



*EMGESA S.A. ESP  
COMPANY NOTICES  
APRIL 21, 2020*

## **Emgesa announces the measures it has been taking to address the new conditions of the market for COVID-19**

With respect to the measures that Emgesa S.A E.S.P. (hereinafter "the Company") has taken with respect to the mitigation of COVID-19 and in compliance with the measures established by the National Government, the Contingency Plan implemented by the Company is detailed below:

### **1. Protection of Personnel:**

The company has implemented a series of measures to protect the technical human resources located in the generation plants, as well as the administrative and support personnel located in the corporate buildings, thus minimizing the number of people needed in plants and offices, in order to reduce the risk of infection.

After the activation of the Business Continuity Plan on March 9, 2020, the first measures adopted by the Company were the cancellation of national and international trips, corporate events and internal group trainings; likewise, it made a strong call for individual self-care through campaigns that it activated through internal means.

On March 16, the Company implemented the measure of sending home 50% of the people who could carry out their work remotely, a decision that was taken before the National Government gave the preventive quarantine order.

By March 19, 100% of the people who could perform remote work were at home. In addition, and as a special prevention measure, all employees over 60 were also working from home.

The balance to date is that 60% of Emgesa S.A. ESP's operation personnel are working from home and 40% of the operation's personnel continue to work in the field, as well as 100% of the support areas or staff are working at home. To the group of people working in the field, the Company provided the necessary protection elements to carry out their activities with all the security measures; likewise, the operation shifts were strategically optimized, the operative flexibility is periodically evaluated and permanent health monitoring and prevention campaigns are carried out led by the HSEQ Management. In addition, all cleaning and disinfection protocols for common areas are strictly complied with.

It is important to emphasize that, under the remote work mode, the Company continues to provide its customers with complete normality.

### **2. Financial soundness and access to financing:**

In spite of the possible impacts due to the isolation measures defined in the country, the company maintains a stable financial position, which allows it to effectively face the challenges of the COVID-19 contingency. In addition, as a preventive measure, the company closed a committed line for USD 65 million for immediate use if necessary, for one year. As a result, Emgesa S.A. ESP is in an adequate liquidity position to face possible cash needs or greater financial stress that could arise in the coming months; it also has ample access to financing to meet future cash needs in the local and international markets if required. In addition, in April 2020, its risk rating was affirmed at "AAA" on a national scale by Fitch Ratings.

We emphasize that to date there are no material impacts on income, net income, cash flow and equity, and it is very premature to indicate possible future quantitative impacts on these variables.

### **3. Virtual Customer Service and Solid Commercial Operations:**

100% of customer service is provided virtually; additionally, information has been launched through webinars to encourage payment through virtual channels, in addition to the payment button on the website and the off-site service schemes. The 100% of the invoicing is electronic and the response to the PQR's is done through an application, giving an answer to the customer directly by email.

### **4. Sustained Supply:**

Compliance with energy and gas supply contracts in the wholesale market and in the non-regulated market is being carried out without any effects. All the measures established by the Ministry of Mines and Energy and the Energy and Gas Regulation Commission have been taken at the present time.

The supply of fuel for our thermal power plants is being carried out in a stable manner in accordance with the country's energy situation.

In conclusion, with the contingency plan activated, the Company has reacted positively both at the operational and financial levels, therefore, at this time no substantial risks have been identified. Emgesa S.A. ESP will continue to closely monitor the evolution of COVID 19, other measures that could be implemented by the National Government and the eventual impact on the business, which, if significant, will be reported to the market in due course.