Work and Economic Development", SDG 9 "Industry, Innovation and Infrastructure", SDG 12 "Sustainable Production and Consumption", SDG 13 "Climate Action" and SDG 17 "Partnerships for the Sustainable Goals".

Efficiencies by internal sessions and courses

Thanks to the training of the team of innovation ambassadors in the different creative methodologies, 56 ideation sessions were facilitated internally, totaling 197 hours of co-creation, which would have cost \$623 million had they been contracted with an external provider. In addition, nine Innovation Academy courses were given for a total of 72 hours that would have cost \$73 million with an external facilitator.

In total, savings of \$696 million were achieved in training and facilitation, thanks to the use of internal personnel and capabilities, in line with the global Train The Trainer program.

Project financing with the Royalties Fund

In 2021, the first innovation project was approved for financing with the Royalties Fund, with the RENOBAT Project, which will be developed thanks to the alliance of the Enel Group with the Government of Cundinamarca,

the National University of Colombia and the University of Cundinamarca.

The project was chosen to access \$3,622 million, of which \$700 million will be executed by Enel in the following components:

- GRIDpertise - automatic design services: elaboration of electrical designs for prosumers and loads + self-generation simulator up to 100 kW
- Resource and infrastructure map: optimized location of FERN resources, OR as a power aggregator
- Standardized modes of operation of complementary flexible services: technical and governance mechanisms enabling and supporting dynamic interactions between independent players and DERMS management

Projects

Through the different research, technological development and innovation projects carried out by the business lines, value is generated for the Companies; a strategy that involves a high degree of commitment and has the contribution of the most valuable resource: more than 200 collaborators actively participating.



Under the open innovation model and with the support of universities, suppliers and research and innovation centers, more than 70 innovation projects were executed during 2021.

Key projects:

Proyecto	Breve descripción
Digital Comex	Its objective was to implement a new logistics model for foreign trade "ComEx" so that a single supplier integrates all the operations of importing materials, international transport, customs operations (clearance or nationalization of merchandise) and local transport (from port or airport to the platform). Due to its excellent results in the phases executed in Colombia, this project is being upgraded to Procurement Latam.
Bamboo	It makes it easier for the customer to choose the date of payment of their energy bill, seeking to improve their experience, increasing the opportunity in their payment and leveraging the registration for a virtual bill. Two new billing cycles were created (2 and 16 of each month). As of 2021 there were 843 registered clients.
Data Monetization	Business opportunities were extracted from the analysis of data recorded by the customer meters.
Virtual training of maneuvers in electrical equipment	Virtual reality application that allows you to recreate the process in the execution of high-risk maneuvers as close to reality. It allowed simulating the scenario and real interactions to train personnel in high-risk maneuvers without the need to incur the associated risk generation and ensuring greater content retention.

Patents

During 2021 a new patent was granted to Codensa and the National University of Colombia, closing the year with a record 17 total patents granted to the Group, 13 of which are still in force.



- Invention of the device "System for measurement, processing and communication of voltages, frequency and sequences of phase upstream and downstream of the reclosers in the medium voltage network (Synchrophasor)"
- Developed by the AT Observatory – I&N and the National University of Colombia
- Validity: 10 years
- Authors: Rodolfo Garcia and Giovanni Hernandez (Codensa), UNAL



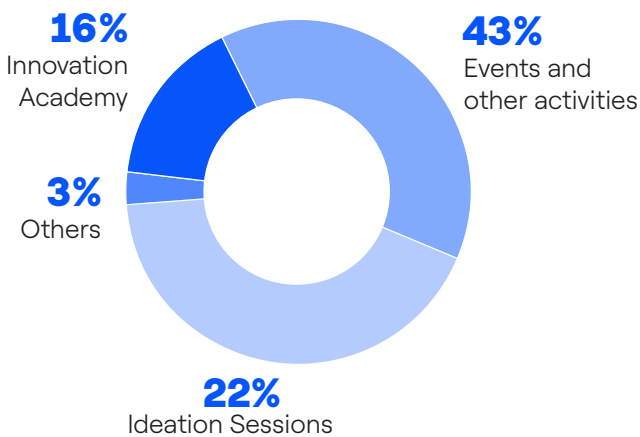
Also, during the year three new patent applications were filed for Codensa, of which, in 2022 it is expected to have confirmation of grant together with the two Emgesa patent applications filed in 2020 in Chile and Peru for the invention of the "Oxygenation System" (invention patent granted in Colombia in 2018), thus contributing to the technological development of the country and the Companies.

Culture of innovation

GRI: 103-3

With the purpose of enhancing the corporate value of innovation in each of Enel's collaborators, their capabilities, creativity and ingenuity to innovate are developed. In 2021, training programs, challenge resolution sessions and inspiring spaces and innovation promotion impacted 39.5% of Codensa and Emgesa's workforce, in addition to the participation of more than 685 external people.

Participation distributed by activity



Number of people impacted per activity (unduplicated)

Society	Ideation sessions	Innovation Academy	Events	Other courses
Codensa	365	207	320	57
Emgesa	183	101	167	13
Externos	310	118	619	9
Total	858	426	1106	79



Innovation Academy

Innovation Academy focuses on training employees in the creative methodologies needed to enhance the value of innovation, strengthening the skills to innovate in the Enel Group, defined by the formula: Innovation = Creativity x Execution x Attraction = Value.

Thus, in 2021, 17 training courses were held, with the participation of 308 people from the company and 118 external people, who acquired knowledge in tools such as Design Thinking, Lean Startup, Storytelling, CPS, and Emotional Intelligence, among others.

On the other hand, 34 training spaces were developed in addition to the academy plan, such as webinars, talks, workshops and events that seek to disseminate innovation and creative trends to all interested parties, in which 508 internal and 619 external people participated (including: mission personnel, Enel workers from other countries, customers and suppliers).

Creative sessions

The purpose of the co-creation sessions is to solve challenges and challenges in a creative way for the management and business units of the Companies, through the use of innovation methodologies. Throughout 2021, the co-creation activities were conducted virtually, allowing to reach more and more people, holding sessions with Enel colleagues from other countries, which nurtures experiences and strengthens the divergence of ideas.

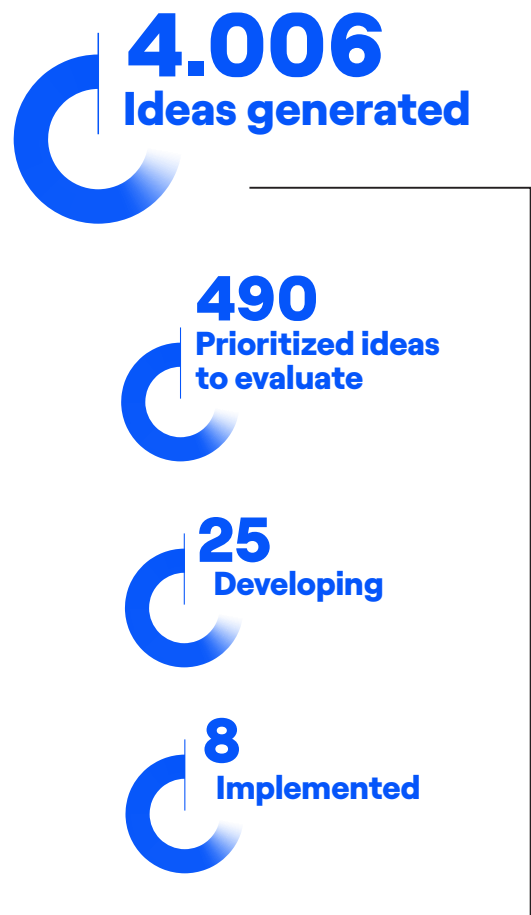
These sessions are conducted by the team of Innovation Ambassadors (internal network of facilitators and culture promoters), contracts with specialized suppliers and the Idea Hub Colombia team:



Some of the key challenges are:

- How to generate products and services for the Energy Management and Enel X B2B integrated supply portfolio?
- What opportunities exist from synergies with the power plant supplier to leverage the Diesel Market B2B plant portfolio?
- How to leverage copper waste in circular economy projects?
- What should the new relationship model with municipalities look like?

The sessions resulted in:



Other innovation activities

In order to inspire employees about trending topics and awaken their innovative curiosity, three webinars were held this year with external collaborators:

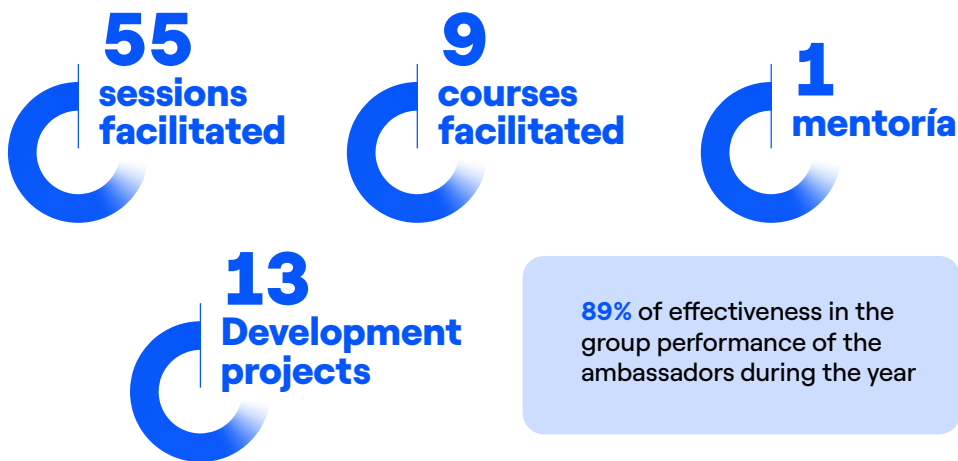
- How to apply blockchain: Diego Saenz from EY talked about blockchain and its applications in various industries, especially in the energy sector.
- Benefits of registering in CvLac: In view of the recognition as a Highly Innovative Company by the Ministry of Science, Eduin García, from CIDET, explained the process to register in the platform and its benefits for people involved in innovation projects.
- Quantum Computing: Jean Bernier, expert in AI solutions and quantum computing at AnniQ, explained how this disruptive technology works and how to apply it to solve needs or find opportunities with new business models.

There was also participation in the People & Organization Global workshop on the Train The Trainer program, where we presented the best practices and methodology used in Idea Hub Colombia to manage the training and subsequent role of facilitators of the team of Ambassadors, which has become a benchmark at the holding level.



Ambassadors

The purpose of the Ambassadors team is to disseminate the culture of innovation, solve business challenges and train their peers in innovation tools.



For the year 2021, the three most outstanding ambassadors for their performance and participation on different fronts as facilitators were:

- Sandy Chamorro – Power Generation
- Elizabeth Zorro – GDS
- Patricia Hernández – I&N

Ambassador day 2021

The global training and integration event for the Enel Innovation Ambassadors community is held globally and locally on different dates.

The global event had a full agenda of activities that allowed the Colombian ambassadors to participate with their colleagues from other countries and strengthen their creative skills.

The local event highlighted the importance of Ambassadors, their results and team value, and included a talk to challenge their minds and innovative thinking.

Super Ambassador 2020

To determine the Super Ambassador for the 2020-2021 period, a vote was held on two relevant aspects:

Ambassadorial leadership (referent who leads various innovation activities in his own and other managements), and innovative behavior (shows novel initiatives, makes use of his creativity and encourages others to value innovation on a daily basis). Luis Harley Lima was chosen as Super Innovation Ambassador 2020-2021, who participated in the conversation with Ernesto Ciorra and Guido Stratta at the global event and was recognized at various events.



Intrapreneurship

Make it happen

It is the global corporate program that provides the opportunity to propose, share and develop innovative ideas. It has two lines for entrepreneurship, Green Journey (new business models) and Blue Journey (ideas for improvement in existing activities/processes). During 2021 the following indicators were obtained:



22 proposals were registered, of which three were presented at the tenth pitchday, for which Colombia was the host country.

Ernesto Ciorra, Global Head of Innovability, Maurizio Bezzeccheri, Head of Latin America, and Lucio Rubio Díaz Country Manager Colombia participated as judges, who selected two ideas for Colombia:

- Supplier Assistance Center (CAP): digital service model that seeks to centralize the different tools available to suppliers in order to generate a friendly and intuitive experience that responds to information needs in a single contact.
- Raw material transformation based on grid mining: proposal that seeks to build a circularity model with residual materials from the operation, based on the most representative commodities, to be applied in the different business lines and countries where the Enel Group is present.

POWERG

This global program seeks to generate innovative ideas and best practices for the Renewables business line. Colombia ranked third globally after Italy and Chile, with 170 innovative ideas and 44 practices.

Innovability Week

The third edition of Innovability Week was held in 2021, organized by Chile, Colombia and Peru, with Central America as a special guest. During this week, the corporate value of innovation was experienced through conferences, workshops, contests and awards that provided learning and inspiration to people, highlighting the innovative DNA of the Companies, among which the following stand out, among others:

- Future Thinking
- Job to be done
- Preparing for an uncertain future
- Curiosity saved the cat
- Learning innovators

Approximately 1,350 people from the three organizing countries and the three invited countries (Central America – Guatemala, Panama, Costa Rica) participated. Participants had the opportunity to test their skills and abilities to solve different challenges.

Recognition was also given to those projects and people of the Company who, through innovation and creativity, seek to generate change in the country.

Innovation Committees

Two Innovation and Country Circular Economy Committees were held in which topics related to the following were presented:

- Enel's positioning strategy as an Innovative Brand, with the participation in different innovation rankings and awards, and the request to the Ministry of Science to recognize Codensa as a "Highly Innovative Company".
- Launching of the "Emprende con Enel" Program, an initiative born from "Enel por Colombia", which seeks to support the reactivation and growth of enterprises in the area of influence of the Companies that were affected by the restrictions due to the covid-19.
- Presentation of results and achievements in the innovation projects of each of the business lines.

Communications

In 2021, the digital innovation newsletter entitled: INNOVA was continued, which gave visibility and recognition to the different contributions made by the working groups in the area of innovation.

In addition, more than 100 pieces were published in internal and external media (digital media, press and local TV) on innovation activities such as the launch of the Emprende con Enel program, the Innovability Week, the participation in the AMBAR 20/21 Awards Launch, as well as the results obtained in 2021 in the different innovation rankings and awards, the new patent obtained for Codensa and the Universidad Nacional, among others.

Open innovation

The culture of innovation has not only been developed internally, but also works on the generation of innovative solutions with external stakeholders such as suppliers, customers, startups, universities and communities in the areas of influence, which have contributed to the co-creation and solution of major challenges.

Co-creation sessions

The focus on the open innovation model involves the relationship with external stakeholders. In this sense, 10 interaction sessions were held with various customers or stakeholders other than Enel's lines of business.

Co-creation sessions with Codensa B2B customers

Together with the culture provider AYAKA Experiences, four in-depth virtual interviews were conducted with four customers to identify their pains in the journey of the commercial process, the challenges identified focused on how to empathize with the needs of customers and how to improve communication and contact points in each part of the project.

Co-creation sessions with Emgesa B2B customers

Three Creative Lab sessions were held with Emgesa B2B customers in the Web/App, blockchain and circular economy focuses, which focused on identifying and listening to the customer about their experience and possible opportunities for improvement. These workshops allowed us to identify relevant inputs to improve the value proposition.



Reto E Gimnasio Vermont

Eight innovation ambassadors supported P&O's selection area in the first RETO E workshop at Gimnasio Vermont, based on the Desing Thinking methodology, which sought to promote knowledge about the energy sector and Enel as an inspiring company and market leader among ninth graders. This was aimed at generating interest among young people to become future professionals in this area.

IPP co-creation session with Emgesa customers

These experience workshops with E&CM clients seek new ways of negotiating long-term energy contracts, understanding the reality and conditions of the market. For this purpose, four co-creation sessions were held, two virtual and two face-to-face in Cali and Cartagena.

"Beautification of San José Substation" Session

In this ideation session the supplier Pacto Planeta and the community explored alternatives to improve the external image of the substation.

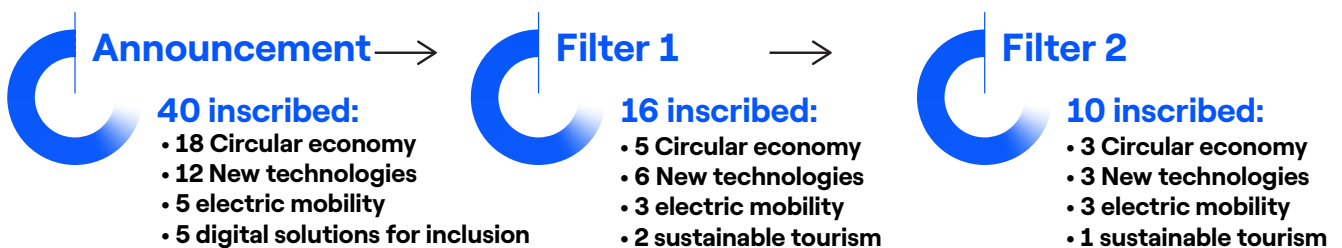
International trainings

Throughout 2021, Idea Hub Colombia and the Innovation Ambassadors facilitated three courses for 91 colleagues from other Enel subsidiaries, including Italy, Spain, Guatemala, Panama, Costa Rica, Colombia, Chile, Peru and Argentina. The virtuality allowed strengthening work teams and discovering global opportunities, as well as sharing good practices and meeting collaborators from different cultures.

Entrepreneurship with Enel Colombia

This program arose from an Enel for Colombia initiative in 2020, and was launched in the second half of 2021, with the aim of providing support and resources to entrepreneurs to overcome the crisis generated by the covid-19 health emergency in the country, in Enel's areas of interest: circular economy, electric mobility, new technologies and digital solutions for inclusion.

Forty entrepreneurs from 14 municipalities in Enel's areas of influence registered and more than 5,500 interactions were achieved with the challenge on the Open Innovability platform.



As part of the support for entrepreneurship, the event Sigamos adelante: Emprende con Enel (Let's Move Forward: Entrepreneurship with Enel) was held, which featured three guests from the entrepreneurial ecosystem: Innpulsa Colombia, Connect Bogotá Region, and the School of Management of the Universidad de los Andes. The purpose of the event was to share key information on the initiatives promoted by the allies to strengthen and promote entrepreneurship in Colombia.

The ventures received coaching sessions in preparation for phase three of the program, in which those selected will receive mentoring, seed capital and advertising support for their businesses.

Crowdsourcing of Open Innovability ideas

Through the ideas crowdsourcing web platform, clients, entrepreneurs and employees participated with ideas to solve the different challenges published during the year. The results were:

14 challenges with participation from Colombia

231 solutions proposed in the challenges 31 external proponents

Startup

Direct contacts were made with 31 startups at the Open Innovation Summit. Some of these are: Dokmee, Viewy, Valopes, Deepsea, Finled, I-Optia.

In addition, we participated in the Startups 4.0 Network for the energy transition, through the Electric Energy cluster of the Bogota Chamber of Commerce. Six companies were contacted at this event.

Enel was present as an anchor company in the Sustainable Mobility call organized by Connect Bogota Region. The company attended the pitchdays, where 28 solvers were presented, which were evaluated with Enel X to validate possible interest in carrying out pilot projects with some of them.

The Energy and Commodity Management business line, through international scouting, selected the startup Reuniwatt to improve the generation forecasts of the El Paso power plant through artificial intelligence, artificial vision and cloud forecasting.

On the other hand, Enel X began the search for a startup to identify potentialities in its B2B customers, using data analysis and artificial intelligence.

Finally, the project for the analysis of power transformer oils by means of an on-line multi-parameter sensor continued with the support and use of the Nuxtu startup's patent. A new contract was also signed with the startup to carry out a project for remote inspections in confined spaces.

Academic partners

As part of the tools available to carry out and mobilize the development of research projects through academia, during 2021 the Framework Agreements with the National University of Colombia and the University of the Andes were renewed, which allowed the 12 agreements with academic partners to remain active.

Current agreements



Thanks to these agreements, during 2021 more than 20 research and innovation projects were developed with the participation of the Julio Garavito School of Engineering, Universidad de los Andes, Universidad Javeriana and Universidad del Valle, for the presentation of tax benefits in the call opened by the Ministry of Science #904 of 2021; as well as developing two initiatives with CIDET and receiving approval from the Royalties Fund for the financing of the RENOBAT project with two universities.

Acknowledgments as actors in the country's innovation

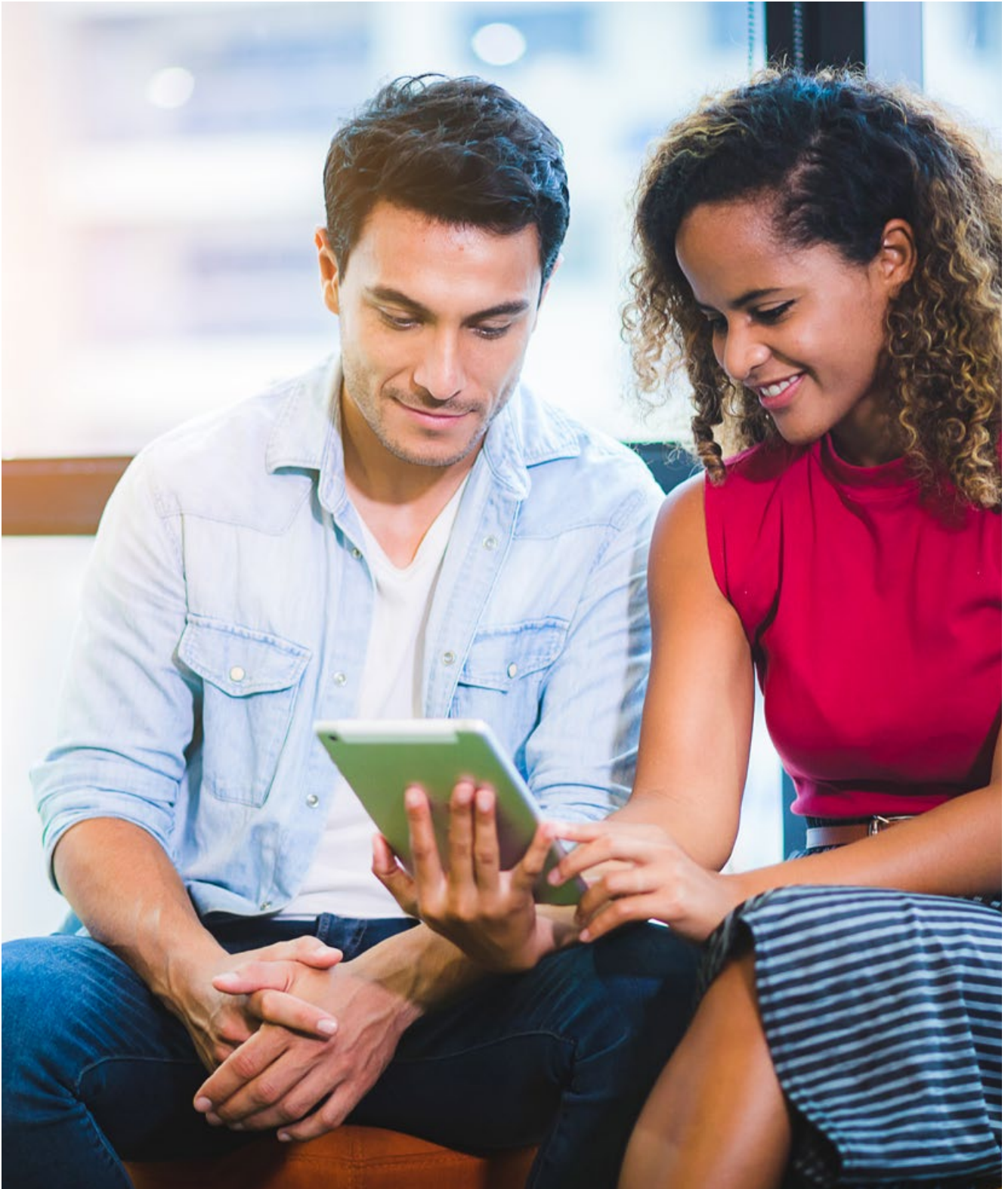
In 2021, Codensa and Emgesa had the goal of being recognized in Colombia as Highly Innovative Companies, leveraging their open innovation model - Innovability. For this reason, the Enel brand has been positioned in Colombia as Leader in Open Innovation in the Energy Sector in the ranking conducted by 100 Open Startups - Connect Bogotá Region⁽¹⁾, and Top 11 in the Business Innovation Ranking 2021 conducted by ANDI - Dinero Magazine, being recognized in the Innovation Committee of ANDI Sectional Bogotá, Cundinamarca and Boyacá, as the Top 3 in the Business Innovation Ranking Bogotá 2021⁽²⁾.

(1) <https://www.eltiempo.com/tecnosfera/novedades-tecnologia/primer-ranking-de-innovacion-abierta-en-colombia-de-100-em-presas-y-startups-615505>

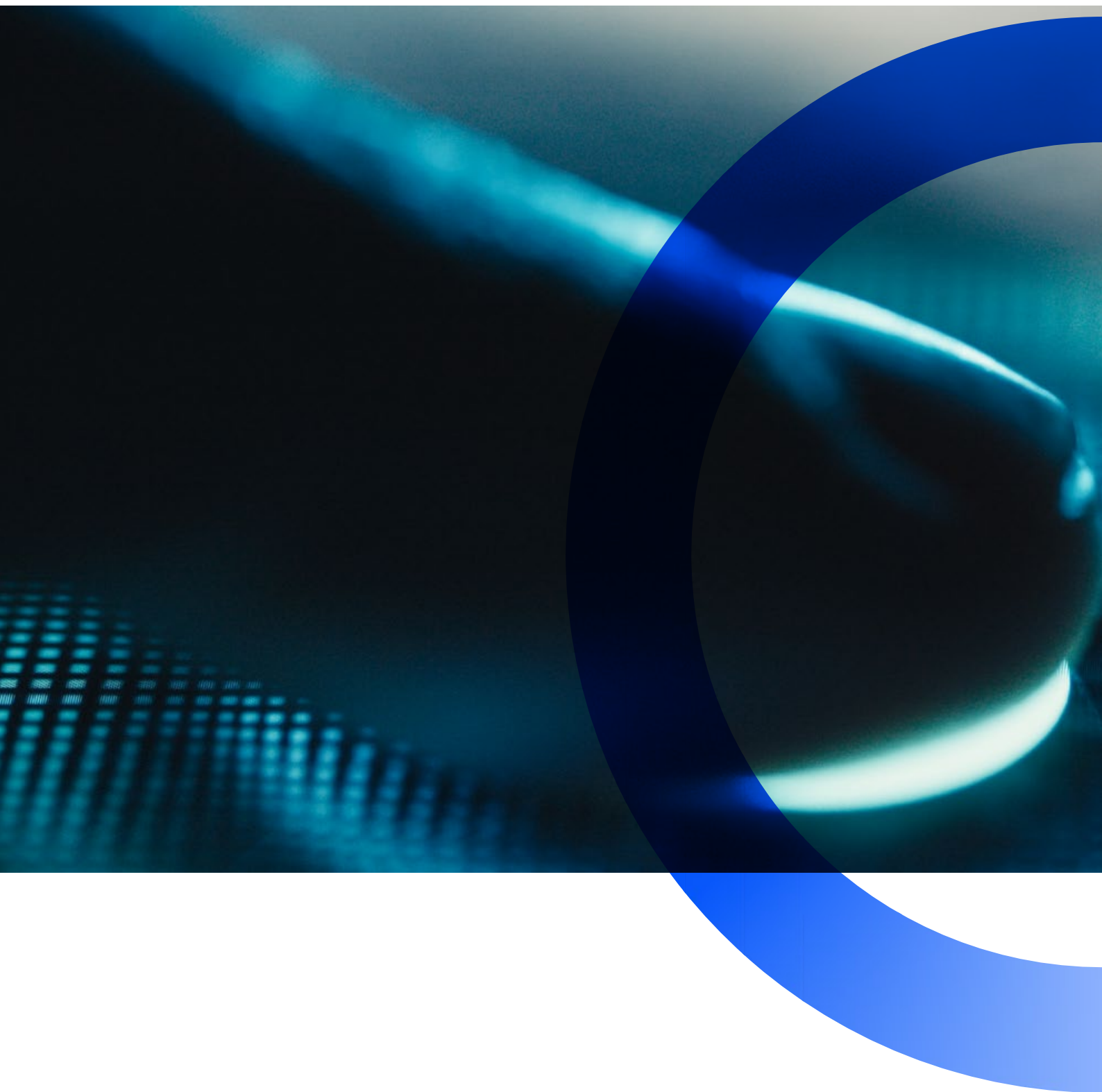
(2) <https://www.semana.com/especiales-multimedia/articulo/ranking-de-innovacion-empresarial-2021/202124/>

Additionally, the Companies were finalists in the CIER Innovation Awards with their Open Innovation platform - Open Innovability, representing Colombia in the International phase, competing with 12 companies in Latin America. They were also finalists in the FISE Innovation Awards 2021 with the "Demineralized Water" Project, for its excellent results in innovation and circular economy.

The management and achievements of 2021 are the result of the open innovation model and the integrated work of the different business lines of the Enel Colombia Group and Idea Hub in Colombia, which, with the support of its network of Innovation Ambassadors, Innovation Focal Point and the link with the innovation ecosystem in Colombia, make innovation possible in the Companies, for the development of the country.



Digitalization





The digital transformation that has been implemented in Codensa and Emgesa has allowed applying digital capabilities to processes, products and assets to improve efficiency, increase customer value, manage risk and discover opportunities to generate economic and operational benefits.

This integration with digital technology has occurred in all areas of the Companies and in their processes associated with the management of assets, customers and people, leveraged in the implementation of platforms, application of cybersecurity and with cloud services.

Asset perspective

The development of infrastructure for energy generation and distribution makes use of digitalization to create accessible, flexible and inclusive networks that play a crucial role for society and stakeholders. It also contributes to smart management that increases efficiency and sustainability.

Codensa

Reading System - StarBeat

This year, the reading platform incorporated the metering for large customers, which allows unifying the reading process, facilitating integration with other platforms and the generation of energy balances.

Enel Commercial Operations (ECO)

Phase I of this project was implemented in 2021, with which requests for new connections that have more than eight final accounts for a property, a total load greater than 34 kW for Bogotá and 20 kW for other municipalities and low voltage network at a distance greater than 30 meters are going to be managed. Its benefits are:

- Integration of the connection process in a single platform
- Easy access, as it is a fully web-based system
- Traceability of the connection process
- Improved time and quality of service
- Reduction of operational tasks
- More detailed control of commitments and task statuses

In addition, the process of technical requests from the commercial management and maintenance of the network, made by the client on the service provided, was integrated. This facilitates the traceability of field management, as well as the fulfillment of the promised service level agreements (SLA), and therefore, provide a clear and concise response to customers.

MetroLAN Connectivity Plan - High Availability

The execution of this project continued, aimed at strengthening the fiber optic network installed over the high voltage electrical network. This network ensures high levels of availability and reliability of the connections required for remote control of the intelligent electrical devices installed in the high voltage substations, as well as ensuring the capacity required for the incorporation of new HV/MV substations, and the incorporation of new connectivity services in the existing network.

Electronic network renewal

Supporting the corporate strategy of the new work mode in the Smart Working model, during this year the project focused on the design and acquisition of the necessary equipment to provide wired and wifi connectivity that employees will use from 2022 to access corporate applications in the cloud and internet.



Operation IP Telephony Renewal

An IP telephone exchange was implemented to ensure the availability and reliability of the operation communications of Codensa's Control Center, required for the attention of incidents and actions on the assets of the low, medium and high voltage electric network.

Emgesa

CiberSecurity Perimeter Architecture

Completed the implementation of the perimeter cybersecurity architecture in the power plants, consisting of communications equipment and logical security policies in all the generation plants, which allows having a solution that defines the security perimeter in the generation plants and protects the Industrial Control Systems (ICS) against external threats and cyber-attacks. Thus, compliance with the agreement of the National Operation Council (CNO) "Cybersecurity Guide" is achieved.

CiberSecurity guide implementation

In compliance with the National Operation Council (NOC) agreement "Cybersecurity Guide", the manual for cybersecurity management in the generation process was developed. It includes different policies, plans and processes for securing cyber assets and complying with national regulations.

Virtualization of the SCADA system at the El Quimbo power plant.

The implementation of the Scada System (acronym for Supervisory Control And Data Acquisition, system that allows monitoring, collecting and processing data in real time) began for the El Quimbo Power Plant, in a virtual and high availability environment, which allows managing the system resources in a more efficient way and increasing the availability and reliability in the operation of the plant.

Smart parameters

We started the development phase of a software that centralizes the information of the different generation parameters submitted to regulatory entities, which must be fed and updated automatically through the use of machine learning and data analysis.

Integration of access management to the operation tools.

The different applications and tools used for generation control were integrated into the corporate access management systems. This integration facilitates access requests to users and ensures the control of active users in the systems.

Customer and market perspective

The digital transformation of the Companies has allowed them to keep pace with the emerging requirements of customers, always remaining at the forefront of technology and competitive environment to continue generating a quality experience to their needs.

Codensa

Robotic Process Automation (RPA)

RPA is a technology capable of learning and executing administrative tasks just like a human being does. RPAs are capable of executing different processes following an agenda of specific dates and schedules, helping to generate economic benefits, allowing people to dedicate themselves to other activities that generate greater strategic value. Additionally, it reduces operational errors and increases efficiency and response times to end customers.

Codensa currently has the following RPAs:

- For the collection area:
 - Identification of special payments
- For written customer management:
 - Kw billed Not applicable
 - Inspection charges
 - Reconnection charges
 - Resettlement of consumptions

For the Voluntary Disconnectable Demand (VDD), a robot was developed to reduce the energy consumption file download times of the Colombian Electric System Administrator platform, thus reducing the operational load in the interaction process with the XM platform, specifically in the file download processes.

Business intelligence and analytics

For 2021, we continued with an approach based on data management to streamline and simplify access to data, in order to increase cross-functional analysis. Data is available in a data lake for use through models, tables and dashboards.

In line with the initiative of being a data-driven company, the Company has worked to create a new digital culture, as technological evangelists towards the use and care of data as the raw material of the 21st century in the fourth industrial revolution.

On this platform, the Operational Risk Model was developed, which allows optimizing the collection flow in the persuasive stage, offering the most profitable collection and legal actions that, in addition, encourage the payment of customers who are within this stage of collection and maximize the company's collection. The model is divided into three collection stages in which preventive, persuasive and coercive actions are applied, according to the client's behavior.

Online Collection Project

The new online collection system allows us to receive payments from customers through different channels, and thus update debt information in real time.

In 2021 the new PSE payment button was added, which makes use of the payment gateway of one of the Company's allied banks, in order to improve the user's experience when making payments from any place and device.

The new collection system was also integrated with the pilot of the MI prepaid project, so that all recharges made by customers are reflected in their smart meters, and thus maintain their service.

Virtual Assistants

In order to improve the relationship with the customer, two new customer service channels were enabled: Facebook and Web Chat, which allow the customer to consult and manage the copy of their bill, the generation and follow-up of emergencies and the generation of payment agreements.

WhatsApp to Salesforce migration

In order to improve customer relations and unify the functionalities of the channels, WhatsApp was migrated to the Salesforce platform.

Written customer service

Automation technologies were applied to the reception of written communications from customers to submit their PQRS (requests, complaints, claims and suggestions). This provides better traceability and control of their filings, as well as a more agile and timely response to the requests submitted.

Improvements to the Net Promoter Score (NPS) Indicator

The NPS indicator is the index used to measure the level of customer satisfaction in relation to the experience in digital channels. Its measurement has provided the Company with relevant information to improve its channels and the relationship with customers. During the year, more than 15 initiatives were developed, achieving improvements in the web and mobile app indicators.

- The website went from a cumulative indicator up to October of -24% to -16%, which shows a significant improvement on which we continue to work.
- On the other hand, the Mobile App showed an accumulated indicator up to October of 36% and the last value of the year was 44%, which shows a good acceptance by customers.

Biometric registration

In order to improve access to the Mobile App, a biometric registration mode was implemented, which uses the device's camera to recognize the user's face, making the customer experience more friendly and natural.

Filings online

An application was made available on the web site to facilitate the filing, reception and validation of documents virtually. After this process, document management is initiated in the corresponding areas. This development has improved attention and response times.

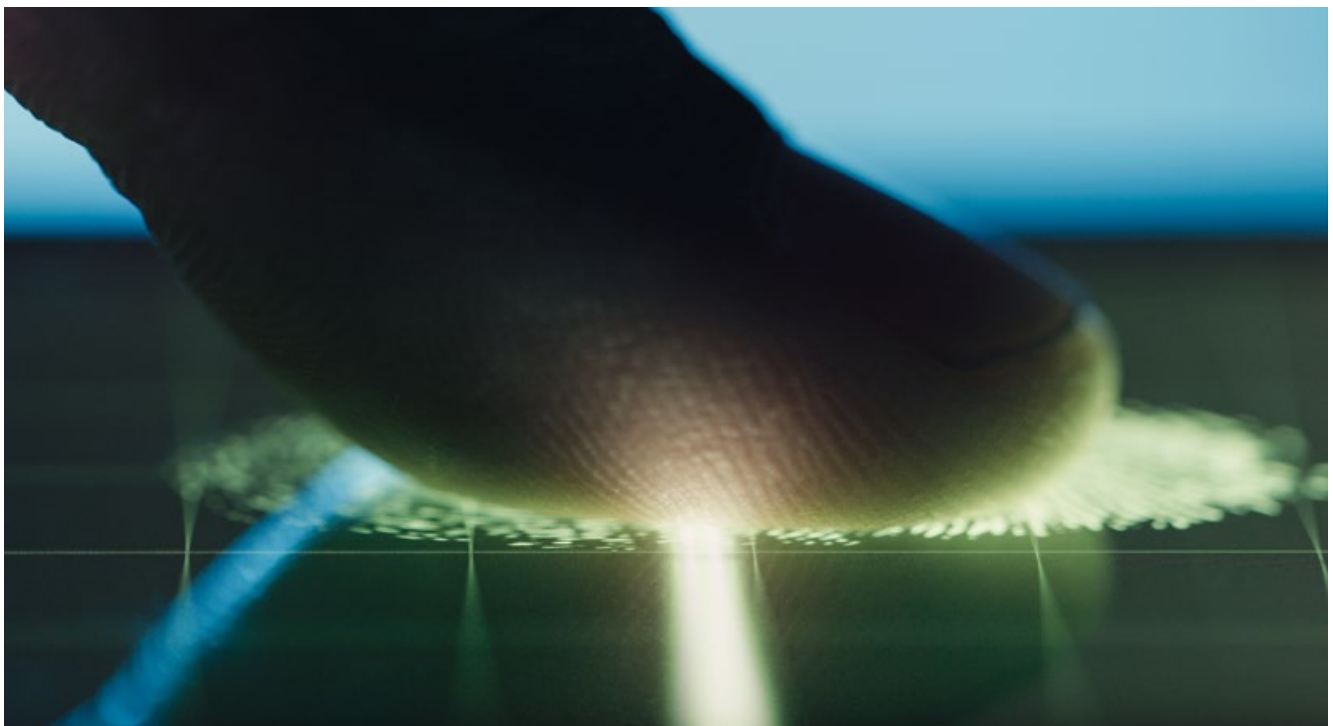
Time extension to pay bills

A process was designed to request additional time with respect to the second due date of the invoice. Both on the website and in the Mobile App, customers who meet specific conditions can request a Temporary Suspension Cancellation (ATS), which avoids running out of energy and can make the payment on a new date.

Bamboo Project

This is an initiative that seeks to allow customers to make their monthly billing dates flexible. An application was implemented on the website to request a change in billing schedules, without reaching moratorium or suspension processes.

The application presents two billing and due date options to organize their billing processes. This project is a pilot project focused on a group of clients, and it is expected to be implemented on a massive scale during the next year.



X-Customer Platform

In order to leverage the business strategy of value-added products and services, the X-Customer platform was implemented to manage End-to-End business processes from pre-sale, sale, activation, operation and maintenance and post-sale of Enel X's business lines, always having the customer at the center of its strategy. X-Customer improves information availability and customer service by automating manual activities.

Cloud Contact Center (CCC)

Completed the implementation of the hardware and software infrastructure required for customer management through the telephone channel. The main objective is to have a robust and scalable architecture that allows residential (B2C) and business (B2B) customers to communicate through a much more stable, friendly and functional IVR.

Optimization of the customer database

As part of the cleaning, organization and segmentation of data, this project was developed, which is based on rules and regular expressions to ensure that the customer information that is entered into the Company's systems has the ideal structure to be stored in the databases.

The information obtained will be accurate, clear and consistent, ensuring more effective communication with the customer.

Customer experience measurement

The Getfeedback project sends surveys to the customer to know their perception when a service is performed, to identify opportunities for improvement, provide timely solutions and improve the Good Will.

The survey is sent to the registered mail to evaluate the advice and services. It includes a quantitative rating to determine whether the client is a detractor, passive or promoter. Detractor customers can be specially managed to address their complaint.

Emgesa

Technological change in the energy

exchange offering

To optimize the technological performance in the Energy Exchange offering, a technological change based on microservices was implemented, which provides:

- Cutting-edge technology that enables faster and more efficient inclusion of new functionalities
- Improved user experience
- Artificial intelligence (AI) features and machine learning algorithms to compare benefits offered against the competition
- Real-time alert automation and management
- Increased system availability and reliability of information information
- Visualization of information through mobile applications

Energy planning analysis models

The strategic planning system is a new application developed during the year that supports the analysis of the long-term results of the MHT hydrothermal model (generation, variable costs, marginal costs, works plan and interconnection), in order to provide greater accessibility of the output information, generate specialized reports and versatility in the query tables.

Support for the commercial process

The new Customer Engagement platform was implemented, which allows recording the commercial process from the entry of customers/frontiers, leads, contacts, contracts and sales in the unregulated market, wholesale market and gas market, which strengthens the management of customers (potential and current) and allows the development of commercial processes in a more efficient manner.

In addition, by having centralized information, the analysis of the universe of customer data is performed to propose, for example, new types of contracts, make competition viable, manage operational marketing, among others.

People perspective

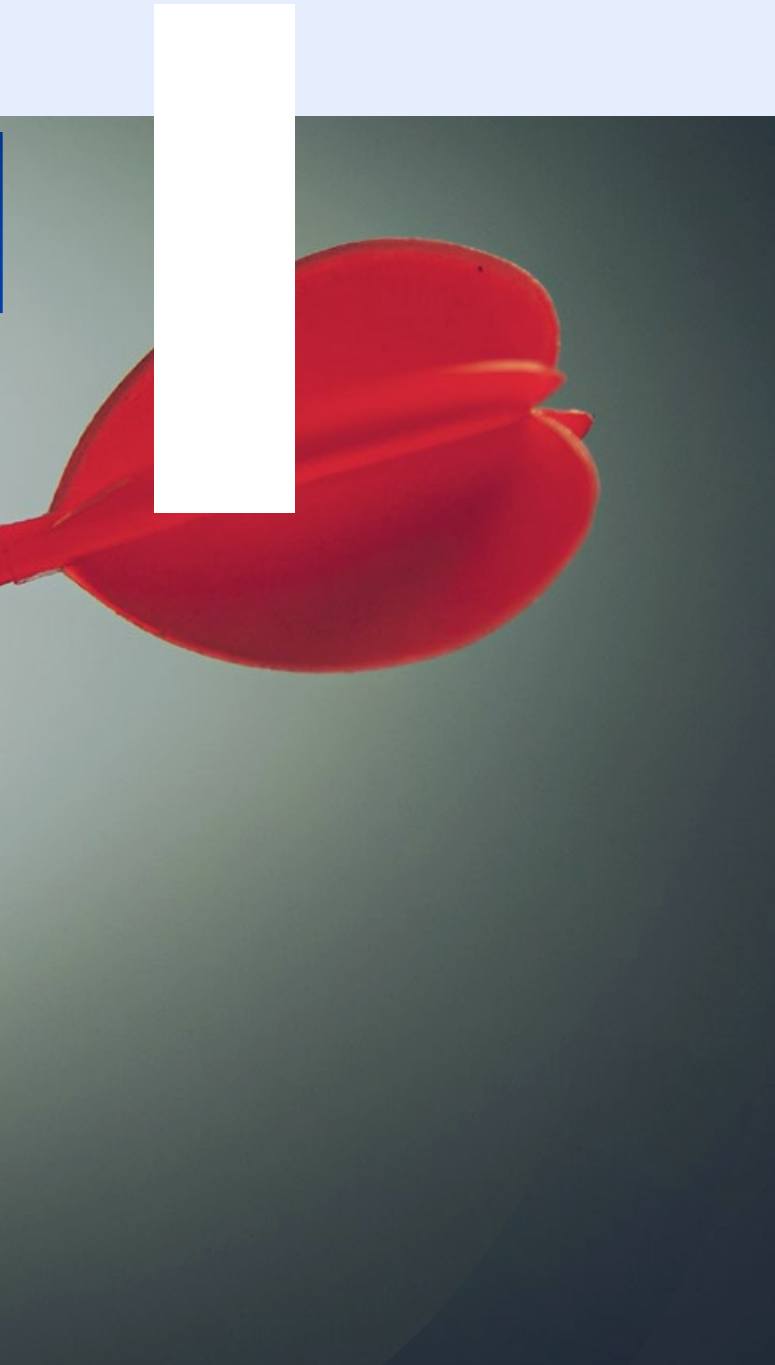
The automation and digitalization of internal processes being developed in Codensa and Emgesa is part of the digital transformation strategy that has been established to increase productivity and gain efficiency, in addition to boosting the new way of working that has been established in recent years. The projects carried out from this perspective are:

- E4user Project - People Pillar
- Electronic Payroll
- Migration of the payroll system to a new platform.
- Gestor.com - Registration of contacts with the National Tax and Customs Authority (DIAN)
- Migration to Amazon Cloud
- VDI-VDA transformation
- TUP (Technological Upgrade Project) - Upgrade of obsolete server software
- Expansion of state-of-the-art services at Cloud level -Containers
- User, performance and availability monitoring
- Magnetic Media Project
- Predictive Infrastructure and Networks Project
- Project KPI Retail
- DRAPE Project
- Project Support Document for Non-Binding
- Project TAX CLICK
- Project Implementation of Changes due to Resolution 0012 of the DIAN (DIAN)
- Codensa and Emgesa Real Cash Flow Project
- Project Payments to Suppliers in SWIFT MT101 Format
- Cybersecurity
- Activation of additional anti-spam functions
- Implementation of Bitlocker tool



Circular Economy





Codensa and Emgesa understand the importance of a sustainable economic model as an enabler of the country's development, which is why they decided to redesign their development model to focus on the circular economy. This approach offers a new strategic and operational paradigm capable of combining innovation, competitiveness and sustainability, with the objective of responding to the main environmental and social problems of the environment.

In essence, for the Enel Group, the vision and application of the circular economy involves rethinking production and consumption models in order to: drastically reduce both the consumption of (virgin) raw materials and the generation of waste; use renewable sources of energy and materials; extend the useful life of each product; create platforms for sharing, reuse and regeneration; and rethink products as services.

To materialize this circular economy vision, the Companies have implemented the following actions, which can be consulted in detail in the document "Enel Colombia's Vision and Position in Circular Economy"⁽¹⁾, which also discloses the perspectives proposed to increase circularity in the following years.

Codensa

Codensa decided to implement the Grid Mining and Grid Futurability projects, focused on the construction of "resilient, participatory and sustainable electricity grids". In this way, it seeks to rethink the value chain by redesigning asset production processes to include as many sustainable and recyclable raw materials as possible.

For its part, through the Enel X brand, a strategy of workshops was implemented to identify within its portfolio those products and services that will be included in the Score and Boosting programs to increase their circularity.

Additionally, specific projects have been developed within the Company that are committed to the circular economy, among which the following stand out for their important environmental and circularity benefits:

(1) Documento "Visión y Posición de Enel Colombia en Economía Circular"

<https://www.enel.com.co/es/medio-ambiente-desarrollo-sostenible/vision-y-posicion-de-enel-colombia-en-economia-circular.html>

Circular inputs (renewables, reuse, recycling):

- Digital transformation: 14 tons of paper saved in invoicing and 37% digital payments per year.
- Manufacture of poles and joists with recycled aggregates: 2,358 tons/year of recycled concrete from end-of-life poles, which was used as aggregate in the manufacture of new poles and joists

Product life extension (life extension through design, maintenance and repair):

- Transformer remanufacturing and reuse: 784 pieces of equipment remanufactured and 155 tons of material recovered and reused per year.

Shared use (increased utilization rate through shared use/access/ownership):

- Digitalization of distribution infrastructure: avoided field inspections for 20,521 km of network per year.

New life cycles (maintaining value through remanufacturing, reuse and recycling):

- Reuse of residual elements from public lighting: 977 tons/year of residual materials recovered and sold.
- Decontamination of PCB transformers: 28 tons/year of equipment decontaminated.

Other project highlights

Pilot project for the replacement of natural aggregates with recycled aggregates – Medium voltage network layout works

During 2021, a pilot project for the use of Construction and Demolition Waste (CDW) was developed, whose objective was to test the technical and economic feasibility of replacing natural aggregates with recycled aggregates in the civil works executed by Codensa in Bogota.

The recycled aggregates used correspond to granular materials that come from companies that make use of them, which are used for backfilling in excavations in subway network channeling works.

Results:

- Granular material from recycling centers was incorporated in 75% of the total material acquired.
- 43% of the CDW generated was sent to recycling centers to be transformed into new granular materials.

Similarly, as part of the operation's activities, in 2021 the Company used a total of 8.9 tons of CDW, from the reuse of excavated material generated in the works and the purchase of recycled material from recycling centers.

In addition to complying with current environmental regulations, this initiative reduced the procurement of new materials from quarries by 52%.



Installation of poles made from recycled raw materials

In 2021, 22 prototypes of poles made from recycled raw materials were manufactured and installed in the town of Usme – Bogotá, D.C.

The project included a research and testing phase, based on an analysis of the life cycle of each element, achieving the incorporation of 15% of recycled aggregates in the composition of a new pole.

Each ecological pole has an average weight of 1,300 kg, 70% of which corresponds to natural aggregates (gravel and sand), of which 136 kg of recovered concrete were incorporated for the manufacture of these new prototypes; a figure that becomes even more relevant if we take into account that about 10 thousand energy distribution poles are installed annually and that, in the future, the extraction of 1,360 tons of sand and gravel from the rivers could be avoided.

These ecological poles have the same capacity, resistance and durability as the traditional ones, being able to support low and medium voltage electrical networks, telematics and transformers. In addition, their useful life also reaches 20 years and 90% of the concrete can be recovered for the manufacture of new infrastructure.

Upcoming challenges and goals

The company faces important challenges in terms of circularity for the following years, specifically related to:

- Development of the Grid Mining approach, which by 2030 is expected to achieve a 90% utilization of end-of-life materials and the incorporation of circular design criteria in 95% of tenders.
- Start of the implementation of the Sustainable Construction Sites model, which incorporates criteria for the use of waste, energy efficiency, emissions reduction and shared value projects.
- Incorporation of new requirements related to circular economy in bidding processes.

Emgesa

Emgesa has defined six major approaches to circular economy for the development and operation of its assets: a) repair and improvement; b) repowering; c) water management; d) waste management; e) shared platforms/equipment/buildings; and f) circular entrances.

In addition, specific projects have been developed that are committed to the circular economy, among which the following stand out for their environmental and circularity benefits:

Circular inputs (from renewables, reuse, recycling):

- Rainwater harvesting and reuse of wastewater: 515 m³/year of water harvested Electronic invoicing for large customers: 0.5 tons of paper saved per year

Shared use (increased utilization rate through shared use/access/ownership):

- Rainwater harvesting and reuse of wastewater: 515 m³/year of water harvested Electronic invoicing for large customers: 0.5 tons of paper saved per year

New life cycles (maintaining value through remanufacturing, reuse and recycling):

- Hydraulic oil filter-pressing: 20,163 gallons/year of treated oil
- Sale of materials and components of large equipment removed (transformer and stator): 189 tons of copper recovered and sold.
- Management of usable waste (scrap metal, batteries, oils, lighting waste, obsolete wiring): 431 tons of residual materials from the operation recovered.
- Use of biomass removed from reservoirs: 70,000 m³/year of recovered waste.

Upcoming challenges and goals

The Company faces important challenges in terms of circularity for the following years, specifically related to:

- Development of the Sustainable Plants approach in all operating plants.
- Implementation of the Sustainable Construction Site approach in all projects under construction.
- Incorporation of new requirements related to circular economy in bidding processes.

ESG FUNDAMENTALS



Occupational health and safety

Material Topic: Occupational health and safety

The Companies seek to guarantee a healthy, safe and sustainable environment for its employees and contractors in the development of energy generation, distribution and commercialization activities, complying with legal requirements, and promoting a culture of care that allows protecting the environment, achieving zero accidents and greater operational efficiency.

Occupational health and safety – Emgesa

Emgesa is committed to the safety and health of its employees and contractors. To achieve this, it has established actions aimed at continuous improvement and risk prevention, through compliance with applicable legal requirements and others to which it has subscribed, as well as ensuring the necessary resources, the integral development of its workers and the profitability of its shareholders.

The Leadership for Safety management axis has strengthened the Organization's awareness of the importance of inspiring and influencing leadership, which contributes to the optimization and safety of the operation, maintenance and other transversal processes, towards the construction of the joint vision of the culture of self-care and mutual care.

The safety culture program and the 'own program' helped to understand the current state of health and safety performance and contrasted it with the joint vision of the culture of self-care and mutual care in Emgesa, to identify the potential for improvement, aligning the efforts of the entire team to prevent the occurrence of situations that generate the probability of occurrence of injuries and illnesses at work.



We thus managed to:

- Strengthen visible leadership in safety in all functions, developing skills and competencies in safety and health of people, which inspires and influences the teams.
- Establish a process of operational discipline that guarantees the uniform, safe and efficient development of the different tasks, which favors safe management and continuous improvement in the processes of operation, maintenance and modernization for the technological renovation of Emgesa.
- Improve the management of contractors in the different processes, which allows taking safe management standards to the activities developed by third parties, thus reducing the probability of occurrence of injuries and illnesses at work.
- Strengthen motivation, recognition and communication plans in safety in order to support the cultural improvement process and generate a greater degree of impact at the level of Emgesa's energy generation processes.

Active and permanent participation

As part of the tools for workers' participation in their own well-being, Emgesa manages continuous improvement with the involvement of the Joint Occupational Safety and Health Committee (COPASST), which meets monthly and is responsible for monitoring compliance with occupational health and safety rules and regulations. The active members of the committee receive annual training in current occupational safety and health legislation, management systems, occupational accident analysis, and auditing, and the committee's management is made available to the entire working population through the following structure:

Central Joint Committee for Safety and Health at Work.

- Sub-Copasst Cartagena Power Plant
- Sub-Copasst Termozipa Power Plant
- Sub-Copasst Río Bogota Power Plant
- Sub-Copasst El Guavio Power Plant
- Sub-Copasst Betania - El Quimbo Power Plant





Monitoring, measuring and continuous improvement of the HSQE Management System.

Emgesa annually allocates the indispensable human, financial and physical resources to guarantee the effectiveness and efficiency of the implementation of the HSQE System. Based on the evaluation and periodic analysis of the occurrence of events such as accidents, illnesses, incidents and dangerous occurrences, as well as the permanent identification of risks and hazards in the different processes, the actions to be included in each of the preventive programs aimed at reducing risks are planned and prioritized.

Management is focused on the prevention of priority risks such as electrical risks, safe work at heights, work in confined spaces, lifting and moving loads, safe handling of chemical substances, prevention of occupational diseases due to exposure to hygienic risks such as particulate matter, hazardous chemicals, and noise; health promotion is also promoted by encouraging preventive activities of common origin such as cardiovascular health.

The planning of the Integrated HSEQ System is carried out at least once a year; to this end, the management representative requests adjustments and changes when required, in order to direct the direction and scope of the Integrated HSEQ System within the Company. The process is guided by the Generation Manager and the HSEQ Sub-

Management; which previously analyze and compile the following aspects:

- Enel Group strategic guidelines
- Information on the needs for improvement in internal processes.
- Special conditions on the product or service delivered
- Regulatory and legal requirements
- Historical behavior of accidents and occupational illnesses, including own personnel and contractors.
- Colombian legislation on occupational health and safety applicable to Emgesa.
- Identification of hazards, evaluation and assessment of risks.
- Identification of new priorities in occupational health and safety.

In the planning process of the HSEQ Integrated System, the strategic foundations and guidelines for the development and implementation of the management systems within the Company are established.

The objectives, goals and programs in occupational health and safety, environment and quality are defined by the Occupational Health and Safety, Environment and Quality units, together with those responsible for their compliance, reviewed by those responsible for the HSEQ Unit and approved by the General Management.

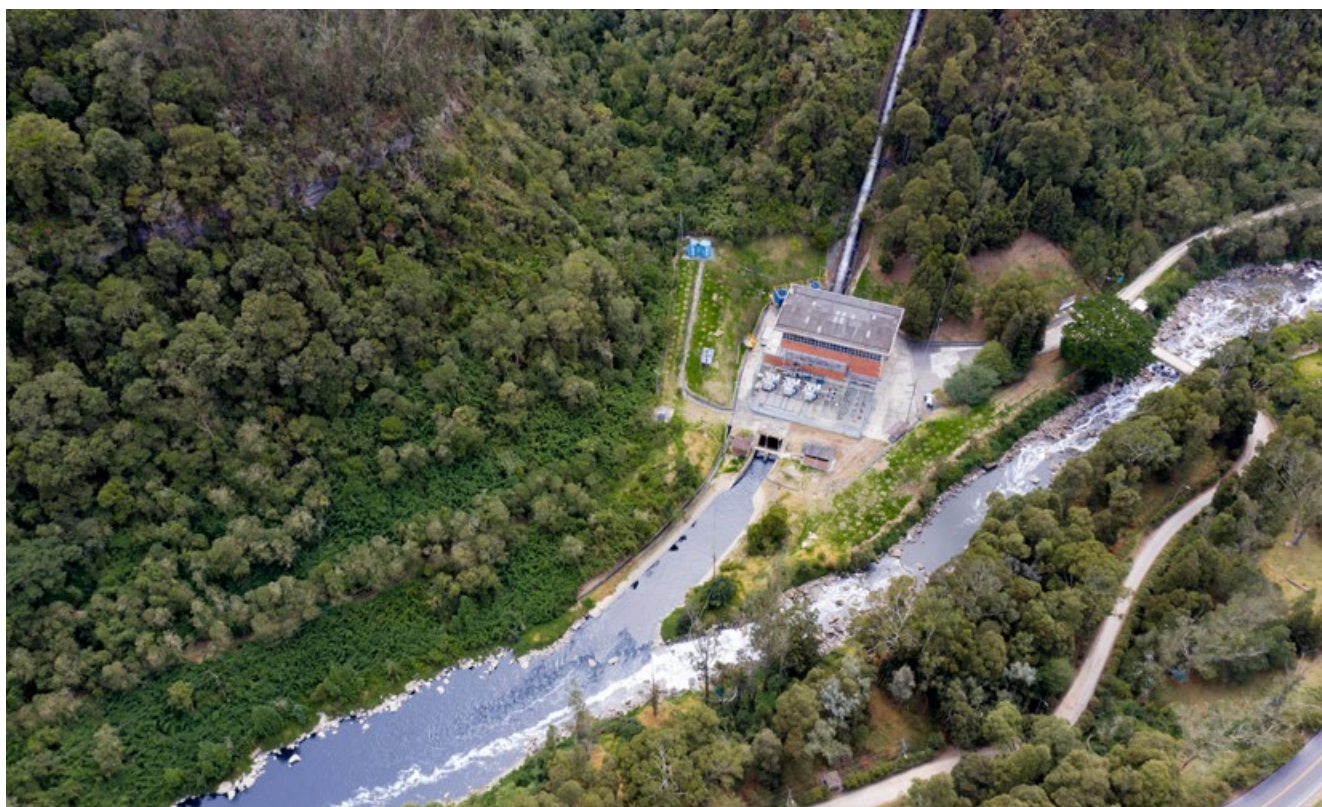
To establish the definition of objectives, goals and programs, the principles of the Integrated HSEQ Policy, the corporate strategic plan, occupational risks, occupational accidents and illnesses and significant environmental aspects and impacts of the business, legal obligations and the technological and economic possibilities of the Company are taken into account in the records of the HSEQ Integrated Management System Planning Instructions – Line, which are monitored periodically and updated when necessary.

The HSEQ manager, with the support of the professionals of the HSEQ units and the HSEQ referents of the thermal and hydraulic technology of the generation plants, implement or carry out the activities approved in the planning, involving the different units identified in the respective programs. On a monthly basis, the HSEQ committees follow up on the progress of the programs and monitor compliance with the goals, taking the necessary actions when relevant deviations are detected, and periodically report to the General Management on the progress of the HSEQ Management System planning. The following aspects are considered in the implementation:

- Identify the resources necessary for the development of the management systems.
- Identify responsibility and authority
- Ensure internal communication
- Support system development

The expected result from the framework of the Management System is to guarantee continuous improvement in addition to meeting Emgesa's expectations in relation to the control of risks to the safety and health of the people who work with the Group. It is measured through the coverage, efficiency, result and effectiveness indicators established for each of the preventive programs and the promotion of health and general wellbeing of the working population.

Through an organizational procedure it is possible to know the way in which responsibilities and authorities are disclosed and communicated in the Management Systems for each position and role in the Company. Senior management designates and defines these responsibilities and assumes its own responsibilities; accountability for the effectiveness of the HSEQ Integrated Management System is carried out using the different channels, collaborative spaces and mechanisms defined by the Company for the assertive communication of the purposes and achievements in the HSEQ area. The Top Management has designated the HSEQ Sub-Management as the representative for the HSEQ Integrated System, which is responsible, among others, for facilitating the effectiveness of the HSEQ Integrated Management System, ensuring compliance with the requirements. All employees are equally responsible for the quality of the services provided, for the care of the health and safety of themselves and third parties, customer satisfaction and respect for the environment within the range of action for the sustainable development of their activities.





Safety at work

From local, global and holding initiatives, tools were generated to promote the achievement of objectives and goals in terms of reducing injuries and illnesses at work, among the most relevant initiatives that were applied are:

Intrinsic Safety

The process safety standard was improved based on inspections, prioritization, adjustment and technological renovation of equipment and machines to improve the safety standards of the generation plants. This ensured that the plants in operation are intrinsically safe, guaranteeing high safety standards, ensuring that the technical characteristics of the equipment physically prevent human error, preventing the occurrence of injuries and illnesses at work.

At the end of 2021, 1,700 conditions were improved to make the generation process safer, with an investment of 900 thousand euros in the first five streams.

The starting point was the development of guidelines to identify the components to be analyzed, mapping and evaluation at each plant, the definition of improvement measures and technical solutions to be applied and, finally, the implementation of action plans. The systems being improved are listed below:

- Stream 1: Medium and low voltage electrical installations.
- Stream 2: Fire protection installations.
- Stream 3: Equipment and elements for load lifting.
- Stream 4: Moving parts and mechanisms for entrapment prevention.
- Stream 5: Elements and equipment in workshops.
- Stream 6: Explosive atmospheres
- Stream 7: Roads, paths and highways

Extra Checking on Site – ECoS y ECoS 2.0

We continued with the implementation of preventive and corrective improvements identified according to the global program of the generation lines, which seek to recognize through an external view aspects to improve in favor of the prevention and prediction of incidents in Emgesa's energy generation processes. On the other hand, an ECoS 2.0 was carried out with the infrastructure and network processes of Codensa, in order to extrapolate more preventive aspects and good practices in Enel Colombia.

Safety Moving Pool

This strategy was deployed in which operation and maintenance and HSEQ experts and specialists accompany major maintenance activities, inspecting, monitoring and sharing good practices from other processes, managing unsafe acts and conditions to reduce accidents.

Safety of processes, facilities, equipment and emergency response.

Emgesa develops multi-annual preventive programs with activities that reduce the probability of events due to risks classified as a priority. Among the main achievements and relevant facts for the year 2021, we have:

Electrical risk management

In compliance with national and international regulations, and as established in the NFPA 70E "Standard for Electrical Safety in the Workplace" issued by the National Fire Protection Association (NFPA) and electrical risk prevention instructions, during the year 2021, the electrical safety program continued in all plants, in which there are three fundamental fronts of action, such as interventions at the source (facilities and equipment), interventions in the environment and finally interventions in people.

In this way, intrinsic safety review and diagnosis activities were carried out in low and medium voltage switchgears, verifying their protection against electrical contacts, internal protection against electric arc, and blocking and labeling philosophy. Interventions continued on the risk of electrical contact in electrical panels at the Cartagena, Termozipa, Río Bogotá and Betania power plants. In addition, personnel exposed to electrical risk were trained and certified in protection control measures and specialized personal protection elements for protection against electric arcs.

Mechanical risk management

The intrinsic safety program ensured the mapping of the conditions of equipment and tools with mechanical risk potential, such as lifting equipment, equipment with moving parts and workshop equipment, guaranteeing the identification, control and management of conditions that could have the potential to generate an event; on the other hand, based on continuous improvement, documentary



mechanisms were articulated for the identification, inspection, maintenance and traceability of equipment and tools in each of the plants, which leads to a culture of prevention and timely identification of risk situations.

Fall protection program

We continued to manage the risk of falling from heights in all processes. By the end of 2021, 3,442 fall protection elements, 490 fixed anchor points and 238 lifelines had been installed at the generation plants through an HSEQ framework contract, controlling more than 500 fall risk conditions in operation, maintenance, engineering and construction processes.

Process, facility, equipment and fire protection safety

The Fire Systems Improvement Plan was implemented under the guidelines of the NFPA 850 technical standard, based on intrinsic safety, to strengthen emergency response. In 2021, work continued on the verification and review of the intrinsic safety conditions of the water, carbon dioxide CO₂ and foam firefighting systems and their detection, alarm and firestopping systems for all the generation plants.

Asbestos treatment and control

Systematic sampling of friable asbestos continued at the generation plants; risk warning signs were installed in structures with friable asbestos, and in some potential situations, removal was caused. In addition, we continued to periodically carry out the inspection program of structures and equipment under the Enel Índice Amianto methodology in order to prevent risk factors that may increase the occurrence of occupational diseases.

Confined spaces, explosive atmospheres 'ATEX' and hot works

Work in confined spaces, hot work and 'ATEX' represent one of the most relevant safety programs, as they are configured as high-risk tasks. In 2021, the confined space program focused on updating safety requirements in compliance with legal technical and regulatory standards. The characterization of the confined spaces of the plants was completed with the creation of monographic cards, allowing to have a safety control in the use of equipment, personal protection elements and specific requirements of

each confined space. For the ATEX explosive atmospheres program, intrinsic safety inspections were carried out, verifying the condition of battery rooms, UPS batteries, firefighting system batteries, generator batteries, hydrogen equipment, gas cylinders and other areas and equipment whose characteristics may cause explosive atmospheres.

Road safety

In terms of road safety, the year 2021 closed with a very positive balance in terms of road accidents for Emgesa. In addition, some preventive activities associated with the training of personnel in the safe handling of 4X4 vehicles, training in basic techniques in road accident investigation, and other issues that result in improving the perception of road safety in the Company were carried out.

Training and competencies for safe and healthy work

An annual training program in Occupational Safety and Health is established for Emgesa, taking into account the hazards and risks to which workers will be exposed in the performance of their duties in order to control the probability of occurrence of injuries, occupational diseases and health emergency of covid 19.

For the year 2021, more than 5,000 hours of training were executed in which the following health training activities were carried out:

- Taking care of my body, my lungs and my life
- Ear care
- Healthy nutrition and exercise
- Acute and chronic health effects of chemical exposure
- Preventing covid 19 infection
- Breastfeeding, benefits for families
- Cardiovascular resuscitation and AED use

Additionally, the following specific safety training was carried out, taking into account the hazards and risks to which workers are exposed in the performance of their duties:

- Safe work at heights training atretraining, coordinator and advanced levels.
- Basic fire department or class I training Load lifting training: load lifting equipment rigger, overhead crane

rigger, overhead crane operator, load lifting supervisor, manlift mobile elevating work platform operator, single person mobile elevating work platform operator and high and low lift forklift operator.

- Advanced electrical risk course
- Basic traffic accident investigation techniques
- Safe driving, 4x4 vehicle operation
- Safety Standard 2.0 (lifting of loads, impact with objects, entrapment, confined spaces, excavations, electrical work, work at heights, interference and Risk Management)

The following training courses were held for COPASST members: COPASST functions and current legal regulations, hazard identification and risk assessment, and safety inspections.

In addition, COPASST members and members of the HSEQ team were enrolled in the virtual course of the 50-hour occupational health and safety management system and its 20-hour update in accordance with the stipulations of Resolution 4927 of 2016 and Circular 063 of 2020.

On the other hand, prevention-oriented work sessions better known as STOP meetings were executed, in which topics of occupational safety and health interest were discussed for all the Company's workers: covid 19 prevention, electrical maneuvers, Stop Work, road safety campaigns, covid 19 case management recommendations at home and falls to the same level, hand care, interference, safe lifting of loads, entrapments, road safety, mental traps, hand care entrapments, emergency brigades, Pre and Post Job Check and safety activities for a safer Christmas.

Covid 19, solidarity in the health emergency

The monitoring and control related to the health status of all Emgesa workers and contractor companies was based on the development of awareness and communication activities of all preventive measures to prevent Covid 19 infection in face-to-face and remote work activities for the reactivation in the new normality, based on:

- Implementation of controls for the disintegration of personnel and division by work cells to reduce risk by promoting social distancing measures for health care in order to prevent the risk of covid 19 infection.
- Dissemination and sensitization on the need for the application of daily self-assessment of health status in the pandemic.

- Promotion of the culture of self-care through constant communication and training to staff in their work, family and community environment; this in order to strengthen the analysis and awareness of risk.
- Covid 19 detection tests for permanent population screening of workers who carry out their activities in person and those who occasionally enter the generation plants. More than 6,300 PCR tests to identify positive cases in a timely manner and prevent contagion to on-site personnel.
- Control and medical follow-up of positive, suspected, potentially suspected and post-infection personnel to promote public health prevention measures and identify the epidemiological fences that have managed to contain contagion.
- Thanks to the definition of protocols and their accelerated implementation in the organizational culture, Emgesa only has a contagion rate of 8% for the general population.



- After the National Government gave its endorsement to the private sector to acquire vaccines, and considering the priority in welfare and health, Emgesa joined the initiative 'Companies for Vaccination', led by the National Association of Industrialists (ANDI) to immunize its workers with their families and contractors and advance in the vaccination plan in Colombia for economic reactivation, biologicals were acquired to immunize 2,084 people.

Epidemiological surveillance programs

Hearing conservation

As part of the noise risk management for the generation plants, the Epidemiological Surveillance Program for Hearing Conservation was continued; the supply, individual training in the use, maintenance and reporting of signs of deterioration of the protective elements, as well as permanent inspections of their use, permanent follow-up of the results of the audiometries performed on 100% of the exposed personnel through occupational medical examinations.

The 2021 program indicators confirm 100% compliance with the training activities planned. For 2021 and once the confirmatory audiometries for suspected cases of hypoacusis have been performed, there is no evidence of new cases that would warrant the initiation of rating processes.

Prevention of occupational pneumoconiosis

For the management of occupational risk associated with the prevention of diseases caused by particulate material from coal, we continued working on the Epidemiological Surveillance Program for the Prevention of Occupational Pneumoconiosis, through which we carried out activities of supply, inspection and practical workshops on the use of respiratory protection elements, training on respiratory pathologies due to exposure to particulate material, application of a survey for respiratory symptoms to exposed personnel included in the surveillance program, and ILO Chest X-rays, with negative results for pneumoconiosis in occupational medical exams, and permanent follow-up of the industrial cleaning process at Termozipa to promote control at the source of particulate material from coal.

Musculoskeletal risk

To prevent occupational and common diseases of musculoskeletal origin in the working population, we continued with active breaks in a virtual way for workers in generation plants and workers who were at home. Ergonomic occupational medical examinations, ergonomics training, prevention of back pathologies and prevention of upper limb pathologies were carried out, and we continued with occupational medical follow-ups for workers identified as suspects or cases, with the issuance of recommendations.

In 2021, we began the process of classifying two workers from the hydraulic generation plants as occupational diseases, and continued the workshops on postural hygiene, overexertion and handling of loads in a preventive manner.

Psychosocial risk management

In 2021, psychosocial risk was measured to carry out focused group interventions for psychosocial risk intervention on emotional intelligence and life goals.

Biosafety processes as a business continuity strategy in times of covid 19

The Colombian Institute of Technical Standards (ICONTEC) conducted a follow-up audit to confirm that Emgesa has maintained its biosecure operations certification for the second year. This is thanks to a series of preventive measures to guarantee the full operation and continuity of the service and from the preparation and response to emergencies, drills and simulations have been carried out in the plants, associating telecontrol systems, biosecurity protocols and the disintegration of personnel as fundamental pillars of the business continuity plan.

Innovation and improvements in occupational safety and process safety

Emgesa works in the search for best practices in Occupational Safety and Process Safety, from 2021 the following ideas and practices for having high standards of innovation and meeting the needs of risk prevention processes:

Digitalization of the Fall Protection Program (PPROTECC)

PPROTECC is a tool with access from any computer or mobile device that helps each of the interested parties to manage the information and documentation needs required to guarantee the control of legal requirements and decision making for activities that include work at heights. It has the ability to be updated in real time to provide workplaces with information on:

- Fall protection equipment inventories
- Equipment inspection and certification status
- Inspection schedules
- Equipment lifecycle
- Validity of specialized worker training
- Training schedule
- Management of findings identified during inspections
- Status of workers' qualification to work at heights.
- Real-time indicator charts

The longest life line in generation plants

Emgesa's longest lifeline is located at the El Quimbo power plant, 600 meters long, horizontal, certified and installed under the parameters of Resolution 1409 of 2012. It has four sliders for the transit of four people, tension indicator of 0.8 kN in each system, and 40 spans with a separation of 16.5 m between them.

Approximately \$124 million were invested to make this project a reality, which prevents the risk of falling in activities associated with maintenance and inspections of the civil infrastructure of the El Quimbo reservoir.

Measuring toxicity and explosive levels in confined spaces with an instrumented robot

When the first verification of the atmospheric conditions to perform work in a confined space is performed, a rescuer usually enters to measure the levels of gas concentration in the atmosphere of the site. Although this first entry is performed with all the safety controls for the rescuer, there is still a latent risk that if the confined space conditions are extremely severe, the health of the rescuer performing the first inspection could be affected.

To solve this problem, an amphibious robot was developed that can be remotely operated by wireless control, equipped with a camera, communication system, toxic and explosive gas sensors:

- Elimination of the risk for the worker who performs the first measurement in the confined space.
- Reduction and total control of the risk when entering a confined space and the difficulty of moving the self-contained equipment, gas meters and other rescue equipment.
- Reduction of work time, by eliminating the time required for the of implementation of emergency response equipment and systems when causing the first entry.
- Accuracy of gas measurements and traceability in the analysis of atmospheres, scope analysis of atmospheres, reaching sites that are difficult to access.

Accident and occupational health indicators

Own accident rate indicators

GRI 403-9

When evaluating the performance in accident rate in 2021 for Emgesa's personnel, it should be noted that there were no computable accidents.

- The Frequency Index (FI) of 0.00 means that there were zero accidents per million man-hours worked and a Severity Index (SI) of 0.00 for the company's own personnel.

Incidents that caused first aid attention, Near Miss of high potential, were investigated, corrective and preventive measures were generated and followed up in order to avoid recurrence.

Global Indicators - Contractors

When evaluating the performance in accident rate in 2021 of Emgesa's contractor personnel, there was one accident in the contractor segment, which occurred in the operation and maintenance process of the Termozipa Power Plant related to mechanical risk.

- The overall Frequency Index (FI) is 0.22, which means that there were 0.22 accidents per million man-hours worked and a Severity Index (SI) of 0.0035 for contractor personnel.

In the incidents that led to first aid attention, high potential Near Miss, an investigation was carried out, corrective and preventive measures were generated and followed up to avoid recurrence.

YEAR	Frequency rate	Severity index	Global			Emgesa			Contratistas		
			Computable work accident (ATC)	SEVERE	FATAL	ATC	FATAL	SEVERE	ATC	FATAL	SEVERE
2014	1,38	0,015	0	0	0	0	0	0	0	0	0
2015	0,00	0,000	0	0	0	0	0	0	0	0	0
2016	0,19	0,003	0	0	0	0	0	0	0	0	0
2017	0,33	0,012	2	0	0	1	0	0	1	0	0
2018	0,52	1,03	3	0	1	1	1	0	1	0	0
2019	0,58	0,016	3	0	0	2	0	0	1	0	0
2020	0,00	0,000	0	0	0	0	0	0	0	0	0
2021	0,22	0,035	1	0	0	0	0	0	1	0	0

Frequency rate: number of cases with lost time*1,000,000/HHT

Severity rate: number of days lost (own personnel + contractors) due to occupational accidents *200,000 / Man hours worked.

Health indicators

GRI 403-10

In 2021, programs were consolidated and new strategies were implemented to promote health and wellness in the work environment; thus, different activities were developed in order to promote self-care and thus prevent the development of chronic diseases of common and occupational origin.

Regarding the follow-up of occupational illnesses:

- The prevalence rate of occupational disease in 2021 for Emgesa is 2.8% for 19 qualified workers (only 6 active workers in the Company to date).
- There were no new cases of qualified occupational disease, therefore, the incidence rate in 2021 of occupational disease for Emgesa was zero.
- There were no days of sick leave due to occupational disease, which generates an Occupational Disease Lost Time Frequency Rate of zero for 2021. (No. of incapacities due to occupational illness/Total man hours worked in 2021 x 1,000,000).
- In Emgesa there were no workers in the process of qualification of origin for occupational disease by the EPS in the renewable line or the thermal line.

Regarding the follow-up to the common type of illness in workers:

- For Emgesa, the total number of sick leaves due to common illness in 2021 was 168, which generated 1,522

days lost. Compared to 2020, there was a 7% decrease in the number of sick leaves and the number of days lost, due to the fact that a significant group of workers throughout 2021 were working from home.

- The absence frequency rate for 2021 was 31 for 1,000,000 HHT.
- The main causes of sick leave for 2021 were infectious diseases, respiratory diseases, skin and subcutaneous cellular tissue diseases and musculoskeletal pathologies derived from trauma of common origin.



Codensa Occupational health and safety management

Contenido GRI 103-1, 103-2, 103-3, 403-1, 403-8

In 2021, Codensa continued implementing the Integrated Management System that has been applied for years in all service lines, covering 100% of the workers. This system is certified under the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 technical standards, as well as with the participation of the respective Joint Occupational Health and Safety Committees (COPASST).

Codensa also has focused actions and guidelines that respond to its needs and priorities, as well as to the nature of its business lines:



Codensa (I&N)

- Risk anticipation
- Operational security
- Contractual insurance management
- Institutional management
- Training and skills
- Digitization, technology and innovation
- Safety culture

Codensa (Enel x y Market)

- Participatory leadership and high performance culture in HSEQ (Health, Security, Environment and Quality)
- Preventive and occupational medicine
- Health and Safety Risk Management
- Administration of environmental aspects
- Operational control to contractors and subcontractors
- Quality management, processes and operational excellence

Occupational health management

Contenido GRI 403-3, 403-4, 403-5, 403-6, 403-7

The Company has implemented monitoring activities to provide feedback to its management and thus evaluate the implementation of its surveillance systems, in order to prevent occupational diseases. These include:

- 918 occupational medical examinations with cardiovascular risk classification
- 123 executive check-ups
- 390 influenza vaccination doses
- 916 lipid profile exams (total cholesterol, HDL, LDL, Glycemia)
- 88 height examinations
- 99 special covid 19 evaluations of personnel with comorbidities.
- 226 attendees at the prostate antigen day.

- 650 attendees at conferences specialized in healthy habits, cardiovascular disease prevention, smoking prevention, healthy eating, diabetes and obesity prevention, breast cancer prevention, and sexually transmitted diseases.
- 15 participants in an outing to the Bosque Renace to learn about vitamin N therapeutics.

On July 10, the vaccination plan began through a purchase agreement with ANDI and authorized by the National Government for workers, contractors and family members of the company's own personnel, an activity that included frequent communications campaigns promoted by ENTÉRATE, under the hashtag #EmpresariosPorLaVacunación and #YoMeVacuné. At the end of the year, 95% of I&N personnel were vaccinated with at least one dose.

The following activities were carried out to manage specific risks to people's health:

Cardiovascular risk prevention

- Performing occupational medical examinations and executive follow-up checkups, cardiovascular follow-up line and cardiovascular risk intervention, creating a culture of care in 10 areas.
- Follow-up of workers within the epidemiological surveillance programs, achieving a significant reduction of workers with intermediate and late cardiovascular events.
- Cardiology assessment

Movement culture and prevention of musculoskeletal disorders program

- 65 active workers in the agreement with the fitness center
- 592 job inspections
- 3 specialized workplace studies
- Virtual sessions on active breaks
- Application of the survey on physical activity habits, with a participation of 820 workers.
- 304 participants in ergonomics courses in the home.

- Review of physical activity habits during medical exams
- Dance course (Danzunga) 39 attendees
- 13 evaluations by physiotherapist

Psychosocial risk prevention program

- Psychosocial risk battery results
- Activities with ARL support
- Application of coping survey
- Assessments by occupational psychology
- 452 participants in talks for psychosocial risk intervention.

Healthy eating culture

- Workshops to promote healthy eating with the participation of 56 employees.
- Notes on proper nutrition
- Application of the survey on eating habits, with the participation of 820 employees.

Preparation for cardiovascular events

- Attention to cardiovascular emergencies through standard operating procedures at all Company locations.
- Purchase of 8 AEDs (automated external defibrillators) to equip cardio-protected areas in the Company's new facilities.
- BLS (basic life support) training AHA certification for CPR and AED emergency brigade Cundinamarca 55 attendees
- 6 CPR (cardiopulmonary resuscitation) courses at home and use of the AED 193 attendees



Smoke-free spaces

- Tobacco use prevention course first session, 25 attendees.
- Talk on World Smoking Prevention Day: 125 attendees. Intranet communications

Women's care

- Conference on breast cancer prevention, 495 participants

Occupational safety management

Contenido GRI 403-2

In order to promote the safety of its employees, the Company has implemented various activities to reduce the probability of events due to electrical, mechanical, working at heights and road safety risks. These programs include work on the network along with the activities defined for each identified risk:

Type of risk	Activities 2021
Electric risk	<ul style="list-style-type: none"> • APP 5RO, 16,564 actions; 100% review of performances; 96% use of the APP (PDL) • Artificial Intelligence, 2 sprints achieved (rule 5, rule 3, and EPP); classification of more than 2,500 photos, 1,500 photos taken for learning process • Electrical Safety Program: implementation of the program with 23 work sessions this year • Electrical Risk Audits, 15 audits of contractor companies with more than 30 evidenced findings and improvement plan under development • Show Room "Initiatives that protect lives", with 25 contractor companies, 8 suppliers of equipment and security tools, 12 electrical risk prevention initiatives • Webinar Resolution 5018 with ARL Sura 144 safety leaders and EECC representatives
Mechanical risk and heights	<ul style="list-style-type: none"> • 27 workers certified in effective supervision in lifting loads • 4 managers trained at the area managers level in work at heights • Alturas Audits, 15 EECC audits with more than 34 evidenced findings, with an improvement plan under development • Load lifting audits, 14 EECC audits, more than 133 evidenced findings, with improvement plan under development • Show Room "Initiatives that protect lives" with 25 EECC, 8 providers of equipment and security tools. 12 mechanical risk prevention initiatives
Road risk	<ul style="list-style-type: none"> • Motorized Safety Plan: Training and evaluation of motorized 40 8-hour days 648 Motorized • Dynamic risk analysis test for 4x4 drivers • 9 audits of contractor companies on the PESV • Review of 125 heavy vehicles • Delivery of 4 Bigo signaling devices for bicycle users

In addition, there are other initiatives to reduce the risks of Codensa's activities, in alignment with the focuses of action, such as the implementation of technological tools to improve the follow-up and development of contractor companies, the diploma courses that seek to strengthen the technical competencies and soft skills of employees, together with the technological initiatives and the Sprint Plan that seek to promote a culture of safety.

Contractual assurance

- Sprint plan
- 104 Contractor Assessment
- 4 ECoS and 6 improvement actions
- 350 tracking slots
- 477 improvement actions
- 66 CEO meetings

Innovation and technology

- The transformative projects implemented under the umbrella of innovation and technology during 2021 were:
- GroundBox: ground the low-voltage networks in the junction boxes, taking advantage of the fact that they are already open without drilling the insulation, without installing Temporary Grounding Systems (SPTT) and without ascending the poles. In prototypes and tests.
- MonoFas: it works as a clip or ring placed on the SPTTs that will detect the passage of currents, through the SPTT and -according to the parameterization- will give a sound and light alert in the event of a risky ground. Reading is feasible with bluetooth connection. In the process of developing the prototype with the supplier.
- SafeLid: facilitates the lifting of the concrete covers of the inspection boxes of the underground electrical networks with the less contact and risk for workers and improves operational performance.
- BlockBelt: seeks to fully comply with the second golden rule in de-energized network work. Mechanical blocking of mechanical and automatic cutting devices, Sectionalizers, Blades and Circuit Breakers by means of a blocking rope secured to a safety box.
- Additionally, the Innovation Scheme in Collaborating Companies was implemented, which seeks to see and include the Collaborating Companies as a factory of innovation ideas in Security with the purpose of capitalizing on their initiatives and operational improvements given their level of applicability in the field.

Training and skills

- Training and skills, more than 1,036 own workers and 6,100 contractors, with 13,500 hours of training for own and 183,000 for contractors
- Development and implementation of training courses such as 5 Golden Rules and trained staff on e-Ducation platforms and SURA College of Risks
- Diploma in occupational health and safety and diploma in electrical risk safety 60 participants Enel and EECC
- Re - Skilling: AML project, training of readers and billers as electrical technicians for installation of metering equipment.
- intelligent, 120 workers in training

Safety culture

- Diplomado de Liderazgo en seguridad para encargados de safety, 28 graduandos en alianza con la Universidad Politecnica de Cataluña
- 15 talleres andragógicos de planeación segura
- 12 seguimientos planes de cultura EECC
- 2 talleres de comunicación
- Lanzamiento Yo me cuido, tú me cuidas, con 1.737 participantes directos y de EECC, 2 grupos de formación de Buddy Mentor, 37 profesionales de Enel
- 3 webinar divulgación de lecciones aprendidas

**YO TE CUIDO,
TÚ ME CUIDAS
BUDDY PARTNER**

Te invitamos a participar en este espacio donde confirmarás por qué proteger la vida, cuidarnos el uno al otro y trabajar en equipo, son las claves para garantizar la seguridad de todos.

Prográmate:
Fecha: miércoles, 10 de noviembre.
Horá: 8:00 a.m. a 9:30 a.m.

¡Te esperamos!

Iniciativa de | **enel**
codensa

Other security and safety initiatives

initiative	Description
Co-pilots	<ul style="list-style-type: none"> • During 2021 there was a capacity of 590 cameras and 51 terminals. • Copilotos was part of the virtual security in 25 contracts from 18 companies. • 480 cameras were acquired to maintain coverage in the operation. • By 2022, it is expected to acquire 720 cameras to expand and maintain coverage in the operation.
Intrinsic Safety	<ul style="list-style-type: none"> • 16 projects identified in five facilities (AT and MT airlines, primary cabins, secondary cabins, LIDAR) 68 billion executed. • Benchmarking Brazil and Emgesa: the action model, the guideline, and tools designed from the global: SharePoint and Power App were reviewed.
Chemical risk	<ul style="list-style-type: none"> • Inventory and characterization of chemical risk: organization of inventory of chemical substances of the oil laboratory and contractors • Study of chemical substances in the Salitre headquarters high voltage oil laboratory • Preparation of IO material management with asbestos • Standard Update Chemical Management • Training in safe handling of chemical substances in the laboratory - 24 people • Training in hazards and risks associated with asbestos - 62 people • Training in globally harmonized system - 69 people.
Biological risk	<ul style="list-style-type: none"> • Realization of the drill with ophidic risk • Inclusion of spot in the invoice for canine risk prevention • Issuance of 500 units of the booklet on toxic and poisonous plants for contracting companies • Development of flame retardant beekeeping suit
Public risk	<ul style="list-style-type: none"> • Training for more than 260 own people in public risk, in 2 webinars • Face-to-face public risk training for contractor companies with the highest accident rate due to acts of force majeure 190 (CAM, Deltec, Sistem Mecm, Monte and Ciudad) • end of year safety plan
Emergency plan	<ul style="list-style-type: none"> • First responder training - remote work, 1,062 attendees • Training for COPASST in emergency plan, local inspections and emergency attention for covid 19 events • Development of the Codensa Risk Management and Disaster Response Plan in conjunction with O&M • 14 covid 19 drills and emergencies • District self-protection drill organized by IDIGER and the Bogotá district, in 4 Metropolitan offices - 125 people • National drill in 14 rural locations - 125 people • Definition of capacity specifications and signage for new venues



Good Corporate Governance





Fair conduct and corporate governance

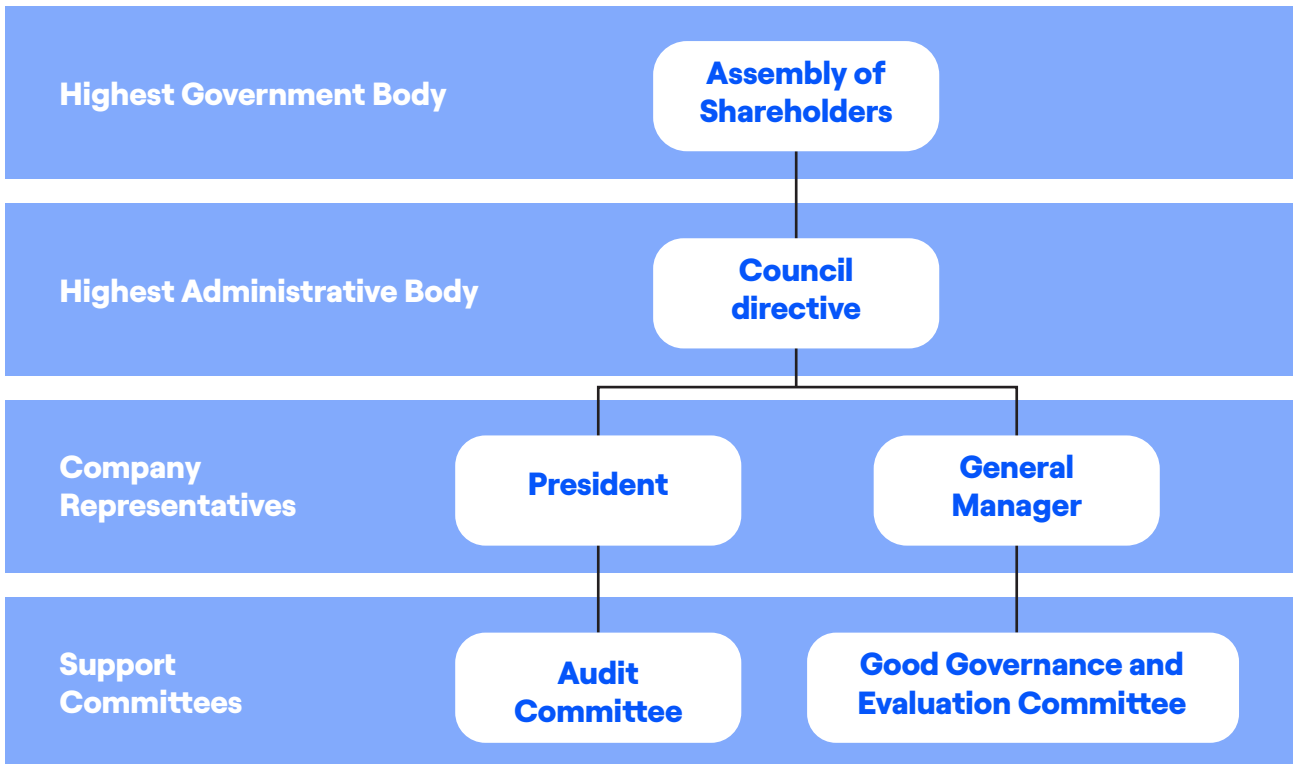
GRI 103-1, 103-2, 103-3.

The implementation of the principles of good governance allows Enel Companies in Colombia to ensure that dialogue, trust and transparency are the basis for the relationship with its customers and other stakeholders. Thus, the corporate governance system seeks to achieve the following objectives:

- Creation of value for shareholders
- Service quality for customers
- Control of business risks
- Transparency in the marketplace
- Reconciling the interests of all shareholders, especially minority shareholders.
- Raising awareness of the social relevance of the companies' activities.

Estructura de gobierno

GRI 102-18



The governance structure of Enel's companies in Colombia seeks to improve management and operational and financial performance through the coordinated and collaborative work of its different governance, management and control bodies. These bodies are governed under the statutes contemplated in the Good Governance Code, which in addition to defining its structure, determines the functions and responsibilities of each body.

The Shareholders' Meeting, as the highest governing body, elects the members of the Board of Directors, according to the needs of the Companies and holds an ordinary meeting in the first three months of the year, at which the following information is presented:

- Final Management Report of the Board of Directors and the General Manager of the Company.
- Financial Statements as of December 31 of the immediately preceding year.
- Statutory Auditor's Report
- Profit Distribution Project
- Good Governance Code Compliance Report
- Audit Committee Report
- Social Responsibility Report

- Self-Evaluation Report of the Board of Directors, in accordance with the provisions of the Internal Regulations of the Board of Directors and the Code of Good Governance and Evaluation.

The Board of Directors is in charge of verifying, approving and overseeing the management, the interests of the shareholders and complying with the social and environmental statutes of the Code of Good Governance, within the framework of Colombian legislation.

The President and the General Manager of Codensa and Emgesa are in charge of representing the companies before the control entities and other actors in the energy and economic sector. Finally, the support committees are in charge of monitoring the decisions of the Board of Directors, ensuring compliance with assurance practices, and evaluating control systems, among other functions.

Decision-making

GRI 102-21

At the General Shareholders' Meetings, clear and timely information is provided on the actions and outstanding results of the period, in order to inform and ensure that the decisions taken have been appropriate and respond to the

objectives, goals and strategies of the Enel Companies in Colombia.

The election of the Board of Directors is carried out at the General Shareholders' Meeting under the electoral quotient system, according to the guidelines established by the Companies. All decisions made at these meetings are protected by law and the bylaws.

All stakeholders identified by the Enel Companies in Colombia and in accordance with the considerations of the Assembly, have access to relevant information within the term of the call, time established in Article 45 of the bylaws. Non-strategic information is disclosed through the channels established for this purpose, among which are contemplated:

- Internal communications
- Media
- Website
- Newspapers with wide circulation
- Meetings of relevant areas

In addition and in accordance with Article 41 of the bylaws, it is the responsibility of the assemblies to determine the functions of the main governing bodies, the administrative functions of the general managers of the Companies, as well as to advance the consultation processes between the stakeholders and the highest governing body.

Ethical standards and conduct

GRI102-16, 102-17

In order to generate trust and build solid relationships with their stakeholders, the Companies are committed to ethical actions, transparency and compliance with the standards established in their different guidelines and policies, as well as in the current legislation of the areas where the different businesses operate.

During 2021, the Code of Ethics was updated, which establishes specific criteria of conduct and integrates different concepts, such as diversity, sustainable development objectives, inclusion and equal opportunities in order to create a work environment that respects the dignity of each person, the principle of safety, personal data management, impartiality in decisions, fair competition, among others.

In this sense, employees, stakeholders and other organizations involved in the Companies' operations are required to act with honesty, transparency and fairness in the development of their activities in order to achieve their objectives in an ethical manner.

Main ethical and compliance guidelines

- Code of ethics
- **Enel Global Compliance Program**
- Zero Tolerance Plan for Corruption (PTCC)
- Criminal Risk Prevention Model
- Anti-Bribery Management System
- Trust and Value Policy with Institutions
- Trust and Value Protocol with Institutions
- Gifts and Hospitality Policy
- Conflict of Interest Management Policy

Measuring ethical culture

The first survey to measure the perception of the ethical culture and its compliance in the Organization was implemented with the support of the Fundación General Empresarial (FGE). More than 1,100 employees participated and the elements of the corporate culture that are part of ethical behavior were identified.

The good level of awareness of the employees about the tools to promote ethical conduct and corporate values is highlighted, as well as a high identification of the commitment and actions of the Companies to prevent corruption and have an ethical behavior on a daily basis.

These results encourage us to continue to improve our communication and training strategies, as well as to reinforce our business ethics and compliance programs at all organizational levels and with all stakeholders.

Follow-up mechanisms

GRI 102-25, 102-28.

The evaluation and control mechanisms are determined by the internal bylaws and are in accordance with Colombian legislation:

- External Audit, performed by a firm chosen by the Companies.
- Statutory Auditors
- Right of inspection that may be requested by the Shareholders fifteen days prior to ordinary or extraordinary meetings at which financial statements are to be approved.
- Approval of the Report of the Board of Directors and the Manager by the Shareholders.
- Actions against the directors, in case of violation of the fiduciary duties that come with having the quality of administrator in the terms established in the commercial norms.
- Specialized audits, which may be carried out by the Shareholders to review the management performed by the directors.
- Shareholders' and Investors' requests through the Virtual Attention Office.
- Risk-based internal audit function
- Good Governance and Evaluation Committee
- Internal Control in charge of the Chief Executive Officer

Conflicts of interest

In the event that a director has a conflict of interest, he/she must disclose the situation to the General Shareholders' Meeting, so that the pertinent decisions can be made in the case, having all the necessary information to be able to proceed:

1. It is mandatory to appeal to the highest corporate body, in the event that the administrator is entitled to do so.
2. Otherwise, he/she must inform the persons empowered to do so of his/her situation so that they may proceed to do so.

The General Shareholders' Meeting shall take into account the following when making any decision:

1. That the act in question may not be authorized when it is detrimental to the interests of the corresponding Company over which they preside, for which purpose all economic and market factors and the consequences of the act under study must be evaluated, as well as all those aspects that may be relevant at the time of making such analysis.
2. That when the director is an associate, he/she must abstain from participating in the respective decision.

Internal Audit

The internal control and risk management systems are aligned with the business model, and their operation has been one of the outstanding achievements of corporate management.

Among the priority functions of the Internal Audit Management is the responsibility to ensure that these systems comply with the principles of efficiency and effectiveness, for which they have review and monitoring mechanisms to manage the strengthening of processes and mitigate risks in the business context. Due to its nature, the Internal Audit Management is outside the line of business, reporting directly to the Audit Committees of the Boards of Directors.

The fundamental purpose of the audits is to carry out periodic monitoring and evaluation of risks in the operation of the operations, as well as:

- Identify opportunities for improvement to strengthen the Internal Control System.
- Advance the evaluation of the Criminal Risk Prevention Model (MPRP), which includes the requirements of Colombian legislation.

- Adopt initiatives aimed at developing international best practices to prevent and detect potential risks of illegal activities, fraud and any action that may be in conflict with the ethical principles of the Enel Group.
- Follow up the implementation of action plans and improvement plans.
- Periodically report the results of the audits and the follow-up of the plans to the Audit Committee, which in turn supervises that these activities are carried out in an adequate manner.

Compliance system

The compliance system has been conceived as the basis for operations and is therefore a guide for the conduct of all employees. Its purpose is to facilitate the relationship with stakeholders and through activities that promote transparent communication, generate bonds of trust between the parties.

The Audit Committee, with the support of the Compliance Officer, approves and implements the programs that are part of the compliance system. Periodically this committee carries out an evaluation in order to monitor and implement opportunities to improve the programs.

Suppliers, business partners and contractor workers adhere by accepting the General Conditions of Contract to all the provisions established in the compliance program and the code of ethics; in addition to abiding by the clauses that seek to ensure the proper implementation of the Compliance System.

It is essential for the Companies to have activities that guarantee the mitigation of corruption, bribery and bribery risks. Therefore, in the last year the following initiatives were implemented:

- Fraud Risk Assessment (FRA) Matrix Evaluation
- Evaluation of the Risk Assessment Matrix: risks were assessed by applying the C.O.S.O. (Committee of Sponsoring Organizations of the Treadway Commission) international standard methodology for 100% of the processes.
- Compliance with the Annual Audit Program
- Ethical Channel: maintenance of the ethical channel available to all stakeholders.
- Evaluation and updating of the risk matrix and controls for the prevention of criminal risks.
- Conformity assessment of the ISO 37001 anti-bribery management system.

Additionally, strategies such as the periodic evaluation of the contracting process for consulting and professional services (institutional, regulatory, tax, M&A and others) are implemented as a response to the specific risks identified and whose objective is to provide for the performance of counterparty and due diligence analyses when necessary.

The WorldCheck tool is used for supplier contracting, as well as counterparty analysis to identify relevant risks. These actions are supported by internal policies that determine the frameworks for conducting activities with a high risk of corruption.

Enel Global Compliance Program

This tool seeks to guarantee the reputation of Enel Companies in Colombia by strengthening their commitment to ethical, legal and professional standards. In this sense, measures have been developed to prevent the Group's criminal liability, guided by the main anti-corruption compliance guidelines in the world, such as ISO 37001, FCPA of USA and UK Bribery Act.

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



Community and clients

Convey the commitment that the Company has in its compliance programs to the community and clients of its concession areas.



Institutions

Share and develop standards / practices of Ethical compliance, Anti-corruption with institutions.



Suppliers and Contractors

Share the culture and commitment to Ethics and Compliance with our counterparts, and jointly establish and/or strengthen good practices associated with this topic.



Peers and industry

Know the best practices of the electricity industry and other markets, so that they are managed within the companies and promote standards that have been implemented.

Zero Tolerance Plan against Corruption

This plan establishes a framework to address outside conduct that is against the provisions of Colombian law and the ethical principles of the Companies, as well as other conduct including bribes, support for charities and sponsorships, favored treatment and gifts, receiving accommodations and expenses.

Las Compañías Enel en Colombia tienen un firme compromiso por combatir la corrupción, por lo que su gestión se guía bajo los criterios de transparencia internacional, dando cumplimiento al décimo principio del Pacto Mundial, según el cual “las empresas se comprometen a combatir la corrupción en todas sus formas, incluyendo la extorsión y el soborno”.

Under this perspective, training and dissemination activities are carried out for employees and suppliers, in order to identify, mitigate and prevent any risk of corruption in internal processes and areas.

Anti-corruption training

GRI 205-2

In order to ensure that all employees know, apply and comply with the principles and values that are part of Enel's corporate profile, they are trained in the Code of Ethics, the Zero Tolerance to Corruption Plan and the Compliance Program upon joining the company. These instruments are communicated to 100% of employees and members of governance bodies.

On the other hand, in order to reinforce this message, during the year an extensive training plan is carried out for all employees, addressing topics related to bribery, corruption, ethics and compliance, among others.

During the year, induction sessions were held for more than 220 employees who joined the company in 2021, and more than 800 employees were trained in the virtual course of the updated Code of Ethics. The virtual course Confía Enel (Trust Enel) was also successfully deployed in the Group's IT training platform, with an innovative format that allowed online and interactive training for more than 900 workers to strengthen their knowledge on Compliance and the Anti-Bribery Management System. The above initiatives allowed to close the year 2021 with the training of more than 1,550 workers in matters of business integrity and compliance.

Regarding the communication plan on compliance issues, a total of 24 campaigns were launched (totaling 42 pieces of communication) through internal media: emails, videos, intranet and advertisements, as well as through social networks such as Twitter, Facebook and LinkedIn.

In the month of September 2021, the Ethics Week was held through a 100% digital format, with a closer communication model of ethics and integrity issues that allowed to significantly increase the level of interactivity and response from workers. The event sought to reinforce the values of trust, honesty, the guidelines of the compliance program and the rules for building trust and value with institutions, among others.

The Compliance Officer disseminated the Group's good practices in compliance and anti-bribery management in different spaces, including participation in one of the most important sustainability events worldwide, the Global Compact Leaders Summit, as well as in the Regional Integrity Week in Latin America led by the Alliance for Integrity.

Criminal Risk Prevention Model (MPRP)

In order to prevent and mitigate the risks of occurrence of unethical or non-transparent situations, non-compliance with legislation or acts of corruption that may occur on the part of employees, suppliers, shareholders or other actors in the value chain, the Companies have the criminal risk prevention model as their main strategy.

The management of the model is the responsibility of the Compliance Officer, who is in charge of reviewing, analyzing and supervising the model.

In Colombia this model is focused on the prevention and mitigation of crimes included in the Enel Global Compliance Program and related to:

- Corruption and bribery
- Crimes against public entities
- Copyright and intellectual property crimes
- Money laundering and financing of terrorism
- Crimes against individuals
- Market abuse and consumer crimes
- Occupational health and safety offenses
- Environmental crimes
- Cybercrime
- Fraud

During 2021, the Audit Committee approved the update of the MPRP document. In addition, the corresponding matrix was updated (through the testing of controls) and the DIGICOM project was started, with the purpose of digitalizing and automating the matrix, guaranteeing the control of information and online access to the risk assessment by the process owners.

Anti-bribery management system

In compliance with the ISO 37001 international standard, the Anti-Bribery Management System (SGAS) was developed to strengthen the anti-bribery organizational culture and reinforce aspects such as:

- The Companies' culture of transparency and ethics, as well as the implementation of best practices in processes with suppliers, subcontractors and related third parties.
- The effectiveness of the policies, standards and procedures of the corporate compliance program.
- Alignment with the regulations in force in the country

An external audit was carried out to verify the sustainability and compliance of the system. The result of the evaluation was General Compliance, which confirms that the Companies have a mature system that has been in operation for several years and has evolved with the dynamics of the Organization, integrating processes that demonstrate compliance with the requirements of the ISO 37001 standard.

Activities were also carried out to sustain the system and certification, in addition to training for more than 250 employees in order to reinforce the knowledge and controls of the Anti-Bribery Management System.

In addition, six internal and external communication campaigns were carried out to disseminate the benefits and achievements of the model and the commitment to work against corruption in all its forms, including bribery.

Risk assessment

GRI 205-1

The audit function remained aligned with best practices, according to the external evaluation that certified it as generally compliant with the international standards for the professional practice of internal auditing issued by the Institute of Internal Auditors. The tool used in the evaluation was the information system (TeamnMate) that supports audit and compliance management. In addition, the Agile methodology was implemented in all activities.

The annual plan, which included 21 audits (12 for Codensa and 9 for Emgesa), was satisfactorily completed, in which the following processes were reviewed: Maintenance Management, Litigation Management (Tax and LCA), Corporate Asset Protection, New Customer Connections, Claims Management, Commercial Credit Management, Credit Risk Management, Corporate Device Security, Critical Infrastructure Cybersecurity, Light Full/Mega Tender Purchasing Analysis, Corrective Network Maintenance, Customer Care (B2C, B2B, B2G), and Contract Management Services.

In addition, nine follow-up activities were carried out on sensitive processes (Continuous Auditing), associated with donations, sustainability initiatives, institutional and regulatory matters, personnel selection, sponsorships, health and safety, critical event management, Red Flags in Procurement and Consulting and Professional Services.

As in previous periods, the results of the work did not reveal any weaknesses that could compromise the fulfillment of the Companies' objectives, according to the valuation methodology applied.

The risk assessment of processes and fraud scenarios was updated, considering the new work and operational contexts. In addition, the progress and compliance with the action plans resulting from previous audits was monitored, in order to solve weaknesses and improve internal processes. As of December 31, 2021, the action plans that were more than six months old were closed.

A dashboard was implemented with data analytics tools with the main indicators of the function, in order to facilitate online and continuous monitoring of the progress of the Audit Plan and other relevant activities.

Finally, due to the restrictions related to the covid-19 contingency, the use of Smart Glasses technology was initiated, in order to perform virtual inspections of different industrial facilities for some auditing activities.

In 2021 we carried out the identification, detection and mitigation of risks associated with corruption. In this category, the most significant risks are associated with some of the activities of the Sustainability, I&N Logistics, Business Development (GPG) and Institutional activities of the Sustainability, Logistics I&N, Business Development (GPG) and Institutional Relations processes.

In this context, 100% of the business units were evaluated, considering each of the activities they perform, as well as those that could generate or expose the Companies to some type of crime.

Complaint handling

GRI 205-3

The Companies have an Ethics Channel on their website through which all stakeholders can access to report, in a safe, anonymous manner and under all confidentiality protocols, any irregular conduct that occurs in the development of the activities of the relationship between the different parties.

In addition, there is an internal policy describing the process for receiving, analyzing and investigating complaints, which includes disciplinary measures for any type of retaliation taken by any employee against complainants, as well as against those who report facts with knowledge of their falsity.

Ethical Channel Complaint flow

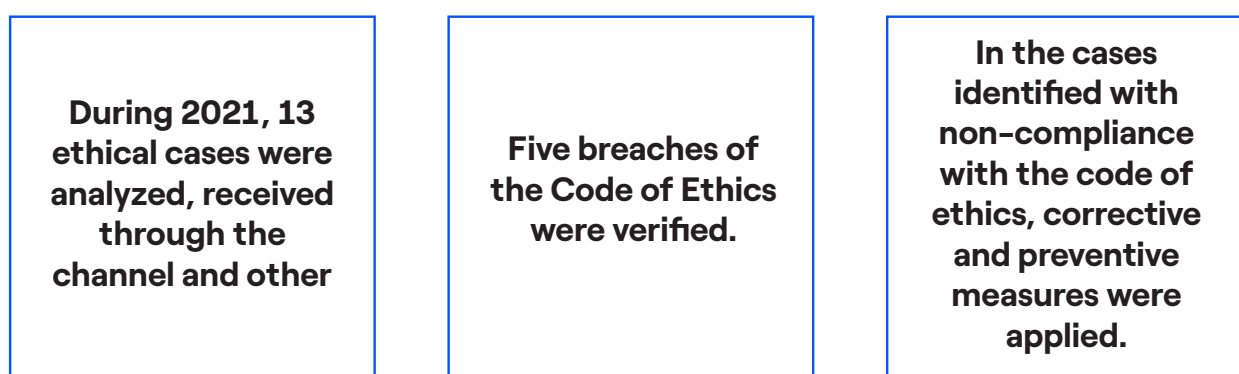


In order to promote and promote the Ethical Channel throughout the value chain, as well as with stakeholders, annual campaigns are carried out with emphasis on:

- Compliance program policies and protocols
- The Code of Ethics and the Ethical Channel
- The Criminal Risk Prevention Model and Conflicts of Interest

The Audit Management reports quarterly the complaints handled to the Audit Committee, the body in charge of centralizing and channeling those of significant relevance to report them to the Board of Directors.

During 2021, 13 cases of complaints were submitted through the Ethical Channel that were subject to verification by the Audit Management and related to possible non-compliance with the Code of Ethics. In five cases it was concluded that there were non-compliances associated mainly with conflict of interest, fraud by a third party (supplier) and labor climate. In all cases corrective and preventive measures were applied. None of the complaints received in 2021 were related to cases of corruption or bribery with public or private bodies.



Participation in public policies

GRI 102-12, 102-16

In order to validate the effectiveness of the programs, measure their performance and identify and implement good practices in corporate governance and sustainable management, the Companies are part of a series of initiatives at the national level that contribute to public policies related to their fields of action:

- Collective Action for Ethics and Transparency in the Electricity Sector: continued active participation in this association that promotes healthy competition, trust and sustainability of companies and the sector, considering best practices and global guidelines on transparency, anti-corruption and regulatory compliance.
- Institutional Transparency and Anticorruption Network (RITA): the companies officially joined this network of the Secretary of Transparency, which seeks to coordinate efforts to increase ethical standards in the country's most important economic sectors.
- 9th Ethics and Transparency Collective Action's Electricity Sector Ethics Forum: the Companies reaffirmed their interest in collaborating to strengthen ethical leadership, sharing commitments to prevent the risks of corruption and improper or uncompetitive business practices.

Codensa and Emgesa actively participate in initiatives such as the Collective Action for Ethics and Transparency in the Electricity Sector and the Transparency Secretary's Institutional Transparency and Anticorruption Network (RITA).

Human rights





Human Rights Policy

Since February 5, 2013, the Enel Group has adopted the Human Rights Policy approved by the Group's Board of Directors at a global level. It is aligned with the United Nations approach to protect, respect and remedy, and seeks to improve and expand the commitments already approved by the Code of Ethics, the Zero Tolerance Plan for Corruption and the Compliance Program 231. During the year 2021, the policy was updated for all Enel Group companies.

The policy has twelve principles that are mandatory for employees to comply with. The principles demonstrate and guide the purpose of promoting human rights throughout its value chain, providing solutions to any violation and ensuring no tolerance for human rights violations:

Labor practices

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

Relations with communities

- Environment
- Respect for the rights of communities,
- Respect for the rights of local communities,
- Respect for the rights of indigenous and tribal peoples,
- Integrity: zero tolerance for Corruption
- Confidentiality
- Communication

This commitment has been communicated through the disclosure of the Human Rights Policy, updated in 2021. The Companies have a communication channel via intranet, dedicated exclusively to socialize with its employees all issues related to the policy. This channel allows them, under confidentiality, security and anonymity, to denounce or report conduct that violates human rights.

Updating the Human Rights Policy

With the technical support of the Danish Institute for Human Rights (DIHR), Enel updated its Human Rights Policy, with the participation of external entities with recognized expertise in the subject. The interviews consulted internal and external stakeholders on the effectiveness of the current human rights policy and specific advice on updating it.

Human rights action plan in Colombia

The action plan focused on three main areas: commitment, prevention and supply chain.

Commitment:

- The Human Rights Policy was updated through a participatory and inclusive process.
- The implementation of a virtual course on human rights for all employees was completed, with the purpose of reinforcing knowledge on the subject and informing on the particular actions that the companies have implemented to promote respect and other fundamental corporate principles.

By the end of 2021, more than 400 Codensa and Emgesa employees completed the human rights training process.

Prevention

To prevent potential and actual impacts on human rights, there are mechanisms that facilitate the receipt of concerns, complaints and/or claims by any person, entity or interested party; these requests are also handled through the Ethics Line.

During 2021, there were no complaints, claims or concerns related to possible impact on the human rights of the Companies' stakeholders.

Supply chain:

From the evaluation phase for the selection of potential contractors, respect for human rights is promoted throughout the supply chain.

In 2021, we held events with suppliers where the topic of respect for human rights was strengthened.



Fiscal transparency



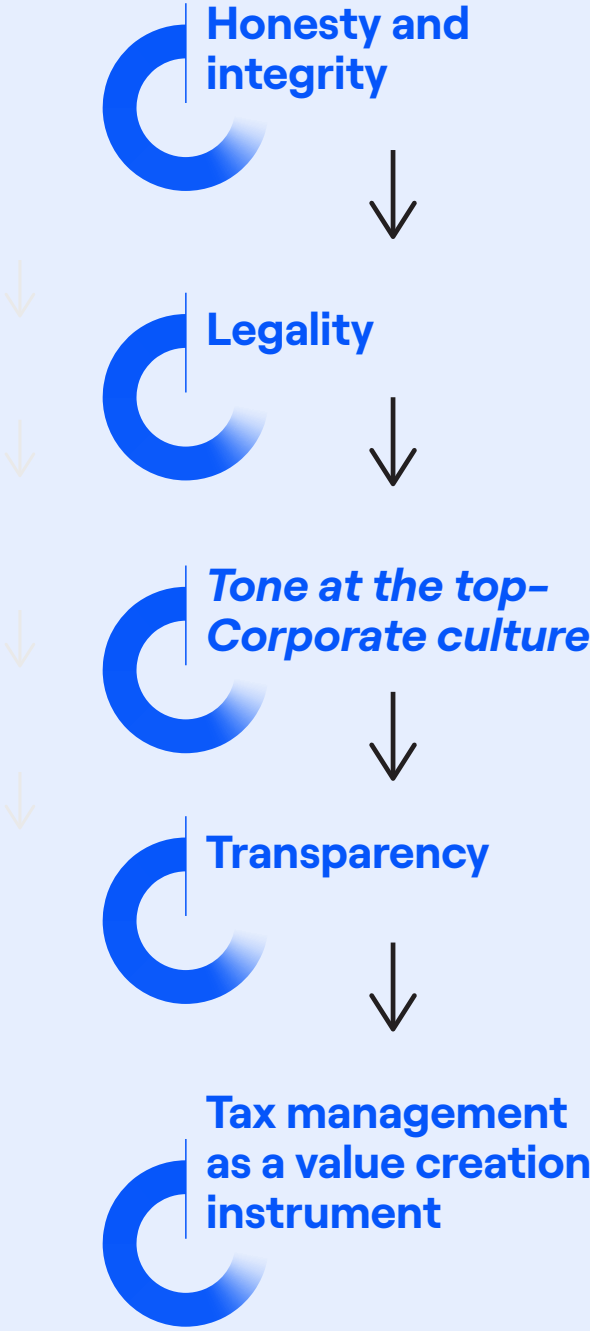


Responsible tax management

GRI 207-1

During the year 2021, Codensa and Emgesa continue with the Enel Group's tax strategy, which aims at the correct liquidation and execution of taxes and the mitigation of tax risk due to violation and/or abuse of tax regulations.

Principles of the Enel Group's tax strategy



For the taxable years 2017, 2018 and 2019, Emgesa was linked to the mechanism of payment of works for taxes, while Codensa was linked for the year 2020, developing different projects in the Areas Most Affected by the Armed Conflict (ZOMAC). The projects developed by this mechanism have been school equipment for the municipalities of Baraya and Tello in the department of Huila, and the construction of two micro-aqueducts in the department of La Guajira, and equipment for early childhood children in the region of Cundinamarca.

Tax risk management, governance and control

GRI 207-2

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

On account of the presentation to the Boards of Directors of the tax strategy, and in order to comply with the Enel Group's tax risk policy, during 2021 the Companies continued in the implementation phase of the Tax Control Framework that began in 2020, which is a set of rules, procedures, organizational structures and processes that pursue the purpose of identifying, measuring, managing and controlling the tax risk.

This phase in 2021 focused on:

- Updating of existing procedures, controls and systems that required modification;
- Execution of the action plan projected for the year 2021.
- Execution and compliance with the tax regulations interpretation manual, which seeks to evaluate new tax provisions in order to manage their fiscal impact.

Stakeholder engagement and management of tax issues

GRI 207-3

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

Interaction with local authorities is with the Treasury Departments that administer local taxes (ICA, Public Lighting) and with the Regional Autonomous Corporations (CAR) that administer environmental taxes.

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



Tax reporting

GRI 207-4

Figures in thousands of pesos

Concept	Codensa	Emgesa
Income from sales to third parties	6.151.716.992	3.293.613.335
Income from intragroup transactions	237.284.523	1.432.986.512
Tangible assets other than cash and cash equivalents	6.717.253.917	8.137.844.703
Total compensation of employees	251.686.653	85.163.774
income taxes		
Income tax and complementary	427.314.798	678.742.038
Tax of industry and commerce	73.953.016	3.133.170
Property Tax		
Vehicle tax	47.318	26.138
Property tax	2.915.079	3.735.364
Labor Taxes		
Parafiscal (employer)	38.185.359	15.748.751
Taxes on products and services		
VAT greater cost or investment value	135.380.987	40.844.691
Tax on financial transactions	19.371.904	12.969.360
Tariff	610.452	38.119
Consumption tax	62.618	17.474
Stratification - contribution to the CREG, superintendence of services, superintendency of	7.842.528	38.362.545
Port and transport - Fazni - Stamps		
Environmental taxes	98.467	75.476
Public lighting tax		93.710.956
Contribution law		
Others	140.655.308	41.642.270
Taxes collected from customers on behalf of a tax authority		
The balance of the intra-company debt held by the entities of the fiscal jurisdiction and the base to calculate the interest rate paid on the debt	1.204.056	1.980.797
Profits or losses before taxes	-361.526	-697.645
Corporate income tax accrued on profits or losses		

The reasons for the difference between accrued income tax and taxes by calculating the statutory tax rate are as follows:

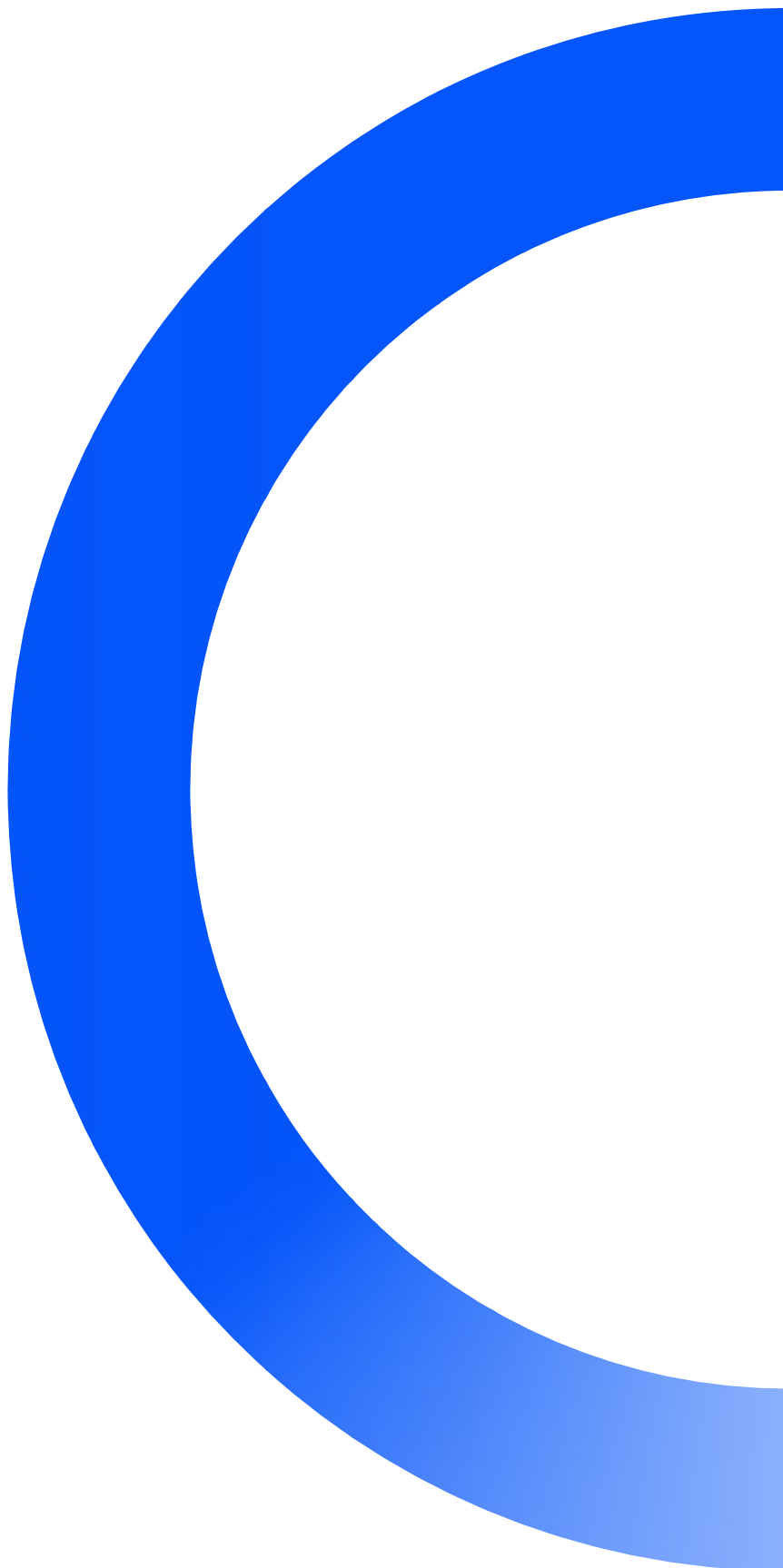
Codensa:

- Non-deductible taxes
- Unrelated and other non-deductible expenses
- Estimated liabilities and permanent provisions
- Presumptive interest
- Additional deduction for the disabled
- Adjustment of difference in rates-deferred adjustment in prior years
- Special deduction Act 1715 of 2015
- Other tax benefits
- Deferred industry and commerce tax
- Adjustment for previous year income tax return

Emgesa:

- Prior year income adjustment
- Other permanent differences
- Non-deductible taxes
- Estimated liabilities and permanent provisions
- Non-causally related expenses and other non-deductible expenses
- Presumptive interest
- Profit from sale of fixed assets taxed with occasional profit
- Deductions for real productive fixed assets
- Industry and commerce discount and 25% donations
- Accounting depreciation fiscal depreciation value

4. Appendix





Methodological note

Reporting period

GRI 102-50

In this Sustainability Report, eighteenth edition, Codensa and Emgesa, companies of the Enel Group in Colombia, present the results of their management during the period from January 1 to December 31, 2021.

Date of last report

GRI 102-51

Codensa and Emgesa's latest Sustainability Report presented their management and results during 2020 and was published in 2021. It is available for consultation on the website: https://www.enel.com.co/content/dam/enel-co/espaa%C3%B1ol/sobre_enel/informes_sostenibilidad/2020/informe-de-sostenibilidad.pdf

Reporting cycle

GRI 102-52

Codensa and Emgesa present their Sustainability Report on an annual basis.

Statement of Compliance

GRI 102-54

This report has been prepared in accordance with the Global Reporting Initiative (GRI) standards, option "essential" and has been supplemented with the indicators of the Electric Industry Sector Supplement of the GRI G4 Guidelines (G4 EUSS).

For all cases the 2016 version of the GRI standards was used, with the exception of the following standards, for which the latest updated version was used:

- **GRI 303: Water, 2018 version**
- **GRI 403: Occupational Health and Safety, 2018 version**
- **GRI 207: Taxx, 2019 version**
- **GRI 306: Waste, 2020 version**

Material topics and coverage

GRI 102-46

The definition of the contents of the Sustainability Report was based on a structured materiality process led by the Enel Group, which considered strategic elements of the Companies, the main interests and expectations of stakeholders and their satisfaction with the management of critical issues, a process that is described in detail in the chapter on Materiality.

The information contained in the Sustainability Report covers the actions of Codensa and Emgesa in their different lines of business.

Contacts for inquiries about the report

GRI 102-53

Any questions about the contents of this Sustainability Report or requests for additional information may be addressed to:

- **Gian Paolo Daguer**

Sustainability Manager
Enel Colombia
gian.daguer@enel.com

- **Adriana Pedraza Galeano**

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Management Division
Sustainability Management Enel Colombia
adriana.pedraza@enel.com
Telephone: (+571) 601 6060

External assurance

GRI 102-56

The contents of this Sustainability Report were subject to a limited and independent verification process by the auditing firm KPMG. The statement issued in connection with this process is located at the end of the report.

Índice de contenidos GRI

Contenidos generales

GRI standard	Contents	Location / Response
GRI 102: Indicadores generales	Organization Profile	
	102-1 Name of the organization	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-2 Activities, brands, products and services	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-3 Location of headquarters	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-4 Location of operations	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-5 Ownership and legal form	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-6 Markets served	Chapter: Business model Title: Codensa and Emgesa: Enel Group Companies in Colombia
	102-7 Size of the organization	Chapter: Business model Title: Main dimensions
	102-8 Information on employees and others workers	Chapter: Enel People Title: People
	102-9 Supply chain	Chapter: Suppliers Title: Responsible management of purchases and acquisitions
	102-10 Significant changes in the organization and its supply chain	During 2020 there were no significant changes within the Companies or in their supply chain.
	102-11 Precautionary principle or approach	Chapter: Towards a model based on nature Title: Management of environmental risks and liabilities
	102-12 External initiatives	Chapter: Business model Title: Participation in sustainability initiatives
	102-13 Membership in associations	Chapter: Business model Title: Participation in associations
	Estrategia	
	102-14 Declaration of senior executives decision makers	Message to our interest groups.
	102-15 Main impacts, risks and opportunities	Chapter: ESG risks and opportunities
	Ética e integridad	
	102-16 Values, principles, standards and Standards of Conduct	Chapter: Good corporate governance Title: Standards and ethical conduct
	102-17 Mechanisms for advice and ethical concerns	Chapter: Good corporate governance Title: Standards and ethical conduct
	Buen gobierno corporativo	
	102-18 Governance structure	Chapter: Good corporate governance Title: Governance Structure
	102-19 Delegation of authority	Chapter: Good corporate governance Title: Governance Structure
	102-21 Consulting stakeholders regarding economic, environmental and social issues	Chapter: Good corporate governance Title: Decision making
	102-22 Composition of the highest body of government and its committees	Chapter: Good corporate governance Title: Governance Structure
	102-23 Chairman of the highest governance body	Chapter: Good corporate governance Title: Governance Structure
	102-24 Nomination and selection of the maximum governing body	Chapter: Good corporate governance Title: Governance Structure
	102-25 Conflicts of interest	Chapter: Good corporate governance Title: Monitoring mechanisms
102-26 Role of the highest governance body in the selection of objectives, values and strategy	Chapter: Good corporate governance Title: Governance Structure	
102-28 Evaluation of the performance of the highest governance body	Chapter: Good corporate governance Title: Monitoring mechanisms	

GRI standard	Contents	Location / Response
	Relationship with interest groups	
	102-40 List of stakeholders	Chapter: Priorities and participation of stakeholders Title: Strategic relationship with stakeholders
	102-41 Collective bargaining agreements	Chapter: Enel People Title: Labor relations
	102-42 Identification and selection of stakeholders	Chapter: Priorities and participation of stakeholders Title: Strategic relationship with stakeholders
	102-43 Approach to the participation of stakeholders	Chapter: Priorities and stakeholder participation Title: Communication channels
	102-44 Key issues and concerns Mentioned	Chapter: Business Model Title: Communications Management
	Reporting practices	
	102-45 Entities included in the consolidated financial statements	Condensa S.A E.S.P. and Emgesa S.A E.S.P.
	102-46 Definition of the contents of the reports and the coverage of the topic	Chapter: Priorities and participation of stakeholders Title: Materiality analysis 2021
	102-47 List of material topics	Chapter: Priorities and participation of stakeholders Title: Materiality analysis 2021
	102-48 Restatement of information	A re-expression of information from the SAIDI and SAIFI indicators explained in the chapter "Infrastructure and electrification" is presented.
	102-49 Changes in reporting	There were no significant changes in the preparation of the report. As in previous periods, the structure of the report follows the sustainability plan of the Companies.
	102-50 Period covered by the report	Section: Methodological note
	102-51 Date of the last report	Section: Methodological note
	102-52 Reporting cycle	Section: Methodological note
	102-53 Point of contact for questions about the report	Section: Methodological note
	102-54 Declaration of preparation of the sustainability report in accordance with the GRI Standards	Section: Methodological note
	102-55 GRI content index	Section: GRI Content Index
	102-56 External verification	Statement of limited and independent verification of the Sustainability Report 2021

Estándares temáticos específicos

GRI standard	Contents	Location / Response
	Material topic: Health and safety at work	
GRI 103: Enfoque de gestión	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: Salud y seguridad en el trabajo	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, Hazard and risk identification and assessment
	403-3 Occupational health services	Chapter: Occupational health and safety Title: Occupational health and safety management
	403-5 Training of workers on health and safety at work	Chapter: Occupational health and safety Title: Occupational health management Codensa-Emgesa
	403-6 Promotion of the health of workers	Chapter: Occupational health and safety Title: Occupational health management Codensa-Emgesa
	403-8 Coverage of the occupational health and safety management system	Chapter: Occupational health and safety Title: Occupational health and safety management
	403-9 Work accident injuries	Chapter: Occupational health and safety Title: Accident indicators
	403-10 Occupational illnesses and diseases	Capítulo: Salud y seguridad en el trabajo Título: Indicadores de salud
	Material topic: Customer relations	

GRI standard	Contents	Location / Response
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Customers Title: Codensa-Emgesa customer culture
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 417: Mercadeo y etiquetado	417-3 Incidents of non-compliance related to marketing communications	Chapter: Customers Title: Requirements of control entities
GRI G4: Electric Utilities	Demand management programs that include residential, commercial, institutional and industrial accounts	Chapter: Customers Title: Codensa-Emgesa customer culture
	Research and development activity and expenditures intended to provide reliable electricity and promote sustainable development	Chapter: Innovation Title: Culture of innovation
Material issue: Preservation of ecosystems and environmental management		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Towards a model based on nature Title: Management and protection of the environment
	103-2 The management approach and its components	Chapter: Towards a model based on nature Title: Environmental Management System
	103-3 Evaluation of the management approach	Chapter: Towards a model based on nature Title: Highlights during 2021
GRI 302: Energía	302-1 Energy consumption within the organization	Chapter: Towards a model based on nature Title: Energy efficiency
	302-3 Energy intensity	Chapter: Towards a model based on nature Title: Energy efficiency
GRI 303: Agua y efluentes	303-3 Water extraction	Chapter: Towards a model based on nature Title: Water harvesting for power generation
	303-4 Water discharge	Chapter: Towards a model based on nature Title: Discharges
	303-5 Water consumption	Chapter: Towards a model based on nature Title: Domestic use of water
GRI 304: Biodiversidad	305-1 Direct greenhouse gas emissions (scope 1)	Chapter: Towards a model based on nature Title: Protection and conservation of biodiversity
GRI 305: Emisiones	305-2 Indirect greenhouse gas emissions when generating energy (scope 2)	Chapter: Towards a model based on nature Title: Emissions management
	305-3 Other indirect greenhouse gas emissions (scope 3)	
	305-5 Reduction of greenhouse gas emissions	Chapter: The Path to Net Zero
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	
GRI 306: Residuos	306-3 Waste generated	Chapter: Towards a model based on nature Title: Emissions management
	306-4 Waste not destined for disposal Title: Waste and material management	Chapter: Towards a model based on nature
	306-5 Waste destined for disposal	
GRI 307: Cumplimiento normativo ambiental	307-1 Non-compliance with environmental legislation and regulations	Chapter: Towards a model based on nature Title: Environmental litigation
	307-1 Non-compliance with environmental legislation and regulations	Chapter: Towards a model based on nature Title: Environmental litigation
Material topic: Products and services for electrification and digitization		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Digitizing components
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
Material topic: Good corporate governance and fair conduct		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Good corporate governance Title: Fair conduct and corporate governance components
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 205: Anticorrupción	205-1 Operations evaluated for risks related to corruption	Chapter: Good corporate governance Title: Compliance system
	205-2 Communication and training on anti-corruption policies and procedures	Chapter: Good corporate governance Title: Anti-corruption training

GRI standard	Contents	Location / Response
	205-3 Confirmed incidents of corruption and measures taken	Chapter: Good corporate governance Title: Complaint management
Material topic: Management, development and motivation of employees		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: People Enel Title: Human talent management components
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 202: Presencia en el mercado	202-2 Proportion of senior executives hired from the local community	Chapter: Enel People Title: Local managers
GRI 401: Empleo	401-1 New employee hires and staff turnover	Chapter: People Enel Title: Rotation
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Chapter: Enel People Title: Diversity and care of human talent
GRI G4: Electric Utilities	EU15 Percentage of employees due to retire in the next 5-10 years, broken down by job category and region	Chapter: Enel People Title: Employees close to receiving their pension
GRI 404: Formación y educación	404-1 Average hours of training per year per employee	Chapter: Enel People Title: Training and development of talent
	404-2 Programs to improve employee skills and transition assistance programs	Chapter: Enel People Title: Initiatives and training programs
	404-3 Percentage of employees receiving regular performance and professional development reviews	Chapter: Enel People Title: Performance evaluation
GRI 405: Diversidad e igualdad de oportunidades	405-1 Diversity in governing bodies and employees	Chapter: People Enel Title: People
	405-2 Ratio of basic salary and remuneration of women compared to men	Chapter: Enel People Title: Salary gaps
Material topic: Creation of economic and financial value		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Sustainable Finance
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 201: Desempeño económico	201-1 Direct economic value generated and distributed	Chapter: Sustainable finance Title: Economic value generated and distributed
	201-4 Financial assistance received from the government	Chapter: Sustainable Finance Title: Government Resource Management
GRI 207: Fiscalidad	207-1 Tax approach	Chapter: Fiscal transparency Title: Responsible fiscal management
	207-2 Fiscal governance, control and risk management	Chapter: Fiscal transparency Title: Governance, control and management of fiscal risk
	207-3 Participation of interest groups and management of concerns in tax matters	Chapter: Fiscal transparency Title: Participation of interest groups and management of fiscal matters
	207-4 Country-by-country reporting	Chapter: Tax transparency Title: Tax report Refer to content 102-7 to consult the main activities of the organization, number of employees and basis for calculating them
Material topic: Local and global communities		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Local and global communities
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 203: Impactos económicos indirectos	203-1 Investments in infrastructure and services supported	Chapter: Local and global communities Title: Social investment
GRI 413: Comunidades locales	413-1 Operations with local community participation, impact assessments and development programs	Chapter: Local and global communities Title: Social management with local communities
Material topic: Infrastructure and networks		

GRI standard	Contents	Location / Response
GRI 103: Enfoque de gestión 2016	103-1 Explanation of the material topic and its Boundary	Chapter: Infrastructure and electrification Title: Excellence in the generation and distribution of energy components
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI G4: Electric Utilities	EU2 Net energy output broken down by primary energy source and regulatory regime	Chapter: Infrastructure and electrification Title: Power generated
	EU4 Length of transmission and distribution lines by regulatory regime	Chapter: Infrastructure and electrification Title: Energy distribution networks
	EU10 Planned capacity versus projected long-term electricity demand, broken down by energy source and regulatory regime	Chapter: Infrastructure and electrification Title: Installed capacity
	EU12 Percentage of energy losses in transmission and distribution lines	Chapter: Infrastructure and Electrification Title: Business Operations Management
	EU21 Contingency planning measures, disaster and emergency management and training programmes, and recovery and restoration plans	
	EU25 Number of accidents and fatalities of the public in which the assets of the Company are involved	Chapter: Infrastructure and electrification Title: Third party accidents
	EU26 Percentage of population without service in licensed distribution areas	Chapter: Infrastructure and electrification Title: Service coverage
	EU28 Frequency of power outages	Chapter: Infrastructure and electrification Title: Quality of service
	EU29 Average duration of power outages Title: Quality of energy service	
	EU30 Average plant availability factor broken down by energy source and regulatory regime	Chapter: Infrastructure and electrification Title: Power generated
Material topic: Innovation, circular economy and digital transformation		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Innovation Chapter: Circular economy
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
Material issue: Sustainable supply chain		
GRI 103: Enfoque de gestión	103-1 Explanation of the material topic and its Boundary	Chapter: Suppliers Title: Responsible management of component purchases and acquisitions
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI 204: Prácticas de abastecimiento	204-1 Proportion of spending on local suppliers	Chapter: Suppliers Title: Contracts and hiring
GRI 308: Evaluación ambiental de proveedores	308-1 New suppliers that have passed selection filters according to environmental criteria	Chapter: Suppliers Title: Supplier evaluation
GRI 414: Evaluación social de proveedores	414-1 New suppliers that have passed selection filters according to social criteria	
Material issue: Decarbonization of the energy mix		
GRI 103: Enfoque de gestión 2016	103-1 Explanation of the material topic and its Boundary	Chapter: The Path to Net Zero Chapter: Infrastructure and Electrification Components
	103-2 The management approach and its components	
	103-3 Evaluation of the management approach	
GRI G4: Electric Utilities	EU1 Installed capacity broken down by primary energy source and regulatory regime	Chapter: Infrastructure and electrification Title: Installed capacity
	EU11 Average efficiency in the generation of thermal plants by energy source and regulatory regime	Chapter: Infrastructure and electrification Title: Efficiency of thermal plants



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Informe del Auditor Independiente de aseguramiento Limitada para Codensa S.A E.S.P y Emgesa S.A E.S.P.

Hemos sido contratados por la Dirección de **Codensa S.A E.S.P y Emgesa S.A E.S.P.**, en adelante **Codensa y Emgesa**, para proporcionar aseguramiento limitado con relación a los parámetros y contenidos de sostenibilidad incluidos en el Informe de sostenibilidad de **Codensa y Emgesa**, (en adelante "el Informe") para el año terminado el 31 de diciembre de 2021.

Los parámetros y contenidos de sostenibilidad cubiertos por este encargo de aseguramiento limitado son:

Nº	Parámetros de sostenibilidad asegurados	Estándar asegurado
1	Dimensiones de la organización	102-7
2	Desglose de empleados por género y región	102-8
3	Inversiones en infraestructura y servicios sociales	203-1
4	Formación en temas de corrupción	205-2
5	Incidentes de corrupción	205-3
6	Materiales usados (aplica solo para Emgesa)	301-1
7	Materiales que son reciclados (aplica solo para Emgesa)	301-2
8	Consumo de energía interno	302-1
9	Captación de agua (aplica solo para Emgesa)	303-3
10	Vertimientos de agua	303-4
11	Consumo de agua	303-5
12	NOx, SOx y otras emisiones al aire (aplica solo para Emgesa)	305-7
13	Residuos generados	306-3
14	Residuos aprovechados	306-4
15	Residuos con disposición final	306-5
16	Rotación de empleados	401-1
17	Formación de empleados	404-1
18	Evaluación de desempeño	404-3
19	Diversidad de empleados	405-1
20	Relación de pago entre hombres y mujeres	405-2
21	SAIDI	EU28
22	SAIFI	EU29



Responsabilidad de la Dirección

La Dirección es responsable por la preparación y presentación de los parámetros y contenidos de sostenibilidad incluidos arriba en el aseguramiento limitado, de acuerdo con el estándar GRI para la elaboración de Reportes de Sostenibilidad de Global Reporting Initiative según lo descrito en el subcapítulo “Sobre este Informe”. En dicho subcapítulo se detalla la opción de conformidad autodeclarada.

Esta responsabilidad incluye: Diseñar, implementar y mantener el control interno necesario para permitir la preparación de los parámetros y contenidos de sostenibilidad asegurados libres de errores materiales debido a fraude o error.

La Dirección también es responsable de prevenir y detectar el fraude, y de identificar y asegurar que la Compañía cumpla con las leyes y regulaciones aplicables a sus actividades.

La Dirección también es responsable de asegurar que las personas involucradas en la preparación y presentación del reporte están apropiadamente entrenadas y los sistemas de información están actualizados.

Responsabilidad de KPMG

Nuestra responsabilidad es expresar una conclusión de aseguramiento limitado sobre la preparación y presentación de los parámetros de sostenibilidad descritos anteriormente e incluidos en el Informe anual de **Codensa y Emgesa**.

Nuestro trabajo ha sido realizado de acuerdo con la norma internacional para trabajos de aseguramiento ISAE 3000 e ISAE 3410, Assurance Engagements other than Audits or Reviews of Historical Financial Information, emitida por el International Auditing and Assurance Standard Board.

La firma aplica el estándar internacional de control de calidad y en este sentido mantiene un sistema integral de control de calidad, incluyendo políticas y procedimientos documentados relacionados con el cumplimiento de requerimientos éticos, estándares profesionales y requerimientos legales y regulatorios aplicables.

Hemos cumplido con los requerimientos de independencia y otros incluidos en el Código Ético de la Federation of Accountants emitido por el Internal Ethics Standards Board for Accountants que establece principios fundamentales en torno a la integridad, objetividad, confidencialidad, conductas y competencias profesionales. Con base en lo anterior, confirmamos que hemos ejecutado este encargo para **Codensa y Emgesa**, de manera independiente y libre de conflictos de interés.

ISAE 3000 requiere que planifiquemos y realicemos nuestro trabajo de forma que obtengamos una seguridad limitada sobre si los parámetros y contenidos de sostenibilidad están exentos de errores materiales.



Aseguramiento Limitado de los Parámetros y Contenidos de Sostenibilidad

Nuestro trabajo de aseguramiento limitado sobre los parámetros y contenidos de sostenibilidad consistió en la formulación de preguntas, principalmente a las personas responsables de la preparación de los parámetros y contenidos de sostenibilidad, y en aplicar procedimientos analíticos y otros según sea apropiado. Estos procedimientos incluyeron:

- Entrevistas con la Dirección y personal relevante a nivel corporativo en relación con la estrategia de sostenibilidad y las políticas para los asuntos materiales, así como la implementación de estas en la compañía
- Indagación con la administración para obtener un entendimiento del proceso llevado a cabo por **Codensa y Emgesa**, para determinar los asuntos materiales, así como la participación de los grupos de interés en este proceso.
 - Entrevistas con el personal pertinente de **Codensa y Emgesa**, a nivel corporativo, responsable de la preparación de los parámetros y contenidos objeto de aseguramiento limitado.
- Indagaciones sobre el diseño e implementación de los sistemas y métodos usados para recolectar y reportar los parámetros y contenidos objeto de verificación limitada, incluyendo la agregación de la información reportada.
- Comparación de los parámetros de Sostenibilidad objeto de Aseguramiento Limitado con fuentes subyacentes relevantes con una base de muestra para determinar si toda la información relevante ha sido apropiadamente incluida en el Informe.
- Comparación de los parámetros y contenidos de sostenibilidad objeto de aseguramiento limitado con las fuentes subyacentes relevantes con base en muestreos, para determinar si la misma ha sido incluida adecuadamente en el Informe.
- Lectura de los parámetros y contenidos de Sostenibilidad de aseguramiento Limitado presentados en el Informe para determinar si están en línea con nuestro conocimiento general y experiencia en relación con el desempeño de sostenibilidad del **Codensa y Emgesa**.
- No se hicieron comprobaciones en sitio por causas de fuerza mayor (Covid19) lo cual limitó la verificación de evidencias físicas.
- La verificación de la materialidad y de los Objetivos de Desarrollo Sostenible no fueron parte del alcance de proceso de verificación adelantado.

Los procedimientos realizados en un trabajo de aseguramiento limitado varían en naturaleza y tiempo y son menores en alcance que un trabajo de aseguramiento razonable, y por lo tanto el nivel de aseguramiento obtenido es sustancialmente menor que el que se hubiera obtenido en un trabajo de aseguramiento razonable. En consecuencia, no expresamos una conclusión de aseguramiento razonable sobre los parámetros y contenidos de sostenibilidad objeto de aseguramiento limitado.

Propósito de Nuestro Reporte

De acuerdo con los términos de nuestro trabajo, este informe de aseguramiento ha sido preparado para **Codensa y Emgesa**, con el propósito de asistir a la Dirección en determinar si los parámetros y contenidos de sostenibilidad objeto de aseguramiento limitado están preparados y presentados de acuerdo con los estándares GRI para la elaboración de Reportes de Sostenibilidad de Global Reporting Initiative.



Restricciones de Uso del Reporte

Este informe no debe considerarse apropiado para ser usado o basarse en él, por cualquier tercero que quiera adquirir derechos contra KPMG diferente a **Codensa y Emgesa**, para ningún propósito o en cualquier otro contexto. Cualquier tercero diferente a **Codensa y Emgesa**, que obtenga acceso a nuestro informe o una copia de este y determine basarse en él, o en cualquier parte de este lo hará bajo su propio riesgo. En la mayor medida de lo posible, según lo permitido por ley, no aceptamos ni asumimos responsabilidad ante terceros diferentes a **Codensa y Emgesa** por nuestro trabajo, por este informe de aseguramiento limitado, o por las conclusiones a las que hemos llegado.

Nuestro informe se entrega a **Codensa y Emgesa** sobre la base de que no debe ser copiado, referido o divulgado, en su totalidad (salvo por los fines internos propios de **Codensa y Emgesa**) o en parte, sin nuestro consentimiento previo escrito.

Nuestras Conclusiones

Nuestra conclusión ha sido establecida, basada y sujeta a los asuntos descritos en este reporte. Consideramos que la evidencia que hemos obtenido es suficiente y apropiada para fundamentar la conclusión que expresamos a continuación:

Con base en los procedimientos descritos anteriormente y en la evidencia obtenida, nada ha llamado nuestra atención que nos indique que los parámetros y contenidos de sostenibilidad mencionados en la tabla anterior, para el año terminado el 31 de diciembre de 2021 de **Codensa y Emgesa**, no están preparados y presentados de manera adecuada, en todos sus aspectos significativos, de acuerdo con el estándar GRI para la elaboración de Reportes de Sostenibilidad de Global Reporting Initiative.

En otro documento, proporcionaremos a la Administración de **Codensa y Emgesa** un informe interno que contiene nuestros hallazgos y áreas de mejora.

KPMG Advisory, Tax & Legal S.A.S.

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Fabián Echeverría Junco
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12 de abril de 2022