



OPEN POWER FOR A BRIGHTER FUTURE.

WE EMPOWER SUSTAINABLE PROGRESS.

2020 SUSTAINABILITY REPORT - ENEL CHILE



**OPEN POWER
FOR A BRIGHTER
FUTURE**



SUSTAINABILITY REPORT ENEL CHILE 2020



**Herman
Chadwick P.**

Chairman



**Paolo
Pallotti**

Chief Executive Officer

Letter to stakeholders [102-14](#)

2020 has placed sustainable development at the top of international agendas even more decisively than before. At the same time, it is accelerating the need to share a common purpose that brings together the economy, society, and environment in a single perspective.

The pandemic, social demands, and impacts of climate change have made it painfully clear how important it is to place economic growth on the same path as human and social development, in harmony with the environment.

Enel Chile has been integrating the triad of economy, society, and environment into its strategic plan for several years, anticipating trends that have today become a must for sustainable growth. The Company's strategic planning is aligned with the Sustainable Development Goals of the United Nations. Through its business lines, it contributes directly to the generation of clean and affordable energy, an important vector to promote the decarbonization of consumption; to innovation in the industry, through its products and services; and finally to the sustainability of our cities and communities. In short, a sustainable business model that in and of itself is an integral action for the climate, society, and financial sustainability of the business.

**WE EMPOWER
SUSTAINABLE
PROGRESS.**

Our positioning as the first renewable operator in Chile is the result of our decade-long investment in the energy transition. Today, this allows us to mark emblematic milestones, such as closing our coal-fired power plants by 2022, foreseeing our commitment to decarbonization by 18 years. We strengthened our roadmap with an investment plan that aims for 77% of our generation mix to be from renewable sources by 2023, thus reducing our direct emissions by 64% compared to 2017. Our business strategy also contributes to the country's commitments to the Paris Agreement in terms of emissions reduction. By 2023, approximately 90% of our generated energy will be free of direct emissions.

Regarding renewable energy development, we are looking to the near future by also exploring new models, such as green hydrogen production and tidal energy, both of which are being pursued with two pilot projects.

The energy transition reaches our cities by decontaminating energy consumption. Electric mobility continues to be a priority for fossil fuel-free transportation and a sustainable city. Enel X was a pioneer in bringing electric buses to Chile through a public-private partnership, a model that now boasts 435 buses in the city of Santiago and a Pan-American corridor that will run throughout Chile and, together with other countries, will extend to Mexico. As of 2020, Enel X has installed 766 charging points around the country. The challenge of rethinking our energy consumption requires developing solutions in partnership with other actors. This is a central strategy of Enel X, which, through a participatory model coordinated by Sofofa, has replaced more than 8,600 wood stoves with electric heaters, contributing significantly to indoor decontamination by removing 179 tons of fine particulate matter.

While all of us at the Company have had to face significant business continuity challenges in 2020, the most pressing responsibility was to ensure the continuity of electricity supply. Technological innovation and digitalization have proven key to the resilience of our distribution network, which is why we will invest even more in strengthening our infrastructure and grids to offer our customers a service that meets their current and future consumption needs.

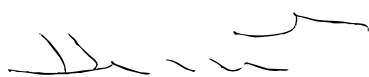
We are a team of over 2,000 people dedicated to providing solutions and answers to the country's greatest challenges, prioritizing diversity and inclusion as the core values for our Company's sustainable growth. In 2020, health and safety have been a key focus for protecting ourselves during remote or on-site work. At Enel Chile, we have paid close attention to personal and family protection initiatives during the pandemic, as well as to all measures and protocols for preventing infection. Our investment in digitalization over the past years has allowed more than 70% of us to work from our homes and continue interacting with all stakeholders, maintaining continuous dialogue and engagement.

Our social investment strategy, which in Chile prioritizes local economic development and access to energy and quality education, has allowed our communities to become more resilient over this year of health crisis. Similarly, we have collaborated with our campaign "codo a codo" to meet the different needs throughout the country, with health infrastructure to strengthen protection against infection and the capacity of medical services.

Our business's contribution to the country's sustainable growth in environmental, social, and governance dimensions is a commitment that has positioned us in the main sustainability indices, becoming the first electricity sector company in the in the Dow Jones Sustainability Index Emerging Markets, MILA, and Chile, of S&P Global, and also recognized for its ever-better risk management and ESG performance in indices such as MSCI, Sustainalytics, FTSE.

In 2020, Enel Chile was distinguished by ISS ESG Corporate Rating as a PRIME company for its performance in sustainability, a category achieved among 125 companies from the electricity sector worldwide.

We will continue to work vigorously and with conviction, based on our corporate values of trust, responsibility, proactivity, and innovation. These are the principles that plot our path forward. We are certain they will continue to yield new opportunities and challenges, for which we will continue building strong networks and ties with our stakeholders through collaboration, where creating shared value will continue to define our shared future.



Herman Chadwick Piñera
Chairman



Paolo Pallotti
Chief Executive Officer



Business model and context

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Our ESG performance



The energy transition

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People centrality

Our people	110
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Growth accelerators

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ESG backbones

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ENEL CHILE IS OPEN POWER

VISION

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

POSITIONING

Open
power

PURPOSE

MISSION

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

PRINCIPLES OF CONDUCT

**Open power
for a brighter
future.**

**We empower
sustainable
progress.**

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

VALUES

- > Trust
- > Proactivity
- > Responsibility
- > Innovation

1

Business model and context

- We are a leading energy group with a sustainable business model that creates long-term value for all stakeholders
- We approach every aspect of our business, including finance, in a sustainable, innovative, and circular way
- We set the priorities that underpin our strategy, commitment, and reporting through a structured materiality analysis process and the continuous and direct involvement of our stakeholders
- Our strategy makes sustainability the focus, with a view to achieving the UN Sustainable Development Goals



Sustainable business model

The resources

PEOPLE

2,219 Enel people
23% women
+56 training hours per employee
14,335 contractor company people

PLANET

9.9 Mm³ total water withdrawal
1.28 Mtep energy consumption

PROSPERITY

7,200 MW net efficient installed capacity
67% net efficient installed renewable capacity
+18 thousand km of network
+ 2 million customers
1,8 million residential customers
+340 thousand end users with active smart meters
766 charging points ⁽¹⁾
11 MW demand response
MM\$ 768,067 Capex
96% Capex low carbon

ESG

Macrotrends, F

Open Power – Openness is the key element of our strategy

PUR
PO
SE

VI
SI
ON

We are a national leader in the energy sector

PRESENCE

13
Regions

5
Subsidiaries



We create long-term value for all stakeholders

**SUSTAINABLE VALUE CREATION
IN THE LONG TERM**



PRINCIPLE OF GOVERNANCE

context

Risks and Opportunities

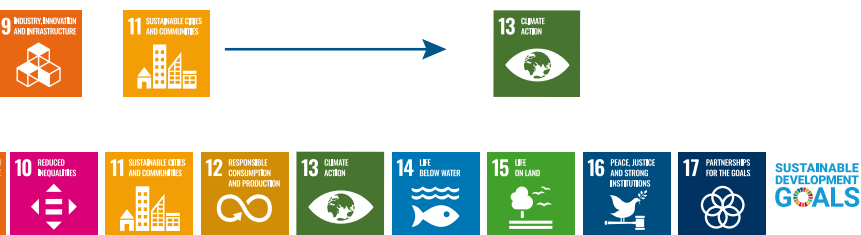
MISSION

VALUES

We are integrated along the entire value chain

Value Chain Generation Trading Distribution Market
(end customer)

GLOBAL
BUSINESS LINE



| 19 reports concerning the Code of Ethics

The outputs and created value

PEOPLE

0.19 injury frequency rate
(Enel Chile + contractors)
19% women managers
4.32% turnover rate
965 thousand beneficiaries
(projects SDG 4, 7, 8)
(accumulated since 2015)

PLANET

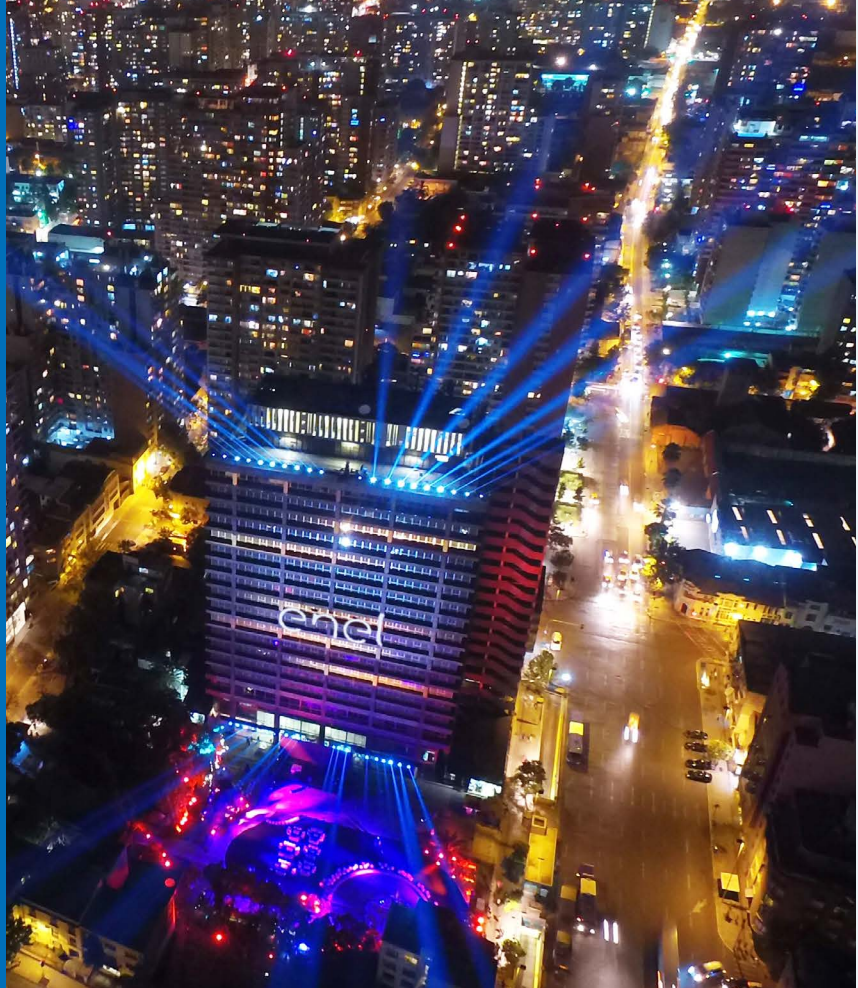
4,303 thousand tCO_{2eq} specific
emissions Scope 1
4,490 th tCO_{2eq} (Scope 1, 2, 3)
71% waste recovery
16 biodiversity projects

PROSPERITY

+ 2.4 GW renewable installed
capacity by 2023
16.5 thousand GWh sold electricity
171 min. SAIDI
\$2.635 trn revenues
\$908.7 bn EBITDA
91% EBITDA low carbon

Business model and context

Enel Chile is one of the most important electric companies in the country. Through its subsidiaries, it participates in the business of electricity generation, transmission, and distribution, offering innovative energy technologies and solutions.



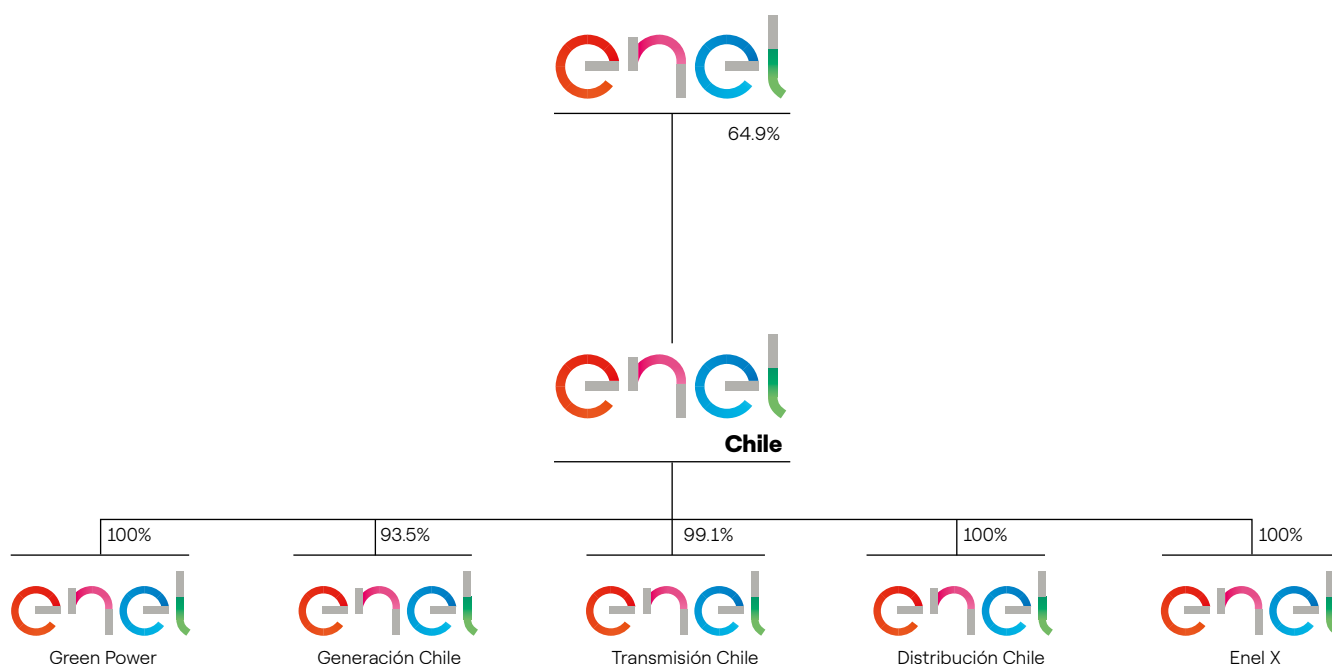
1. Enel Chile: the Company changing the face of energy

[102-1](#) | [102-2](#) | [102-3](#) | [102-4](#) | [102-5](#) | [102-6](#) | [102-7](#) | [102-45](#)

Business structure

In terms of generation, Enel Chile is the company with the greatest installed capacity within the National Electric System (SEN), generating 7,200 MW, or 28.3% of the SEN, through its subsidiaries Enel Generación Chile and Enel Green Power Chile. Of this capacity, 67% comes from

renewable energy sources that are part of a portfolio including hydro, wind, photovoltaic, and geothermal energy. This mix positions Enel Chile as the largest generator of zero emissions energy in the country, representing 18.7% of total installed renewable capacity as of December 2020.



Note: in accordance with the provisions of Law No. 21.194 of the Ministry of Energy, Enel Distribución Chile will have a "single business" as of January 1, 2021, creating the company Enel Transmisión, responsible for the transmission of electricity, while Enel Generación Chile will be in charge of commercialization.

Through Enel Distribución Chile, Enel Chile is the largest grid operator in terms of distributed energy, serving 33 municipalities in the Metropolitan Region of Santiago and more than 2 million customers.

Enel X Chile, on the other hand, is the subsidiary responsible for opening electricity to new uses, offering innovative and sustainable products and energy solutions as a way to advance in the electrification of consumption and achieve more sustainable and less polluted cities.

Global presence

Enel Chile is part of Enel Group, a multinational leader in the energy industry and one of the main global integrated operators in the energy and gas sectors, with operations in Europe, Latin America, North America, Africa, Asia, and Oceania. Present in more than 30 countries, it supplies electricity to 74 million end users through a network of over 2.2 million kilometers that produces energy with over 87 GW of installed capacity. In terms of ownership, the Italian company Enel SpA is the controlling shareholder of Enel Chile, with a 64.9% ownership share.

Further information regarding the ownership structure and governance structure can be found in Enel Chile's 2020 Annual Report.

2. Responding to COVID-19

Enel Chile and all its subsidiaries took various actions to face the Covid-19 emergency, aiming to reduce the possibility of infection among employees and people with whom the Company works constantly. At the same time, the Company was concerned with guaranteeing the continuity of its business and service, for which it has constantly monitored information, following the World Health Organization's (WHO) recommendations and the authorities' instructions.

Within this context, Enel Chile activated teleworking for all employees except for those working in operations whose activities may not be performed remotely and may not be postponed, as they are essential for guaranteeing continuity of service and safe national electricity systems. Special shifts were designed for this group using work cells so employees would have as little interaction as possible with each other. As a result of these measures, we managed to have more than 70% of the Company's workforce working from home.

This decision is in line with the precautionary measures adopted by the Enel Group since the beginning of the health crisis. The Group has activated an insurance policy to cover COVID-19 hospitalization costs for over 68,000 employees worldwide. This insurance was designed to satisfy the Group's specific needs and is the first-ever of its kind in the world.

The pandemic has made it clear that inequality is the most critical factor in curbing the spread of infections: more vulnerable populations face more difficulties in controlling

infections and less access to healthy and protected living conditions, as well as less access to quality health care. Given this, the crisis has underscored the need to overcome the health emergency across the board, in all communities and regions. Focused on helping those most vulnerable to face the emergency, Enel Chile implemented the "[Codo a Codo](#)" ("Side by Side") campaign, which included various activities carried out with municipalities, hospitals, and other organizations to fight the pandemic. During the first stage of the emergency in Chile, the Company contributed roughly Ch\$ 1.2 billion to resolve the communities' basic health and food needs.

Immediate measures were adopted to protect the health of our employees, customers, and contractors in Chile, such as, closing all customer service centers to avoid crowds, suspending bill delivery and in-person residential meter reading, reinforcing digital platforms and activating special payment programs for our most vulnerable customers, and implementing a special meter reading program for small and medium-sized commercial customers (PYMES).

Within the framework of [Law 21.301](#) the effects of Law 21.249 were extended, including exceptional measures to support public utility and pipeline gas end users. As of February 28, 2021, the approval rate of all requests, including those approved and rejected, reached 89.68%.

The actions taken and their impacts on each line of work will be addressed in further detail throughout this Sustainability Report.

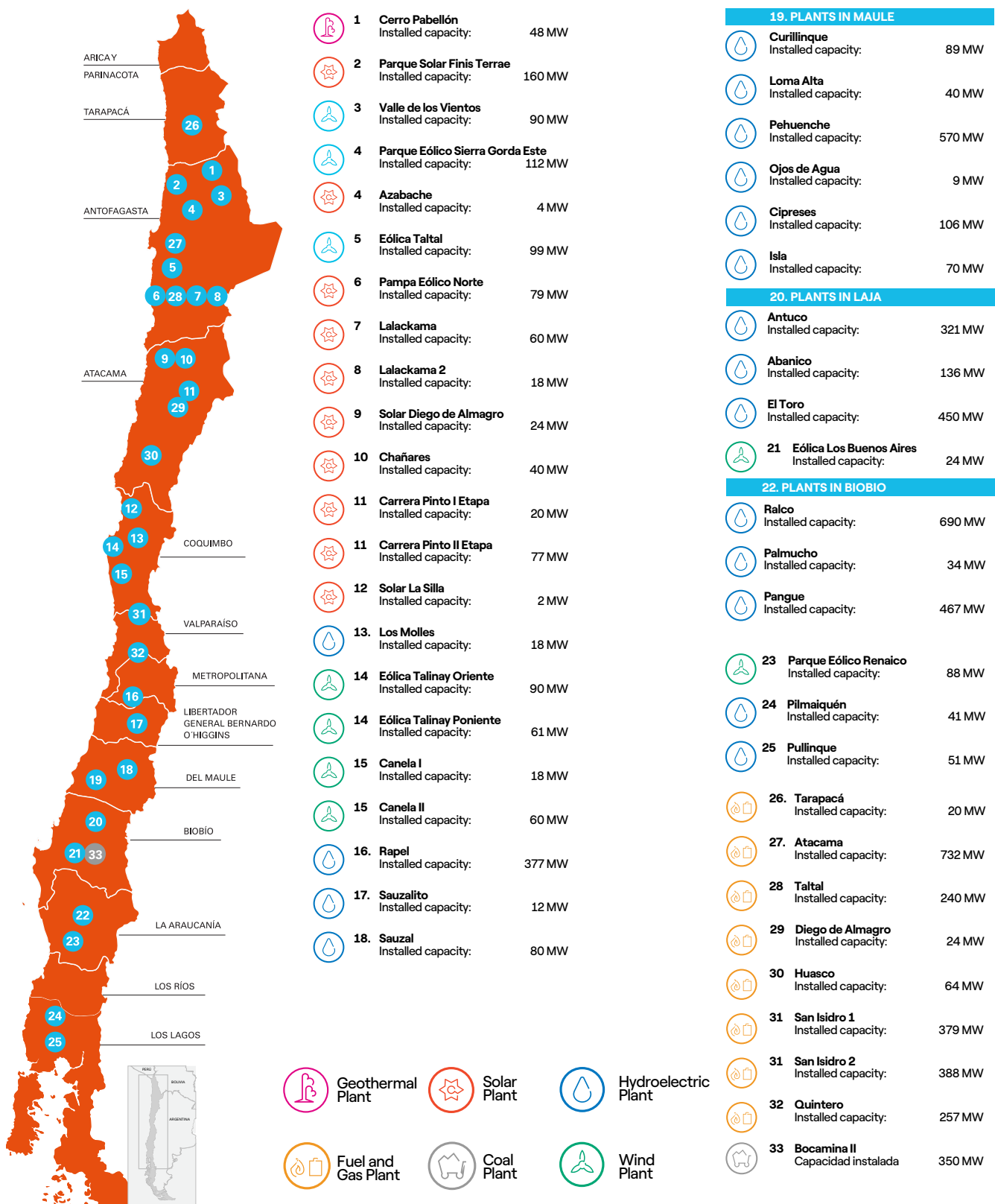


3. Enel Chile Operations

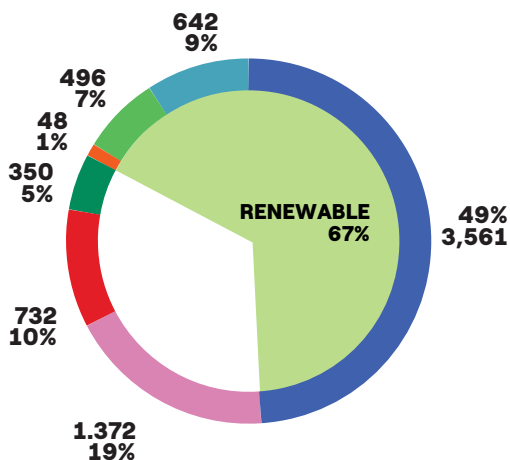
102-6 | 102-7 | EU1

Generation

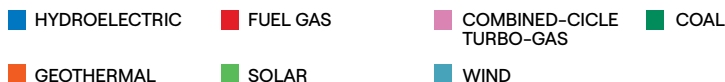
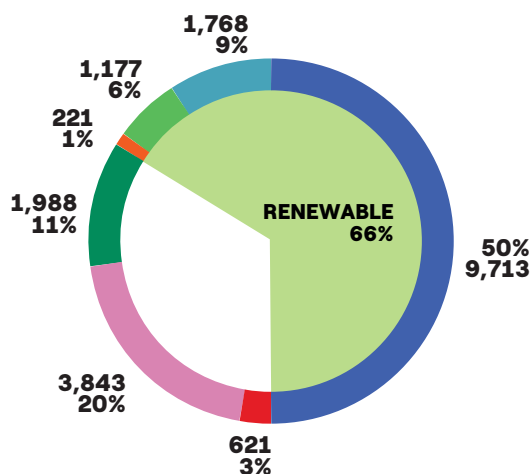
Enel Chile currently has 48 generation plants distributed between the regions of Tarapacá and Los Lagos. Of these plants, 18 are hydroelectric, 10 are thermoelectric, 10 are solar, 9 are wind, and one is geothermal.



INSTALLED CAPACITY (MW)



NET PRODUCTION BY TECHNOLOGY (GWh)

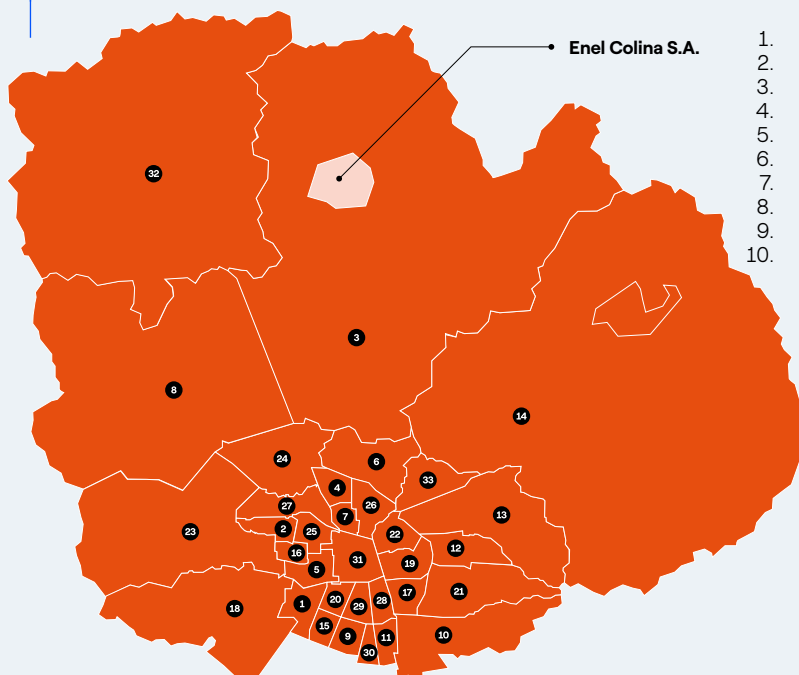


Distribution

Distribution

Enel Chile distributes electricity to 2,008,019 customers within its 2,105 km2 concession area, which spans 33 districts in the Metropolitan Region. The Company has a total of 17,366 kilometers of low and medium voltage lines and 683 kilometers of high voltage lines.

ENEL DISTRIBUCIÓN CHILE CONCESSION AREA



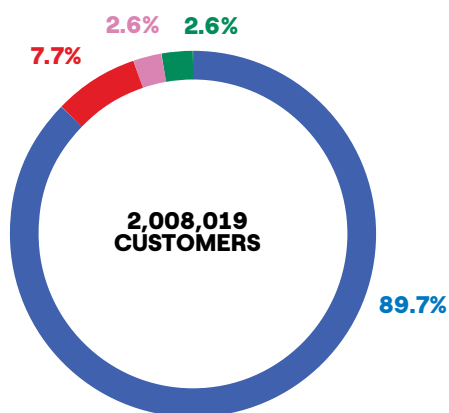
- Cerrillos
- Cerro Navia
- Colina
- Conchalí
- Estación Central
- Huechuraba
- Independencia
- Lampa
- La Cisterna
- La Florida
- La Granja
- La Reina
- Las Condes
- Lo Barnechea
- Lo Espejo
- Lo Prado
- Macul
- Maipú
- Nuñoa
- Pedro Aguirre Cerda
- Peñalolén
- Providencia
- Pudahuel
- Quilicura
- Quinta Normal
- Recoleta
- Renca
- San Joaquín
- San Miguel
- San Ramón
- Santiago
- Til Til
- Vitacura



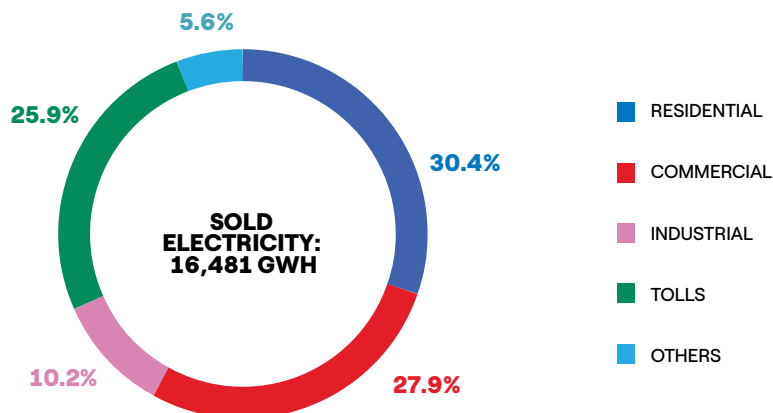
CUSTOMERS ENEL DISTRIBUCIÓN CHILE

102-6

CUSTOMERS BY SEGMENT



PERCENTAGE OF SALES BY SEGMENT



- RESIDENTIAL
- COMMERCIAL
- INDUSTRIAL
- TOLLS
- OTHERS

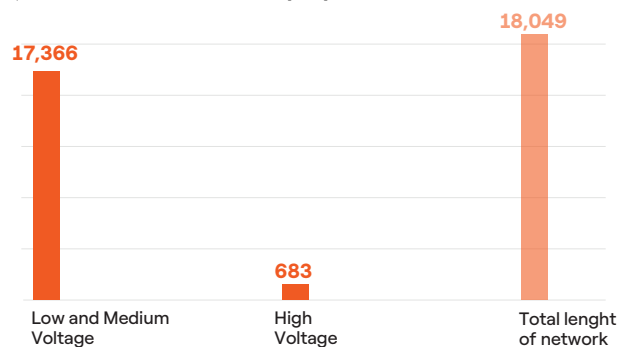
Transmission

EU4

The Company has 683 kilometers of high voltage lines, 54 power substations, (five HV/HV substations and 49 HV/MV substations). There are also Enel installations in five substations owned by other companies.

The construction of the new "Peñalolén Substation" and the "Nueva Providencia" substation is in the design stage.

LENGTH OF POWER LINES
ACCORDING TO VOLTAGE (KM)



4. Sustainability governance

[102-20](#) | [102-22](#) | [102-23](#) | [102-26](#) | [102-32](#)

Enel has a specific governance structure inspired by international best practices and integrates them into different decision-making processes and operations throughout the entire value chain.

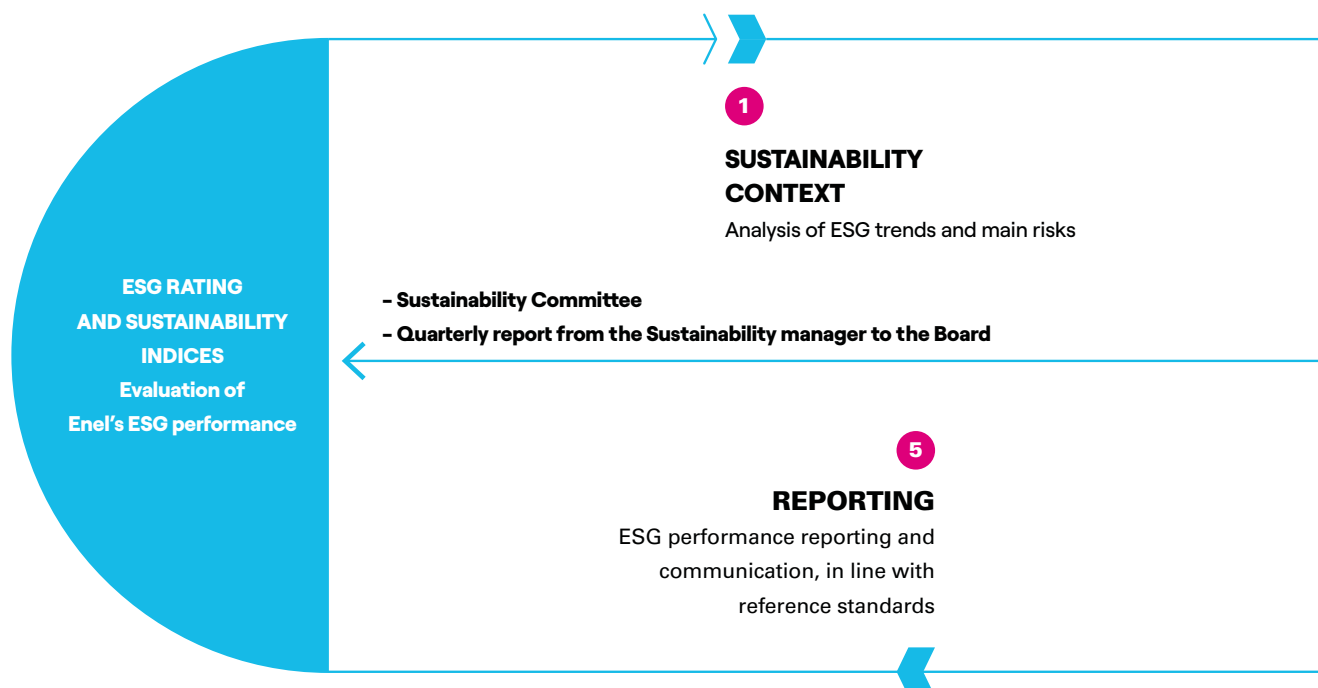
Sustainability and innovation are embedded in the Company's strategic planning and governance.

- **Board of Directors:** approves strategic, industrial, and financial plans, including the Group's annual budget and business plan, which complement the principal guidelines to promote a sustainable business model and lay the foundations for long-term value. The Board is also responsible for all company endeavors, including environmental and social issues, such as human rights, diversity and inclusion, employee retention, etc., and governance, such as corruption, lobbying, transactions

between related parties, etc., and for approving the Sustainability Report and risk maps, including sustainability and climate change risks.

- **Directors' Committee:** as of June 2020, the Directors' Committee, a body made up of independent directors, supervises and follows up on the main sustainability issues together with the unit responsible for this area. The topics include the Sustainability Plan and its guidelines; the general structure of the sustainability report; and specific topics related to environmental performance, climate change, biodiversity, labor development, social issues, such as health and safety, and governance, such as transparency, commercial relations, and human rights, among others. The committee also analyzes and evaluates the evolution of best practices in corporate sustainability and

The integration of environmental, social and governance (ESG) in corporate management



the company's positioning in the main ESG indices. Together with the Sustainability Unit, the Investor Relations Unit also informs the committee about trends of Socially Responsible Investors and the company's relationship with them.

- **General Manager and Chairman of the Board:** Both the General Manager and the Chairman of the Board are responsible for defining and implementing the sustainable business model, establishing guidelines to manage the energy transition, promoting zero-carbon energy generation and business practices that account for the expectations of different stakeholders. The Chairman of the Board of Directors does not hold an executive position within the Company.

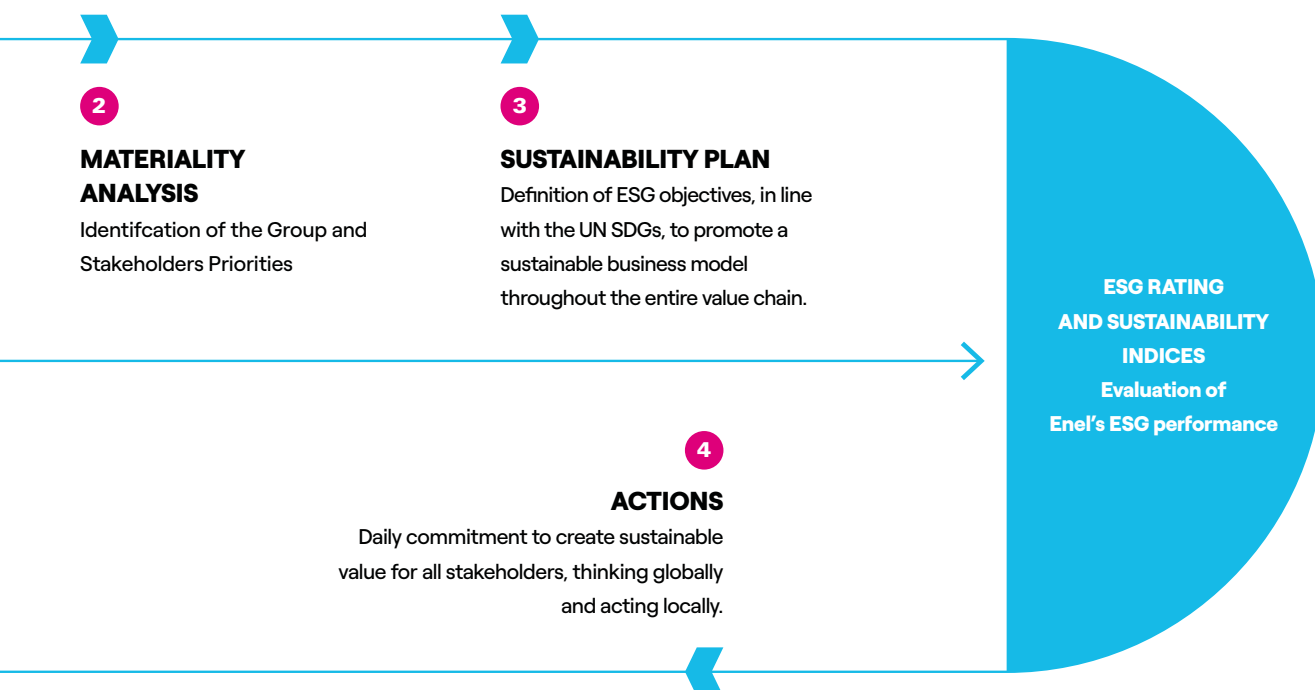
Sustainability Unit

Under the supervision of the General Manager of Enel Chile, the Sustainability and Community Relations Unit manages all activities related to sustainability and innovation, while following Enel Group guidelines. It presents the results of different indicators used to measure the Company's Environmental, Social, and Governance (ESG) performance to the Board of Directors on a quarterly basis. These indicators are

determined based on the three-year Sustainability Plan, considering business objectives and targets focused on energy transition; social goals; and finally, indicators related to the four pillars that are the base for the entire sustainable business, such as **sound governance** under the ethics and compliance model, **environmental management**, a **sustainable supply chain**, and prioritizing **occupational health and safety** for employees and contractors.

To measure the usefulness and acceptance of the sustainability reports distributed to society and relevant stakeholders, this organizational unit also presents information to the Board of Directors on a quarterly basis regarding:

- Trends in visits to the Company's Sustainability Report on the website, relative to public interest milestones important to the Company.
- Acceptance of publicly disclosed information based on the Company's positioning in different ESG indices and ratings, such as DJSI (Dow Jones Sustainability Index), MSCI, FTSE4 Good, Sustainalytics, ISS, Vigeo Eiris, among others.



5. Context and trends

Macro trends and pandemic

The global community faces challenges that, while present for several years, have accelerated or become more pressing. Today's main megatrends¹ consider ESG issues as key determinants of sustainable development. Environmental change, including climate change, increased pollution, and biodiversity loss, is analyzed under ESG factors and must be addressed by companies with long-

term sustainable solutions. Social changes are not only defined by demographic changes but also by greater awareness of inequality and the need for equity to develop fairer and more inclusive relationships, which must be part of the strategy for sustainable economic development. Changes in macroeconomics and political powers, as well as increased access to information from the technological revolution, bring greater concern for data ownership and security, which are relevant factors for the Company's business and its long-term sustainability.

Trends that will shape the future and present new challenges:

Environmental change	Social change	Macroeconomic and political changes	Technological changes
Climate, pollution, and biodiversity	Equity and intergenerational social mobility	Globalization, regionalization, and polarization	Big Data, ethics, ownership, and data security

In 2020, these macro trends have undoubtedly been shaped by the effects of the Covid-19 pandemic, which has ushered in a new way of life. The health crisis has not only severely impacted people's health. It has also hit the world's economy hard, impacting production levels, distribution chains, the stock market, among other areas, thus demonstrating the shortcomings of the current system and forcing countries to take urgent measures.

Today, companies are faced with the need to redefine their strategies to move forward in an uncertain scenario of constant adaptation, with their main focus on caring for people: employees, contractors, suppliers, and the communities where they operate.

In this context, it has become clear how crucial electricity is to people's lives. All teleworking activities, learning, and






remote social interactions as well as the important effort of health systems have been possible thanks to the continuity of electricity supply.

National context

The social crisis that took place in Chile at the end of 2019 revealed the social demand for a more equal and just system, in which education, quality health, decent work, and human dignity are placed at the heart of public policy. This reality is seen in inequality indices, such as the Gini, which ranks Chile as the most unequal economy among [OECD](#) countries. This is also indicated by the multidimensional poverty dimensions, where it is evident that more than 20% of the population is living under this condition.

1 Report of the UN Economist Network for the UN 75th anniversary: Shaping the Trends of Our Time

THE DIMENSIONS OF MULTIDIMENSIONAL POVERTY 2015-2017

Dimension of multidimensional poverty		Percentage of deprivation to be considered multidimensional poverty	Topics addressed by the dimension
EDUCATION		% 22.5	SUPPORT EDUCATIONAL LAGGING SCHOOLING
HEALTH		% 22.5	CHILD MALNUTRITION HEALTHCARE SYSTEM AFFILIATION ATTENTION/ SERVICE
WORK AND SOCIAL SECURITY		% 22.5	OCCUPATION SOCIAL SECURITY RETIREMENT
HOUSING AND ENVIRONMENT		% 22.5	LIVABILITY* BASIC SERVICES SURROUNDINGS
NETWORKS AND SOCIAL COHESION		% 10	SUPPORT AND SOCIAL PARTICIPATION EQUAL TREATMENT SECURITY

Livability indicator: Includes deficiencies in overcrowding or in the state of the dwelling, previously measured separately. Source: Ministry of Social Development, Chile.

In response, the Chilean government proposed a series of measures, which were implemented through a new social agenda, the major milestone of which was a national plebiscite on whether to draft a new Constitution. This was held a year later, in October 2020, and the outcome was in favor of changing the country's political Constitution through a Constitutional Convention, with elections to be held in 2021.

Since March 2020, this entire process of social change and expression has been coupled with the health crisis caused by Covid-19. This situation only exacerbated and further highlighted the inequalities that Chilean society was grappling with. 8.2% of the population was living in poverty and 20.7% in multidimensional poverty,⁶ but the situation only worsened with the arrival of the virus. ECLAC, in its report "The social challenge in times of Covid-19,"

estimated that poverty in Chile would reach 11.9% in⁷ 2020. The same report mentions an increase from 1.4% to 2.6% in extreme poverty.

At the same time, the Monthly Economic Activity Indicator (IMACEC) for May fell by 15.3%,⁸ one of its worst declines since 1986. This reversal continued until November, when the figure rose 0.3%⁹ for the first time since February.

In the wake of the health crisis, many companies had to lay off part of their workers or close, causing a severe blow to the labor market. According to the Central Bank of Chile's figures on the first months of lockdown, the unemployment rate peaked at 13.1%¹⁰ in the May-July quarter (3.8 points higher than in 2019). However, the rate decreased to 10.8% in the September-November quarter.¹¹

2 CASEN 2017 Survey, Ministry of Social Development and Family

3 COVID-19 Special Report No 3: The social challenge in times of COVID-19 (cepal.org)

4 Central Bank of Chile

5 Central Bank of Chile and Ministry of Housing

6 Central Bank of Chile (https://si3.bcentral.cl/Bdemovil/BDE/Series/MOV_SC_ML3)

7 Central Bank of Chile (https://si3.bcentral.cl/Bdemovil/BDE/Series/MOV_SC_ML3)

SUMMARY OF THE NATIONAL CONTEXT IN 2020

Covid-19	Economy	Society
<ul style="list-style-type: none"> • ~1,000,000 cases nationwide. • ~24,000 deaths. • Population in lockdown. • Saturation of the healthcare system. • Widespread economic paralysis. 	<ul style="list-style-type: none"> • Steady decline in IMACEC of around 11-15% between April and August. • 10.3% unemployment as of December 2020. • 5.8% drop in GDP. • Projected rise in poverty from 8.6% in 2017 to 13.7%, according to ECLAC. 	<ul style="list-style-type: none"> • “Social explosion” at the end of 2019. • Constituent Process to begin in 2021. • Major setbacks in progress towards SDGs (1, 2, 3, 4, 5, 8, 10). • Gaps in access to digital technology.

Environmental situation

The effects of the Covid-19 pandemic have not stopped climate change. On the contrary, greenhouse gas concentrations in the atmosphere have reached record levels and are continuing to rise. Although lockdown had a temporary impact on emissions, which fell 6.5% in the first half of 2020,¹² they are already heading back towards pre-pandemic levels, and the world is expected to see the five warmest years on record. This trend strays from the path to meet the objectives of the Paris Agreement, which, in terms of mitigation, establishes the long-term goal of making every effort to keep the increase in global temperature below 2 °C, striving for less than 1.5°C above pre-industrial levels.¹³ To do so, the signatory countries of the Paris Agreement agreed to reach the peak of greenhouse gas emissions as soon as possible, undertaking rapid reductions thereafter in accordance with the best available science, together with achieving a balance between emissions and removal (carbon neutrality) as of 2050.

In 2020, Chile submitted its updated Nationally Determined Contribution (NDC), a document defined through a participatory process that embodies more ambitious targets and focuses on their monitoring. The Paris Agreement considers the restoration of ecosystems and biodiversity as an essential variable in the decarbonization pathway because of their benefits associated with carbon sequestration. In this context, the Ministries of the Environment and Agriculture have committed to developing

a National Landscape Restoration Plan for 2021- 2030 to create a unique and synergistic agenda favoring the restoration of landscapes nationwide in an incremental, continuous, and sustainable process. Landscape restoration is a continuous process of improving human well-being and recovering the ecological functionality of large terrestrial, continental, and marine-coastal landscapes for different uses, actors, and ecosystems.

Among the most noteworthy commitments are:

- Increased information and management mechanisms regarding climate change's impact on water resources.
- To have a National Landscape Restoration Plan by 2021, which will include the incorporation of one million hectares of landscapes into restoration processes by 2030, prioritizing those with the greatest social, economic, and environmental vulnerability.
- Chile's commitment to a Greenhouse Gas (GHG) emissions budget that will not exceed 1,100 MtCO₂eq between 2020 and 2030, with a GHG emissions maximum (peak) by 2025 and a GHG emissions level of 95 MtCO₂eq by 2030.¹⁴

8 Carbón Monitor

9 Unidos por la Ciencia 2020

10 <https://chilereports.cl/noticias/2020/04/09/gobierno-de-chile-entrega-actualizacion-de-su-compromiso-de-reduccion-de-emisiones-y-medidas-para-enfrentar-el-cambio-climatico>



The energy sector, which also includes oil and diesel, accounts for 78% of the carbon dioxide (CO₂) emissions nationwide, according to the [2018 Biennial Update Report on Climate Change](#). This has given rise to various initiatives by the Ministry of Energy, most notably the Decarbonization Plan of the Electricity Matrix at the national level, which seeks to phase out all coal-fired plants by 2040 under a schedule agreed upon with generating companies. Enel Chile is contributing to this plan through the early closure of its three coal-fired plants by 2022, having already retired two of them.

Carbon neutrality refers to a net-zero sum of all greenhouse gas emissions generated by an entity, minus its removal of emissions from the atmosphere.

A carbon neutral economy implies a commitment to developing actions to reduce and remove the carbon emissions emitted in an accounting period of one year. An alternative for reducing greenhouse gases and achieving carbon neutrality is the use of renewable or clean energies. These energies come from inexhaustible sources and are naturally regenerated; they are also clean because they do not generate polluting waste.

Progress towards a circular economy in Chile

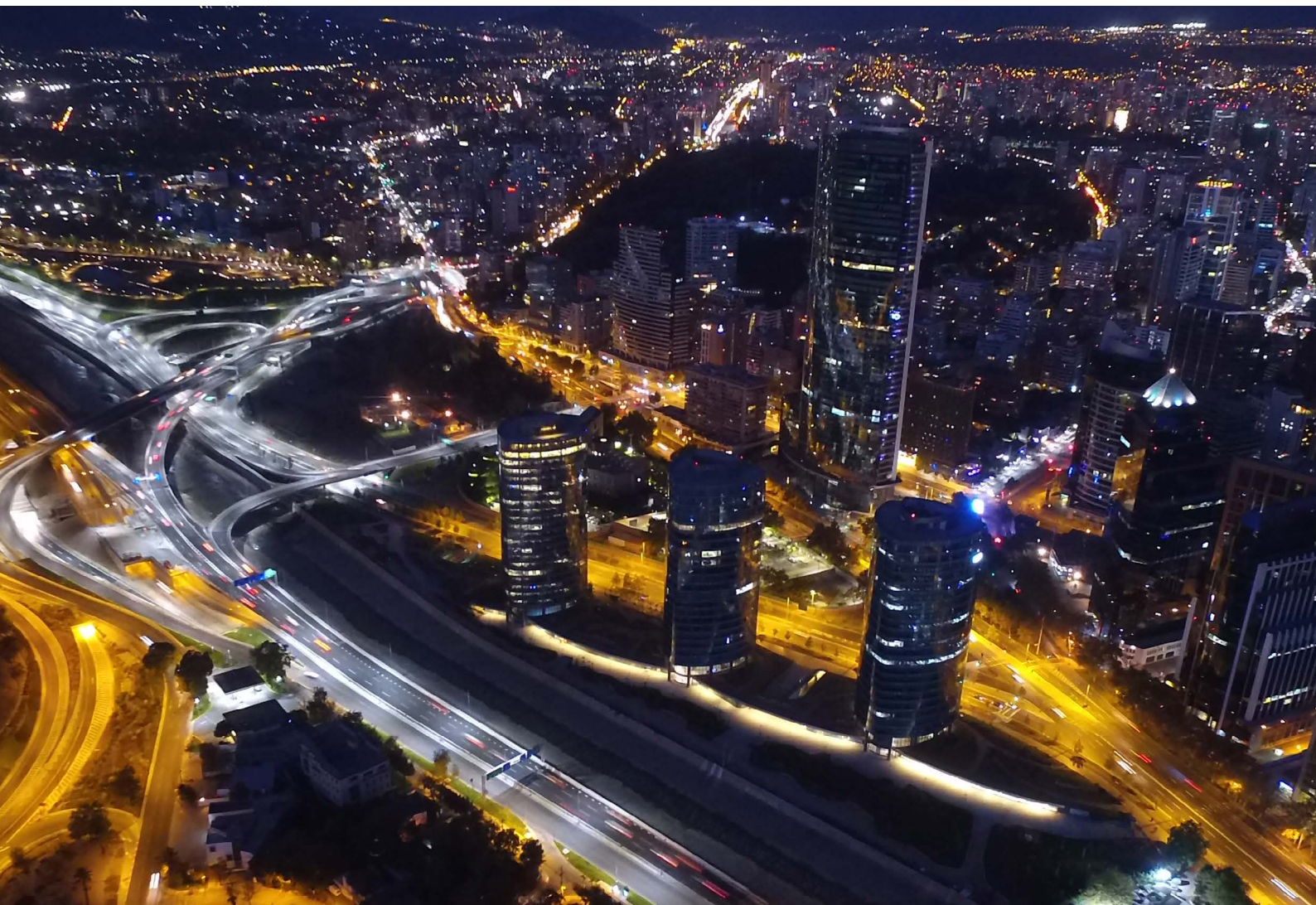
The circular economy has gained significant momentum in Chile in recent years, particularly for its triple benefit of creating new businesses, generating employment, and combating the climate crisis.

Goals for 2040 include:

- 180,000 new jobs
- 75% overall recycling rate
- 60% increase in material productivity
- 90% elimination of micro-garbage dumps

Looking to the future with discussions on the EC 2040 Roadmap, the REP 20.920 law, the Chilean Plastics Pact (PCP), and the new bill that explicitly aims for Chile to achieve carbon neutrality by 2050, it is expected that a new economy will emerge, overhauling the way we produce throughout the value chain, consume consciously, and live in cities as a community.

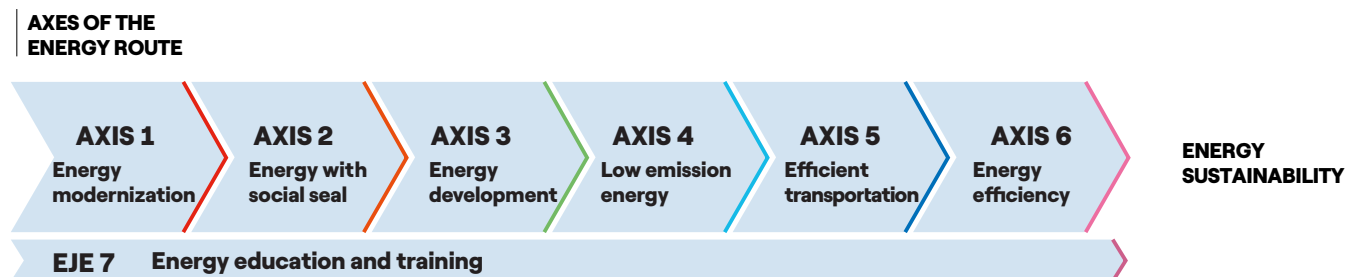
It aspires to the emergence of circular, zero-waste, and zero-emissions cities that ensure equity and quality of life for their residents and the environment.



National Diagnosis	Investment in R&D	Regulations under discussion
Main Barriers to the Circular Economy	Institute of Clean Technologies (ITL)	2040 Circular Economy Roadmap
<p>Diagnosis carried out in 2020 by the Ministry of Environment and published by EuroChile indicates the main barriers to progress:</p> <ul style="list-style-type: none"> • Lack of trained human capital. • Lack of consumer knowledge and awareness. • Limited sustainable product offering. • Access to financing. • Lack of regulation in line with innovation. • Lack of waste management infrastructure. • Information asymmetry in the population. • Lack of trust in articulation and collaboration processes (public and private). • Lack of adoption of technologies (industry 4.0). 	<p>Over 10 years, CORFO and SQM will contribute 54% of the US\$ 256 million project awarded to the consortium Associated Universities Inc (AUI), which will finance the remainder. It seeks to develop technology and innovation to solve industry problems in the Antofagasta region. Areas: Solar Energy, Low Emission Mining, Advanced Lithium Materials, Electromobility, and Green Growth.</p>	<p>Draft in public consultation process, which sets goals for 2040 to drive Chile towards a sustainable, fair, and participatory development that puts the well-being of people at the forefront and moves towards a society that uses, consumes, and produces in a sustainable and conscious way.</p>
	Technological Center for the Circular Economy (CTEC)	REP Law No. 20.920
	<p>CORFO has awarded funding to 11 entities and 21 partners led by the Center for Innovation and Circular Economy to boost technological development and collaborative innovation based on circular economy in solar energy, lithium salts, lithium batteries and energy storage, and metallic and non-metallic mining.</p>	<p>Enacted in 2016, it requires importers and producers to take charge of their waste, setting standards for priority products (oils, electronics and electrical, batteries, packaging, tires, and batteries). It will progressively take effect 2021.</p>
		ISO TC 323 Circular Economy
		<p>Through the Instituto Nacional de Normalización, Chile is participating in the drafting of an ISO standard with more than 79 countries, where four new standards will be defined.</p> <ol style="list-style-type: none"> 1. 59004 Principles and frameworks 2. 59010 Business models and value chain 3. 59020 Measuring Circularity 4. 59031 Specific Issues (Business Cases)

Energy industry context

All initiatives to combat climate change have a factor in common, the involvement of different public and private organizations together with communities and civil society. This is no different for the Ministry of Energy's Energy Roadmap, which, through its seven strategic areas and ten mega-commitments, seeks energy modernization with a citizen and participatory stamp.



10 MEGA COMMITMENTS



Create an energy vulnerability map, identifying families without electricity and other energy services, seeking to reduce existing gaps.



Modernize the energy institutional framework to increase government efficiency and deliver a better service to citizens, particularly the Superintendence of Electricity and Fuels and the Chilean Nuclear Energy Commission.



Reduce environmental approval processing time by 25% when compared to the processing time over the past four years, for projects that adhere to +Energy Plan.



Reach four times the current capacity of renewable small-scale distributed generation (less than 300 kW) by 2020.



Increase by at least 10 times the number of electric vehicles that circulate in our country.



Modernize regulations on electricity distribution through a participatory process, to capture new realities in the energy sector and facilitate its implementation in an efficient and competitive manner.



Regulate solid biofuels such as firewood and its derivatives, granting the Ministry of Energy the necessary authority to establish technical specifications and implement regulations for urban area firewood commercialization.



Establish a regulatory framework that provides the necessary incentives for large energy consumers to use energy efficiently (industry and mining, transport and constructions), and create a true energy culture in the country.



Begin the energy matrix decarbonization process by preparing a timetable for the retirement or reconversion of coal-fired power plants and introduce specific electromobility measures.



Train 6,000 workers, technicians, and professionals, developing energy management and sustainable use skills and abilities in the electricity, fuel, and renewable energy sectors, certifying at least 3,000 people.

Source: National Energy Commission <https://www.cne.cl/prensa/prensa-2018/05-mayo-2018/ministra-jimenez-lanza-la-ruta-energetica-con-10-megacompromisos-para-este-gobierno/>

Additionally, thanks to its unique geography, Chile has also become a major proponent of renewable energies, aiming to diversify its energy matrix based on Long Term Energy Planning (PELP) driven by the Ministry of Energy, with sights set on 2030. Additionally, thanks to its unique geography, Chile has also become a major proponent of renewable energies, aiming to diversify its energy matrix based on Long Term Energy Planning (PELP) driven by the Ministry of Energy, with sights set on 2030.

Energy poverty

Although Chile's electrification rate is over 99%, many people still live in energy poverty when considering the

dimensions of affordability and the effects of a safe, reliable, and quality supply. Energy poverty poses a major challenge in the global energy agenda (SDG 7) because access to energy affects human development at both social and economic levels.

A home is in a situation of ENERGY POVERTY when:



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

Dimensions of Energy Poverty:

ACCESS

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

QUALITY

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

EQUITY

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

Source: Energy Poverty Network (see <http://redesvid.uchile.cl/pobreza-energetica/que-es-pobreza-energetica>)

Although it is a phenomenon that has always existed, the severe energy poverty suffered in some regions of the country became even more evident in 2020. There are still households that do not have access to energy, preventing them from having light or a quality heating

system, or, in other cases, they cannot access it due to its costs. According to the Energy Vulnerability Map, 24,556 households have no access to electricity supply, and 5,086 have only partial supply.¹¹

¹¹ 2019 Energy Vulnerability Map, Access and Social Development Division, Ministry of Energy

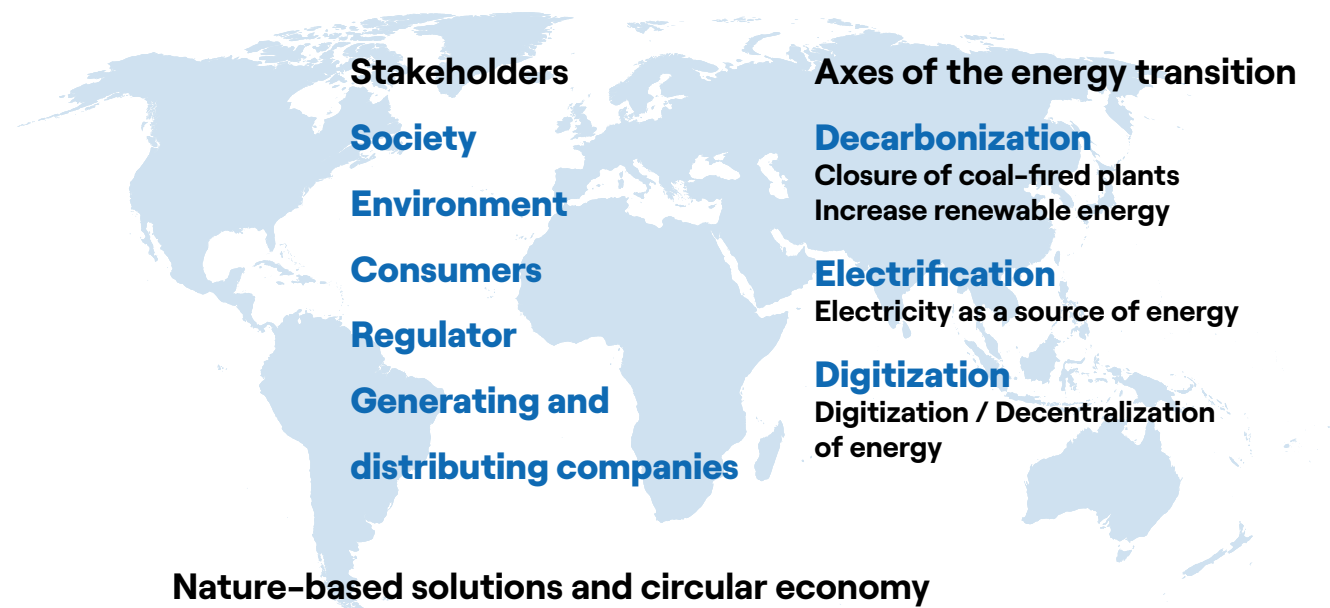
Energy transition¹²

The energy transition is the shift from a fossil fuel-based economy to a low or zero-carbon economy. This transformation involves structural changes such as decarbonizing the energy mix, electrifying demand, and decentralizing energy systems, where consumers become active participants in the energy market, self-producing

their own energy and managing their consumption through digitalization.

In addition to this energy transition, the challenge for companies is to foster “sustainable and resilient recovery,” taking advantage of the opportunity presented by the pandemic to achieve growth that focuses on climate urgency, social inequalities, and economic sustainability.

ENERGY TRANSITION FOR A SUSTAINABLE FUTURE



¹² Further details on Enel Chile's position can be found in the chapter Energy Transition.

Significant regulations

The most significant regulatory changes in 2020 primarily focused on sustainable recovery and resolving issues arising from the health crisis.

Summary of regulatory changes and 2020–2021 legislation

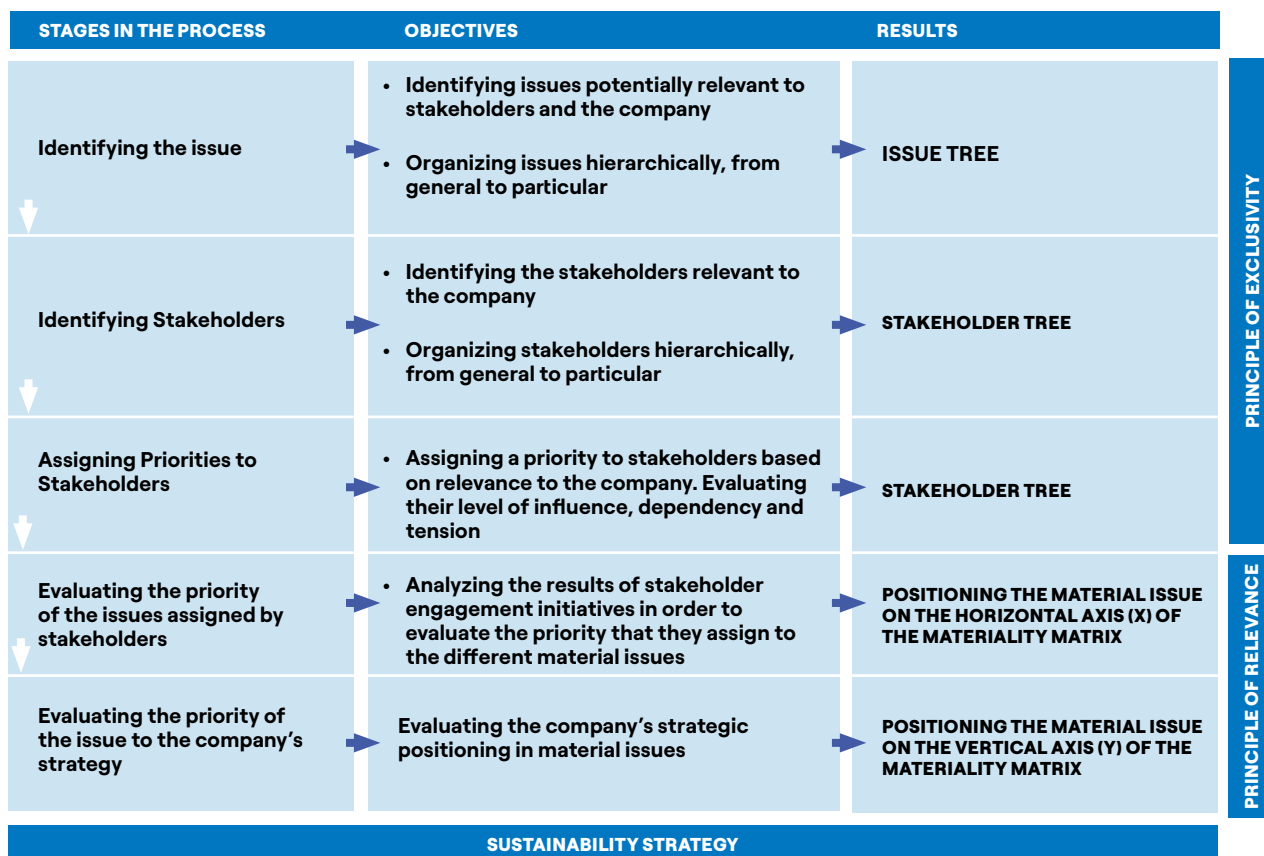
Laws published 2020–2021		Regulations under discussion 2020–2021	
Law 21.249 Basic Services	Law 21.305 Energy Efficiency	Climate Change Bill	Residential Energy Conversion Modifications
Published August 8, 2020 – extended by Law 21.301, published January 5, 2021. Measures to support end users of basic services: No supply cuts due to late payment for residential and microbusiness customers. Repayment of debts incurred between March 18, 2020 and May 2021 in up to 36 equal and interest-free monthly installments.	Published February 13, 2021. Framed in the Ministry of Energy's Energy Efficiency Plan, prepared every 5 years. Goal of reducing the country's energy intensity by at least 10% by 2030, compared to 2019. Companies with consumption over 60 GWh must have a plan to reduce their energy intensity by an average of 4% each year.	Sets targets for carbon neutrality by 2050 and a series of national and regional action plans to reduce emissions. The bill is currently under discussion in the Senate chamber.	Seeks to incorporate a direct generator-customer relationship to offer discounted energy rates and install consumption equipment to replace the use of firewood.
		Electricity Portability Bill	Strategic Flexibility
		Discussion that promotes incorporating the figure of commercializer and gradually releasing regulated consumption with sustainability criteria, prioritizing the most polluted areas.	Capacity remuneration modification by adding flexibility attributes to the machines, in addition to enhancing storage involvement in providing sufficiency and flexibility.

6. Defining priorities

102-21 | 102-40 | 102-42 | 102-44

Taking into account the context and evolution of the main economic, environmental, social, and governance variables, Enel Chile annually defines the material topics for

its business management, considering the expectations of its stakeholders as well as the Company's priorities.



Stakeholders

Enel Chile places stakeholders at the center of its sustainable business strategy. The Company annually updates and implements a materiality analysis in different stages, considering their expectations. Understanding stakeholders' expectations is a cornerstone of Enel Chile's sustainability approach, which primarily seeks to identify drivers that enable sustainable, competitive, and safe energy models, as well as develop innovative, comprehensive, and cutting-edge perspectives to anticipate events, manage risks, and seek differentiation. The Company's commitment to sustain continuous dialogue with these stakeholders is fundamental in creating spaces for collaboration, development, and trust.

Good management and ongoing communication with stakeholders contribute to:

- Improving risk and opportunity management;
- Identifying relevant trends and issues at an early stage;
- Enhancing credibility and trust, enabling synergies;
- Facilitating decision-making processes;
- Finding opportunities for improvement and business opportunities.

Company managers are responsible for the ongoing management of stakeholders.

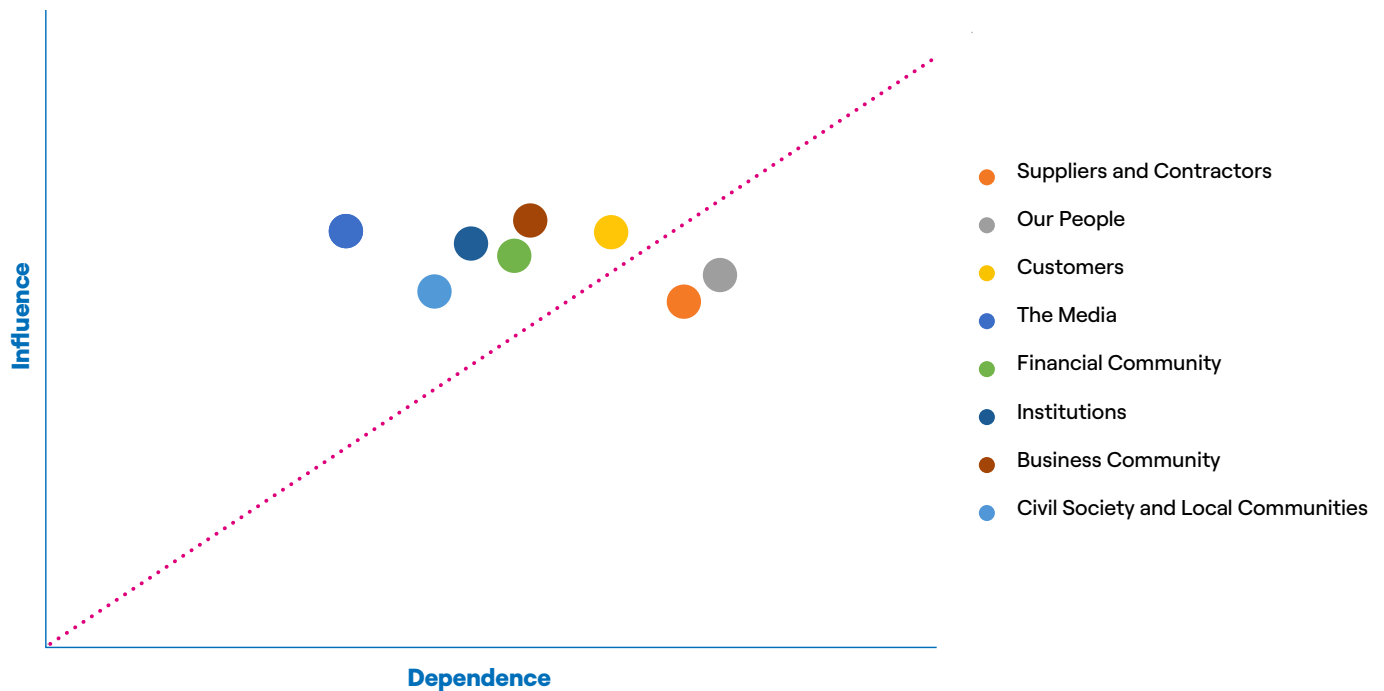
The Company annually reviews, identifies, and maps its national and local stakeholders, updating a map according to the Company's current situation and surroundings, consulting internally with the representatives of different areas and business lines.

In 2020, stakeholders were prioritized according to their significance for the Company. Their priority was determined together with the Company's different business and corporate units and was based on two criteria:

Dependence: Groups or individuals who directly or indirectly depend on the organization's activities, products, or services and their associated duties.

Influence: Groups and individuals that may have an impact on the organization or strategic stakeholders for the decision-making process.

Stakeholders matrix of Enel Chile



Material Topic Management Approach

Starting with direct surveys of stakeholders and supplemented with secondary sources, priority topics are identified for each stakeholder. In 2020, Enel Chile identified the following priorities for the Company's stakeholders, which are presented collectively:

	Business community	Customers	Financial community	Institutions Civil society and	Local communities	Media	Our people	Suppliers and contractors
Economic and financial value creation	●	●	●	●	●	●	●	●
Sound governance and fair corporate conduct	●	●	●	●	●	●	●	●
Customer focus	●	●	●	●	●	●	●	●
Ecosystems and platforms	●	●	●	●	●	●	●	●
Innovation and digital transformation	●	●	●	●	●	●	●	●
Energy distribution	●	●	●	●	●	●	●	●
Decarbonization of the energy mix	●	●	●	●	●	●	●	●
Environmental management	●	●	●	●	●	●	●	●
People management, development and motivation	●	●	●	●	●	●	●	●
Occupational health and safety	●	●	●	●	●	●	●	●
Sustainable supply chain	●	●	●	●	●	●	●	●
Engaging local communities	●	●	●	●	●	●	●	●

- Priority values from 4.3 to 4.9 (High priority)
- Priority values from 3.6 to 4.2 (Medium priority)
- Priority values from 2.8 to 3.5 (Low priority)

More than 700 respondents from 8 different stakeholder groups.

Communication channels

All Company activities are based on continuous interaction with its stakeholders through distinct communication channels and procedures, which enable a thorough

understanding of their needs and expectations. Additionally, the Company's reporting channel is available to all stakeholders.

In 2020, the Company used the following communication channels:

Communication channels and stakeholders

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

Enel Chile on social media

Enel Chile shares corporate, educational, commercial, financial, sustainability, or customer service information on various social media platforms (Twitter, Facebook, LinkedIn, and Instagram) according to the profile and objective defined for each platform to maintain smooth interaction with its virtual communities, which became more relevant during the pandemic.



Enel Distribución Chile's customer service account:
@EnelClientesCL
Enel Chile:
@EnelChile



@EnelChile



Enel Chile



@EnelChile

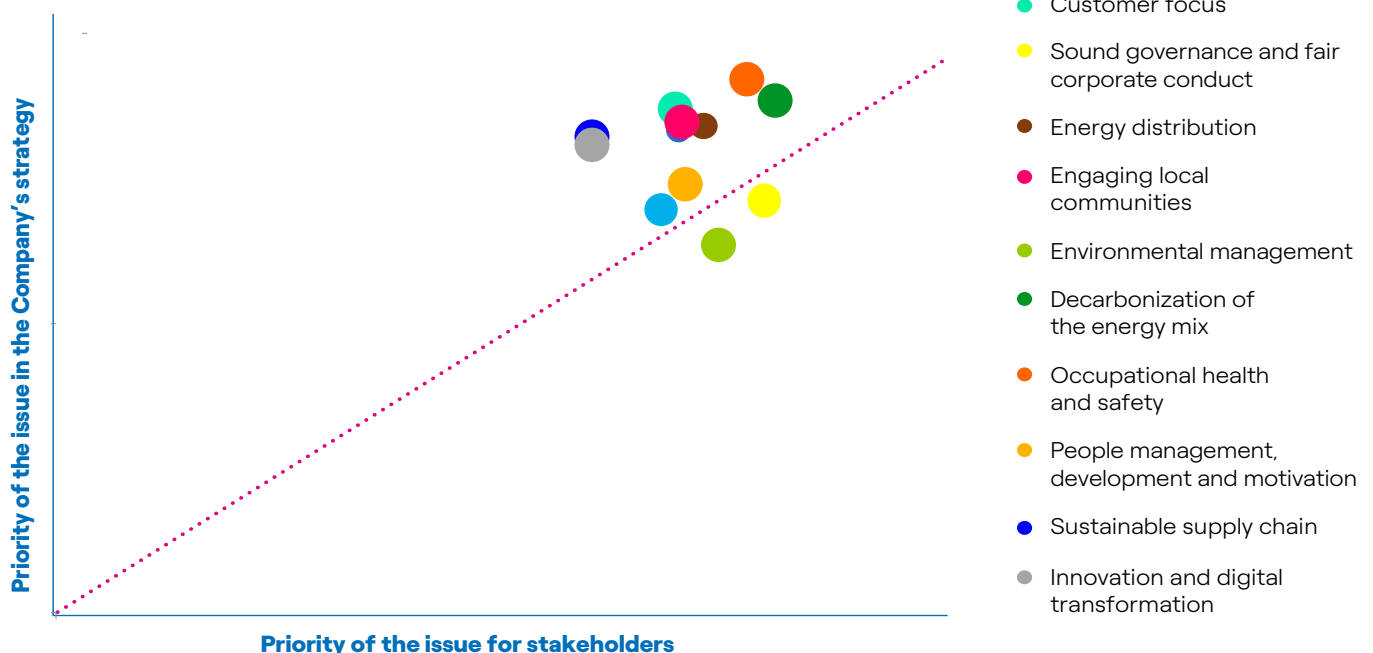
Materiality matrix

[102-44](#) | [102-46](#) | [102-47](#)

Enel Chile uses the information it collects to build the materiality matrix, which shows the topics that are a priority for its stakeholders and, at the same time, strategic for the Company. This matrix is presented to the Board of Directors and the Directors' Committee, forming the basis for not only defining the issues to be addressed in the Sustainability Report, which responds to stakeholder expectations, but

for also guiding the entire Company's work focuses. These are reflected in the Enel Chile Sustainability Plan, which is also framed by the challenges of the current context and the SDGs. The annual process means Enel Chile and its subsidiaries execute a methodology aligned with the international standard AA 1000 APS, developed by the Enel Group for all its companies.

Materiality Matrix Enel Chile



Material topics

The priority topics are described below, although each of them and their associated risks are covered in each chapter of the Enel Chile Sustainability Report.

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



Decarbonization of the energy mix: Climate change is currently the most important challenge for humanity. In this context, Enel Chile and the Ministry of Energy have committed to decarbonizing Chile's energy mix to reduce the emission of greenhouse gases. Through this agreement, Enel Chile has committed to progressively shut down its coal-fired power plants, originally planned for 2040. In line with its business plan and vision for the future, in May 2020 the Company announced the shutdown of Bocamina I thermal power plant by December 31, 2020, and the closure of Bocamina II thermal power plant by May 31, 2022, advancing the end of its coal-fired operations by 18 years. Based on the principles of the Just Transition approach, the closure of coal-fired power plants considers the socioeconomic impacts of such action and their mitigation.

3 GOOD HEALTH AND WELL-BEING



Occupational health and safety: for Enel Chile and its stakeholders, the occupational health and safety of employees, contractors, and stakeholders in general is a priority for the performance and continuity of service, which became more relevant than ever during the pandemic. For this reason, Enel Chile embraces best practices on governance, strategy, and procedures to detect and prevent situations that could jeopardize the safety and health of internal and external workers.

7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Energy distribution: the quality and reliability of the electrical grid supply are key in a world of greater electrification. Increased investment in digitalization and maintenance is a priority to strengthen the resilience of the grid, which is facing growing challenges from the decentralization of generation.

11 SUSTAINABLE CITIES AND COMMUNITIES



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Customer focus: the Company targets its business strategy towards satisfying the needs of its customers, placing quality relationships with them at the forefront of its strategy. As meeting the needs of customers is paramount, the evolution of technology has led the Company to provide citizens with direct energy management tools, changing the role of the consumer to a more proactive role as a "prosumer."

4 QUALITY EDUCATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



Engaging local communities: The Company weaves its operations into the social, economic, and environmental fabric of the territories where it operates, creating value and sustainable development for its stakeholders. This is achieved by creating spaces for inclusive, transparent, and participatory activities to co-design sustainable solutions to the demands and needs of the communities with an understanding of the local context.

7. Main ESG risks of Enel Chile

102-29

The main environmental, social, and governance (ESG) risks and actions to mitigate their impacts and ensure their proper management are described below.

Risks associated with climate change

In December 2020, the Chilean Ministry of the Environment published a [Climate Risk](#) Atlas, identifying focal points of potential impact for each industrial sector. This Atlas has identified chains of impact separated into 12 sectors. Each chain includes maps of climate hazards (A), exposure (E), and sensibility (S) for each sector. Climate Risk is defined as a combination of these three variables. This Atlas identifies the following impacts on the electricity sector:

- Decrease in water resources.
- Increase in transmission line temperature.
- Decrease in wind resources.
- Impact on solar radiation.

The Atlas provides projections of climate variables relevant to the IPCC's RCP 8.5 climate change scenario, allowing companies such as Enel Chile to assess their exposure to potential physical risks from climate change in the different regions in which it operates

The geographic and technological diversity used in generation and a good predictive measurement of climate phenomena allow the Company to mitigate and manage changes associated with climate patterns.

Enel Chile has integrated these risks into its analyses and maintains an active monitoring and predictive measurement system to mitigate them. Furthermore, the Company develops initiatives with local stakeholders, especially in the case of water resource reduction, for actions that generate a collective impact on the mitigation of these risks.

Physical risks associated with climate change: these are related to the onset of extreme weather conditions and gradual but structural changes resulting from the weather conditions. Extreme events could expose Enel Chile to some degree of prolonged unavailability of assets and infrastructure, restoration costs, inconvenience to

customers, etc. Chronic changes that impact electricity demand and resources needed for generation are, for example, drought, temperature increases, among others.

Mitigation actions that Enel Distribución Chile is taking around its assets include investments in the distribution network to strengthen its resilience to these climate phenomena. All areas of the Group are subject to ISO 14001 certification and, by applying internationally recognized Environmental Management Systems (EMS), potential sources of risk are monitored so that any critical issue can be promptly identified.

Risks in the transition 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. Enel Chile competitive advantage in managing these risks is that it belongs to a Group operating in a more mature market that can share good regulatory, technological, and market practices, among others, anticipating trends and adapting its business model to take advantage of opportunities offered by the energy transition, which are described in the chapter Energy Transition.

Regarding the management of social risks, it is important to note:

- Social conflicts with intensity that may jeopardize the continuity of operations. To face these potential impacts, Enel Chile has, on a territorial level, a strategy of continuous dialogue and the presence of personnel dedicated to community and stakeholder engagement, social investment focused on local development, and structured Complaints and Grievance Management systems, which are the tools for mitigating conflicts related to operations.
- Enel Chile has plans and processes in place to manage situations in the event of national contingencies. Aware of the strategic role that electricity represents for the country, these plans prioritize uninterrupted delivery of electricity to the system, customer electricity supply, and employee safety.

- Risks linked to health and safety, for example, risks caused by accidents with company personnel or contractors. Enel Chile prevents these risks by promoting a culture based on safety, which includes developing policies and including safety in processes and training, among others.
- Related to employee diversity, attraction, and retention in the context of the energy transition. To meet these challenges, Enel Chile has a Diversity Policy, along with a Talent Management and Promotion Policy. The Company carries out different initiatives dedicated to work-life balance and promotes education and personal growth through scholarships and courses.

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

- Risks arising from unlawful conduct, including corruption, lobbying, etc., by company personnel or contractors, or from anti-competitive practices. Enel Chile maintains an Internal Control and Risk Management System based on legal and commercial standards.
- Human rights violations, risks that are detected through due diligence processes, which are conducted annually throughout Enel Chile value chain and subsidiaries and across all operations. Action plans are developed from the due diligence process to address identified areas of vulnerability or impacts.

Additionally, the risk matrix includes emerging transversal risks related to:

Personal data protection: in the era of digitalization and market globalization, Enel Chile 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. Enel Chile boasts a sizeable customer base that reaches more than two million, with more than two thousand people directly employed by the Company. Consequently, Enel Chile new business model requires managing a much larger volume of personal data than in the past. This means greater exposure to risks associated with processing personal data and increasingly stringent privacy legislation worldwide. Some of the ways in which these risks can occur include a breach of confidentiality; loss of complete, accurate, current, and available personal data of customers, employees, and third parties (such as suppliers and contractors), and problems in the systems' resilience, all of which could result in sanctions, interruptions in operations or processes, economic or financial losses, as well as reputational damage. To manage and mitigate this risk, Enel Chile has adopted a personal data governance model (Data Protection Compliance Program) that assigns roles at all levels of the companies in Chile (including the appointment of a Data Protection Officer ("DPO"), adopts digital tools for data mapping, and includes an adequate risk impact assessment, technical and organizational security measures, among others.

Digitalization, IT efficiency, and service continuity: Enel Chile is carrying out a digital transformation for how it manages its entire value chain, developing new business models and digitalizing processes, integrating systems, and adopting new technologies. A consequence of this digital transformation is that Enel Group in Chile is increasingly exposed to risks related to the functioning of the information technology (IT) systems implemented throughout the company, with impacts on operational processes and activities that could lead to service disruptions or data leaks and data loss. To mitigate these risks, the Digital Solutions unit, which is responsible for leading the Group's digital transformation in Chile, has set up an internal control system that introduces control points throughout the value chain. The unit's internal control system oversees activities performed internally and those entrusted to external associates and suppliers. In this way, Enel Chile is promoting the dissemination of culture in this area to successfully achieve the digital transformation and minimize the associated risks.

For more information, review the Governance section of this Report and the 2020 Annual Report.

As shown in the following section, Enel Chile is committed to six Sustainable Development Goals (SDGs) through its business strategy. The following illustrates the connection between the six macro categories of the risk taxonomy, the integration of ESG matters, and the SDGs.

MACROCATEGORIES	SUBCATEGORIES			SDG
COMPLIANCE1	COMPLIANCE WITH OTHER LAWS & REGULATIONS			8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
	DATA PROTECTION & CONSUMER RIGHTS			
DIGITAL TECHNOLOGY2	EXTERNAL DISCLOSURE			9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
	CYBERSECURITY			
GOVERNANCE & CULTURE3	CORPORATE CULTURE & ETHICS			7 AFFORDABLE AND CLEAN ENERGY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
	REPUTATION			
OPERATIONAL4	COMMITMENT TO STAKEHOLDERS			4 QUALITY EDUCATION 7 AFFORDABLE AND CLEAN ENERGY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
	ASSET PROTECTION	ENVIRONMENT	PROCESS EFFICIENCY	
	BUSINESS INTERRUPTION	HEALTH AND SAFETY	PROCESS EFFICIENCY	
	CUSTOMER NEEDS AND SATISFACTION	PEOPLE AND ORGANIZATION	QUALITY OF SERVICE MANAGEMENT	
STRATEGIC5	CLIMATE CHANGES			7 AFFORDABLE AND CLEAN ENERGY 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
	LEGISLATIVE & REGULATORY DEVELOPMENT			
	STRATEGIC PLANNING & CAPITAL ALLOCATION			

8. Commitment to the Sustainable Development Goals

The Company's business model integrates sustainability into all its developmental pillars.

In 2015, the United Nations adopted the Global Agenda on Sustainable Development and associated Sustainable Development Goals (SDGs) with the aim of meeting them by 2030. As such, the 17 SDGs have become a compass for Enel Chile's work and have strengthened its commitment to an increasingly sustainable business model.

Enel Chile includes six of the 17 SDGs in its business plan, without precluding the Company's contribution to achieving all the objectives. Moreover, commitment to the SDGs resulted from the definition of the sustainable business model. Therefore, its strategic sustainable business plan is

framed within the energy transition, incorporating the SDG targets into the investments of the business lines.

Included SDGs:



Quality Education



Affordable and clean energy



Decent work and economic growth



Industry, innovation, and infrastructure



Sustainable cities and communities



Climate action



ENEL'S COMMITMENT TO THE SDGS

ACCELERATORS

Innovation
Cyber security
Digital supports
Circular economy

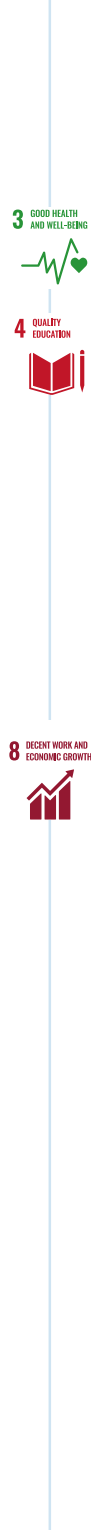


PILLARS

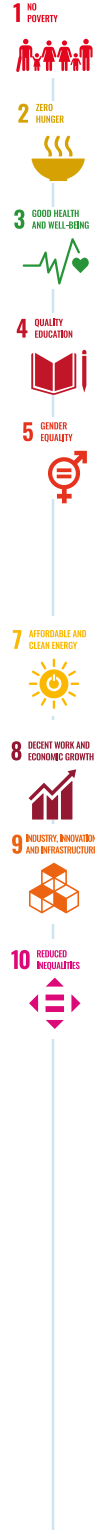
Energy transition



People



Engaging local communities



ESG BACKBONES

Sustainable supply chain



Occupational health and safety



Environmental sustainability



Sound governance



9. Sustainability strategy and targets

Following the analysis of the context and megatrends used to identify the important ESG matters in the value chain, the material topics were identified. This process considered stakeholder expectations and the Company's strategic aspects to define the path forward in each business line and staff area, forming the Company's sustainability plan.

Sustainability, which is embodied in the company's Sustainability Plan, considers the energy transition to be a pillar of Enel Chile's business strategy, anchored in the investment plan. Along with this, the sustainability strategy includes a pillar dedicated to people, namely employees and communities.

This plan is based on four cornerstones that support all the development of the previously mentioned pillars: governance, environmental sustainability, occupational health and safety, and sustainable supply chain. The plan

also calls for an investment to accelerate the achievement of its goals. Therefore, growth accelerators, such as innovation, digitalization, and the circular economy, are considered to be key factors in the Company's sustainability strategy.

Finally, Enel Chile's sustainability plan also considers external essential factors that influence the Company's business and its long-term sustainability. These factors are represented in the energy and social strategies, the NDCs within the environmental strategy, the guiding principles of business and human rights, the Sustainable Development Goals (SDGs), stakeholder materiality, and the feedback that the Company receives from the market through ESG analysts.

To achieve the plan's objectives and commitments, a series of actions are designed throughout the value chain.

2021– 2023 Sustainability plan

Megatrends

Country Inputs National Context



Materiality

Human Rights



SDG Commitments



ESG Evaluators



GROWTH ACCELERATORS

- innovation
- cyber security
- digital supports
- circular economy
- sustainable finance



Throughout this Report, each chapter will begin with a graphic that presents the material topic to be covered and its priority in the Materiality Matrix, along with the topic's corresponding area of the Sustainability Plan, the Sustainable Development Goals targeted by management of these issues, and the principles of the Company's Human Rights Policy addressed through this management.

Similarly, a table shows the Objectives outlined in the 2020–2022 Sustainability Plan, the results achieved in the year reported, and the objectives redefined or added in the new horizon of the 2021–2023 Plan, geared towards long-term sustainable value creation, in four sections.

Energy transition through the actions taken in relation to zero-carbon ambition, electrification, digitalization, and platforms.

People centrality or social issues, which will address issues related to employee management and working with the community, who are key partners in advancing a just energy transition.

Growth accelerators, which are related to the innovation model that spans the entire business strategy, as well as a circular economy approach, supported by a digital and cybersecurity foundation that makes it feasible to carry out the strategy.

Finally, the **four backbones** underpinning the strategy are described: a sustainable supply chain, occupational health and safety, environmental management, and the sound governance model.

10. Value creation

201-1

The ultimate goal of the sustainability plan is to create value for all the Company's stakeholders over the long term.

The following table shows the value created by Enel Chile regarding the consolidated results of its business areas for suppliers, employees, capital providers (investors, shareholders, and financiers), and the government.

		2020	2019	2018
		Ch Th millions\$	Ch Th millions\$	Ch Th millions\$
Economic value generated (EVG)	Revenue	2,635	2,800	2,484
	Operational	2,585	2,771	2,457
	Non-operational	49	30	27
Economic value distributed (EVD)	Operating costs	2,529	2,146	1,689
	Employee wages and benefits	112	112	106
	Payments to providers of capital	454	401	354
	Financial expenses	142	165	122
	Dividend payments	313	236	231
	Government payments	(90)	61	153
Economic Value Retained (EVR)	EVR = EVG - EVD	(370)	80	181

In 2020, Enel Chile distributed all value generated among its stakeholders through payments for goods and services acquired from suppliers and contractors, and distributed value to employees and owners of capital through interest and dividend payments, resulting in a negative tax payment with no economic value withheld as a result of the pandemic.

Analysis of 2020 results

Operating revenue amounted to Ch\$ 2.585 trillion as of December 31, 2020, which represents a 6.7% reduction when compared to December 2019. This is primarily due to

a relatively strong 2019 comparison base with extraordinary income booked as a consequence of the early termination of the contracts between Enel Generación Chile and Anglo American, signed in 2016, as well as lower gas sales, both in the generation business.

Operating costs reached Ch\$ 2.529 trillion, which represents an 18% increase when compared to December 2019. This is primarily explained by the Ch\$ 439 billion impairment loss in Enel Generación Chile's subsidiary Bocamina II, as a result of Enel Chile's decarbonization plan.

For more information, refer to the 2020 Annual Report.

Long-term economic value creation

The value created by the sustainable business strategy can be seen in the economic indicators Enel Chile uses to evaluate its performance.

	2020	2019	2018
EBIDTA of low-carbon products and services (MM\$)	824,023	867,644	777,591
CAPEX of low-carbon products and services (MM\$)	737,344	295,853	282,184
Ratio CAPEX of low-carbon products and services to total (%)	96%	88%	80%

Performance in the different areas encompassing sustainability, which are an integral part of Enel Chile's business model, is seen in its presence in various globally renowned indices, which include environmental, social, and governance (ESG) variables. This allows traceability of the Company's work and represents an opportunity to compare its management, providing credibility and transparency to investors, consumers, and stakeholders.

There is a clear link between sustainability and value creation. By investing in economically and socially sustainable projects, companies can maximize profits and minimize risks while simultaneously contributing to the achievement of the Sustainable Development Goals (SDGs) promoted by the United Nations.

In this way, sustainability indices and rankings are instruments to measure the performance of any given company in the ESG areas. Therefore, the ratings and analyses performed by organizations specialized in these matters are deemed to be a strategic tool to support investors and identify risks and opportunities linked to sustainability in their investment portfolio, aiding the development of sustainable investment strategies.

Main ESG indices and rankings in which Enel Chile participates

Dow Jones Sustainability Index (DJSI)	First place in all three categories in which Enel Chile is invited to participate: Emerging Markets, Integrated Market of the Pacific Alliance (MILA), and Chile. Enel Chile's score (88 points) places it among the best companies worldwide, achieving scores higher than 90/100 in more than 67% of the criteria.
Sustainability Yearbook 2021	For the second consecutive year, the Company was included in the Sustainability Yearbook 2021 published by S&P Global, being the only Latin American electric company in the Silver Class and ranking among the 5% most sustainable companies worldwide.
FTSE4Good	For the fourth consecutive year, in the Emerging Markets and Latin America categories, with a score of 3.4 points (Evaluation from 1 to 5 and 2.9 is the minimum score to be included).
Vigeo-Eiris	For the fourth consecutive year, in the "Best Emerging Markets Performers" ranking in the Vigeo-Eiris utilities sector, which includes the best-performing companies in emerging markets with a "best-in-class" approach. The Company scored 54 points.
MSCI ESG Indexes	Enel Chile received the AA rating, forming part of the various sustainability stock market indices offered by this entity.
Sustainalytics	Enel Chile was classified with a score of 26.2 points, ranking within the 14% of companies with the lowest risk in the global electrical industry.
ISS ESG	Enel Chile was highlighted among the top 12% of 125 best performing companies from the electricity industry worldwide, receiving the PRIME company rating for its performance in sustainability.

2020 Enel Chile Awards



Antonella Pellegrini was honored at the Ministry of Energy's Annual Conference "Energy + Women"

During the Annual Meeting of the public-private plan "Energy + Women," Enel Chile's Sustainability and Community Relations Manager, Antonella Pellegrini, was honored along with 40 other women from different companies and organizations in the energy sector who have adhered to the plan's commitments, overcome barriers in the industry through their experience in the sector, or promoted gender equity and parity actions within their organizations.

In addition to commemorating International Women's Day, this occasion also included the presentation of the 2020 Plan, during which Minister Juan Carlos Jobet called on companies to "be part of a historic process and make women the driving force of the energy transition."



Cerro Pabellón was awarded the Geo Golden Watt 2020

The Cerro Pabellón geothermal power plant, located in the Antofagasta Region, and the entire Geo Chile team were distinguished for reaching and maintaining the plant above 80% Full Production during the first half of 2020.

The news was announced during the global O&M REN 2020 meeting and is a production record for the plant, achieved before the implementation of the redesigns that will allow reaching 100% Full Production before the start of this year's final quarter.



Karla Zapata, CEO of Enel X Chile, received the “2020 Executive Businesswomen Award”

Since 2010, this award has been given by the organization Mujeres Empresarias together with Revista Capital and Diario Financiero, aiming to acknowledge the talent and professionalism of women in business leadership positions.

The 2020 award went to Karla Zapata, CEO of Enel X Chile, the Enel Group’s business line that covers services and solutions such as electric mobility, distributed generation, smart lighting, urban infrastructure, efficient heating, among others.

She has been part of the Enel Group for the past 24 years and became the company’s only female CEO in 2019. Since then, has led major projects such as the incorporation of hundreds of electric buses in the country’s public transportation system, positioning Enel X as a pioneer and leading player in e-mobility, together with business partners Metbus and BYD Chile, within the framework of a public-private alliance alongside the Ministry of Transport.



Enel Chile climbs to third place in the 2020 Informe Reporta

Information transparency placed Enel Chile among the top three companies that make up the IPSA of this ranking for the quality of financial and non-financial information provided to stakeholders.

Enel Chile operates along a continuous improvement process for its public information, applying a methodology that has allowed it to scale three spots and rise 8 points over last year in the Informe Reporta ranking. The 2020 Informe Reporta is a report prepared by the Spanish company Deva, dedicated to analyzing information provided by companies in their different financial and sustainability reports.

Enel Chile is recognized as one of the most sustainable companies in Latin America by Latin Trade

Within the framework of the conversation “Sustainability, the Future of Latin America,” Enel Chile was named one of the most sustainable companies in Latin America. For the third year in a row, the event, which involved the president of the Inter-American Development Bank, honored companies with outstanding performance in sustainability in the region. In the case of Enel Chile, it was recognized in the “Social Impact” category.

Every year, Latin Trade selects five winners out of the leading companies in corporate sustainability listed in IndexAmericas Top 100, a ranking published by the Inter-American Development Bank. In the case of Enel Chile, this award recognizes all the work it has been doing with respect to sustainability.

The Latin Trade editorial committee chooses the winners in each category, using primary and secondary information sources to establish the merits of each company. The



2020 Latin Trade IndexAmericas awards recognize the sustainable management of companies that are working to solve environmental and social problems.

Enel Chile is recognized as “Leading company in investor relations” by ALAS20



The 2020 award “Leading Company in Investor Relations” reaffirms the Company’s constant dialogue with investors. It highlights the company’s clear and accurate disclosure of public information, which is timely and relevant to its stakeholders’ needs.

ALAS20’s award “Leading Company in Investor Relations” is presented to Enel Chile for providing access to operational performance information at various levels and explaining how the company conducts its operations based on sustainable development, among other things.

ALAS 20 is the only Latin American initiative that evaluates, rates, and comprehensively recognizes excellence in public disclosure of information on sustainable development, corporate governance, and responsible investment practices by companies and investors in Brazil, Chile, Colombia, Mexico, and Peru.

Global Compact recognizes Enel Chile’s human rights commitment



As part of the 20th anniversary celebration of the Global Compact in Chile at the end of 2020, the United Nations entity recognized the most outstanding business initiatives contributing to the 2030 Agenda, aiming to show how companies can positively impact the SDG goals.

Enel Chile was recognized for its long-standing work in the promotion of human rights, which is organized through a Management System.



Enel Chile's contribution to the national economy

203-2

In 2020, Enel Chile estimated the impact of its 2019 operations and 2019-2020 investment plan on the Gross Domestic Product (GDP) and employment through the input-output model, a methodology used by the Central Bank of Chile.

The following summarizes the estimated contribution based on the 2017 input-output matrix, which was the most recent available at the time of the study, and it considers

the multiplier effects and productive linkages between the sectors of the economy and Enel Chile and its business lines.

	%	TH
ESTIMATED IMPACT OF THE OPERATION FOR THE YEAR 2019 FROM ENEL CHILE	1.3	55.5
	of GDP	Job Positions
ESTIMATED IMPACT OF THE THREE YEAR BUSINESS PLAN DURING THE 2019-2021 PERIOD	0.6	68.5
	of GDP	Jobs

These figures illustrate how Enel Chile's sustainable model and investment plans contribute to sustainable development and the well-being of people in Chile.

2

Our ESG performance

- We have stepped up our efforts to tackle climate change and decarbonization
- We pay close attention to the people who work for the company and strive to advance the economic and social growth of the local communities where we operate
- Innovation, Circular Economy, Digitalization, and Cybersecurity are our growth accelerators
- Our sustainable business model is based on: a sustainable supply chain, occupational health and safety, environmental sustainability, and sound governance



1. Commitment to the fight against climate change

[102-15](#) | [103-2](#) | [103-3](#) | [201-2](#)

According to the World Meteorological Organization, the average global temperature in 2020 was 1.2 °C above pre-industrial levels, making it was one of the three warmest years on record. The last decade was the warmest in history, confirming global warming. Meanwhile, the United Nations Environment Programme concluded in its Emissions Gap Report 2020 that despite a dip in greenhouse gas (GHG) emissions from the Covid-19 economic slowdown (a reduction of about 7% is expected for 2020 compared to 2019), the world is still heading for a catastrophic temperature rise above 3 °C this century—far beyond the goals of the Paris Agreement. A sustainable and resilient economic recovery from the pandemic, as envisioned around the world, could cut projected greenhouse gas emissions by around 25% and bring the planet close to the 2 °C pathway, consistent with the global target. As a result, this decade will be key to reversing the trend and ensuring that the commitments established in the Paris Agreement are met.

Given this context, it is essential to promote collaboration between governments, companies, financial institutions, and civil society, raising awareness on topics related to climate change. Companies play a key role—they are responsible for the majority of global emissions, but they also have a unique ability to develop innovative solutions to contribute towards reducing emissions on a large scale. The electricity sector can work towards reducing emissions in energy production and simultaneously promote the electrification of energy demand to support the decarbonization of other industries and services.

As a signatory of the “Business Ambition for 1.5 °C” campaign promoted by the United Nations and other institutions, the Enel Group is committed to establishing a long-term goal to achieve net-zero emissions throughout the value chain by 2050, in line with the criteria and

recommendations of the Science Based Targets initiative (SBTi). As a result, Enel announced a new target in October 2020 for an 80% reduction in its direct greenhouse gas emissions per kWh by 2030, compared to a 2017 base year. The updated commitment entails reducing the Group’s direct 2030 emissions to 82 gCO₂eq/kWh from 125 gCO₂eq/kWh, which corresponds to the previous 70% target announced in September 2019.

Fully aware of this challenge, Enel Chile has developed a business model in line with the goals of the Paris Agreement to keep the average increase in global temperature below 2 °C compared with pre-industrial levels and to further limit this increase to 1.5 °C, in line with the Enel Group’s strategy and commitments.

To guarantee more transparent communication and relationships with stakeholders, Enel Chile reports on its operational activities in line with international standards such as GRI (Global Reporting Initiative) and follows the guidelines of the Enel Group, which reports SASB indicators as well as the impact of climate risks according to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

Stakeholder involvement in the fight against climate change

Enel Chile encourages the participation of its main stakeholders to increase their awareness and develop a constructive dialogue that contributes towards creating solutions that mitigate the impact of climate change and create value for both parties. Among the most important actions implemented in 2020 are:

- Materiality analysis: climate change, in terms of priority for stakeholders and Company performance, has been one of the topics covered with all stakeholders and it is strongly considered in sustainability planning and strategy development.
- Local communities: maintaining continuous relationships with more than 300 communities throughout the country offers a detailed view of the impacts of climate change on urban and rural society. For this reason, social investment is mainly dedicated to initiatives that invite communities to be part of the energy transition by implementing renewable energy models and solutions based on nature or circular economy.
- Suppliers: workshops were held in 2020 to communicate the Company's strategy and commitment to the fight against climate change, demonstrated by incorporating sustainability factors into tendering processes to recognize suppliers that take action to minimize social and environmental impacts.
- Employees: activities to raise awareness on climate change seek to promote the development of a culture of innovation and entrepreneurship to solve energy challenges. Events were mostly held on virtual platforms, covering topics such as electrification, decarbonization, digitalization, and urbanization.
- Financial Community: the presentation of the Strategic Plan at Capital Market Day communicated the Company's concrete actions that contribute to low-carbon economies. Additionally, the progress made in this area is presented every quarter.
- Social networks: Enel Chile reinforces its commitment to digital society by using social networks to promote responsible energy consumption and raise public awareness on topics related to climate change, including decarbonization, the development of renewable energies, electrification, and electric mobility.

Enel Chile's impact on climate change in 2020

POSITIVE IMPACTS	CO ₂ FREE PRODUCTION	ELECTRICAL NETWORK DIGITALIZATION	ELECTRIFICATION OF THE ENERGY DEMAND AND PROMOTION OF ENERGY EFFICIENCY
	<i>Million</i> 9.8 <i>tCO₂eq</i> Avoided CO ₂ emissions from energy production.	<i>Thousand</i> 340 <i>end users</i> with active smart meters	<i>charging points</i> 766 <i>for electric mobility</i>
	Contribution towards the reduction of CO ₂ emissions in other sectors through a zero emissions energy mix	By providing data in quasi-real time, smart meters permit an efficient management of the energy supply and demand, promoting informed and sustainable consumption.	Contribution to the reduction of CO ₂ emissions in other sectors through the electrification of consumption, including transport by promoting electric mobility.
		A reliable and resilient network contributes to the reduction of CO ₂ emissions associated with network losses.	Energy efficiency solutions to reduce consumption (residential, city and industry).

VALUE CHAIN			
GENERATION		DISTRIBUTION	RETAIL
NEGATIVE IMPACTS	THERMAL PRODUCTION	ELECTRICITY NETWORK LOSSES	SALE OF RETAIL ELECTRICITY AND GAS
	<i>Million</i> 4.3 <i>(tCO₂eq) emitted</i> Direct CO ₂ emissions from electricity production.	<i>Thousand</i> 3.8 <i>teq de CO₂</i> Indirect emissions associated with losses in the electricity grid.	<i>Thousand</i> ~29 <i>teq de CO₂</i> <i>Retail sale of electricity and gas</i> Emissions associated with the use of electricity sold on the retail market.
	<i>thousand tCO₂eq</i> 10.2 Indirect emissions derived from the extraction and transport of fuel, raw materials and waste.		<i>teq CO₂</i> 23.9 Emissions associated with the use of natural gas sold on the retail market.

(*) The Atacama-Taltal Gas Pipeline operates at low capacity (roughly 4% of its capacity) and without a compressor, which has reduced gas leaks to zero (0%) over the last 3 years.

Governance model to tackle climate change

Enel Chile's organizational and corporate governance model defines specific tasks and responsibilities for the Company's main governance bodies, ensuring that risks and opportunities related to climate change are suitably taken into consideration during all important company decision-making processes.

Corporate governance

Board of Directors

- Is responsible for examining and approving the company's strategy, including the annual budget and business plan, which incorporate the Company's main objectives and actions in terms of the energy transition and sustainability in general. In this way, it steers investments towards low-emission economies, promoting a sustainable business model that generates value in the long term.
- Plays a guiding role and assesses the adequacy of the internal control and risk management system (referred to as "ICRMS"), defining the type and level of risk compatible with the strategic objectives of the company and the Group, including risks related to climate change.
- The Board of Directors is supported in climate change management by the Directors' Committee when required.

Directors' Committee

- Advises the Board in evaluating and making decisions concerning sustainability, the performance of the sustainability plan, which includes any issues related to climate change, biodiversity, and circular economy, and the dynamics of the Company's interactions with stakeholders.
- Examines and analyzes the climate objectives defined in the sustainability plan and the structure of the content reported in the Sustainability Report, issuing a special prior opinion to the Board of Directors.

General Manager

- In fulfilling all responsibilities for managing the Company, the General Manager has defined a sustainable business model by identifying a strategy for guiding the energy transition towards a low-carbon model. Furthermore, always within the scope of the assigned powers, the General Manager manages the business activities connected to Enel's commitment to the fight against climate change.
- Reports to the Board of Directors on the activities carried out when exercising the proxies, including business activities aligned with the Company's commitment to tackle climate change.
- He is also in charge of the ICRMS regarding the management of company risks, including those related to climate change.

Organizational Model

Enel Chile has a management team that assigns responsibilities related to specific functions that contribute towards guiding Enel's leadership in the energy transition. Each area is responsible for managing the risks and opportunities related to climate change in its area of expertise, its main functions are:

- Responsible for consolidating the scenario analysis and managing the strategic and financial planning process aimed at promoting a sustainable business model by placing the fight against climate change at the center of its strategy.
- Each business line is responsible for developing activities tied to promoting renewable energy generation by optimizing heat capacity and developing the digitalization of the electricity grid and business solutions that enable a low-carbon energy transition.
- The global service functions are responsible for adopting sustainable criteria in supply chain management and developing digital solutions to promote the development of technologies enabling the energy transition and better addressing climate change.
- Promote decarbonization and guide the energy transition towards a low-carbon business model within its areas of responsibility.

Incentives system concerning climate change

The Company's remuneration policy includes several mechanisms for progressing towards energy transition, in particular:

- A variable short-term remuneration (MBO) that can include objectives relative to the specific company functions of each manager. For example, they can include objectives related to the development of renewable energies for managers within the generation business line or objectives related to energy transition solutions for those within Enel X. In this case, the general manager has 20% of his variable compensation tied to the development of projects that enable the energy transition.

Climate change scenarios

Enel Chile develops short, medium, and long-term energy and financial macroeconomic scenarios to support its strategic and industrial planning, investment evaluation, and extraordinary corporate transactions. The role of climate change in these scenarios is increasingly important since it produces effects that can be analyzed in terms of:

- **Acute events** (heat waves, flooding, hurricanes, etc.) and their potential impact on industrial assets.
- **Chronic events** related to structural changes in the climate, such as trends in rising temperatures and sea levels, etc., can cause, for example, a change in the output of plants and in electricity consumption profiles in residential and commercial sectors.
- **Transition Factors** of various industrial and business sectors towards a green economy characterized by a decreasing level of climate gas emissions.

Factors connected to future trends in climate variables (in terms of acute and chronic events) define the "**physical scenario**," while factors associated with the transition towards low-carbon economies define the "**transition scenario**." The scenarios are created with a systemic perspective to ensure consistency between climate projections and transition assumptions, which evaluate identified events in the short, medium, and long term.

On a global level, the Enel Group has analyzed these scenarios to assess transition risks: one "inertial" (Reference), established mainly based on current or announced policies as well as specific internal assumptions regarding individual variables of interest, and a more ambitious one (Brighter Future) in line with reaching the Paris goals, which presupposes stricter objectives for reducing carbon dioxide emissions and increasing energy efficiency, as well as the possible acceleration in cost

reduction for some technologies. Regarding the physical risk assessment, the Group has selected three of the climate projections developed by the Intergovernmental Panel on Climate Change (IPCC): RCP 2.6, RCP 4.5, RCP 8.5.

The adoption of these scenarios and their integration into the Company's value chain takes the 13 TCFD guidelines into account, which are used in the assessment of risks and opportunities related to climate change.

As a methodology to analyze scenarios, the Company uses a platform approach, equipping itself with tools that guarantee solid and accessible information. The process that translates the scenarios into information for strategic business decisions can be summarized in five steps:

1. Identification of events relevant for the business (for example, impact on electricity demand due to extreme weather events such as heat waves, heavy rains, or snowstorms)
2. Development of links between climate change scenarios and operational variables
3. Identification of trends in climate events based on scenario data (for example, intensity and frequency)
4. Impact calculation (for example, variation in margins, damage to infrastructure, or budget planning)
5. Strategic actions: definition and implementation (for example, resilience plans or capital allocation)

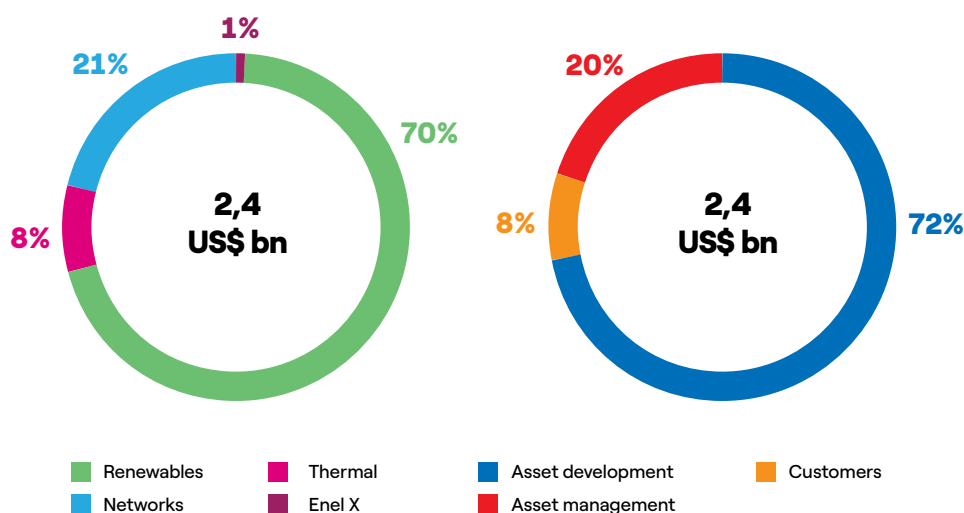
Strategy to tackle climate change

The sustainable strategy developed in recent years and the integrated business model have allowed Enel Chile to create value for all its stakeholders, seizing the opportunities that emerge from the energy transition and from climate action. To this end, the Company has focused its actions on decarbonization with concrete steps of closing coal-fired power plans. Through investments geared towards increasing renewable energy capacity, it enables network infrastructures and implements platform models, taking full advantage of technological and digital evolution, which will favor electrification and the development of new services for customers. The actions are aimed at contributing rapidly to the global warming containment goals in accordance with the Paris Agreement.

The strategic plan presented in December 2020 places the acceleration of the energy transition at the core of the corporate strategy, along with sustainable growth, creating shared and significant value for the company, shareholders, customers, and the environment.



TOTAL CAPEX 2021-23



The strategic plan calls for investments of US\$ 2.4 billion, 70% of which will be allocated to the renewable energy business, mainly to increase its generation capacity. With these investments, 77% of Enel Chile's generation will be produced by renewable resources by 2023, and it is expected to exceed 85% by 2030.



STRATEGIC ACTIONS

SUPPORT THE COST EFFECTIVENESS

reducing the risk of our matrix

SOLID PIPELINE

to enable continuous value creation

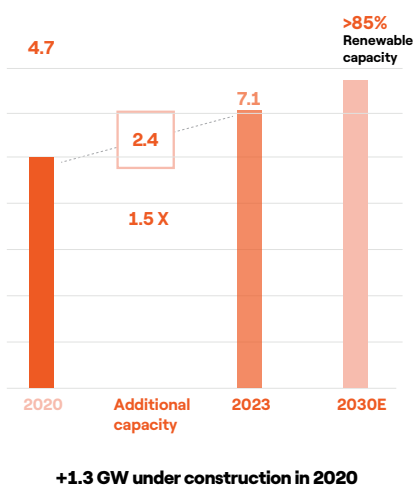
PREPARED FOR THE FUTURE

through the development of
new technologies (storage, H₂)

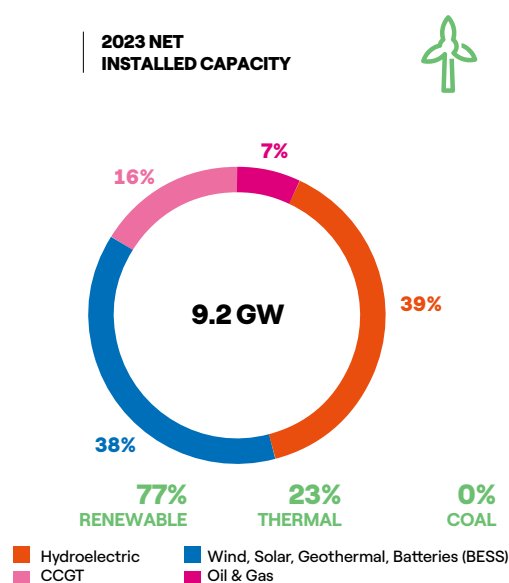
DIGITAL SOLUTIONS

to support the maintenance
of processes

GROWTH IN RENEWABLES (GW)

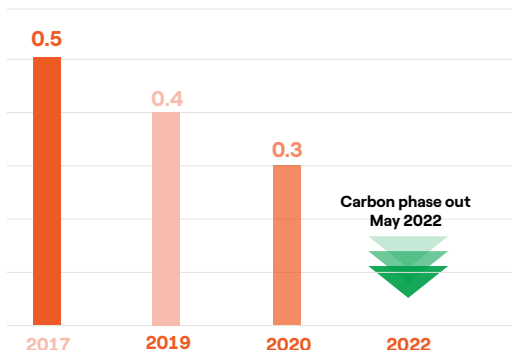


2023 NET INSTALLED CAPACITY





EVOLUTION OF THE INSTALLED CAPACITY TO COAL (GW)



	2017	2020	2023
COAL GENERATION	(TWh) 2.7	(TWh) 2.0	(TWh) 0
COAL GENERATION	% 16	% 10	% 0
PLANTS	# 3 (YEAR ¹)	# 1 (YEAR ¹)	# 0 (YEAR ¹)

1. Gross capacity and considers disconnection of the Tarapacá, Bocamina I and Bocamina II coal plants as of December 2019, December 2020 and May 2022 respectively.

Meanwhile, the distribution network plays a key role in the energy transition process as an enabler of the electricity market's transformation to renewable sources. 21% of investments for 2023 are allocated to the infrastructure and network business, aiming to achieve the necessary improvements in the quality of service and the resilience of the network by increasing the number of connections and enhancing the level of digitalization of the infrastructure.

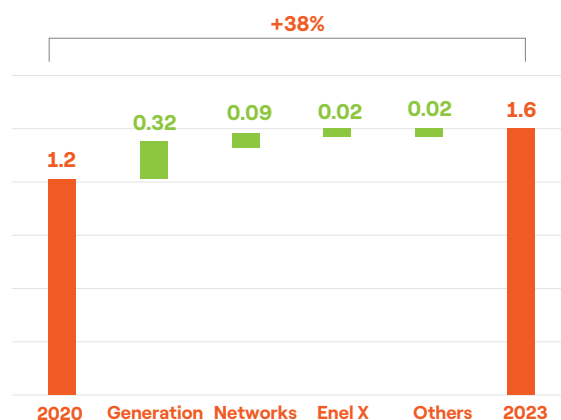
The remainder of investments are earmarked to accelerate customers' path towards sustainability and energy

efficiency, combining a traditional offering with "beyond raw materials" services. These efforts will leverage the company's customer base, digital platforms, and a growing portfolio of integrated offerings. Enel Chile's strategy will include all segments: B2C (Business to Customer), B2B (Business to Business), and B2G (Business to Government).

According to the plan presented in December 2020, EBITDA¹⁴ is forecasted to reach US\$ 1.6 billion by 2023, mainly in the generation business line.

MAIN STRATEGIC ACTIONS TO REACH SUSTAINABLE EBITDA GROWTH BY 2023

STRATEGIC ACTIONS	
+2.4 GW renewable in operation by 2023 and 0% coal production as of June 2022.	
Renewable PPAs (Power Purchase Agreement) and energy services addressing clients sustainability needs.	
Quality of networks driven by our digital transformation	
Foster sustainability of cities and electricity	



Further details can be found in the presentation of the 2021-2023 Strategic Plan

¹⁴ Financial indicator, an acronym for Earnings Before Interest, Taxes, Depreciation, and Amortization.

Main risks and opportunities related to climate change

Enel Chile's strategy development is supported by an analysis of the associated risks and opportunities, including those related to climate change.

The Enel Group has adopted an analysis framework that is consistent with the recommendations of the TCFD and explicitly represents the main relationships between

scenario variables and the types of risk and opportunities, specifying the strategic and operational approaches to managing them, comprising mitigation and adaptation measures.

As a result of this analysis, two categories of risks/opportunities are identified: those arising from developments in physical variables and those from developments in transition scenarios. These are connected to potential impacts on the business in three time horizons (short, medium, and long term) to then perform a sensitivity analysis at Group level, based on the Strategic Plan presented in 2020.



Event	Time horizon	Risk & opportunity category	Description	Possible impact	Enel Group management approach
Acute physical	Starting with short term (1 to 3 years)	Extreme Event	Risk: Especially extreme weather events in terms of intensity.	Damage to assets and operational interruptions.	Adopting best practices to manage the restoration of service as quickly as possible. Investing in asset resilience plans. Loss Prevention Program for Property Risks, including exposures related to natural events.
Chronic physical	Long-term	Market	Risk/opportunity: increase or decrease in electricity demand, increase or decrease in output.	Electricity demand is also affected by temperature, and its fluctuations can impact the business.	Geographical and technological diversification allows variability. Weather management is carried out with permanent monitoring of meteorological phenomena, adopting a range of practices, such as weather forecasting, real-time monitoring of plants, and long-term climate scenarios.
Transition	Medium term (2024-2029)	Políticas & Regulación	Risk/Opportunity: policies on CO ₂ prices and emissions, energy transition incentives, and resilience regulation.	Policies may affect the amount of investment required.	Closure of coal-fired plants. Investments in renewables, networks, and customers enable the Company to mitigate potential risks and take advantage of the opportunities connected to the energy transition. The Group is also actively contributing to the formation of public policies through advocacy efforts, participating in roundtables for dialogue held by the authority to explore national decarbonization scenarios in environmental, economic, and social terms.
Transition	Medium term (2024-2029)	Market	Risk/opportunity: Changes in prices of raw materials and energy, evolution of the energy mix, changes in retail consumption and the competitive environment.	Considering two alternative transition scenarios, the Group assesses the effect of trends in the increase of renewable sources in the energy mix, electrification, and penetration of electric transportation to estimate their potential impacts.	Maximizing opportunities by adopting a strategy founded on the energy transition and the rapid expansion of renewable production and the electrification of energy consumption.
Transition	Medium-term (2024-2029)	Products & Services	Opportunities: Increase in margins and greater scope for investment as a result of the transition, in terms of greater penetration of new electronic technologies for residential consumption and electric transportation.	Trends in the electrification of transportation and residential consumption will potentially have impacts on the business.	Maximizing opportunities thanks to its strategic positioning in new businesses and "beyond" basic services.
	Medium-term (2024-2029)	Technology		Considering two alternative transition scenarios, the Group assesses the potential opportunities to scale up current businesses in response to trends in the electrification of transportation.	Maximizing opportunities thanks to its strong strategic positioning in networks.

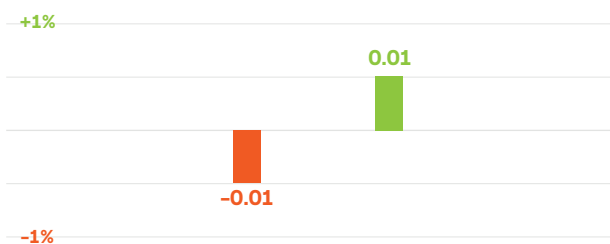


Scenario analysis has shown that chronic structural changes in the trends of physical variables will begin to occur in a considerable manner as of 2030.

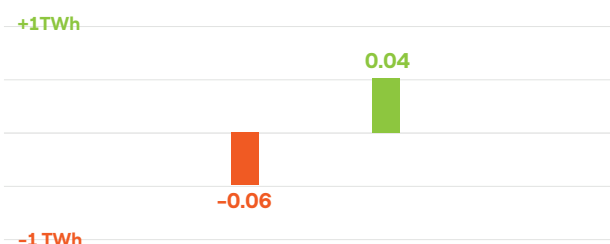
To obtain an indicative estimate of the potential impacts, it is possible to test sensitivity of the business plan to the variation of demand and hydroelectric generation in the EBITDA.

AVERAGE ANNUAL IMPACT ON EBITDA

ENERGY DEMAND %



HYDROELECTRIC GENERATION (TWH)



Greenhouse gas emissions reduction targets

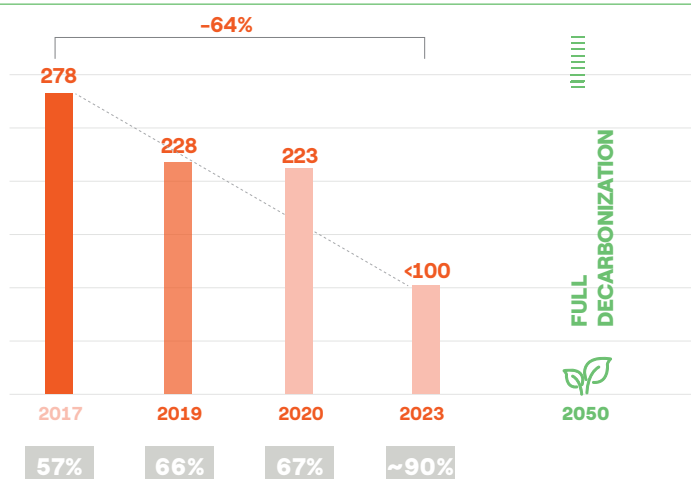
As a result of this strategy and analysis, Enel Chile set its reduction goals for direct emissions by 2023.

CO₂ EQUIVALENT SPECIFIC EMISSIONS₁ gCO₂/kWh

Specific CO₂ emissions

Scope 1
(gCO₂/kWh)

Emission-free
generation



For the Scope 1 Total Emissions Inventory, according to the GHG Protocol standard and in line with the Science Based Target initiative, emissions from Thermal Power Plants are considered at 99% and other emissions at 1%. The latter emissions include inventories associated with the auxiliary services of production and distribution plants, vehicles under the Company's control, as well as emissions from fossil fuel combustion in boilers and office cafeterias.

The next sections of this chapter will address each line of work and their metrics, goals and impacts.

2. The energy transition and decarbonization

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Primary material topic: Decarbonization of the energy mix

How is it managed?

Climate change is one of the most important challenges facing humanity, and Enel Chile is committed to addressing it through its business strategy. To do so, its 2021-2023 strategic plan calls for investments to grow renewable capacity by 2.4 GW, including hybrid plants and storage, to increase flexibility and adaptation of demand in support of the current gas-fired generation facilities and the definitive closure of its coal-fired plants. Enel Chile has closed two of its three plants with this type of technology, advancing the closure of the only coal-fired plant in operation, Bocamina II, to May 2022, 18 years earlier than the commitment made to the Ministry of Energy in 2019. Based on the principles of the Just Transition approach, the closure of coal-fired power plants considers the socioeconomic impacts of such action and their mitigation so that no one is left behind. These actions have enabled Enel Chile to set a goal of reducing the intensity of its direct emissions by 64% compared to 2017, bringing its generation to roughly 90% free of greenhouse gas emissions by 2023.

Material topics

- Renewable expansion and management
- Traditional technologies
- Climate change adaptation





Importance of good management


The electricity sector's role as a catalyst for change is unquestionable, given its contribution to the reduction of global emissions and to the virtuous circle in the economy, based on a renewable energy matrix. Therefore, for Enel Chile, it is important to accelerate the construction of renewable plants, which requires a pipeline of projects and efficiently managing the construction of new plants to meet the start-up deadlines for replacing coal plants. All of this is supported by gas and hydroelectric generation, which provides flexibility and reliability to the matrix as options for managing the intermittency of renewable generation are improved.

Adequate management can avoid negative impacts on financial performance and help preserve stakeholder confidence in the ability of business models to adapt to the drastic changes required by the climate emergency. To manage physical risks from changes in weather patterns, the Company has a diversified portfolio, both in terms of geographic location and technologies. As for transition risks, new business models are being introduced, leveraging digitalization, greater availability of lower-cost technology, and the circular economy, which is embodied in, for example, the construction of hybrid plants or the exploration of new energy vectors, such as green hydrogen.



Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
13 CLIMATE ACTION 	Reduction of specific direct emissions	-	223 gCO ₂ eq/kWh	-64% by 2023 compared to 2017
13 CLIMATE ACTION  7 AFFORDABLE AND CLEAN ENERGY 	Increase in renewable capacity	2 GW	1.3 GW in construction	+2.4 GW
7 AFFORDABLE AND CLEAN ENERGY 	Closure of coal-fired plants	Closure of Bocamina I by 2023	Closure of Bocamina I	No coal-fired power plants

Material topic and principles of the Policy on Human Rights	
Respect for community rights	



A sustainable approach to closing coal-fired power plants

The Enel Group launched the Futur-e project in 2015, the first example in the world of a large-scale redevelopment of an industrial area using a circular economy approach, a vast and unique program designed to find new uses for old thermal power plants. New innovative and sustainable uses that reuse existing structures, infrastructure, and connections, with the involvement of local stakeholders to create value for local communities through sustainable economic growth and job creation.

Previously, divestment had generally only been done using a linear model: “produce, consume, dispose.” Under this logic, idle power plants were simply considered collections of worthless waste materials that represented a cost to the business rather than an asset.

However, this project has shown how it is possible to reverse the paradigm. It also explains how, through a circular and sustainable approach to constructing the site, decommissioning and regeneration can go hand in hand. Disused materials and facilities are no longer seen as a burden, but instead as a resource capable of generating significant returns for all stakeholders: energy companies, investors, and local communities.

Therefore, a strategy for all sites to be reconverted and regenerated is being designed in line with the following fundamental principles, all of which are considered equally important:

- Transfer site personnel through an internal reassignment process within the Group to prevent layoffs and any loss of technical know-how;
- Promote requalification projects to write new stories of energy conversion, sustainable growth, and development of innovative ideas that improve creative thought and promote business initiatives;
- Collaborate with local communities through a multi-stakeholder approach to foster the creation of shared value throughout the entire project, from the preliminary interviews with the stakeholders, up to the decision regarding which requalification projects to follow;
- Guarantee the protection of the environment: soil remediation must be carried out according to the highest standards possible;
- Maximize the reuse of divested structures, such as roads, infrastructures, connections to the high-voltage network, buildings, etc. in line with the principles of the circular economy;
- Contribute to the objectives of the Enel Group, collaborating with other business lines to complete projects such as BESS, e-mobility, digitalization, stability of the electricity grid, etc.

Since its launch, the approach of the Futur-e project has proved to be successful, and it has therefore been extended to the regions where the Group will take its thermoelectric sites through the energy transition process, such as Chile. The ultimate goal is for this project to be seen as international best practice for end-of-life management of divested industrial sites.

Enel Chile and its contribution to the decarbonization of the country

Principles adopted for a just transition

1. Maximize the creation of decent employment and sustainable companies,
2. Minimize job destruction,
3. Support the transition of workers who lose their jobs and affected communities, and
4. Promote the creation of green jobs



Fair working conditions

Respect for community rights



The decarbonization process must be properly managed to mitigate possible impacts, which is why the concept of just transition is key. This principle, promoted by the ILO and international and national organizations, seeks to push the transition toward a sustainable economy, considering all stakeholders involved, especially the needs of the sectors of society most exposed to change. It is also important to consider that it is not only a matter of job loss—the consequences could be more widespread and affect all aspects of social life, so an equitable approach to the energy transition must envisage the redistribution of the benefits. As such, it is essential to carry out the process with a long-term vision that encompasses all stakeholders to be able to distribute and capitalize on the new opportunities presented by the energy transition.

Closure of the Tarapacá Power Plant

On December 31, 2019, the Tarapacá power plant closed, setting a national precedent as the first Enel coal-fired unit in Chile to definitively cease operations. This process involved extensive work with each of the plant's 50 workers, consisting of an internal relocation offer for each of them or the option for a voluntary severance plan, which included a labor transition plan with economic support based on each worker's years of service, health coverage, and a financial contribution for studies equivalent to 150 hours of training.

Regarding the seven contractors that provided services for the plant, Enel Chile offered workers who provided services for the Company the opportunity to participate in its Trade Retraining Program. The training courses "Application of Basic Installation" and "Maintenance Techniques for Low

Voltage Electrical Circuits" began in 2020, with 13 contractor workers participating. These courses were suspended due to the health emergency but are expected to continue in 2021, when the Labor Competencies Accreditation Program will be added. This program will standardize the profiles and competencies of workers and their trades to then evaluate their training needs. It will also help to effectively identify job retraining opportunities.

Regarding the communities surrounding the Tarapacá Power Plant, the local Sustainability and Community Relations team conducted a participatory study in 2020 to update its diagnosis of the priorities and new needs of the communities, particularly the localities of Chanavayita and Cádiz, which total around 700 people. This study will allow co-designing a sustainability plan to create value in the area based on the current and future challenges of this new stage.

The Phase Out team was formed for the plant in 2020, composed of HSEQ (Environmental Management and Permitting), Operations and Maintenance, Sustainability, Business Development, and Engineering and Construction.

In addition, different divested facilities were cleaned and made safe during the reported year. In early 2021, the Tarapacá Health Seremi approved the development of the project "Final Disposal of Non-Hazardous Waste Materials at the Tarapacá Thermoelectric Power Plant Landfill." The project is to use the plant's ash and slag landfill for the final disposal of non-hazardous waste materials that may result from work to leave the coal field and some related areas of the plant in suitable conditions of disuse.



Closure of the Bocamina I Power Plant

The early closure of the thermal power plants Bocamina I, by three years, and Bocamina II, by 18 years, as of May 2022, positions Enel Chile as the first in the country to definitively eliminate coal from its energy matrix and continue its path as the main operator of renewable energies.

Enel Chile has been paving the way for a just transition in Coronel since 2017, when it presented a new relationship model with communities, reviewing all previous processes that it had used to manage stakeholder relations following the construction of Bocamina II in 2007. Specifically, this has resulted in a US\$ 120 million investment devoted solely to the social program for the recovery of the social, physical, and economic capital of the families involved in the resettlement, focusing on human rights, together with the development of a long-term outlook with the fishing community. As part of this social plan, and with the aim of strengthening the social fabric and separating the economic dependency of the communities from the companies operating in the district, the Company has supported more than 140 projects through its Coronel Empeño fund since its launch in 2017, in addition to supporting nearly 600 projects associated with the fishing

Perception survey in Coronel

Regarding the community, Enel Generación Chile began a qualitative and quantitative survey at the beginning of 2021 to understand the perceptions of the main stakeholders connected to the Bocamina power plant operations in the city of Coronel. First, in-depth interviews were conducted with people who mostly belonged to the community and social groups; non-governmental and environmental organizations; and local political and administrative authorities, in addition to representatives of the academic and scientific world, the media, plant employees, and the industrial sector.

In a second stage, a survey was conducted among 360 residents of the municipalities of Coronel and Concepción who are representatives of the local community over 18 years of age, seeking to understand the public's perception of Bocamina among its main stakeholders.

The process will be completed during 2021.

industry through its Fund for the Development of Artisanal Fishing. It is important to mention that all commitments established in the Social Plan will be respected and fulfilled.

On December 31, 2020, Bocamina I ceased operations. 28 employees worked here, of which 17 have been relocated and already perform functions in different areas, such as Engineering and Construction; Renewable Energy Operation and Maintenance; Health, Safety, Environment, and Quality (HSEQ); among other areas. Nine people opted for retirement plans and two decided to leave the Company.

The 20 contractors that provide services to the Bocamina power plant will be part of the Trade Retraining and Labor Competencies Accreditation Programs. Enel Chile will be able to work through both programs with a diverse universe of profiles and qualifications, either through Sence or through the programs directly managed by the Company.

More than \$160 million has been invested for decommissioning and environmental management activities at the three coal-fired plants.

Growth in renewables

The decarbonization of the mix goes hand in hand with the growth of renewable energies. Enel Chile has committed to adding 2.4 GW of installed capacity by 2023, with 1.3 GW of this figure to be provided by plants already under construction. With this, the mix will add more than 7.1 GW of renewable energy capacity, equivalent to 77% of the Company's total installed capacity, which should reach 9.2 GW by that time. As a leader in the energy transition process in Chile and remaining at the forefront of its commitment to innovation, Enel Chile announced the creation of a unit dedicated to the development of green hydrogen in June 2020. The first industrial pilot of this technology will be carried out in Chile, together with government agencies and relevant market representatives.

The progress in the construction of power plants in 2020 included the adaptation to the context of the pandemic, which impacted the work associated with the projects, reformulating the way of working based on shifts and with a high level of care for health and safety measures, as well as strict respect for the health measures and provisions of the state of emergency established by the authorities. Thanks to the efforts of Company personnel, contractors, and subcontractors who continued working on-site as long as the pandemic conditions and the authorities allowed, the construction of projects moved ahead, forming part of Enel Chile's commitment to achieving a more sustainable future in harmony with the environment as part of the country's growth and development.

Sustainable construction

One of Enel Chile's focuses in 2020 was to standardize the use of a decision-making guide to recognize, measure, and improve the sustainable performance of each project, encouraging an attitude and culture along these lines during the construction phase.

To do so, the Company worked in various ways, from training to the search for initiatives and their implementation in each of the projects, working with the different units to ensure compliance with the corporate guidelines issued by the organizational directive 885 "Sustainable Construction Site." Some of these initiatives implemented in 2020 are:

Cerro Pabellón:

- Implementation of a community-run kiosk.
- Use of water from the Wastewater Treatment Plant (WWTP) for irrigation.

Los Cóndores

- Compost bin for food waste at the work site.









Sol de Lila:

- Use of discarded wood for furniture for the Sol de Lila site.

Renaico II:

- Actions for the community, such as clearing stretches of rural roads to improve safety.
- Installation of photovoltaic lighting along the site perimeter.

PROJECTS UNDER CONSTRUCTION

CAMPOS DEL SOL		(MW) 382 <i>Installed capacity</i>	% 55 <i>Overall progress</i>	End of construction 2021 3Q			
RENAICO II		(MW) 144 <i>Installed capacity</i>	% 66 <i>Overall progress</i>	End of construction 2021 4Q			
CERRO PABELLÓN III		(MW) 28 <i>Installed capacity</i>	% 81 <i>Overall progress</i>	End of construction 2021 2Q			
AZABACHE		(MW) 61 <i>Installed capacity</i>	% 61 <i>Overall progress</i>	End of construction 2021 3Q			
LOS CÓNDORES		(MW) 150 <i>Installed capacity</i>	% 75 <i>Overall progress</i>	End of construction 2023			
FINIS TERRAE		(MW) 126 <i>Installed capacity</i>	% 39 <i>Overall progress</i>	End of construction 2021 4Q			
SOL DE LILA		(MW) 163 <i>Installed capacity</i>	% 45 <i>Overall progress</i>	End of construction 2021 3Q			
DOMEYKO		(MW) 204 <i>Installed capacity</i>	% 47 <i>Overall progress</i>	End of construction 2021 3Q			

Sustainable Plants

Model that aims to position Enel Chile as an electric company focused on the sustainable development of its processes, defining the application of a portfolio of 59 sustainable practices in renewable power plants and 74 in thermoelectric plants, which have been analyzed in all Enel Chile plants. Some were implemented in 2020 and the technically feasible ones were planned.

The initiatives have been inspired by improving the efficiency and management of resources, for example, by reusing water from the facilities' air conditioners for uses unrelated

to human consumption, or encouraging proper waste management within the plants, implementing practices such as eliminating single-use plastics and implementing compost bins that give new life to organic waste.

Another example of the practices applied by the Sustainable Plants Model are those that provide a direct benefit to the health and safety of workers and contractors, such as replacing wood-fired heating with electric equipment or acquiring washers with mechanical parts free of solvents and toxins.

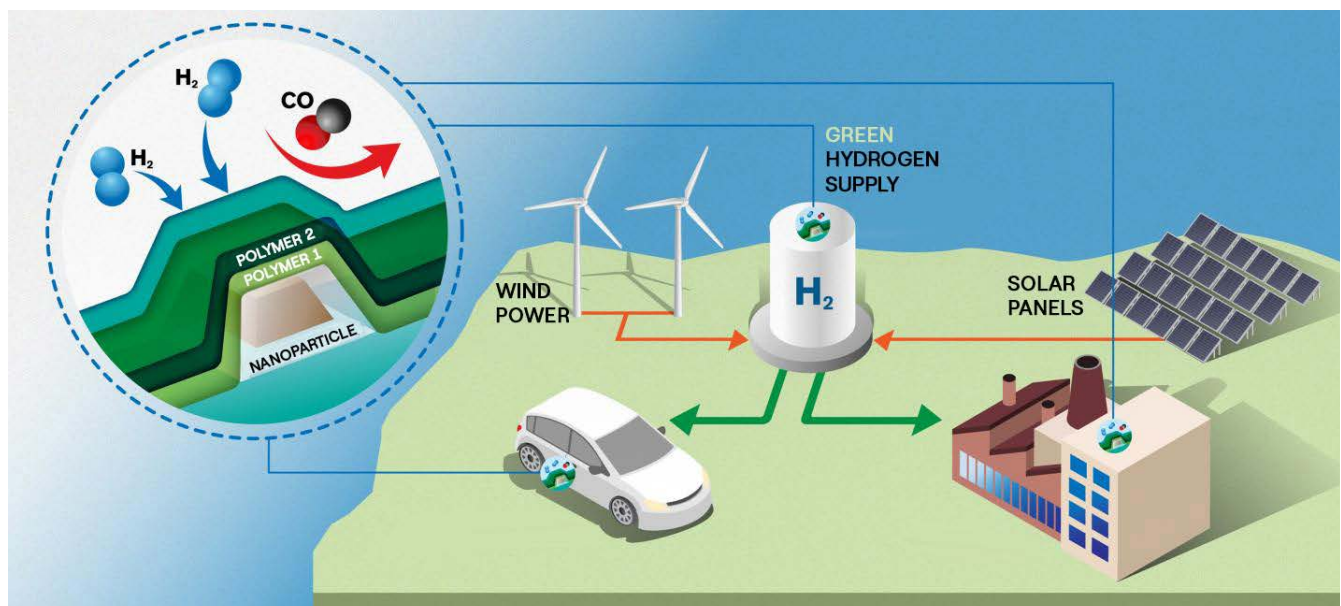
Power generation with green hydrogen

One of Enel Chile's focuses has been the search for new technologies that support the energy transition process, evaluating new ways to produce energy through the benefits of marine energy, hybridization of energy production, and the production of green hydrogen as a new energy vector.

Through its subsidiary Enel Green Power and together with its partners AME, ENAP, Siemens Energy, and Porsche, Enel Chile is developing the first eFuels project in Chile, called Highly Innovative Fuels (HIF), through the installation of a pilot plant to produce green hydrogen through an electrolyzer powered by wind energy, which will be situated in Cabo Negro, north of Punta Arenas, in the region of Magallanes.

In this project, EGP owns 50% of the green hydrogen production for use as feedstock in the production of fuels such as methanol and gasoline.

The facility is expected to be commissioned in 2022, making it the first plant of its kind to produce green hydrogen in Chile, as well as one of the largest in Latin America.



Hydrogen

Hydrogen is divided into **grey hydrogen**, i.e. generated through fossil fuels, **blue hydrogen**, obtained from fossil fuels but with the addition of carbon capture, utilization and storage systems, and green hydrogen, produced from renewable generation.

Cost- effective and energy-efficient solution only to decarbonize the "hard-to abate" sectors that cannot be technically or economically electrified (heavy industry, aviation, shipping and heavy-duty road transports).

Adding an electrolyzer the renewable energy is used to separate water into its constituent parts: hydrogen and oxygen.

Today → gas to energy
Tomorrow → energy to gas

Contribution of operational power plants to the energy transition process

In the process of decarbonizing Enel Chile's energy mix, the plants in operation are challenged to support the system with high standards of supply quality to meet the country's energy demand. From a social standpoint, they are part of the integration process for personnel specialized in thermal power plants who chose to continue working for the Company in other plants, continuing to contribute their experience to the energy industry.

Operational Efficiency in Generation

Aiming to improve the operational efficiency of the generation plants and transform them into smart plants, the Company seeks to optimize and increase the flexibility of all units and processes supported by digital transformation to have a diversified matrix that meets energy needs through a sustainable and integrated business model.

To take care of people and safeguard the operation, given the context of 2020, extraordinary contingency plans were implemented, major maintenance was rescheduled, and digital tools were strengthened, such as the use of state-of-the-art technology for remote inspections, control platforms, predictive maintenance, among others.

However, projects related to automation, operation, maintenance, and digitalization were carried out to meet this objective.

Automation of the operation

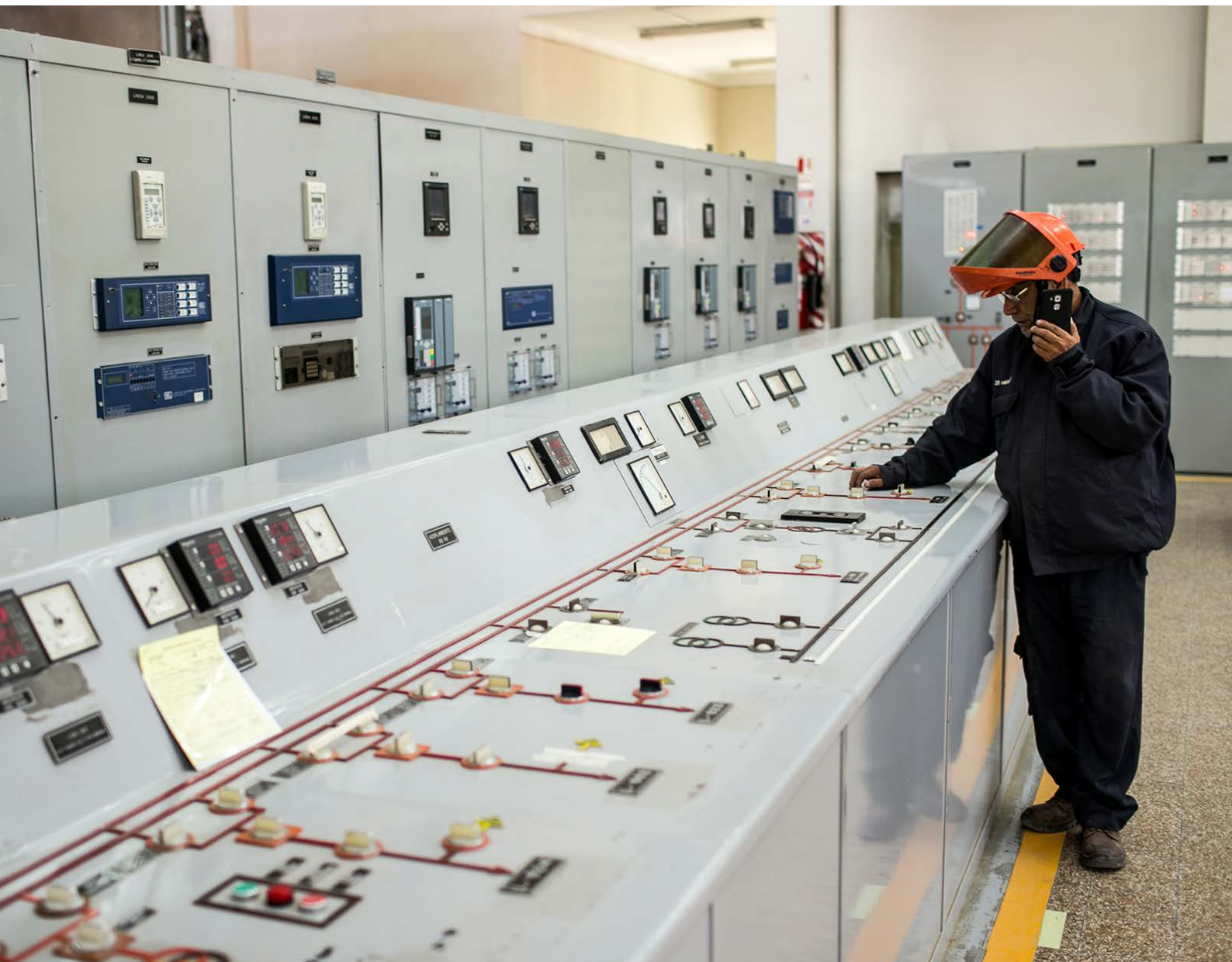
In 2020, aiming to optimize the processes associated with the operation, a series of improvements were implemented, focusing on control, information reliability, scheduled maintenance, and reporting. Some of the most important projects are:

- **Implementation of the Automatic Generation Control System (AGC)** for thermal units: its purpose is to have an automatic secondary frequency control that provides greater stability of the electrical variables, thus regulating the load of the units and providing automatic information to the National Electric Coordinator (CEN).
- **Event log automation algorithm:** seeks to automate the recording of events in the thermal generation units to improve the reliability of the information and facilitate decision making. In 2020, it was implemented in 15 units.
- **Fault reporting:** This automation system allows immediate reporting of faults, improving quality and initial response times to less than 5 minutes.
- **Scheduled maintenance request management:** consists of a tool for managing requests that allows quick and effective access to documents, optimizing the scheduling of maintenance activities.
- **Operational data entry to Ingen platform:** Ingen is a specific tool for managing generation plants, and in 2020 progress was made in the process of automating the entry of operational and energy data to this platform, initially in hydroelectric plants.
- **Automation of the Executive Control Room Report:** the automation of this report was carried out to obtain relevant data from the operation, also improving the technical network of the backup site to provide reliability to the operation, which, during the pandemic, made it possible to keep the work cells physically separated.

Advances in maintenance

To optimize the plant maintenance processes, specific projects were implemented in 2020 for the different technologies.

- **Iceberg Project:** predictive maintenance tool, developed based on records of operating variables (SCADA data¹⁵), which aims to improve asset management, ensuring maximum availability of wind turbines. In this line, icing detectors were installed on the wind turbines.
- **Gas monitoring in transformers:** to promptly detect the presence of gases that could warn of the onset of a fault inside the equipment, monitoring devices were installed at the El Toro hydroelectric power plant. These transfer the monitored signal to the SCADA systems to make the information available remotely.
- **Modeling of the Automated Washing System:**¹⁶ by studying the level of soiling that coats the solar panels, it was possible to understand the behavior of the soiling in the different geographical areas where the solar plants are located, directly affecting the improved calculation of the levelized cost of energy (LCOE) and soiling forecasts.



¹⁵ Supervisory Control And Data Acquisition

¹⁶ For more information of other panel cleaning projects, check the Environmental Sustainability chapter of this same Sustainability Report

- **Frequency regulation scheme:** joint regulation systems were implemented between solar and wind plants and hydroelectric plants to provide more stability and reliability to the system. Under this line, the distributed frequency regulation scheme was consolidated with the participation of several generating units, an initiative that was implemented during 2020 and that tends to reduce the rate of low frequency failures in the National Electric System (SEN), achieving good results.

Digital solutions

As part of the Company's digital transformation, accelerated by the pandemic context, a series of tools were implemented in 2020 to facilitate work in areas such as control and monitoring, remote control, permits, planning, among others, with the staff training and restructuring of processes also part of this implementation. Some of the projects are:

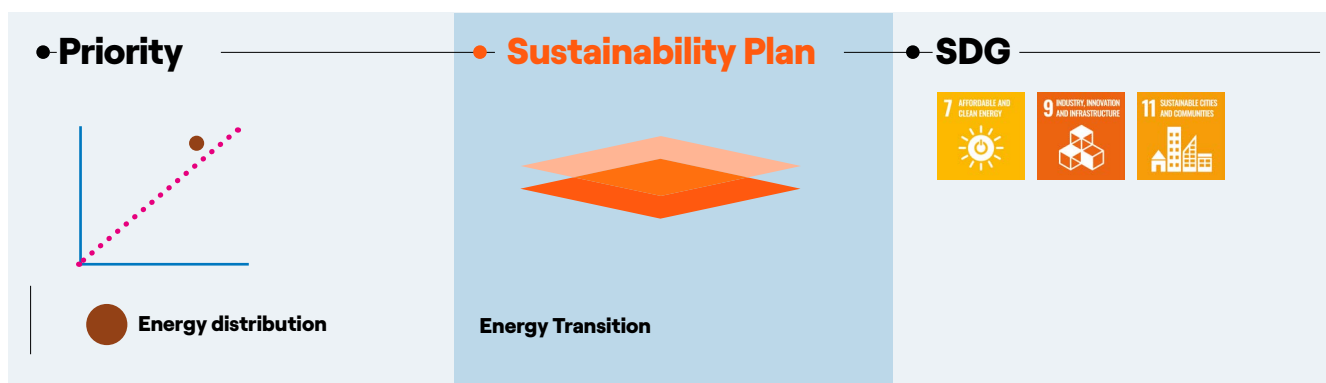
- **RoBoost:** a global program aimed at integrating and distributing robotics in the operation and maintenance activities of power plants, focusing on creating added value and increasing operational safety and efficiency. Robots (drones and Remotely Operated Vehicles (ROVs)) are used to inspect, supervise, and monitor Power Generation's assets that are located overhead, in confined spaces, or underwater. Enel Chile currently has more than 23 drones, 33 pilots, 5 Smart Glasses, 2 ROVs, and 1 bathymetric boat.

During the pandemic, these teams became more valuable by optimizing processes to reduce exposure and contact between people. For this reason, to minimize the number of in-person visits to the plants, drones, and Smart Glasses (augmented reality glasses) were used, which allow remote inspections of the plants.

- **Control Room:** in 2020, Enel Generación Chile consolidated the remote operation project of all hydro technology plants, joining the remote operation model of wind and solar power plants. This tool allows remote control of start-up, shutdown, and routine load adjustment functions from a centralized work unit in Santiago, called Control Room. This system allows 24-hour monitoring of the plants, improves internal logistics, and increases people's safety by reducing the need for personnel to stay on site.
- **Improvements to the Permit to Work (PTW):** in 2020, the Company worked on a project to digitalize the processes associated with these permits in SAP, supplemented by a portal to digitally administer the risk matrix. It was implemented in a first phase in the Norte Atacama business unit.
- **Contract Revolution:** a tool began to be implemented at the hydroelectric and thermoelectric plants to enable the control and follow-up of current contracts, which gathers the details of the projects for the control and execution of all work at the plant, aiming to comply with the contractual aspects and verifying their expiration.
- **Private cell phone network at Cerro Pabellón:** to improve connectivity, a private cell phone network was installed using Long Term Evolution (LTE) technology, which is wireless broadband designed for high-speed data transmission, given the supply of the service and the necessary infrastructure at the plant.
- **E-Planner:** consists of a platform that supports the planning, follow-up, and updating of maintenance activities.

3. Network resilience and digitalization

103-1 | 103-2 | 103-3



Primary material topic: Energy distribution

How is it managed?	Material topics
<p>With the standing goal of improving the quality of supply for all customers, investment plans are being developed to automate and digitalize the network, achieving greater reliability and availability of the service. By incorporating new technologies that allow electricity grids to be digitalized in both operation and maintenance processes, the Company enhances the availability, resilience, and flexibility of the infrastructure in the face of increasing adverse climatic phenomena and cybersecurity risks.</p>	<ul style="list-style-type: none"> • Network improvement and development. • Networks operational management.
Importance of good management	
<p>The electricity distribution network provides current and future customers with access to electricity supply and—if it is clean, reliable, and high quality—it becomes a driver of sustainable social development. Furthermore, in a world of greater electrification, the digitalization of the grid is key to facilitating the transition from consumer to prosumer, with an active role in the direct management of energy.</p> <p>Therefore, in addition to being an enabler of the energy transition and facilitating changes in consumption, good management avoids the risks of supply interruption, impact on corporate image, fines from regulatory entities, and damage to the distribution network, among others.</p>	



Targets and challenges

SDG		Activities/targets	2020–2022 Targets	2020 Results	2021–2023 Targets
7 AFFORDABLE AND CLEAN ENERGY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Total energy losses	4.9%	5.2%	5.0%
7 AFFORDABLE AND CLEAN ENERGY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	SAIDI (minutes)	160	171	161
7 AFFORDABLE AND CLEAN ENERGY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Remote control equipment installed in the network (units)	2,969	2,412	+ 2,700

Material topic and principles of the Policy on Human Rights	
Respect for community rights	
Privacy & communication	

Network resilience and digitalization

The quality of supply is closely connected to the reliability and efficiency of the transmission and distribution infrastructure, which must meet the increasing levels of demand that come along with the demographic changes of the population. Strengthening this infrastructure requires implementing new technologies, robust processes, and digitalization across the operation, which allows progress in electrification and, with it, support for the energy transition and new uses of energy.

Enel Chile is continuously executing improvement plans through network maintenance and modernization to reduce the frequency and duration of service interruptions. This also enables real-time monitoring, guaranteeing a rapid and timely response to repair malfunctions and ensure optimal energy supply. Remote systems play a key role in this respect, allowing operating plants to take the necessary actions to ensure continuity of the electric service without affecting consumers' quality of life or activities.

NETWORK IMPROVEMENT AND DEVELOPMENT	<ul style="list-style-type: none"> Digitalization of the electrical network. Development of smart grids and remote control. Improvements in the quality and continuity of supply. Expansion, modernization and development of the electrical network. Remote control and automation of the network.
NETWORK OPERATIONAL MANAGEMENT	<ul style="list-style-type: none"> Operation and maintenance of the electrical network. Operational management of networks and associated energy losses. Digitalization of processes. Prevention and contingency planning. Ensure quality and continuity of the service.
ADAPTATION TO THE IMPACTS OF CLIMATE CHANGE	<ul style="list-style-type: none"> Asset resilience. Impact mitigation. Adaptation to new climate scenarios.

Actions taken for operational continuity during the pandemic

Thanks to a large deployment of employees, the adaptation of systems, and new ways of work, Enel Chile achieved operational continuity for its distribution subsidiaries, even though a large part of teams' work consists of field work and direct contact with the customer. The main actions taken in 2020 were as follows:

- Despite the suspension of face-to-face meter readings between April and June, the Company was able to provide support with the incorporation of the self-reading App.
- In inspections and standardizations, various safety initiatives were deployed for employees and contractors, who continued to perform almost 100% of their work in the field.
- In relation to smart meters, it was possible to support the reading processes, managing more than 340,000 devices remotely.
- Implementation of security protocols in the different areas.
- Regarding new connections, the entire customer service model was transferred to the call center, replacing what used to be carried out in the commercial offices. At the end of 2020, a mixed service model was implemented: in-person at the Providencia office, combined with some of the splicing executives working remotely.

Enel Distribución Chile complied with 95% of the maintenance plan as a result of the health and preventive measures implemented, which enabled the operational continuity of the Company.



Smart Grids

To improve the quality of service and ensure its continuity, the Company has developed a digitalization process of assets, incorporating new technologies and the necessary equipment to have smart grids. These allow greater capacity to respond to incidents and guarantee service in the context of the energy transition, where the electrification of consumption is increasing. In this line, the installation of smart meters will be restarted in 2022, according to the new requirements defined by the Chilean authority in 2019.

Telecontrol and network automation

The digitalization of the grid is essential to visualize data in real time, respond quickly to contingencies, and promote

responsible consumption in the household. Among the most noteworthy 2020 projects are:

WIN Project

As part of the grid digitalization process, the implementation of the new system called WIN began in August 2020. Its purpose is to integrate Enel Distribución Chile's operational, maintenance, and construction processes into a single system, which improves the traceability of information and helps to adequately address operational risks, coordinate the response to failures, and guide the maintenance processes towards proper asset management, ensuring an efficient operation.

Self-reading App

Due to the pandemic, the launch of the meter self-reading App was advanced to 2020. This app allows customers to become occasional readers of the meters in their community or neighborhood. It uses OCR (Optical Character Recognition) technology, which identifies the figures of the meter reading through a neural network that identifies the brand and model of the meter.

PROCESS CYCLES



Smart meters

As part of the digitalization of the grid, installing smart meters improves the quality of service by providing the Company and its customers with accurate, real-time information on electricity consumption. With this information, customers can manage their electricity consumption and make decisions to optimize it, such as energy-saving measures. In addition, these devices make it possible for Enel Distribución Chile to remotely manage electricity supply operations. Their installation is always supported with specific information and awareness campaigns.

The updated version of the digital meter, which complies with the technical requirements issued by the Chilean regulator, is expected to be installed with full functions by the second half of 2021.

The smart meter fleet increased to over 340,000* in 2020, which supported operational continuity for meter readers facing travel restrictions in the early months of the pandemic. In addition, a project was created to integrate emergency response with smart meters. Information and online alerts on the status of the supply in authorized areas are available with the meters, making it possible to identify the origin of the fault. Improvements are also expected in the supply quality and response rates of the work teams in the field.

Managing meters with a circular economy approach

One of Enel Chile's main priorities is to develop an adequate management strategy for the materials generated by the electric metering equipment modernization plan, which considers sustainable alternatives prior to final disposal by applying the principles of the circular economy.

This project arose to quantify the composition, structure, and volume of waste generated by the modernization plan and evaluate the different treatment alternatives available or create new recovery options, valuing the project economically according to market prices.

The program was implemented in 2020, with the challenge in 2021 of evaluating both the current waste management service provider and the design of the materials used in manufacturing new meters in a globally defined structure.

* Active smart meters, and excludes other technologies such as telemeters

Preventive improvements in electricity grids

Types of voltage power lines

High Voltage (HV): Power lines that transmit electricity from the power generation plant to the substation.

Medium Voltage (MV): Power lines that transport electricity from the substation to the public lighting poles.

Low Voltage (LV): Power lines that distribute electricity from the public lighting poles to homes and buildings.

The Maintenance Program seeks to preserve the infrastructure required for distributing electricity in Enel Distribución Chile's concession area, ensuring efficient use of resources and an extension of the useful life of assets. It includes the three types of high, medium, and low voltage power lines of Enel Distribución Chile. For these to operate efficiently, it is essential to maintain close ties with the municipalities, properly managing work permits and identifying the social needs that can be covered in the maintenance plans. In addition, interacting with the Superintendence of Electricity and Fuel (SEC) is essential to target the action plans issued by the authority and make them compatible with internal processes.

As part of the maintenance program, the ISO 55.000 Certification Process for asset management began in 2020.

Medium and low voltage quality plan

To improve the quality of supply, feeders were reinforced in accordance with the quality plan for medium and low voltage. Work was also carried out on automation, expanding the medium voltage network automation by adding 328 new remote control devices and performing the necessary network adjustments. Consequently, the Network Operations Center now operates 2,412 remotely controlled equipment. In addition, the following improvements were completed in 2020:

1. Replaced 117 km of bare network with protected cable.
2. Replaced 14,500 medium-voltage spacers
3. 5,880 km of medium voltage network inspected.
4. 3,600 distribution box replacements.
5. 230 quality improvement projects in low voltage areas.
6. 10,000 connection changes for customers.
7. 188,004 inspections in various customer segments.
8. More than 13,000 medium and low voltage splice connectors regularized.

Electricity network channels interacting with gas pipelines

As stipulated in SEC official notice No. 14228/2018, the authority instructs Enel Distribución Chile and Metrogas S.A. to coordinate the necessary actions to mitigate the risk of fire and explosion caused by the interaction of electricity grids and gas networks. As a result, the Company committed to replacing nearly 36 km of underground low-voltage lines located near gas networks with piped networks in trenches at least 100 meters long. This work is carried out once inspection has been performed through test pits, a technique that detects the distance of both networks. In 2020, 10.1 km of the underground network was regularized in the districts of Santiago, Recoleta, and Independencia.

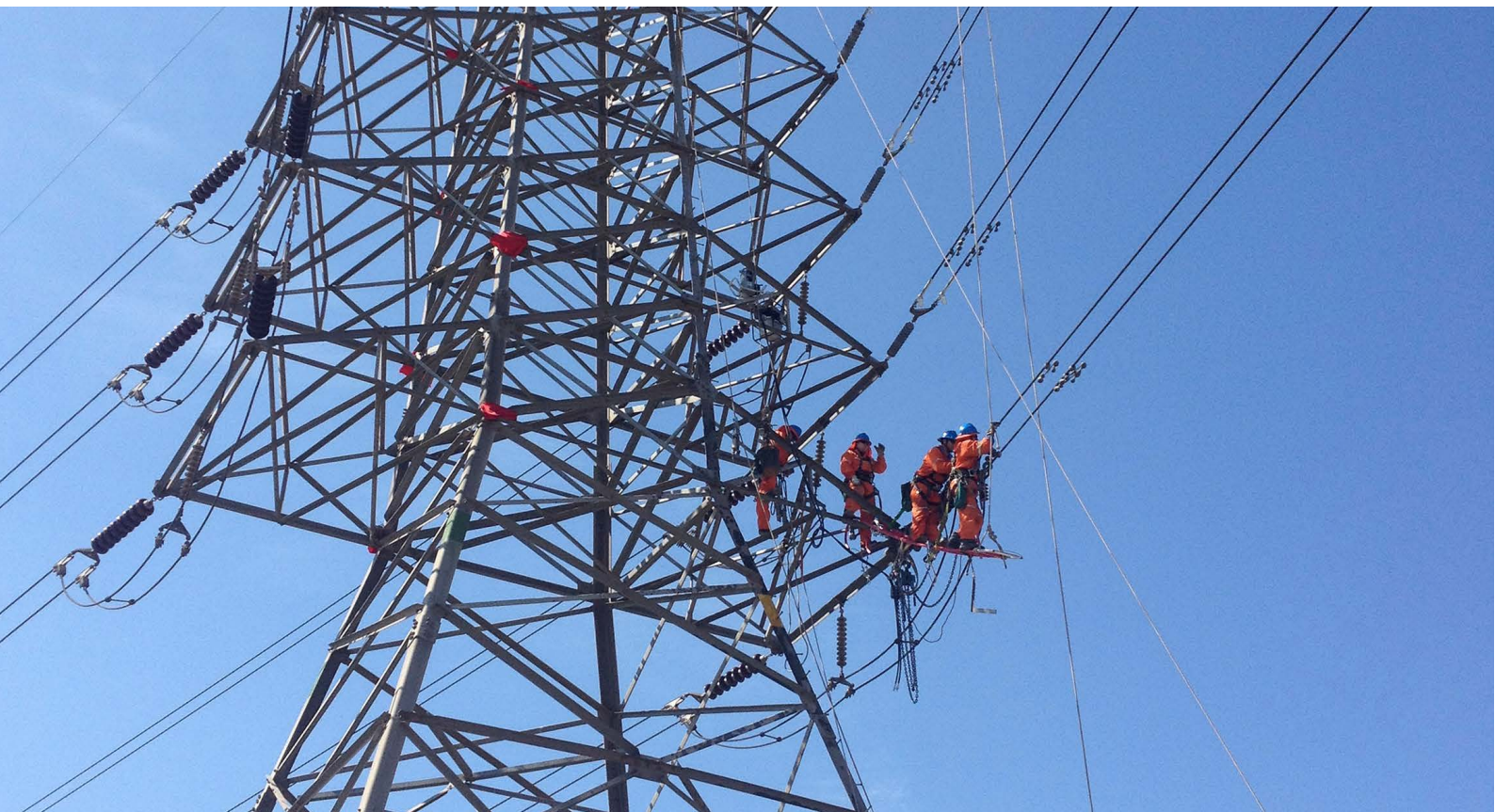
An estimated 10% improvement in quality indicators is managed through maintenance activities. Aerial inspections, in addition to speeding up the process to only two months (traditionally it can take six months just to survey the number of kilometers), generates efficiency in the execution of the service, combining several activities into one.

Aerial inspections of high and medium voltage power lines

Aiming to improve and digitalize distribution network inspections, aerial inspections of the high and medium voltage power lines continued to be performed with helicopters in 2020. Through flyovers with three high-resolution thermographic cameras and Laser Imaging Detection and Ranging (LIDAR), the number of kilometers of network inspected (feeders) increased and their condition and operation were digitalized, facilitating the identification of critical locations.

Benefits:

- Network digitalization
- Digitalized backups of grid status.
- Less manual involvement.
- Reduced accident risk.
- Fewer tower climbs.
- Detailed defect detection.
- Quick reaction in case of faults.
- Continuous monitoring of grid status, identifying points of attention and improving the continuity of supply.



Enel-Hexagon Follow Up on “Identification of deterioration of low voltage (LV)”

This automation initiative, which aims to preemptively detect risks, provides information on the planimetry of the subsoil and the state of the low voltage networks and disturbances, mainly underground.

Voltage variation protective equipment in low voltage (LV)

In 2020, Enel Chile collaborated with the Universidad de Santiago de Chile (USACH) and the Dirección de Investigaciones Científicas y Tecnológicas de la Pontificia Universidad Católica de Chile (DICTUC) to certify the correct operation of the protection device, which will control power surges (transient and permanent) that could damage customers’ installations and equipment.

Enhancements in the new connections process through Room Agile

Under the Agile methodology, which is being implemented by Enel Chile in several areas, work was done in 2020 to define and develop initiatives to improve the process of new connections. Three main objectives were established, which aim to improve compliance with the deadlines established in the Technical Norm (NT):

- Customer satisfaction
- Compliance with connection deadlines.
- Information available via the customer service channels.

Representatives from all areas that are part of a new connection chain have participated in its development to implement different upgrades in both the process flow and the systems that support it.

Substation Quality Plan

To improve the quality of supply, the Company worked on replacing technologically obsolete equipment in the power substations with more modern equipment that allows it to be monitored, such as:

1. Replacement of 13 transformer and feeder protections.
2. Implementation of the 220 kV Remote Protections Reading System.
3. Replacement of 2 Local Control Systems
4. Maintenance of substation Telecontrol and Supervision systems.
5. Verification of transmission line protection systems
6. Replacement of old temperature monitors with digital monitors in high voltage transformers.
7. Installation of gas and humidity sensors in high voltage transformers for line monitoring.
8. Replacement of high noise fans with low noise and high airflow for improvements in the cooling of high voltage transformers.
9. Replacement of lighting (sodium, mercury) with LED lighting in patios and substation enclosures.
10. Thermographic inspections of all substation components

Asset renewal projects focused on supply quality

This type of project allows Enel Chile to change and restore its infrastructure that may have shown anomalies or discoveries during the inspections under the maintenance plan, changing it before it generates any failure in the concession area. These initiatives make it possible to plan and target the resources needed to upgrade the infrastructure, generating an improvement in the supply quality indicators.

Loss Plan

Enel Distribución Chile successfully prepared and implemented its Loss Plan, managing to maintain total losses despite higher theft rates because of the pandemic, at 5.2%. The initiative included planning inspections and technical measures.

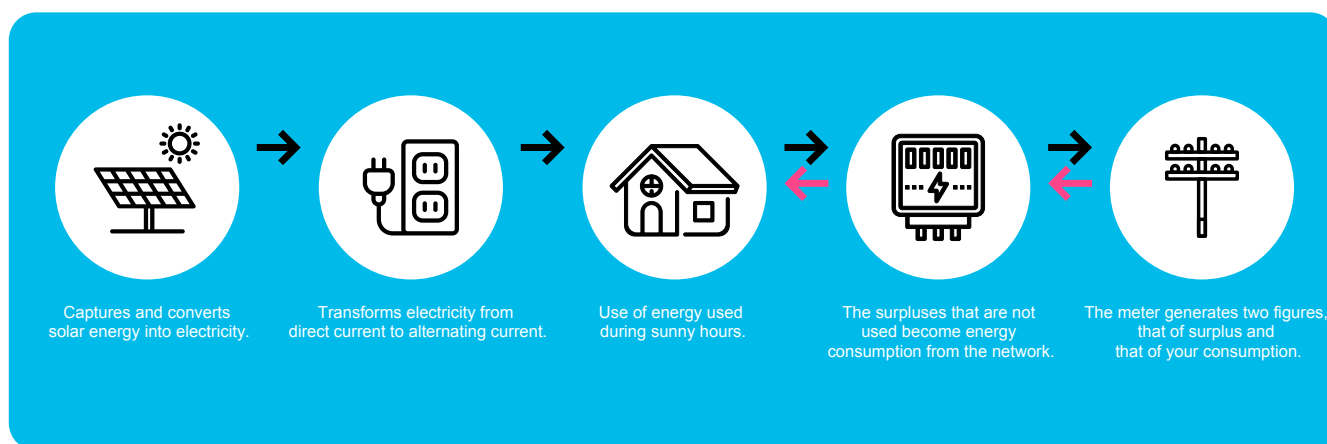
The Camp Management program was also implemented in 2020 for areas of high population density, aiming to regulate those who were not customers and achieving a reduction in electricity risk and an improvement in the management of energy losses. It also improves supply quality indices and management of complaints.

Several areas of the Company participate in meeting these objectives, achieving a stronger relationship with the different municipalities. Together with the Sustainability area, the Company forms a lasting relationship with communities, neighborhood councils, and TECHO

foundation, not only to deliver electricity, but also to train people on energy-related topics through talks on energy efficiency, electrical risks, and climate change, among others.

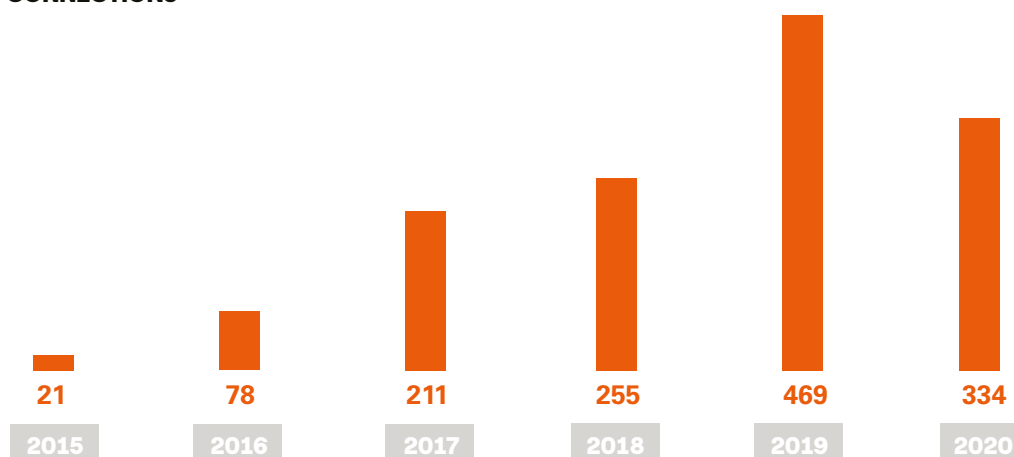
Distributed generation

Law 20.771 grants users the right to generate their own energy, self-consume it, and inject their surplus into the grid. "Prosumers" (given that they produce and consume) sell their surplus generation to the distribution grid at a regulated price, submitting the documents that correspond to their connection contract model, whether they are residential or industrial customers. For more information, visit <https://www.enel.cl/es/clientes/informacion-util/tarifas-y-reglamentos/generacion-distribuida-netbilling.html>



Distributed generation projects

NETBILLING PROJECT CONNECTIONS



Netbilling platform improvements

In line with the requirements of the Superintendency of Electricity and Fuel (SEC) and the National Energy Commission (CNE) regarding the Technical Standard for Generation Equipment enacted in July 2019, Enel Distribución Chile published a new feature on its website that allows users interested in both Netbilling (residential self-consumption generation) and small means of distributed generation (PMGD) to have greater information on the distribution network to be able to design their renewable energy project.

The Company provided its customers with greater functionality within its online service center, such as longer time to review bills, injection annexes, access to contracts, connection protocols, and technical information, in addition to the features of an interested party profile for customers to design additional projects.

The new features were implemented in December 2020 and back a national policy regarding the growth of renewable

energies and distributed generation in recent years, positioning Chile as a leader in solar energy, given the geographical advantages of the country and the efforts made to decarbonize the matrix.

In 2020, Enel Chile reached more than 78MW of clean energy installed between Netbilling and small means of distributed generation for about 1,500 connected customers, managing payments to customers for injection remainders not used in self-consumption.

Contingency planning and prevention

In addition to the activities that are part of the usual quality, maintenance, and contingency plans, changes were made to networks supplying hospitals and clinics, reinforcing preventive and predictive actions to avoid supply interruption in a complex period given the health crisis.

Contingency plans

Within the scope of the Crisis and Incident Management Policy, Enel Chile has Contingency plans to respond quickly to problems in the continuity of supply, through the following three strategies:

EMERGENCY STRATEGIES		
ENERGY RATIONING PLAN	SERVICE RECOVERY PLAN (PRS)	OPERATIONAL EMERGENCY PLAN
In case the National Electricity System suffers a prolonged energy shortage, the authority might dictate a rationing decree, reducing energy consumption	Determines procedures and activities approved by the national electricity coordinator to reestablish the energy supply in case of a general supply shutdown	To face infrequent adverse conditions that jeopardize regular electricity distribution, such as heavy rainfall, storm or flooding
ENSURE SERVICE QUALITY AND CONTINUITY		



The Crisis and Incident Management Policy defines the procedures for handling events that could affect electricity operations and establishes a protocol to make decisions quickly and effectively.

For the Emergency Operating Plans, there are on average 28 teams who are dedicated to solving daily contingencies and assigned exclusively to the restoration of electricity in the concession area. When an emergency plan is activated, the number of teams is at least doubled and may even be multiplied by six in extremely severe situations. In 2020, the Improvement Action Plan was implemented, with more than 200 teams in total.

Summer and winter plans

Regarding adaptation to the impacts of climate change, the Company's summer and winter plans allow it to maintain and manage the useful life of its infrastructure, focusing on the damage that climate events may have on it. These plans make it possible to reduce the probability of failures attributed to fires in the easement strips, falling branches, and the presence of foreign bodies in the network.

Trimming and felling trees is one of the focus points to maintain continuity of service for customers. 103,000 trees

were trimmed in 2020, improving service quality by avoiding supply interruptions due to fallen branches or trees.

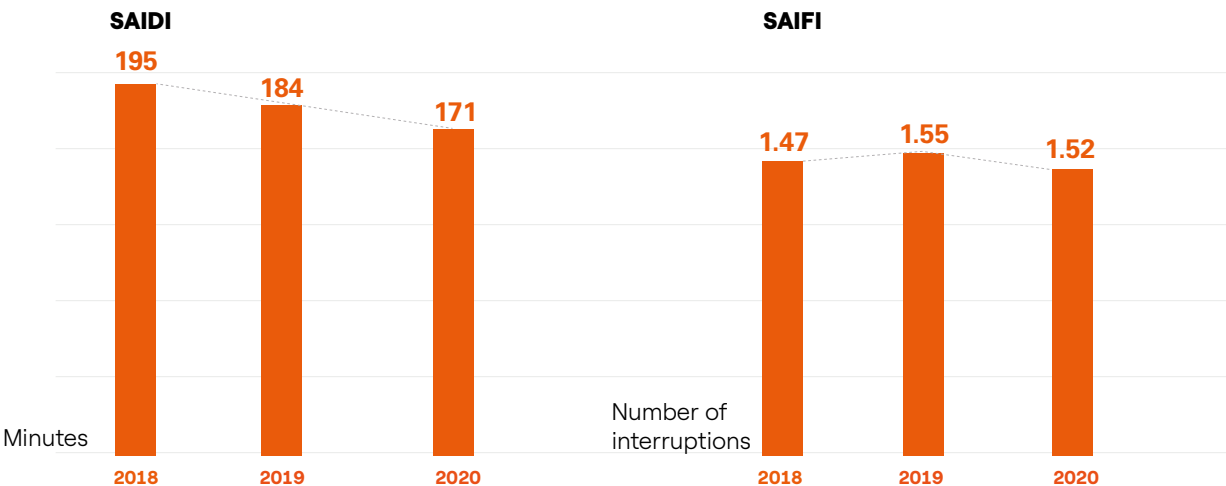
Power supply quality and continuity results

EU28 | EU29

During the winter of 2020, customer supply interruptions caused by weather contingencies **were reduced by more than 25% compared to 2019**, and **the average wait time for supply restoration for customers experiencing an interruption during that period was also reduced by more than 25%**. This is possible with the previously described actions in terms of investment, maintenance, and incorporation of technology in the electricity grid, as well as continuous improvement and digitalization of internal processes.

The quality of electricity supply is measured by two main indicators: the SAIDI (System Average Interruption Duration Index), which represents **the duration of an interruption in minutes per customer over a twelve-month period**, and the SAIFI (System Average Interruption Frequency Index), which represents the **frequency of interruptions** during the same period.

EVOLUTION OF SAIDI AND SAIFI



4. Quality of service and customer relations

103-1 | 103-2 | 103-3



Primary material topic: Customer Focus

How is it managed?

Decarbonization and decontamination, along with digitalization and decentralization, are the macro trends that companies in the electricity sector must now consider to understand the customer's role in the evolution of the electricity consumption and service management system. Technological evolution provides citizens with direct energy management tools, changing the role of the consumer to a more proactive role as a "prosumer." In this scenario, the customer is at the center of the business, and the competitiveness of electric utilities' will be increasingly determined by an energy offering that meets the needs of an ever more interconnected society that is concerned with the quality of service in terms of continuity, accessibility, equity, and—at the same time—environmental attributes. To meet this demand, Enel Distribución Chile has short-term plans to resolve matters surrounding the improvement and upgrading of its infrastructure with more effective and efficient commercial assistance and problem-solving, the implementation of cost-effectiveness models, and the process of continually improving digital channels.

Importance of good management

The current competitiveness of companies in the electricity sector is in line with their performance in managing risks linked to service management. Enel Chile considers it fundamental to have a shared purpose throughout the Company, focused on customer satisfaction. The following have been evaluated as tangible risks to the business: inefficient response to customers, lack of punctuality and timeliness of the solutions provided, transparent management of complaints, and unequal access to affordable energy. In the analysis, these risks are linked to a loss of reputation and trust in the company, in addition to a loss of customers in a rapidly evolving market of consumers who will have more decision-making power in energy purchase, consumption, and production.







If future needs are not anticipated, the resulting risk of such a situation is that the Company will not be able to take advantage of the opportunities arising from the energy transition. For this reason, Enel Chile's plan is geared towards initiatives that address these risks by concentrating investment in networks and infrastructure, digitalization, and customer service quality to meet customer needs.

Material topics

- Capacity to meet customers' needs:
- Affordability of tariffs and flexibility of payments
 - Product and services optimization for vulnerable customer
 - Quality and promptness in commercial and technical assistance
- Quality of commercial offering:
- Raising customer awareness on efficient energy use
 - Quality in relationship with customers:
 - Effective and fair communication
 - Quality and fairness in relationships with customers



Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Residential customer satisfaction index	72%	62%
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Number of customers with App (thousands)	559	448
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Number of customers with e-Billing (thousands)	555	352

Material topic and principles of the Policy on Human Rights	
Respect for community rights	
Privacy & communication	

Quality of service and customer relations

Ensuring **reliable, safe, and uninterrupted** electricity service is the main goal of Enel Distribución Chile, a subsidiary of Enel Chile. This purpose implies a close relationship with its customers, where listening to their requirements and responding adequately to their expectations are essential to building this bond.

Accompanying the health emergency is a profound social and economic crisis, which has forced companies to assume

greater responsibilities and redefine their strategies to adapt quickly to the situation.

Throughout the pandemic period, and in 2020 overall, 100% of the Company's remote channels were available and all customer services were made available on the "Sucursal Casera" (home service branch) at www.enel.cl for customers to carry out their procedures without leaving their homes and ensure continuity of service.

Given this, the pandemic posed a major challenge in providing quality service, for which Enel Distribución Chile introduced new initiatives and projects to support the most affected communities.



Customer management during the pandemic

To deal with Covid-19's effect on the electric service, Enel Distribución Chile implemented action plans to minimize the pandemic's economic impact on customers as well as focused on caring for people's health. It was necessary to suspend the meter reading service for a few months to minimize the risk of the spread of Covid-19. This was implemented along with other actions, such as encouraging self-reading, prorating in five installments the billing for non-reading, interest-free easy payment options, and partnerships with municipalities, such as the one developed with the Municipality of La Florida, consisting of payment agreements to help residential customers with costs (BT1 and THR) to settle their debts.

Meanwhile, the Market area, which manages customer relations, developed projects encouraging the use of digital channels, spreading them with clear, transparent, accessible, and explanatory communication.

The situation forced the service channel teams to react quickly to ensure quality standards and continuity of service. For this reason, several measures were implemented, such as:

1. Teleworking for sales office, social media, and contact center personnel
2. Promotion of digital channels to facilitate customer self-service, such as setting up the home service branch, a new version of the Enel customers app, an online meter reading service, informative webinars for unregulated customers, among other measures.
3. Suspension of physical bill delivery from March to mid-June to protect the health of customers and contractor employees.
4. Creation of customer service teams to receive and handle requests for easy payment options (first made on a voluntary basis and then instructed by Law 21.249 of Basic Services).
5. Launch of campaigns through the website and social media, inviting customers to report their meter reading and take advantage of the special payment conditions offered by the Company.
6. Proration of accounts to minimize the impact of large bills due to the non-registration of estimated consumption during the crisis months, benefiting more than 950 thousand customers. This initiative was implemented in various phases:
 - Distribution of the difference between the actual consumption and the projected consumption in five installments when the total estimate is less than the actual consumption.
 - Sending information to customers eligible for proration.
 - Social media campaigns to inform customers of the system.
7. Closure of commercial offices in communities under quarantine and gradual reopening of commercial branches at the end of this phase, with all safety measures in place to protect the health and well-being of employees and customers.

Enel Chile has participated in multiple television and radio broadcasts where the different measures taken to support consumers in the pandemic were explained. More than 67,000 complaints were satisfactorily responded to, which related to billing increases and reading problems caused by the period of no on-site reading during the health emergency.

Basic Services Law

On August 8, 2020, Law 21.249 was published. This law prohibits cuts in the supply of sanitary, electricity, and gas services to end users due to late payment. Its benefits were extended and are stated in Law 21.301, enacted on January 5, 2021, establishing that this prohibition extended to 270 days after the publication of the regulation.

The benefit will reach the people, users, and establishments indicated below:

- Residential users.
- Hospitals and health centers.
- Prisons and correctional facilities.
- Children's homes for minors at social risk, abandonment, or juvenile delinquency.
- Homes and long-stay facilities for the elderly.
- Firefighters.
- Non-profit organizations.
- Microenterprises, in accordance with the provisions of Law No. 20.416, which establishes special rules for smaller companies.

As for residential or domiciliary users, they must meet at least one of the following characteristics:

- Be in the 60% most vulnerable in the country, according to the Social Household Registry.
- Be a Senior Citizen according to Law 19.728.
- Be under any of the grounds of Law 21.227 that grants access to unemployment insurance benefits under Law 19.728.
- Be an independent or informal worker not included in the previous categories, and who expresses, by means of an affidavit, that he/she is being affected by a significant decrease in income that justifies the access to benefits.

Solutions to new social emergencies

The health emergency has highlighted the importance of electric service as an essential factor for human, social, and economic development for the whole society. Accessibility, quality, and equity are the attributes that determine the sustainability of electricity supply. The social phenomena of 2020 have been characterized by an increase in precarious settlements in various neighborhoods of Santiago, as well as an increase in economic vulnerability for emerging social groups. Enel Distribución Chile positioned itself as part of the solution. From the beginning, it has accelerated its inclusion projects, providing electrical security to more than 900 people in informal settlements to ensure the prevention of electrical risks as well as the safety of the network and the supply for the rest of the district that could have been impacted by the increase of informal connections. Similarly, the Company has made special agreements for customers who found themselves with limited ability to pay due to the loss of income. These initiatives have been established to provide a solution to new social needs while also fulfilling the targets of the Sustainable Development Goals 7 (Affordable and Clean Energy) and 10 (Reduced Inequalities).

In 2020, the Company continued to develop initiatives in partnership with institutions, government, and civil society.

Agreements for vulnerable customers, according to Law 21.249

The Company granted easy payment options to vulnerable customers, who were provided with a web form for registration. This agreement provided the option to arrange a settlement date for the debt, from March 18 to November 6, 2020, without interest and in up to 12 installments.

The actions taken by Enel Distribución Chile were in line with the stipulations of the law and have also made it possible to reduce energy poverty in the country by supporting the most vulnerable customers, such as people over the age of 60, people covered by the Employment Protection Law, independent and/or informal workers with a reduced income, among others.

More than 12 thousand agreements were made during the period, with Ch\$ 5.085 billion of debt agreed upon.



Mitigation project for areas susceptible to potential takeovers

This initiative was created to avoid irregular conditions under high voltage lines. The criteria for defining the study areas include proximity to existing informal settlements, easily accessible land without constant security, the experience of Enel Chile personnel, and criteria defined by the sustainability area. Different actions are analyzed for each area involved, depending on whether it is a public or private road.

In 2020, the Company worked with the Municipality of Cerrillos on the 110 kV Chena – Cerro Navia Line, which is very close to existing informal settlements, forming roundtables and planning the planting of trees and improvements to the area under the high-voltage lines with low-growing species to discourage possible takeovers and construction under the lines.

This project will protect the transmission lines, ensure the continuity of electricity supply to customers, and avoid risks to people who decide to install themselves unduly under the transmission networks.

Special debt regularization campaign in December 2020

In December 2020, Enel Distribución Chile also offered the benefit of debt recovery through special agreements and easy payment options.

Customers with a total debt of less than 50 UF could request an interest-free installment plan for up to 24 installments, with the first installment to be paid in January 2021.

Customer Care for handling requests and easy payment options

The Company set up a multi-channel team to remotely manage requests of special payment plans for vulnerable customers and other specific segments.

The process involved setting up a dedicated team, enabling the management of the service channel agreements, analyzing and validating background information, sending information to the collection department, managing the agreement in the commercial system, and contacting customers. A total of 37,000 families benefited from this initiative.

Electro-dependent management

Since 2012, Enel Distribución Chile has offered priority attention to customers who are electro-dependent (ED), meaning those who need to be connected to a medical device requiring constant power to operate. Enel Distribución Chile is in charge of the distribution, installation, charging, and withdrawal of household energy equipment, with automatic recognition of their phone numbers and supply with direct derivation.

At the end of 2020, there were a total of 1,926 registered ED customers, 396 generating units in operation, and 57 new lithium batteries were installed in apartments where it is not possible to install traditional energy equipment.



Effective communication*

To address the challenges arising from the health emergency, the Company's communication channels were adapted to the new way of working from home, ensuring a fluid and effective relationship between Enel Distribución Chile and its customers. Thanks to a coordinated effort based on promoting digital channels, various measures were successfully taken to meet the growing needs of customers, in line with caring for their health and avoiding in-person contact in the commercial offices.

New version of the Enel Customers App

Collaborating with the Company's representatives in Latin America, a new version of the Enel Customers app was created, which improved its design and interaction to provide a better user experience. It offers access to various Enel services, such as emergency reporting, bill payment, account details, branch information, meter reading entries, and personalized notifications about electricity supply, as well as the ability to contact the Company.

Since the launch of the new version in the second quarter, more than **148,000 downloads** have been recorded.

Enelbot, new web access channel

In March, Enelbot was launched on the website, www.enel.cl, to provide customers with a new, easy-to-access contact channel that offers automated service for account balance inquiries, payments, and readings. As of December, this channel had accumulated more than **155,000 visits**.

Fieldwork on social media

The Company used social networks such as Facebook and Twitter to keep customers informed about power outages or emergencies, including images of the location, a map of the sector, and estimated time of normalization, which increased customer satisfaction due to the transparency, speed, and accuracy of the information.

New WhatsApp channel

In October, the Company developed a new contact channel through WhatsApp, which has already recorded more than **16 thousand visits**. This easy-to-access channel is designed to resolve balance inquiries, pay bills, enter readings, report emergencies, and deliver copies of bills.

Electronic bill campaigns

Through campaigns and contests on social media, the website, and email, customers were encouraged to register their electronic bill, which, in 2020, totaled more than **45 thousand new registrations**.

Inform your Reading Campaign

Following the declaration of the pandemic, Enel Distribución Chile suspended the bill delivery and consumption reading between April and June. Informational campaigns were conducted through all customer service channels so that customers could learn how to read their energy meter from the safety of their homes.

Analytical models for pre-shut-off and preventive billing.

The Company informs customers of their outstanding debt through various channels to increase the efficiency and contact level of billing campaigns in the pre-shut-off and preventive customer segments. In addition, their payment history was compiled, followed by a calculation of variables, and, finally, the model was implemented through a billing portfolio generation system. This allowed the Company to increase the level of contact by 29 percentage points, reaching 69%.

Request a copy of the bill at www.enel.cl

In August 2020, Enel Distribución Chile added a web option to obtain a copy of the bill, which is the most sought customer request and has accumulated more than 200 thousand requests.

(*) Customer data is used for business purposes only. If it is decided to use the data for another purpose, the customer's consent will be requested beforehand.

Webinars for unregulated customers

Aiming to provide information and clarify customers' questions, the Company held two webinars, with an average of 200 participants per event. In these sessions, customers were able to clarify questions and regulatory issues of interest, such as the regulatory context of the unregulated customer in Chile and the trends and opportunities for this market.

Brochure and sample offer for large customers

The Company designed a brochure and a sample offer for large customers to improve their understanding.

This provided useful background information on the organization and information related to the energy supply. About 150 proposals have been submitted with the new format.

Welcome pack for unregulated customers

The Company presented a completely sustainable gift that represents the values of the Enel Group to nearly one hundred new customers.

Prompt and effective commercial and technical assistance

Regarding specific channels for assistance on commercial and technical needs, Enel Distribución Chile set up mechanisms through more efficient channels with less exposure during the pandemic.

Home service branch

On March 20th, 2020, the Company set up a portal on the website, www.enel.cl, to offer the same services as those available at the physical branches, such as access to agreements, service information, and copies of bills, for example. The website saw an increase in visits, reaching **2.6 million interactions in July and as many as 80,000 readings reported each month through the website**.

Self-payment in municipalities

In 2020, Enel Distribución Chile consolidated the installation of stands in Macul, Peñalolén, and Colina. Here, customers can immediately pay current balances or past debts with debit or credit cards and generate payment agreements for up to 10 UF, without the need to present documentation, wait in line, or handle cash.

Mobile office

This served clients in November and December 2020. A total of **728 customers were assisted** in Cerro Navia, Macul, La Florida, Ñuñoa, and Huechuraba, and nearly 40 trips were made.

Customer satisfaction

With the goal of standardizing customer satisfaction studies within various industries and other Latin American distributors and to have the customer's direct perception, a new methodology began to be applied in 2020 that uses "Final Satisfaction" as an indicator. This corresponds to the direct response to the question "How satisfied are you with the service provided by Enel?" and totals the percentage of customers whose answers are "very satisfied" or "satisfied." The survey, which is a statistically representative sample with a 99% confidence level, was conducted online due to the health emergency.

The 2020 results are presented below, and, for comparative purposes, previous years' indices were recalculated under this new form of measurement.



ACCEPT	ASSIST	ADVISE	ACCELERATE
<p>↓</p> <p>We listen to and understand our clients, making their problems, our problems</p> <p>↓</p>	<p>↓</p> <p>We communicate with our clients to deliver relevant and timely information</p> <p>↓</p>	<p>↓</p> <p>We commit to delivering solutions. We accompany our clients and follow up on our commitments</p> <p>↓</p>	<p>↓</p> <p>We commit to solving problems within the shortest timeframe possible</p> <p>↓</p>
"We are all in this together"	"We connect with our clients"	"We make solutions happen"	"We are part of the solution"

Customer satisfaction

2020	2019	2018
62%	67%	71%

(*) The satisfaction index for 2018 and 2019 differs from that reported in the Sustainability Reports for those years due to the change in measurement methodology implemented by the Company.

4A Service Quality Plan

Improving the experience in contact channels and field visits was one of the main challenges that Enel Distribución Chile faced in 2020, aiming to improve customer satisfaction.

To carry out the 4A Service Quality Plan, it was strategic to define the work pillars, implement a new channel evaluation guideline, conduct training courses for employees, develop new functionalities in the Customer Relationship Management (CRM) system, implement follow-up reports on late orders, and monitor key satisfaction indicators. All the above resulted in the training of more than 300 executives and a **16% reduction in the number of complaints about customer service quality**.

IVR, interactive voice response

Using a new Interactive Voice Response (IVR) system, the Company seeks to improve the customer's over-the-phone experience, reducing navigation times for each contact.

The project involved finding the service provider, training the speech recognition engine, developing speech and service flows, and finally integrating the IVR with the CRM.

Over two million customers have been assisted since the incorporation of this system, **and the results at the end of 2020 show an 80% system resolution rate with more than 70% of customers indicating that it is an easy and pleasant experience.**

A data update campaign was also carried out for the IVR channel to recognize the customers' telephone number or ID request, meaning they are identified without having to enter the numbers each time they call.

Reimbursement Policy

In the event of errors, the Company decided to provide voluntary compensation that exceeds the current electrical regulations, allowing for an improvement in customer satisfaction. The process included the definition of the conditions to apply, a protocol for assistance, agreements on amounts for each case, and the formalization of this policy.

Proactive management of claims after months of non-reading due to the health emergency

Cases of provisional billing and excess consumption increased 370% over the previous year due to no in-person reading between April and June as a result of the pandemic. Through a coordinated effort between the Company's areas

(Market and Infrastructure and Networks), it was possible to proactively and optimally address the increase in customer service generated from the return of the on-site reading by using the analysis of post-reading customer data and the generation of proactive responses to customers according to their condition, sending more than 36 thousand letters to them with detailed information on their consumption and explaining the proactive proration in five installments, carried out to minimize the impact on billing.

Post-service surveys

Enel Distribución Chile has implemented a series of customer services surveys in its different communication channels, such as social networks and IVR (Interactive Voice Response), which have helped to measure the customer experience with these channels in terms of resolution, ease of use, and overall experience.

Contact data management

The Company kept its customer database updated, which includes telephone and e-mail, to improve communication and achieve a more personalized service, reaching a total of 1.66 million customers with contact information.

To increase these figures, data collection campaigns were carried out through the available customer service channels.

Robotic Process Automation and Artificial Intelligence for authority channel cases

The Company implemented a bot service to handle cases referred by the authorities, specifically the Superintendency of Electricity and Fuel (SEC) and the National Consumer Service (SERNAC). The development of Robotic Process Automation and Artificial Intelligence (RPA) has enabled faster management and process optimization.

Currently, 97% of the cases submitted through this channel are managed by RPA.

Requests and complaints management

Enel Distribución Chile has various channels available for customers to submit a complaint or request information, such as email, a toll-free number, and a website, among others. The Company constantly monitors its customers' complaints or feedback to understand their perceptions and identify critical problems reported to implement the appropriate corrective actions.

Advanced electronic signature

The electronic signature reduces the time required to respond to requests submitted to the Superintendence of Electricity and Fuel (SEC) and improves customer satisfaction, simultaneously saving energy and resources, as the entire procedure is performed virtually. The Company, along with the SEC and the Association of Electricity Companies, has defined an official document transmission model, which has received over 12,605 electronic documents, avoiding more than eight days of processing and 84 thousand sheets of paper.

Electrical risk on public streets

The purpose of this initiative is to automate a 24/7 response to customer reports submitted to the SEC regarding electrical hazards to people or things. Reported cases are sent to Enel Distribución Chile's commercial CRM and then to the technical CRM, which is in charge of resolving the situation. Then, the complaint cycle is reversed and closed by the SEC.

3,535 cases were handled through this mechanism in 2020.

Protocol for damaged sophisticated equipment

The Company has set customer service guidelines to respond through qualified partners to technical reports submitted by customers that have sophisticated equipment.

The Company classified customers that have sophisticated equipment by tariff, type of client, type of electricity connection, and type of device. In 2020, 242 requests were processed.

Promotion of responsible and efficient energy use

One of Enel Distribución Chile's challenges with its customers, beyond supplying energy and providing access to customer service channels, relates to the promotion and awareness of energy conservation. In 2020, the Company designed and implemented two major projects:

Carbon footprint for unregulated customers

Together with the company For The Planet, Enel Distribución Chile will implement a new tool in 2021 that quantifies and verifies the carbon footprint of its customers, who will be able to monitor their greenhouse gas (GHG) emissions through a platform and keep a record that will allow them to meet their own sustainability goals. This program, which has an additional cost depending on the client's amount of electricity supply, also includes training on carbon footprint, recommendations, and support during the contract duration.

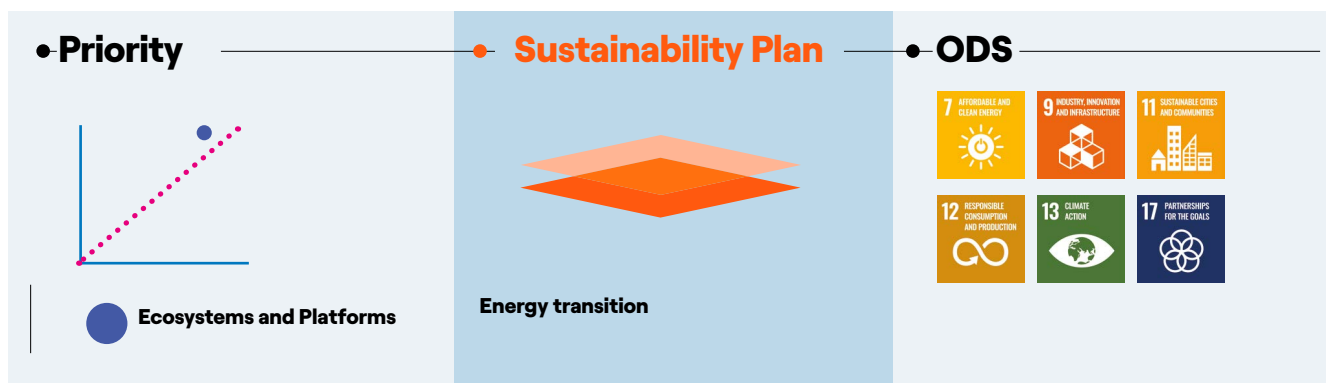
Energy management platforms for unregulated customers

Enel Distribución Chile, together with Enel X, provided its unregulated customers with tools for managing energy at their facilities to meet their energy efficiency goals. This is achieved through two systems: Utility Bill Management (UBM), a web platform that allows greater operational efficiency through the automated management of utilities, providing the option to digitally manage electricity bills, which centralizes the information of all the branches of the global portfolio, allowing the visualization of consumption. The other resource is the Energy Management System (EMS), which monitors energy and power consumption online and makes it possible to manage the plant's energy efficiency.

Each of these platforms costs a monthly 1 UF per supply point. So far, 19 clients have signed commercial agreements for their implementation.

5. Ecosystems and Platforms

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Primary material topic: Ecosystems and platforms

How is it managed?

Enel Chile, through its subsidiary Enel X, has driven the acceleration of the electrification of cities within all its business lines: Electrification of transportation for the public sector, industries, and homes; the implementation of new Full Electric projects; and significant progress with the replacement of wood stoves with inverter air conditioning for homes. Similarly, energy efficiency projects have been implemented to support different customer segments, mitigating the carbon footprint of their operations, entering new industrial sectors, and implementing new business models. Moreover, work is being accelerated in incorporating the circular economy into the portfolio of solutions, products, and services, to promote the growth and sustainable development of Enel X and its customers.

Enel X aspires to change consumption paradigms and energy management, aiming to meet the requirements of people, companies, and cities in their transformation process by providing flexible solutions with sustainable services in infrastructure and mobility, contributing to smarter and more sustainable low-carbon economies and cities.

Importance of good management

As consumer preferences change and require more efficient and greener solutions, along with advances in technology, it becomes increasingly vital to move towards a carbon neutral economy.









Enel Chile embraces this vision through Enel X and is consolidating a service offering that allows addressing market-related transition risks. The business model also allows for building synergies with customers of the Group's other companies in Chile, who are provided with an integrated offering based on renewable energy, guaranteeing sustainability in the solution, product, and service offerings.

Material topics

- New technologies and solutions for homes.
- New technologies and solutions for cities.
- New technologies and solutions for industries.
- Electric mobility.



Targets and challenges

SDG		Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Public, private, and bus charging points	3,414	766	6,110
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Electric buses (with Joint Venture with AMP)	1,183	435	1,235
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Lighting points installed	348 thousand	281 thousand	442 thousand
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Demand Response (MW)	-	11	28

Material topic and principles of the Policy on Human Rights	
Respect for community rights	
Privacy & communication	



Ecosystems and Platforms

Through its subsidiary Enel X, Enel Chile has defined four business lines which enable the development of different integrated solutions for the multiple electricity needs in various segments. In this structure, innovation is unquestionably the cornerstone of the transition driven by the Company.



E-Home

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



E-Mobility

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



E-Industries

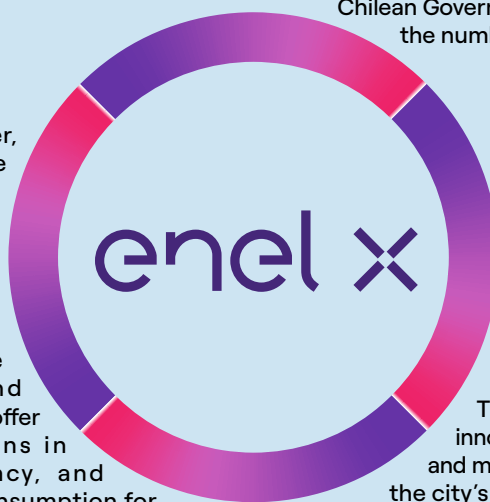
Become a strategic partner, contributing to the sustainable growth of their client's businesses. To accomplish this, they offer a wide range of consulting services based on technology and innovation, thanks to the Company's wide network of partners and suppliers. Specifically, they offer (segment B2B)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



E-City

Improve citizen's quality of life, establishing strategic public-private alliances to finance and develop projects to improve safety and wellbeing in Chile's cities, contributing to sustainable urban development.

This is implemented through innovative services to provide smarter and more efficient cities, encompassing the city's entire ecosystem, with activities such as: promoting a new culture of urban lighting, combining efficiency, aesthetics and energy saving; new forms of power autonomy for buildings, advertisement infrastructure, and remote surveillance, giving municipalities a unique interface, simplifying processes and management of interconnected services.



E-Mobility

Major milestones:

- Entry into new market segments: commercial agreements were established with mining companies.
- Incorporation of the circular economy: all project development requires contractors to replace single-use materials with reusable or compostable and environmentally friendly elements.
- Digitalization: adding wallbox chargers for sale in Enel X's online store, including their installation.
- ElectroRuta Enel X, the first national electric route "Connecting Chile": 67 public charging points installed in 2020.
- New products and services: launch of the JuicePass application that allows electric vehicles to be recharged from the cell phone, avoiding the use of RFID cards, which are made of plastic.

Featured projects:

Charging stations in SABA parking lots

Enel X Chile and SABA developed a project of charging stations for electric cars, which included the installation of 33 chargers in 11 parking lots located in the districts of Providencia and Santiago. This initiative aims to reach a total of 100 installations in the future to provide service to the 80 thousand plus electric cars that are expected in Chile by 2025.

Bus Laboratory: mobile laboratory for Covid-19 tests

In the midst of the health crisis caused by Covid-19, and as part of its "Codo a Codo" campaign, Enel X Chile formed an alliance with the Pontificia Universidad Católica de Chile, Andes Motor, and BHP Billiton to provide an electric bus as a laboratory for PCR tests, providing support in areas of the Metropolitan Region where it is difficult to access a test due to the high population density and the inability to visit health centers.

Donation of electric ambulances to the Red Cross

In response to the health emergency and as part of the "Codo a Codo" campaign, Enel X Chile donated the first two electric ambulances in Latin America to the Red Cross, providing the benefit of lower operating costs, greater efficiency, and vehicles free of polluting emissions.



E-Home

Major milestones:

- Incorporation of circular economy principles: 769,140 kilograms of scrap metal have been collected by replacing wood-burning stoves.
- Customer satisfaction: shopping experience surveys were conducted for the e-commerce Enel X tiendaenel.cl for purchases made in 2020. Results were measured on a monthly basis through InData, which showed 79% satisfied customers.
- Digitalization: focused on customer service, the business unit implemented X Customer to integrate the systems into a single CRM (Customer Relationship Management) platform. This was to achieve better sales and post-sales management.
- New products and services by line: in 2020, the Company incorporated the white goods category into the e-commerce offering, which includes products with the best energy efficiency conditions in the market. It also initiated a global air-conditioning tendering process, which raised the standard of energy efficiency and technology of these products.
- Replacement of electric stoves: 4,096 stoves were removed in 2020, with a total of 8,546 since beginning the project. This reduced emissions, equivalent to 27,744 tons of CO₂ and 176 tons of PM 2.5.

Featured projects:

Anglo American offsets Project

The emissions offset project for Anglo American, "Partial modification of the slurry transport system piping layout," includes the replacement of 1,616 energy and air conditioning systems, plus the installation of 115 photovoltaic panel kits for homes in areas near the mining company's operation. The Company has already carried out 509 conversions in this project and is conducting technical feasibility studies of the properties to begin installing the photovoltaic kits.

This initiative is free of charge for the recipients. In the case of air conditioning, the customer receives a high-tech product at no cost and, at the same time, stops using highly polluting equipment such as wood-burning stoves, switching to a cleaner energy source for air conditioning. This process benefits the residents of the household, its surroundings, and the community. In the case of photovoltaic systems, the beneficiaries lower their energy consumption and simultaneously reduce the cost of electricity, using energy from a renewable, non-polluting, and environmentally friendly source.

Sofofa and the mining company Anglo American, which is financing the project, are both participating in the project. They are joined by the municipalities of Lampa, Colina, and Til-Til in the Metropolitan Region, as well as the community and the Ministry of the Environment. In addition, the sustainable steel company AZA is responsible for recycling the scrap products collected.

Results:

- 1,616 households, equivalent to 6,400 people, benefitted from air conditioning equipment or a photovoltaic system.
- Implementation date: October 2020 to September 2021.
- Reduction of a total of 1,654 ton/CO₂ from the 509 replacements carried out as of December 2020, projected to reach 5,252 ton/CO₂ at the end of the entire project.
- Recycled scrap: 46 tons of scrap recycled from 509 replacements, and 145 tons are expected to become scrap by the end of the project.

Social Paine Project

In collaboration with the Ministry of Housing and Urban Development (MINVU), and within the framework of the Family Patrimony Protection program, Enel X Chile launched the Social Paine project, which consists of installing 36 On Grid photovoltaic systems for 36 families in the district. These systems have an installed capacity of 795 Wp per household, which allows the beneficiaries to save approximately 1,277 kWh per year, or Ch\$ 110,052.

This project, which concluded in 2020, has positively impacted 144 people, allowing families to save energy and money by using fewer resources to pay for electricity service and preventing the emission of 17,136 tons/CO₂ per year.

Energy access fund: Off-grid photovoltaic systems

As part of the “Energy Access Fund” initiative of the Ministry of Energy, Enel X Chile supplied photovoltaic systems without grid injection, including battery back-up for the continuity of service to 19 community centers in seven regions of the country, mainly neighborhood councils and indigenous associations. With its implementation, a sustainable improvement in the quality of life of the people and communities in rural and isolated areas of the country is achieved.



E-City

Major milestones:

Enel X Chile ventured into new segments:

- Enel X Chile is included in the registry of Energy Consultants recognized by the Energy Sustainability Agency (former AChEE).
- Customer satisfaction: experience surveys were conducted with customers in the B2G segment to ascertain their satisfaction with the services provided during 2020. Ipsos was in charge of the measurement, and the results show 86% satisfied customers.
- Digitalization:
 - Implemented electronic signature in contracts and tenders.
 - Included new products and services in its offering: video analytics platforms, remote management in public lighting, and Juice Led (LED display with built-in EV charger).

Featured projects:

FIE Peñalolén Program: Sustainable Sports Complexes

Consisted of a project in which municipal facilities were improved to achieve energy efficiency and cost savings. The facilities included the Municipal Swimming Pool, Municipal Stadium, Cordillera Stadium, Honorino Landa Sports Complex, and the Sergio Livingstone Sports Center.

The project, thanks to the implementation of an ESCO model (paid for with the savings achieved), incorporates a mix of different technologies in these 5 sports complexes, including heat pumps, photovoltaic panels, and LED lighting. This has no cost for the municipality and lowers energy bills while also improving service to users. In this model, Enel X provided the financing, implementation, maintenance, and guarantees for the project.

Services implemented:

- Semi-Olympic Pool Water Tempering (HW POOL).
- Domestic Hot Water (DHW)
- Water Tempering – Swimming Pools (HW POOL)
- LED lighting.
- Photovoltaic Generation.

All the above has benefited the community with improved sports infrastructure and the use of new technologies aimed at energy efficiency.

Public lighting initiatives

The Company replaced public lighting with LED technology in the municipalities of Rancagua, Pudahuel, Lo Prado, and Valdivia. This highly energy-efficient technology allows savings of over 50%, in addition to being environmentally friendly by reducing GHG emissions. From a social standpoint, better lighting will improve the safety and security for the neighbors. The municipalities also receive advice on energy efficiency.

CCTV cameras in Quinta Normal

Enel X Chile developed and implemented a remote surveillance and facial recognition system for public security in the district of Quinta Normal. Aiming to prevent crime and provide increased safety and security for citizens, the project installed 42 remote protection cameras (anti-vandalism IP devices) with five facial recognition points and a set of speakers with integrated microphones.

This initiative is an integrated project in which the Company provides engineering, supply, assembly, testing, configuration, commissioning, operator training, the start-up phase, and documentation.

150 new electric buses for the RED system

With the goal of achieving carbon neutrality in Chile by 2050, Enel X Chile, in alliance with Metbus and BYD Auto, has progressed to the third phase of the project to introduce electric mobility for public transportation by providing all the energy for the 150 new buses incorporated.

These vehicles do not generate any polluting emissions, and, additionally, reduce circulation costs by 70% (their cost per kilometer is Ch\$70, while that of traditional buses reaches Ch\$300 per kilometer).



E-Industries

Major milestones:

- Enel X Chile ventured into new market segments:
 - In the mining sector, by developing integrated solutions that include photovoltaic generation and energy storage technologies.
 - In the real estate area: by participating in the Multifamily Real Estate segment with hot water solutions, through a financing model that also includes the digital solution for managing energy consumption, Energy Management (EM).
- Incorporation of circular economy principles: In the second half of the year, members of Enel X Chile's businesses participated in a circular economy course.
- Customer satisfaction: The Company conducted customer experience surveys in the B2B segment to ascertain satisfaction with the services provided in 2020. The surveys were carried out by Ipsos, and the results affirm 72% satisfied customers.
- Digitalization: The Company incorporated innovations such as the use of the UBM (Utility Bill Management) platform, aiming to centralize customers' utility bills. It also used the EM (Energy Management) platform to manage energy consumption.
- Moreover, through the X Costumer platform, it was able to digitalize B2B customer management.
- New products and services offering: Energy Management (EM) Platform, for managing energy consumption, and the Retrofit solution, aimed at improving domestic hot water systems in residential buildings and private health clinics.

Featured projects

Eurocorp Building

This initiative improves the building's existing gas system and lowers the operational cost per m³ of domestic hot water through ultra-efficient technology and a master control system. For this project, Enel X Chile installed four gas-fired modular condensing boilers in a building in the Metropolitan Region to improve its current gas system and reduce operating costs based on more efficient technology. With this new energy project, the Company seeks to achieve efficiencies of 20% and reduce emissions of around 50 tons of CO₂ annually.

First photovoltaic solar facade

Together with Inmobiliaria Sencorp, Enel X Chile will install an energy generation system using photovoltaic solar panels on the facade and roof of the Nueva Cordova building in Santiago. This is the first building in Chile with this innovative technology, which will allow customers to reduce their operating costs, produce electricity for self-supply, and supply green energy for vehicles and electric bicycles, thereby contributing to the environment and reducing pollution in the city.

Enel X Chile will be in charge of the design, equipment supply, installation, and conditioning of the solar photovoltaic generation system, which will have a capacity of 186.30 kWp and generate about 11% of solar energy in relation to the client's consumption.

Green Mining (PV+Storage)

In the Tarapacá Region, the Company designed and installed photovoltaic solution projects (200kWp), energy storage (500kWh), and electromobility, with charging infrastructure for electric vehicles in mining operations at 4,400 meters above sea level (masl), aiming to move towards the use of sustainable electrical solutions and promoting the use of green copper in mining customers.

Environmental protection, sustainable development, and the fight against climate change are strategic factors in the design of Enel X Chile's products and services. To achieve this, the Company has focused on measuring the levels of circularity in its offering. For example, it identifies the origin of the materials, establishing greater efficiency compared to similar products, the possibility of extending their useful life, and the development of new and increasingly sustainable proposals through innovation. In addition, clean and high-impact technologies for CO₂ reduction are being introduced to the market. This is shown by the incorporation of sustainability indicators in the tenders for some contracts, mainly related to the proper management of waste and the reuse and recycling of materials left over from projects, which has an impact on the Company's performance.

6. Our people

103-1 | 103-2 | 103-3



Primary material topic: People management, development, and motivation

How is it managed?

Enel Chile's sustainability plan considers people to be a central factor for the sustainability of the business. Their development and motivation are key to the sustainable management of the company, especially in the context of the energy transition, which requires us to adapt to high technological demands and processes that differ from the traditional way of working.

In this context, the constant creation of opportunities is an essential part of the company's value proposition for its people. By fostering talent through internal promotion and developing skills in different roles, sustainability is promoted as a means to achieve excellence.

The company's people strategy involves resources for development activities both within and beyond their roles. These include mentoring, coaching, shadowing; training activities, such as technical courses, certificate programs, and project development; exposure to leadership teams; and other opportunities, with the main focus being for people to develop their skills and full potential.

Development is driven by the constant support of internal promotion, seeking to encourage people to build their careers within Enel Chile.

Based on principles such as respect and non-discrimination, Enel Chile creates an environment that promotes diversity and inclusion. This is a vital source of an organizational culture that promotes a good working environment, stimulates collaboration and dialogue, and where work-life balance is part of all those who make up the Company.






Importance of good management






Proper people management at Enel Chile is geared towards having the right talent with the necessary competencies to achieve high performance in each duty and role and ensure innovation and adaptation to the new needs of the industry, reducing the risk of not having diverse employees with the required competencies.

This means that processes for people selection, talent retention, career development, climate and culture management, collective bargaining, leadership, and area management are key to achieving the Company's objectives.



Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
5  IGUALDAD DE GÉNERO	% of women on the Short List for external selection processes	50%	48%	50%
8  TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO	People in positions that can be done remotely	575	1,856	600
5  IGUALDAD DE GÉNERO	Increase the percentage of women middle managers	23%	19%	25%
8  TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO	Climate survey: % of employees who participate	87%	80%	87%
8  TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO	Performance appraisal: % of employees appraised out of the total number of eligible candidates	99%	99%	99%

Material topic and principles of the Policy on Human Rights	
Rejection of forced or compulsory labor and child labor	
Respect for diversity and non-discrimination	
Freedom of association and collective bargaining	
Fair working conditions	
Privacy and communication	

People management and adoption of modern work practices

Enel Chile has a team of 2,219 people who manage, innovate, make decisions, design and implement projects, strategies, and solutions every day for the Company to play a leading role in the energy transition.

Increasingly, the job demands addressing new social, economic, and environmental trends and challenges for the electrical industry, placing the sector's people at the center.

Enel Chile aims to be the leading company in providing solutions, through its business, to the new and future demands of the country. For this reason, it has united all its people under the same purpose: Open Power for a brighter future – We empower sustainable progress. We believe that energy is the key to a better future and to the sustainable progress of the country.

This vision of Enel Chile's role in the sustainable growth of the country is the energy that motivates everyone in the Company. To this end, it is essential for sustainability to be the central criterion in people management, based on a strategy that is grounded in the fundamental principles of respect, equal opportunities, and the creation of positive and inclusive work environments, all based on Open Power values and where the company seeks to promote a balance between employees' professional development and quality of life.

Pandemic management

Enel Chile and its subsidiaries took on an active role in the context of the pandemic and health crisis, redefining the people management focuses to rapidly respond and support the work and health conditions required by employees, as well as to have the necessary conditions to maintain the Company's operational continuity. Thus, digitalization, teleworking, and physical and mental health care took precedence over other projects planned for 2020. It is notable that despite the loss of jobs around the country and the world, Enel Chile concluded 2020 with a positive balance in the number of people, increasing its employees by 86.

In 2020, following the social uprising that began in October 2019 and the fire that affected the corporate building, Enel Chile began using several co-working spaces in the Metropolitan Region. These facilities were contracted from leading organizations in their management and represent a measure that allowed all employees to quickly have a new workplace and maintain their job continuity.

Months later and as a result of the health alert declared by the Ministry of Health due to the Covid-19 outbreak, as well as in accordance with the recommendations of the World Health Organization (WHO) and Enel Group guidelines, the Company switched around 82% of its workers to full and/or partial teleworking to safeguard their health while also ensuring the operational continuity of the business.

To face the various aspects of the health emergency and their impact on the Company's employees, a Task Force was formed, led by the General Manager and composed of a multidisciplinary team from different areas. Its main objective was to protect the health and safety of workers and, at the same time, minimize the impact on the operation and quality of service.

The Task Force has been working since the end of February to define, coordinate, and report on actions related to Covid-19, lending continuous support to the Country Manager, Paolo Pallotti, in making decisions related to the pandemic.

Task Force Chile, the team composed of the HSEQ (Health, Safety, Environment, and Quality) units of all business lines, P&O, Security, Communications, Services, and Procurement, has worked hard alongside the Country Manager and in daily coordination with the Group, following corporate guidelines and standardizing the way of doing things to make the best decisions in caring for the health and safety of all workers, contractors, and suppliers. This is done while always taking into consideration the directives of the country's health authority.

The team has held daily meetings since the end of February, coordinating many different topics directly linked to Covid-19 as well as to operational issues, such as the Company's remote work.

In the people management area, the Task Force's work plan included various actions aimed at supporting the physical and psychological well-being of workers.

Main initiatives implemented to face the pandemic

- Definition and identification of personnel whose in-person work was essential for business continuity.
- Internal protocols for Covid-19-related issues, including the Enel operating manual, protocols in case of an infection inside the facilities, access control, and control of daily Covid-19 notices for all employees.
- Conducting awareness campaigns aimed at all workers.
- Holding talks in the business lines on topics related to Covid-19 updates.
- Creation of a service of medical specialists (infectious disease specialists) to assist workers.
- Creation of a contract with a laboratory for PCR tests.
- Procurement and new supply contracts for Personal Protective Equipment (PPE) to deal with Covid-19.
- Incorporation of Covid-19 topics to induction talk (On Boarding).

People management strategy

To meet the Company's challenges, Enel Chile's people management has four key objectives:

STRATEGY OF PEOPLE MANAGEMENT

To be recognized as a strategic partner, providing **innovative and timely solutions** that add value and promote the development of a **sustainable organization** that contributes to the **development of society**.

Promote **organizational and cultural changes to digitally transform the organization**, promoting new technologies, platforms and **ways of working that allow improving efficiency, customer value, process automation and data collection**.

Promote the adoption of the **Agile culture** throughout the organization, generating **solutions focused on Customer Centricity** to adapt to the **early and continuous delivery of value**.

Provide an **excellent service**, based on the **design of experiences** for the worker that increase their **satisfaction**, to have **the best people and Open Power teams**.

New Ways of Working

The social uprising in 2021 and the pandemic have accelerated the need for organizations to evolve towards more efficient and productive ways of working and achieve a balance between the personal and professional lives of their employees. As a result, the project New Ways of Working began in 2020. Through analysis, surveys, and work sessions involving all Enel employees in Chile, this proposal seeks to promote the best approach to modern and flexible work methods that empower teams, focusing on efficiency and excellence in harmony with people's quality of life.

Agile Methodology

To face the challenges of managing people in times of change, the Enel Group has adopted the Agile Methodology, a collaborative method based on flexibility and openness that facilitates the task of adapting solutions, processes, and systems to new requirements.

In terms of developing new skills, several activities were carried out to promote the Agile framework across the organization's different units. The main actions carried out over the year provided employees with the necessary skills and knowledge to foster an adaptive and iterative approach to project management and product development.



In 2020, Enel Chile continued implementing the Agile methodology through a management plan that involved 545 people and was based on three pillars characterized by the challenge of carrying out remote activities, training, and Agile rooms.

Digitalization: Implementation of Agile methodology	Pillar	Milestones
	Communication	In addition to distributing surveys and playbooks, activities related to workshops and agile training were announced.
	Knowledge	<p>The following activities were carried out to build knowledge:</p> <ul style="list-style-type: none"> 5 Agile training sessions. 1 Product Owner Training Course. 1 Agile Coach Training Course. 1 Jira and Confluence platform Course. 3 Digital & Data Driven Leadership Courses A cycle of Agile webinars for managers.
	Skills development	<p><i>The following activities were carried out to put Agile knowledge into practice:</i></p> <ul style="list-style-type: none"> 3 Agile Room sessions. Adoption of open feedback to boost the Agile mindset.

People management focuses in 2020

Given the context, the main challenge in 2020 was to redirect efforts to support employees during the health crisis while also considering the Company's role in the country's energy transition. This resulted in:

Focus	Work done
Adaptation in the workplace	<ul style="list-style-type: none"> 1,856 employees worked remotely, maintaining continuity of service. Work cells were created, and workstations were separated for people working on-site. A medical team was hired and is in the building during working hours to advise and act in the event of possible cases and to respond to inquiries from all Enel Chile employees through an authorized hotline.
Inclusion and Diversity Plan	This strategy is focused on four pillars of diversity with a strong focus on gender (women's leadership program, strengthening partnerships with external foundations, and leading efforts in recruiting women and men to achieve gender-equitable shortlists).
Preventive health and safety measures during the pandemic	Measures in the corporate building (circulation paths, temperature controls, and cleaning of shoes, among others) and in the cafeteria (social distancing, delivery of food served, and coordinated lunch shifts with cleaning and disinfection of surfaces between shifts).
Collective bargaining	As of December 2020, nine collective bargaining negotiations were held with labor unions, where respect and dialogue prevailed to reach an agreement on good terms. Six of them were early collective bargaining negotiations and the rest were on schedule.
Digitalization	Execution of a review plan and work proposals for 118 internal People and Organization projects, aiming to digitalize and simplify the area's processes. The executive team is also being trained on Enel Chile's digital transformation strategy.
Advances in Agile Methodology	Activities were carried out to promote the agile framework across the organization's different units, offering training on product owner and agile coach topics and providing the necessary skills and knowledge to foster an adaptive and iterative approach to project management and product development. Other activities such as Room Agile were carried out in the People and Organization areas, aiming to design solutions in Agile methodology to improve processes and create digital applications.
Concern for the well-being of employees during the crisis	The People Care unit created a plan to support employees: talks, workshops, and webinars on mindfulness, anxiety, preventing physical discomfort related to teleworking, nutrition, and online sports, among others, along with a psychological care program with phone counseling for those who may require it.

Our people

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Enel Chile's total workforce in 2020 was 2,219 workers, 3.5% higher than in 2019. The percentage of workers with permanent contracts is 99.9%.

	Main executives and other managers	Professionals and technicians	Employees and others	2020 Total	Main executives and other managers	Professionals and technicians	Employees and others	2019 Total	Main executives and other managers	Professionals and technicians	Employees and others	2018 Total
Enel Chile	22	440	32	494	21	423	36	480	20	393	38	451
Enel X Chile (1)	1	13	1	15	1	4	1	6	0	0	0	0
Enel Generación Chile (2)	17	587	66	670	19	598	85	702	20	660	87	767
Enel Green Power Chile (3)	2	280	3	285	1	208	3	212	1	156	6	163
Enel Distribución Chile (4)	13	710	32	755	14	688	31	733	16	622	43	681
Total	55	2,030	134	2,219	56	1,921	156	2,133	57	1,831	174	2,062

* Considers employees who effectively work in the country

1. Chief Executive Officer: Karla Zapata

2. Enel Generación Chile includes: Gas Atacama Argentina and Empresa Eléctrica Pehuenche

3. Enel Green Power Chile includes: Geotérmica del Norte and Almeyda Solar.

4. Enel Distribución Chile includes: Enel Colina

Enel Chile firmly believes in gender equality and has developed policies and initiatives to promote it. Of the Company's total employees, including its subsidiaries, 23% are women. With respect to the total number of managers, 19% of these positions were held by women at the end of 2020. Of the total, 20.4% were in junior management positions and 10.9% were in top management. A total of 13.7% of managers that generate revenues are also women.

People by gender	2020	2019	2018
Female (%)	23.07%	22.60%	22.00%
Male (%)	76.93%	77.40%	78.00%
Overall total	2,219	2,133	2,062

Labor retraining for the energy transition

The growth in renewables in the country will continue to accelerate over the coming years. Enel Chile is a leading player in this transition, contributing over 2.4 GW of installed capacity in renewable energy projects that will join the National Electric System in the next two years. On December 31, 2020, as part of the decarbonization agenda in Chile, Enel Generación Chile disconnected and permanently ceased operations of unit I of the Bocamina power plant in the district of Coronel, three years in advance of the committed deadline to cease operations.

In preparation for the full shutdown of Bocamina unit II in May 2022, the Company is steadily progressing in the process of decarbonizing its generation matrix, which is estimated to consist of at least 85% renewable energies by 2030 under the 2021–2023 industrial plan.

This milestone for both the Company and Chile demonstrates the Group's commitment to firmly contributing to protecting the environment, in line with its contribution to the Sustainable Development Goals SDG 7 "Affordable and Clean Energy" and SDG 13 "Climate Action." As part of this commitment, Enel Chile has set its own direct emissions reduction target, lowering the figure by 64% compared to 2017. This means that the investment in decarbonization will lead Enel Chile to generate approximately 90% of its energy emission-free by 2023.

Enel Chile considers decarbonization to be a key aspect of the energy transition and approaches it from a holistic standpoint, involving technological change as well as its workers, contractors, suppliers, and communities in the transition process.

People management has played a very important role in this process of a Just Transition.¹⁷ For this reason, a program was designed for the employees of Bocamina units I and II, involving 37 workers in the process of support, change management, and strengthening of the business, which included activities such as:

- a. Technical talks with employees to promote the different renewable energy options at Enel.
- b. Reskilling program to retrain Bocamina I operators to work at Bocamina II through different online sessions, tutoring, and follow-up on the participants.
- c. Conducting "My value proposition" workshops to provide workers with tools to identify their professional competencies and open up to exploring job and professional development opportunities.

¹⁷ Guidelines for a just transition towards environmentally sustainable economies and societies for all, ILO, 2015 (https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---emp_ent/documents/publication/wcms_432865.pdf)

Professional redefinition and labor reintegration of Bocamina I employees

The professional redefinition process was prepared in advance to minimize the impacts on the 28 employees of Bocamina Unit I. They were presented with employment options for relocation to Bocamina II or other Enel businesses and areas, training, or the option of a voluntary exit plan that offered benefits beyond what is legally required, including support for retirement, training, and advice for reemployment through an outplacement program. Additionally, special retirement programs were created for the Company's employees, generating better opportunities for Bocamina's employees.

Support in their career continuity

Work began in May 2019 to support and strengthen the labor reinsertion skills of employees involved in the closure of coal-fired plants. They were presented with employment options for relocation to Bocamina II or other Enel businesses and areas, training, or the option of a voluntary exit plan that offered benefits including support for retirement and training and advice for reemployment through an outplacement program.

Severance and financial support during the process

To support re-employment within the Company, Enel Chile defined an economic support plan to facilitate labor reintegration, which included bonuses for relocation in the new area, travel expenses, scouting trips, and extraordinary area bonuses, among others.

Enel Chile also offered a voluntary exit plan with benefits exceeding what is legally required, which was aimed at Bocamina workers as well as employees of retirement age from other facilities, including several benefits such as:

1. Severance pay for the total years of service at the company, according to the last paycheck.
2. Additional % of severance between 15% to 25%, depending on the segment.
3. Health insurance plan for an additional 20, 18, or 12 months, depending on the segment.
4. Supplemental insurance for an additional 20, 18, or 12 months, depending on the segment.
5. Variable annual bonus payment, proportional to the departure date.
6. School support per child.
7. Housing assistance or seed capital of Ch\$2.5 million.
8. Outplacement service.
9. Training support.
10. An additional incentive of seven months of earnings upon resignation by a certain date.
11. Social security payments (36 months) for female employees between the ages of 55 and 60 and for male employees between the ages of 60 and 65.

Achievements and lessons learned

- Be key players in the growth of the region and of its residents and workers over the 50 years of operation.
- Demonstrate that decarbonization, within the framework of the energy transition, is a reality within Enel Chile. This path began with Tarapacá in 2019, has now continued with Bocamina I, and, in 2022, will conclude with the closure of the Company's last coal-fired plant.
- Encourage and provide job retraining opportunities from the thermal world of coal to renewables, other technologies, or other staff positions to all workers.
- Support the relocation of employees through relocation assistance plans.
- Present attractive retirement plans for those in this life cycle, considering the current economic situation of the country due to the crisis caused by the pandemic.

Workplace climate survey and well-being

Enel Chile quickly adapted to the new scenario of the pandemic in 2020. To identify the most critical aspects within this new context, the survey “Well-being and ways of working at Enel Chile” was conducted in November, with 80% of employees participating. 67% of those surveyed report a good or very good state of well-being in 2020 and agree that they have received support from their leader, peers, and team, and have managed their own well-being. Meanwhile, 83% of employees stated that the organization had responded adequately to the crisis, and 94% of employees said they were actively engaged.

Work-life balance

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One of the pillars of the People strategy is based on employees’ quality of life and the achievement of a balance between work and family life.

As part of this, and in the context of a year marked by the pandemic and teleworking, Enel Chile has developed a series of remote initiatives, such as talks for parents, exercise during pregnancy, recreational-educational activities for employees’ children, flexible working hours, and other initiatives connected to personal wellbeing (sports workshops, yoga classes, and talks on preventive physical and mental health, as well as advice on posture during working hours) and organizational wellbeing, through various corporate events that are a tradition for the organization, employees, and their families, such as awards for academic excellence and work experience.

Campaigns to encourage vacations

Enel Chile encouraged its employees to take a break and care for their well-being during this year marked by the health crisis and teleworking, holding several campaigns for taking vacation days between May and December and giving a bonus day off for a certain number of days taken. More than 70% of vacation days are related to this campaign.



Enel Chile's main benefits

Enel Chile offers a wide range of benefits to its employees and their families. Among the most important and valued are the health benefits, of which the following stand out:

1. Supplemental health insurance that includes, for example, coverage for outpatient and inpatient medical treatment, medications, and dental treatment. It also includes catastrophic coverage for high-cost medical expenses.
2. Group Isapre (private health institutions) Plan that provides access to the following benefits:
 - The Company directly pays incapacity to work benefits on the normal payment date, without the need for employees to carry out the payment procedures with the Isapre.
 - Medical Checking Account: offers a loan with special terms for co-payments or a portion of health expenses not covered by the Isapre.
3. Supplemental incapacity to work benefit: the Company pays the total monthly compensation for employees on leave due to incapacity to work, supplementing what the Isapres do not pay by law, should the salary be higher than the maximum contribution. In addition, for medical leaves of 10 days or less, the payment of the first three days of compensation is the Company's responsibility.

Financial support

Enel Chile offers benefits for different groups of people, such as financial support for parents of school children, through loans to finance their children's higher education, scholarships, school bonuses, and incentives for students' academic excellence, among others.

Recreational activities and celebrations

Enel Chile has developed an extensive program of recreational activities over recent years, centered on physical activity and artistic workshops. Employees and

their families can participate in various initiatives designed to bring them closer to sports and a healthy lifestyle.

In addition, corporate events and celebrations are held to recognize and reward the commitment of employees. Due to the pandemic, activities were held online this year, such as the Career Path recognition for employees, the Academic Excellence of employees' children, and the year-end celebration, among others.

Teleworking – Smart Working

Given the context of the pandemic, teleworking was established as the new way of working, unlike in previous years when it was an alternative to balance personal and family responsibilities.

Number of Company employees who worked remotely:

Company	2018	2019	2020
Enel Chile (Including EGP and Enel X)	212	274	781
Enel Generación Chile (with subsidiaries)	80	112	412
Enel Distribución Chile (with subsidiaries)	58	95	663
Total	350	481	1,856

- Participants in Quality of Life entertainment programs: 403 employees and their families
- Participants in sporting activities*: 553 employees and their families
- 2020 vaccination program: 1,112 workers
- Travel medicine program: 6 workers
- Preventative health program: 243 workers

Flexible working hours

This measure at Enel Chile has allowed its employees, whose hours are clocked, to start their workday up to 45 minutes earlier than established, which allows them to finish their workday earlier. Alternatively, employees can choose to start up to a half hour later, shifting their exit time by the same amount in the afternoon. It should be noted that objective-based management has been emphasized under remote work conditions, seeking to balance the time required for personal and work-related matters.



Value of diversity among employees

Respect for diversity and inclusion

For Enel Chile and its subsidiaries, diversity and inclusion in all forms is essential in managing people. This is reflected in the Company's [Diversity and Inclusion Policy](#) (2015), which focuses on the pillars of gender, the LGBTQ+ community, people with disabilities, multiculturalism, and generational diversity.

As part of the results report presented to the Board of Directors by the General Manager and his executive team, the Sustainability and Community Relations Unit, in coordination with the People & Organization area, is responsible for reporting on the Company's Diversity and Gender management and relevant risks on a quarterly basis.



Disability Inclusion

The Valuable 500

The Enel Group has joined “The Valuable 500,” a global initiative that calls for 500 private companies to participate in unlocking the commercial, social, and economic value of people with disabilities around the world. The Group, which has already placed disability on the agenda of its Board of Directors, has made a public commitment to action on disability matters.

Enel Chile, following the guidelines of its parent company, has joined The Valuable 500 and identified the gaps impeding the inclusion of people with disabilities within the Company. A dedicated team has made an exploratory journey through the processes, from recruitment to job placement, identifying the physical, technological, and cultural barriers that must be removed to guarantee everyone inclusive and non-discriminatory job opportunities within the Company.

The Valuable 500 is an initiative that has enabled the creation of a project that has raised different lines of action as a basis for a cultural change through inclusion initiatives with a focus on disability, taking actions to raise awareness and educate the Company’s senior executives to eliminate various biases in recruitment, training, and career development. This project also includes the general adaptation of the Company’s infrastructure to guarantee universal accessibility, eliminate existing barriers, standardize an inclusive emergency protocol specific to each type of disability and, finally, seek new methods for communication and knowledge-sharing.

This effort has resulted in an action plan for the next three years, establishing lines of work and goals such as:

1. Engagement of executives–managers

Involve the Company’s senior executives in the Disability plan to make a greater commitment to the disability agenda. Raising awareness and educating to carry out a cultural transformation within the Company.

2. Infrastructure

Currently, not all of the Company’s infrastructure and facilities are universally accessible. The Company is currently implementing a plan to adapt its facilities, guarantee universal accessibility, and eliminate existing barriers, considering universal accessibility in the design of all new infrastructures to be developed.

3. PWD (People With Disability) Risk Prevention

The Company decided to have emergency plans associated with types of disability, called an “Inclusive Emergency Plan.” This is because, as the dedicated team’s work revealed, employees with disabilities feel excluded from safety drills and some fear that there are no specific procedures for them in the event of an emergency.

The objective of this line of work will be to standardize the Inclusive Protocol in Enel Chile and extend it to all of the Company’s facilities to achieve 100% coverage. It has also been proposed to develop a specific emergency protocol for each type of disability and incorporate it into the emergency procedures.

4. Inclusive digital platforms

It is necessary to have platforms and/or digital tools for daily use at work that are adjusted to the skills or competencies of people with disabilities.



For this purpose, information will be gathered on which tools or applications require adjustments for people living with a disability to carry out their work, meeting POUR (Perceivable, Operable, Understandable, and Robust) criteria.

5. Inclusive training

Enel Chile will adjust the methodology to share knowledge and communicate with people with disabilities during the training processes, gathering information on the optimal conditions for participating in events and large meetings with the purpose of developing a protocol for those who organize these events. This will also be considered in tenders.

6. Ultimate goal – cultural change

All these initiatives seek to eliminate any possible biases towards people with disabilities within recruitment, training, and career development. The goal is to ensure that everyone who works at Enel Chile feels that they have the same opportunities and are on an equal footing to develop professionally.

Enel Chile is strongly committed to the inclusion of people with disabilities or those at risk of social exclusion. Outreach, education, and study activities were carried out in 2020 to further this commitment, such as the e-learning course “Building together an inclusive and diverse culture for Enel,” participation in the Expo Inclusión job fair, the labor

intermediation process (job analysis), and the talks/webinars “Debunking myths about disability” and “Legal framework of disability in Chile,” among others.

People with disabilities:

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Company	2018	2019	2020
Enel Chile (Including EGP and Enel X)	1	4	5
Enel Generación Chile (with subsidiaries)	3	5	5
Enel Distribución Chile (with subsidiaries)	4	6	7
Total	8	15	17

Significant partnerships or memberships

Enel Chile has been part of Sofofa’s Inclusive Companies Network (ReIN) since 2018, which is a group of 40 companies with the common goal of hiring people for their abilities rather than their disabilities, focusing on the labor inclusion of people with disabilities. The Company also has two significant partnerships in this area, the shared value agreements with the DUOC Technical Training Center and the Teletón Foundation, to support the development of its employees and contractors.

Generational diversity

For Enel Chile, diversity and inclusion also include the important contribution of different generations, where young talent plays an important role in enriching the organization. In this regard, the Company has carried out initiatives intended to strengthen inclusion free of age discrimination in the different areas, holding activities such as the meeting for young professionals “What we do at Enel, My experience as an intern at Enel”, which was held twice, and the study/survey to recognize the Best Companies for Young Professionals, among others.

All business lines welcome interns, including the plants located around the country. The Company also strives to ensure equity in the candidates and income for each internship.

More than 400 interns worked at Enel Chile between 2018 and 2019. Under the Open Power model, Enel welcomes the contributions of new generations in all fields and works with them in a collaborative process of mutual growth, in which they learn and contribute to their different areas. Despite the pandemic, 135 interns joined Enel Chile in 2020.

Cultural diversity

Enel Chile and its subsidiaries promote diversity and inclusion, which also involves the contributions of diverse cultures. An organization where people of different cultural and educational backgrounds come together has a greater wealth of perspectives.

As a part of this, the Company offers a mentoring program for expatriate employees, which seeks to contribute to the cultural inclusion of people from other countries who come to work at Enel Chile and its subsidiaries. The mentoring program provides orientation and integration of the employee under this new context, serving as an informal focal point for information about the local organization and the new country. Specifically, it is a link to:

- Support and guidance: fostering integration, motivation, and providing support to the expatriate, particularly during times of transition in their professional and personal life.
- Opportunity for knowledge exchange: promoting the exchange of knowledge and synergies between roles, facilitating the flow of information and ideas throughout the organization.
- Organizational culture: enabling a better understanding of the company and its culture (processes, policies, values, climate, “unwritten rules”), as well as the promotion of diversity and inclusion.

Also, as part of the actions of the Inter-Firm Roundtable on Migration (IOM), an initiative for socioeconomic integration of migrant communities in the private sector, the workshop “Interculturality, challenges of inclusion” was held in Enel Chile to foster a sense of belonging and create community during the Diversity & Inclusion Week.

In addition, the Company carries out activities to promote Enel Chile’s Diversity & Inclusion policy, studies on this subject, and integration activities, such as greeting people of the various nationalities present in the company on their country’s national day.

Gender diversity

Women’s contribution and empowerment

Women’s Leadership Program

Enel Chile is deeply committed to a diverse and inclusive world where men and women have the same opportunities, which is why it seeks to create gender-equitable spaces with the aim of building a strong organization that is better prepared to face its challenges.

With this objective, alongside its commitment to the public-private Energy + Women program promoted by the Ministry of Energy, the Diversity and Inclusion Policy (in its gender pillar), and the work in line with the Sustainable Development Goals (SDGs, UNDP 2030), which Enel promotes, the



Company has developed the 2020-2021 Enel Women's Leadership Program. As part of this program, six online meetings were held, bringing together workers and leaders of the sector to exchange views on the progress achieved and the road ahead.

The Women's Leadership Program was also developed, which seeks to strengthen, develop, and highlight the leadership skills of professional women in the Company. In 2020, it included workshops presenting key concepts on gender, equality, and equity, among others.

The Company also subscribed to the seven principles of the WEP (Women's Empowerment Principles) promoted by the United Nations Global Compact and UN Women.

At the national level, working alliances were formed with the Ronda Foundation and REDMAD (Network of Women in Senior Management) to strengthen the efforts, particularly in the pillars related to disability and gender.

Other gender and LGBTQ+ initiatives of the Company:

- “How to incorporate the gender perspective in our organization” talk.
- Talk on leadership and gender complementarity for sustainable development.
- Talk on people management from a gender perspective.
- Talk on basic concepts on gender, equity, and equality, and tools for their management.
- Talk on unconscious biases and their impact on work and social relationships.
- Themed Videos: Career development for women in the STEM field (4).
- Video of Enel’s new hires in Chile.
- Energy + Women job fair.
- Dialogue for Diversity talk.
- Greeting on Gay Pride Day.
- Greeting on International Day against Homophobia, Transphobia, and Biphobia.
- Greeting on International Women’s Day and Day for the Elimination of Violence against Women.
- Talk on pregnancy and Covid-19.
- Physical fitness program for expectant mothers/ Parental Program.
- Importance of breastfeeding.

Equal by 30 global campaign for gender equality

The Equal by 30 campaign is part of the Clean Energy Ministerial (CEM) forum and aims to enable greater gender diversity in professions in the clean energy sector. It operates under the banner of the Clean Energy Education and Empowerment (C3E) International Initiative, which works to promote policies and programs that advance clean energy technology, share lessons learned and best practices, and accelerates the transition to a global clean energy economy.

Specifically, Equal by 30 refers to a public commitment by public and private sector organizations around the world to work towards equal pay, equal leadership, and equal opportunities for women in the clean energy sector by 2030. The Enel Group is among the signatories of the campaign, which reflects its strategic focus on diversity and inclusion in each of its subsidiaries.

As a signatory, Enel reinforces its commitment to gender equality, encouraging women to express their talent at all levels and throughout the energy value chain. As part of the action plan that arose from this campaign, Enel is working on various initiatives in all its countries to promote awareness, especially among girls, of the opportunities that exist in STEM (science, technology, engineering, and mathematics). As an example, “Tech Talk” is a series of informative and inspiring digital meetings for schools with women leaders in the areas of science, culture, and entrepreneurship, which encourages equal decision-making and highlights the diverse mix of skills needed for the professions of the future.

16% of women who work at Enel Chile do it in STEM positions, defined as all positions related to technical business lines to Global Digital Solutions for service functions and to some staff functions (Health & Safety and Innovation) and does not take into account their STEM-related qualifications due to an ongoing standardization process on these data at global level.

People development and motivation

Employee development within organizations is one of the fundamental pillars of people management. The Company firmly believes that each person is unique and talented, and it seeks to see these talents flourish. Enel Chile supports this pillar through drivers such as the identification of talent and critical roles, training on leadership and teamwork, internal mobility, and performance evaluations.

Total Rewarding

Constantly concerned for the professional development of each individual and seeing them as unique talents, a new process called Total Rewarding was implemented in 2020, aiming to value the performance of employees through rewards and significant opportunities for professional and personal empowerment. During this period, the Company identified initiatives and planned the actions that will be included in the comprehensive development, mobility, and training package for employees in 2021.

This process is characterized by its dynamic nature and constant improvement, as each country of the Group's companies contributes experiences and best practices while simultaneously integrating them and adding new tools to the system.

Critical roles identification

In 2020, Enel Chile initiated a process within the organization to identify roles that are more critical and strategic to achieving the Company's objectives, an initiative that had already been undertaken by Enel X, Global Power Generation, and Global Digital Solutions in the previous year.

This process involved a global collective effort to standardize positions in order to facilitate their comparison. This analysis will be performed annually, updating the information of the

people holding the position and their potential successors while distinguishing between those who are currently able to hold the position (ready) and those who require more time to take it on (pipeline). With this, targeted growth actions can be taken to prepare the candidates for their professional growth.

Talent identification programs

Enel Chile has two talent identification programs: Key People and Talent Cluster, which identify key Company employees to receive specific development plans that include on-the-job training and coaching to reach their maximum potential and promote their development.

For this purpose, Enel Chile's professional development is aimed at job development, motivation, and teams of excellence, for which the Company constantly monitors both technical and soft skill training needs.

Succession plan

The succession plan seeks to ensure that people are available to fill possible vacancies in management positions within the Company. It is reviewed annually and is based on continuity in development projects, talent management, effective planning, and network sharing to expand the talent pool. This is based on the following criteria:

Continuity in development projects: facilitating the direct link between open evaluation & feedback, e-profile, succession planning, and the management evaluation process, promoting gender mix and generational turnover.

Talent management: supporting the talent process by focusing on successors with individual growth paths. These are suggested by managers and shared with the people business partner and the Development team, who manage their growth.

Effective planning: making development strategies more flexible by focusing budget and action priorities.

Network: sharing, with an Open Power perspective, the network of contacts acquired by the position holder throughout their professional career to widen the talent pool and the versatility of proposals.

Subsidiary	Number of successors
Enel Chile	65
Enel Generación Chile	26
Enel Distribución Chile	45

Encouraging motivation and leadership

Career development must include various initiatives to keep employees motivated while supporting leadership development within the organization. Within this framework, the company has developed the Enel Agents of Change Program, which seeks to train employees who can support and facilitate change processes within the company, and the “From Leader to Coach” leadership program, designed to enhance leadership and the manager’s role in the Open Power culture. New training activities were also added this year:

- **New workshops:** “Moving with the team towards a common purpose,” “Creative tension vs. paralyzing tension,” “Impact and influence in remote work,” and “Flexible planning: today’s key to success.”
- **Webinars:** “Leadership in times of crisis,” “The paths of digital transformation,” “Digital Darwinism,” “What is Agile? Enel Agile Fundamentals” and “Enel Agile: changing culture and Mindset.”
- Enel leadership course for new managers.
- Online course “Change management at Enel.”
- In total, 2,427 total hours of training were provided to the leaders.

The “Leadership in data driven transformation” program seeks to provide tools for leading digital transformation processes within the guidelines defined by the Company and identify the best practices of global companies that are currently undergoing the digital transformation process. It includes various leaders of Enel Chile’s different business lines, and its execution concluded the year with a 93% participation rate.

Other initiatives of note

Teambuilding

Enel Chile continued its Teambuilding programs, which were held virtually and included activities that enhanced teamwork and unity among employees. The Inspire Talk Program was also implemented in 2020, which sought to exchange information that would motivate, energize, inform, and train people on the Company’s areas of interest and on those trending around the world. In addition, the Mentoring and Recognition programs continued to be carried out.

Mentoring Program

In 2020, an international training and certification program for mentors was created locally. This international program includes an applicant evaluation for the program (mentor profile), a training process, evaluation in the role of mentor, and certification. As a result, nine managers were certified, with whom a growth and empowerment program was implemented for ten successors to management positions (Succession Plan).

Programa de Reconocimiento

Enel Chile values meritocracy as the path to building a professional career within its subsidiaries.

The Protagonists program was awarded in 2020, in which the employees of Enel Chile, Enel Generación Chile, Enel Distribución Chile, and subsidiaries highlight and promote practices, initiatives, and/or projects that generate value for the Company.

TeamWork

Teams that excelled in the implementation of a project or initiative are recognized based on factors such as the participation of different areas, outstanding results, collaboration, and innovation, among others. The winners were three teams from different areas of the Company.



Internal mobility



Another important driver in people management is internal mobility, which makes it possible for employees to reach new positions and opportunities within the organization through internal competition and direct selection. In this sense, at the end of 2020, Enel Chile has 101 internally developed processes (Direct Selection: 58 and Internal Competition: 43), which covers 36% of the vacancies at a Group level in Chile. The distribution by business line is as follows:

	Direct Selection	Internal Competition
Enel Chile	26	9
Enel Generación Chile	16	20
Enel Distribución Chile	16	14
Total	58	43

Of the total number of internal hires, 25 were location changes or transfers from one line of business to another (60% correspond to women).

At the total level and considering the 101 processes internally closed, 35% correspond to women and 35% to people of or under 35 years of age.

Finally, in terms of filling internal vacancies, there were 68 promotions, of which nearly 20% were for women.

Performance appraisal

At Enel Chile, the feedback sessions that managers hold with employees are opportunities to build a closer and more transparent relationship, align expectations, and support the professional development of employees. One of them is the Open Feedback program, which seeks to encourage continuous feedback throughout the entire company year-round, shaping the employees' development and forming high-performance teams. Based on the Open Power philosophy, the performance evaluation system has an online platform where any employee may provide feedback to their peers, teams, and managers, highlighting the positive features of their performance and identifying opportunities for improvement.

In 2020, performance appraisal was used to evaluate 99% of the employees of Enel Chile and its subsidiaries that met the eligibility requirements,* reaching 92% of the total workforce. In addition, an objective-based evaluation was performed using the Company's goal matrix.

* Certain requirements or conditions must be met for an employee to participate in the evaluation, for instance: years of service criterion, since a certain amount of time is required for a manager to perform an adequate evaluation of observable behaviors that is useful to the employee's professional development. In this regard, an employee who has recently joined the Company would not be "eligible" for this process. Other similar cases (transfers, change of leadership, pre and post-natal leave, extended leave, unpaid leave, etc.) are reviewed on a case-by-case basis to determine whether this employee is "Eligible" or "Not eligible" to participate in the process.

Recruitment and selection

404-1

Enel Chile's Recruitment and Selection strategy focuses on three pillars:

- **Digitalization:** One of the most obvious transformations for people is perhaps the one that has taken place in the recruitment process. Enel proposes a global recruitment strategy based on data to monitor hiring parameters and performance.

The digitalization process implies changes not only in the implementation of the tools themselves, but also in the change they bring about in the people who use them, altering and expanding the relationship between people, resources, and tools.

Through digitalization, the Company intends to create new personnel management strategies and action plans for decision making. In essence, the time optimization provided by digitalization drives the Company towards greater planning for the future.

- The second pillar is **People**, which is associated with the candidate's experience and the recruiter's role as the first point of contact with potential external applicants. It seeks to achieve a closer relationship with the business and review the different evaluation methodologies that allow a personalized and caring approach to the candidate, creating a positive experience from the first contact and through the conclusion of the recruitment and selection process.
- The third pillar is **Openness**, which is related to contributing to a diverse and inclusive environment. Specifically, Recruiting seeks to ensure a process free of bias (age, gender, disability, nationality, etc.) and contribute to the sustainability strategy by achieving gender parity goals (promote gender parity from the start when recruiting, ensuring 46% of women on the shortlist by 2020 and 50% by 2021).

In parallel, the operating procedure was updated to comply with ISO 37001 and ISO 9001 standards to ensure the transparency and traceability of selection processes and set a management standard, collaborating in the creation of a culture of integrity, transparency, and compliance.

Total new hires 2020: 165.

Job training

404-1 | 404-2

Preparing for the new demands of the business environment

For Enel Chile, it is important to encourage skill development in its employees. To do so, it offers a series of programs and tools that have been implemented online in 2020 due to the pandemic. It should be noted that 71% of general training was for men and 29% was for women.

The Company developed a series of talks for managers as part of the #IWorkAtHome Program, directed towards all employees who have begun teleworking due to the pandemic.

Furthermore, regulatory courses on teleworking were held together with Mutual de Seguridad and the Chilean Safety Association (ACHS), which addressed two topics in this area: "Ergonomic actors" and "Psychosocial factors," with 84% of employees participating. The Group also held an 8-hour course on teleworking, which was attended by 1,223 employees (63%).

The program for teleworking secretaries was another course carried out in 2020. Forty-three secretaries participated and more than 150 hours of training were provided.

Reskilling and Upskilling Programs

Maintenance-operator program at the Taltal, Huasco, Quintero, and Tarapacá power plants

It aims for participants to expand their knowledge and skills to be able to perform operational duties in thermal generation under the new maintenance model. In 2020, a total of 121 people participated in Enel Chile.

Maintenance-operator program for hydraulic power plants

It seeks to strengthen employee knowledge on the monitoring controls associated with the new maintenance model in hydraulic power plants. In 2020, 22 people participated in Enel Chile.

Certificate in Photovoltaic Plant Operation and Maintenance in 2020

In 2020, Enel Chile held the third version of the certificate course together with the Department of Electrical

Engineering of the Universidad Federico Santa María, aiming for employees to be able to manage the production, operation, and maintenance of photovoltaic power plants. At the end of 2020, 57 employees had graduated from Enel Chile..

Internal certificates

Enel Chile seeks to promote the development of its employees through two internal certificate programs, held in conjunction with leading Chilean universities. These programs, which were completely online, are:

- The Certificate in Digital Transformation, which provides employees with theoretical and practical tools to implement a digital transformation project in their respective areas. 45 employees were trained during its second edition.
- The Certificate in Electricity Market, a program for employees to gain a deeper understanding of the characteristics and challenges of the electricity business and contribute to the negotiation processes in matters of electricity supply contracts, offers of supplementary services, and distribution tolls, enhancing their performance and position within the company. The tenth edition of this event has benefited 308 employees.

The Company has also organized other initiatives to enhance the qualifications of its employees, such as the Project Management, Behavioral Skills Development, and Reskilling programs, through which the Company seeks to expand the skills and knowledge of its employees for their retraining within the Company. The following programs were held in 2020: Maintenance Operator at the Taltal, Huasco, Quintero, and Tarapacá power plants, Maintenance Operator at Hydroelectric Power Plants, and the 2020 Photovoltaic Plant Operation and Maintenance Certificate.

Language program

As a global company, it is essential to provide language skills to employees in key positions who need them to perform their duties.

This program has four sub-programs with different language needs, modes, and training hours.

Scholarship Program for Employees (BET)

The Scholarship Program for Employees (BET) is financial support for Training, Remedial, or Advanced studies that contribute to better performance in employees' present and future work activities, particularly those that are directly linked to the Enel Group's strategic guidelines. In 2020, 38 scholarships were awarded for master's programs, certificate programs, and university studies, 71% of which went to men and 29% to women.

Investments in training (ThCh\$)

Labor Category	Enel Chile (consolidated)
Administrative	9,265
Executives	49,358
Middle management	252,939
Professionals	552,832
Technicians/operators	98,697
Total cost of training	963,091
Training cost per employee	434

* Average training cost per FTE (Full Time Employee).

Of the total training sessions carried out at Enel Chile during 2020, 8% of these were for those under 30 years old, 64% for employees between 30 and 50 years old, and 28% for those workers over 50 years old.



Respect for employee rights and union relations

102-41

Enel Chile establishes fair and favorable working conditions for its employees, in line with current regulations, through collective bargaining agreements. These result from the collective bargaining processes between unions and the Company and contribute to responsible management of the employees' working conditions.

For Enel Chile and its subsidiaries, collective bargaining is an instrument endorsed by both parties that has facilitated collaborative efforts. It exerts a positive social impact on the organization and demonstrates the Company's good practices in matters related to freedom of association and fair compensation.

In 2020, 77% of all employees were unionized through collective bargaining agreements. The employees of Enel Chile and its subsidiaries are free to organize collectively by joining any of the existing unions in each company.

Enel Chile Unionization

Enel Chile	% Covered		
	2018	2019	2020
Total	78%	74%	77%

Collective bargaining agreements are defined considering the following guidelines:

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

Employees are informed on their union rights by the union representatives themselves or by personnel from the People and Organization department. Any violation of labor or union

rights may be reported by employees through the Ethical Channel or through other channels, such as e-mails and letters, which are confidential and dealt with in accordance with internal procedures.

The Internal Audit department investigates the reports received through the Ethical Channel and, if a violation is confirmed, corrective actions are adopted according to the disciplinary system in place in each country. In 2020, there were no confirmed cases of discrimination or violations of union rights or labor rights reported via the Ethical Channel.

Internal and external informative campaigns are conducted annually to promote the Ethical Channel and the Inquiry Channel, emphasizing the policies and protocols of the Compliance Program, Code of Ethics, Ethical Channel, Criminal Risk Prevention Model, and conflicts of interest. The Audit Unit reports quarterly on the complaints dealt with and informs the Board of Directors about any complaints considered significantly relevant.

The Company's Internal Rules of Order, Hygiene, and Safety include a detailed description of the procedures to follow in reporting workplace harassment, sexual harassment, or any other situation, as well as the procedures to carry out the respective investigation. Complaints must be managed through the Ethical Channel. In 2020, there were no reports on unions matters, labor rights, or discrimination.

Remuneration

405-2

The average fixed and total salaries of women with respect to men, according to their professional category, are as follows:

	Wage Gap 2020	
	Base salary	Total salary
Executive level	96.1 %	93.4%
Management level	90.7 %	91.5%
Non-management level	88.6 %	89.5%

7. Communities

103-1 | 103-2 | 103-3









Primary material topic: Engaging local communities

How is it managed?	Material topics
<p>The Company considers factors related to the national context and the internationally defined framework to identify and define strategic guidelines in socioeconomic-environmental matters. In relation to the local context, the main factors consist of variables such as multidimensional poverty, energy poverty, the climate crisis, Chile's social and environmental development strategies, and events such as the health crisis and social conflict that defined 2020. In addition to this, the results of the materiality analysis are used to identify stakeholder priorities and include them in the system for defining strategic guidelines. The internationally defined framework, which the Company uses as a reference in defining its strategy, consists of the guidance provided by the UN Sustainable Development Goals (SDGs) and its Guiding Principles on Business and Human Rights. In the energy transition process, Enel Chile has identified decarbonization, digitalization, electrification, and decentralization as the necessary areas of investment to hold the global temperature increase within the 1.5-degree limit. This is a challenge that the Company also places at the center of its community relations strategy, working with communities to design solutions and development initiatives aimed at sustainable progress throughout the territory where it operates.</p>	<ul style="list-style-type: none"> • Access to electricity • Community consultation in new projects' development • Evaluation of operations' impacts on communities • Mitigation of operations' impacts on communities • Protection of health and safety of communities • Respect for community and indigenous peoples' rights • Social and economic development of communities • Support to local communities
Importance of good management	
<p>To reduce the social risks that may arise in the territory as a result of the Company's operation or matters indirectly related to it, Enel Chile has instituted ongoing dialogue with its stakeholders as a fundamental tool for providing answers and co-designing sustainable solutions to the communities' demands and needs. A dedicated team is present throughout the country, working to interpret a relationship based on socialization, listening, and fair dialogue, and co-designing the best solutions to the social, economic, and environmental challenges that must be addressed with the communities to ensure that the energy transition is an inclusive process. Sustainable Development Goals 4, 7, and 8 are references that guide community projects, collaborating to achieve the targets of all the other 14 SDGs.</p>	



Targets and challenges

SDG	Activities/targets	2020-2022 Targets*	2020 Results*	2021-2023 Targets*
4 QUALITY EDUCATION 	17 PARTNERSHIPS FOR THE GOALS 	Number of beneficiaries of educational programs (thousands)	139	217
7 AFFORDABLE AND CLEAN ENERGY 	17 PARTNERSHIPS FOR THE GOALS 	Number of beneficiaries of energy access programs (thousands)	200	354
8 DECENT WORK AND ECONOMIC GROWTH 	17 PARTNERSHIPS FOR THE GOALS 	Number of beneficiaries of decent work and economic growth programs (thousands)	447	395

* Accumulative beneficiaries since 2015.

Material topic and principles of the Policy on Human Rights	
Respect for community rights	
Respect for diversity and non-discrimination	
Privacy and communication	



Communities

103-2 | 103-3

A sustainable business model that considers social, economic, environmental, and governance areas, with the vision of creating value for all stakeholders, is the driving force to surmount major challenges and achieve a new model of balanced and fair development, working hand in hand with the communities where Enel Chile operates.

While the energy transition is presented as a major opportunity to move towards sustainable development and tackle climate change, it must be managed through an inclusive approach that considers social and environmental variables as well as economic ones throughout the process. This will ensure no one is left behind and that the benefits of the energy transition reach all stakeholders involved, placing people at the center and viewing innovation and the circular economy as its key drivers.

Active participation of the communities in this transformation is essential, requiring equitable access to both knowledge and the tools that facilitate it. Therefore, Enel Chile's community relations strategy has focused on accompanying local communities in the energy transition. The Company has a team dedicated to understanding

local needs and identifying points that converge with the corporate strategy. In this way, it is possible to facilitate the creation of joint solutions together with public, private, and civil society representatives.

The growth of renewable energy in the energy mix of the Company and of Chile has entailed a significant territorial expansion of Enel's plants in the country. At the same time, the growing demand for electricity in cities requires increasing infrastructure for energy supply. As such, prioritizing community relations and engagement early in the project development phase, as well as forging a trusting and virtuous relationship with communities, is fundamental to mitigate the social and environmental impacts that these facilities may cause throughout their lifecycle. The Company is convinced that this aspect is key to ensuring that the Company's projects can create long-term value for all its stakeholders.

The Sustainability and Community Relations Policy defines the guiding principles for moving forward in the path towards sustainable development in the territories where Enel Chile carries out its operations: <https://www.enel.cl/en/sustainability/creating-shared-value/sustainability-policy-and-community-relations.html>

Enel Chile's presence throughout the country

ENEL CHILE'S PRESENCE IN THE TERRITORY

Total figures Enel Chile

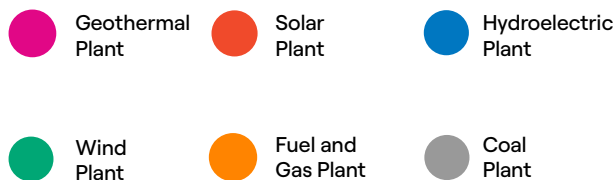
+ 230
Projects

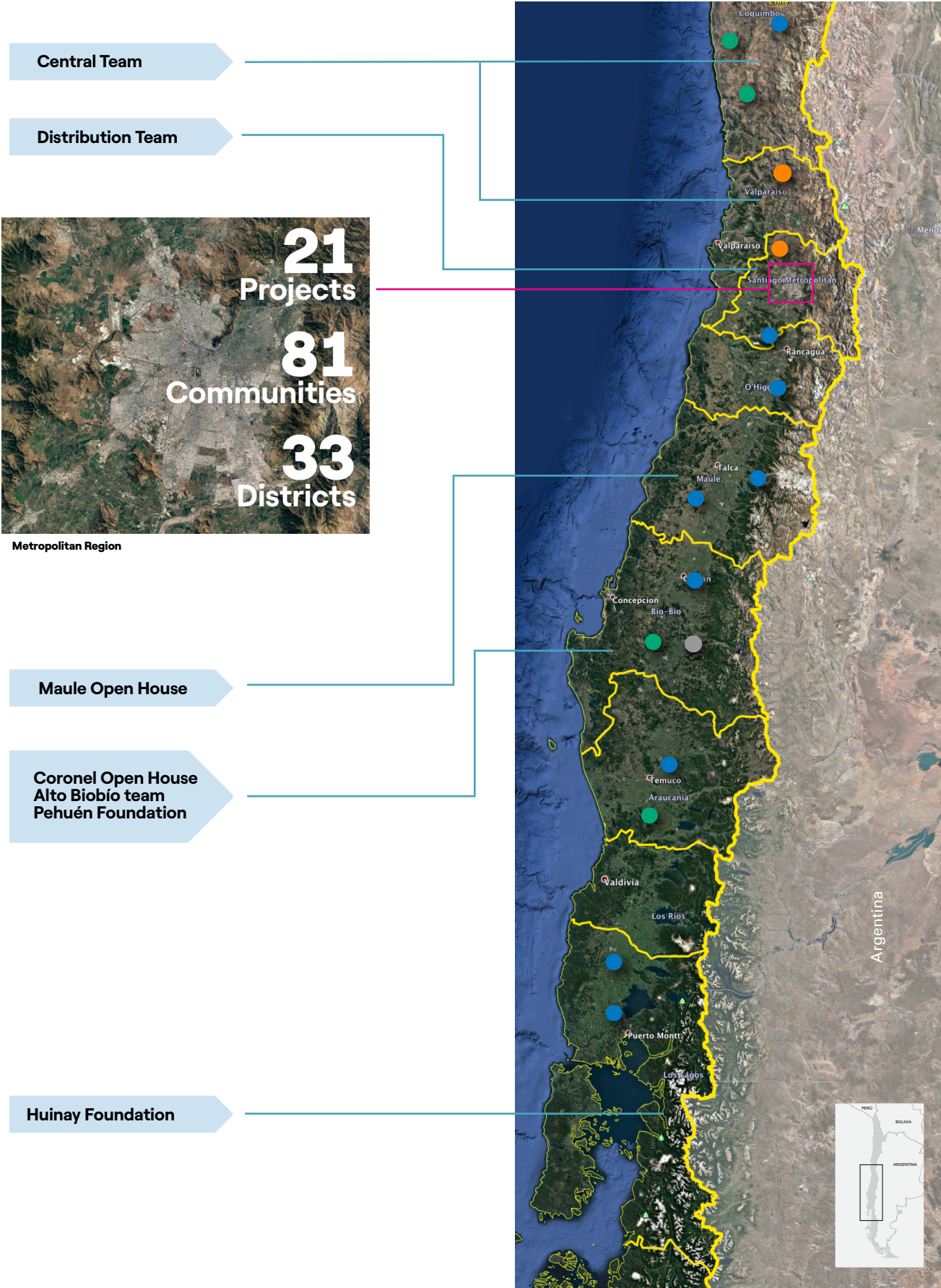
+ 4.000
km
National coverage

+300
Communities
~ 45
indigenous



Northern Team








Working together to build sustainable progress

102-43




Enel Chile's commitment is embodied in its Sustainability Plan, where one of the pillars is community engagement. Enel Chile has aligned its work with three SDGs that are directly related to the company's activities and the needs of its communities.

The progress made by Enel Chile in 2020 with respect to the three SDGs guiding its sustainability management is presented below.

● SDG ● Indicator ● Annual beneficiaries

Quality education	Number of beneficiaries	217 Th						4 QUALITY EDUCATION 
		2015	2016	2017	2018	2019	2020	
		6.7 Th	11.3 Th	7.3 Th	13.7 Th	40.8 Th	137 Th	
Affordable and clean energy	Number of beneficiaries	354 Th						7 AFFORDABLE AND CLEAN ENERGY 
		2015	2016	2017	2018	2019	2020	
		100 Th	5 Th	36.1 Th	29 Th	28.8 Th	155 Th	
Decent work and economic growth	Number of beneficiaries	395 Th						8 DECENT WORK AND ECONOMIC GROWTH 
		2015	2016	2017	2018	2019	2020	
		85.4 Th	211.9 Th	33.5 Th	30.7 Th	9.9 Th	23 Th	

● SDG ● Indicator ● Accumulated beneficiaries

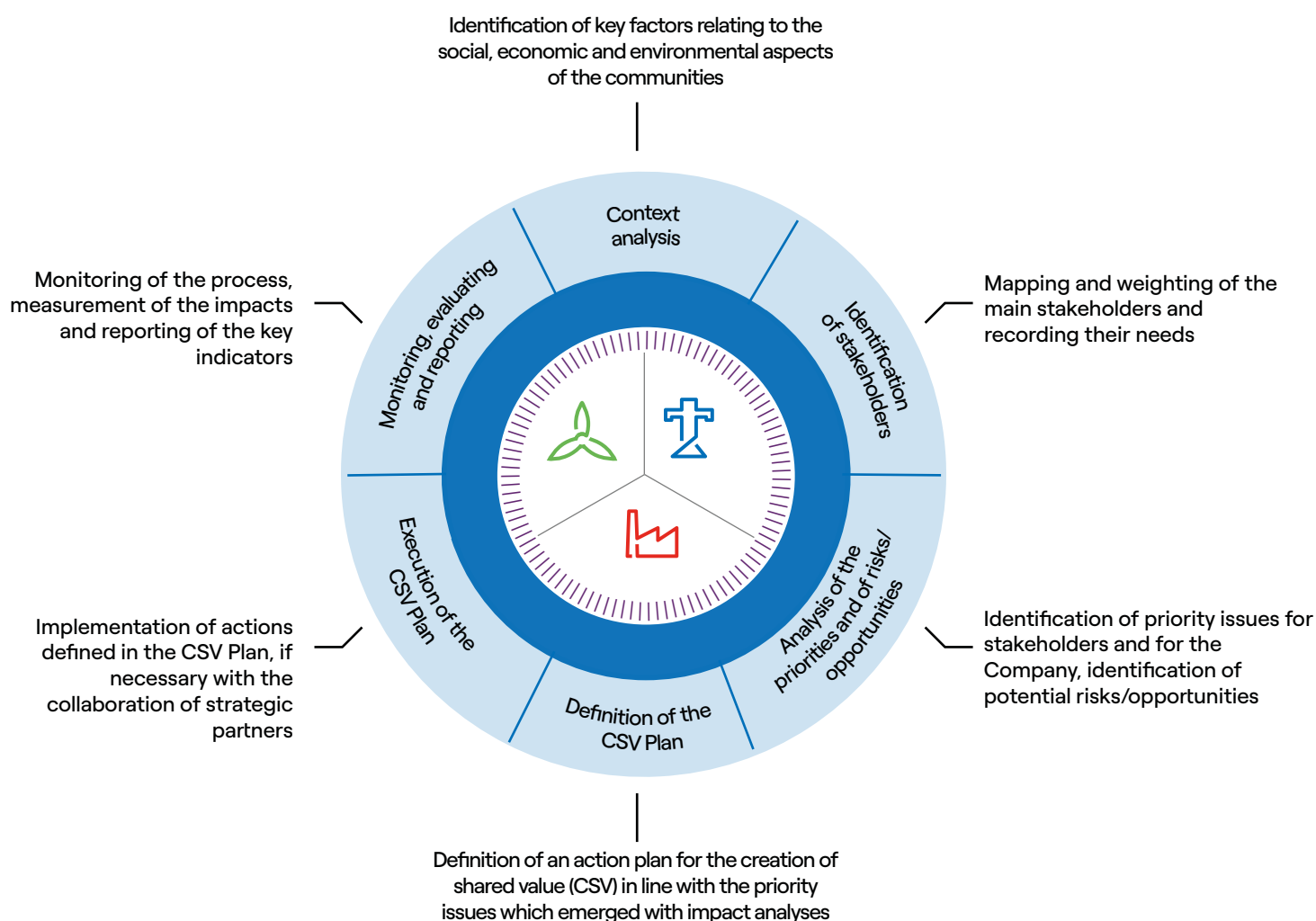
Quality education	Number of beneficiaries	2015	2016	2017	2018	2019	2020	4 QUALITY EDUCATION  Goal 2023 268 Th
		6.7 Th	18 Th	25.3 Th	39 Th	79.8 Th	217 Th	
Affordable and clean energy	Number of beneficiaries	2015	2016	2017	2018	2019	2020	7 AFFORDABLE AND CLEAN ENERGY  Goal 2023 411 Th
		100 Th	105 Th	141.1 Th	170.1 Th	198.9 Th	354 Th	
Decent work and economic growth	Number of beneficiaries	2015	2016	2017	2018	2019	2020	8 DECENT WORK AND ECONOMIC GROWTH  Goal 2023 447 Th
		85.4 Th	297.3 Th	330.8 Th	361.5 Th	371.4 Th	395 Th	

In 2020, Enel Chile contributed over Ch\$ 15.938 billion to communities. Of this amount, 84% corresponds to direct investments in communities, 7% to business initiatives with social impact, and 9% to charity. Of the total, 82.65% was invested in cash, 13.27% in time, 4.04% in goods, and 0.04% in volunteer work.

Creating Shared Value (CSV)

Embedding sustainability in the business strategy, as Enel Chile has done, entails a cultural and paradigm change within the organization as well as the design of processes and tools that enable sustainability to be truly integrated throughout the Company's value chain.

The Creating Shared Value or CSV model, launched by the Enel Group in 2015, is based on addressing socio-environmental challenges and issues through business activities to create value for all stakeholders. This model consists of a series of tools for analysis, planning, and monitoring that are implemented throughout the various stages of asset lifecycles, such as business development, engineering and construction, operation and maintenance, and decommissioning. It enables the design and implementation of actions related to the needs of each project and territory, mitigating possible environmental impacts and maximizing social benefits.



The CSV model requires annual planning in each territory where Enel Chile and its subsidiaries operate, based on analyses of:

- Socioeconomic-environmental context of each area of influence.
- Stakeholders.
- Materiality, prioritizing the main issues of the business and the territory.

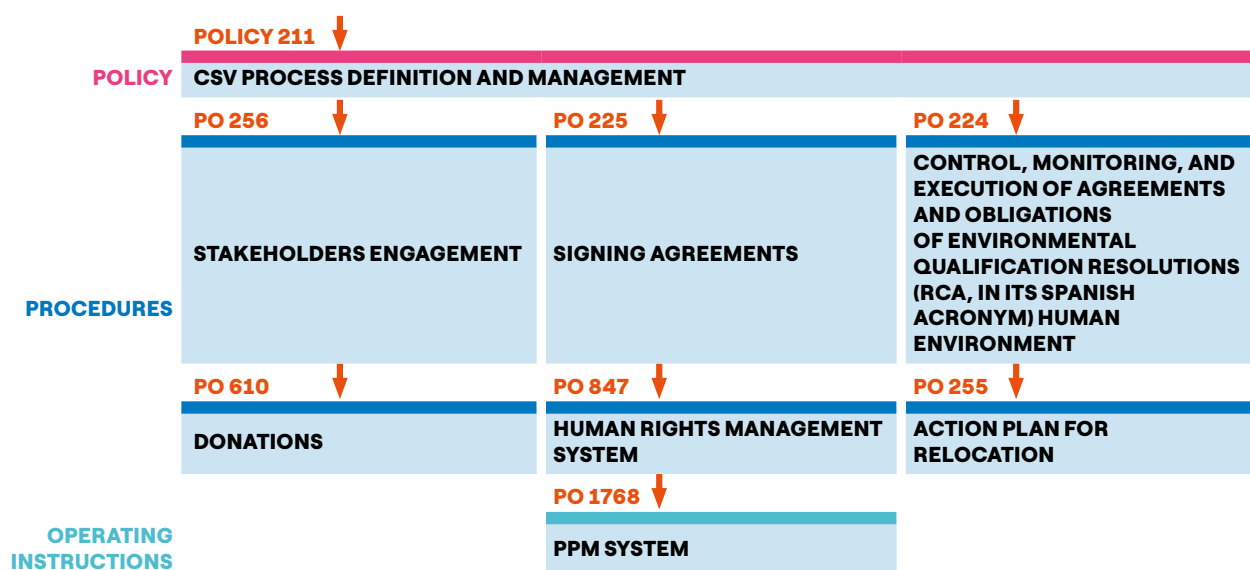
The action plan resulting from this process is co-designed and agreed upon with the communities and stakeholders.

74 applications of the CSV model were implemented in 2020 to design the various social and environmental initiatives carried out throughout the value chain of the different business lines.

Policies and procedures

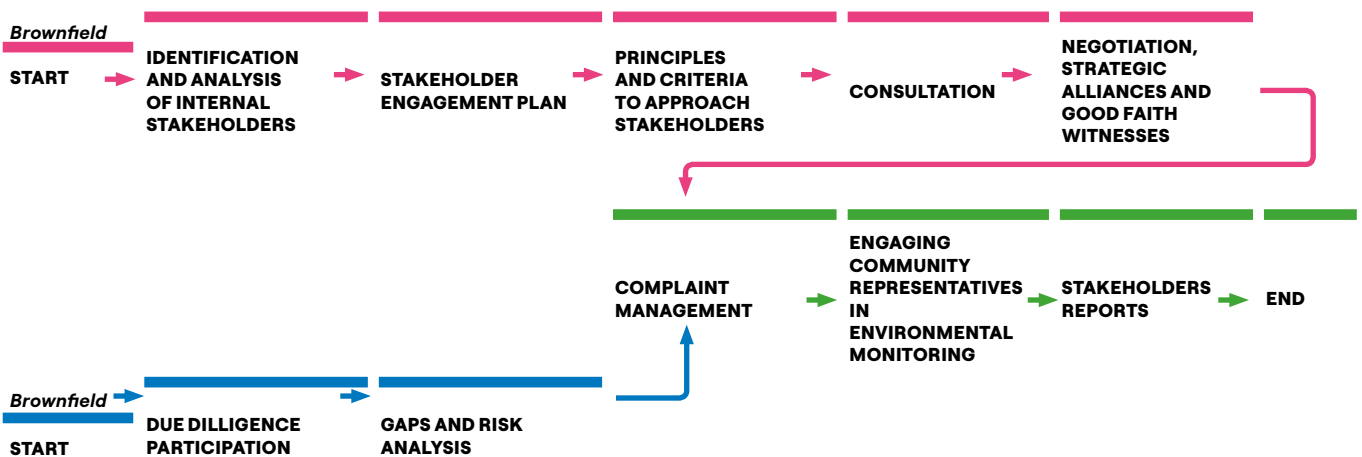
Enel Chile and its subsidiaries work with over 300 communities on a daily basis. A system of policies, processes, and procedures regulates relationships with them, preventing the risk of making decisions that are inconsistent or poorly aligned with the context assessment and legitimization of counterparties.

POLICIES AND PROCEDURES



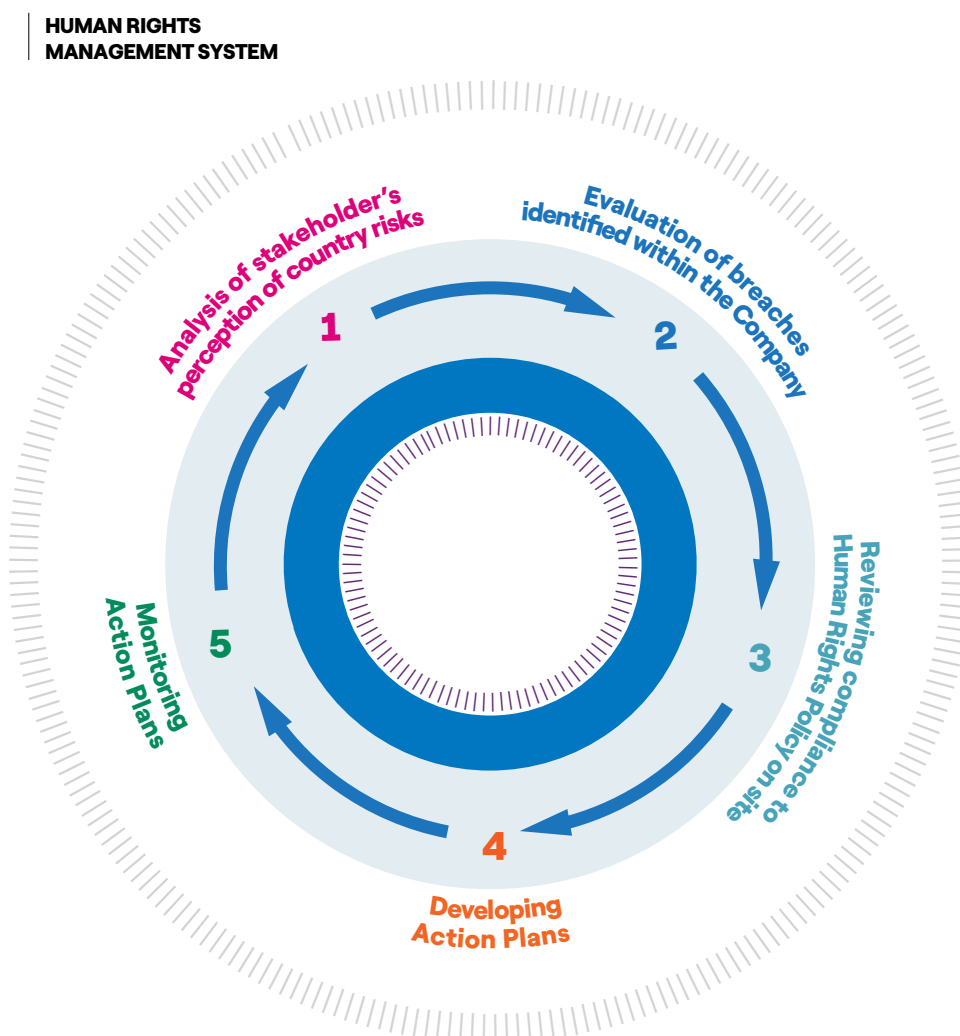
- **Policy 211, “CSV process definition and management”**: defines how to design, execute, monitor, and evaluate the various sustainability plans in the different territories where the company operates, identifying roles and responsibilities. The model incorporates tools to evaluate social, economic, and environmental needs to define projects that create value for both the Company and the local communities while mitigating any socio-environmental impacts that may arise.
- **Stakeholder engagement**: this procedure (PO 256) of Enel Chile details the principles and criteria that apply to the relationships with various local stakeholders. It is based on dialogue characterized by providing timely and transparent information and the search for joint agreements to co-design short, medium, and long-term sustainable growth programs and initiatives.

POLICIES AND PROCEDURES



- **Signing agreements**: regulates the signing of an agreement between the Company and the community interacting with the operations or projects of Enel Group companies in Chile. This procedure (PO 225) also regulates the certification of legitimacy for representatives of each stakeholder involved in the agreement, ensuring the proper formalization of Enel’s direct contributions to institutions or stakeholders through the project.
- **Control, monitoring, and execution of agreements**: this procedure (PO 224) provides the regulatory framework for agreement control and follow-up activities. A sustainability guide, the assignment of roles and responsibilities, the definition of tasks, and the identification of critical activities are considered in its definition.
- **Donations**: through this procedure (PO 610), Enel Chile provides guidelines for giving and handling donations to ensure consistency with the corporate sustainable development strategy.

- **Human Rights Management System:** this procedure (PO 847) makes it possible to define roles and responsibilities and describe the implementation of the due diligence process.



Relocation action plan: through this procedure (PO 255), Enel Chile aims to standardize management and strengthen compliance in relocation processes. This protocol is established as a guide for carrying them out and is aligned with the "Handbook for Preparing a Resettlement Action Plan" of the World Bank's International Finance Corporation (IFC).

PPM (Project Portfolio Management) System: This operating instruction (PO 1768) seeks to define KPIs and the methodology to calculate impacts based on the characterization of the different social and environmental

investment initiatives. This characterization includes CSV (Creating Shared Value) projects, CSR (Corporate Social Responsibility) projects, and those that fall under philanthropy.

The purpose of this instruction is to highlight the relationship between the projects and the Company's assets, define a common model throughout the Group for updating the KPIs, guarantee the geolocation of each initiative and the related assets, carry out constant monitoring and measurement, and develop a uniform reporting process for outcomes and impacts.

Towards the energy transition with communities

413-1









The energy transition entails a joint transformation of the country towards sustainable development in energy generation, distribution, and use. Enel Chile's purpose is to pave a shared path towards sustainable progress with all stakeholders, ensuring that no one is left behind in this important process.

Considering all aspects of the local reality, such as its various gaps in multidimensional poverty and energy poverty as well as its vulnerability to the climate crisis, provides a

systemic and multidimensional view of the main challenges to which the Company can contribute, seeking out synergies between social and corporate development.

The CSV (Creating Shared Value) model allows understanding how gaps are expressed and what forms they take at the local and territorial level, allowing the Company's work to focus on addressing the needs and priorities of the immediate surroundings of the operations.


Based on this analysis, Enel Chile has defined five lines of work: i) education for sustainable development; ii) economic development with local identity and green jobs; iii) energy access, quality, and equity; iv) housing, services, and surroundings; and v) climate change and conservation of natural resources.

LINE OF WORK	TOPIC/GAP TO ADDRESS	DESCRIPTION
Education for sustainable development 	Multidimensional Poverty: Education, attendance, and years of schooling	Promote access to primary, secondary, and higher education through scholarships and provide educational content on STEM subjects.
Energy: Access, quality, safety, and efficiency 	Energy poverty; Access, quality, and equity	Access to energy through community electrification.
Economic development with local identity and green jobs 	Multidimensional Poverty: Work Just Transition: Green Jobs	Development and promotion of mini-SMEs and productive projects. Promotion of sustainable tourism. Training in sustainable tourism. Skills training for the energy sector of the future.
Housing, services, and surroundings  	Multidimensional Poverty: Housing and surroundings: livability, services, and surroundings	Infrastructure to reduce gaps in access roads, basic services, and livability. Restoration of public spaces.
Climate change and conservation of natural resources   	Climate crisis: Water, waste, and materials Nature-based solutions	Projects and initiatives for climate change mitigation and adaptation, along with conservation programs together with the communities.

Education for sustainable development (SDG4)



This line of work promotes access to education, seeking to improve attendance and schooling rates as well as share knowledge that contributes to providing a well-rounded education to young people throughout the country. Among the main educational subjects promoted are science, technology, engineering (STEM), and the environment.

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	18	137.2 TH	4 QUALITY EDUCATION 



Scholarships in Ralco, Renaico, Pullinque, and Pilmaiquén



Principle of Enel's Policy on Human Rights protected: Respect for community rights

Variable of multidimensional poverty addressed: Education

Conducted with: Community, Civil society.

2020 Social impact: **634 Total.** Ralco (497); Pullinque (102); Pilmaiquén (20); Renaico (15).

The project consists of providing financial support to students in primary, secondary, and higher education to cover educational expenses, such as tuition, clothing, school supplies, housing, transportation, among others.

This initiative seeks to encourage the continuity of school studies, focusing on supporting children, young people, and older generations wishing to receive an education and promoting education as a driver of their development.

These students come from rural areas and mostly belong to indigenous groups located in areas near the facilities and power plants. The project is part of the Company's commitments within Exempt Resolution No. 10/97 that authorized the construction of the Ralco hydroelectric power plant, and specifically addresses the long-term development program of resettled people. It also includes voluntary agreements with the municipality of Alto Biobío, the indigenous communities neighboring the Pullinque and Pilmaiquén power plants, and the neighborhood councils of the Renaico wind farm.

This initiative is in harmony with the United Nations (UN) Sustainable Development Goals (SDGs) and aims to develop a line of work that contributes to equitable access and continuity of students in formal education.

Planetarium: Energy in balance, an infinite adventure – online version

This short film is the result of the collaboration between Enel Distribución Chile and Fundación Planetario. It seeks to raise awareness about climate change and invites people to take responsibility for their own actions and the ways in which they can contribute to mitigating its effects. Due to the context of 2020, the screening of the short film was modified, as it was previously shown in the Planetarium hall. It was released on various platforms, including Youtube and channels such as TV Educa. **From January 2020 to the end of the year, 16,542 people viewed this audiovisual material.**

Talks on climate change and its effects on the electricity grid – online version

Enel Distribución Chile holds “Talks on Climate Change and its Effects on the Electricity Grid” to raise awareness among people about climate change and contribute to mitigating it. These presentations, given by renowned meteorologist Gianfranco Marcone, seek to promote this topic and help people understand their key role in mitigating the effects of climate change. These activities became available online as audiovisual clips in 2020, reaching and impacting more people. **116,585 people viewed this content over the year.**

Energy: access, quality, and equity



The main objective of this line is to tackle energy poverty and reduce the gaps causing it for families around the country, addressing the dimensions of access, quality, and equity, along with promoting energy-related knowledge.

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	19	155 TH	7 AFFORDABLE AND CLEAN ENERGY



Community Electrification Project along Pehuenche Route



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: housing and surroundings.

Conducted with: community, civil society.

2020 Social impact: 270 people

The communities of El Médano, Las Garzas, and Curillingue in the district of San Clemente, Maule, are located along the Maule river basin, an area near the Los Cóndores hydroelectric power plant, which is currently under construction. These communities lack a continuous and quality electricity supply due to their remote location far from the main urban centers and transmission infrastructure. The main characteristic of these communities is the uneven land and streets, which means that the authorities do not have the means to solve these gaps that place dozens of local families in energy poverty.

The only way residents are able to access electricity is by using small generators that burn fossil fuel, which poses environmental and noise issues, in addition to the costs and risks associated with transporting the fuel.

In this context, Enel Chile is developing an electrification project to construct network infrastructure and connect the 74 families that live in these three communities. The project consists of more than 8 km of Low Voltage (LV) and Medium Voltage (MV) infrastructure. Electricity supply will be provided from the Company's hydroelectric power plant in the river basin where these communities are located.

As of December 31, 2020, the work is 98% complete, and the system is expected to be operational by April 2021.

This project contributes directly to the neighbors of the Maule power plants, which generate a significant volume of hydroelectric energy. Not only will they be able to access electricity 24 hours a day, but they will also consume renewable energy.

Universal accessibility at the Pehuenche Power Plant Energy Dissemination Center



Principle of Enel's Policy on Human Rights protected: respect for diversity and non-discrimination.

Multidimensional poverty variable addressed: networks and social cohesion.

Conducted with: community, civil society, direct workers, etc.

Visits to the Maule power plants, specifically to the base of the Pehuenche power plant and the machine room, have been underway since 2015. Through these, many people have participated and learned about the processes of hydroelectric renewable energy generation. Over the course of these visits, it was found that the offices and headquarters lacked infrastructure for people with some degree of disability. The health emergency has limited visitor attendance but also made it possible to progress in adapting the facilities to ensure accessibility for people with disabilities and the elderly.

Work during the second phase of the renovation will focus on ensuring universal accessibility for all types of disabilities and developing a multisensory visit program.

Social impact: 2,564 people from 2015 to the end of 2020, of which 10% correspond to people with disabilities.

For examples of the visits, [click here](#).



Improvements in the energy conditions of households in precarious situations

Aware of the different realities that coexist in Santiago and paying special attention to energy poverty and its dimensions, Enel Distribución Chile works in informal settlements¹⁸ and with low-income families to address the electrical risks faced by households in terms of accidents, fires due to unsafe connections, and energy access.

Vulnerability and energy security in informal settlements

This program enables new connections to provide quality electricity service with high safety standards while also promoting responsible payment and consumption habits. It also provides education on electrical safety, waste management, caring for the environment, climate change, health, well-being, and the prevention of electrical risks in the home, as well as workshops on energy efficiency.

In 2020, this project benefited 3,700 people with 920 new electricity connections in the settlements of Media Luna II, El Estero de Lampa, Vicente Reyes, Luna de Haití, and El Esfuerzo de Maipú.

As part of this program, the Company has been working with Fundación Techo Chile since 2018 on the project “Techo Común,” (“One Roof”) which seeks to substantially improve the quality of life of the residents in these settlements. The initiative consists of providing sustainable community centers that are customized to the interests and needs of the communities. Creating a meeting place for neighbors will help them to overcome collective problems and promote community development, leading to an improvement in residents’ quality of life and socioeconomic situation.

In addition, several initiatives have been carried out to provide tools that promote integration, supporting residents in adult employability, recreational education for children and young people, and caring for the environment by recycling in micro landfills.

Energy Inclusion Program in Renca

In a joint effort with other social and energy-related actors such as EBP Chile, ONG EGEA, and the Energy Poverty Network, the Company took specific actions to improve the energy conditions of low-income households in the district. As a result of a series of modifications that included material improvements (infrastructure, electrical equipment, and insulation), the energy conditions of 70 households living in energy poverty were improved.

Energy Inclusion Challenge Contest

Enel Chile was a sponsor and, through its sustainability manager, a judge for this open event that sought to generate innovative solutions that would reduce energy poverty for selected families in the country. More information can be found at: <https://inclusionenergetica.com/desafio/>

Work with community organizations and institutions

In 2020, Enel Distribución Chile continued its work in promoting energy efficiency. Among the topics addressed by this program are the efficient management of home electricity consumption, the impacts of energy efficiency on the household economy and the environment, electricity rates and service characteristics, tips for understanding and putting energy efficiency into practice, among others. As part of the digitalization strategy of some Company initiatives and given the social context from Covid-19, the workshops were carried out through audiovisual clips.

¹⁸ “Precarious settlements of eight or more households that inhabit a piece of land that they possess irregularly, without at least one of three basic services (electricity, drinking water, and sewage system), and where all the housing units compose a defined social and territorial unity.” National Cadastre of Settlements 2019, Ministry of Housing and Urban Development.

1,066 people participated in workshops held at the beginning of 2020 for communities in ten municipalities, which directly contributed to households in the Metropolitan Region. In addition, **the Energy Efficiency video reached a total of 23,105 views.**

Regarding the work carried out with institutions, Enel Distribución Chile trained Firefighters and Carabineros (police officers) in 2020, providing them with tools to face electrical hazards during emergencies. The training consisted of theoretical and practical sessions in which the participants gained knowledge on the characteristics of the distribution network, how to prevent electrical hazards, and

More than 20 people from the Metropolitan Region were trained on home electrical installations.

preparedness when responding to emergencies that may involve electrical infrastructure.

319 firefighters and Carabineros were trained through the new virtual platform during this period.

Finally, the electrical risk prevention campaign continued, which addresses the need to prevent accidents occurring as a result of improper handling and unsafe electrical installations.

This campaign was implemented digitally on Enel Chile's website in the fourth quarter of 2020, accompanied by a social media plan and reaching more than 126 thousand people.



Economic development with local identity and green jobs



This line of action seeks to foster entrepreneurship and develop skills that enhance the quality of work in local communities, valuing the knowledge and resources present in each territory and collaborating in the growth of micro, small, and medium-sized enterprises (MSMEs) by financing supplies, machinery, certifications, and hiring services, in addition to skills development programs.

This line of work is particularly important due to the consequences of the health crisis, especially considering how many families have seen their work and income decrease.

In 2020, aiming to seize the opportunities presented by the energy transition and bring about a sustainable recovery in both social and environmental terms, the Company designed programs to develop technical knowledge in relevant trades within the electricity generation and distribution value chain or to develop and implement sustainable energy solutions.

With the construction of seven new renewable power plants, Enel Chile created more than 4,600 temporary jobs in 2020, 47% of which were local.

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	120	23 TH	8 DECENT WORK AND ECONOMIC GROWTH

Pilot training in photovoltaic panel assembly



Principle of Enel's Policy on Human Rights protected: respect for diversity and non-discrimination.

Multidimensional poverty variable addressed: work and social security.

Conducted with: community, specifically women.

2020 Social impact: 110 women.

Enel Chile seeks to train women from the communities where three new solar projects are currently under construction: Campos del Sol, in Copiapó; Domeyko, in Antofagasta; and Finis Terrae Extension, in María Elena. Together, these represent 700 MW.

The pilot project consists of developing a curriculum in the "Solar Panel Assembly" trade, together with the Company's Contractor Management and Engineering and Construction area. Women from communities near the projects are trained in the skills needed to qualify for a job in photovoltaic construction, not only at Enel Chile but also within the energy industry, in addition to the Enel standard in safety and sustainability competencies. The program will be certified with INACAP and will train workers for the energy industry.

The program seeks to fulfill the labor needs to build Enel Chile's new projects in the northern region and contribute to local development by promoting local employment and involving the community in the energy transition from a gender perspective.

Training in low-voltage residential electrical installations



Principle of Enel's Policy on Human Rights protected: fair working conditions.

Multidimensional poverty variable addressed: work and social security.

Conducted with: community.

2020 Social impact: 20 electricians.

This project provides scholarships to train people from the communities in Enel Distribución Chile's concession area in low-voltage residential electrical installations. These training courses also include the corresponding **certification and registration of these people with the Superintendency of Electricity and Fuel**, which will increase their chances of formal employment and the creation of businesses in the electricity sector.

The project arose from a collaborative partnership with INFOCAP, a foundation with extensive experience in education and job training for people without the opportunity to access technical or professional training, as a new strategic line of post-pandemic community outreach.

REDES Pilot Project – CEO



Principle of Enel's Policy on Human Rights protected: occupational health and safety.

Multidimensional poverty variable addressed: education.

Conducted with: community, high school students.

2020 Social impact: 27 students from Colegio Bicentenario de Lampa.

This is a pilot program focused on 27 12th grade students in the electricity specialty of Liceo Bicentenario de Lampa, who were able to put their technical training into practice based on the needs of the electricity market. The program was the result of a collaborative partnership between Enel Distribución Chile and the REDES project, promoted by the Red de Liceos SOFOFA, where the Company provided the facilities of the **Center for Operational Excellence (CEO)**.

The training program, which also covered topics related to caring for the environment and providing quality electricity service to customers, was initially carried out through **20 hours of online theoretical training**. The learning process then continued with **56 hours of on-site activities**, most of which took place at the CEO of Enel Distribución Chile.

This training model is a school-work plan of **Collaborative Learning**, tailored to the new technician profile required to face the energy industry's challenges of digital transformation and adoption.

Of the participating students, **11 completed 180-hour professional internships at three contractor companies**, and **four were hired at DELCO**.

Digitalization program for the tourism and gastronomy industries in the municipality of Ovalle



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: work and social security.

Conducted with: community.

2020 Social impact: 13 entrepreneurs, of which 11 (85%) were women.

The FOCO Digital Ovalle (Fortalecimiento Colaborativo Digital Ovalle) program aimed to strengthen the economic activity of entrepreneurs in the tourism and gastronomic sectors in the municipality of Ovalle, which were hard hit by the Covid-19 health crisis. The program provides training in digitalization, tools, and guidance for participants' transition to new ways of interacting with their customers, promoting and boosting their economic activity.

Enel Green Power selected entrepreneurs from the two sectors, in conjunction with the OTEC El Colihue and with the initial collaboration of the Department of Productive Development of the municipality of Ovalle. The Company evaluated the situation of the district's entrepreneurial ecosystem, considering the condition of the venture and the owners' digital literacy, which resulted in a preliminary diagnosis to classify the participants' level of knowledge and digital access.

The classes were held online, providing practice in the use of digital tools and covering content such as business model and digitalization, CANVAS business model, Google Business, Google Drive, Digital Marketing, Market Place and sales techniques, finance and core, QR code, social networks and associative tourism, among others.

SMEs in the Cerro Pabellón value chain



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: work and social security.

Conducted with: community, suppliers/supply chain.

Social impact 2020: 18 Quechua women from the Ollagüe community.

In the context of expanding the Cerro Pabellón Geothermal Power Plant, located 4,500 meters above sea level, the Company has continued its work in the district of Ollagüe—one of the communities closest to the project—aiming to incorporate local businesses into its value chain, as it did for the construction of units I and II.

The initiative, which was kicked off in 2016, falls under the framework of the CSV policy and vision, contributing to the creation of local SMEs founded and managed by the Quechua communities of Ollagüe. Based on this, the main services required for the operations were identified to be supplied and managed by the businesses. The related services include industrial cleaning of the worksite, transportation of workers, and minimarket.

The Company provides technical and administrative training to enable participants to create and manage their businesses independently. To date, 18 women from the district of Ollagüe have been hired and have a service contract for the duration of the construction project.

This translates not only into a development opportunity for them, as they achieve a higher quality of life for themselves and their family, but also into the inclusion of competitive, quality, and local SMEs in Enel's value and supply chain.

Grants for socioeconomic recovery

By providing grants for the development of initiatives around the country, Enel Chile has contributed to the recovery of more than 750 MSMEs across various industries, many of them adversely affected by the Covid-19 health contingency. This initiative will continue in 2021.



Housing, services, and surroundings

This line of work is directly aimed at reducing gaps in livability, one of the dimensions of multidimensional poverty. It refers to the minimum conditions of access to basic services and availability of infrastructure in the territories, which improve not only the quality of life of local communities but also enable progress towards the development of shared value initiatives.

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	16	1,479	11 SUSTAINABLE CITIES AND COMMUNITIES

Maule Sanitary Solutions



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: housing and surroundings.

Conducted with: community, civil society, environment.

Social impact 2020: 189 people, 48% of whom are women.

The purpose of this project is to create a residential liquid waste treatment and disposal system in the prioritized communities of Maule, where work will be then done to develop entrepreneurial and supplier projects. To do so, this initiative was submitted to the project bank of the Ministry of Social Development by the **Casa de la Paz Foundation, with which Enel carried out work in 46 homes in Las Garzas, Los Álamos, and La Mina, district of San Clemente**, that lacked economic resources and basic services along the Pehuenche International Route, where families have been moving for years.

Constructing sanitary wells for wastewater treatment solves a sanitary and environmental problem for the residents of these communities, helping to improve their quality of life and making it possible to properly run their businesses.

Eco Center and Sensory Eco Park in Cerro Obligado –Coronel



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: work and social security.

Conducted with: community, employees, contractors, environment.

2020 Social impact: 44 people (workers and their families) and the community of Cerro Obligado, **6,444 people**.

The Eco-Center, which was requested by the neighbors, is a bio-sustainable building designed and constructed with the community of Cerro Obligado (district of Coronel) and completed in 2020. This place was transformed into a space for neighbors to connect, which had not previously existed, and it has accessible rooms for people with disabilities so that the community can come together.

The Sembra Association was also involved in this project and collaborated to take it forward, following the principles of the circular economy and waste recovery. This is why the thermal insulation of the walls is made of dry straw from agricultural sectors of the Biobío Region, the structure consists of a wall made of pallets that are supported on an impregnated wood structure, and the exterior and interior cladding is made of raw earth plaster from the land itself and other surrounding areas, combined with native wood siding. In total, 75% of the materials used in the construction of the eco-center are natural and recycled. Similarly, the use of materials such as wood, straw, and clay made it possible to achieve good energy efficiency, which was enhanced by a design aimed at maximum solar heat gain and good cross ventilation.

Sembra also collaborated by training Cerro Obligado neighbors in the trade of bio-builders and eco-carpenters. The participation of women in the construction and manufacturing of furniture was a key element in the design and execution of this project, guaranteeing access to development opportunities for women and applying gender equity criteria.

Along with the Eco Center, a Sensory Eco-Park was built especially for children, so they may access sensory experiences, develop their capacity of perception, and recognize their surroundings and environment.

Based on the Value 500 principles, the Eco-Park has all the necessary adaptations to properly welcome people with physical disabilities, in line with the universal accessibility law.

For more information on this initiative, visit the following [link](#)

Open Power to Art La Reina



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: housing and surroundings Conducted with: community.

Social impact: seven local artists and 50 community members.

As part of the Open Power to Art Santiago project, the walls of the La Reina substation were brought to life through a 690 m² mural, collectively designed and painted, that traces the history of the neighborhood and its community. It offers a journey through history, from the first indigenous communities in the area to the rise of urban migration, with an optimistic look at what the future holds. This is the essence of the art displayed on the outer wall of the La Reina substation, which is now home to a colorful work of art that represents the community's cultural identity.

Inaugurated in December 2020, this mural was painted with graphene, an ecofriendly paint that absorbs 120 grams of CO₂ per square meter, equivalent to 83 kilograms absorbed throughout the facility. This is an example of the recovery of spaces with particular attention to the environment, which, at the same time, seeks to close the gap between culture, art, environmental sustainability, and the people, contributing to community development.

For more information about the Open Power to Art initiative, [click here](#).


Renovating and providing lighting systems in multipurpose courts

This Enel Distribución Chile project aims to modernize electrical installations in multipurpose courts located in the Company's concession area. It seeks to contribute to the recovery of public spaces and promote the use of these places to practice sports, positively impacting people's safety and well-being.

In 2020, Enel renovated the lighting systems in ten multipurpose courts located in two municipalities, Lo Espejo (3) and Lo Prado (7), benefiting 1,120 people in these districts.



Climate change and conservation of natural resources

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	2	1,792	13 CLIMATE ACTION 

In this area, Enel Chile seeks to help address the main challenge facing society at large, one in which, according to the assessment of the United Nations Framework Convention on Climate Change (UNFCCC), Chile is highly vulnerable: the climate crisis.

This issue is of particular interest, since the climate crisis may eventually deepen the social challenges that the country is facing, such as inequality and inequity. It is precisely the most vulnerable social groups that are the first to be affected by the climate crisis, especially those who live off small farms in areas with high natural resource exploitation and water scarcity. Those with less

infrastructure to face extreme climate events, such as floods or forest fires, are also among the most affected.

For these reasons, Enel Chile and its subsidiaries have designed initiatives that optimize and value the use of natural resources in their operations, mitigate their potential environmental impacts, and identify solutions that represent an opportunity for the communities.

With these initiatives, Enel Chile seeks to build empirical evidence, partnerships, and programs for better management and conservation of ecosystems and natural resources.

Water Management Program and Demonstration Plot



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: housing and surroundings.

Conducted with: community, civil society.

The Water Management Program of the Universidad de Talca and Enel Generación Chile, implemented by the Research and Technology Transfer Center (CITRA), aims to promote awareness of water use among agricultural users and the adoption of techniques to address water scarcity. This project, initiated in 2015 with the Irrigation Cooperation Agreement, has developed multiple lines of action to reach small and medium-sized farmers, agricultural professionals, productive agricultural and consulting companies, as well as school and higher education communities. These initiatives have involved institutions from the agricultural and social development sectors, irrigation organizations, municipalities, companies, among others.

The most significant experience has been the creation and development of the Mariposas Irrigation Demonstration Plot at the San Clemente Entre Ríos Technical High School, where various irrigation technologies have been implemented in strategically important crops, emphasizing efficient water use and the use of renewable energies. This has become a platform for educating students, training farmers, and outreach to the entire community.

The following activities of the program stand out:

- Installation of five meteorological stations, covering nearly the entire agricultural area of the district of San Clemente.
- Training in irrigation techniques for agricultural users in the districts of San Clemente and Colbún (more than 1,000 people from 2015 to 2020).
- Implementation of five irrigation demonstration modules.
- Installation of a photovoltaic irrigation system in a hazelnut cultivation demonstration plot.
- Technical advice for farmers in San Clemente and Colbún.
- Publication of an agroclimatic study on the district of San Clemente.

So far, the project has reached more than 1,450 people, 54% of whom are women who have received technical assistance and 38% who have received technology transfer.

For more information on the project, [click here](#).

Quillota Respira (Quillota Breathes)



Principle of Enel's Policy on Human Rights protected: respect for community rights.

Multidimensional poverty variable addressed: housing and surroundings.

Conducted with: community, local government.

Quillota Breathes Facing Climate Change is the largest urban tree planting project in the country and the result of a virtuous partnership between the public, private, and academic sectors. The initiative seeks to plant one tree for each resident, totaling 100,000 trees within five years and transforming different stakeholders into agents of change to improve the city's environmental conditions. This involves the care and conservation of more than 30 native species planted in different city quadrants as well as raising awareness and providing environmental education for Quillota residents through education programs in schools, neighborhood councils, universities, popular public spaces, and the Internet. The program has established certain activities involving the community:

- Large-scale plantings.
- Educational material.
- Talks on environmental awareness and caring for the planet in kindergartens, schools, neighborhood councils, civic spaces, and senior citizen centers.

Given the context of the pandemic health crisis, the planting was voluntarily stopped at the beginning of the year and resumed in September 2020 with a trial period, helping to mitigate the risks of the spread of Covid-19 and accepting a delay in the project planning. The initiative is projected to conclude in 2023.



Ralco, Bocamina, and Pullinque: three cases of commitment to Human Rights

RALCO: social management with Alto Biobío communities

In southern Chile lies the Biobío River, the second largest in the country at 380 meters long. The riverbank is home to the indigenous Pehuenche and Mapuche communities, as well as non-indigenous rural and urban areas. These waters are a major contribution to energy production and, above all, to human consumption, irrigation, recreation, biodiversity conservation, and the improved livability for people living in the basin.

The district of Alto Biobío has a population of 5,923 people (CENSUS, 2017) and is the ancestral home of Pehuenche communities, who live in the area that stretches from Trapa Trapa (district of Alto Biobío) to the Icalma lagoon (district of Lonquimay).

Hydroelectric Power Plants in Biobío

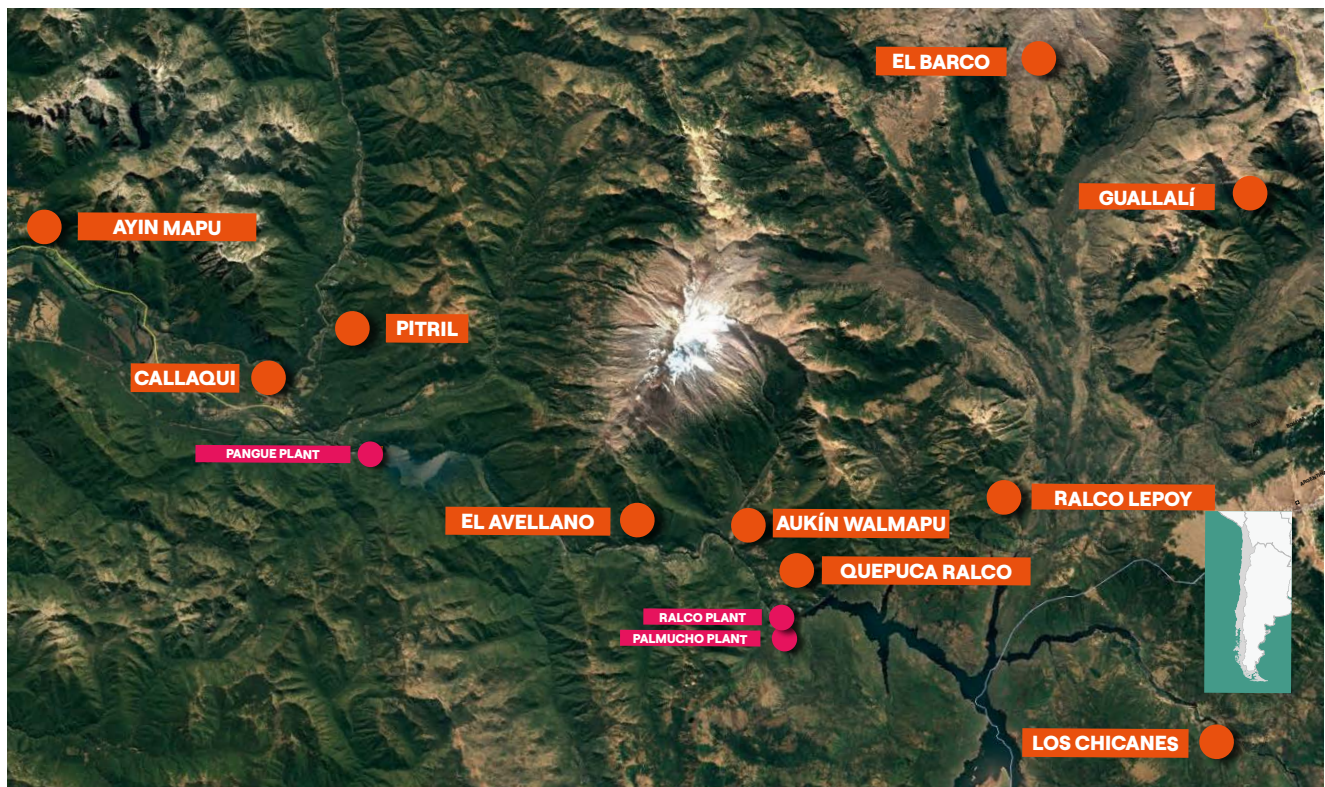
Enel Generación Chile has three hydroelectric power plants in Biobío: Ralco (690 MW), Palmucho (32 MW), and Pangue

(467 MW). These became operational in 1998 (Pangue), 2004 (Ralco), and 2007 (Palmucho).

The most important hydroelectric power plant in Chile is Ralco. For its construction, 3,467 hectares were flooded, 638 of which belonged to Pehuenche families. Due to the size of the reservoir, 81 families were resettled on land currently belonging to the indigenous communities of Ayin Mapu and El Barco, located in the districts of Santa Barbara and Alto Biobio, respectively. Each resettled family was provided with all social and housing services and a ten-year Continuous Assistance Plan.

Although there were initial environmental and social commitments only with the Ayin Mapu and El Barco communities, Enel is currently participating in "Collaborative Tables" with eight other Pehuenche communities, which were established after the signing of "Dialogue Agreements." These have rekindled the interest of both the communities and the Company in working together, with both parties committing to dialogue for moving forward and resolving differences.

Map of Alto Biobío Communities



Restoring human rights-based relationships

Human Rights are important in all of Enel's management processes. Therefore, since 2016, three due diligence processes have been carried out with special attention to social, environmental, and safety issues.

These led to an action plan that proactively addresses the risks detected, reducing them by 75% in three years. The central focus of this plan has been the coordinated work between the areas involved in the operation to raise awareness of the Company's Policy on Human Rights, the risks detected, and to carry out community training for contractors. This is in addition to carrying out the Ralco Plan, which has made it possible to address historical issues and establish an ongoing dialogue with all local communities.

Also, during 2020, a study was conducted to evaluate the relocation process of families during the construction of the Ralco Hydroelectric Power Plant. It considers the conception and implementation of this process during the time since 1997 as well as the process of supplemental agreements with the communities, aiming to identify possible gaps and develop a plan for additional measures to address and close them definitively.

Process of remedying impacts and rebuilding relationships

Enel Generación Chile signed two agreements in 2017 with the communities that filed claims regarding the impacts of flooding the Pehuenche cemetery in the Quepuca Ralco area in 2004. The agreement was signed by the leaders representing the affected families and by legal witnesses, the Archbishop of Concepción, the Provincial Governor of Alto Biobío, and the mayor of Alto Biobío.

These agreements represent an important step forward in the Company's relationship with communities in the most affected area, opening the door to a new phase of relationships through a perspective that fosters collaboration between the Company and local communities.

Currently, there are dialogue and collaborative agreements with nine communities in the area. Several actions have

been begun, directed at the socioeconomic development of families through the implementation of innovative projects that encourage the conservation of natural resources and of the Pehuenche Culture. In short, sustainable community development.

Examples of economic development

Thanks to the training and local development program, 96 individual start-ups have been strengthened: the program to diversify hazelnut products; tourism in El Barco; potatoes in Los Chaicanes, sector Lonquimay; and access to education.

Quepuca Ralco School design and architecture

In 2020, the Company progressed in its commitment to the Quepuca Ralco community regarding the development of education infrastructure. The design and architecture of the Quepuca Ralco School, which seeks to preserve the cultural identity of the Pehuenche communities, was also carried out.






[Click here](#) to learn more about the local initiatives associated with the power plants in the Biobío basin.

Bocamina

The Bocamina Thermal Power Plant has two thermal units built in 1970 (I) and 2007 (II) and is located in the Coronel sector in the Bío Bío region. During its first two decades, it was fundamental for Chile's economic development, contributing to the stability of the electricity system and the coal industry.

As a leader in the energy transition—and as part of its commitment to decarbonize the generation mix—Enel Chile closed the first Bocamina unit in December 2020, with the second unit scheduled to be disconnected in May 2022.

Enel Chile and its work at Bocamina

ENEL CHILE AND ITS SUBSIDIARIES	PROJECTS	BENEFICIARIES	AREA
2020	47	18,457	8 DECENT WORK AND ECONOMIC GROWTH 
	1	12,560	3 GOOD HEALTH AND WELL-BEING 
	1	360	4 QUALITY EDUCATION 
	1	100	10 REDUCED INEQUALITIES 
	1	32	11 SUSTAINABLE CITIES AND COMMUNITIES 

Redesigning the largest resettlement in the history of Chile, derived from the industrial impact in Coronel

Bocamina II was constructed in an area characterized by high urbanization and social vulnerability. This impacted the housing around the construction site, causing a major conflict between the company and the communities. In 2008, it was managed through a relocation plan for approximately 400 families to different parts of the district.

In 2014, the joint efforts of the Company, previously Endesa Chile, with other actors and organizations culminated in an agreement that was developed in three pillars, which included extending resettlement to another 900 families around the Bocamina II power plant through a public-private resettlement agreement between the families, Serviu, and the Company.

Resettlement implied a series of benefits such as regularized housing with access to drinking water, sewage, and a stable supply of energy. From a material standpoint, these physical benefits improved the housing situation for a significant portion of resettled families. However, it ruptured the previous social fabric, woven by families who lived together and collaborated as a community, now scattered across

different parts of the city and distant from their source of work, as most of them are fishermen who lived near the sea.

Remedying impacts and rebuilding relationships

Starting in 2017, when Enel took over the Sustainability Unit of Endesa Chile—today Enel Generación Chile—the “relocation” process was reviewed with the purpose of transforming it into a resettlement process subject to an international framework, in accordance with existing standards. This retroactive resettlement process represented an unprecedented national operation.

Part of the process was to verify that the previously conceived relocation plan had a series of gaps to be remedied, meaning it was an unfinished process. This plan contained dissimilar and partial agreements between users, both from the private and public-private agreements. There was also evidence of insufficient equity, transparency, human rights, and internationally recognized resettlement standards.

This covered a total of 1,370 families, making it one of the largest resettlements carried out by the industry in Chile.

Intangible losses: Plan for the Restoration of Livelihoods

This plan is intended to be a bridge to the long-term economic development of families and is aimed at improving their quality of life.

The following projects will be carried out during 2021, among others: a new edition of the “Coronel Empreende” Competitive Fund and the Fund for the Development of Artisanal Fishing in Coronel; Scholarships for Higher Education Students “Rosita Medel Scholarship”; and a documentary project based on the testimony of older adults from resettled families, highlighting their life experience, history, and identity.

For more information on the Plan for the Restoration of Livelihoods, [click here](#).

Fund for the Development of Artisanal Fishing in Coronel

This fund is part of Enel’s strategy that places communities at the center of its work, seeking, in this particular case, to strengthen the local economic fabric. The program supports ideas and projects developed by those who work in trades related to artisanal fishing, such as women algae harvesters; women who fillet, smoke, or dry fish; shellfish divers, and artisanal fishermen.

This initiative is aimed at members of artisanal fishing unions with whom, at the end of 2019, Enel agreed to a line of work based on a competitive fund. This program will support projects from Ch\$ 550,000 up to Ch\$ 2,500,000 to strengthen artisanal fishing businesses or their retraining in other areas.

The 2019–2020 edition of the fund has allowed more than 580 artisanal fishers from Coronel to access economic resources to invest in the improvement of their business.

Pullinque

The Pullinque hydroelectric power plant was built in 1958 as part of the country’s Electrification Plan carried out by the Chilean government and CORFO.

Located in the district of Panguipulli, the plant has an installed capacity of 51 MW. Its hydraulic works, developed during the 1960s, mainly consist of a water intake at the mouth of the Pullinque lagoon, which then follows a channel to the engine room, where energy is generated. The plant passed from Endesa Chile to third party owners and was finally acquired by Enel Green Power in 2001.

Pullinque is situated on the northern bank of the Huanehue River and flows into Lake Panguipulli. Its social surroundings are characterized by nine rural Mapuche communities of around 350 families grouped in four territories: Tralcapulli, Llongahue, Curihue, and Tralahuapi.

Commitment to communities

From 2006 to 2016, the company and communities elected to work together on certain local development goals, which mainly focused on agricultural development to improve production for self-consumption. In some cases, community members have moved from family-scale production to distribution at fairs and markets, thereby improving their income-generating capacity. For almost 15 years, Enel has also run a scholarship program to encourage the continued education of students from these communities, financing more than 100 scholarships per year for high school, technical school, and university students, which has allowed students to continue their professional careers. In 2020, scholarships were granted to 102 high-school and higher education students.

The local development plans also call for investment in agricultural development, land improvement, and infrastructure. In 2020, the Company collaborated with 65 people in the region to improve the conditions of their business and housing initiatives.

However, some families living along the Huanehue River have expressed their disappointment regarding the reach of the river that has been without flow. For this reason, Enel Chile has actively participated in the roundtables studying and designing possible solutions to the problem.

Regarding the reach of the river with no flow since the 1960s, it has become clear that any solution to restore flows to the Huanehue River must first include an evaluation of its

technical, economic, and, above all, environmental feasibility in order to avoid or mitigate the potential environmental impacts on the ecosystems that have existed in the area for over sixty years now.

The Company has listened to the community and immediately made the necessary economic investments, as well as deploying its entire team to seek a possible satisfactory solution for the needs of the territory, balancing the operational continuity of the plant, the needs of the communities and, in particular, their approval of the work that could be carried out.

Continuous dialogue, transparency, and timely information between the parties are the tools required to seek solutions that are mutual, feasible, and sustainable over time, which Enel applies in 300+ communities with which it works throughout Chile.

[Click here](#) to learn more about the Company's initiatives in Pullinque.

Solidarity during the pandemic

The health emergency and its impact on sustainable development

The Covid-19 pandemic profoundly impacted and even set back the significant global progress achieved in terms of the United Nations (UN) Sustainable Development Goals (SDGs). This effect was even more striking in Latin America, where gaps in public health, living conditions, access to digital tools, and high dependence on global supply chains, among other aspects, have hit the population of the region's countries and their economies hard.

The health emergency, particularly during its first months, demanded solidarity actions to provide an immediate response to the needs of the most at-risk and vulnerable communities that would enable them to face the pandemic and observe quarantine restrictions. In this sense, the Company—through the “Codo a Codo” (“Side by Side”) campaign—collaborated with multiple stakeholders to alleviate the impacts of the pandemic.

Actions carried out through the “Codo a Codo” (“Side by Side”) Campaign

Aiming to help the most vulnerable populations face the Covid-19 emergency, Enel Chile presented the “Codo a Codo” campaign, a package of initiatives carried out jointly with municipalities, hospitals, and organizations that, every day, have dedicated their efforts to combat the pandemic.

Enel Chile financed initiatives worth more than one billion pesos to contribute to solving basic needs such as health and food during the country's first stage of the pandemic.

Joint actions with hospitals and social organizations

- Donation of the country's first two fully electric ambulances to the Chilean Red Cross.
- Donation of an ambulance to the Tiltill Community Hospital.
- Donation of 150 thousand masks and four monitoring devices for the Intensive Care Unit of the Clinical Hospital of the Universidad de Chile, the country's main teaching center for specialists.
- Deployment of a 100% electric bus equipped as a laboratory, in collaboration with the School of Medicine of the Pontificia Universidad Católica and the Red de Salud UC Christus. The objective was to reach the farthest areas of the city and its neighbors to collect samples for PCR tests near their homes.
- Contribution to the Corporación de Amigos del Hospital (Amicam), which enabled the construction of a 20-bed critical care unit at the Luis Calvo Mackenna Hospital.
- Implementation of a plan to detect the need for backup electrical equipment and prevent possible supply interruptions in hospitals of the Metropolitan Region.
- Delivery of groceries for hundreds of families and personal protective equipment for volunteers and medical personnel.

“Codo a codo” with municipalities and communities

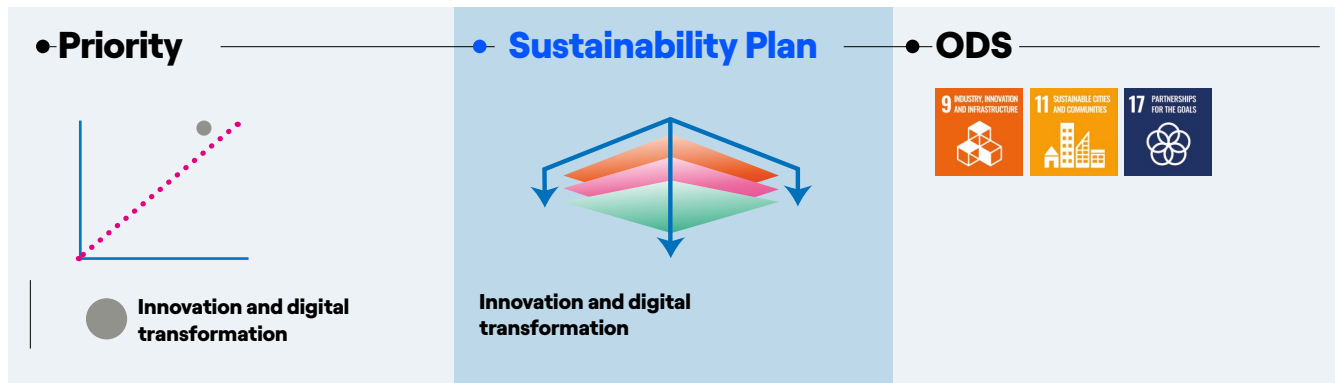
Enel Chile, through its various subsidiaries, has been collaborating for years to strengthen the communities where the Company has operations. Within the context of the health crisis, the Company has launched a robust plan that seeks to protect people's health and nutrition.



- In collaboration with the Quillota's Local Economic Development Unit, its municipality, and the Banamor Foundation, 200 boxes of food and toiletries were distributed door-to-door to vulnerable families in the district. Disposable coveralls, face shields for volunteers, and quaternary ammonium for disinfection were also handed out in Quillota.
- Donation of 3,750 kg of flour for 75 families of the "El Barco" community in Alto Biobío and 4,850 kg of flour for 97 families of the "Ayin Mapu" community in Santa Bárbara.
- Support for the "Chile Comparte" ("Chile Shares") campaign. A collaborative effort led by Fundación Techo, which delivered food care packages to 500 families in seven settlements in Lampa and Maipú.
- In collaboration with the municipality of Renca and the Australian organization CSIRO, Enel Chile contributed funds for the development of "Centinela Renca," a contact tracing software to detect close contacts with positive cases, providing valuable information for tracking cases and managing primary health care.
- In Quinteros, a collaborative network was set up to support the most vulnerable, especially the elderly, by acquiring products directly from local suppliers.
- Faced with the decline in tourism, small businesses in Paso Nevado, Armerillo, and Las Garzas, in San Clemente, Maule, received support to reinvent themselves and make reusable face masks. Enel was their first customer, ordering 7,000 units that were later distributed with 1,000 food boxes in the municipalities of Colbún and San Clemente.
- Support for the labor retraining of the women from the Mapu Pilmaiquén Community, Los Lagos, which has suffered a decrease in the number of visitors to La Isla Park: they switched from tourism to sewing, making masks that were purchased by Enel and delivered to various communities, including the municipality of Antuco, which received 2,500 units.
- In Alto Biobío, the Pehuenche communities who are committed to economic-agricultural development, which is carried out jointly with Enel Generación Chile, were able to supply the territory with staple foods (such as potatoes) during the most critical periods of the pandemic, when external supplies were more complicated. This experience has underscored the importance of local sourcing as an important part of sustainability and recovery.

8. Innovation and digital transformation

103-1 | 103-2 | 103-3



Primary material topic: Innovation and digital transformation

How is it managed?

Innovation, digitalization and cybersecurity, and the circular economy are accelerators for the transformation processes, as they encourage looking at business models from a holistic perspective of the value chain, responding to the emerging demands of customers and current regulations, decoupling growth from the use of finite resources, and building the future on the basis of sustainability. In this way, digital transformation helps to improve performance in an ever evolving technological environment, where cybersecurity becomes more relevant. Meanwhile, the circular economy allows business models to be rethought, where innovation and digitalization are key to moving towards more sustainable economies with a rational use of resources that contribute to fighting climate change.

Material topics

- Innovation
- Digitalization and cybersecurity
- Circular economy

Importance of good management

Agility, flexibility, and adaptation are key elements in the energy transition that the company is leading. Innovation, digitalization and cybersecurity, and the circular economy are key to accelerating solutions to the transformations demanded by the planet and society. At the same time, they contribute to guaranteeing the ability to anticipate customer needs, increasing security and continuity of service, and making rational use of resources, consequently contributing to operational efficiency.

Poorly managing this issue could set back the energy transition by hindering the digitalization of assets, electrification, and progress towards greater decentralization of energy in which the consumer becomes a "prosumer." Similarly, failure to incorporate the circular economy may mean continuing to design products, services, and projects that generate waste, industrial materials that do not find other uses in production cycles, as well as residual material that is not recovered when it is time to migrate to digital technologies, replace electric cars, or the end of the useful life of the panels, and, even worse, an excessive accumulation of waste. Similarly, there is a risk of limiting the company's competitiveness by slowly adapting to change, which would cause it to concede ground to the competition.



Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets	
17 PARTNERSHIPS FOR THE GOALS 	Promote creative thinking to foster innovation (No. participants).	150	655	150	
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Number of cybersecurity knowledge-sharing events.	15	15 global events	15
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	11 SUSTAINABLE CITIES AND COMMUNITIES 	Verification of information security (annual checks).	800	+750 global events	800
17 PARTNERSHIPS FOR THE GOALS 	Strengthen the exchange of best practices and know-how about circular economy with external stakeholders.	-	Participation in the development of Chile's 2040 Circular Economy Roadmap and ISO TC/323.	Strengthen the exchange of best practices and know-how with external stakeholders.	
17 PARTNERSHIPS FOR THE GOALS 	Develop skills and knowledge on the circular economy.	-	Circular coffee shops, circular economy school, Design Thinking workshops, conscious consumer journey.	Develop skills and knowledge on the circular economy.	

Material topic and principles of the Policy on Human Rights

Privacy & communication



Innovation

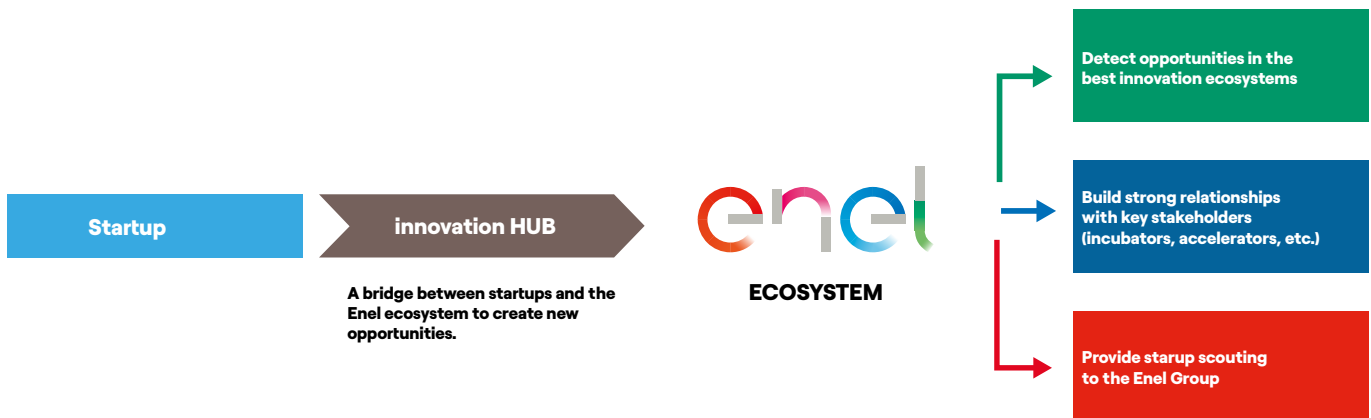
Enel Chile has two main lines of work: innovation ecosystems through the Open Innovability model, brought to life by the Innovation Hub, and the culture of innovation through the Ideas Hub.

Innovation ecosystem

Enel Chile, with its Open Innovability model, creates solutions, products, and services with the aim of continuously transforming the current energy model.

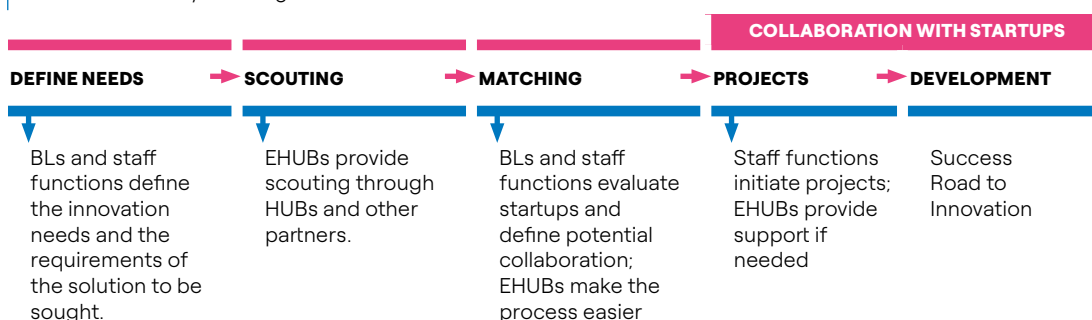
To do so, the Company seeks to facilitate collaboration through the Innovation Hub, connecting Enel Chile and its employees with external stakeholders, such as startups, academic institutions, and business partners, among others, to find innovative solutions to global challenges and develop them. This concept embraces openness, innovation, and sustainability, linking it directly to the Company's strategic vision, "Open Power for a brighter future." The model allows Enel Chile to build relationships with its surroundings, with sustainability and the creation of shared value as the common objective forming the basis of its business.

#ENELINNOVATIONHUBS: CONNECTING ENEL WITH THE BEST INNOVATION ECOSYSTEMS



The Innovation Hub, through a network of institutional partners, organizations, and venture capital funds, was conceived to support startups that contribute to the development of innovative solutions for the sustainability of Enel Chile's business. The Company implements them and, if feasible, scales them globally. Enel Chile uses scouting to explore areas of innovation in terms of technologies and attractive business models.

BOOTCAMP METHODOLOGY How can I solve my challenges?

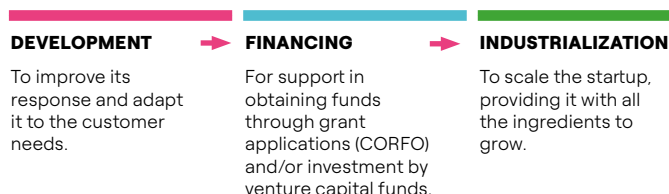


In 2020, more than 100 startups from all over Latin America were assessed, and a proof of concept was carried out with one of them.

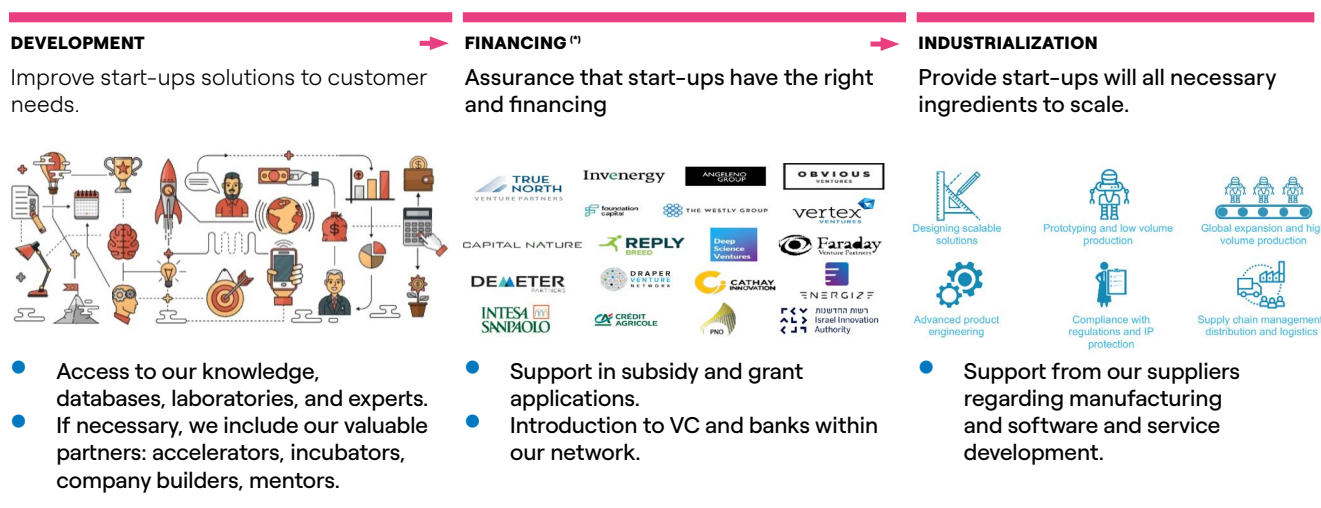
Support throughout the development cycle

Enel Innovation Hub Chile collaborates with the startups with which it is associated in the three stages of their evolution:

ENEL INNOVATION HUB CHILE COLLABORATES WITH STARTUPS THROUGHOUT THEIR DEVELOPMENT CYCLE



#ENELINNOVATIONHUBS SUPPORTS START-UPS THROUGHOUT THEIR DEVELOPMENT PROCESS



COMMUNICATION

Promote success stories to increase traction of startups.

(*) Enel does not invest directly in the equity of the startups.

In this process, each business line bears the final responsibility for selecting the startups with which it wishes to work. This can be done through the direct approval of the requesting area or by presenting the project to the corresponding innovation committees of the areas involved.

Global engagement

In addition, Enel Chile provides its partner startups with access to its global facilities for testing solutions, as well as access to more than 70 million customers worldwide and over 46 GW of installed renewable energy capacity.

At the Group level, Innovation Hubs are interconnected at different levels:

 <p>USA ISRAEL EUROPE</p> <p>Presence in the best startup ecosystem in the world.</p> <p>To develop a solid position within these ecosystems to quickly identify the best opportunities for Enel.</p>	 <p>CATANIA PISA HAIFA MILAN SAO PAULO</p> <p>Next to Enel's best testing and knowhow facilities.</p> <p>To take advantage of Enel's innovation assets (Labs and knowledge) for trial and development new technologies and solutions together.</p>	 <p>BRAZIL CHILE RUSSIA</p> <p>Link to high-growth ecosystems in strategically relevant countries for Enel.</p> <p>To solve local challenges and scale globally (new disruption focus in growing economies).</p>
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Partnerships

Enel Chile, as part of its collaborative approach to innovation, has forged various partnerships with institutions such as Start-Up Chile, which allows it to access its portfolio of solutions (startups) that have participated in different acceleration programs. Start-Up Chile also helps to publicize the activities carried out by the Innovation Hub. In addition, it works with NXTP Corporate Partners, which supports the startup scouting process based on the challenges presented by the business line.

Activities to boost innovation at Enel Chile

ACTIVITIES TO PROMOTE INNOVATION IN ENEL CHILE

WEBINARS	BOOTCAMPS	CEO MEETINGS
<p>In 2020, the Company organized two webinars in order to maintain the presence and positioning of Enel Chile in the national ecosystem.</p> <p>The first was called "The innovation roadmap in Chile" and had as speakers Fabio Tentori, Head of Enel Innovation Hubs of the Enel Group; Rocío Fonseca, Innovation Manager at CORFO; Marta Cruz, Cofounder of NXTP and Gastón Fariás, CEO of WeHaus.</p> <p>The second, meanwhile, was called "Sustainability at the heart of the company" and Hernán Acuña, Manager of the Innovation Hub Chile participated; María de los Ángeles Romo, CEO of Start-Up Chile and Cristóbal Molina, CEO of MimaSoft.</p> <p>188 people participated in the first webinar; in the second, 52.</p>	<p>Enel Chile organized out two Boot Camps, instances that allow finding the most innovative startups, in order to solve the challenges of the different lines of business.</p> <p>The first was carried out in February 2020, in order to support innovation work to solve business challenges at the hands of the best startups in the ecosystem.</p> <p>The second, already in times of a pandemic, was held virtually, addressing relevant issues such as protection against natural disaster events or Water Management.</p>	<p>The Company participated in one of the most important national innovation meetings, where it was represented by the Country Manager, Paolo Pallotti and the Head of Enel Innovation Hubs of the Enel Group, Fabio Tentori.</p>

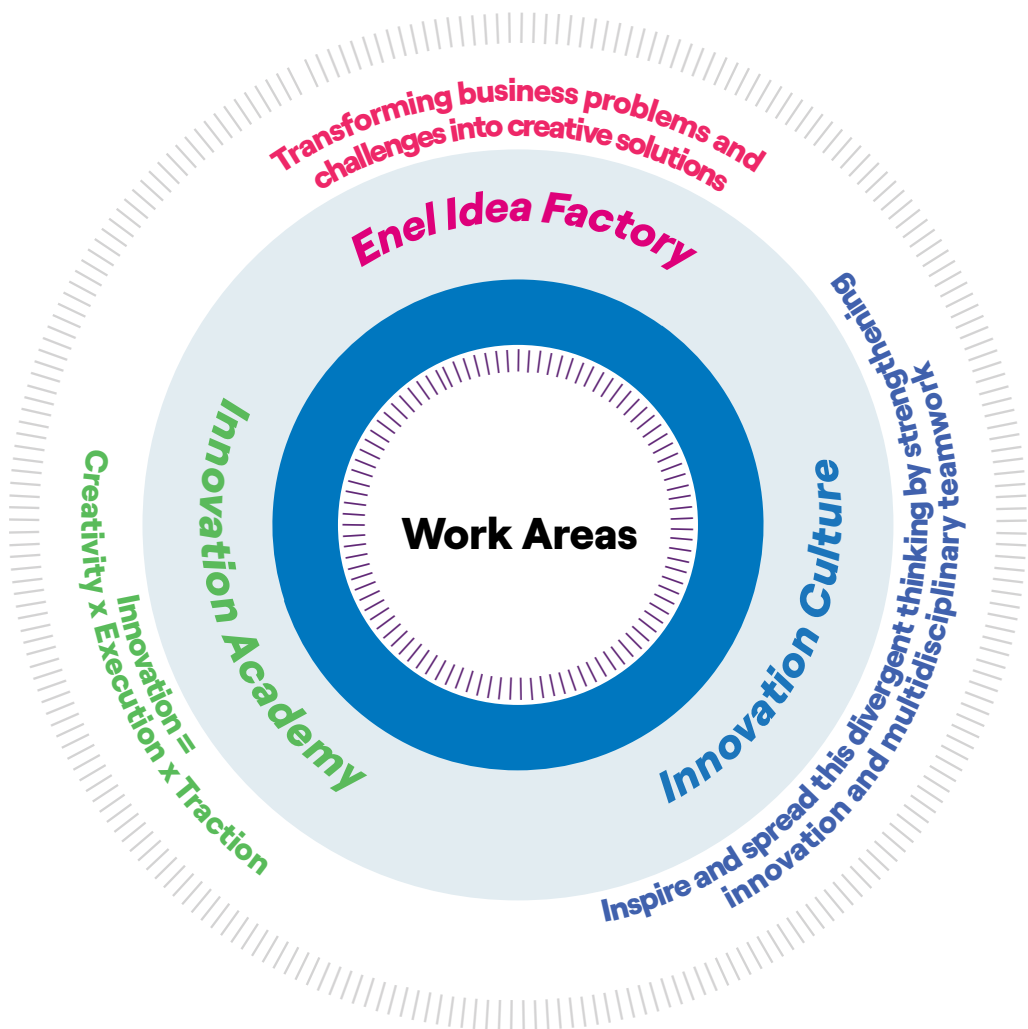
Featured project

SPOT

Enel Chile conducted a Proof of Concept (PoC) in 2020 to determine the feasibility of using video analytics to assess workers' use of personal protective equipment (PPE). In this case, recorded images of a power plant under construction in Spain were used, establishing that SPOT (the startup involved) has the capacity to train its system and detect PPE on employees. This PoC was carried out for the Global business line.

Innovation culture

In an effort to promote and spread a culture of innovation, the Company established Idea Hub, which also seeks to generate knowledge and behaviors in innovation and intrapreneurship by integrating the businesses and engaging all employees, fostering creativity in technical and professional teams, and providing them with tools to develop their capabilities.



Enel Idea Factory

Through Enel Idea Factory, the Company seeks to expand the use of technologies and methodologies that help Enel employees think outside the box, offering them support in analyzing, selecting, and implementing the best solutions to their problems and/or challenges, transforming workspaces into innovation laboratories.

What are these methodologies?

1. Creative Problem Solving, changing paradigms

With the aim of creating value to help people find innovative solutions to the challenges they face, this methodology is based on the natural way of thinking, which emerges as a four-step process:



As a result, problems become challenges, and the resolution process generates creative ideas to tackle them.

2. Design Thinking, understanding, and co-creating with the user

Among the most well-known methodologies in the field of innovation, Design Thinking is a “human-centric” approach, meaning that it places the customer at the center of the equation, using different tools acquired from the design to co-create their desired product or service, thus changing their habits and improving their experience.

The steps of Design Thinking are:



3. Lean Startup Methodology, the value of experimentation

At Idea Hub, the Company uses the Lean Startup methodology for business and product development to accelerate the cycles of each process, adopting a combination of hypothesis-driven experimentation to measure progress, iterative product launches to gain meaningful customer feedback, and validated learning processes to measure how much has been achieved.

Innovation Academy

Enel Chile established the Innovation Academy for all employees who are involved in, develop, or interested in innovation and digital transformation and would like to incorporate new methodologies and knowledge into their work. Among the key elements of this school are the learning-by-doing approach and a customer-centric, creative, and agile way of working. In 2020, Innovation Academy trained more than 250 employees in innovation

and creativity methodologies, fostering creative thinking through Design Thinking, Lean Startup, Creative Problem Solving, and Effective Presentations, among others.

Innovation Culture

To foster a culture of innovation, several initiatives are being carried out, among which the following stand out:

Innovation Ambassadors

The key to building a culture of innovation is to have employees who apply it on a daily basis in their work of generating, distributing, and supplying energy to the country. For this reason, Enel Chile is developing the Innovation Ambassadors project, where a team of people from different areas of the Company work to influence, expand, and develop the culture of innovation at different levels of the organization. This project seeks to improve voluntary and cross-functional collaboration, as well as to actively participate in all areas.



Make it Happen

This is a corporate entrepreneurship program that was unveiled in March 2019, which seeks to encourage employees to participate in presenting original ideas that solve commercial needs (new business) and the operation's derivatives (improvement ideas). The aim is to develop the propositional and experimental capabilities of all Enel employees around the world, given that each one of them can play a decisive role in accelerating the organization's process of innovation and transformation. This initiative is supported by experts in each step of the process, with venture capital and time dedicated to developing the projects.

Woman Innovation Lab



Woman Innovation Lab (WIL) is a groundbreaking initiative in the Enel Group, which emerged in 2019 from four women in the Group who were interested in contributing to the professional development and leadership of women through innovation. This initiative gained momentum in 2020, forming a community that works collaboratively with the Company's people and organizational teams. More than 80 women actively participate in creative sessions and talks on different topics such as "Flowing in Chaos" by Carolina Paulsen and "Leadership Today, Feminine Value" with Tatiana Campos.

Enel Creative Space Santiago

To foster innovation and the best environment for it to be developed, Enel Chile created Enel Creative Space Santiago, a place that seeks to encourage divergent thinking, people's commitment, openness to new ideas and views, different perspectives, and partnerships, as well as continuously open up to sensations, experiences, methodologies, and paradigms based on collaboration, sharing best practices, and learning from innovation and sustainability, applying alternative ways of thinking.

In 2020, due to the pandemic, the Company adapted its way of working while digitalizing its creative processes. This has led to an exponential increase in the demand for creative sessions and activities that inspire and teach methodologies for divergent thinking. More than 40 virtual creative sessions have been held through digital platforms such as Microsoft Teams, Mural, Kahoot, and Mentimeter, among others.



MAIN RESULTS:

500

Workers a day, approximately, enjoying innovative experiences.

3

Conferences with world leaders on innovation and circular economy.

5

Workshops that allowed workers and their families to create divergent and fresh ideas, solutions, and alternatives.

1

Stand-up comedy show that combines two cultures and shows the power of innovation..

26

Projects that generate business value in the commercial area, exhibited at the digital fair.

Innovability Week

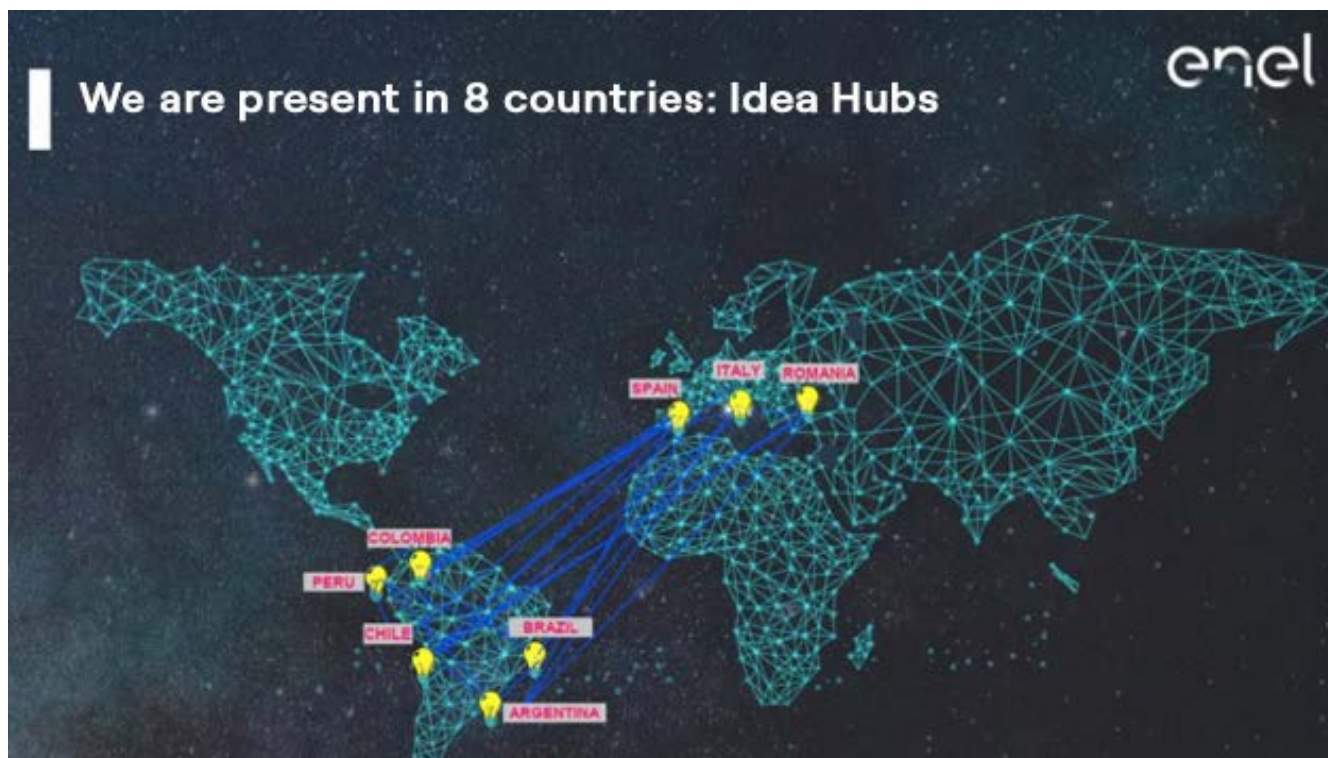
This event, held jointly by Enel Chile and Enel Colombia, was attended by a large number of people at the Group's global level and made it possible to showcase the projects under development by the Innovation area. However, given the context of the pandemic, the format of the events changed drastically as they were not held in person. This allowed the use of technology associated with virtual events, with appealing and innovative results.

"60 minutes of innovation"

As a way to spread Enel's Culture of Innovation, Idea Hub developed "60 Minutes of Innovation" gatherings in 2020. The objective of this initiative was to inspire and plant the seed for creativity and innovation in all the Company's personnel. Twenty sessions were held on topics such as Blockchain; Gamification is the Future; Handling Difficult Conversations; Growth Mindset; Creative Blocks; and Improving the remote working experience.

Global Presence Idea Hub

Global team for exchanging practices and knowledge, creating spaces for learning and synergies enriched by the diversity in thought and experiences.



INNOVATION DURING THE PANDEMIC

59

Initiatives received

20

Initiatives selected

3

Initiatives in progress

1

Implemented initiative

Innovation during the pandemic

The Covid-19 health emergency has challenged the limits of human capacity to respond to an unprecedented situation. It is in these moments that innovation and creativity emerge as essential elements to generate innovative ideas of exceptional value. Enel Chile, through Idea Hub, launched the global program "Enel For Chile," based on the challenge: How could Enel help to better face and overcome this emergency in Chile?

Innovation in Generation

Chilean Institute of Clean Technologies (ITL)

Innovating in the energy transition process

Enel Chile's objective has been to seek out new technologies that support the energy transition process through advances in robotics and digitalization.

With a long-term view, the Company has driven the development of new ways of generating energy through the benefits of marine energy, the hybridization of energy production, and green hydrogen as a new energy vector.

The organization has also focused on adapting to constant change by implementing internal and external innovation. Internally, the organization is more horizontal and structured, which facilitates communication. Externally, Enel Chile works with startups and open call processes available to anyone who wants to present a solution.

Power G Program

Enel has promoted a methodology that encourages the proposal of innovative ideas from the employees of Enel Generación Chile, where everyone can contribute with their initiatives, which are reviewed by a committee. After a selection process, the winners are selected, and the applicants receive an award. In this way, Power G recognizes efforts that are aligned with Open Power values, emphasizes the value of innovative ideas and best practices, and applies new digital tools.

Enel Generación Chile participated in the three consortiums that were submitted for this CORFO call to form the largest research and development center in Latin America, which will have a total investment of US\$ 193 million. The initiative seeks to boost the regional and national development of Atacama as well as promote solar energy, sustainable mining, and advanced lithium and green hydrogen materials.

In January 2021, it was announced that 10-year tender was awarded to the consortium led by Associated Universities Inc. (UAI), made up of nine U.S. universities: Harvard, Massachusetts Institute of Technology (MIT), Columbia, Princeton, Cornell, Pennsylvania, Johns Hopkins, Rochester, and Yale. It is also composed of four national universities: del Desarrollo, San Sebastián, Autónoma de Chile, and de Atacama; and companies such as Enel Generación Chile, Colbún, AES Gener, Enaex, GM Holdings, Ecometales Limited, Cerro Dominador, Schwager Energy, Enor Chile, Clayton Ventures, and Freitag and Company.

The ITL is aligned with Chile's and the Company's commitment to carbon neutrality, set for 2050 at the national level.

By 2030, it hopes to be a worldwide technological leader in specialization and a center of innovation and entrepreneurship with global reach, which will capture value for the regional and national economy by leveraging the unique conditions of the Atacama Desert.



A total of 451 initiatives were received between Chile and Argentina thanks to the support of Idea Hub.

2020 Featured projects

Robotization Strategy

- Along with Policy 1063, Enel globally published its robotization strategy in September 2020, which establishes a common line of work for the planning, management, and improvement of the activities performed by robots (unmanned aerial vehicles, drones, underwater or land rovers, climbers, smart glasses, etc.) within Global Power Generation (construction projects, power plants, facilities, etc.) to inspect, supervise, and monitor assets, aiming to increase safety, efficiency, and data availability while reducing hazards and operational costs.
- Organizational Procedure 1687 establishes that the operational and maintenance areas must validate the Robotization Plan. The associated KPIs will also be monitored, ensuring the training of its workers, compliance with regulations, and any activity that facilitates and boosts the use of robotics in operational and maintenance activities, such as contract authorization, insurance, among others.
- The Robotization Strategy is not only for internal use at Enel; it is also being adopted by its contractors.

For more details on projects related to robotization, see [page 71](#) of the section “Contribution of operational power plants to the energy transition process.”

- **Automatic Analysis of Thermographic Aerial Images and real image cameras:** a tool was implemented to analyze faults inside photovoltaic solar modules through aerial flights. This aims to reduce unexpected faults in solar modules that can affect insulation and people's safety, as well as reduce personnel hours at the plant. This project, which is still in Beta, allows reducing the high costs of external image analysis services, allocating funds to develop an internal system. This was driven by the Solar Efficiency area and improvement projects of the Solar Operation and Maintenance area, and it was executed together with Enel Chile's Innovation Department and external experts in the use of drones and digitalization.
- **Underwater inspection of San Isidro power plant towers and Atacama power plant intake:** this digital tool, jointly implemented by the Thermo Operation and Maintenance area and the Digitalization area, seeks to carry out activities remotely and assists in underwater inspections through the use of robotics. Using state-of-the-art tools makes the process more efficient and avoids exposing personnel to the risks associated with diving, for example, in a water intake for an underwater hydraulic structure that moves water between the operation and the sea.
- **Second life of solar panels:** involves analyzing the potential of reusing photovoltaic panels that have been taken out of operation from solar power plants. The project intends to determine the amount of electricity generation they can provide, propose certification protocols, and search for new uses in other industries to create circular economy opportunities for these solar units.
- **MERIC – Open Sea Lab:** project created from an R&D consortium and sponsored by CORFO and the Chilean Ministry of Energy which seeks to install the country's first industrial scale wave energy converter. Its installation was postponed until February 2021 due to the COVID-19 pandemic. This project will provide oceanographic information, allow learning about the technology and measuring its social and environmental impact, provide guidelines on regulatory issues, and allow analyzing sea environment conditions, such as corrosion, biofouling, mammals, and others.

Innovation in Distribution

Collaboration agreements with Universities and Vocational Schools.

- Pontificia Universidad Católica de Chile
- Fundación Instituto Profesional DUOC UC
- INACAP Instituto Nacional de Capacitación
- Universidad de Santiago de Chile

I&Nnovability Challenge

The Global Infrastructure & Networks business line has focused on finding innovative solutions to improve the quality of work, grid efficiency, and service. Through smart proposals that tap into high value-added technologies, such as virtual reality, wearables, robotics, artificial intelligence, and others, workers address previously identified actual challenges, thus promoting new technologies and sustainable processes.

The problem solvers compete in terms of benefits and viability to be the solution selected for implementation. Three Chilean proposals were finalists this year, winning in the Circular Economy category with the initiative “Use of Concrete Poles and Caps” from the HSEQ area.

2020 Featured projects

The following initiatives assessed in 2020 stand out in the I&N area:

- **Global Repository & 3DM system phase 1 – proposal for I&N Chile adoption 2021:** the scheduling of the project room for Grid Blue Sky (GBS), related to 3D modeling, has a development date for the first quarter of 2021. As for the installation of the system in Chile, planning with Global Digital Solutions has led to the launch of the tender for inspections with global technical specifications to ensure the images are compatible with the Global Repository. In addition, the use of associated external applications (such as ForestOne) was analyzed with GDS to determine how it can add value to the existing systems in Enel’s operation and maintenance area, as well as to the next ones to be integrated in the medium term in these same areas.

- **SmartGlasses & Body CAM 2021:** this proposal corresponds to operation and safety in the work of an expert or supervisor, considering the use of body cameras for online monitoring of technical activities that are complex or delicate. It also intends to analyze compatibility with the Enel Microsoft Dynamics 365 Remote Assist corporate platform, aiming to include hands-free operation and 3D holograms of parts or components in the operation, as well as content to share with a work crew and the possibility of having multiple work shifts.
- **Simplify the engineering Process ND:** its main purpose is to simplify the detailed engineering, surveying, and drawing processes to submit them to the Ministry of Public Works (MOP) and the Housing and Urban Development Service (SERVIU), among other benefits, by using imaging platforms and virtual reality technologies. To do so, the proposals submitted by the companies selected in the Boston Boot Camp Australia-USA-Italy were reviewed. Together with the selected and interviewed companies, the aim is to carry out a topographic survey using drones, Light Detection and Ranging (LIDAR), and HD images to later submit a value proposition to Enel.
- **Storex CEO:** refers to the “Second Life for batteries” initiative, which uses artificial intelligence to reuse batteries, from different technologies, that have been declared to be unusable for their original function, meaning they perform at less than 80% efficiency. At the end of 2020, the working group to develop this innovation project was in the process of being formed.



9. Digital Supports and Cybersecurity

Digitalization can lead to economic, social, and environmental sustainability by encouraging a more conscious approach to energy consumption, providing energy access—especially to vulnerable populations—and enabling an environmentally conscious use of energy.

Digital transformation is a key aspect of the energy transition, which is why Enel Chile has incorporated it throughout its entire value chain by optimizing its assets, managing distribution networks, and offering personalized services for customers and its employees.

The Company's digitalization strategy is based on two pillars:

Digital Impact, related to customers, assets, and people; and Data Driven, connected to Cyber Security, Platforms, and Cloud.

Digitalization

Digitalization provides customers with new ways of interacting with the Company through applications, such as Smart Invoice, and virtual assistance, simplifying customer contacts with Unique ID. Additionally, Enel X recharge and platforms such as Salesforce and Smart meters have been developed, which simplify the relationship between the Company and its customers, optimizing response times to outages, data management, and related costs.

The Company has continued developing tools for customer relations, including applications such as Whatsapp or RPA solutions, which have made it possible to incorporate changes in customer processes.

Regarding Energy Management, payment collection processes have been improved to facilitate the management of each customer's debt, which enables progress in the development of strategies that make

it easier for customers to pay what they owe. Support systems are also introduced to reduce the manual burden of managing contribution margin by providing a single database that offers an overview of the process and access to reports and dashboards.

Internal progress has been made in important programs such as:

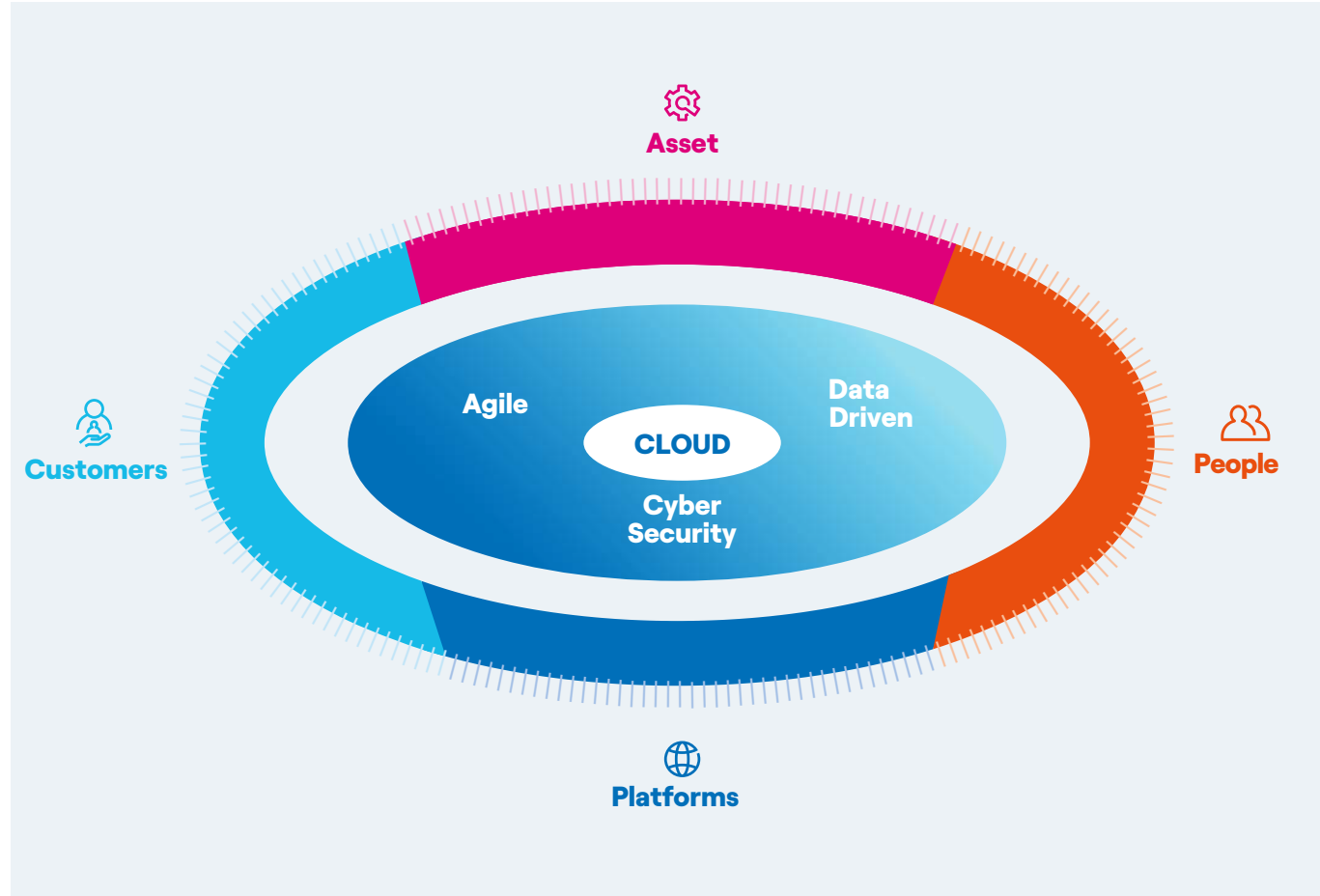
E4E – Evolution for Energy: is a global program that aims to radically improve processes in core business lines and administration, finance, control, and procurement processes, driving change through the exchange of best practices, standardization of models, and reduction of fragmentation and complexity in SAP systems. The E4E landscape is based on the "Value Chain" and represents a significant step towards the implementation of a global corporate model and a single system across business functions and countries, placing data at the center of the operation. With Go live in Brazil and Central America, the entire region has been covered.

Enterprise BI Platform: in 2020, in line with the digital transformation and as part of the Data Driven Company evolution, various dashboards have been deployed for high-level monitoring of the Company's performance, such as E-Retail, E-DIM, E-Report, E-Real Time, and Covid Dashboard, all under the umbrella of the Next Level Reporting platform, an application directed mainly at the organization's top management.

RPA Administración: based on GDS Enel's RPA (Robotic Process Automation) platform, virtual colleagues have been made available in the region's different countries for the administration team to handle processes that involved a considerable effort to meet the time and quality requirements. These include municipal tax payments in Brazil, payments to energy suppliers in Chile, bank reconciliation processes in Argentina, among others.

People are critical to the Company's digital strategy, which is why Enel Chile has introduced the Agile methodology in IT project development. This is a model based on collaboration, openness, and flexibility in which interdisciplinary teams develop projects through an iterative process that includes the active participation of the end customer. In 2020, considerable work continued to be put into change management, including employee awareness, motivation, and training to promote the use of this methodology.

Internally, we have progressed in incorporating digitalization in the modification, addenda, and new contract processes for all Enel workers in Chile. This is all achieved by using tools for document management and electronic signatures, particularly GoSign, a tool that provides the simple electronic signature.



Prevention and monitoring of cyber-attacks

As digitalization increases, cyber threats are becoming more frequent and sophisticated, transforming cybersecurity into a global issue and one of the pillars on which the Group's digitalization strategy has been built. Cybersecurity is coordinated between the personal data protection and information security divisions.

Data protection

The EU General Data Protection Regulation (GDPR) imposes compliance obligations on the Enel Group, requiring the appointment of a Data Protection Office with professional autonomy and independence requirements. Thus, in 2020, Enel Chile began working on the implementation of a compliance model that includes a Data Protection Officer (DPO) who reports directly to and works in coordination with the Group's DPO office.

The **Personal Data Protection governance model** assigns privacy roles and responsibilities to the first and second lines to securely manage data and applications that process data, as well as to monitor the registry of all data processing carried out by the Group.

The DPO supports the Company's businesses so that processes and operations may comply with "privacy by design" and is responsible for contractual compliance, including privacy and cookie regulations; defining policies and operational instructions for the protection of personal data; promoting the establishment of codes of conduct and security measures for third parties that manage personal data for Enel Chile; and managing personal data security incidents, along with cybersecurity and information security duties. In 2020, there were no substantiated claims of customer privacy breaches in Enel Chile.

Information security

In terms of information security, there were limited risks in 2020, which have been addressed digitally as a result of the prevailing global health situation. In this area, work was put into the design and implementation of new control tools, as well as strengthening the information classification and protection policy. This involved a countrywide assessment conducted by the Cybersecurity Unit and Data Protection Office, which allowed addressing the risks of information processing for the different business lines.

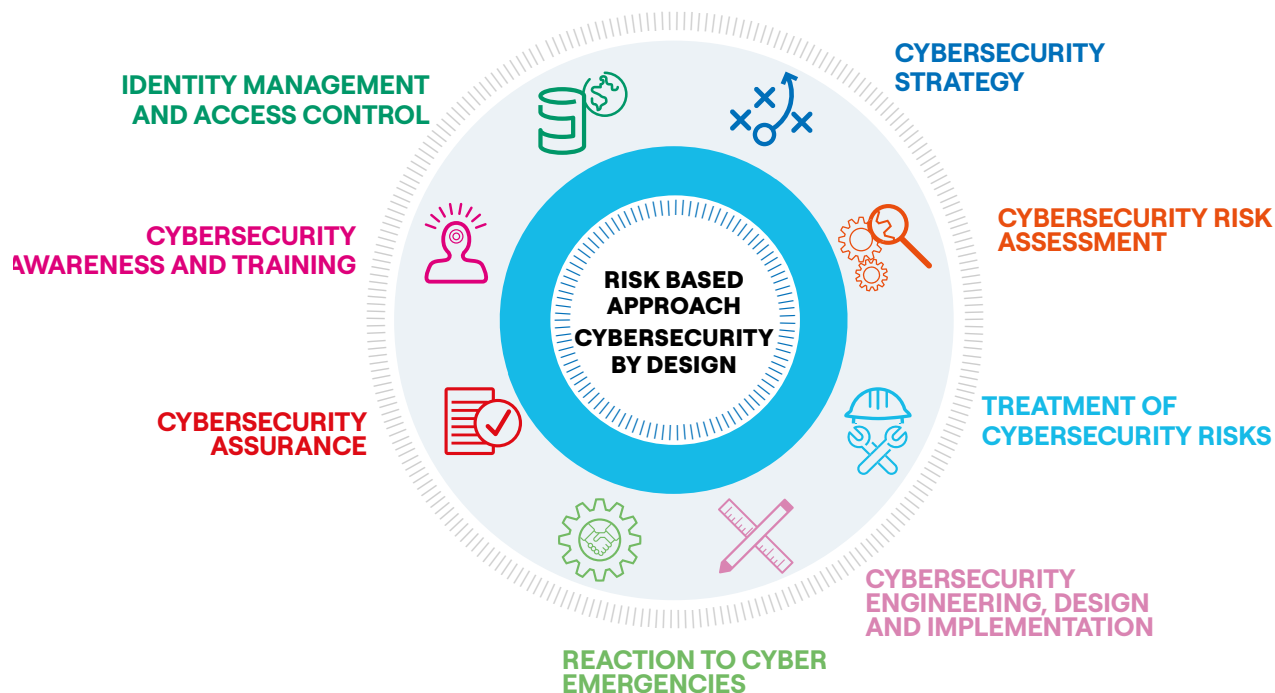
Likewise, in terms of handling personal data, a national plan was designed with Enel Chile's policies and in line with international standards for GDPR compliance.

Cybersecurity

The Enel Group has a holistic and systemic action and management model for cybersecurity that applies to all its companies, including Enel Chile. This is promoted by Senior Management and actively involves all corporate business areas as well as the areas responsible for the design, management, and operation of the IT systems.

Likewise, Enel Chile, as part of the Enel Group, operates a Global Cybersecurity Unit that reports directly to the CIO (Chief Information Officer) through the CISO (Chief Information Security Officer) to speed up the decision-making process at a global level, in a context where response time is essential.

Senior management and global strategic management are committed to the cybersecurity governance model, which has established the need to use world-class technologies, design ad hoc business processes, increase people's cyber awareness, and implement cyber regulatory requirements.



To monitor and prevent possible threats, the Company relies on its Cyber Emergency Response Team (CERT), a group of experts in charge of managing cyber security incidents. The CERT establishes a strategy to prevent cyber-attacks that target Enel Group's industrial and digital assets and critical infrastructure. This strategy places a team in each territory that works in a collaborative and synergic way to respond to digital security threats. CERT is present in eight countries, including Chile, with more than 20 cybersecurity

analysts who can detect system failures, which may be cyber-attacks, from the control room, ready to coordinate response activities collaboratively with all territories to tackle any incident.

Enel Chile also has a Security Operation Center (SOC) in operation 24/7 to monitor IT systems and communications network traffic.

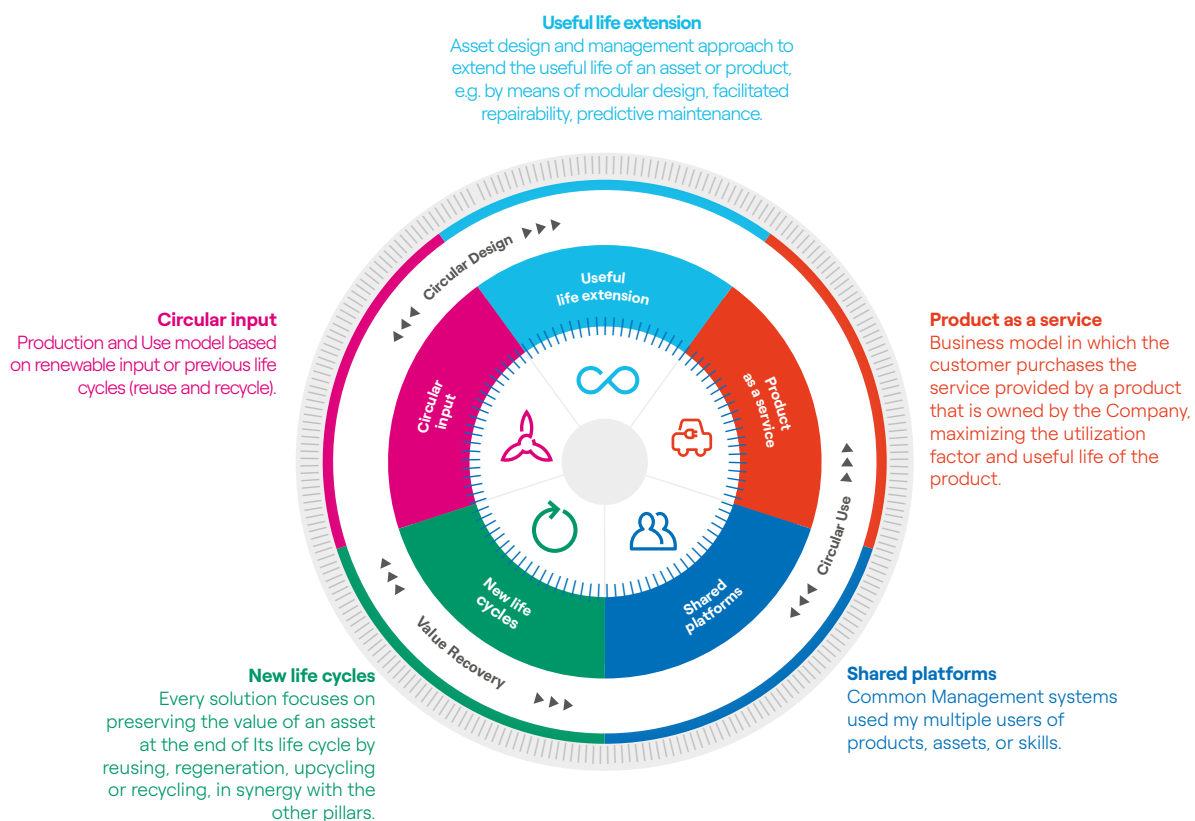
10. Circular economy

As a strategic accelerator of the Company's sustainable business model, Enel has taken on the challenge of incorporating the circular economy throughout the value chain in all its business lines: generation, infrastructure and networks, market, trading, and Enel X, combining innovation, competitiveness, and sustainability.

The circular economy is a change in the paradigm of the current linear economic system based on "extraction, production, consumption, and disposal." It proposes a transformation of the economic system that decouples growth from the extraction of nonrenewable natural resources and eliminates the generation of waste starting

with design. The circular economy is backed by the energy transition towards renewable energy sources, and it strengthens natural, social, and economic capital based on three principles: design out waste and pollution, keep products and materials in use over time, and regenerate natural systems.

Enel Chile's strategy to move towards a circular economy is characterized by redesigning its business throughout the entire value chain, from procurement to the creation of value for customers. This redesign is based on integrating five pillars that promote circularity:



The Circular Economy area of Enel Chile, together with 13 leaders from different business lines, is in charge of promoting, rethinking, collaborating, and innovating the current model. In 2020, the Action Plan was carried out in a collaborative effort to incorporate activities to reach the Company's goals related to organizational culture, circular initiatives, collaboration and integration with the ecosystem, and circular economy metrics.

Organizational culture

Enel LatAm Circular Economy School

October 2020 kicked off the first edition of the LATAM Circular Economy School, an eight-week program designed for Enel Group employees in Latin America. More than 90 professionals from five business lines in Chile, Argentina, Brazil, Colombia, Peru, Costa Rica, and Guatemala participated in the event.

The attendees learned strategies and new business models to boost circularity, heard experiences and real cases of Latin American startups that are making a difference, and learned about strategies of large international companies as well as the vision of government institutions regarding the value of the circular economy for society. They also formed multidisciplinary work teams which, through workshops and design thinking methodology, have developed innovative projects applicable to the Company's different businesses.

The program aims for participants to learn about the new economic system proposed by the circular economy—to which Enel has adhered since 2019—driving the Company's strategy and integrated vision among employees and in all of the company's business lines, collaborating with suppliers and customers in the learning process.

Embedding the circular economy in the company reduces exposure to environmental risks, challenges innovation, and proposes new ways of sustainably creating value. The program contributes to the achievement of the Sustainable Development Goals, mainly: SDG 4 Quality Education, as it is a training program, and SDG 12 Responsible Consumption and Production, as it covers these topics extensively. It also contributes to SDG 9, addressing topics on Industry, Innovation, and Infrastructure; SDG 11, through the topic of sustainable cities and communities; and SDG 17, as its execution brings together the organization's various stakeholders, countries, business lines, companies, and the public sector.

Conscious Consumer Journey

In line with the circular economy, the Conscious Consumer Journey was created in 2020 to raise awareness of the environmental impacts of individual consumption decisions. It consists of a video that covers topics that Enel's employees are called upon to address every day and urgently require a change in behavior: climate crisis, sustainable consumption, food, clothing, and conscious transportation. The journey includes five stops, and each one exposes humans' main negative impacts on the planet and proposes simple actions to create change. This journey is paired with suggestions for activities, local businesses, or existing services that contribute to sustainability.

This journey aims to guide Enel employees in the transition to more sustainable consumption habits. To motivate and empower those who started this journey, sustainable experiences were raffled off that provide new tools to take action.

Enel employees were invited to calculate their carbon footprints and record them in a questionnaire to record the impacts generated in their daily lives. This marked the start of the Conscious Consumer Journey. Some of the advice given was related to rethinking needs before consuming, composting organic waste, zero-emission transportation, buying used clothing instead of fast fashion, among others.

By empowering and motivating its workers to consume consciously and responsibly, Enel hopes to reduce negative environmental impacts and contribute to Sustainable Development Goal 13: Climate Action.

Collaboration with the ecosystem

One of Enel Chile's goals is to participate in events to share circular economy knowledge. In this sense, it takes part in the country's most important roundtables:

- Technical Roundtable of Secondary Markets for the Development of the Circular Economy Roadmap, led by the Ministry of the Environment and Fundación Eurochile, which seeks to map out a path towards this new economic system by 2040.
- Through the Circular Economy area, Enel participates as a national expert in the ISO TC/323 Mirror Committee to define an international standard (ISO) on the circular economy, which is being developed by experts from 79 countries and, in Chile, is led by the Instituto Nacional de Normalización.

Circular economy indicators

CirculAbility Model

Implementing the circular economy, which is one of the Company's strategic pillars, requires quantifying how well principles that support it have been incorporated in the processes. In 2018, Enel developed the CirculAbility mathematical model. It is a measurement system based on a life cycle approach that measures material and energy flows from the Company's operations and evaluates innovative solutions that help to increase the useful life and utilization factor of products.

Within the flows of materials and energy, it is possible to identify those that enter the company's processes:

- Virgin material.
- Reused material.
- Recycled material.
- Fossil fuel energy.
- Renewable energy.

Then, there are the flows of materials and energy that leave the processes:

- Material for recycling.
- Material for reuse.
- Unrecovered waste material.
- Recovered energy.
- Unrecovered energy.
- Energy generated.

A mathematical combination of these variables results in the "circularity index," with a value between 0 and 1 (1 being the highest possible circularity). This single indicator makes it possible to compare products or processes, incorporate innovation, and target the most circular ones.





With this system, the company is a pioneer in measuring circularity.

For example, in the future, it will be used as a criterion for selecting suppliers or offering customers the possibility of choosing products and services based on their level of circularity. In this way, it is possible to foster a local economy that helps to keep materials in circulation longer, reduce the extraction and importation of new resources, and avoid waste generation. All this also implies lower environmental impacts, in line with the fight against the climate crisis and contributing to SDGs 12 and 13.



The main projects of this area developed with the business lines are summarized below:

CIRCULAR ECONOMY INITIATIVES CHILE 2020

Action	Pillar of circularity applied	Business Line	KPI	Impact	
				Environmental	Economic
 Water management in gas thermoelectric plants	Circular input	Thermal	Water savings	50%	EBITDA savings
	End of life cycle	Thermal	Water extraction avoided	0,6M m³/year	EBITDA savings
	Circular input	Thermal	Wastewater avoided	1,4M m³/year	Higher income
 Photovoltaic integration in buildings	End of life cycle	Thermal	Income	171kg / year emissions avoided	Higher net profit
 Industrial hot water	Product as a service	Enel X	Fossil fuel savings	20%	Higher net profit
 Reverse engineering of materials removed from the network	End of life cycle	Network and Infrastructure	Recycling of waste materials	678 t/year	Higher income

Each project is discussed in detail in the Environmental Sustainability section.

11. Sustainable supply chain

103-1 | 103-2 | 103-3



Primary material topic: Sustainable supply chain

How is it managed?

To spread the importance of good ESG performance throughout its entire value chain, Enel Chile promotes a culture focused on environmental, social, and economic sustainability, with values based on innovation, ethics, transparency, safeguarding health and safety, anti-corruption, and full respect for human rights.

For the company, the suppliers of goods or services are strategic partners who contribute to strengthening the national industry, with responsible and transparent purchasing and contract management being key.

Since the first meeting with suppliers, Enel Chile shares their needs, expressing its willingness to receive value proposals that are in line with its strategy and principles, which translates into a sustainable supply chain in ESG matters, also aligned with the SDGs.

The management is based on three fundamental pillars: ESG sustainability criteria in supplier selection (environment, health and safety, human rights, among other aspects), boosting the circular economy, and promoting good practices among suppliers.

Material topics

- Clarity and transparency in contractual relations
- Clear means of access to procurement processes
- Independence in relations with suppliers
- Promoting safety culture among contractors and suppliers
- Timeliness and reliability of payments to suppliers
- Integration of environmental criteria.
- Integration of safety criteria.
- Integration of human and labor rights criteria.

Importance of good management

Proper supply chain management makes it possible to integrate sustainability throughout the entire value chain. At the same time, risks related to contracting and performing services are minimized, which may have an impact on reputation as well as on compliance with the execution times of projects, services, or consultancies.





Regarding transparency, the greatest risks identified by possible mismanagement could be bribery without consideration, incompatible negotiation, and corruption between private parties. Aiming to act preventively, Enel Chile has implemented policies and procedures applicable to works, service, or supply contracts affected by Chilean legislation, where the supplier agrees to comply with these guidelines.



Furthermore, for Enel Chile, not having mechanisms in place for awarding and monitoring the performance of its supply chain could have negative impacts from possible non-compliance in environmental or social issues, whether human rights or labor.

Similarly, inadequate management could lead to a shortage of suppliers (qualified labor in terms of quantity and quality), risking the growth and development of Enel's business in Chile. Therefore, the Company constantly reviews and applies standards, processes, regulations, selection rules, incentives, among other aspects, to encourage including new players and stimulate healthy competition, in addition to sharing the company's values to progress together towards a just energy transition.

In a more ecosystemic view, properly managing suppliers and contractors in accordance with ESG standards allows Enel Chile to positively affect the market, raising the performance standards of all its suppliers.

Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	% Qualified suppliers in Human Rights aspects.	100%	100%	100%
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	% Qualified suppliers in Health and Safety aspects.	100%	100%	100%
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	% Qualified Suppliers in environmental aspects.	100%	100%	100%
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Bids with sustainability K factor.	70%	60%	80%

Material topic and principles of the Policy on Human Rights	
Rejection of forced or compulsory labor and child labor	
Occupational health and safety	
Fair working conditions	
Integrity: zero tolerance of corruption	
Privacy & communication	

Sustainable Global Procurement Strategy

102-9 | 102-10

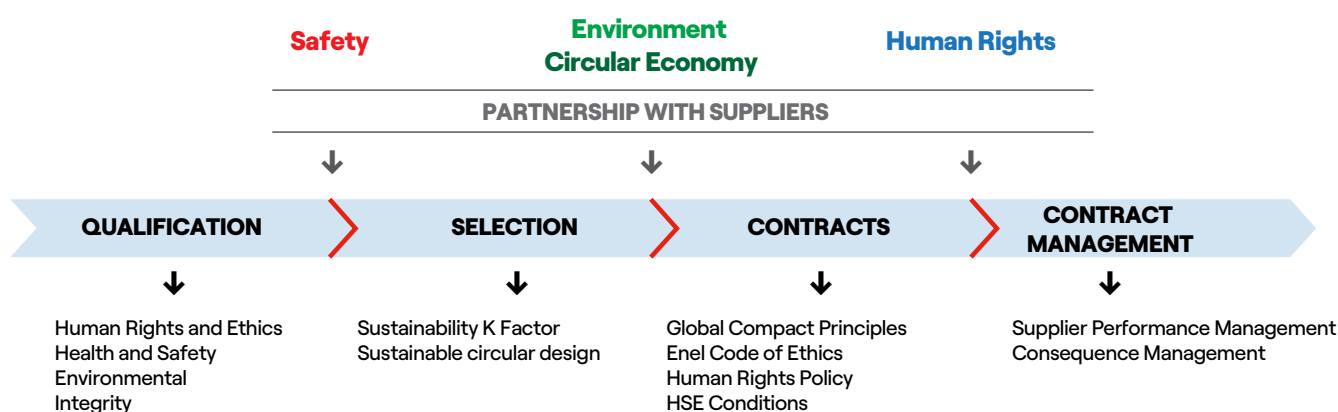
The Global Procurement area seeks to create value through the incorporation of the circular economy, digital innovation, and the willingness to share Enel Chile's values and objectives with suppliers for them to adopt them as their own.

The core objective is to maximize value creation in all its forms (safety, savings, time, quality, performance, revenue, flexibility, cash flow, risk management) and improve the

buying experience for those who are involved in the supply chain: buyers, suppliers, and internal customers, providing increasingly effective solutions for businesses.

The area is also inspired by the Open Power vision to provide new solutions for building a sustainable future, as well as by the Sustainable Development Goals (SDGs) and three pillars of action: social sustainability, circularity, and innovation. In parallel, Enel Chile has developed and implemented initiatives that promote the creation of a sustainable supply chain that involves suppliers, contractors, and subcontractors, enabling a virtuous two-way relationship with those with whom it interacts.

PROMOTING SUSTAINABILITY IN PROCUREMENT



Commitment to the SDGs



Retention and attraction of ESG investors



A total of 1,839 supplier companies were under contract by Enel Chile and its subsidiaries during 2020, of which 1,134 are tier 1.¹⁹

¹⁹ Tier 1 companies are those with contracts of more than 25,000 euros.



Payments to suppliers for the procurement of goods and services amounted to Ch\$ 1.935 billion in 2020, similar to recent years. These payments correspond to domestic suppliers and imports (due to the impossibility of finding the products in the country, such as fuel, gas and coal, or solar panels, turbines, high voltage cables, etc.).

Payments by business line

Number of suppliers	2020	2019	2018
Total	1,935	1,923	1,921
Generation	52%	52%	52%
Distribution	46%	46%	46%
Others (1)	2%	2%	2%

Total number of tier 1 suppliers (2)	2020	2019	2018
Total	1,134	918	661

(1) Enel Chile Including EGP and Enel X

(2) Suppliers with transactions over 25 thousand euros.

Among publicly traded companies, the largest suppliers (by shares) of Enel Chile and its subsidiaries are Risen Energy Co and Longi Solar Technology Co.

In 2020, a total of 611 contractor companies were hired by Enel Chile and subsidiaries, representing 14,335 contractor workers associated with the Company.

Responsible procurement management

[308-1](#) | [412-1](#) | [414-1](#)

Several phases are considered to ensure Enel Chile selects the best suited suppliers, whose services must meet the strictest sustainability standards. To achieve the objectives at each stage, it is essential to ensure that the relationship between the Company and suppliers is grounded in ethics, transparency, and collaboration, aiming to generate trusting relationships in the long term.

Implementation of the WeBuy platform for cloud-based tenders

In 2020, Enel Chile implemented WeBuy, which is a new Enel Group purchasing platform with cloud technology that increases transparency and accessibility in the purchasing process, providing the following benefits:

- Unique access point for suppliers interested in offering their supplies or services to Enel.
- It offers various tools and applications connected to the purchasing process, starting with supplier qualification, through the bidding process, contracting, and performance evaluation.
- Traceability of the purchasing process.
- Creation of digital contracts with a built-in electronic signature.
- Integration of information with suppliers.

In 2020, a total of 154 tendering processes were carried out through [WeBuy](#), with an average of six bidders participating in each process.

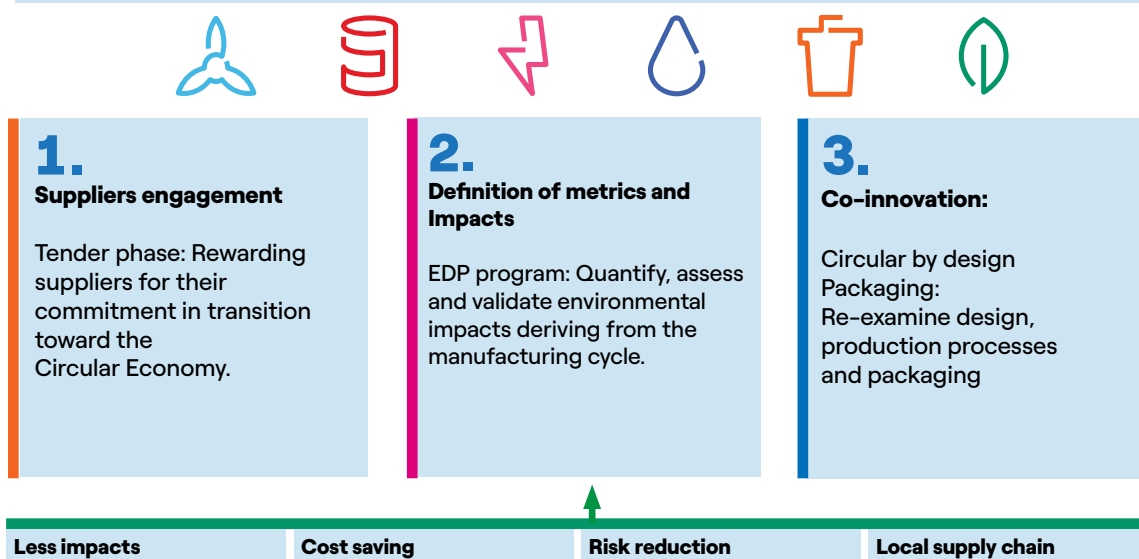
Promotion of the circular economy

For Enel Chile, the circular economy is a business model that generates competitiveness by combining innovation and sustainability. In this regard, the Company has defined the Circular Procurement strategy, which focuses on the suppliers themselves procuring goods or services that reduce the environmental impact and waste generation during their life cycle. The suppliers align themselves with the principles of Enel Chile, incorporating sustainability and the circular economy as drivers of valuation and decision-making in corporate purchasing processes, for which five categories were defined: social, environmental, health and safety, circular economy, and certifications.

Regarding the circular economy category, suppliers may choose to implement initiatives as part of their service portfolio, including, for example, calculating their carbon footprint and the respective mitigation actions, using low-emission vehicles, committing to the development of social projects, encouraging the recruitment of local labor, or expressing willingness to obtain certain certifications.

CIRCULAR PROCUREMENT STRATEGY

Purchase works, goods and services with the aim of reducing environmental impacts and waste creation during their life-cycle



This category includes the “**Circular Economy Initiative for Suppliers Engagement**,” which promotes suppliers’ commitment by certifying the environmental impact of their products throughout their life cycle through the Environmental Product Declaration (EPD).

With this verified environmental declaration of products, Enel Chile can calculate the impact of its purchases for its different business lines while encouraging its suppliers to implement specific actions to improve the eco-efficiency of its products’ manufacturing cycle. Suppliers without this certification are granted a period of 12 months from the date of signing the contract to obtain it.

Awarding tenders to suppliers with Environmental Product Declaration (EPD).

- Global Procurement held a tender for the supply of wind turbines for the 144 MW Renaico II project in the Region of Araucanía, Chile, which was awarded to the supplier Goldwind because the turbines offered (model GW155-4.5) complied with Enel’s environmental requirements, as they were certified by the EDP.
- Since mid-2020, EPD certification has been requested in tenders for Distribution product lines. Accordingly, the tender for high-voltage switchgear was awarded to the suppliers Sieyuan and Taikay.

Continuous improvement

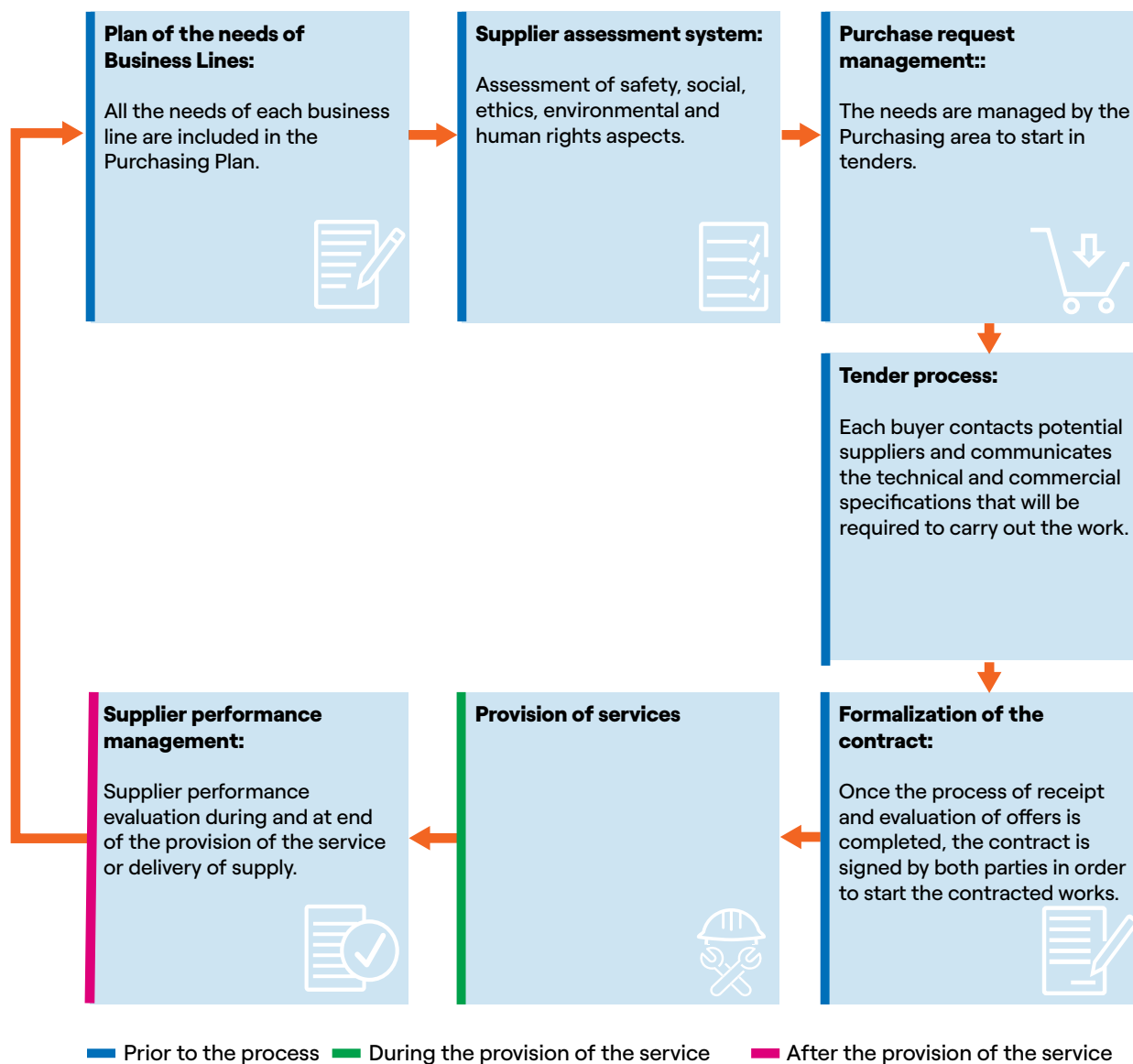
Regarding the efficiency of the purchasing processes, the Company’s indicators are continuously improved. The following measures were taken to achieve this:

- **Appointment of a focal point** to represent the different purchasing business portfolios. Representatives were appointed to share and circulate best practices for process efficiency, such as lead time improvement, and to forward concerns to the Global line.
- **Generation of reports for Procurement Chile’s** key performance indicators on a monthly pre-closing basis to generate preventive alerts. The reports allow monitoring indicators in real-time to make timely decisions and be a Data Driven company with management based on data and periodic measurement of KPIs.
- **Implementation of the Tender Monitor 2.0 tool**, which has reduced the lead time for contracting through daily monitoring, providing insight on the time it takes to complete the procurement process and data quality.

Stages of the procurement process

To promote responsible management within the supply chain, Enel Chile has an integrated purchasing process that starts with the different business lines planning their needs. Once the need has been defined, potential suppliers that have already been qualified are selected and invited to the tendering process, ensuring that all suppliers are qualified. This also increases the transparency of the procurement process.

Integrated purchasing or contracting process at Enel Chile





Supply chain sustainability

1. Supplier qualification

During 2020, supplier qualification activity, which qualifies them to participate in tenders, grew by 63% compared to 2019, reaching 837 qualified companies.

To do so, as of 2017, Enel Chile uses the “Global Assessment Model for Sustainability Requirements,” identifying sustainability risk factors in the supply chain through risk maps on the various purchasing groups. This model defines a framework for assessing compliance with sustainability requirements by suppliers of goods and services (including work contractors) wishing to qualify for registration or renew their qualification. This process includes several categories of control and quality standards, such as ISO 45001 or ISO 14001 certification.

Therefore, as part of the qualification process, the supplier must undergo a specific and mandatory assessment of legal, technical, integrity, environmental, health and safety, and human rights requirements. In the case of activities considered high risk for safety or the environment, an on-site assessment is required to verify satisfaction of these aspects.

Suppliers can only be added to the Supplier Register (or remain on it if previously qualified) and be invited to participate in the Group’s tender processes if they receive an overall positive assessment. If exclusion from the Enel Register follows an adverse assessment, for example, of sustainability requirements, the supplier may submit evidence of the adopted improvement plan and present a new qualification request.

Percentage of newly qualified suppliers according to sustainability criteria:

Assessment aspect	2018	2019	2020
Health and safety	100%	100%	100%
Environment	100%	100%	100%
Human rights	100%	100%	100%

Sustainability K-Factors

At Enel Chile, the “K-Factors” are used in the main tenders to promote the value of sustainability and circular economy for suppliers.

For this purpose, five types of K-Factors were defined:

1. Incorporation of internationally **certified management systems** in aspects associated with sustainability, such as ISO 14.001.
2. Mitigation of **environmental impacts**, through projects that reduce waste, in addition to using renewable materials, among others.
3. Implementation of measurable initiatives with **social impact** (in quality education, decent work, and economic growth, among other aspects), promotion of corporate volunteering and strategies that ensure respect for human rights, among others.
4. **Health and safety** projects that allow monitoring of the indicators as well as being innovative.
5. **Circular economy** initiatives, such as the adoption of the environmental product declaration as an instrument to measure and disclose the impacts throughout the life cycle of the service offered or product manufactured.

2. Supplier selection, sustainability Ks

In Enel Chile’s selection stage, the suppliers’ bids are assessed from technical and economic standpoints according to service requirements. Thus, the proposals may qualify for a higher score if they are aligned with the “Sustainability K-Factors” (see box), which are related to the supplier’s sustainable practices and are disclosed in the tender invitation term sheet.

In 2020, a total of 316 indicators or KPIs related to sustainability (certifications, health and safety, social aspects, circular economy, environment) have been included in Enel Chile, affecting a total of 221 contracts and an amount of approximately \$ 115 million euros (48% of the amount contracted). These indicators establish various commitments that suppliers make when they are contracted by Enel Chile.

Suppliers have welcomed the fact that both sustainability and the circular economy are drivers for selection in Enel Chile’s purchasing processes, appreciating the value propositions in this area. In 2020, the Company awarded 60% of the tender amount considering the Sustainability K-Factors.

PROCUREMENT FOR A SUSTAINABLE SUPPLY CHAIN

Impacts

Environmental:	Carbon Footprint, CO ₂ mitigation plans, low-emission vehicle
Certifications:	ISO 9001, 14001, 45001, 14067, 50001, SA 8000
Circular Economy Projects,	Environmental Product Declaration (EPD)
Social:	Social clause, welfare for employees, social projects
Hiring:	unemployed, first job, physical disabilities, diversity & inclusion
H&S:	innovative projects, remuneration scheme, organization
Training & Development:	qualified workforce program

Integrated circularity and sustainability for value creation with suppliers



3. Sustainability in the contract execution

In the contracting phase, the selected supplier must declare that it is aware of and will apply the principles set forth in the United Nations Global Compact, Enel's Code of Ethics, and the Health, Safety, and Environmental Terms, which are some of the documents required by the Company. In addition, during this period the supplier is required to adhere and fully commit to the Health, Safety, and Environmental (HSE TERMS) terms, which contains tools for collaboration that allow the supplier to identify areas of improvement in safety performance.

4. Sustainability in supplier performance management

At Enel Chile, **supplier performance management (SPM)** is measured and monitored through the Supplier Performance Index (SPI), which is calculated on the basis of six categories: quality, punctuality, safety, environment, Human Rights & correctness, and innovation & collaboration.

Stages of supplier performance management (SPM)

- Data collection and standardization.
- KPI calculation and internal reporting.
- Consequence management.

The SPM enables a periodic assessment of supplier' performance, and the results will be used to take actions with them, either to recognize those with good performance or to request mitigation plans for those with substandard performance through Consequence Management, which involves providing support and motivation to suppliers that have obtained an unsatisfactory rating by sending a letter to notify them of the nonconformities and invite them to take corrective actions. If this evaluation persists, the supplier will receive a request to implement an action plan that will be guided and monitored by the Company. If the situation persists, Enel Chile's qualification committee will determine whether the company will continue providing services, according to the contract terms.

In 2020, 498 suppliers were evaluated out of a total of 584 under active contract (amount greater than 200 thousand euros), achieving a coverage of 85% for active suppliers.

5. Development of suppliers as strategic partners

414-1

Various events were held with suppliers and contractors in 2020, aiming to be a concrete contribution to developing their competencies and skills.

Supplier training

Six training sessions were held in 2020 to support suppliers on various topics, both technical and personal self-care, especially given the conditions that arose during the year.

In 2020, 1,145 workers from 28 supplier companies participated in Enel Chile training.

The subjects covered in each training session were:

1. Self-care and occupational health practices: 229 participants.
2. Application of basic installation and maintenance techniques for low voltage electrical circuits: 13 people.
3. Emotional intelligence techniques in the company: 488 attendees.
4. Internal systems audit techniques: one participant.
5. Strategies to prevent psychosocial risks at work: 239 participants.
6. Techniques for teamwork in organizations: 175 people.

Supplier competencies and skills development

In 2020, Enel Chile held a workshop on "Leadership in times of crisis" for more than 70 supervisors and/or managers of suppliers from all business lines and staff areas. The objective was to provide them with management tools in the midst of the pandemic.

Supplier Day 2020

In December, Enel Chile held Supplier Day 2020, an event where the Company's suppliers learned about the procurement assessment evolution, the procurement model

Program for the accreditation of labor competencies

This program was carried out in the business lines and staff areas of Enel Distribución Chile, Enel X, and Enel Chile, and reached 559 workers. Of these, 365 completed their evaluations and 212 people were accredited.

The program was mostly online through video calls with technical experts and coordinated with companies and managers, which allowed good traceability with adequate controls for evaluations.

The labor competency accreditation ceremony was held virtually, which allowed their families as well as Enel Chile employees to attend. The graduates received diplomas, credentials, and a gift from within their homes.

In addition, a supplier recognition program was held to thank them for their work during the pandemic.

for a sustainable supply chain, and the levers for value creation that Enel Chile has introduced to better manage purchases. During the event, the heads of each area in Chile gave updates on the topics of sustainability and circular economy, integrity and compliance, and occupational health and safety.

They were also informed of the challenges of the generation, distribution, and Enel X businesses, as well as the opportunities that lie ahead in coming years.

Supplier workplace climate

The Workplace Climate and Engagement Program for service suppliers includes measuring and reporting results as well as designing and implementing an action plan to improve and maintain optimal conditions within these companies.

Due to the health situation, this was carried out online and involved 1,380 workers from 47 service suppliers.

Workplace climate of service suppliers

	Enel Generación Chile	Enel Distribución Chile.	Enel Chile *
Percentage of satisfaction	77.4%	73.1%	75.6%
N° supplier workers surveyed	564	462	354
N° suppliers surveyed (companies)	28	6	13

*Includes Enel Chile individual, Enel X, and EGP.

6. Suppliers and human rights

412-1

In line with the Enel Group's global guidelines, Enel Chile has a Policy on Human Rights that seeks to promote respect for these assurances in all its business relationships and ensure that its contractors, suppliers, and business partners adhere to them, paying close attention to high-risk or conflict situations such as child labor or the existence of forced labor among the workers of the company supplying goods and services. This is included in the tender process through a special questionnaire, and the supplier must also comply with the standards established by Enel Chile in this area.

To ensure compliance with the principles of the Policy on Human Rights, the Company monitors suppliers during the term of contracts. Human rights were also incorporated in the previously mentioned Workplace Climate and Engagement program, where Enel Chile assesses aspects such as respect for sexual and ethnic diversity, people of different nationalities, and those living with a disability. Based on this measurement, suppliers with adequate levels of satisfaction were identified, as well as those with low performance in these matters, who were asked to submit an annual improvement plan.

7. Supporting small and medium-sized enterprises (SMEs) and local workers

204-1

Enel Chile has created spaces for local suppliers and entrepreneurs to participate in its purchasing processes. To do so, it has established different qualification requirements depending on the safety and integrity risk levels associated with the type of supply or service required, with higher requirements for more complex services.

Also, through the "Sustainability K-Factors," Enel Chile creates incentives in the tender processes for companies bidding directly to hire local labor and suppliers for their operational support services.

Of the contracts awarded by Global Procurement in Chile in 2020, 49% will go to SMEs.

New Innovative Firms

For Enel Chile, startups—as the leaders of the future—are ideal partners to properly read the market and face it with fast and dynamic tools that empower the company through ideas with concrete possibilities for development. Thus, the Company has developed a special selection process for innovative startups (up to ten years old, with a maximum of one hundred employees and without profit sharing), which are evaluated considering the minimum requirements defined by Enel, offering them a simplified way to collaborate.

Pandemic actions

- The Company continuously monitored the performance and availability of global suppliers on supplies of critical materials, equipment, and services for its projects under development, checking for possible delays in deliveries and seeking alternative plans for mitigation, if necessary.
- Together with the business lines, Enel Chile had to adjust to the circumstances, monitoring, redefining, negotiating, and adjusting, if appropriate, the scope of the contracts required to ensure proper operation of the different businesses and preserve their financial health.
- A clause was included in the contracts to prevent unilateral termination.
- Together with the business lines, Enel Chile expressed its willingness to study the specific situations that may arise with suppliers, especially with respect to possible requests for advance payments.
- In cases where the pandemic could have adversely affected suppliers' compliance with some of their contractual obligations, these requirements were deferred to avoid suppliers incurring fines.
- Enel Chile adopted financial measures that made it possible to offer all service suppliers the possibility of acquiring personal protection equipment for their workers at similar prices to those obtained by Enel on world markets.

12. Occupational health and safety

103-1 | 103-2 | 103-3



Primary material topic: Occupational health and safety

How is it managed?

Enel Chile has an integrated management system that is implemented in each business line, consistent with its commitment to safety which strives for "Zero Accidents" in the company's workers as well as those of its contractors. In 2020, to accomplish this, progress was made in operational control, training, and education to achieve behavioral changes based on self-care, monitoring, and analyzing accidents.

Likewise, by preventively managing illnesses, which is especially relevant in the context of the pandemic, Enel Chile permanently safeguards the health of its employees, focusing on preventing or minimizing risks.

Material topics




- Employees' health promotion and well-being
- Employees' safety
- Safety of contractors' employees operating at Enel's sites


Importance of good management

Safeguarding people's lives and health is the core principle that underpins the "people" pillar of the sustainability plan. In Enel's vision, no business is sustainable without analyzing, preventing, and mitigating risks to people's safety. This vision challenges the company with objectives that require going beyond legal compliance. Likewise, safety risks are undoubtedly related to operational continuity, which is a key indicator for a successful business. The Company always prioritizes the human rights of its people while also recognizing that work is a fundamental and essential right for the fulfillment of other human rights with impacts reflected in the well-being and development of their families, resulting in a positive impact on society as a whole. The main risks are those arising from operational activities in the Company's plants and infrastructure and, over the last year, those of Covid-19 infection have been added. Noncompliance with applicable laws, regulations, and procedures in health and safety, workplaces, management of structures, assets, and administrative processes may negatively impact the health conditions of employees, contractors, and stakeholders.



Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
3 GOOD HEALTH AND WELL-BEING 	Accidents among company workers	Zero	Zero accidents in 2020	Zero
3 GOOD HEALTH AND WELL-BEING 	Accidents among contractor workers	Reduce accident frequency index compared to the previous year	36% reduction compared to 2019 (2020: 0.61 vs. 2019: 0.97)	Reduce accident frequency index compared to the previous year
3 GOOD HEALTH AND WELL-BEING 	Extra Checking on Site	6	7	12 (2021)

Material topic and principles of the Policy on Human Rights	
Rejection of forced or compulsory labor and child labor	
Occupational health and safety	
Fair working conditions	



Strategy

Enel Chile is aligned with the Enel Group's Statement of Commitment to health and safety, which includes the following principles:

- Adoption of the best safety norms and standards, in addition to regulatory compliance.
- Ongoing commitment of senior management to promote a robust culture of leadership in relation to safety.
- Continuous improvement of the Health and Safety Management System in accordance with new international standards.
- Reduction of accidents and occupational diseases by implementing measures and programs, as well as checking their effectiveness.
- Assessment of health and safety risks through a systematic approach to eliminate them at their source, if possible, or to minimize them.
- Implementation of quality-based work methods through training that reinforces technical and safety issues.
- Promotion of informative initiatives to spread and consolidate the health and safety culture.

- Encourage safe and responsible behavior within all levels of the organization.
- Design workplaces and supply suitable equipment and tools that guarantee better security, comfort, and well-being while carrying out tasks.
- Selection and management of suppliers and contractors, encouraging their involvement in continual health and safety improvement programs.
- Constant attention towards communities and all those who work or come into contact with Enel Chile's activities by sharing a culture of health and safety protection.
- Annual definition of specific and measurable objectives with continual monitoring.

Strategic management pillars

403-1

As people are the most important aspect of the Company's business, occupational health and safety is aimed at ensuring the psychophysical integrity of its people through four management pillars, which include the following actions:

Operational control	Digitalization and process analysis	Training	Safety culture
<p>Through the implementation of:</p> <ul style="list-style-type: none"> • Operational controls. • Audits and inspections. • Follow-up on indicators, permitting, nonconformity, and action plans. <p>The main activities implemented are:</p> <ul style="list-style-type: none"> • Safety inspections. • Assessment of contractors. • Extra checking on site (ECoS). • Analysis of accidents-incidents and performance evaluations for contractor companies. 	<ul style="list-style-type: none"> • Application of process improvements (End to end). • Application of preventive tools for risk identification and assessment. • Implementation and development of the set of IT tools that will support the full HSEQ cycle. 	<ul style="list-style-type: none"> • Definition and implementation of a people training model. • Construction of infrastructure for the Center for Operational Excellence (CEO) and its respective training camps. 	<ul style="list-style-type: none"> • Strengthening the commitment to safety culture for all levels of the Company by defining the standard of behavior required by all people working at or for Enel Chile. • Actions to eradicate unsafe behavior, consistent with the Company's global programs. • Ongoing communication with partner companies, working together to collect concerns and share best practices. • Promoting self-care through health and safety guidelines and campaigns. • Integration of safety in business processes.

In 2020, the work in occupational health and safety focused on:

- Developing action plans and risk management plans associated with Covid-19.
- Training based on the pillars of safety and HSEQ (Health, Safety, Environment, and Quality).
- Attention to behaviors through self-care programs, increased near miss reporting, and Safety observations.
- Attention to people, focused on training and developing competencies: “Yo me cuido. ¿Y tú me cuidas?” Health and Medical Surveillance Program (“I take care of myself. Will you take care of me?”)
- Attention to facilities and contractors: safety moving pool program, Enel asbestos index program, safety assessment project, project partnership, offloading at contractor facilities, digital accreditation of contractors, work permit management, risk assessment on the E4E platform, global power generation intrinsic safety project, HSEQ4U safety inspection entry platform.

In line with this commitment, the Stop Work Policy is in place and was extended to Covid-19 in 2020. It promotes caution when facing situations of health, safety, and environmental risks. In this sense, all workers—Company employees and contractors—can intervene and stop any activity that may pose a risk to people’s health and safety. In addition, any unsafe behavior, omission, or situation that could potentially lead to an accident must be reported to their immediate superior as soon as possible. Stop Work reports do not lead to sanctions for those submitting a report, as they are intended to encourage people to raise alerts to focus on health, safety, and environmental conservation in operations.

Occupational safety and health governance

403-8

From an organizational standpoint, the Health, Safety, Environment, and Quality (HSEQ) department of Enel Chile leads the management at a corporate level. Each business unit has an additional department that reports to the Company’s Board of Directors. HSEQ is the area responsible for the Occupational Health and Safety Management System, which is part of Enel Chile’s Integrated Management System that includes the management of the new ISO 45.001 standard that has replaced the OHSAS 18.001 standards. 100% of the Company is certified. The area also promotes programs and best practices to generate opportunities for improvement and ensure continual commitment to risk reduction and care for the environment.

Occupational health and safety risk management

403-2

- Enel Chile has a specific accident management policy (Policy 106 “Classification, communication, analysis, and reporting of incidents”), which defines roles and protocols for the prompt communication of accidents, the cause analysis process, and defines improvement plans and their follow-up, according to the incident type. To comply with the policy, a group of experts was assembled to analyze events that could have caused major damage or affected employees, and to investigate all serious accidents and fatalities, as well as events considered significant.

The risks that jeopardize the integrity of workers are previously identified in the corresponding risk matrices for each activity to be carried out. These matrices outline the controls to be implemented for mitigating such risks, as well as the training, courses, or education required to perform more complex or high-risk tasks.

Pandemic initiatives

- New global program “IWorkAtHome,” aimed at all employees who have started working remotely due to the pandemic. It offers support and guidance based on three pillars: Working together, staying informed, and self-healing.
- Mindfulness workshops and psychological counseling for individuals and work teams (Employee Care Program).
- Well-being and work format survey.
- Replacement of benefits and recreational activities during remote work.
- Extending childcare benefit to home care.

Preventive health campaigns

March – Anti-stress Campaign
April – Influenza Campaign
May – Anti-tobacco Campaign
June – Colon Cancer and Gastric Cancer Campaign
July –Viral and Respiratory Disease Campaign
August – Heart Campaign
September –Cervical and Prostate Cancer Campaign
October – Breast Cancer Campaign
November – Healthy Eating Campaign
December –Skin Cancer Campaign

Additionally, programs were carried out relating to mental health, cerebrovascular accidents, musculoskeletal disorders, psychosocial risk assessments, and mental health.

2020 vaccination program: 1,112 workers

Travel medicine program: 6 workers

Preventative health program: 243 workers

The correct implementation of the control measures is permanently monitored through inspections of the works in progress. 5,950 inspections were carried out in 2020, in addition to developing specific projects aimed at verifying risk controls.

In terms of risk types, the most common high risks arise in electrical installation activities, whether in confined spaces or overhead networks, and in activities that require working at heights, mainly in public lighting and closed-circuit television installation. In the case of generation, there is a risk of geographic altitude.

Additionally, with the current circumstances, there is an increased risk of Covid-19 infection due to the exposure of workers supervising and performing the work in the field. For this reason, full compliance with global and local pandemic policies and procedures has been established.

Promoting health, well-being, and safety

[403-3](#) | [403-4](#) | [403-6](#)

In a 2020 marked by the pandemic and teleworking, Enel Chile developed remote initiatives for caring for the physical and mental health of employees and their families. The activities carried out included recreational-educational activities for employees’ children, flexible working hours, and other actions related to personal wellbeing, such as talks on physical and mental preventive health, as well as advice on posture during working hours.

Health benefits

Enel Chile carried out initiatives in the area of employee health and safety throughout 2020. A total of 240 preventive exams and health check-ups were done, mainly in the first quarter and towards the end of the year. Preventive campaigns for the health of workers were also held during the year.

Promoting safety

403-7

To ensure compliance with safety protocols in Enel Chile, initiatives were carried out to maintain risk control while performing different activities, which are detailed below.

Programs across Enel Chile's businesses

Extra Checking on Site – ECoS

The purpose of this program is to assess the adequacy of the organization and processes implemented in a specific operational area by performing an "additional check," ECoS, by a team of experts who verify the correct application of procedures, the condition of safety equipment, behavior, risk management, and emergency support teams. The program aims to identify observations in seven analysis clusters and detect good practices, opportunities for improvement, and establish action plans to correct the detected gaps. During the evaluation, any findings in task execution are raised and action plans are designed to close the identified gaps.

In 2020, seven ECoS were conducted both remotely and on-site, given the pandemic.

Business line	ECoS
Enel Distribución Chile	3
Enel X	4

Safety Walk

The safety walk is carried out by Enel Chile executives who inspect and evaluate the safety conditions in their own areas of operation, issuing a report afterwards. This is recorded through a form available on a mobile application, and at least one Safety Walk is carried out every month. This activity demonstrates visible leadership in the field, in line with one of Enel Chile's commitments: Leadership entails sincere and genuine care for people, and the example of the leaders is essential for the commitment of all.

In 2020, given the pandemic, 81 Safety Walks were performed in Enel Distribution.

Programs in Enel Generación Chile

Enel Asbestos Index Program and APP

The program is a global methodology that uses a mathematical calculation to determine the need to eliminate or confine an area containing asbestos in energy generation plants, with the goal of maintaining control over the places where this insulating material is present.

The parameters used to assess the state of asbestos-containing materials are:

- Air dispersion.
- State of preservation.
- Friability.²⁰
- Ventilation.
- Asbestos content.
- Insulation support.
- Ratio between damaged surfaces and insulation integrity.

An application was also developed internally that allows the site manager to conduct a survey in real time of the entire process.

HSE (health, safety, and environment) report

Periodic reports are prepared for the projects with the status of activities and their respective plans, which are analyzed by the different coordinators to create guidelines for safety activities. It also allows sharing best practices between projects to promote health, safety, and well-being in all operations of Enel Generación Chile. The main result of the actions taken was a reduction in the accident rate in 2020.

Legal checklist

The purpose of this checklist is to review legal compliance regarding health conditions in construction projects, with the purpose of ensuring compliance with legal requirements and thus reducing the risk of fines and suspension of activities due to legal proceedings. A checklist is made for each of the legal aspects that apply to the Engineering and Construction sites, assigning a score on their compliance and action plans to those presenting deviations.

²⁰ Standard DS 656/2001, which prohibits the use of asbestos in indicated products, defines friable asbestos as asbestos mineral that is free, in bags or packs, in crumbly condition.



Safety Moving Pool Program

This is a field support methodology to conduct safety checklists at work sites. It is carried out with specialists from different areas and Operation and Maintenance personnel dedicated exclusively to major maintenance or overhauls. Its purpose is to reduce the accident rate through a technical specialist's perspective with a health and safety approach to maintenance.

The Safety Moving Pool is designed to promote homogeneous professional growth and improved safety culture within Enel Chile's personnel and contractors working in the generation plants. The Safety Moving Pool supports safety actions during maintenance reviews without interfering with personnel in their specific safety responsibilities.

Programs in Enel Distribución Chile

Enel Distribución Chile Safety Inspections, Market area

The project aims to improve the quality of data related to health and safety. To implement it, HS and Market worked together to develop the inspection form, digitize it, and implement it in a digital tool (mobile/web) according to the field activities and commercial offices for Market.

Results:

- 48 users trained
- Possibility of carrying out remote inspections (via teams)
- 68 inspections conducted in this format

Control and dissemination bodies

- Senior management review of the Integrated Management System.
- Safety Subcommittee.
- Safety briefing for the company's main executives, including the general manager.
- Evaluation Group.
- Project "Committed to HSE."
- StopWork in case of accidents.
- Periodic review of relevant safety results or events on different occasions, involving the participation of all hierarchical levels within the organization. Highlights:
 - Review of safety indicators, accident and incident trends.
 - Performance analysis of risk 1 and 2 companies to determine actions, which can range from increased inspections to the suspension of the contract.

The following were held in 2020:

- 26 Safety Briefings
- 11 Evaluation groups
- 22 Safety subcommittees
- 5 StopWork in Infrastructure & Networks and in Market to provide background information and control measures for accidents that occurred throughout the year.

SAFETY RATES

403-9

PEOP EL Enel Chile personnel

Injuries frequency rate¹



Fatalities (no.)



High consequence injuries (no.)

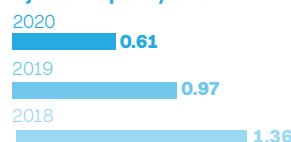


LTIFR²



PEOP EL Contractors

Injuries frequency rate¹



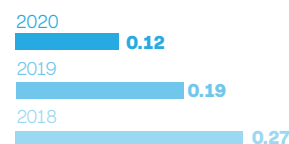
Fatalities (no.)



High consequence injuries (no.)



LTIFR²



1. This index is calculated by establishing the ratio between the number of injuries with at least 1 day of absence / hours worked*1,000,000.

2. The Lost Time Injury Frequency Rate is calculated by relating the number of injuries with hours worked * 200,000.

As a result of the actions taken, the accident frequency rate was reduced by 36% as compared to the same period in 2019.

Developing a safety culture: training and information

403-5

In 2020, more than 1,730 hours of training and information on health and safety matters were provided to personnel working at Enel Chile and its subsidiaries through webinars, online and in-person courses, videos, shadowing, among other forms.

Safety Leadership Program for Supervisors

This program aims to equip specialists with tools and skills in risk management and control to plan safety activities with work teams. The purpose was to improve the competencies and soft skills of safety inspectors and people in charge

of activities to continue developing the safety culture. The program consisted of four training modules with specific topics and was held over four sessions with interdisciplinary groups, who carried out exercises and case studies once the content had been covered.

Business line	Safety Leadership for Supervisors
Enel Distribución Chile	70 company workers, 21 contractor workers
Enel X	16 company workers, 36 contractor workers

Noteworthy initiatives included:

Workshop for Supervisors "COS INTEGRATION"

Workshops were held in 2020 to strengthen the role of the Construction area within Generation Projects and its responsibility in health and safety management. The workshops taught HSEQ management concepts and tools applicable to the projects and made the COS teams aware of their legal responsibility and the importance of taking the lead in HSEQ activities, to achieve:

- Improvements in risk identification and preventive measures to implement.



- Improved use of safety tools (checklists, matrix, work permits, etc.)
- Reduced incidents.

The training courses covered topics such as Safety Observations and HSEQ4YOU²¹ inspections, legal issues, key concepts, the hierarchy of hazard control, Bird's triangle²² for the project, and the main KPIs and campaigns for each project.

Certified courses with the Law Administration Body

A training plan was developed to comply with global training requirements and strengthen knowledge of risks and preventive measures in daily work. The plan includes at least one monthly training session with the Law Administration Body (OAL) through the ACHS or Mutual de Seguridad on the following topics: electrical safety, excavations, risk analysis, and preventive measures, among others. The project also reinforces technical knowledge on occupational health and safety activities, contributing to improved health and safety for the company's workers and contractors.

Self-care campaigns

The campaigns aimed to reduce risks caused by the lack of compliance with preventive measures, thus contributing to the reduction of the accident frequency rate. They were carried out through activities and information provided by ACHS and Mutual de Seguridad to raise awareness among workers through training, visual material, activities, contests, etc.

Safe Route Campaign

This campaign aimed to reduce commuting accidents, control unsafe actions, and provide information about the route to the site.

The activities carried out in 2020 were:

- Safe Route Plan: activity that seeks to identify risks and communicate preventive measures on how to reach sites.
- Driving campaigns and action plans in critical projects: Activity aimed at projects with difficult access.
- Radar speed monitoring (for the C.H. Los Cóndores project) and GPS for all projects.
- Coordination with Carabineros de Chile to control access routes to renewable energy projects: Azabache, Cerro Pabellón, Finis Terrae, Domeyko, Sol de Lila, Valle del Sol, and Campos del Sol.
- Information via QR code to learn about risks and their preventive measures along access routes through a video and application. The initiative was implemented at the Los Cóndores project and is intended to be extended to all projects under construction.

100% of contractor personnel working for Enel Chile received training and information on health and safety from their employer.

²¹ Digital mobile platform for reporting safety and environmental events.

²² Diagram showing how an accident is preceded by prior warnings.

Human rights due diligence

Human rights due diligence is a tool used to identify impacts or risks in the protection of people's right to work in a safe work environment with robust risk prevention procedures.

Enel Chile carries out due diligence in all labor areas to prevent and mitigate possible risks that could impact the right to occupational health and safety. The results are converted into action plans dedicated to preventing or mitigating the identified risks.

Occupational health and safety

Enel Chile commits to ensuring that the best occupational health and safety conditions are respected in the workplace. Enel Chile promotes sharing and reinforcing of a safety culture, raising awareness of risks and fostering responsible behavior among its employees through informational and training sessions, among other activities. Enel Chile works to protect the health and safety of its workers, particularly through preventive measures.

Safety in the supply chain

Contractor management tools

A key aspect of the health and safety strategy is the relationship with the contractor companies; therefore, health and safety aspects are integrated right from the tender process. The safety performance is monitored at a preliminary level in the qualification system as well as during the entire contract through exhaustive and extensive controls reported in the Supplier Performance Management (SPM) tool, which allows measuring and monitoring the performance of contractors.

Contractor Safety Index (CSI)	An indicator that enables classifying contractors based on their safety performance, considering the number of accidents and their severity. With this indicator, it is possible to detect operational safety deficiencies in contractors to target actions for accident prevention.
Supplier Safety Assessment (SSA)	Specific audits performed at suppliers' facilities. They are carried out during the first stage of qualification for each new supplier, or in cases of critical issues, such as severe and/or fatal accidents during the contract period. The purpose of the assessments is to ensure that appropriate security standards are in place and that commitments are made through action plans to address any gaps, if necessary.
Contractor Safety Assessment (CSA)	This initiative seeks to thoroughly evaluate contractors identified as high-risk ²³ to verify compliance with the occupational health and safety management system. This qualification is based on a mathematical calculation to obtain the partner company's level of occupational health and safety.
Safety Support Team	The process is carried out through Enel's WeBuy platform, where several areas interact in the assessment, seeking a uniform and balanced measurement. This assessment, called CSA, is a preliminary qualification used by the procurement area in tenders of works or services. Afterward, the contractor is assessed on its performance in facilities through safety inspections. This is a support team of experts employed by Enel which aims to help contractors that have submitted a low CSI assessment. It helps to conduct an analysis of their occupational health and safety management, action plans, follow-up meetings, and a final assessment to measure results.

²³ Market Group (GM): Product categories (materials, labor, services) of interest to Enel and subject to qualification/registration process.

All these tools allow the Company to support suppliers and contractors in identifying opportunities for improvement in the areas of Safety, Environment, and Quality, seeking continuous improvement and optimization of their performance.

Business line	Contractor Safety Assessment (CSA)
Enel Generación Chile	53
Enel Distribución Chile	23
Enel X	11

PartnerShip Project

This project carries out joint inspections with the contractors receiving the lowest evaluation in the Contractor Safety Index (CSI). These inspections are carried out across all employees and together with the business lines, aiming to detect the main deviations in carrying out fieldwork and share them with all contractor workers.

Improvements were made in 2020, primarily in the control of tool maintenance, correct use of Personal Protective Equipment (PPE), and updated procedures and risk matrices specific to each activity.

Center for Operational Excellence (CEO)

The Center for Operational Excellence is a high-tech training and education center specialized in electricity and focused on occupational safety and the quality of services offered by Enel Distribución Chile and Enel X. Construction of this center began in 2019. Currently, both overhead and underground practice areas of medium voltage, low voltage, commercial grid operations and Enel X service installations are active. The center for operational excellence, which seeks to position itself as the first electrical training center in Chile, is open to the general public and offers training and

education in real-world work techniques for the purpose of improving the technical quality of fieldwork and the safety of the Company's workers and contractors, thus improving the quality of service to customers.

2020 Results

- Participants: 2,208 contractor workers.
- Technical training: 1,092 external works (85%).
- Qualification processes: 198 people (15%).

Retraining and qualification of contractor personnel at the Center for Operational Excellence (CEO).

The project consisted of designing and implementing an online platform for corrective maintenance courses in low voltage underground infrastructure and electrical risks under NFPA 70E Standard with Inacap, together with the qualification and training process for the splicing service, together with Duoc UC. The courses were aimed at developing a safety and environmental culture. Assessment guidelines were also designed to certify contractor workers, and technical, safety, and environmental operational work procedures were updated and created, together with practical training activities in the field or in the yards of the center for operational excellence.

The courses sought to cover the gaps and deviations detected in the inspections and to evaluate people's level of knowledge on safety and environmental issues.

The results were:

- 84 people trained in underground infrastructure.
- 24 people trained in splicing.
- 123 people in reinduction processes.

Safety inspections with contractors – Enel Distribución Chile

This is a monthly and weekly inspection program for different activities and contractor companies to verify on-site compliance with the standards set by Enel Distribución Chile. The inspections seek to help detect findings as well as manage and analyze them to take corrective and preventive actions to avoid potential accidents.

The main results were:

- 19,111 inspections carried out.
- 1,203 findings detected.
- 1.9 inspections per 1,000 contractor labor hours.

Monthly HSEQ meetings with contractors – Enel X

These meetings were carried out monthly with the risk prevention department in all Enel X contractor companies to review findings, incidents, accidents, and other issues related to the health and safety of workers and contractors, constantly promoting the safety culture by reviewing specific issues with all people who are part of the operation. This activity also allows maintaining smooth communication with contractors, communicating and circulating relevant topics, and regularly fostering the safety culture.

Safety Walk Enel X

Enel X's work is unique and performed outside the Company's facilities, usually on third-party property, which drives Enel X to pass good practices on to its contractors. For this reason, in 2020, six Safety Walks were carried out at the employees' base facilities and field projects to verify that the safety standard is the same as the one inside the facilities.

Digitalization of safety management

Enel Chile recognizes technological innovation as a crucial tool for improving health and safety procedures. For this reason, it has digitalized certain security risk management procedures, among which the following stand out:

Implementation of Wise Follow platform

The Wise Follow Platform facilitates operational controls through an application that can be run on any cell phone.

This platform allows:

- Defining the minimum documentation required for people, equipment, and vehicles
- Uploading documentation to the system.
- Enel Chile to validate the documents of the contractor company and its personnel that have been uploaded to the platform.
- Forming teams through the platform.
- Complying with the current legal framework.

In 2020, 63,000 digitized documents were collected from Enel Distribución Chile, 14,485 from Enel X, and 301,900 from Enel Generación Chile, which are available to certify people, vehicles, equipment, and tools.

Digital Work Permit Project in SAP E4E – Enel Generación Chile

Global project to record and track work permits in SAP E4E platform, seeking to determine the different steps for work authorizations and the lockout/tagout system (LOTO)²⁴ for electrical, mechanical, and hydraulic components, with the aim of performing activities safely.

²⁴ The installation of physical devices to prevent intentional or erroneous operation of an element or equipment and to prevent the change of state of an element or equipment. (Open-Closed, De-energized-Energized, Connected-Disconnected).

The project was initially implemented at the Atacama and Taltal plants, with a training process for maintenance and operations personnel from each unit, also including the HSE area of each plant. The training is on the SAP work permit tool, which includes the safety risk matrix for each site. A web platform was also launched for contractors to develop their risk matrices, and employees were trained in their use and subsequent migration to the SAP tool.

This risk matrix tool was installed on the web platform for all thermal plants in Chile and, in October 2020, the first digital work permit was printed in SAP.

Portal communications channel and collaborative App

To maintain communication with partner companies, when in-person meetings were not possible, an App portal was set up, accessible from cell phones, to inquire and follow up on aspects such as:

- News and information.
- Health and safety indicators.
- Relevant material, such as manuals, instructions, and audiovisual records, among others.
- Training material and processes.
- Management, analysis, process control, and results of the area and of the Company.
- Reports on the status of activities performed, among others.

This allows forging an environment of digital communication, creating the support and content needed to inform, educate, and strengthen Enel Chile's commitment to guaranteeing high quality standards, preventing occupational accidents, and caring for the environment.

Community and third-party safety

Enel Chile's generation plants and substations are built in accordance with legal requirements and the highest technical standards. The plants, machinery, and equipment are subject to systematic and periodic maintenance controls to ensure their proper functioning. To guarantee health and safety and reduce the impact of industrial activities on the surrounding environment, the Company carries out periodic measurements of noise, vibration, and dust produced by machines in power plants and distribution and processing cabins. The following environmental conditions are also monitored: emissions and air quality, level of electromagnetic fields created by electricity distribution plants, and discharges into surface waters, in addition to water quality; waste production, recycling, reuse, and disposal; soil quality; and possible impacts on biodiversity.

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

Campaign to prevent third-party accidents at Enel Distribución Chile

Campaign coordinated with the Chilean Chamber of Construction (CChC) and directed towards customers and the general public, in which three videos were shared on social networks. The purpose of the campaign was to prevent third-party accidents by raising awareness of the risks associated with residential construction near electrical grids.



Managing emergencies

Enel Chile uses the Enel Group's crisis management system, which has proven its effectiveness during the pandemic. This global management system evaluates the impact of a critical event through a standard three-tier reference scale. High-impact crises are centrally managed, while those with a medium or low impact level are managed within the specific organization of each country.

Moreover, the Crisis Committee defines strategies and actions to address critical events and coordinates all activities to mitigate the damage to Enel Chile's property, profitability, and reputation.

Enel Chile has a safety unit within the People and Organization area, which aims to define safety strategies and guidelines, inform senior management, and promote the exchange of best practices. A safety procedure has also been established to protect personnel traveling abroad. It provides information and notices on the countries of destination, indicates conditions that may pose risks to the health and safety of travelers (political turmoil, terrorist attacks, crimes, health threats, etc.), provides guidelines and suggested conduct, and activates the safety measures according to the level of risk identified in the country of destination.

Pandemic management

2020 was a particularly difficult year for health management because of the pandemic, which radically changed the way of working and interacting with others.

To prevent the possible spread of the virus, policies and procedures were crafted and distributed both globally and locally, and the HSEQ and the business line verified their correct application in the field through regular and random inspections. Examples of these are the Enel Group's Global Policy PL1031 "Coronavirus operational and emergency indications for Enel Group" and the operating instruction IO3420 Access Control, which is implemented at a country level and requires prior self-diagnosis through an app designed for this purpose. Protocols have also been prepared to be implemented by business lines, such as in Power Generation and IO3184 "HSEQ – Use of PPE and CPE for Covid-19 Cases."

These documents include the main preventative measures for Covid-19, which are social distancing, use of personal protective equipment, sanitization of workstations and common areas, separation of workstations in time and space, hand washing, among others.

To avoid the spread of cases during the pandemic, a higher percentage of workers were assigned teleworking, a practice already adopted by the Company. Teleworking has required implementing actions and measures such as providing equipment for ergonomic support at the workstation (ergonomic chair, footrest, keyboard wrist support, mouse pad, etc.), training on ergonomics and safety in teleworking, self-assessment of the remote workstation conditions, technology, updating employment contracts, and providing a document with the risks in the work station and control measures, etc. At the end of 2020, 70% of Enel Chile personnel were teleworking.

One of the key measures implemented in Enel Chile's operations was separation in the organization of work, which is defined as a "work cell." The workforce at the Company's various facilities was organized into "cells," which are teams with the smallest number of people to perform a given task without interacting at any time with another cell. Organizing work into cells is an effective way of containing the virus and limiting it to a small work team, in the event that it is present among the personnel.

Measures were adopted to protect the health of employees and guarantee operational continuity without infected personnel in all the activities carried out over the year. These included increased office cleaning, reduced numbers of personnel at the plants, and work shifts for operations in case of an infection within the work cells.

Before contractors could start work, each company had to prepare a Covid Action Plan in line with the protocols and procedures implemented by Enel Chile, which Company personnel monitored throughout the year. This was in addition to the standard protocols and safety measures that must be used to carry out activities. The Company also carried out campaigns to raise awareness of prevention measures, such as "We take care of ourselves in this team," handing out items for personal use such as water bottles.



Of note is the creation of the “**Task Force Chile**,” which is composed of representatives from different units of Enel Chile and HSEQ personnel from all business lines. This is in compliance with Policy No. 212 “Management of Critical Events Chile,” in relation to the emergency situation. The Task Force reports to the Crisis Committee in Chile, aiming to support the Country Manager in establishing an Emergency Plan based on the guidelines of the Global Task Force, with the following objectives:

- Address and monitor preventive and response actions for all units in Chile, ensuring compliance across the country with the Covid-19 Emergency Management Operating Instruction No. 2480 and any updates to it.
- Support the head of each unit in defining a comprehensive business continuity plan.
- Provide up-to-date information to all employees, suppliers, and interested third parties.
- Maintain up-to-date information on the status of the emergency, in compliance with Policy No. 212 “Management of Critical Events Chile.”

With the extensive preventative and control measures implemented at all the Company’s facilities and construction sites, the objective of operational continuity was achieved, demonstrating the Company’s capacity for adaptation and resilience in the face of an adverse situation, including the generation plants, new plant construction processes, customer service centers, and fieldwork of Enel Distribución Chile and Enel X. This made it possible to ensure both residential and industrial supply of energy while caring for the health of all workers involved.

Similarly, since the Stop Work policy covers Covid-19 aspects, contractor activities were stopped in 2020 when they did not have appropriate protective equipment such as enough masks and alcohol-based hand sanitizer on site.



COVID-19 operating protocol for work in the field and in facilities

- Daily self-diagnosis.
- Development of a Covid-19 self-check application for Distribución employees, which requires a photograph of the worker using their Personal Protection Equipment (PPE) and the completion of a questionnaire to verify the safety equipment used for their personal protection. 30,109 self-check reports were done through this app in 2020.
- Mandatory use of Personal Protective Equipment (PPE).
- Temperature control at designated locations.
- Weekly sanitization of corporate vehicles.
- Sanitization of common spaces (sanitizing robot)
- Installation of partitions in vehicles transporting passengers.
- Prohibition of in-person training and meetings, except in specific cases.
- Daily monitoring of active and suspected infections in external companies and Enel Chile.
- Special protocol for customer service in commercial offices.
- Marking of areas, entry and exit flows, and separation of spaces in company facilities.
- Containers for disposal of Covid-19 PPE in company facilities.
- Use of trucks provided by Enel Distribución Chile.
- Creation of shifts and organization of work teams into cells to reduce the chance of infection.
- Creation of workstations in company facilities.
- Lunch protocol in the cafeteria for personnel with on-site work contracts.
- Closure of meeting rooms.
- Self-examination room.
- Ongoing communications plan to raise awareness and provide information on COVID-19 transmission, measures, and protocols.
- Face shields in helmets and partitions in dining halls, bathrooms, and common spaces.
- Handwashing stations and alcohol-based hand sanitizer dispensers.
- Audits of the Covid-19 programs of contractor companies.
- Statistical monitoring of new and closed infections (Daily Covid-19 report)

Labor relations regarding health and safety

Enel Chile encourages social dialogue and the participation of employee representatives to consolidate the safety culture and promote behavior that is consistent with the principles that inspire the Company's policies.

To this end, committees have been created with the participation of executives from the People and Organization Management, which are responsible for following up on national initiatives and projects related to employee health and safety in each business line. The committee reviews major projects to improve safety standards, training programs, and prevention initiatives.

The Company has Joint Committees and a Psychosocial and Labor Risk Committee. Joint Committees represent all Enel Chile employees, and their role is to promote a safety culture and inspect and potentially investigate accidents.

Recognizing outstanding workers

The Covid Committee recognizes workers of contractor companies who have performed remarkably in the following areas:

1. Proper use of their Covid-19 personal protection equipment.
2. Identification of risk sources.
3. Innovative ideas.
4. Incident reporting.
5. Good conduct.

13. Environmental sustainability

103-1 | 103-2 | 103-3









Primary material topic: Environmental management

How is it managed?	Material topics
<p>The environment is a cornerstone of Enel Chile's strategic sustainability plan that underlies all business pillars. Its management consists of an environmental governance model and policies that push to exceed compliance with reference standards, encouraging the search for innovative and sustainable solutions in the long term, throughout the entire value chain.</p> <p>The Company has defined standards and procedures to facilitate proper identification and evaluation of impacts, applying protection, reduction, and mitigation plans. Additionally, it promotes the sharing and exchange of best practices, fostering continuous improvement in line with its commitment to natural resource conservation and nature-based solutions.</p>	<ul style="list-style-type: none"> • Emissions • Energy • Water Resources • Waste • Soil • Biodiversity
Importance of good management	
<p>Good management ensures an operation based on natural resource conservation. Enel Chile's environmental management includes the integrated management system, which is already firmly established within the company's processes, as well as various environmental standards that are applied and audited annually. At the same time, the Company is integrating the life cycle assessment of assets, services, and products into the different business lines to identify which industrial processes require intervention to avoid environmental impacts throughout the Company's entire value chain. With these actions, Enel Chile adds more elements to environmental risk management in the interest of preventing impacts.</p>	



Targets and challenges

SDG	Activities/targets	Enel Group Targets 2020–2022 Plan	Enel Group 2021–2023 Plan Targets	2020 Enel Chile Results
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduction of specific SO ₂ emissions	–85% in 2030 compared to the baseline year 2017	–90% in 2030 compared to baseline year 2017	0.12 g/kWheq (–25% vs 2017)
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduction of specific NO _x emissions	–50% in 2030 compared to baseline year 2017	–70% in 2030 compared to baseline year 2017	0.221 g/kWheq (–38% vs 2017)
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduction of specific dust emissions	–95% in 2030 compared to baseline year 2017	–97% in 2030 compared to baseline year 2017	0.004 g/kWheq (–38% vs 2017)
6 CLEAN WATER AND SANITATION  12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduction of specific water needs	–50% in 2030 compared to baseline year 2017	–65% in 2030 compared to baseline year 2017	0.13 l/kWheq (–18% vs 2017)
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Reduction of waste products	–40% in 2030 compared to baseline year 2017	–65% in 2030 compared to baseline year 2017	139 mil Ton (–65% vs 2017)

Material topic and principles of the Policy on Human Rights

Respect for community rights





Environmental governance

Strategic factors in the planning, implementation, and development of Enel Chile's operations include protecting the environment and natural resources. These factors focus on ensuring that all activities related to the environment are carried out through a determined structure in each business unit, promptly handling any environmental compliance and oversight process.

Enel Chile has two formal policies approved by the Board in 2018, which strengthen its commitment to natural resource conservation and caring for the environment: the [Environmental Policy*](#) and [Biodiversity Policy](#).

Through an Integrated Management System (IMS), the policies are properly implemented using procedures and

tools to identify, monitor, and continuously improve the environmental variables of operations, which are updated and communicated to all interested parties through available communication channels (Intranet & TV, mail, social media, IMS portal, HSEQ portal (Health, Safety, Environment, and Quality), and website enel.com; among others).

Enel Chile conducted internal environmental audits implemented by the Company (ECOs) in 2020. These prioritized the management of permits in all plants, developing authorization matrices for each facility and implementing permit management plans with metrics for follow-up and control to improve traceability and minimize the potential risks of delays in possible audits. A document storage repository was implemented, which today totals more than six thousand files. All internal users have access to consult the repository so that they may respond more quickly to any request from the environmental authority inside or outside the plants.

The Environmental Policy of Enel Chile is based on four fundamental principles:

1. Protecting the environment by preventing impacts.
2. Improving and promoting the environmental sustainability of products and services.
3. Creating shared value for the Company and its stakeholders.
4. Adopting and meeting voluntary commitments, advancing ambitious environmental management practices throughout the entire value chain.

This Policy sets ten strategic goals for the operation, among which "going beyond legal compliance obligations" is noteworthy. Enel Chile is committed to voluntary actions and behavior that protect the environment even though such actions and behavior are not required by domestic law, such as agreements with communities and institutions to preserve water or biodiversity.

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

Environmental Management Strategy

The environmental management strategy consists of controlling any possible impact on the processes and protecting all environmental components in the territory (people, water, soil, air, and biodiversity, among others), thus guaranteeing compliance with applicable regulations and rational use of available natural resources. The four pillars are summarized below:

Policies	Operational control	Process analysis and digitalization	Training and culture
<ul style="list-style-type: none"> Enel Group's environmental policy, Biodiversity Policy, Stop Work Policy, and Integrated Management System (IMS). 	<ul style="list-style-type: none"> Environmental audits and inspections, Assessments and Extra Checks on Site (ECOs) to control environmental risk and minimize impacts caused by activities. Environmental risk management is based on the evaluation of operational aspects (noise, waste, hazardous substances, contractor management, archaeological finds, etc.), Governance aspects (Company guidelines framework, policies, environmental procedures, stakeholder relationships, internal and external reporting) and, Compliance (compliance with regulations, voluntary agreements, and management system objectives). 	<p>Monitoring the management and KPI results for:</p> <p>Atmospheric emissions:</p> <ul style="list-style-type: none"> Reduction of atmospheric emissions <p>Water Management:</p> <ul style="list-style-type: none"> Carry out effective wastewater treatment; Reduce water requirements; Manage water scarcity. <p>Waste Management:</p> <ul style="list-style-type: none"> Reduction of hazardous and non-hazardous waste. Recover waste for reuse. <p>Soil Management:</p> <ul style="list-style-type: none"> Protection, monitoring, and recovery of soils. <p>Biodiversity:</p> <ul style="list-style-type: none"> Conservation of local natural heritage; Mitigation of impacts on ecosystem services; Mitigation of proposed operations' impacts on biodiversity. Sustainable management of living natural resources. Sustainable management of other operational impacts. 	<ul style="list-style-type: none"> Training plan for employees <ul style="list-style-type: none"> Circular Economy School, Education 4 All program Raising contractor awareness of the Integrated Management System. Environmental awareness campaigns at hydroelectric power plants. Training Plan: standardizing environmental knowledge across employees. Circular Design Workshop for business developers about the circular economy model.

Environmental management in the context of Covid-19

As a result of the travel restrictions due to Covid-19, one of the main impacts on environmental management in 2020 was the temporary suspension of some permanent environmental monitoring, which was duly reported to the environmental authority. However, despite these logistical restrictions, most commitments in this area were still met in a timely manner.

In this context, and pursuant to Exempt Resolution No. 497/2020 of the Superintendency of the Environment (SMA), the operational conditions of the facilities with an Environmental Qualification Resolution were reported on the authority's platform from March 25 to the end of 2020, sending a total of 1,200 reports throughout the year for all the plants that have been subject to this obligation.

Integrated Management System

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Enel Chile uses the Integrated Management System (IMS) as a tool for organizing, documenting, and improving Company procedures, activities, and operations, improving both the Company's business systems and the performance of all its subsidiaries, measuring performance indicators on health, occupational safety, quality, and environment. The ISO Standards adopted by Enel Chile's Integrated Management System are the following:

ISO CERTIFICATIONS

Normas implementadas	Certifications obtained by company			
	Enel Distribución Chile	Enel Generación Chile	Enel Green Power	Enel X
	100% certified	100% certified	100% certified	100% certified
	Central San Isidro	Central San Isidro	Central San Isidro	Central San Isidro
	Central San Isidro	Central San Isidro	Central San Isidro	Central San Isidro
ISO 9001:2015 Quality Management System	●	●	●	●
ISO 14001:2015 Environmental Management System	●	●	●	●
ISO 45001:2018 Occupational Health and Safety Management System	●	●	●	●
ISO 50001:2011 Energy Management System Replaces OHSAS 18.001 certification	●	●	●	●

Highlighted projects in environmental governance

Review of the Environmental Management System by senior management

This meeting is held at least twice a year to report on all activities carried out in the six management systems implemented and certified in Enel Distribución Chile. It works towards continuous improvement of the Integrated Management System (IMS) to strive for operational excellence. These meetings also aim to review the performance of the IMS and identify challenges and opportunities for improvement, concluding the year by analyzing fulfillment of the goals established at the beginning of the year.

Creation of the Environmental Committee

This committee is chaired by the Environment area of Enel Distribución Chile's HSEQ management and is attended by the assistant managers of all the organizational units and certain staff (Legal and Sustainability) as well as the General Manager of Enel Distribución Chile. The committee aims to improve environmental performance, focusing on soil and water pollution, biodiversity, and fire prevention. It also emphasizes the monitoring of regulations and legislative changes. In 2020, five meetings were held, driving important projects such as the elimination of asbestos and PCBs.

The Company's environmental risk methodology considers governance, compliance, strategic, and operational aspects.

It corresponds to the monthly and annual review of all environmental operational controls of the activities carried out in Enel Distribución Chile. This process is developed internally with different operational and staff organizational units. The purpose of this project is to identify, assess, and control the residual environmental aspects and risks related to the assets and activities of Enel Distribución Chile.

The benefits of the projects are as follows:

- Ensure operational control of activities to reduce the Company's environmental impact.
- Ensure compliance with Enel Group's guidelines, procedures, and policies.
- Strengthen and maintain compliance with environmental regulations, voluntary agreements with stakeholders and communities to ensure the sustainability of the business.
- Maintain and create internal and external environmental communication.

The main results of this project are the management of hazardous and non-hazardous waste and substances, noise, archaeological finds, and management of dielectric oil, which are aspects that have a high level of control and low residual risk.

Energy Management Committee

In accordance with the ISO 50.001 Standard, this body was created in 2019 in Enel Distribución Chile with the objective of monitoring the Energy Management System and working on its continuous improvement. It convenes at least twice a year and has the following objectives:

- Propose, review, and prioritize energy-saving initiatives.
- Define objectives, targets, and performance indicators regarding energy management.
- Follow up on the implementation of the energy management system (ISO 50.001) and monitor energy performance to work on its continuous improvement.

Currently, the company is certified under ISO 50.001 version 2018 by the certifying company Aenor.

Library of environmental and sectorial standards

Enel Generación Chile created an open-access library to consult standards, laws, and other documents of interest in the environmental field which are related to the day-to-day tasks of Environmental & Permitting of HSEQ (Health,

Safety, Environment, and Quality). Its purpose is to offer access to legal documentation for professionals from Enel's various areas, which provides relevant information on properly managing the facilities and enables a reduction in the risk of sanctions to which the Company may be exposed because of lack of knowledge on any regulation. This library is available on the Intranet through a public repository that can be freely accessed by Enel Chile employees..

Request of an Environmental Management Plan for contractors

All contractors that engage in activities with Enel X must submit an Environmental Management Plan to HSEQ, addressing issues such as waste management, environmental training for its workers, waste recovery (if possible), management of hazardous substances, recycling, among others. Enel X monitors compliance with this plan. Contractors' proper environmental management allows them to take responsibility for the Company's impacts in this area, with respect to the community and other stakeholders.

Noteworthy environmental awareness projects

Environmental awareness campaigns at hydroelectric power plants.

Despite the health restrictions in place, Enel Chile developed several initiatives in 2020 to continue raising environmental awareness and spreading the importance of environmental management among employees:

- Relaunch of the book and video "Nuestras Plantas en el Medio Ambiente" (Our Plants in the Environment) on Climate Change Day.
- International Day for the Preservation of the Ozone Layer.
- National Environment Day.
- Native Fauna Day.
- Water Management Campaign.

Enel Distribución Chile internal training plan: Standardizing environmental knowledge across employees.

A training plan was created for the organization in specific topics relevant to each organizational unit, focusing on reinforcing knowledge in permitting, waste management, and environmental policies. The objective is to standardize environmental knowledge within the Company, thus having executives and professionals trained in these matters to optimize the environmental management of the operation. In 2020, Enel Chile launched the training plan and conducted the module on waste management, targeting assistant managers and area heads of all organizational units.

Enel Distribución Chile contractor training plan: Environmental Schools for Contractors (EECC)

Enel Chile developed a multidisciplinary training plan for all the Environmental Schools for Contractor Companies, which communicates Enel's environmental guidelines and reinforces knowledge on environmental aspects of significance to the Company. A total of three sessions were held to strengthen aspects related to waste management, treatment of deviations from environmental inspections, and archaeological findings.

With this, it is possible to have specialists in this area who are trained to manage the environmental activities of Enel Chile and thus achieve greater control over the Company's impacts and regulatory compliance.

Circular Design Workshop for Business Developers

This workshop sought to train Enel X business developers on circular economy models to facilitate including circular concepts in new projects. In 2020, 20 workers were directly trained on these topics for a total of 80 hours. By increasing the level of circularity in the products and services offering, customers become increasingly circular, working more efficiently and indirectly decreasing CO₂ production through their energy consumption.

Emissions

305-1 | 305-2 | 305-3 | 305-4

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

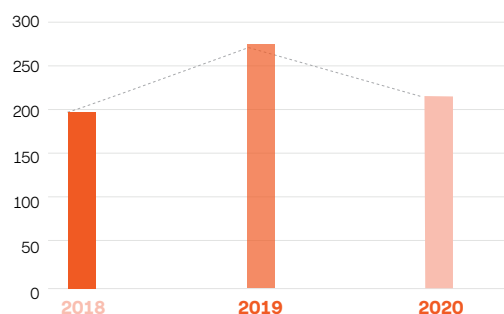
Given Enel's activities, the Company faces permanent challenges in reducing emissions such as CO₂, SO₂, NO_x, SF₆, and PM (Particulate Matter). For this reason, steadily reducing environmental impacts from operating its assets is a strategic objective met by applying the best available international technologies and practices.

Greenhouse gas emissions

Greenhouse gases from Enel's industrial activities can be mainly traced back to carbon dioxide (CO₂) emissions from thermoelectric generation using fossil fuels, and to a lesser extent to sulfur hexafluoride (SF₆) losses across the distribution network.

CO₂ emissions intensity amounted to 223 gCO₂eq /kWh in 2020, entailing a reduction of 2% compared to 2019. Enel Chile's target for 2023 is an intensity of less than 100 gCO₂eq /kWh, placing the Company at 45% progress and in line with its reduction target that contributes to the Enel Group's targets certified by the Science Based Targets initiative. For further details on greenhouse gas emissions, refer to the chapter "Commitment to the fight against climate change."

ENERGY INTENSITY
(gCO₂/kWh)



Enel Chile's objective is to become a pioneer as the first company in the country to have phased out all its coal-fired power plants from the National Electricity System by May 2022. This is well ahead of the commitment made to the Ministry of Energy, which established a deadline of 2040 to close all coal-fired power plants. Enel Chile's efforts **will prevent approximately three million tons of CO₂ emissions per year, which could be equivalent to the emissions of one million automobiles per year.**

Nature-based solutions

Enel Chile, in its constant desire to recognize the ecosystem value of the environment where it operates, detects, and quantifies all the carbon sequestration potential to assess its accounting opportunity for the Corporate Carbon Footprint. For this reason, the company studies land from an environmental heritage perspective, considering its richness in native species, biodiversity, and little to no human intervention. Of its more than 36,000 hectares, 10,000 have been studied and the Company is currently prioritizing the ecosystem value of this land. The CO₂ absorption capacity of some of these areas has been calculated and is presented below.

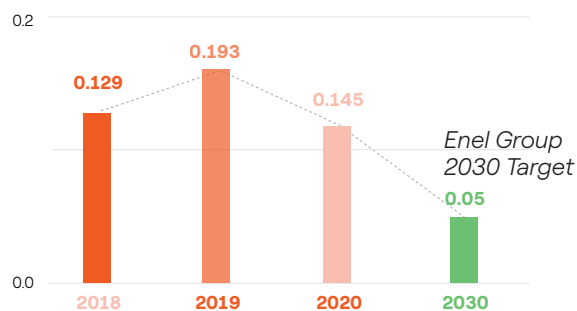
SO₂, NO_x, and Particulate Matter

Enel Chile has carried out technological optimizations and best practices over the years to improve the environmental performance of thermoelectric plants (specifically in emissions), always taking into consideration factors such as each country's local context, priorities, and regulatory framework, as well as the operations of the plants in terms of annual operating hours, configuration, and prospects for its end of useful life. All these factors and others have made the Company focus on emissions monitoring and performance, paying close attention to emissions of the main atmospheric pollutants associated with thermoelectric production: sulfur oxides (SO₂), nitrogen oxides (NO_x), and particulate matter (PM).

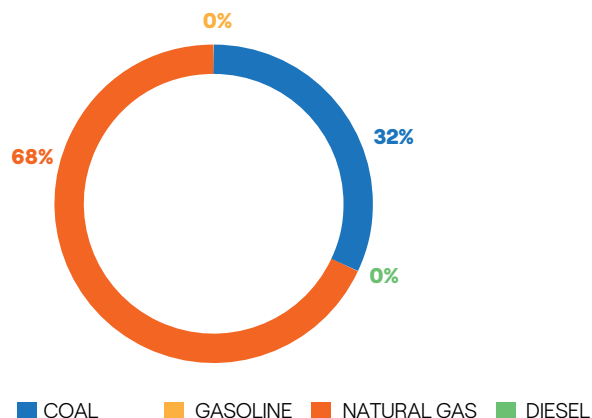
It is important to note that Enel Chile has continuous measurement systems capable of verifying compliance with the limits in real time. Their reliability is guaranteed by accredited certifying bodies and through assessments carried out jointly with the inspection authorities of each country.

With 2.4MW operational renewable assets added over the next three years, Enel Chile's emission intensities are expected to be reduced, actively contributing to the Enel Group's 2030 reduction targets of -90% for SO₂, -70% for NO_x, and -97% for particulate matter, all compared to 2017. The performance of these emissions in 2020 is mainly explained by lower coal-fired generation, which reduced 39% this period, compared to 2019.

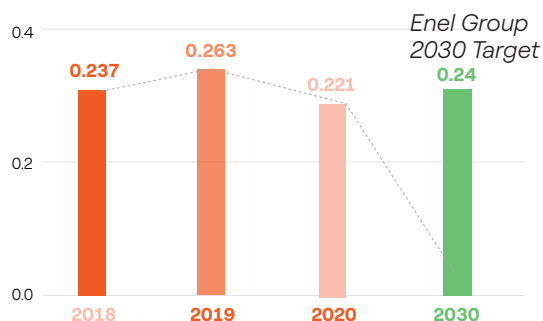
EMISSIONS INTENSITY SO₂



CONSUMPTION OF FOSSIL FUELS FOR PRODUCTION BY PRIMARY SOURCE (%)



EMISSIONS INTENSITY NO_x

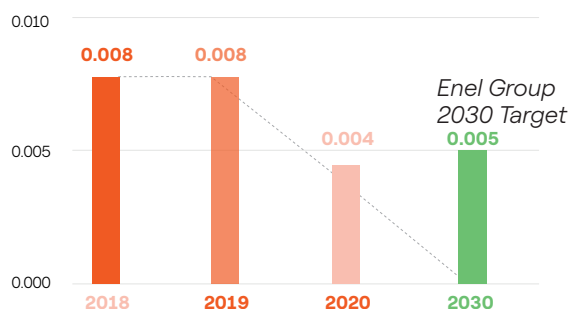


Energy Consumption

[302-1](#) | [302-3](#)

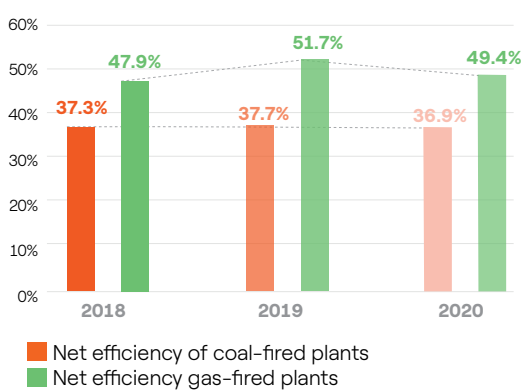
The environmental improvements in thermal plants have been seen in the decreased consumption of fossil fuels, as well as in the shutdown of the Tarapacá coal-fired power plant, most notably with the 36% decrease in coal consumption compared to 2019, the plant's final year of operation. By contrast, fuel consumption in gas-fired thermal power plants increased through their higher generation, stemming from the water shortage.

INTENSITY OF PARTICULATE MATERIAL EMISSIONS

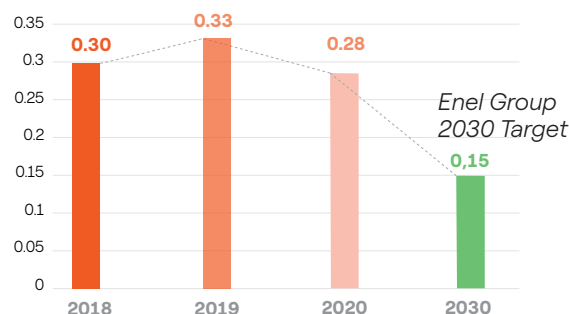


One way of evaluating the performance of the Company's power plants is through the **operational efficiency indicator**, which measures the ratio between net energy produced in the form of electricity and energy used in the form of fuel. For Enel Chile, the average efficiency of thermoelectric power plants was 43.1% which can be divided as follows (for more information, see Annexes):

ENERGY EFFICIENCY IN THERMOELECTRIC POWER PLANTS



SPECIFIC WATER EXTRACTION (l/kWh)



Water resources

303-1 | 303-3

Chile is facing a critical water situation and places among the 30 countries with the highest water risk by 2050, according to Fundación Chile's study "2030 Water Scenarios." So far, Chile has already met seven of the nine vulnerability criteria established by the United Nations Framework Convention on Climate Change (CMNUCC). Its negative environmental impacts have social consequences in areas such as people's health and wellbeing, in cities, and even aggravate poverty in the most vulnerable social groups.

Optimizing water resources in harmony with the different needs of stakeholders is fundamental in the Company's operation, especially in the thermal generation process, which requires the largest amount of water. Although water is used in the solar plants for cleaning the panels, innovative steps are being taken to make water consumption negligible.

Enel Chile monitors the generation plants located in areas with water stress to guarantee the most efficient management of the resource, through the following levels of analysis:

- Mapping of production sites in areas with water stress: these are identified according to the criteria recommended by GRI 303 (2018) with reference to the World Resources Institute "Aqueduct Water Risk Atlas."
- Identification of "critical" production sites, meaning sites located in areas with water stress that supply fresh water for process needs.
- Verification of water management methods used in these plants to minimize consumption and maximize withdrawals from lower-value or non-scarce sources (wastewater, industrial water, or seawater).

In 2020, 22% of Enel Chile's generation comes from thermal plants located in areas with water stress. Withdrawals in areas with water stress reached 4.49 million m³, representing 91% of the Company's total withdrawals (4.93 million m³).

The specific reduction of consumption is attributable to several 2020 initiatives that achieved the expected success by adopting an integrated approach based on three lines of action:

- Efficient use of water resources to reduce water requirements for operating facilities. One of the initiatives implemented by the Company during the reporting year was a pilot project using water from the camanchaca (dense coastal fog) to wash solar panels in water-scarce areas in the north of the country. This proposed innovation reduces water consumption and washing costs between 60% to 80% compared to 2019.

Water resource management in the operation of photovoltaic plants.

Continually improving the processes for washing photovoltaic panels, most of which are located in desert areas, has been a key task of the team responsible for the Operation and Maintenance of this technology. Understanding the scarcity of water resources in the areas where the parks operate, the Company is constantly seeking opportunities to improve its operations, developing a series of actions that have significantly reduced the use of water for washing photovoltaic panels.

A first step was improving the technologies used for washing. As several techniques and equipment were piloted and tested, the volume of water used for washing each panel was reduced from approximately 2.2 liters per module to approximately 0.7 liters per module (~68%). Furthermore, computer analysis models were implemented to optimize the frequency of panel washing, which accounted for variables such as soiling (dust/soil deposits on the panels, reducing washing efficiency), marginal cost, and system limitations, among other modeled variables.

Based on the action plan for efficiency at the Chañares photovoltaic plant, located in the municipality of Diego de Almagro in the Atacama Region, the team identified a tremendous challenge posed by the environmental conditions: the large amount of relative humidity in the environment produced by the Camanchaca effect, coupled particle deposits from the horizontal positioning of panels "at rest," caused cementation on the panels. This challenge was quickly understood as a tremendous opportunity for innovation. Solar power generation relies on solar trackers to maximize the energy generated, following the movement of the sun from east to west. By default, and to avoid wind resistance, they were originally developed to remain at zero degrees (horizontal position) during the night with no possibility of modification, causing the previously mentioned problem. In view of this, the team, together with the tracker manufacturers, decided to modify the rest position of the panels, finally determining that a 45° position yielded the best results by allowing the atmospheric humidity to flow over the panels in their rest position, generating a form of "self-washing." Prior to the project, the solar panels were washed 4 to 6 times a year, which was reduced to 1 to 2 times a year after the panels were tilted. Water volume and associated cleaning costs were reduced by 60–80% in areas with higher atmospheric humidity and by 40–60% in areas with lower humidity.

The Company's vision is to convert photovoltaic plants into self-sustaining plants, which is why these actions are only part of a process of continuous improvement. The Company is currently collaborating with research institutions on a project to capture atmospheric water, which is now being tested to first identify the areas with the highest concentration of camanchaca and the most optimal method to capture this water available from the meteorological phenomenon.

The idea is to have the resource available for the generation processes, along with having water available for the communities where the plants are located, all by optimizing the use of the daily camanchaca.



- Efficient wastewater treatment means managing to reduce consumption and waste. In 2020, greater reuse of water in processes reduced the amount of wastewater by 21% compared to 2019. Efficient use of this resource reduces consumption, especially in areas of water scarcity, and is driven by initiatives such as the Wave project, which aims to reduce water consumption throughout the thermoelectric power production process and take full advantage of the use of water in all plants.

Wave Project

The San Isidro Thermoelectric Power Plant, which is located in an area of water scarcity in Chile, requires water for its cooling process. However, due to the high level of sulfates in the local water, it could not be reused more than twice in the cooling process before being discharged. The water also had to be mixed with additional fresh water to dilute the sulfates and comply with current environmental regulations for discharge.

The Wave project sought to reduce water consumption in the basin by optimizing internal consumption and contributing to a more rational and efficient use of water, given the drought affecting the country and the region. For this, Enel Chile formed an alliance with a mining company. Due to its industry, the company does not require a high level of water quality in its industrialization processes, making the wastewater perfect for them and giving rise to a circular business process.

As a result of this approach, the water from the cooling process of the thermoelectric plant is no longer reused for only one cycle, instead increasing to about four cycles before being delivered to the mining industry. This contributed to optimizing the reuse of the resource by 94% nationwide compared to the previous year and also minimized water collection, reducing the specific water requirement for the total generation by 60%. With this, the Company helps to generate awareness and optimizes water use in all its processes in the face of the drought suffered by the central zone of the country.



Water Management in San Isidro Central

Consistent with Enel Chile's key pillars, a water resource management project has been implemented at the San Isidro Thermoelectric Power Plant. The project integrates innovation and sustainability into one purpose and is in line with one of the pillars of circular economy defined by Enel, new life cycles, by reincorporating this resource in new processes through recycling or reuse.

This project seeks to optimize the use of water in processes at the San Isidro combined cycle power plant, achieving more efficient, rational, and sustainable use of the resource through three lines of work: Capture and use CO₂ released by the thermoelectric plant to treat water and use it to irrigate vegetable crops; second, capture part of the water that evaporates from the cooling towers using trial technology; and finally, apply new "Zero Liquid Discharge" technologies to increase concentration cycles and optimize the use of water, which reduces the amount of water required by the process.

In 2020, the three initiatives were assessed through studies with the Electric Power Research Institute (EPRI) for the project to capture and use CO₂. The technical specifications of the pilot project, which is expected to be installed during the first half of 2021, were prepared to capture part of the water that evaporates from the cooling towers, and the technology to be used was assessed and modified, always in pursuit of achieving "Zero Liquid Discharge."

The benefits associated with this initiative are internally reusing the cooling tower blowdown water, increasing cycles of concentration by 72%, and saving up to 2.2 Mm³/year of freshwater.

This approach will help to test the technology, analyze the feasibility of reducing the purchase of water at the plant, and quantify the cost savings.

Responsible and integrated management of hydrographic basins

Several initiatives have been carried out to preserve multiple uses of the land and water quality in the basins where the power plants are located. One such initiative is the "Hydroenergy by Design" study, which seeks to develop an integrated basin management plan that emphasizes soil conservation for hillside stability and water quality with less sediment. Other initiatives include voluntary agreements with communities, institutions, companies, and competitors, among others.

Effects of the drought and management in generation

Due to decreased natural river flows from a decrease in rainfall that feeds the rivers as well as the hydroelectric generation plants, Enel Chile recognizes that it must be more flexible in the use of this resource, understanding that it is shared with other users (neighbors of the territories). With this objective, Enel Chile started a project in 2020 to adapt the generation of its hydroelectric plants.

So far, this initiative has been implemented in the Antuco and Pangué generating units.

Enel Chile has a long-term plan to sustainably improve the operating efficiency and flexibility of the generating units. Through this, the turbines in three power plants were changed, which entailed a higher generation of 322.7 GWh/year.

In 2020, new agreements were reached to optimize the use of water to address scarcity with competing companies, Irrigation Associations, the General Directorate of Water, among others.

Hydroenergy by design

In 2018, a project called “Hydroenergy by Design” was born, which seeks to create a conservation plan for areas of high value for the environment, society, and Enel’s operations in the Maule basin. This plan presents actions directed at elements of the territory’s ecosystem that allow for the conservation of water and its life cycle. In 2019, a portfolio of conservation objects was studied and identified, and two study areas located in the upper zone of the basin, which includes the La Invernada and Maule lagoons, were selected.

In 2020, conservation plans were created, which are tools for defining the actions and resources needed to conserve the two areas and maintain the integrity of their ecosystems. The plans will be implemented starting in 2021 and are based on three main programs.

1. Verification and maintenance of conservation status through biodiversity monitoring, follow-up of hydrological flows, and verification of the accessibility of natural attractions.
2. Ecosystem health improvement through reforestation, implementation of techniques for the efficient use of water resources, road maintenance, and firewalls.
3. Education and ecotourism program delivered through workshops, implementation of signage, and installation of ecotourism infrastructure.

This project will require joint actions, agreed by public and private players, for implementation.

Basin management for the common benefit of the territory

Given the scarcity of water resources in the Biobío river basin because of an extreme drought that has lasted for over 10 years now, the full supply of water rights is in serious danger for the agricultural sector, human consumption, and sanitation in the Biobío river basin. Moreover, the low water flow to the basin affects tourism and environmental activities, which causes problems for the communities along the Biobío River and its tributaries.

In 2020, Enel Chile entered into an operational agreement on the management of water rights for electricity generation stored in the Ralco reservoir, owned by Enel Generación Chile S.A. Through a reduction in the extraction rate, this agreement seeks to use the stored volumes to guarantee full access to water resources for the agricultural sector of the Biobío river basin (approx. 60,000 ha) and the health sector (human consumption and sanitation), represented by approximately 1,000,000 customers, in a time of extraordinary drought.

The agreement—an unprecedented and voluntary measure that goes beyond what is required by law—aims to provide water security, meaning that various users of the river, namely the agricultural and sanitation sectors, will be able to fully collect the water resource due to the water storage in the Ralco reservoir. Its water extraction rates will also guarantee that the volume of water stored will last until at least March 15, 2021, circumventing low water levels in the basin when river flows are naturally reduced by low rainfall and lack of thawing.

This has a significant impact on the agricultural sector, which is guaranteed a successful completion of the 2020-2021 irrigation season; a significant impact on the sanitation sector, which is guaranteed the full collection of the water required to supply human consumption and sanitation in the Biobío river basin; and, finally, a significant impact on the communities along the Biobío River, as well as the development of tourism and environmental conservation activities. Given the circumstances, an agreement was reached.



Waste management

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Strengthening its commitment to continuous improvement, Enel Chile implemented the Enel Group Guideline for Waste Management in 2020, which had been introduced in December 2019 for proper waste management. The best Company practices deemed fundamental for optimal waste management, both for waste produced directly or in subcontractors' activities, were implemented and shared across the Group.

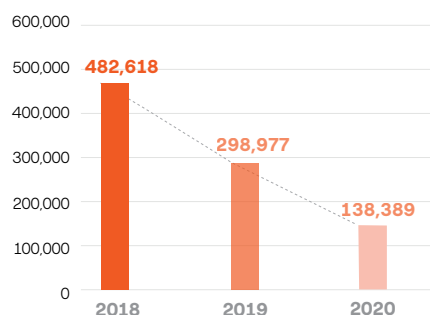
Rather than simply managing waste, preventing waste generation (particularly hazardous waste) makes any production process more efficient. For this reason, Enel encourages maximizing reuse, recycling, or recovery as by-products, converting them into secondary raw materials or using them as energy sources. Disposing of waste in landfills should be a last resort.

The Enel Group seeks to reduce waste generated by the Company (Zero Waste) with a reduction target of 40%

by 2030, compared to the baseline year 2017. Enel Chile has reduced its waste by 35.3% compared to 2017, in line with the Group's target. This has been possible thanks to improved process management, the reuse of resources, and the implementation of a circular economy that values them and never categorizes them as mere waste. In this way, Enel Chile has implemented initiatives that demonstrate employees' effort and motivation to be part of a change that can mean taking small actions to care for the planet.

It is worth noting that Enel Chile does not handle any radioactive waste, as it does not have nuclear plants.

WASTE GENERATION (TON)



Valorization of scrap metal waste

In 2020, Enel X implemented the methodology for on-site separation, quantification, and traceability of metal waste, which aims to collect and recycle 100% of scrap metal resulting from work on moving networks. This approach reduced the amount of waste generated from the work commissioned by Enel X and reduced the need to extract virgin metal. In 2020, 24.3 tons of metal was recycled from moving networks.

Initiatives to reuse and reduce waste disposal.

In 2020, to minimize waste generation, Enel Distribución Chile deemed it imperative to standardize a procedure for the reception, separation, and quantification of the material recovered from the distribution network. The objective was to give new life to materials that could be reused and have unexpected destinies. The results of this procedure were mainly reducing the generation of waste that was bound for the landfill (linear waste management) and reducing the consumption of raw materials and natural resources for creating new products (raw material for circular economy management). The 2020 results show that this simple management process of reception, separation, and quantification is a success, as it has reduced waste disposal by 44%.

New life cycles for concrete light poles

The project included a technical and economic assessment on recycling the concrete from light poles removed from the low and medium voltage network. Its objective was to reuse this material to manufacture new poles and/or to give the waste a new useful life as stabilized material for High Voltage civil works, preventing the final disposal of the waste and reducing the purchase of raw material (gravel) to manufacture new poles and/or produce stabilized material for civil works.

The project recovers 100% of the concrete (4,560 tons/year) and 80% of the steel (240 tons/year) that the poles are made of, which reduces the volume of hazardous and non-hazardous waste generated that would be disposed of as well as reducing the consumption of aggregates to manufacture new light poles and stabilized material.

Generation of biomass through the final disposal of tree trimmings

One type of waste that can be valorized is that from trimming trees to maintain the distribution network, 100% of which, through sustainable waste management, is transformed into biomass. These trimmings are sent to sustainable waste management companies that convert them into biomass, compost, or biofilters for wastewater treatment, preventing the emission of at least 1,200 tons of CO₂eq into the atmosphere in 2020. The model is being revised to create one that is even more sustainable and circular, involving communities, partnerships with other stakeholders, and a catalog of value-added products.

Education for good waste management

At Enel Chile, environmental education for company employees on responsible waste disposal guarantees the success of the mission, both quantitatively and qualitatively. In this regard, recycling campaigns were carried out directly at the plants in 2020, understanding that properly operating the plant also means that its surroundings are healthy (including labor relations). As such, campaigns were created related to the main sources of environmental damage, with the aim of raising awareness about the environment and increasing teamwork by removing garbage from riverbanks, recycling pallet wood for furniture, and recycling plastic bottles and packaging tape to create shades. This has reduced the amount of household trash generated, improved the surroundings of the workplace, and, perhaps most importantly, improved coexistence among workers.

Recycling centers at renewable power plants

In 2020, supplementing the initiative for proper waste management, Enel Chile set up recycling centers at the offices of 21 renewable power plants. The purpose was always to educate employees on correct waste separation and encourage recycling and waste reduction.

Zero single-use plastic campaign

Enel has been running a Zero Plastic campaign in Chile since 2019, focusing on Enel Chile's corporate building and implementing measures to avoid the use of single-use plastics in the dining hall, cafeteria, snack machines, and restroom.

With more than 70% of the employees working remotely during the pandemic, the consumption of single-use plastic was reduced to 1.3 tons vs. 4.7 tons of target, 86% less than what was generated in 2019. This initiative aims for zero generation of single-use plastic in the Company by 2022.

Enel Chile's 2020 – 2022 targets are:

Baseline Year	Plastic Generation	Targets: Amount of waste expected (t/year)		
2019	2020	2020	2021	2022
9.4	1.3	4.7	2.82	-
% decrease	86%	50%	70%	100%

Environmental activities and innovation at substations

The Enel Group's goal, which seeks a 40% reduction in the Company's generated waste by 2030 compared to 2017, will only be possible thanks to the efforts and motivation of employees who take part in caring for the ecosystem through small but constant actions over time. This commitment is embodied in the following measures developed by workers in substations:

- Installation of a water filter.
- Species identification with signs made from recycled products.
- Rest station and meeting point with reused wood and material from the removal of formwork.
- Recycling center.
- Vertical garden with wood from solid formwork and/or fences and pallets.
- Use of "Dry Fog" technology to mitigate pollution during excavation work.
- Waste separation and/or collection center.
- Use of reusable bottles.

Soil

Soil conservation to protect biodiversity

As part of fulfilling the commitments of the Environmental Qualification Resolution (RCA) of the Ralco Project, Enel must reforest 700 hectares with native species. To properly fulfill this commitment, Enel Generación Chile S.A. formed a partnership with the Universidad de Concepción (UdeC) at the end of 2015. The signing of the agreement allowed the Company to not only address this commitment, but to also execute a reforestation plan for native species in collaboration with the landowners interested in forest conservation, and therefore willing to offer their property for the Reforestation Plan, formalizing agreements directly with the University through the project.

632 hectares of RORACO (Oak, Raúlí, and Coihue) have been planted to date. Chilean Plum yew, Brush Bush, and Chilean Cedar will be the target of an Ecological Restoration Project, which will come to life through the signing of a new agreement with the University, giving continuity to the previous process. This methodology ensures the recovery of these species' habitat and, therefore, increases their chances of survival. In this way, the aim is to enhance the recovery of the habitat by replicating the existing conditions in reference ecosystems with the same species and which have been previously studied in composition and structure. The target species are accompanied by other native species, called "companion species," which play an ecological role of facilitation and positive interaction with the Agreement's target species. 9.5 hectares have been planted with Chilean Plum Yew and its respective companion species to date.

Biodiversity management

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Enel Chile follows the Biodiversity Policy, approved by the Board of Directors, which identifies six practices to be implemented in its activities. These practices contribute to and are aligned with the standards and international principles of the UN Convention on Biological Diversity (CBD), the 2011 – 2020 Strategic Plan for Biodiversity, and the Aichi Biodiversity Targets included in the CBD, as well as other national and international biodiversity strategies. With this policy, the Company promotes respect for the "no net loss" principle of biodiversity through sound project planning and preventive environmental assessment, avoiding, reducing and/or compensating for negative impacts on natural species and habitats that are significant due to their protection category, representativeness indices, and/or ecosystem value. The Company identifies and assesses biodiversity and ecosystem services in the areas where it operates in conjunction with local communities, academic institutions, and NGOs. From this, restoration, conservation, and monitoring projects are proposed and developed.

Enel Chile is committed to maintaining biodiversity management aligned with the best practices in the country where it operates. Therefore, prior to any environmental intervention necessary to expand, renovate, or maintain the energy distribution system, authorization is requested from the relevant environmental agency in every country.

In addition, an extensive analysis of the territory's social, economic, and environmental context is carried out to apply the Company's "Creating Shared Value" model, which defines the plans in a way that creates mutual value.




Biodiversity Policy

With the Biodiversity Policy, Enel Chile wishes to contribute to the fulfillment of the United Nations Convention on Biological Diversity, the 2011–2020 Strategic Plan for Biodiversity, and the Aichi biodiversity targets, as well as the national biodiversity strategies of the various countries in which the Group performs its activities.

Specifically, Enel Chile:

1. Manages activities while respecting the principle of “mitigation hierarchy,” by means of which a priority is given, first, to prevent or avoid negative impacts; second, if the impacts cannot be avoided, to reduce or remediate their effects; and, finally, to offset negative residual impacts;
2. in case of residual impacts, it implements compensatory measures that respect the principle of “no net loss” of biodiversity, and with a positive net balance, when applicable;
3. performs impact studies for each new plant, including a systematic assessment of the effects on ecosystems, their biotopes, and fauna and vegetation species, to avoid operating in areas with high conservation value in terms of biodiversity, adopting the best possible solutions to reduce pressures and impacts on biodiversity everywhere;
4. collaborates with local communities, academic institutions, and NGOs to identify the biodiversity value and develops studies and projects for its conservation and ecosystem restoration;
5. monitors the effectiveness of the measures taken;
6. reports regularly on its biodiversity performance.

BIODIVERSITY

Country	PROJECTS		PROJECT TYPE			SPECIES CONCERNED	
	Number of projects	Of which voluntary	Monitoring	Restoration (habitat)	Conservation (species)	CLASS	
Chile	16	25%	11	4	1	  	
	16	25	11	4	1		



ECOSYSTEM

 Terrestrial ecosystem
  Ecosystem coastal marine
  Aquatic ecosystem

The Red List, drawn up by the International Union for Conservation of Nature (IUCN), provides information on the conservation status of different species.

critically endangered **(CR)**

Endangered **(EN)**

Vulnerable **(VU)**

Near threatened **(NT)**

Least Concern **(LC)**

SPECIES CONCERNED

 Terrestrial fauna

 Aquatic fauna




 Birdlife

 Ichthyofauna

 Bats

 Terrestrial flora

 Marine flora

ECOSYSTEM		NUMBER OF ENDANGERED SPECIES					TOTAL
TYPE		(CR) critically endangered	(EN) Endangered	(VU) Vulnerable	(NT) Near threatened	(LC) Least Concern	
   Forest, inland wetland / freshwater rivers and lakes		0	0	2	2	54	58
		0	0	2	2	54	58

Device for remote sensing of chiroptera (bats)

The Renaico wind farm, located in the region of Araucanía, has developed a pilot device to remotely sense bats in its interior. This aims to begin a monitoring and data analysis process to avoid possible bat collisions with wind generators.

The project consists of three stages:

- Stage I (Prototype Development): includes developing a functional prototype of the main component of the bat detection system.
- Stage II: Adaptation of software platform for the storage, analysis, and presentation of data collected.
- Stage III: Development of the final equipment model and network hub.

The Study will be developed by a specialist from Chile's National Bat Conservation Program.

One device is already in operation, having worked correctly since its installation in 2020. New devices are expected to be installed in other wind generators at the Park, and a monitoring and data analysis process for the information collected with the device is planned. Developing a pilot device to detect chiroptera (bats) would make it possible to create an integrated data storage and analysis system in the future, with the ultimate goal of reducing collisions with wind generators.

This project seeks to:

- Decrease the impact on flying wildlife
- Implement innovative solutions tailored to local conditions

Sponsorship of 20 camera traps for the Huemul Conservation Project

Enel has participated in the Ministry of the Environment's Multidisciplinary Task Force under the RECOGE Plan for the Huemul Conservation Program in the Eighth Region since 2018, which resulted in the "Nevados de Chillan Huemul Recovery, Conservation, and Management Plan." As a way of continuing its contribution, the Company financed the purchase of camera traps to use in the project for the recovery of the Huemul in 2018. The initiative is led by the Ministry of the Environment (MMA). The purpose of this project is the conservation of this protected species, which is in danger of extinction. The project makes it possible to:

- Act in line with Enel's environmental policy and biodiversity policy (the project is being developed in the biological corridor zone located near the Laja power plants).
- Collaborate in endangered species conservation.

The Ministry of the Environment, through Resolution 1281/Oct 2019, recognizes Enel Chile's contribution to the Huemul Conservation Plan. Also, FAO through GEF participates in the development and implementation of this program.

Restocking and study on genetic variability of fish native to Alto Bio-Bio

As part of the environmental commitments assumed by the company during the environmental assessment and approval of the Ralco Hydroelectric Power Plant project, a commitment was made to develop a native fish restocking program and conduct studies on genetic variability of migratory populations (period 2019 – 2022). In addition to the measures already implemented, a native fish reproduction project was started in 2019 to restock various parts of the Biobío River. A study on the genetic variability of native fish was also planned, using a non-invasive method based on the identification of small DNA fragments present in the environment (river).

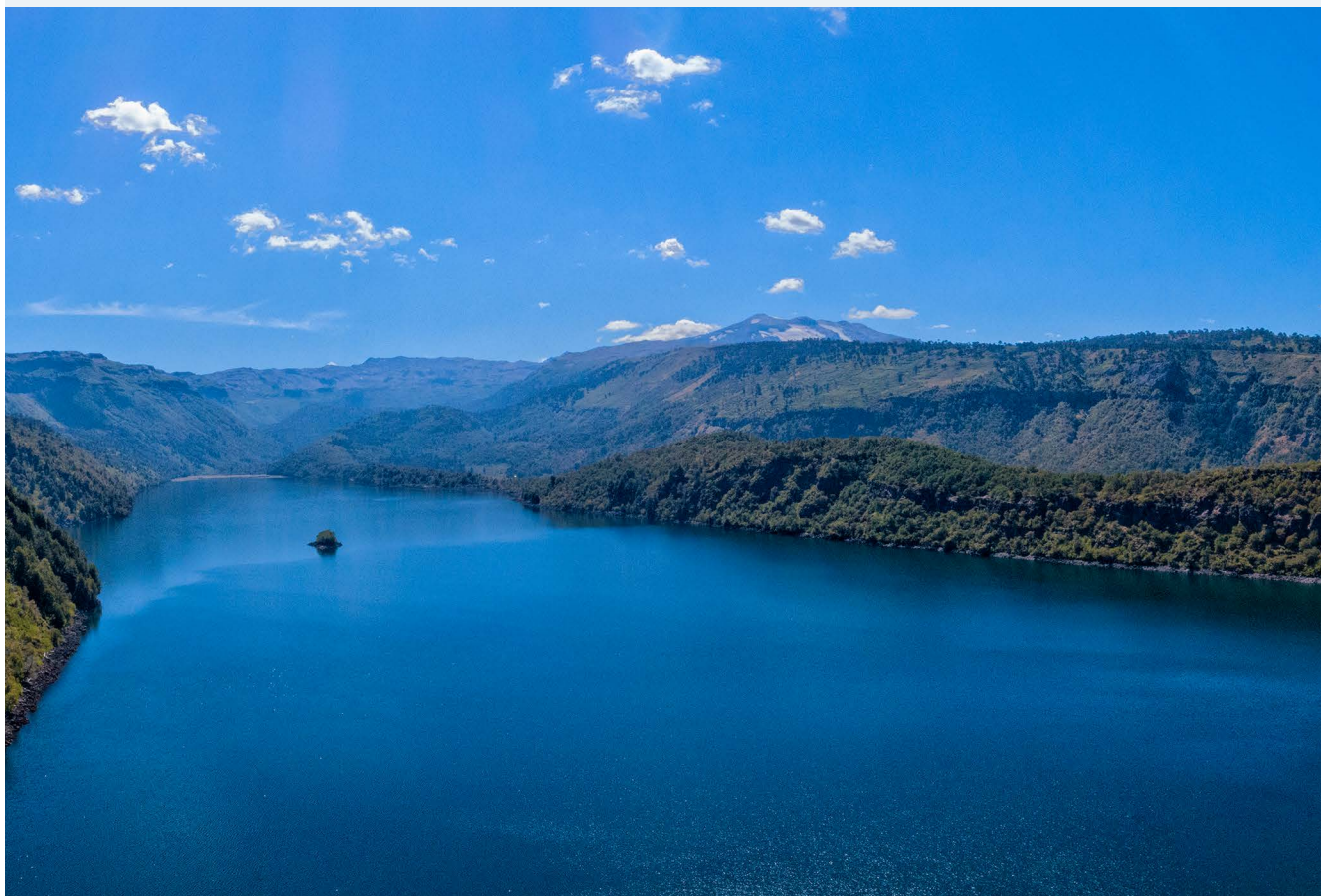
The first stage involved installing cages to collect native fish populations in the Ecological Flow Zone of the Ralco Hydroelectric Plant and establishing exclusive sections for the fish to acclimatize and reproduce.

The first stage of fish restocking was carried out in the first quarter of 2020, starting with the cages and exclusive section to the ecological flow zone. In this restocking stage, 47 specimens of *Bullockia maldonadoi*, 300 specimens of *Percilia irwini*, and 100 specimens of *Trichomycterus areolatus* were released in the Ecological Flow Zone. Genetic variability studies were also conducted during the summer of 2020.

In 2021 and 2022, with a native fish population that is stable over time and prior agreement with the authorities, native fish will be restocked in other parts of the Biobío River.

The project makes it possible to:

- Fulfill the Company's environmental commitments by mitigating the project's impact through continuously improved environmental standards, using innovative solutions.
- Contribute to increasing the number of native fish species and, in particular, to the recovery of those in a state of conservation.



Review and achievement of the environmental reforestation commitment within the Preservation Management Plan associated with the RCA of the 220kV TAP to Chicureo Substation Electric Transmission Line

This project is part of a 2013 agreement with the Metropolitan Park in which the park provides the site and water while Enel Chile provides the generation of the green area, installation of the irrigation system, and maintenance.

It consists of reforesting a 3,000m² area with Guayacán, Quillay, and Maitén species, as well as enriching another 3,200m² with Guayacán. As of 2020, the reforestation is in optimal conditions (75%) for the completion of the environmental commitment.

The felling of five Guayacán trees in a 0.12 Ha area during the construction of the power line was offset by planting 0.62Ha of native forest, which includes about 150 Guayacán trees and creates a positive impact on the biodiversity of Santiago. The project is still in the internal validation process on the success of the reforestation and will be later verified by CONAF.

The project makes it possible to:

- Comply with regulations and strengthen relations with the Metropolitan Park.
- Generate a green area of 6,200 m², beautifying an area of the Metropolitan Park with low vegetation cover.

Gather information on eagle nests (*Geranoaetus melanoleucus*) present on high voltage pylons of various transmission lines to assess their removal.

With the support of SAG, the electrical infrastructures with nests were visited: 110 kV Tap Lo Boza line, 110 kV Tap Chacabuco line, and 220 kV Polpaico – El Salto line, and the condition of the nests was assessed to create baseline information. In 2020, baseline information was generated to request exceptional permission from SAG to remove eagle nests in 2021 and analyze initiatives to mitigate this future impact on biodiversity.

The information on the affected wildlife was collected and a total of seven nests were identified. A request for their removal will be submitted for the conservation of the species. SAG also acknowledges Enel Chile's interest and concern for the protection and conservation of protected wildlife, in this case the eagle.

This project will make it possible to:

- Ensure the continuity of the electricity supply by reducing the risk of interruptions due to the presence or collision of birds.
- Reduce the risk of mortality by electrocution of a nationally protected bird by relocating their nests and, in the future, mitigate this impact by providing safe alternatives for nesting.

Urban tree and power line harmonization project

The objective of the project is to harmonize urban trees with the distribution networks through pilot projects in the districts of the concession area.

The project consists of the following stages:

- 1) The scope of the pilot project is defined with the municipality of the respective district, selecting critical areas according to criteria of electrical failures and the presence of diseased and aged trees.
- 2) A risk assessment of the existing trees is performed by a specialist company and an ITO.
- 3) A communication process with the surrounding communities is carried out.
- 4) Species replacement begins.

In 2019, the first site was implemented in the District of Quinta Normal, which replaced 17 trees. In 2020, the project was launched in the District of La Reina (18/12) to replace eight species on Echeñique Street, between Palmas de Mallorca and Santa Rita.

This project makes it possible to:

- Protect distribution lines and ensure continuity of electricity supply to customers.
- Improve the condition of urban trees that may present a risk to the community, pedestrians, and vehicles.

Conservation and local development in La Isla – Salto la Olla Park.

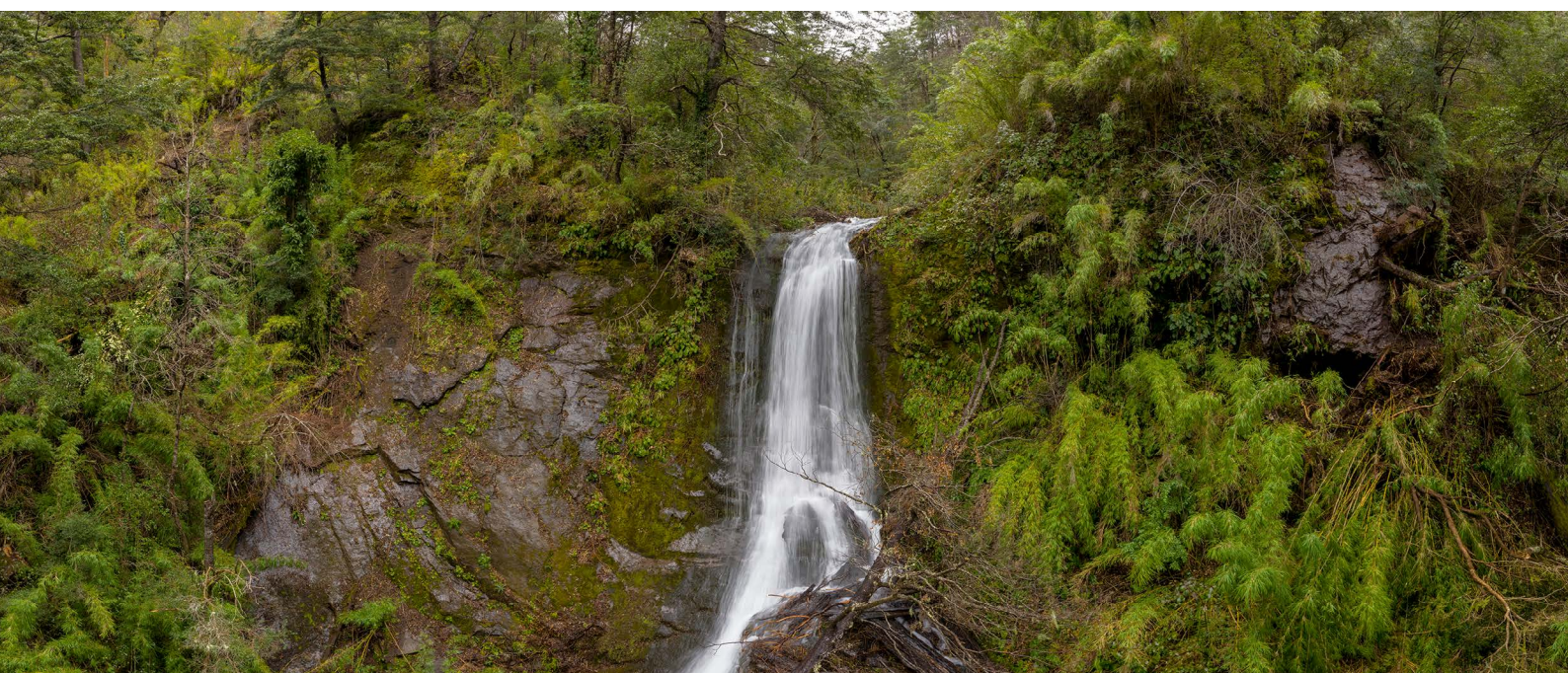
This initiative consists of returning 6 hectares of pristine forest to the Mapu Pilmaiquén community in the vicinity of the Pilmaiquén hydroelectric power plant in the region of Los Lagos. The restitution of this territory has become an iconic and particularly successful project in terms of the economic value generated for the community and biodiversity conservation, which was inaugurated in February 2019.

The community administers the park and carries out sustainable tourism. In 2019 and prior to the pandemic, the park had received more than 6,000 visitors. Community members work inside the park as tour guides, and the income from the entrance fee is used to pay the workers and for the conservation of the natural area.

Similarly, La Isla Park has become an opportunity for local commerce, as it has opened the space for local artisans to sell their products to visitors.

In terms of cultural conservation, this is a space where the cosmovision of the Mapuche people is fostered and tourists are educated on the importance of conservation.

This working model has become a landmark case between the private sector and indigenous communities, and it was presented in Geneva in November 2018 during the United Nations Forum on Human Rights.



Ecosystem services valuation study in Enel properties

The current climate crisis makes it necessary to address the development of territories with a systemic and integrated approach, considering natural capital as the support structure where societies that aim for a balanced and sustainable well-being can develop and thrive. According to the Natural Capital Coalition (<https://naturalcapitalcoalition.org/natural-capital-protocol/>), a natural capital approach leads people to understand the services provided by ecosystems (ecosystem services). Ecosystems generate flows or services from the ecological and biological functions of the natural assets or resources that compose them, which are used, transformed, or enjoyed by humans, also known as ecosystem services. Enel has set out to identify the hidden value of these natural services, enabling environmental liabilities to be integrated into economic models.

For this reason, Enel has decided to further the studies associated with CO₂ capture, as well as study the value of the ecosystem services of the Company's property in terms of the benefits they provide to the community, accounting for over 36,000 hectares that, as an initial stage, includes studying more than 10,000 hectares across 4 different regions. The Common International Classification of Ecosystem Services (CICES) (<https://cices.eu/>) has been applied to develop this project. It selects and categorizes the main ecosystem services through participative methods, applying internationally accepted standards at a local scale and presenting the services in three main categories: Cultural, Regulating, and Provisioning Services.

Once identified and prioritized, the ecosystem services are valued according to a logical framework based on the methodology developed by the University of Cambridge (<https://www.cisl.cam.ac.uk/business-action/business-nature/natural-capital-impact-group>), measuring them qualitatively, quantitatively (biophysically), and monetarily. Finally, these values are used to generate biophysical mapping for each ecosystem service, using the InVEST software. (<https://naturalcapitalproject.stanford.edu/software/invest>).

Study of ecosystem services in the La Escudra and Pehuenche properties, region of Maule:

As a result of the first phase of this project, we have studied 4,362 hectares corresponding to properties in the region of Maule. We were able to identify 34 ecosystem services, of which 11 services are Cultural, 14 are Regulating, and 9 are Provisioning, appraising 21 of them at an average of 75 USD/ha. By designing and implementing the Management Plan, the properties can potentially increase their economic value by 34% when considering their sustainable management over a 10-year period.

The most important aspect of this study has been the discovery of a value that was not evident, which the study has helped to measure and demonstrate. For example, the Regulating service has a value of over 65% in the two properties, which is shown through the CO₂ absorption of trees that are mostly native, representing 60% for both properties. It is important to note that these percentages must be improved, which is feasible through a management plan. Enel Chile is committed to such an extent that it considers itself as an organization capable of collaborating in the restoration of ecosystems through its internal initiatives.

One of the most important ecosystem services identified is in regulating, with CO₂ absorption being a concrete line of action for Enel. To do so, the Company has methodologically determined carbon stocks stored in forest biomass of 104,481 tCO₂e for 2019, where its natural annual rate of increase is 1470 tCO₂e/year. By implementing the sustainable management plan for ecosystem services, it was able to calculate its carbon sequestration potential at 2,467 tCO₂e/year, all of which is sustainable for at least 50 years.

With this climate action, Enel Chile aims to identify, prioritize, and value the ecosystem services to propose appraised and sustainable management, always referencing the benefits that an ecosystem offers to society, improving social welfare and the economy in a balanced natural environment.

It is worth noting that the next steps from the study establish Enel as the main entity managing the properties,



allowing the introduction of plant and animal species as conservation targets to avoid human impact on these populations over time. These efforts tangibly contribute to the Sustainable Development Goals (SDG 4, 7, 8, 13, and 15) that the Company has committed to, as well as those demanded by the market and society.

CO₂ Capture Study

The Company's assets operate under the highest environmental standards, seeking harmony with their surroundings and guaranteeing environmental compliance. To do so, it identifies and assesses the aspects and impacts involved, which makes it possible to apply the appropriate plans and standards as well as enhance environmental aspects that can create additional environmental value for the planet. In this way, the biodiversity found around Enel Chile's various facilities is recognized for the ecosystem value it can provide to its immediate surroundings, as well as for its carbon sequestration potential to offset emissions in the accounting of the Corporate Carbon Footprint.

Enel Chile is preparing a Carbon Capture project in the forest mass of its properties where power plants are currently in operation, as well as in assets of high ecosystem value. These properties cover an area of more than 10 thousand hectares, located from the Region of Maule to Southern Patagonia. The objective is to measure and optimally manage the forest mass of these properties to increase the potential of storable stocks, accounting the additional annual carbon capture through international standards, which is translated into tCO₂e/year and sustained for more than 50 years.

The work takes into account the carbon stocks prior to the project, where some of the baseline information corresponds to the Forestry Institute's (INFOR) Continuous National Forest Inventory of Forest Ecosystems. This is a statistical tool that provides qualitative and quantitative data on the state and condition of the resource contained in forest ecosystems. Subsequently, the project estimated the carbon stored in forest biomass in tons of carbon dioxide equivalent (tCO₂e) and the growth of forest biomass in tons of carbon dioxide equivalent per year (tCO₂e/year) using internationally accepted methodologies (IPCC) compatible with relevant national (IFNC) and international (REDD+) processes.

Implementing these methodologies has made it possible to quantify the stock of carbon already captured in Enel Chile's properties. It is estimated that there will be 850,000 tCO₂ by 2020, setting an annual growth rate of more than 7500 tCO₂. It is important to note that these studies indicate 35% of the area studied corresponds to native vegetation.

The objective of this project is to manage Enel's environmental assets through criteria and standards recognized as Nature-Based Solutions, allowing the creation of future value for the communities surrounding the studied properties as well as for the Company, quantitatively capturing and valuing the environmental management of this Ecosystem Service.



San Ignacio del Huinay Foundation

Founded in 2001 by then Endesa Chile (today Enel Generación Chile) and the Pontificia Universidad Católica de Valparaíso, the San Ignacio del Huinay Foundation seeks to understand the structures and dynamics of the ecosystems in Chilean Patagonia and their relationship with Climate Change through scientific research projects. Located on the coast of the Comau Fjord in a territory of 34 thousand hectares in Chilean Patagonia, this foundation researches the main climatic variables that impact the conservation of terrestrial and aquatic ecosystems to make the knowledge obtained available for the benefit of society, contributing with quality and relevant information to conserve the coastal biodiversity in the southern region of the country.

Coastal marine protected area of multiple uses (Comau Fjord):

For the Huinay Foundation, Marine Protected Areas (MPAs) are a tool with the main objective of conserving the integrity and diversity of nature and ensuring that any use of natural resources is equitable and ecologically sustainable. Within the MPA categories, coastal marine protected areas of multiple uses (CMPA-MUs) are category VI of the International Union for Conservation of Nature (IUCN) for “sustainable use of natural resources.”

The objective of this category is to ensure the sustainable use of ecosystem services through an integrated management of the area, using the conservation and management tools available within the legal system. Various sustainable use activities may be carried out in these areas as long as they do not affect the area’s protected targets and are in accordance with the respective CMPA-MU management plan.

In 2001, the Chilean government granted the administration of over 410 hectares of the CMPA-MU Comau Fjord to the Foundation under a supreme decree (D.S. No. 357 of 2001, modified by D.S. No. 34 of 2011). The Ministry of the Environment is currently developing a Regional Marine Protected Areas Strategy, updating and redesigning the management plans of 6 protected areas, with the final phase of the project to be completed by the end of 2021. The development of this project makes a concrete contribution to the country’s commitment to the [Nationally Determined Contributions \(NDC\) in the Integration-Oceans Component No. 11](#).

Regional Governance Strategy

The Foundation seeks to understand the biostructures arranged in Chilean Patagonia and their dynamics through the implementation of the Program for the Observation of Terrestrial and Aquatic Ecosystems (POETA), which is a program for monitoring the Essential Climate Variables and Terrestrial and Aquatic Ecosystems of Patagonia.

As information management and knowledge transfer tools, the POETA plan includes equipment for constant monitoring in both terrestrial and aquatic areas. The results are collected and analyzed by a team of scientists from the Pontificia Universidad Católica de Valparaíso. At the end of 2020, a platform called GeoPortal Observational, Geoos (<https://geoos.org/>) was unveiled by Enel, the San Ignacio del Huinay Foundation, and the Pontificia Universidad Católica de Valparaíso. This initiative was launched on December 16, 2020, and is a platform that integrates geo-referenced information from monitoring stations with satellite information and in real-time, which is freely accessible and can be used as a tool by students, scientists, scholars, or other institutions.

With Geoos it will be possible to cross-reference and visualize data and variables from geo-referenced monitoring systems of the ocean, atmosphere, ecosystems, vegetation, or any type of geo-referenced variable. Currently, the information available is based on numerical models from satellites and ground monitoring stations covering the Pacific region off the coasts of Chile, Peru, and Ecuador, as well as the Caribbean and part of the Atlantic and Antarctica. Geoos has the tools necessary to easily display this information, allowing quick visualization and comparison between the different variables collected, which, due to their origin, use, and orientation, have very different formats and resolutions, which are skillfully standardized for their use.

14. Governance

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Primary material topic: Sound governance and transparent conduct

How is it managed?

Enel Chile has a strong corporate governance structure that operates under principles of transparency and ethical conduct, allowing it to achieve its ambitious goals while mitigating governance risks. Enel Chile acts in accordance with the most demanding international standards and national regulations.

The governance structure is designed to oversee the impact of operations, aiming to create positive impacts for all stakeholders. To achieve the objectives, Enel's Global Compliance Model has been implemented, in addition to policies that promote conduct that meets high standards of transparency.

Material topics







- Anti-corruption
- Board and top Management structure
- Fair competition
- Fairness and transparency
- Fairness in management conduct
- Sound organizational model and compliance programs
- Transparency in relationship with institutions
- Legal affairs management



Importance of good management

Corporate governance is a backbone of sustainability and is one of the four founding pillars in Enel Chile's sustainability plan to ensure efficient and reliable management that accounts for excellent risk management, aiming to create long-term value for shareholders and ensuring business continuity.

Sound governance is the cornerstone of proper decision-making processes that integrate environmental and social aspects. The risk of not having a strong governance structure in place could result in non-compliance with legal regulations and potentially lead to misconduct, impacting the Company's reputation and results. All this would trigger a loss of stakeholder trust in the Company, namely from investors and shareholders, in addition to the destruction of value.

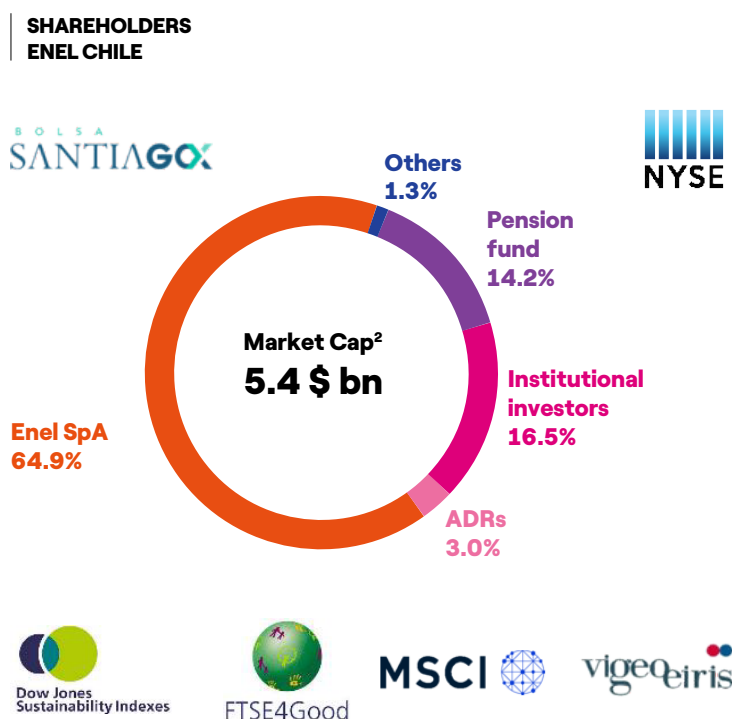
Targets and challenges

SDG	Activities/targets	2020-2022 Targets	2020 Results	2021-2023 Targets
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Structured induction plan and training for Directors, including topics on Compliance, the Criminal Risk Prevention Model (CRPM), and antibribery.	Annual training session	Three training sessions held	Annual training session
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Maintain ISO 37001 anti-corruption Certification	Maintain Certifications for Enel Chile and its subsidiaries	100% certified	Maintain Certifications for Enel Chile and its subsidiaries
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Ongoing improvement of risk and control matrices in accordance with Law 20.393. Implement the Compliance Road Map for Enel Chile and its subsidiaries	Ongoing improvement of risk and control matrices	Done	Ongoing improvement of risk and control matrices
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Extension of internal training on the Criminal Risk Prevention Model and the Enel Global Compliance Program	Train 250 people	59% of employees trained (1,291)	Train 50% of employees annually
16 PEACE, JUSTICE AND STRONG INSTITUTIONS  17 PARTNERSHIPS FOR THE GOALS 	Carry out Due Diligence	Carry out Due Diligence	Done	Carry out Due Diligence

Material topic and principles of the Policy on Human Rights	
Integrity: Zero tolerance of corruption	
Privacy & communication	

Sound governance

Enel Chile is a publicly-traded corporation listed on the Santiago Stock Exchange, Chilean Electronic Stock Exchange, and New York Stock Exchange. The Company's capital is divided into 69,166,557,220 shares distributed among 6,297 shareholders, which include both domestic and international institutional investors and individuals. The investor base includes pension funds, mutual funds, insurance companies, and local and foreign investment funds, through which Enel Chile has adopted best practices in transparency and corporate governance.



Relations with shareholders and the financial community

Since the listing of its shares on the Stock Exchange in both Santiago de Chile and the United States, Enel Chile has had corporate structures dedicated to dialogue with institutional investors and with the broader category of shareholders. The Company has the Investor Relations Unit, currently within the Administration, Finance, and Control Unit. In this context, Enel Chile maintains dialogue with investors based on principles of fairness and transparency, in compliance with the Financial Market Commission (CMF) and regulations on market abuse, as well as in line with international best practices.

Enel Chile provides transparent, timely, and quality information to the market on the Company's main financial, strategic, operational, and ESG issues through the Investor Relations Unit, which is also authorized to respond to shareholder and investor inquiries. The unit drafts the Company's equity story and organizes meetings between Enel Chile's management, institutional investors, and financial analysts. It also oversees the documentation to be submitted to the latter when disclosing periodic financial data to the market and in updating the Strategic Plan as part of Investor Day.

This is accompanied by ordinary activities, which include group or one-on-one meetings, conference calls, and interaction with financial analysts and investors, with the aim of supporting them in their analysis of both financial and ESG matters and ultimately facilitating the correct assessment of the Company by the financial community. The Investor Relations Unit, in collaboration with the Sustainability and Community Relations Unit, also analyzes environmental, social, and governance (ESG) issues, reporting to investors in a timely manner. Also, Enel Chile's website (www.enel.cl, "Investors" section) provides access to economic, financial, environmental, social, and governance information and updated data and documents of interest for this community, providing a multidisciplinary and integrated vision.

Virtual Investor Day

Since the creation of the Company in 2016, the Investor Relations Unit has annually presented the company's strategic plan and financial projections for the next three years through its Investor Day. Due to the Covid-19 contingency, Enel Chile held its first Virtual Investor Day in 2020, with more than 100 local and foreign investors connecting virtually.

In addition, virtual visits to the power plants were incorporated through the website in 2020, aiming to make it easier for the financial community to learn about the facilities.

Enel Chile held more than 260 meetings with investors in 2020, attending eight conferences and nine roadshows, both local and international.

The main communication channels with the market include the website, Investor Relations app, conference calls, emails, face-to-face meetings, video conferences, and participation in local and international conferences.

Governance structure

[102-8](#) | [102-18](#) | [102-22](#)

Enel Chile's corporate governance structure complies with the principles set forth in the Corporate Governance Code for listed companies, in its latest amendment (July 2018 edition), which is adopted by the Company globally, drawing inspiration from international best practices. The corporate governance system adopted by Enel and the Group aims to create value for shareholders over the long term, and it includes safeguards for ethical and transparent conduct to regulate the behavior of those who are part of Enel Chile, creating value for stakeholders.

To ensure that the established principles are adopted and implemented, the Company has a Global Compliance model consisting of documents and tools, such as the Code of Ethics, the Zero Tolerance of Corruption Plan, the Enel Compliance Program, and the creation of a reporting system (Ethical Channel), which guarantees the confidentiality of the person filing the report.

This model lays the compliance foundation for the bodies that make up the internal structure, as well as for those related to the Company, who are informed and must commit to these guiding principles.

Additionally, there are a series of procedures that ensure adherence to these policies, whether in procurement, acquisitions, hiring, or quotation processes, among others.

Enel Chile's Board of Directors

The highest governance body of Enel Chile is its Board of Directors, which is responsible for establishing the guidelines that define the Company's strategy, approving the Company's mission, corporate values, code of conduct, policies, business strategy, and risk management.

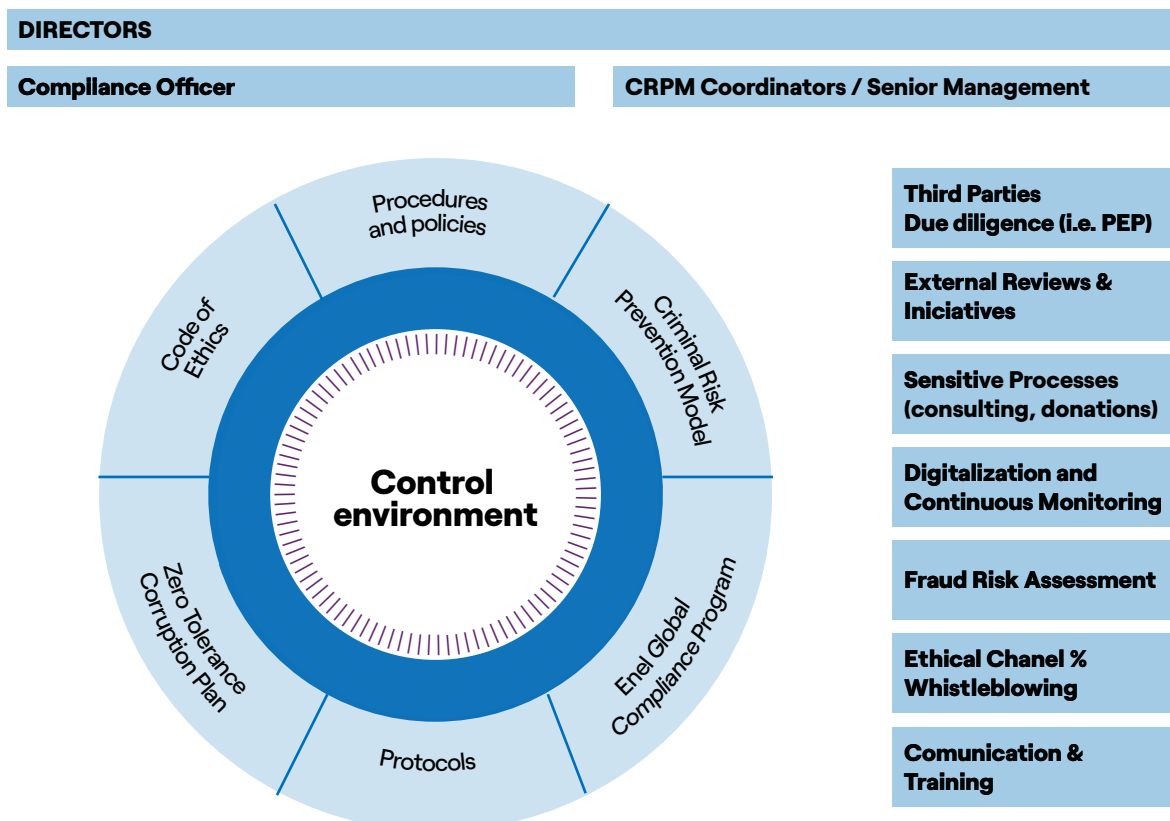
It is comprised of seven professionals with experience in the electricity sector from previously held board positions or executive positions in the industry. They are elected by the Shareholders meeting for a three-year period and may be reelected.

Functioning

Regarding the directors' attendance at the ordinary and extraordinary Board meetings that are held, the Board of Directors has agreed to an average minimum attendance of 75%, either in person or online. In 2020, the average attendance of all directors reached 95%.

In the event of the death, resignation, bankruptcy, incompatibilities or limitations or other impossibility that disqualifies a director from performing their functions or makes them cease to hold office, the total renewal of the Board will occur at the next Ordinary Shareholders' Meeting to be held. Until such time, the Board may appoint a replacement.

Given that it is the main body of the Company, and to ensure its high level of performance, an external and independent expert analyzes and evaluates the management of the Board of Directors each year.



Board of Directors

CH

CHAIRMAN

Mr. Herman Chadwick Piñera

ID number: 4,975,992-4*

Profession: Graduate of Legal and Social Sciences (Lawyer)
Pontificia Universidad Católica de Chile

Elected last: April 25, 2018

Took Board position: April 28, 2016

BD Board of Directors

DIRECTOR

Mr. Giulio Fazio

ID number: YA 4656507*

Profession: Graduate of Legal and Social Sciences (Lawyer)
Universidad de los Estudios de Palermo

Elected last: April 25, 2018

Took Board position: April 28, 2016

DIRECTOR

Mr. Salvatore Bernabei

ID number: YB 0600187*

Profession: Industrial Engineer
Università degli Studi di Roma Tor Vergata
Master's in Business Administration
Politécnica di Milano

Elected last: April 25, 2018

Took Board position: April 28, 2016

DIRECTOR

Mr. Fernán Gazmuri Plaza

ID number: 4,461,192-9*

Profession: Commercial Engineer
Pontificia Universidad Católica de Chile

Elected last: April 25, 2018

Took Board position: April 28, 2016

DIRECTOR

Mr. Daniele Caprini

ID number: YA9188092*

Profession: Graduate of Economics
Università degli Studi di Siena
Master's in Business Administration
Universidad de LUISS-Rome

Elected last: April 25, 2018

Took Board position: March 1, 2018

DIRECTOR

Mr. Juan Gerardo Jofré Miranda

ID number: 5,672,444-3*

Profession: Commercial Engineer
Pontificia Universidad Católica de Chile

Elected last: April 25, 2018

Took Board position: April 28, 2016

DIRECTOR

Mr. Pablo Cabrera Gaete

ID number: 4,774,797-K*

Profession: Graduate of Legal and Social Sciences (Lawyer)

Pontificia Universidad Católica de Chile
Diplomat

Academia Diplomática Andrés Bello

Elected last: April 25, 2018

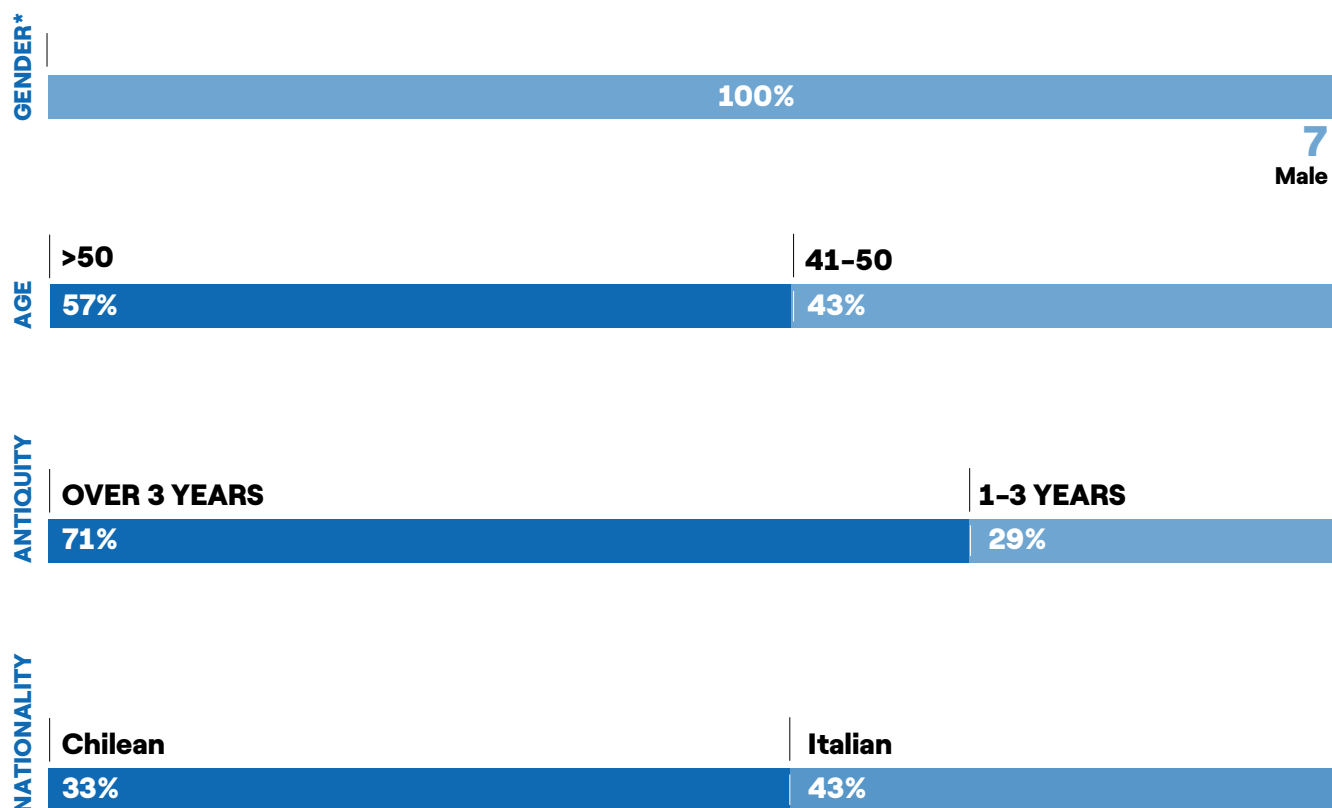
Took Board position: April 28, 2016

(*) ID number: The respective identification document of Messrs. Chadwick, Gazmuri, Jofré and Cabrera is the taxpayer identification document (RUT, in its Spanish acronym) and for Messrs. Caprini, Barnebei and Fazio it is the passport.

For further detail on the experience of Board members please refer to Enel Chile corporate website.

<https://www.enel.cl/en/meet-enel/board-of-directors-enel-chile.html>

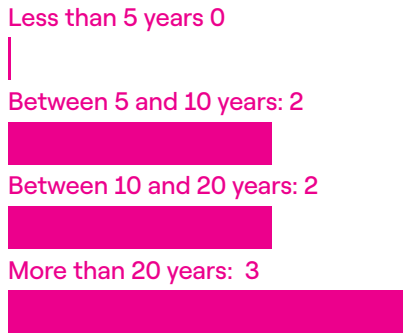
Board Diversity



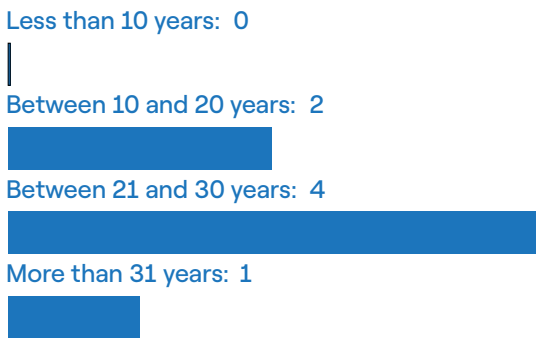
(*) Starting in 2021, Enel Chile will have two new directors: Isabella Alessio and Mónica Girardi.

Years of experience

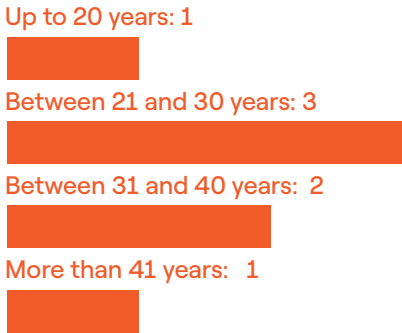
Energy industry



Strategy and Finance



Legal



International Environment



Cybersecurity



Information procedures for directors and shareholders

Induction procedure for new directors

102-27

Consists of meetings with the Chairman of the Board and the different units of Enel Chile to be informed on the mission, vision, and strategic goals. Each new board member is given a copy of the Policy on Human Rights, Sustainability Reports, Code of Ethics, Zero Tolerance of Corruption Plan, and the Diversity Policy.

Ongoing Board training procedure

The training covers regulatory and organizational changes and other relevant events. It provides the tools to strengthen the necessary competencies for the Board to perform and achieve the Company's objectives. The training program for directors is available on the website www.enelchile.cl.

Information for shareholders procedure

Sets the timing and the content of information about the candidates for the Board to be disclosed to shareholders, such as their experience and professional profile, among other relevant information.

Roles and duties of the Board of Directors

102-19

The Board delegates its power for the administration and management of Enel Chile to the General Manager and the executives, who are appointed according to the needs of the business. Although it is the body responsible for economic, environmental, and social decisions that involve the Company, it transfers some of its duties through a power structure that establishes protocols for the competences required for different matters, which is validated by the Board.

In accordance with the requirements of General Rule No. 385 of the Financial Market Commission (CMF), the Sustainability Unit presents the results of the different indicators that measure the Company's sustainability performance on a quarterly basis. These indicators are determined based on the three-year Sustainability Plan, which considers business objectives and targets focused on energy transition, social goals for employees and communities in the area in which it operates, and finally, indicators related to the four pillars that underpin Enel Chile's sustainable business. These are: sustainable supply chain, environmental sustainability, occupational health and

Approval of contract with external auditors

At an extraordinary session held on May 28, 2020, the Directors' Committee agreed to approve the contract with the external auditors KPMG Auditors Consultores SpA.

Regarding the change of auditors, there is no Chilean regulation that requires a change of external auditor every certain number of years, and the appointment of the external auditor is the responsibility of the Ordinary Shareholders' Meeting each year. However, the Public Company Accounting Oversight Board (PCAOB) and the Financial Market Commission (CMF) require a change of audit partner every five years, which is provided for in the Partner Rotation Policy of the appointed auditing firm.

This is in line with the internal controls required by the Securities and Exchange Commission (SEC) for listing on the U.S. Securities and Exchange Commission under the Sarbanes-Oxley Act (SOX), which contributes to good Company governance.

safety, and sound governance. Management's performance regarding stakeholder relations is informed by other areas, such as Institutional Relations, Investor Relations, Communications, Market among others.

The Board monitors the performance of Enel Chile, as reported by the General Manager and his executive team, during their monthly meetings. The Board also analyzes one, previously selected, significant risk during their monthly meetings according to a specific calendar until completing the yearly review of the Company's maps of risks related to the processes and activities affecting the Company, as well as the business and its industry.

The Board also monitors and oversees the Compliance Program, the operation of the Criminal Risk Prevention Model and the performance of the Ethical Channel, process risks, and the overall execution of all duties of the Internal Audit Unit, which reports to the Board at least once every quarter.

As of 2020, the Company's Board has delegated the duties of supervising the main sustainability matters to the Directors' Committee, a body mainly of independent directors, together with the management of this area. The matters include the Sustainability Plan and its guidelines; the general structure of the Sustainability Report; specific topics related to environmental performance, such as climate change, biodiversity; and social issues, such as health and safety, labor development; and governance, such as transparency, commercial relations, and human rights, among others. The committee also analyzes and evaluates the evolution of best practices in sustainability and the company's positioning in the main ESG indices. Together with the Sustainability Unit, the Investor Relations Unit also informs the committee about trends of socially responsible investors and the company's relationship with them.

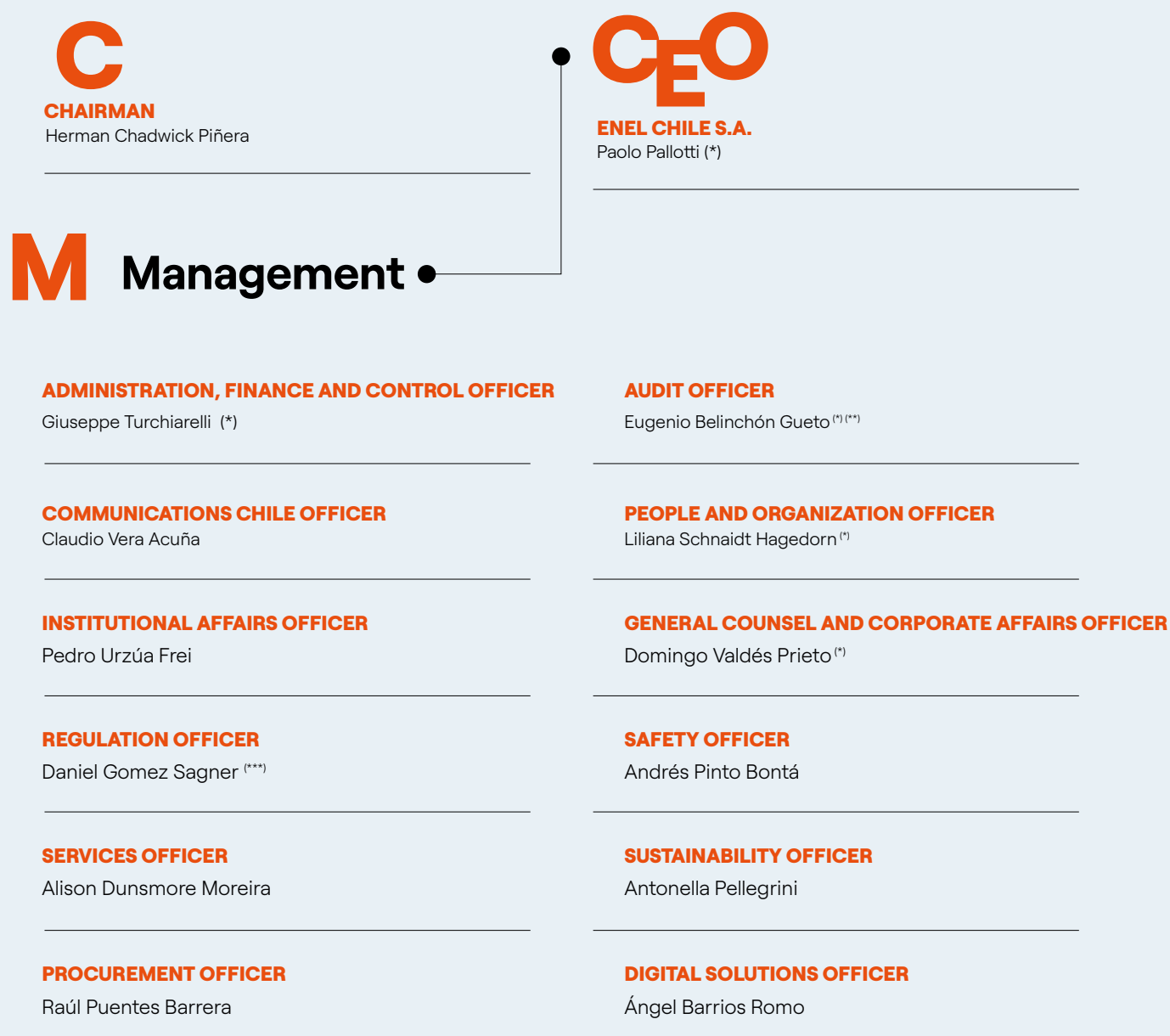
Improving processes

In 2020, due to the pandemic and the need to implement remote work, Enel Chile perfected a series of instruments related to the operation of the Board of Directors and access to information:

- Implementation of the Gate Way tool for all the Company's Boards of Directors, which allows its members and managers to have all the information on Board matters and proceedings, together with the background for adopting resolutions.
- Execution and strengthening of Share Point, a digital storage system for the Company's relevant legal documents.
- Digitalization of the approval flows for matters directed to the Board of Directors.
- Implementation of the Data Protection Compliance Program, with emphasis on data collection through the E-Register Platform and compliance with organizational measures such as the designation of first-line Controller Manager and Controller Task Manager (second line).

Company Administration

Organization chart



(*) Chief Executive Officer.

(**) Audit reports directly to the Board of Directors of Enel Chile.

(***) Daniel Gómez Sagner was appointed to the post on December 1, 2020 to replace Mónica De Martino

The following executives were principal executives of the Company until September 24, 2019: Mónica De Martino, Antonella Pellegrini, Claudia Navarrete Campos, Alison Dunsmore Moreira, Pedro Urzúa Frei, Raúl Puentes Barrera, Andrés Pinto Bontá and Ángel Barrios Romo

Risk management

102-30

Risk management Policy

Enel Chile follows the guidelines provided by the Risk Management Control System (SCGR) defined and approved by the Board of its parent company, Enel SpA, which establishes a set of risk management guidelines through standards, procedures, systems, etc. to be applied at the Company's different levels in their identification, analysis, evaluation, treatment, and communication processes for risks that the business must continuously face.

Each Company of the Group, including Enel Chile, defines its own Risk Control and Management Policy, which its respective Board reviews and approves at the beginning of each year, identifying and applying local requirements in terms of risk culture. The Risk Control and Management Policy is developed and supplemented by the following specific policies that are established for certain risks, corporate functions, or Group businesses, and include limits and indicators that are subsequently monitored.

The Risk Control area has the ISO31000:2018 (G31000) International Certification and manages the Company's risk according to the current guidelines of this international standard. The main objective is to preemptively identify risks (endogenous and exogenous), and analyze, evaluate, and quantify their probability of occurrence and impact, as well as treat them by establishing mitigation measures and their respective action plans together with the areas and Risk Owners responsible for the different risks. The risk treatment phase considers all necessary actions that are consistent with the Company's policies and internal procedures, strictly following international standards (ISO and OSHAS) and government provisions that require

risk management in an evidenced and sustained way to guarantee good governance practices and ensure business continuity.

Each quarter, the Risk Control area presents a risk map to the Board of Directors that includes sustainability and change risks to inform on the Company's risk management, evidencing the identification of new risks and the development and monitoring of those that were previously identified.

Complying with the global commitments in terms of Sustainability, the Risk Control area, together with the Sustainability area, has developed the methodological basis to define the risk identification process for those affecting the fulfillment of the Company's sustainability commitments, directly involving all the responsible units and raising awareness of this issue's importance for the Company and for the world in general, resulting in the sustainability risk matrix.

The Company has set up a Crisis Committee whose aim is to guarantee decision-making and internal/external communication clarity, speed, and efficiency to manage any event that may compromise people's safety, public and business service continuity, the environment, asset protection, the Company's and management's image and reputation, as well as to minimize impacts on stakeholders to guarantee rapid restoration of normal operating conditions.

Apart from the Crisis Committees, in each country the Company has set up a Critical Event Monitoring Office (OMEC), which monitors and manages crises in real time, 24 hours a day, 365 days a year. These offices were actively involved in the internal management of the Covid-19 crisis in 2020, with daily dispatches of alert bulletins informing of the coronavirus situation since March.

Main risks

102-29

The Company seeks protection from all risks that may affect its ability to accomplish its business objectives. A new risk taxonomy for the entire Enel Group was approved in January 2020, which considers six macro categories and 37 subcategories, as follows:



Strategic Risks: are risks that can significantly affect the Company's strategic objectives, both in the short and long term, such as risks arising from climate change.

Financial Risk: refers to the probability of an event which may have negative financial consequences for the Company, in relation to: (i) financial market risks, (ii) risks arising from any restrictions on access to the financial market, and (iii) commodity risks, including energy commodities such as gas, oil, coal, or variability of external factors that may affect the prices or volumes of commodities, such as hydrology, considering local peculiarities and market restrictions.

Operational Risks: represent the risks related to the operation, resulting from inadequate internal processes, systemic network failures, and other events with external causes, which may affect the quality of energy supply and performance indicators in the main identified aspects.

Compliance Risks: represent risks of non-compliance with a regulation or standard. Therefore, risk management in compliance requires knowing and clearly establishing the laws and regulations governing the Company.

Digital Technology: these are risks inherently vulnerable to cyber attacks, which can take many forms, from data theft and ransomware to system invasions with potentially harmful consequences on a large scale, including service interruptions.

Governance & Culture: these are risks of incurring judicial or administrative sanctions, economic or financial losses, and reputational damage as a result of the inability to meet stakeholders' expectations, an ineffective exercise of supervisory functions, and/or the absence of integrity and transparency in the decision-making processes and/or consequence of unauthorized attitudes and conduct of employees and senior management, in violation of the Company's ethical values.

The risk taxonomy and its management cover the complete risk assessment process (identification, analysis, and valuation) pursuant to ISO31000:2018, clearly reflecting the risks assessed, highlighting the probabilities and impacts thereof, quantified before and after mitigating actions. Once

the risk assessment process is complete, each responsible area works together with the risk management area in continuous risk treatment, aiming to reduce risk levels through preventive management and always seeking to reduce the probability and impact of each one, which is presented to the Board of Directors and the Company's senior management every month.

Enel Chile's corporate governance is a fundamental instrument to guarantee efficient and reliable risk management, aiming to create shareholder value and business continuity.

Internal control and risk management system

The Internal Control and Risk Management System, ICRMS, consists of a set of rules, procedures, and organizational structure to identify, measure, manage, and monitor the Company's main corporate risks. Specifically, these systems use the recommendations of the Integrated Framework for Internal Control, issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

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

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

SO_x internal control

The Sarbanes-Oxley Act states that the Company's management is responsible for establishing and maintaining adequate internal control over financial reporting. Enel Chile's internal control over financial reporting is designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB).

This internal control can provide reasonable assurance regarding the preparation and presentation of the financial statements. Additionally, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate over time. On a semi-annual basis, the controls established in the Company are self-assessed by each control officer and may be modified due to changes in the Company's processes. The results of these self-assessments and the independent testing of internal control is presented to the Board of Directors on a semi-annual basis.

The assessment of internal control is based on the criteria established in "Internal Control - Integrated Framework" issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO 2013 framework).

Internal audit

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

The Internal Audit Unit is responsible for objectively and independently ensuring the efficiency and effectiveness of the internal control and risk management system. Given the nature of the Internal Audit Unit, it reports directly to the Board of Directors at least once every quarter, including any serious deficiencies that have been detected or possible irregularities that must be reported to the auditing bodies or other competent entities, as well as events that may affect the Company's judicial standing.

This unit carries out audits to periodically evaluate the performance of the Company's operations under a risk-based approach, identifying the areas of improvement and facilitating, together with the process owners, action plans to strengthen the Internal Control System to minimize irregularities or cases of potential fraud that may affect the company. The results of each audit and the follow-up on the implementation of the action plans are periodically reported to the Board, which directly supervises the execution of improvement actions.

Each audit includes control activities linked to the Criminal Risk Prevention Model (CRPM), which contains the requirements of the Crime Prevention Model of Law 20.393, and promotes international best practices to prevent and detect potential risks of illegal behavior, fraud, and any other action that may conflict with the Enel Group's ethical principles.

This work methodology is also applied by Enel Chile's subsidiaries, considering the specific context of each country where the Company operates.

In 2020, the Audit Manager and Compliance Officer reported to the Board of Directors in sessions held in February, March, June, September, and December on all the issues indicated above, in addition to the management of the Ethical Channel.

In 2020, aiming to continue innovating and improving auditing practices, the Company strengthened the Agile methodology applied in Enel Chile's Audit Plan, which corresponds to 13 audits carried out under this methodology in the subsidiaries. This way of working, which will be further leveraged in 2021, is in line with the Agile practices implemented in Enel and seeks to improve the expertise, efficiency, and timeliness of the results, strengthening the commitment and collaboration with the process owners.

Moreover, knowledge acquisition and the implementation of big data analytics techniques, "Data Analytics," in auditing activities have been strengthened since 2020. The use of these methodologies will continue to be intensified in 2021, consistent with the data-driven strategy of Enel Chile and its subsidiaries and aiming to implement a growing number of work tools in auditing activities.

Norms and ethical conduct

[102-16](#) | [102-17](#)

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

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

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

The Code of Ethics and other documents that provide the framework for Enel Chile's ethical culture, such as the Zero Tolerance of Corruption Plan and the Global Compliance Program, are handed to employees, directors, suppliers, and contractors, in addition to being posted on the website to offer easy access to all stakeholders.

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

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

Criminal Risk Prevention Model

Enel Chile actively opposes any type of unethical behavior, illicit activity, and corruption, either direct or indirect, within the scope of any value chain process, operation site, or with any stakeholder.

Enel Chile has a Criminal Risk Prevention Model (MPRP), which is a system to control and prevent criminal activity within the organization, mitigate Criminal Liability of Legal Entities, compliance risk, and reputational risk in the activities of all companies in which Enel Chile holds a majority stake, controls the administration, or is responsible for its management. The Model mainly responds to Chilean Law 20.393 and the Penal Code.

Law 20.393 and its amendments during the pandemic

Law 20.393 and its amendments establish criminal liability of legal entities for offenses in asset laundering, terrorism financing, bribery, concealment, corruption between individuals, misappropriation, incompatible negotiation, unfair administration, water pollution, illegal fishing, activities with banned products, and activities with scarce fishery resources without legal accreditation. Under the context of the Covid-19 pandemic, Law 20.393 was amended in 2020, adding an offense related to the protection of workers' health.

The MPRP is composed of a series of specific programs that, along with Enel's Global Compliance Program, comply with local regulation, namely Law 20.39342 and the highest international standards, such as ISO 37001, Foreign Corrupt Practices Act (USA), and Bribery Act (United Kingdom). The Company also has included the definitions of the Global Compact and the Sustainable Development Goals, both developed by the United Nations.

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

The model includes a disciplinary and sanctions procedure based on internal order and hygiene rules that is overseen by the People and Organization department and Legal Counsel to ensure that punishments are applied when rules are disobeyed and involve the corresponding authorities, if required.

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

The Crime Prevention Officer has the autonomy, power, and resources required to properly execute their duties. The Board regularly evaluates and monitors the implementation and improvement of the Company's procedures in this area by meeting with the Crime Prevention Officer, who reports on the main activities related to their execution and correct operation.

Enel Chile and its subsidiaries have external certification for the Criminal Risk Prevention Model, which was awarded most recently in 2019. The external certifier accredited and

objectively evaluated the prevention system adopted and implemented by the Company, to the standards stipulated in Law 20.393. The certification lasts two years (2019 – 2020), a period during which the Company and its subsidiaries are subject to constant evaluations.

Enel Chile continued updating the Criminal Risk Prevention Model to include the amendments to Chilean Law 20.393 in late 2018 and early 2019, which added criminal liability of legal entities for offenses in corruption between individuals, unfair administration, incompatible negotiation, misappropriation, illegal fishing, water pollution, activities with banned products, and activities with scarce fishery resources without legal accreditation. These crimes are added to asset laundering, financing terrorism, concealment, and bribery, which is considered an extraterritorial crime.

Additionally, under the context of the Covid-19 pandemic, Law 20.393 was amended, adding an offense related to the protection of workers' health. Enel Chile has already worked on updating the risks and specific controls of the Criminal Risk Prevention Model with all areas and processes of the Company and the support of outside experts.

The Criminal Risk Prevention Model operated normally throughout 2020, despite the change in the labor and global context due to the Covid-19 pandemic. It is important to mention that compliance provided support to those responsible for processes to ensure the mitigation of operational compliance risks without affecting the continuity of the Company.

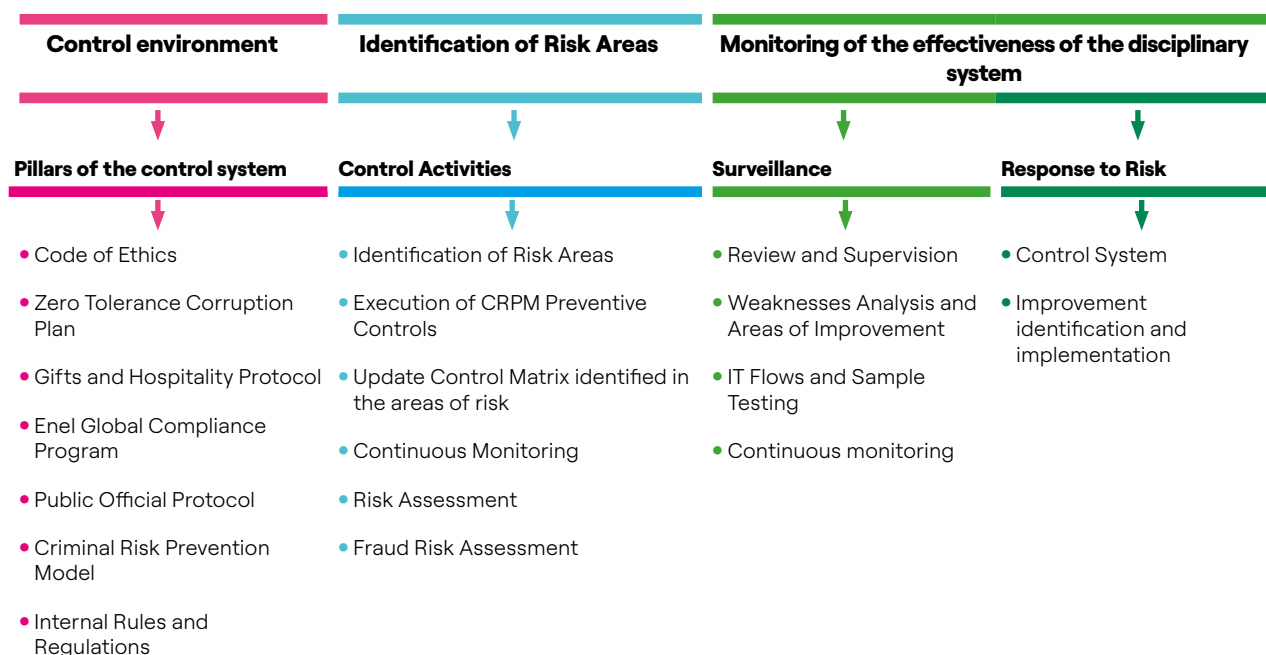
All Enel Chile subsidiaries also have a compliance program that is aligned with their respective business practices. In companies that are not directly controlled by Enel Chile, joint ventures, related companies, or suppliers and contractors, the Company promotes the implementation of independent codes, aligned with local legislation and Enel Chile's standards.



Main documents that form the Criminal Risk Prevention Model

- Code of Ethics.
- Enel Global Compliance Program.
- Zero Tolerance of Corruption Plan.
- Protocol in dealing with public officials and authorities.
- Protocol for accepting and offering gifts, hospitality, and favors.
- Internal Rules of Order, Hygiene, and Safety.
- Conflicts of Interest Management Policy.
- Policies for hiring consultancies and professional services.
- Donations policy.
- Tenders and procurement policy.
- Complaints policy.
- Sponsorship policy.
- Politically Exposed Persons and people Connected to Politically Exposed Persons transaction approval Policy

ELEMENTS OF THE MODEL



ISO 37001 Anti-Bribery Management System

Under the tenth principle of the Global Compact, companies commit to fighting corruption in all its forms, including extortion and bribery. To contribute to this commitment, Enel Chile contributes to the fulfillment of this commitment through the enforcement and maintenance of the Anti-Bribery Management System in accordance with the ISO 37001 standard.

The ISO 37001 standard specifies a series of measures and best practices to aid organizations in preventing, detecting, and confronting bribery, working alongside the Company's fulfillment of its voluntary commitments. In Enel Chile, this system is focused on identifying risks and designing, executing, and improving behavior controls and standards in operations deemed risky, such as negotiations and any type of contract with third parties, public and private tender participation, financial resource management, gifts and hospitalities management, employee selection processes, management incentive mechanisms, among others.

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

The ISO 37001 certification strengthens stakeholder trust in Enel Chile, which in 2018 became the first company in the Chilean electricity sector, and together with Enel Américas, the first Latin American companies listed on the New York Stock Exchange to obtain such certification.

In 2020, as part of Enel Chile's commitment to implement best practices worldwide, Enel Chile, along with its subsidiaries Enel Generación Chile, Empresa Eléctrica Pehuenche, Enel Distribución Chile, and Enel Colina, maintained their Anti-Bribery Management System certification under ISO 37001:2016 standards. In this same period, the subsidiaries Enel X Chile, Enel Green Power Chile, and Geotérmina del Norte obtained their first ISO37001 Anti-Bribery Management System certification.

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

Supply Chain Compliance System

Suppliers and contractors adhere to the Company's compliance provisions by agreeing to the General Contract Conditions, which include the Code of Ethics, the Zero Tolerance of Corruption Plan, and additional documents that are part of the Enel Group's compliance plan. Enel Chile promotes crime prevention and fights corruption through training programs specifically designed for supply chain activities, in addition to the Company's permanent monitoring system.

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

Regarding the hiring of consultancies and professional services, the Enel Group has specific procedures to verify the integrity and consistency of the services contracted and performed.

As part of the compliance activities, the Company communicates with suppliers and provides training to disclose the initiatives being promoted by Enel Chile and its subsidiaries and strengthen suppliers' commitment to integrity, in line with the Company's Open Power values.

Various training sessions were held for all suppliers of Enel Chile and its subsidiaries in 2020, during which the ethical channel and the principles of transparency applicable to business relationships were reinforced. Highlights include implementing Alliance for Integrity's best practices on integrity and the annual Supplier Day.

Compliance Road Map

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COMPLIANCE ROAD MAP



COMMUNITY & CUSTOMERS

Convey the Enel Group's commitment to its compliance programs to the community and customers.



SUPPLIERS & CONTRACTORS

Transfer our culture, values, and commitment to ethics and compliance to our stakeholders by working together to implement and strengthen best practices.



INSTITUTIONS & NGO

Develop and share ethical and anticorruption best practices with government and civil society.



OUR PEERS

Identify electricity industry and other markets' best practices and promote the implementation of Enel Group standards in the Company.

During 2020, compliance activities focused on the early identification and mitigation of corruption, bribery, and other criminal risks covered by Enel Chile's Compliance Model, with a focus on potential conflicts of interest or unethical behavior within all company processes, using the following tools:

- **Fraud Risk Assessment Matrix (FRA):** This tool updates the corruption risk assessment within all the Group's business units. The tool identifies and assesses all types of fraudulent events that could take place within the organization and is in line with the Risk Assessment performed by the Internal Audit Department. The process is digitally supported by the Salesforce platform, which provides greater internal visibility to the processes.
- **Criminal Risk Prevention Model's Risk Matrix Assessment:** This assessment consisted of verifying the specific risks that Enel Chile and its subsidiaries are exposed to, as required by Law 20.393. Each company has a specific compliance system according to its specific context, as determined by regulation. In 2020, documents, risks, and controls were revised and updated considering the broader scope of Law 20.393, which includes an additional offense making legal entities criminally liable for protecting workers' health.
- **Risk Matrix Assessment:** This tool assesses the risks within all processes carried out by Enel Chile and its subsidiaries using the C.O.S.O²⁵ methodology, which is currently the main international risk assessment standard. In 2020, the knowledge on risk types included in this model was strengthened to align with the Company's strategy and operational context.
- **Ethical Channel:** Enel Chile kept this channel open to all stakeholders. It guarantees confidentiality, no retaliation, and anonymity, and it is managed by an external and independent entity.

Enel Chile also kept its communications plan and training programs operational in 2020. They focus on disclosing the main aspects of the compliance program and strengthening

the corporate culture among employees and suppliers. These plans include internal and external activities, including new employee induction programs that provide specific training on Enel Chile's compliance system.

In 2020, over 42 training programs were held for over 1,306 participants, and 72 communication activities were carried out, focusing on corruption prevention, unethical behavior, use of the ethical channel, ISO 37001 Anti-Bribery Management System, and on the Company's compliance system, in addition to Enel's current policies and procedures. Additionally, an online course is available to all employees, which covers the content of the Criminal Risk Prevention Model.

Ethics Week in Chile stood out in the communication plan in 2020, organized and carried out completely online. The event highlighted the commitment of employees, managers, suppliers, and directors to transparency and integrity. Among the week's events, a panel on the importance of Corporate Governance and Integrity Programs in the Sustainability strategy of Companies stood out, with the participation of national and international experts.

In 2020, Enel Chile and its subsidiaries also participated and collaborated with stakeholders and various civic organizations, such as Alliance for Integrity, Chile Transparente, General Comptroller of the Republic of Chile, among others, to share experiences and promote best practices in and outside of the Company on matters of integrity, organizational culture, and ethical and transparent business conduct.

Finally, Enel Chile and its subsidiaries also implemented the Barometer of Corporate Values and Integrity this year, and Chile was recognized as one of the companies assessed by Fundación Generación Empresarial under its Generación Empresarial 2020 Recognition program. The results of this measurement contribute to the continuous improvement of the integrity programs.

²⁵ Committee of Sponsoring Organizations of the Treadway Commission.

Training

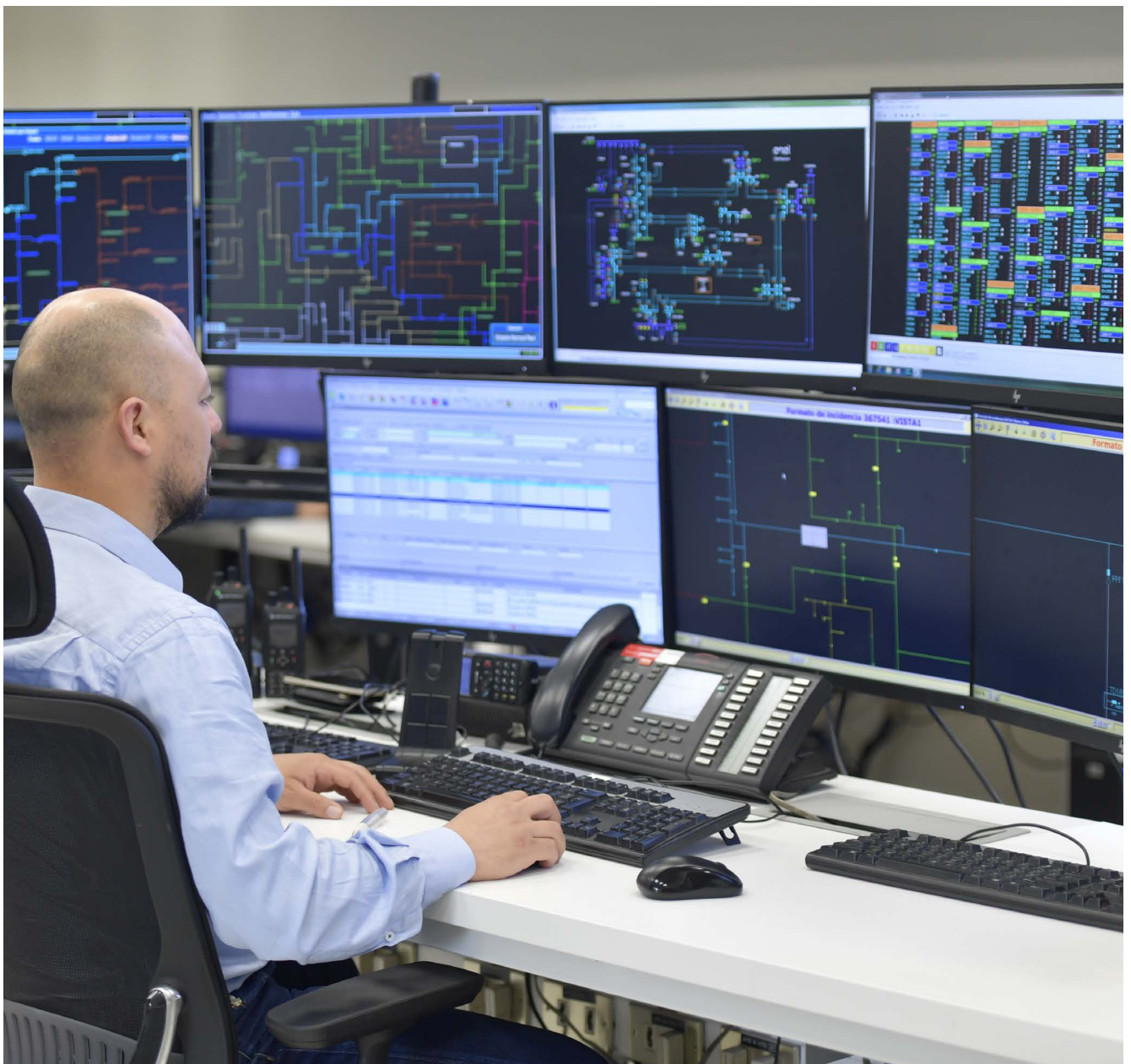
205-2

Training related to anti-corruption topics is started when an employee joins Enel Chile and its subsidiaries, and it is also part of the induction program for new directors. Additionally, the Company requests new business partners to sign contract annexes that include all documents of the Company's compliance system.

A training and communication plan is permanently in place. This is executed annually, focusing on the areas and activities associated with these issues.

In 2020, Enel Chile and its subsidiaries held 42 training sessions for more than 1,306 people and 72 communication activities. The training focused on:

- Preventing corruption and unethical conduct.
- Use of the ethical channel.
- ISO 37001 Anti-Bribery Management System
- Knowledge of the Company's compliance system, including Enel's current policies and procedures.

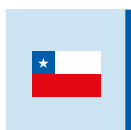


Communication and training on anti-corruption policies and procedures.

Suppliers and contractors who have been informed of the organization's anti-corruption policies and procedures	100% of the Suppliers and contractors of Enel Chile and subsidiaries have been informed of the anti-corruption policies and procedures of the Enel Group in Chile (Code of Ethics and Zero Tolerance of Corruption Plan) via the incorporation of these rules in the General Contract Conditions and its Country Annex. These documents are an integral part of all purchasing documents. Additionally, ethics and anticorruption related tools and methodologies are passed to contractors and partners through training and operational guidelines issued along with the Legal and Corporate Affairs units. Supplier ethical principals were disclosed, and two events were carried out within the scope of the Ethics Week and Vendor Day.
Directors who have received training on anti-corruption	<p>100% of the directors of Enel Chile and subsidiaries are trained in compliance, Criminal Risk Prevention Model (CRPM), and anti-corruption.</p> <p>As of 2020, 4 of the directors (57% of them) have updated their knowledge on Compliance issues. Of note was the participation in Ethics Week Chile 2020, which addressed issues related to human rights in the Company's activities, corporate governance, and integrity as part of the Sustainability Strategy, in addition to compliance.</p>
Workers who have received training on anti-corruption	<p>59% of employees have received training on compliance, the Criminal Risk Prevention Model (CRPM), and anti-corruption through different formats (in-person, e-learning, general, targeted). Additionally, targeted activities have been carried out for Top Management and for those areas or duties considered to be more sensitive from the model's perspective.</p> <p>In addition, all new hires (new workers) attend a training day related to Enel Chile's Compliance Program, the Code of Ethics, the Criminal Risk Prevention Mode, and the Company's main compliance documents.</p> <p>A specific training/dissemination event was held during Ethics Week 2020 to raise awareness and promote the importance of Enel Chile's compliance and anti-corruption program.</p>

Employees trained in Model 231 and Enel Chile's Compliance Program

	Employees trained	Scope
Enel Generación Chile	301	46%
Enel Distribución Chile	488	64%
Enel Chile (Includes EGP and Enel X)	502	64%
Total	1,291	59%



Crime Prevention Model Certification regarding Law 20,393
 Notification of Norm 385 standards
 Actions carried out in collaboration with Chile Transparente to define best practices in business-government relations

Participation in external initiatives

102-12

Enel Chile voluntarily participate in various initiatives to evaluate the effectiveness of their compliance programs, measure their performance, and apply best corporate governance and sustainable management practices, such as:

- Adherence to the Global Compact.
- Member of the Transparency network with ChileTransparente (Chilean chapter of Transparency International) to define best practices in business-government relations.
- Among the companies certified with ISO37.001 Anti-Bribery Management System.
- Among the companies with their Criminal Risk Prevention Model certified according to Law 20.393 in Chile.
- Member of the Compliance Circle of the Chilean-German Chamber of Commerce and Industry (CAMCHAL).
- Members of the LatAm Regional Working Group of Alliance for Integrity.
- In addition, the Company was actively involved in several dissemination activities in 2020:
- Members of the LatAm Regional Working Group Allies for Integrity (Alliance for Integrity).
- Transparency International in the United Kingdom: Talk on the role of companies from the corporate and governance point of view, in relation to business, human rights, and corruption.
- Participation in the IV International Anti-Corruption Seminar of the Comptroller General of the Republic of Chile, in the panel: "Sustainable and corruption-free economy."

Enel Chile and its subsidiaries were involved in and recognized in 2020 as one of the companies assessed by Fundación Generación Empresarial, including the implementation of its Values Barometer, which was answered by a record number of employees in 2020.

As a milestone in 2020, Ethics Week in Chile was carried out online, given the context of the pandemic. The event highlighted the commitment of employees, managers, suppliers, and directors to transparency and focused specifically on the relationship of compliance programs with Corporate Governance and Sustainability. The week's events featured renowned external guests in Chile and the region.

Ethical Channel

102-17

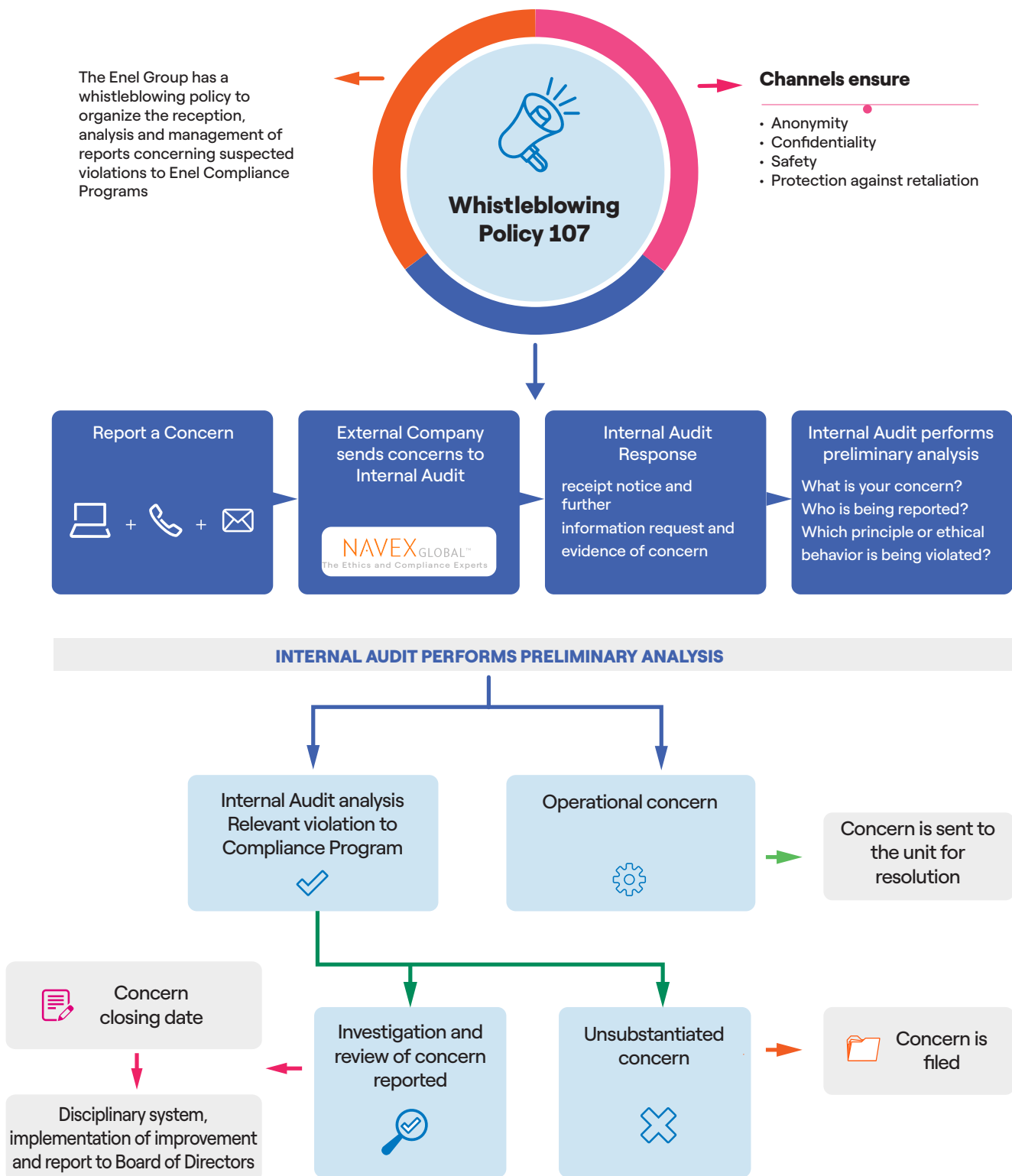
The Ethical Channel is managed by the Internal Audit Unit but operated externally; it allows anonymous reports on any irregular conduct contrary to the principles of the Criminal Risk Prevention Model or the Code of Ethics, as well as other concerns related to accounting, control, internal audit, or crimes such as asset laundering, terrorism financing,

bribery, corruption between individuals, misappropriation, incompatible negotiation, environmental crimes, among others.

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

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

At least semi-annually, Enel Chile's Audit Manager and Compliance Officer reports the status of the ethical channel and statistics on its management to the Directors' Committee, which is composed of members of the Board of Directors of Enel Chile and Subsidiaries.



In 2020, actions were carried out to promote the use of the ethical channel through publications and training, where its benefits and use were shown to employees. The company also raised supplier's awareness through promotional handouts and talks.

In 2020, the Ethical Channel received a total of 19 reports concerning the Code of Ethics in all of Enel Chile, recording 27% more than in 2019.

Of these reports, two were not significant violations of the Company's Ethical Code in matters of Workplace Climate, and all were managed adequately. Corrective and sanctioning measures have been applied in all cases, as well as a training plan for the areas involved, improved procedures, and activities to reinforce concepts.

KPI	UM	2020	2019	2018	2019-2020	%
Reports received	n.	19	15	26	4	27%
Violations related to incidents of	n.	2	3	7	-1	-33%
Conflict of interest/Corruption ²⁶	n.	0	2	4	-2	-100%
Misappropriation of assets	n.	0	1	0	-1	-100%
Workplace climate	n.	2	0	2	2	0%
Community and society	n.	0	0	0	0	0%
Other reasons	n.	0	0	1	0	0%

It should be noted that Enel Chile had no confirmed cases of corruption and/or bribery during the last three fiscal years.

Where to report concern? Complaint mechanisms

Corporate website: Right menu/ Ethical Channel

www.enelchile.cl

www.eneldistribucion.cl

www.enelgeneracion.cl

Internet

Directly to Ethical Channel

<https://secure.ethicspoint.eu/domain/media/es/gui/102504/index.html>

In person or in writing

Enel Chile Internal Audit Department, Santiago, 76 Santa Rosa Ave, Floor 9.

²⁶ Corruption is defined as abuse of power to obtain personal gain and may be performed by public or private sector individuals. It includes practices such as bribery, extortion, collusion, conflicts of interest, and asset laundering.

Institutional Relations and participation in associations

Relationships with local, national, and international institutions allow Enel Chile to represent its interests, promoting its position and good practices concerning the sustainable development of the energy sector.

The Company's ties are governed by the Compliance Program and all components of the Criminal Risk Prevention Model, providing complete and transparent information for all institutions to have the best conditions for decision making. Activities with institutions are registered and controlled according to the provisions of Chilean Law 20.730, which regulates lobbying and representations of private interests before authorities and officials. For this, employees, managers, and potential contractors must comply with established internal procedures and manuals when interacting with public officials or members of state institutions on a regular basis.

Enel Chile has continued to be part of numerous trade and employer associations during 2020. It has also developed a management model to monitor and ensure transparency in meetings with the authorities, as well as a procedure that regulates the relationship with these entities and another one that frames the relationship with the authority.

CONTRIBUTIONS OVER THE LAST FOUR YEARS			
2017	2018	2019	2020
\$860,796,391	\$679,412,717	\$843,566,874	\$1,047,509,009

415-1

* Enel Chile and its subsidiaries have not made any contributions related to lobbying, interest representation or similar, political campaigns / support to organizations / contributions to local, regional, or national candidates, or other (e.g., spending related to ballot measures or referendums) in compliance with Law 20.900 as well as internal Group policies.

** Data coverage corresponds to 100% as a percentage of revenues for the four years

The three most significant monetary contributions made by Enel Chile were to: Electricity company trade association (Asociación Gremial de Empresas Eléctricas A.G, Ch\$367,735,536) by its subsidiary Enel Distribución

Chile, Generators trade association (Asociación Gremial de Generadoras de Chile, Ch\$ 333,270,060) by its subsidiary Enel Generación Chile, and Chilean Institute of Rational Business Administration (ICARE, Ch\$ 72,837,500) by Enel Chile.

Enel Chile and its subsidiaries were involved in 2020 in the support of the regulatory and consultation processes related to the following main issues:

- Development of energy policies: the contribution made to this issue was Ch \$ 715,357,931.
- Greater Business competitiveness: the contribution made to this issue in 2020 was Ch \$ 332,151,078.

In 2020, Enel Chile's institutional relations focused on positioning activities regarding the challenges faced by the Company, as well as strengthening the relationship plans with the authorities of the territories where it operates, as detailed:

Positioning

- Promoting and enabling a portfolio of renewable projects in construction under the new conditions of social and health crisis. In view of this, it informed local, regional, and national authorities of the development of renewable energy projects in the regions of Antofagasta and Atacama.
- Carrying out heritage projects, such as books on geothermal energy, Bocamina, and Museo Victoria, to contribute to the energy development of the country and territories where Enel Chile is present.
- Development of a special communication plan to coordinate distribution work in areas under quarantine and to communicate the benefits of the voluntary repayment included in the Basic Services Law.
- Establishment of proper communication with authorities to keep them informed on the execution of the Phase Out of coal-fired plants.
- Promotion of the circular economy as a pillar of the Group's strategy on carbon neutrality and climate change in various governmental agencies, trade associations, and technology centers.
- Formation of field teams to stay in touch with

communities during the pandemic and institutional changes.

- Implementation of the relationship plan with the municipalities in Enel Distribución Chile's concession area, which made it possible to establish contact with nearly all mayors in the area, despite the health restrictions of the pandemic.
- Strengthened dialogue on the cities of the future and electrification through Santiago 2041 activities.
- Launch of Enel X Chile's recharging points infrastructure plan.
- Working with the Ministries of Energy and Environment to publicize the benefits of the electric heater replacement projects implemented by Enel X in areas with Decontamination Plans in the Metropolitan Region and the south of Chile.

Relationship Plan with the Authority:

- Creation of a Relationship Plan with the authority (Seremi and local services) to report the deployment of Enel Chile's renewable projects transparently and responsibly.
- Ongoing coordination with regional institutional stakeholders (Seremi and services) to facilitate development of renewable projects, given the exceptional conditions in which they are developed.
- Organization of seminars in partnership with the Energy cluster of the Antofagasta Region on topics of regional importance and interest.
- Formation of territorial roundtables to analyze and assess the national social, political, and economic scenario (southern power plants, Maule basin, and the northern macro zone).
- Development of a positioning plan for the program to replace heaters in polluted areas of Chile in addition to offering of energy efficient technologies for the residential and municipal segment.
- Development of partnerships with municipalities in the most vulnerable areas of the Metropolitan Region, the Red Cross, and Red UC Christus during the health crisis,

donating ambulances and buses that strengthened the capacity for testing and tracing infections.

- Work plan with the municipalities of Enel Distribución Chile's concession area to improve communication during emergencies and target resources more efficiently during contingency plans, especially during the winter season.
- Communication targeted at mayors to inform them of the benefits of debt repayment considered in the Basic Services Law (21.249).
- Continuation of the Urban Tree Planting program launched in Quinta Normal in 2019, which allows—experimentally—planting tree species compatible with a lower rainfall, such as the one recorded in the Metropolitan Region, and which can grow in harmony with the overhead power supply network. In 2020
- "Arborization and Urban Infrastructure" seminar organized by Enel Distribución Chile together with the Universidad Católica de Chile, Sociedad Chilena de Arboricultura, and Chilquinta.
- Implementation of the municipal plan to install self-payment systems in municipal buildings and telemetering equipment for municipal facilities.

Institutional Relations Plan for Information Technology:

- Developing an IT Institutional Relations Plan allows the Company to communicate its inclusion in the regions and district where Enel Chile is present in a transparent and responsible manner. To address this challenge, Enel Chile, in partnership with GDS (Global Digital Solutions), signed an agreement for sharing technical information, best practices, and dissemination of cybersecurity with the Computer Security Incident Response Team (CSIRT) of the Ministry of the Interior. The official signing of this agreement took place on June 12, 2020 in a virtual meeting chaired by the Undersecretary of the Interior, Juan Francisco Galli.

Enel Chile commits to providing transparent information to the organizations with which it interacts by abiding to its Compliance Program. As stated by the Company's Ethics Code, which includes requirements of Law 20.915, the Company does not finance political parties or representatives and does not sponsor conventions or events related to political propaganda. Enel Chile has not made and will not make any political contribution nor contributions to any lobbying or election-related activity.

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Subsidiary	Association
Enel Chile	Acción Empresas
Enel Chile	Corporación Espacio para el Arte Artequin
Enel Chile	Asociación Chilena de Energías Renovables (ACERA)
Enel Generación Chile	Asociación de Empresas de la Quinta Región (ASIVA)
Enel Generación Chile	Asociación de Industriales del Centro Región del Maule (ASICENT)
Enel Generación Chile	Generadoras de Chile A.G.
Enel Chile	Cámara Chileno Argentina de Comercio
Enel Chile	Cámara Chileno Brasileña de Comercio
Enel Chile	Cámara Chileno Italiana de Comercio
Enel Chile	Cámara Chileno Norteamericana de Comercio
Enel Generación Chile	Cámara de la Producción y del Comercio de Concepción
Enel Chile	Centro de Estudios Públicos (CEP)
Enel Distribución Chile	Centro de Innovación UC
Enel Chile	Chile Transparente
Enel Chile	CLG Chile Grupo de Líderes Empresariales contra el Cambio Climático (Universidad de Chile)
Enel Chile	Chilean Chapter of the World Energy Council (WEC)
Enel Generación Chile	Corporación del Desarrollo de las Comunidades de Puchuncaví y Quintero
Enel Distribución Chile	Empresas Eléctricas A.G.
Enel Chile	Fundación Libertad y Desarrollo
Enel Generación Chile	Icold – Comité Nacional Chileno de Grandes Presas
Enel Chile	Instituto Chileno de Administración Racional de Empresas (ICARE)
Enel Chile	Instituto de Auditoría Interna de Chile
Enel Chile	Instituto de Ingenieros de Chile
Enel Generación Chile	International Hydropower Association
Enel Chile	Global Compact Chile (Universidad Andrés Bello)
Enel Distribución Chile	Global Compact Chile (Universidad Andrés Bello)
Enel Chile	Sociedad de Fomento Fabril (SOFOFA)
Enel Distribución Chile	Sociedad de Fomento Fabril (SOFOFA)
Enel Generación Chile	Sociedad de Fomento Fabril (SOFOFA)



Main pandemic initiatives

Management in 2020 was marked by special circumstances in the country due to the pandemic, in addition to the social and economic situation. This implied adapting to remote work, which created legal and operational obstacles. Nevertheless, these were overcome through internal and external digitization tools, which proved to be fundamental for the continuity of the operation. The topics that shaped the agenda in terms of governance were:

- One work focus was to address the effects of Law No. 21.185, which establishes a Stabilized Price to Regulated Customers (PEC), and Law No. 21.249, which provides exceptional measures for end users of electricity, sanitation, and gas services, among others. This affects the normal payment and income scheme of the Company and its subsidiaries. To address this scenario, the Company required special efforts related to the economic impact of this regulation, seeking and negotiating financing. Added to this were the effects of the pandemic in contracts with both free and regulated customers and the need to renegotiate the prices of energy sales, safeguarding the commercial aspects through the contractual terms.
- Furthermore, regulation on the “single line of business” for the energy distribution companies has driven a corporate transformation of the Company and a reorganization of the activities of the related companies, arising from the change of free customers from Distribution to Generation, under relevant legal support. This gave rise to the creation of Enel Transmisión, focused on providing electricity services through transmission systems, either on its own behalf or on behalf of third parties.
- In parallel, Enel Chile has developed a series of initiatives to support efforts to contain the health crisis through donations to the Red Cross and other organizations.
- The pandemic impacted the activities of the Company, its stakeholders and, in general, the entire country. Against this backdrop, the Institutional Relations area accelerated the digitalization of the work in this area, which has mitigated the loss of face-to-face meetings with the authorities, particularly in regions. Similarly, strengthening digital channels has also made it possible to establish fast and efficient contact methods.
- The change in the Government’s agenda, resulting from the social crisis and the regulatory changes introduced, has deepened Enel Chile’s relationship with the State. Contact with local and regional authorities was strengthened to provide information in a timely manner and ensure continuous electricity supply.

As part of the coordination with the regional seremis, protocols related to Covid-19 were executed to maintain operational continuity, as well as work aimed at providing security to projects and facilities during the social crisis.

Human rights management

407-1 | 408-1 | 409-1 | 412-1

In 2013, the Company adopted a policy dedicated to human rights, approved by the Board of Directors of Enel Group and of each of its subsidiaries, representing a commitment that strengthens and deepens the values and pillars Enel Chile's corporate ethics based on the Code of Ethics, on the Zero Tolerance of Corruption Plan, and on the Enel Global Compliance Program.

The policy is also aligned with the main international reference standards and references the UN Guiding Principles for Business and Human Rights (UNGP) approach– “Protect, Respect, and Remedy” –and the principles outlined by the OECD guidelines for multinational enterprises, designed to promote sustainable management of the business model.

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

Protect

The Policy identifies eight principles that all Enel Chile's employees and those of its subsidiaries must respect in the pursuit of their activities. The Company also promotes respect for these principles in the context of all its business relations and compliance with the same standards by its contractors, suppliers, and commercial partners, paying special attention to high-risk or conflict-affected contexts.

The eight principles of the policy, available on the website, www.enel.cl, are classified in two macro-issues: labor practices and community relations.

Labor practices:

1. Rejection of forced or compulsory labor and child labor
2. Respect for diversity and non-discrimination
3. Freedom of association and collective bargaining
4. Occupational health and safety
5. Fair and favorable working conditions

Community and society relations:

1. Respect for the rights of local and indigenous communities.
2. Integrity: zero tolerance of corruption
3. Impact on the environment

The principles expressed in the policy are inspired by the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, and the Declaration of the International Labour Organization on Fundamental Principles and Rights at Work.

The Policy also outlines a governance system that is entrusted with the tasks of implementing and monitoring the activities defined by the Enel Group for the protection and respect of human rights. The tasks include the adoption of a process of due diligence on human rights²⁷.

In particular, the Sustainability Unit of Enel Chile is entrusted with the following tasks: planning and coordinating the adoption of the due diligence process together with the other areas, as it pertains to them; informing the Control and Risk Committee on progress in implementing the due

²⁷ In the context of the Guiding Principles on Business and Human Rights (Principles 17-21), this term refers to a continuously evolving management system implemented by a company, adapting it to the peculiarities of its supply chain and in accordance with the sector in which it works, its operating contexts, and its organizational structure to ensure it is not involved in human rights violations, either directly or indirectly. This implies “identifying, preventing, mitigating, and reporting” potential negative impacts deriving from the Company's business activities.

diligence; annually reporting the Company's performance with respect to the commitments assumed in relation to human rights in the Sustainability Report. In addition, it must manage the positioning on human rights and internal and external communication activities concerning the actions taken, as well as integrate the policy on human rights into corporate processes and guarantee the execution of due diligence activities.

Respect

The due diligence process

As required by the UN guidelines and based on the principles of the policy, Enel Chile has implemented a specific process of due diligence of human rights across the entire value chain.

In line with the international reference standards, the process is broken down into 4 phases:

1. Assessment of risk perceived by stakeholders at a country level, with regard to labor, local community, and environmental rights. Some of the stakeholders covered in this due diligence process are local communities, indigenous people, women, our people, among others
2. Gap analysis aimed at identifying and analyzing the organizational and risk control systems.
3. Development of action plans to cover any areas of improvement that emerged in the previous phase.
4. Monitoring of action plans and remedies.

In 2020, a new assessment cycle was launched with the previously described phases, concluding in 2022 with the implementation of the identified action plans.

1. Assessment of the perceived risk

By consulting significant stakeholders and experts in the various sectors, namely civil society, and academic institutions, originating from the various contexts in which the Company operates, Enel Chile has conducted a context analysis to better identify the issues concerning human rights and the most significant connected risks. The topics included in the Policy on Human Rights were then classified based on the perceived risk level, resulting from combining the seriousness and probability of a violation.

The data collected led to the following conclusions:

- Issues relating to corruption, environmental impacts, and diversity have a "high-priority risk" score, requiring the company to implement additional control and monitoring mechanisms to take corrective actions.
- Issues strictly connected to labor practices (freedom of association and collective bargaining, rejection of forced labor and child labor, just and favorable working conditions, and matters related to health and safety in the workplace) and to the mitigation of impacts on the local and indigenous communities with whom the Company coexists are assessed as "medium risk," which translates into taking corrective measures at the appropriate time if necessary.

It is worth noting that protecting relations with communities continues to be a highly important issue in the country, consistent with the results of the previous assessment cycle. Additionally, the topic of health and safety in the workplace continues to be perceived as a critical area to monitor.

2. Gap analysis aimed at identifying and analyzing the organizational and risk control systems.

Enel Chile performed the gap analysis through a risk-based approach in the first phase of the due diligence process, aimed at evaluating the practices and policies adopted to protect human rights in every location where it operates. Through this second phase, it has been possible to identify action plans and possible areas of improvement. In particular, interviews were conducted with top management to analyze the level of respect for human rights integrated with the Company's process management, identifying potential risks and opportunities for growth.

At the same time, the Company's policies, procedures, systems, and practices in each area of its value chain were analyzed in relation to more than 100 indicators. The assessment considered the four parameters defined by the UN Guiding Principles on Business and Human Rights:

- Public commitment to protect human rights.
- Adoption of a human rights due diligence process.
- Preparation of action plans to remedy any impact identified by the due diligence process.
- Adaptation to match local context and regulations.

The performance scores of management systems to monitor and protect human rights in the areas noted above represent the current level of systems in place, which potentially help to mitigate impacts. These results are expressed in percentages and represent the maturity of these for the specific human rights areas. Overall, there are four levels of scores according to the UNGP, and the analysis based on this showed that Enel Chile has robust mechanisms and management systems to monitor potential human rights violations (between 75% and 100%), allowing the identified risks in these areas to be adequately managed. The integration of the principles expressed in the policy on human rights in relation to contextual risk was also evaluated, as reported in the Action Plans.

Topic	Average perceived risk	System to protect human rights	Main policies and procedures to protect human rights
Labor practices			
Freedom of association and collective bargaining	Medium Risk to control	Robust	Enel Chile has committed to respecting its employees' freedom of association and collective bargaining. In particular, the Company recognizes the employees' right to set up or join organizations formed to defend and promote their interests, and it recognizes that they are represented by union organizations or other forms of representation, opposing any act of discrimination in the exercise of this right. Additionally, it recognizes the value of collective bargaining as the preferred tool to determine contractual conditions and to regulate relations between company management and unions.
Rejection of forced labor	Medium Risk to control	Robust	The contracts regulate all labor conditions, clearly defining workers' rights on working hours, pay, overtime, benefits, etc. Each worker is guaranteed a translated employment contract in their native language, and human resources management systems and procedures guarantee the absence of minors in the workforce. Apprenticeship projects and school-work experience projects are also carried out.
Fair and favorable working conditions	Medium Risk to control	Robust	
Rejection of child labor	Medium Risk to control	Robust	
Diversity and inclusion within the organization	High-priority risk	Robust	For more information, see the chapter "Employees."
Occupational health and safety	Risk to control	Robust	For more information, see the chapter on occupational health and safety.
Communities and societies			
Community relations	Medium Risk to control	Robust	For more information, see the chapter "Communities."
Environmental impacts	High-priority risk	Robust	For further details, see the Environmental sustainability chapter
Corruption	High-priority risk	Robust	For more information, see the section "Norms and ethical conduct" in this chapter.

Remedy

Improvement plans

Improvement opportunities were identified during the due diligence process to reinforce Enel Chile's commitment to respecting human rights while carrying out its industrial and business activities. Specific action plans have been developed, as well as a centrally managed improvement plan to harmonize and integrate, at the global level, processes and policies to be later applied at the local level. A total of seven actions have been planned, covering 100% of operations and sites. The plans will be launched at the start of 2021 and are scheduled for completion by the end of 2022.

Below is an example of an action that will be implemented.

Topic	BUSINESS LINES	Countries	AREAS OF IMPROVEMENT
Rejection of child labor	Global Procurement/Legal and Corporate Affairs	Chile	Intensification of training and monitoring of the entire supply chain.

Finally, labor rights issues are generally perceived as lower risk. Notwithstanding, minor areas of improvement have been identified, as shown in the following table.

One of the pillars of the Policy on Human Rights is diversity and inclusion. In particular, a detailed analysis of disability was carried out through surveys with various stakeholders, and these were examined with the support of external experts. This analysis made it possible to define the risk perception of stakeholders on the matter according to a scale of the perceived risk level (high risk, high-priority risk, medium risk, and low risk). The resulting data were categorized in four clusters:

- Accessibility
- Governance
- Product and facility design
- Regulatory framework.

Joining the Valuable 500 initiative in 2019 gave rise to the global "Value for Disability" project in 2020, aimed at harnessing business potential and promoting full inclusion of colleagues and customers with disabilities through global and local action plans. The project was organized with a consulting firm that coordinated the work of multifunctional teams in various countries. The global and local teams were set up by representatives of the Sustainability, P&O, GDS, Market, and Enel X areas and were supported by focal points that played a role in listening to needs and testing solutions. After analyzing in-depth the needs of colleagues and customers with disabilities through innovative methodologies and comparing partnerships and benchmarks with other companies, the local teams have identified a broad set of initiatives to be implemented in the coming years.

The commitment on the topic of disability was also affirmed in the new version of the Code of Ethics, which introduced an explicit reference to the importance of creating conditions to include everyone: "Enel is committed to creating inclusive work environments where everyone can contribute, paying particular attention to the physical accessibility of workplaces; the digital accessibility of information, documents, and communication; and the specific needs for assistive work tools."

Training and information

In 2020, a total of approximately 31 thousand hours of training were provided on sustainability topics, of which human rights are a key part. Specifically, the courses focused largely on environmental and worker health and safety issues, with an average of 26.1 hours of training per employee, up from 16.5 hours in 2019. Enel also launched a new online training course dedicated to the topic of human rights, through which the Company seeks to renew its commitment in this area and engage all people in the Company by sharing stories and best practices that highlight the key role of human rights.

Enel Chile: five years of due diligence

Over the last five years, Enel Chile has carried out four human rights due diligence processes in the different business lines and operations, in both generation and distribution, following the recommendations of the United Nations Guiding Principles and incorporating new and different stakeholders each year.

This procedure requires a thorough understanding of the business and its operations. Based on this, aspects in its chain that could jeopardize and/or affect any right are detected, in accordance with the Group's global Policy on Human Rights. Additionally, new technologies and even the plants under construction have been progressively incorporated each year.

Regarding the overall results of the four processes carried out, there has been a steady decrease in the situations identified, reaching a 64% decrease in findings over the last five years. This confirms that this process is an effective tool for detecting risks and taking preventive action to address them.

The most prominent example was the Bocamina power plant, which had a 71% reduction in situations detected since its first due diligence process, and a total reduction is expected once its closure process is completed under the Company's decarbonization plan.

Global Compact recognizes Enel Chile's human rights commitment

As part of the 20th anniversary celebration of the Global Compact in Chile at the end of 2020, the United Nations entity recognized the most outstanding business initiatives contributing to the 2030 Agenda, aiming to show how companies can positively impact the SDG goals.

Enel Chile was recognized for its long-standing work in the promotion of human rights, which is organized through a Management System.

Due diligence 2019 – 2020

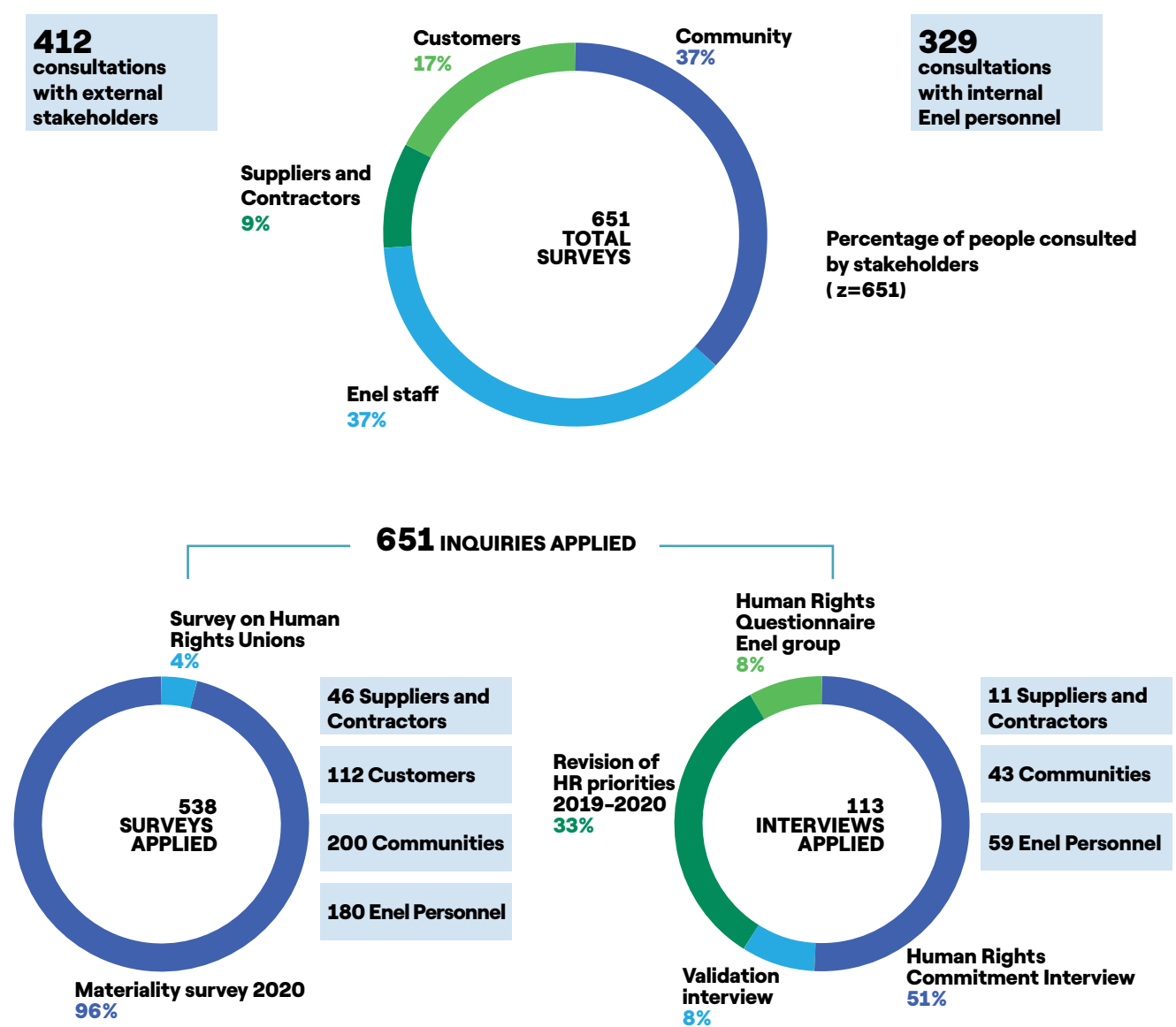
The 2019–2020 due diligence process lasted four months, from June to October 2020, and covered solar, geothermal, wind, hydroelectric, coal-fired thermal, open-cycle thermal, and combined cycle technologies, in addition to the Distribution line, Infrastructure and Networks and Market, and Enel X. It also incorporated the perspective of cross-sectional areas and plants under construction and/or expansion.

Although it was not possible to visit the plants due to the health emergency, 15 active plants and three plants under construction were visited through video calls. Furthermore, qualitative and quantitative methodologies were used to gather the perceptions of different stakeholders and identify the most important situations on human rights.

The tools used to identify these situations include:

- Review of Human Rights priorities 2019–2020.
- Enel Group Human Rights Questionnaire.
- Human Rights Commitments Interview.
- Information validation interviews.
- Inclusion of questions on human right in the 2020 Materiality Survey.
- Human Rights Commitment Survey for Union Leaders.

Through this work, a total of 651 consultations were carried out with workers, contractors, suppliers, communities, customers, and other stakeholders.



The tools used in this process revealed general perceptions regarding compliance and possible non-compliance with the eight commitments of Enel Chile's Policy on Human Rights.

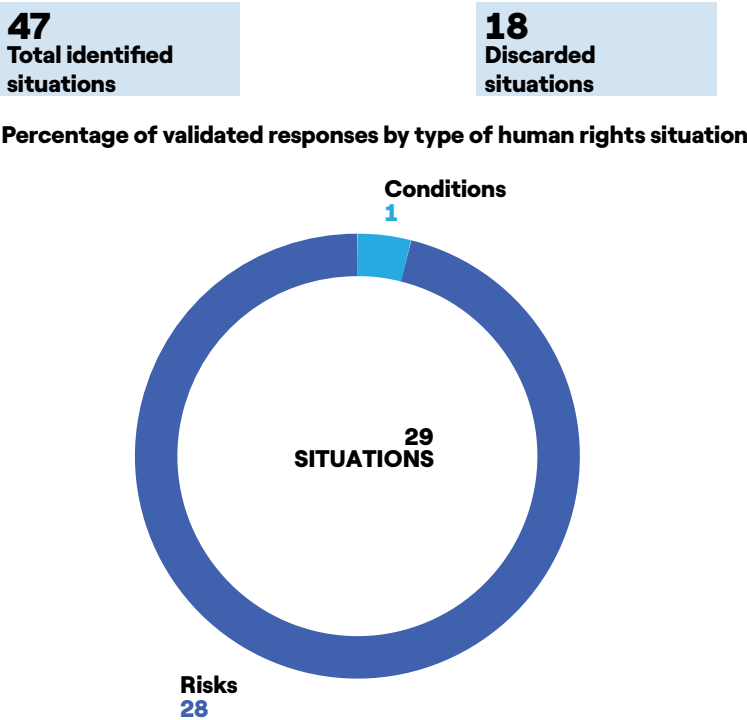


2019–2020 results of human rights due diligence

The 2019–2020 process identified 47 situations, which are facts or cases related to human rights mentioned by the interviewees/respondents that are then evaluated by the team and validated with the relevant areas to subsequently classify them as “conditions,” “risks,” or discard them due to lack of support.

In this process, 13 situations were discarded. Meanwhile, 29 situations were analyzed in depth to classify 97% of them as risks and only one as condition, associated with two different accidents resulting in death in the Alto Maule sector, which were addressed and reported in the Sustainability Report for the previous period.

The condition as well as the risks detected are currently undergoing a process with follow-up and remediation plans for the areas involved.



It is important to recognize that there are always new risks and situations that may eventually affect the human rights of stakeholders. For example, 25% of the 2020 findings are related to Covid-19. Therefore, the due diligence process has become an effective tool to identify them preventively and manage them with the utmost responsibility.

3

Appendix

- Methodology note
- Sustainability statement
- Performance indicators
- GRI Content Index
- SASB Content Index
- World Economic Forum Content Index



Methodology note

[102-50](#) | [102-51](#) | [102-52](#) | [102-54](#) | [102-56](#)

The Company presents its eleventh Annual Sustainability Report, and the fifth edition issued by Enel as controlling shareholder. It has been prepared in accordance with the GRI Standards: Core option, in their most updated versions as of 2020. The Sustainability Accounting Standards Board (SASB), Industry Standards Version 2018-10, Electric Utilities & Power Generators sector is incorporated for the first time

The information contained in this report refers to the economic, social, and environmental performance of all Enel Chile and its subsidiaries operations from January 1st through December 31st, 2020.

This Sustainability Report satisfies the Communication on Progress (CoP) of the United Nations Global Compact, the IIRC model (International Integrated Reporting Council) and the SDG Compass, which is a guide that facilitates adapting sustainability strategies to the United Nations' Sustainable Development Goals. The document has been externally verified by KPMG.

This report is structured according to the strategic priorities established in Enel's Sustainability Plan.

Sustainability statement



102-56

Independent Assurance Report "2020 Sustainability Report ENEL Chile S.A."

To the President and Directors of
Empresas ENEL Chile S.A.

We have conducted a limited assurance engagement of the content and data disclosed in the "Annual Sustainability Report of ENEL Chile S.A." for the year ended December 31, 2020.

ENEL Chile S.A.'s management is responsible for the preparation of the Sustainability Report. Additionally, ENEL Chile S.A.'s management is responsible for the contents, affirmations, scope definition and the management and control of information systems which provided the information reported.

Our responsibility is to express a conclusion, based on the procedures performed in accordance with ISAE 3000 standard and the attestation engagement standards established by the Colegio de Contadores de Chile A.G. A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

A review is substantially less in scope than an examination, the objective of which is the expression of an opinion over the "Annual Sustainability Report of ENEL Chile S.A.". Accordingly, we do not express such an opinion.

Contents and data disclosed in "Annual Sustainability Report of ENEL Chile S.A." were also reviewed considering the criteria established in the Global Reporting Initiative (GRI) Reporting Standard as well as ENEL Chile S.A.'s internal guidelines, which are summarized as follows:

- Determine that contents and data related to the GRI indicators disclosed in "Annual Sustainability Report of ENEL Chile S.A." are duly supported with sufficient evidence.
- Determine that ENEL Chile S.A. has prepared the contents and data disclosed in its "Annual Sustainability Report of ENEL Chile S.A.", in accordance with the Principles on Content and Quality as established by the GRI Standard and its internal guidelines.
- Confirm the core option stated by "Annual Sustainability Report of ENEL Chile S.A.", in accordance with the GRI Standard.

Our procedures considered conducting inquiries with ENEL Chile S.A.'s management, Business Units and personnel responsible for the preparation of the Report, as well as performing other analytical procedures and tests, that included:

- Interviews with ENEL Chile S.A.'s key personnel, in order to assess the preparation process of the contents and data disclosed in the Sustainability Report, content definition and information systems used.
- Verification of contents and data disclosed in the "Annual Sustainability Report of ENEL Chile S.A." through supporting documentation provided by ENEL Chile S.A.
- Analysis of the collection process and the quality control of contents and data disclosed in the "Annual Sustainability Report of ENEL Chile S.A.".
- Verification of data reliability using analytical procedures, testing on a sample basis and the review of recalculations.
- Interviews by videoconference with those responsible for the elaboration process of the "Annual Sustainability Report of ENEL Chile S.A.".
- Review of the wording of the "Annual Sustainability Report of ENEL Chile S.A.".

Based on the procedures performed, nothing came to our attention that caused us to believe that:

- Contents and data disclosed in the "Annual Sustainability Report of ENEL Chile S.A." are not duly supported with enough evidence.
- Contents and data disclosed in the "Annual Sustainability Report of ENEL Chile S.A." has not been prepared in accordance with the Principles on Content and Quality as established by the GRI Standard and ENEL Chile S.A.'s internal guidelines.
- The "Annual Sustainability Report of ENEL Chile S.A." does not comply with the core option stated in accordance with the GRI Standard.

This is a translation of the Spanish version.

KPMG Auditores Consultores SpA

Tamara Agnic M.
Partner

Santiago, April 26, 2021

Performance indicators

People management, development and motivation

Parental leave

GRI	KPI	Unit	2020	2019	2018
401-3	Parental permission				
	Enel Chile (including EGP and Enel X)				
	Men	N°	4	1	0
	Women	N°	8	8	4
	Enel Generación Chile				
	Men	N°	5	2	0
	Women	N°	4	2	3
	Enel Distribución Chile				
	Men	N°	5	0	0
	Women	N°	5	2	4
	Total				
	Men	N°	14	3	0
	Women	N°	17	12	11
401-3	Parental leave				
	Enel Chile (including EGP and Enel X)	N°	12	9	4
	Enel Generación Chile	N°	9	4	3
	Enel Distribución Chile	N°	10	2	4
	Total	N°	31	15	11

Diversity

GRI	KPI	Unit	2020	2019	2018
405-1	Diversity of employees by gender				
	Men	N°	1,707	1,651	1,608
	Women	N°	512	482	454
	Men	%	76.9%	77.4%	78%
	Women	%	23.1%	22.6%	22%
405-1	Diversity of employees by age range				
	Up to 30 years	N°	119	141	151
	From 30 to 40 years	N°	721	703	647
	From 41 to 50 years	N°	708	652	650
	From 51 to 60 years	N°	490	493	481
	From 61 to 70 years	N°	177	140	129
	Over 70 years	N°	4	4	4
	Up to 30 years	%	5.4%	6.6%	7.3%
	From 30 to 40 years	%	32.5%	33.0%	31.4%
	From 41 to 50 years	%	31.9%	30.6%	31.5%
	From 51 to 60 years	%	22.1%	23.1%	23.3%
	From 61 to 70 years	%	8.0%	6.6%	6.3%
	Over 70 years	%	0.2%	0.2%	0.2%
405-1	Diversity of employees by nationality				
	Argentina	N°	30	30	31
	Brazilian	N°	5	6	6
	Chilean	N°	2,099	2,030	1,816
	Colombian	N°	17	14	12
	Cuban	N°	0	0	1
	Costa Rican	N°	1	0	1

GRI	KPI	Unit	2020	2019	2018
	Ecuadorian	N°	1	0	0
	American	N°	1	0	0
	Spanish	N°	10	7	6
	French	N°	1	1	1
	Italian	N°	19	23	13
	Mexican	N°	1	1	1
	Peruvian	N°	5	6	3
	Romanian	N°	1	0	0
	Russian	N°	1	1	0
	Salvadoran	N°	1	0	0
	Venezuelan	N°	26	14	6
405-1	Diversity of employees by seniority				
	Up to 3 years	N°	441	426	189
	From 3 to 6 years	N°	266	242	114
	Over 6 and up 9 years	N°	247	271	193
	From 9 to 12 years	N°	212	210	195
	Over 13 years	N°	1,053	984	534
405-1	Diversity of managers by age range				
	Up to 30 years	N°	0	0	0
	From 30 to 40 years	N°	6	10	7
	From 41 to 50 years	N°	25	23	7
	From 51 to 60 years	N°	19	19	5
	From 61 to 70 years	N°	5	4	1
	Over 70 years	N°	0	0	0
	Total	N°	55	56	20
405-1	Diversity of managers by nationality				
	Brazilian	N°	1	0	1
	Chilean	N°	43	47	15
	Colombian	N°	1	0	0
	Costa Rican	N°	1	0	0
	Spanish	N°	1	0	1
	Italian	N°	7	8	3
	Peruvian	N°	1	1	0
	Total	N°	55	56	20
405-1	Diversity of managers by seniority				
	Up to 3 years	N°	9	10	7
	From 3 to 6 years	N°	7	5	2
	Over 6 and up 9 years	N°	2	3	-
	From 9 to 12 years	N°	2	-	-
	Over 13 years	N°	35	38	11
	Total	N°	55	56	20

Women participation

GRI	KPI	Unit	2020	2019	2018
-	Women participation				
	Female participation in the total labor force	%	23%	22%	22%
	Women in management positions (% of total management workforce)	%	19%	17%	17%
	Women in senior / top management positions (up to 2 positions under the CEO)	N°	6	5	6

Internal mobility

GRI	KPI	Unit	2020	2019	2018
401-1	Internal mobility				
	Internal mobility of total	%	4.6%	4.3%	3%
401-1	Internal vacancies				
	Open vacancies	N°	239	370	n.a.
	Vacancies filled by internal candidates	N°	100	150	n.a.
	Vacancies filled by internal candidates	%	42%	41%	n.a.
401-1	New hires				
	Men	N°	115	157	87
	Women	N°	50	61	39
	Up to 30 years	N°	27	61	46
	From 30 to 50 years	N°	132	146	76
	Over 50 years	N°	6	11	4
401-1	New hires and terminations by business line				
	Enel Chile (including EGP and Enel X)				
	New hires	N°	107	94	50
	New hire rate	%	9.1%	n.a.	n.a.
	Terminations	N°	33	n.a.	n.a.
	Enel Generación Chile				
	New hires	N°	4	13	20
	New hire rate	%	1.4%	n.a.	n.a.
	Terminations	N°	28	n.a.	n.a.
	Enel Distribución Chile			n.a.	
	New hires	N°	54	110	55
	New hire rate	%	7.2%	n.a.	n.a.
	Terminations	N°	35	n.a.	n.a.
	Total				
	New hires	N°	165	217	125
	New hire rate	%	5.7%	n.a.	n.a.
	Terminations	N°	113	n.a.	n.a.
401-1	Turnover Rate				
	Total Chile	%	4.3%	6.7%	6%
	Men	%	4.2%	n.a.	n.a.
	Women	%	4.9%	n.a.	n.a.
	Up to 30 years	%	7.6%	n.a.	n.a.
	From 30 to 50 years	%	4.8%	n.a.	n.a.
	Over 50 years	%	3%	n.a.	n.a.
401-1	Voluntary Turnover Rate	%	2.7%	3.1%	4%

Training

GRI	KPI	Unit	2020	2019	2018
404-1	Training hours				
	Enel Chile (including EGP and Enel X)				
	Training hours	N°	49,510	10,466	18,649
	Trained employees	N°	746	307	440
	Average hours of training	N°	66	34	42
	Trained men	%	63%	68%	57%
	Trained women	%	37%	32%	43%
	Enel Generación Chile*				
	Training hours	N°	33,860	17,962	34,311
	Trained employees	N°	682	406	835
	Average hours of training	N°	50	44	41
	Trained men	%	73%	88%	85%
	Trained women	%	27%	12%	15%
	Enel Distribución Chile*				
	Training hours	N°	42,848	12,378	34,311
	Trained employees	N°	766	410	835
	Average hours of training	N°	56	30	41
	Trained men	%	75%	80%	85%
	Trained women	%	25%	24%	15%
	Total				
	Training hours	N°	126,218	40,806	87,270
	Trained employees	N°	2,193	1,123	1,123
	Average hours of training	N°	58	36	78
	Trained men	%	71%	78%	79%
	Trained women	%	29%	22%	21%

* For 2018, the disaggregated training data for Enel Generación Chile and Enel Distribución Chile are estimates that come from the consolidated average for both companies.

** Average hours of training per FTE (Full Time Employee)

*** The training hours reported correspond to the total for 2020, data updated until the closing of the preparation of this document. This information may differ from that reported in the 2020 Financial Report.

Retirement

GRI	KPI	Unit	2020	2019	2018
EU15	Percentage of employees eligible to retire in the next five years				
	Managers	%	14.5%	11.5%	n.a.
	Middle managers	%	4.1%	6.6%	n.a.
	Professionals	%	10.4%	11.2%	n.a.
	Administrative and technical	%	6.4%	6.8%	n.a.
	Total	%	9.5%	10.5%	n.a.
EU15	Percentage of employees eligible to retire in the next 10 years				
	Managers	%	29.1%	13.5%	n.a.
	Middle managers	%	13.2%	11.8%	n.a.
	Professionals	%	22.0%	11.7%	n.a.
	Administrative and technical	%	21.3%	13.6%	n.a.
	Total	%	20.9%	11.8%	n.a.

Salary gap

GRI	KPI	Unit	2020	2019	2018
405-2	Ratio of basic salary and remuneration of women to men				
	Executive level – Basic salary	%	96%	96%	n.a.
	Executive level – Total salary	%	93%	92%	n.a.
	Management level – Basic salary	%	91%	100%	n.a.
	Management level – Total salary	%	92%	101%	n.a.
	Non-management level – Basic salary	%	89%	87%	n.a.
	Non-management level – Total salary	%	90%	88%	n.a.

Occupational health and safety

Accident rate

GRI	KPI	Unit	2020	2019	2018
403-9	Own personnel				
	Fatal accidents	N°	0	0	0
	Serious accidents	N°	0	0	0
	Minor accidents	N°	0	1	0
	Total accidents	N°	0	1	0
	Accident frequency ⁽¹⁾	i	0	0,19	0
	Injury rate ⁽²⁾	i	0	0,04	0
	Rate of days lost due to accidents	i	0	0,08	0
	Hours worked	N°	4,252,973	5,202,267	5,131,762
	Workdays lost	N°	0	2	0
403-9	Contractor personnel				
	Fatal accidents	N°	0	2	0
	Serious accidents	N°	4	0	1
	Minor accidents	N°	10	17	26
	Total accidents	N°	14	19	27
	Accident frequency	i	0,61	0,97	1,36
	Injury rate ⁽²⁾	i	0,12	0,19	0,27
	Rate of days lost due to accidents	i	6,59	2,34	16,84
	Hours worked	N°	22,778,641	19,686,720	19,879,786
	Workdays lost	N°	751	230	1,674
403-9	Own personnel + Contractors				
	Fatal accidents	N°	0	2	0
	Serious accidents	N°	4	0	1
	Minor accidents	N°	10	18	26
	Total accidents	N°	14	20	27
	Accident frequency ⁽¹⁾	i	0,52	0,80	1,08
	Injury rate ⁽²⁾	i	0,10	0,16	0,22
	Rate of days lost due to accidents	i	5,56	1,86	13,39
	Hours worked	N°	27,031,614	24,888,987	25,011,548
	Workdays lost	N°	751	232	1,674

(1) This index is calculated by establishing the ratio between the number of injuries with at least 1 day of absence / hours worked*1,000,000

(2) The Lost Time Injury Frequency Rate is calculated by relating the number of injuries with hours worked * 200,000.

Customer focus

Customers disconnected for nonpayment

GRI	KPI	Unit	2020
EU27	By time from disconnection to payment		
	< 48 h	N°	73,078
	48 h – 1 week	N°	6,715
	1 week – 1 month	N°	7,051
	1 month – 1 year	N°	5,709
	> 1 year	N°	3
	Total	N°	92,556
EU27	By time from payment to reconnection		
	< 24 h	N°	102,178
	24 h – 1 week	N°	668
	> 1 week	N°	238
	Total	N°	103,084

The difference of 10,528 customers is a result of Law No. 21.301, which includes exceptional measures in favor of end users of sanitation services, electricity and gas network, due to economic hardship arising from the pandemic. There are customers who have not had their service shut off, benefiting from agreements and easy payment options to regularize their service. Likewise, there are customers who had their service shut off for non-payment before the enactment of the Law, who also benefited from its benefits

Sound governance and fair corporate conduct

Mechanisms for advice and concerns about ethics

GRI	Category	KPI	Unit	2020
102-17		Notifications received	N°	19
	Stakeholders	Internal stakeholders	N°	1
		External stakeholders	N°	5
		Anonymous	N°	13
		Shareholder	N°	5
	Affected	Customer	N°	0
		Employee	N°	5
		Community	N°	1
		Supplier	N°	8
	Status	Notifications being evaluated	N°	0
		Notifications for which a violation has not been confirmed	N°	17
		Notifications for which a violation has been confirmed	N°	2
		Percentage of notifications being evaluated	%	0
		Percentage of notifications for which a violation has not been confirmed	%	89
	Type	Percentage of notifications for which a violation has been confirmed	%	11
		Conflict of interest / Corruption	N°	5
		Misappropriation of assets	N°	1
		Employment practices	N°	0
		Community and society	N°	0
	Confirmed violation	Other	N°	13
		Confirmed violation	N°	2
		Shareholder	N°	0
		Customer	N°	0
		Employee	N°	1
	Violation confirmed by affected	Community	N°	0
		Supplier	N°	1
		Conflict of interest / Corruption	N°	0
		Misappropriation of assets	N°	0
		Employment practices	N°	0
	Violation confirmed by type	Community and society	N°	0
		Human rights	N°	0
		Others	N°	2

GRI	Category	KPI	Unit	2020
		Violations due to incidents of conflict of interest / corruption.	N°	0
	Conflict of Interest /	Actions taken in response to episodes of conflict of interest / corruption.	N°	0
	Corruption Summary	Actions taken against employees in response to conflict of interest / corruption.	N°	0
		Actions taken against contractors in cases of conflict of interest / corruption	N°	0

Training of security personnel in Human Rights

GRI	KPI	Unit	2020	2019	2018
410-1	Security personnel trained in human rights policies or procedure				
	Enel Chile (including EGP and Enel X)				
	Trained people	N°	4	4	4
	Enel Generación Chile				
	Trained people	N°	6	7	6
	Enel Distribución Chile				
	Trained people	N°	2	2	2
	Total				
	Trained people	N°	12	13	12

Training of employees in Human Rights

GRI	KPI	Unit	2020	2019	2018
412-2	Employee training on human rights policies or procedures				
	Enel Chile (including EGP and Enel X)				
	Trained employees	%	100%	100%	100%
	Enel Generación Chile				
	Trained employees	%	100%	100%	100%
	Enel Distribución Chile				
	Trained employees	%	100%	100%	100%
	Total				
	Trained employees	%	100%	100%	100%

General information

Generation

GRI	KPI	Unit	2020	2019	2018
EU 2	Generation by technology				
	Hydro	GWh	9,713	10,523	11,346
	Coal	GWh	1,988	3,268	2,608
	Oil-Gas	GWh	4,464	3,965	3,660
	Mini hydro	GWh	32	55	49
	Solar	GWh	1,177	1,190	872
	Wind	GWh	1,768	1,845	1,352
	Geothermal	GWh	221	194	159
	Total	GWh	19,331	21,041	20,046
EU 30	Average plant availability factor by energy source and by regulatory regime				
	Availability of thermoelectric generation by regulatory regime				
	Regulated	%			
	Not regulated	%	95.4%	92.3%	91.5%
	Thermoelectric generation availability by primary energy source				
	Coal plants	%	92.1%	81.6%	71.2%
	Oil / gas plants	%	97.1%	97.7%	93.6%
	Combined cycle plants	%	95.7%	94.4%	98.5%

Environmental management

The environmental indicators reported represent 100% of the operations of Enel Chile and subsidiaries.

Environmental penalties

GRI	KPI	Unit	2020	2019	2018
307-1	Environmental or ecological sanctions > US \$ 10,000				
	Number of sanctions	N°	0	2	1
	Amount of fines (Ch\$)	CLP	0	12,307,050	7,181,310
	Provision (Ch\$)	CLP	0	0	0

Energy efficiency in thermoelectric plants

GRI	KPI	Unit	2020	2019	2018
EU30	Net efficiency of coal-fired plants	%	36.9%	37.7%	37.3%
	Net efficiency of gas-fired plants	%	49.4%	51.7%	47.9%

Recycled input materials used

GRI	KPI	Unit	2020	2019	2018
301-1	Supplies				
	Paper printed on both sides / photocopies	thousand A4 eq	78	136	n.a.
301-1	Recovered material				
	Resources used in production processes				
	Fuel consumption for thermoelectric combustion				
	From non-renewable sources				
	Coal	thousand t	843.2	1,319.7	n.a.
	Natural gas	thousand m³	1,051.3	163.2	n.a.
	Diesel	thousand t	13.6	67.2	n.a.
	From renewable sources				
	Geothermal steam used for electrical production	thousand t	2,361	7,869	n.a.
	Consumables				
	Lime	thousand t	0.05	9.9	n.a.
	Ammonium	thousand t	3	59.5	n.a.
	Caustic soda	thousand t	232.8	264.8	n.a.
	Slaked lime	thousand t	9,375	7,553	n.a.
	Sulfuric / hydrochloric acid	thousand t	636.7	783.3	n.a.
	Other	thousand t	513.8	675	n.a.
	Total	thousand t	10,761.3	9,345.5	n.a.

GRI	KPI	Unit	2020	2019	2018
301-2	Materials used - total consumption of each resource				
	Lubricant	t	1,893.9	41.5	n.a.
	Dielectric oil	t	1.3	2.4	n.a.
	Ferric chloride	t	3.7	5.9	n.a.
	Printable paper	t	3.3	1.6	n.a.
	Materials used that are diverted to recycling				n.a.
	Lubricant	t	0	0	n.a.
	Dielectric oil	t	0	0	n.a.
	Ferric chloride	t	0	0	n.a.
	Printable paper	t	0	0.002	n.a.
	Percentage of materials used that are derived from recycled material compared to the total consumption of each resource				
	Lubricant	%	0%	0%	n.a.
	Dielectric oil	%	0%	0%	n.a.
	Ferric chloride	%	0%	0%	n.a.
	Printable paper	%	0%	0.1%	n.a.

Energy consumption

GRI	KPI	Unit	2020	2019	2018
302-1	Fuel consumption by primary source from non-renewable sources				
	Coal	TJ	16,910	26,461	25,665
	Gasoline	TJ	0	0	41
	Natural gas	TJ	36,314	2,908	24,157
	Diesel	TJ	588	398	1,046
	Total direct consumption	TJ	53,812	29,767	50,909
	Fuel consumption by primary source from non-renewable sources				
	Coal	Mtep			
	Gasoline	Mtep	0.4	0.6	0.6
	Natural gas	Mtep	0	0	0.001
	Diesel	Mtep	0.9	0.07	0.6
	Diesel	Mtep	0.01	0.01	0.03
	Total direct consumption	Mtep	1.3	0.7	1.2
	Percentage of fuel consumption from non-renewable sources				
	Coal	%	31.4%	88.9%	n.d.
	Gasoline	%	0	0	n.d.
	Natural gas	%	67.5%	9.8%	n.d.
	Diesel	%	1.1%	1.3%	n.d.
	Total indirect energy consumption by destination	TJ	91.1	289.4	n.d.
	Energy consumption				
	Fossil fuels (coal, oil, natural gas, etc.) bought and consumed (for energy purposes)	MWh	10,607,888	12,336,217	14,132,151
	Purchased electricity	MWh	25,299	80,398	33,175
	Non-renewable energy (electricity and heating and cooling) produced	MWh	6,452,000	7,232,574	6,268,000
	Total renewable energy purchased or produced	MWh	12,879,000	13,807,959	13,778,000
	Total non-renewable energy consumption	MWh	4,181,187	5,184,041	7,897,326
	Total energy consumption costs	mill Ch\$	864,863	835,285	747,647
	Data coverage	% from income	100%	100%	100%
	Average total losses of the distribution network	%	5.2%	5.0%	5.0%

Water consumption

GRI	KPI	Unit	2020	2019	2018
303-3	Water extraction				
	Water extraction in areas with water stress				
	Extraction of water from scarce sources	MM m ³	4.5	5.4	5.4
	Total surface water (from wetlands, lakes, rivers)	MM m³	0	0	0
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	Total groundwater (from wells)	MM m³	4.5	0	0
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	4.5	0	0
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	Total water from aqueducts	MM m³	0	0	0
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	Extraction of water from non-scarce sources	MM m ³	0	0	0
	Sea water (used as is and desalinated)	MM m ³	0	0	0
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	wastewater (reused by third parties within the plants)	MM m ³	0	0	0
	Total Extraction of water from different sources with water stress	MM m³	4.5	0	0
	Waste water (Discharged volume)	MM m ³	1.05	n.a.	n.a.
	Total water used in cooling system	MM m ³	4.4	n.a.	n.a.
	Consumption (Total withdrawals - Total discharges)	MM m ³	2.0	3.8	2.7
	Total water extraction without water stress				
	Extraction of water from scarce sources	MM m ³	4.93	5.97	5.42
	Total surface water (from wetlands, lakes, rivers)	MM m³	0	0	0
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	Total groundwater (from wells)	MM m³	4.9	6	5.4
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	4.9	6	5.4
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	0
	Total water from aqueducts	MM m³	0.004	0	n.a.
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	n.a.
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	n.a.
	Extraction of water from non-scarce sources	MM m ³	0	0	n.a.
	Sea water (used as is and desalinated)	MM m ³	0.5	1	0.5
	* fresh water (= <1,000 mg / l total dissolved solids)	MM m ³	0	0	n.a.
	* other waters (> 1,000 mg / l total dissolved solids)	MM m ³	0	0	n.a.
	wastewater (reused by third parties within the plants)	MM m ³	0	0.004	0
	Total extraction of water from different sources *	MM m³	5.4	7.0	5.9
	Total water discharge (wastewater)	MM m³	629.6	796.4	561.9
	Total water used in cooling system	MM m³	626.8	793.2	558.7
303-5	Consumption (Total withdrawals - Total discharges)	MM m ³	2.5	3.8	2.7
	Intensity of net water consumption	liters/MWh	0.1	0.2	0.1
	Water discharge				
	Water discharge according to destination				
	Surface water (wetlands, lakes, rivers)	MM m ³	65.5	0	n.a.
	Groundwater	MM m ³	1.1	0	n.a.
	Water to municipal / industrial treatment plant	MM m ³	0	0	n.a.
	Water to third parties	MM m ³	1.4	13.9	n.a.
	Water to the sea	MM m ³	561.7	793.8	n.a.
	Total water discharge according to destination	MM m³	629.7	796.4	561.9

* Extraction of water from scarce sources + Extraction of water from non-scarce sources

Emissions

GRI	KPI	Unit	2020	2019	2018
	Emissions				
305-1	Direct Emissions Greenhouse Gases by Thermal Generation	th tCO ₂ eq	4,255	4,779	4,002
305-1	Other CO ₂ emissions from electricity production and other activities	th tCO ₂ eq	48	18	24
305-1	Total direct emissions (Scope 1)	th tCO₂eq	4,303	4,797	4,026
305-1	Specific emissions*	gCO₂eq/kWh	223	228	201
305-2	Total indirect emissions (Scope 2)	th tCO₂eq	10	32	11
305-3	Emissions from fuel and energy related activities	th tCO ₂ eq	152	238	186
305-3	Emissions from ocean transportation of coal	th tCO ₂ eq	24	n.a.	n.a.
305-3	Emissions from fuel transportation	th tCO ₂ eq	0.5	n.a.	n.a.
305-3	Total indirect emissions (Scope 3)	th tCO₂eq	177	286	225
305-4	Total emissions avoided	th tCO₂eq	9,814	10,225	11,554
305-7	Other specific emissions				
305-7	SO ₂ emissions	t	2,313	3,394	2,585
305-7	NO _x emissions	t	4,274	5,524	4,749
305-7	MP emissions	t	76	162	160
305-7	SF ₆ emissions	t	0.056	0.018	0.007
305-7	Mercury emissions	t	0.014	0.015	0.024
305-4	Other specific emissions (Intensity)				
305-4	SO ₂ emissions	g/kWheq	0.1	0.2	0.1
305-4	NO _x emissions	g/kWheq	0.2	0.3	0.2
305-4	Dust emissions	g/kWheq	0.004	0.008	0.008

* Calculated based on total emissions from scope 1, including thermal generation emissions that represent 99% and other emissions 1%, according to the GHG Protocol standard and in line with the Science Based Target initiative

Waste

GRI	KPI	Unit	2020	2019	2018
306-3	Waste production				
	Non-hazardous waste	t	138,904	298,009	480,632
	Non-hazardous waste (ash only)	t	106,653	169,839	164,983
	Non-hazardous waste (excluding ash)	t	32,251	128,170	315,649
	Valorized ashes	t	81,618	95,225	58,056
	Hazardous waste	t	329	938	1,986
	Hazardous waste containing PCBs	t	0	90	0
	Total waste production	t	139,233	298,947	482,618
306-4	Hazardous waste disposal	t	329	938	n.a.
	Hazardous waste recycled or sent to recovery	t	31.5	67	42
	Waste sent to landfill	t	211.2	185.1	n.a.
	Incinerated waste and other disposal methods	t	86.5	686.2	n.a.
306-4	Total hazardous waste recovered	t	31.5	67	42
	Non-hazardous waste disposal method	t	138,904	n.a.	n.a.
306-4	Recovery (including energy recovery)	t	99,408.9	99,332	60,265
306-5	Waste sent to landfill	t	39,290.2	183,559.3	n.a.
306-5	Incinerated waste and other disposal methods	t	205	16,081	n.a.
306-4	Total non-hazardous waste recovered	t	99,408.9	99,332	60,265
306-4	Total waste recycled or sent to recovery	%	71%	n.a.	n.a.

Biodiversity exposure and assesstment

Enel Chile		
Overall	Number of sites	Hectares
What is the total number of sites used for operational activities?	45	
What is the total area of these sites?		3,375
In the last five years	Number of sites	Hectares
Have biodiversity impact assessments been conducted for sites used for operational activities?	45	
What is the total area of these sites?		3,375
Of the sites assessed in the last five years	Number of sites	Hectares
How many sites are in close proximity to critical biodiversity?	1	
What is the total area of these sites?		0
Of those sites in close proximity to critical biodiversity	Number of sites	Hectares
How many sites have a biodiversity management plan?	1	
What is the area covered by these biodiversity management plans?		0

Additional information

Requirements for Independent Directors

Requirements for Independent Directors

Article 50a of Law No. 18.046: Those who, at any time, within the last 18 months have been in any of the following circumstances shall not be considered independent:

- 1) Those who have maintained any connection, interest, or economic, professional, credit or commercial dependence, of a relevant nature and volume, with the company, the other companies of the group of which it is part, its controller, or with the chief executives of any of the above, or those who have been Directors, managers, administrators, chief executives, or advisors thereof.
- 2) Those who have maintained a relationship of kinship of up to the second degree of consanguinity or affinity, with the persons indicated in number 1) above.
- 3) Those who have been Directors, managers, administrators, or executives of non-profit organizations that have received relevant contributions, assistance, or donations from the persons listed in number 1).
- 4) Those who have been partners or shareholders who have owned or controlled, directly or otherwise, 10% or more of the capital; Directors; managers; administrators or chief executives of entities that have provided legal or consulting services, in relevant amounts, or external audit services, to the persons referred to in number 1).

- 5) Those who have been partners or shareholders who have owned or controlled, directly or otherwise, 10% or more of the capital; Directors; managers; administrators or chief executives of the company's main competitors, suppliers, or customers.

Under this criteria, Mr. Pablo Cabrera Gaete, Mr. Fernán Gazmuri Plaza, and Mr. Gerardo Jofré Miranda are Independent Directors of Enel Chile.

International Criteria:

International Criteria: The members of Enel Chile's Directors' Committee are considered independent Directors in accordance with the requirements of the **Sarbanes-Oxley Act** and **NYSE standards**.

The NYSE listing standards state that a member of the Directors' Committee is not independent if any of the following apply:

1. The Director is, or has been within the last three years, an employee, or an immediate family member is, or has been within the last three years, an executive officer.
2. The Director has received, or has an immediate family member who has received, during any twelve-month period within the last three years, more than \$120,000 in direct compensation, except for Directors fees and other permissible payments.
3. The Director is a current partner or employee of the Company's internal or external auditor; the director has an immediate family member who is a current partner of such a firm; the director has an immediate family member who is a current employee of such a firm and personally works on the listed Company's audit; the director or an immediate family member was within the last three years a partner or employee of such a firm and personally worked on the listed Company's audit within that time.

4. The Director is a current employee, or an immediate family member is a current executive officer, of a Company that has made payments to, or received payments from, the listed Company for property or services in an amount which, in any of the last three fiscal years, exceeds the greater of \$1 million or two percent of such other Company's consolidated gross revenues.

Under this criteria, Mr. Pablo Cabrera Gaete, Mr. Fernán Gazmuri Plaza, and Mr. Gerardo Jofré Miranda are Independent Directors.

Pursuant to the criteria established by the **Dow Jones Sustainability Index**, an independent Director is one who meets the following conditions:

- The Director must not have been employed by the company in an executive capacity within the last five years.
- The Director must not be a "family member of an individual who is, or during the past three years was employed by the company or by any parent or subsidiary of the company as an executive officer."
- The Director must not be (and must not be affiliated with a Company that is) an adviser or consultant to the Company or a member of the Company's senior management.
- The Director must not be affiliated with a significant customer or supplier of the company.
- The Director must not be affiliated with a not-for-profit entity that receives significant contributions from the company.
- The Director must not have been a partner or employee of the Company's outside auditor during the past three years.
- The Director must not have any other conflict of interest that the board itself determines to mean they cannot be considered independent.

Under this criteria, Mr. Fernán Gazmuri Plaza, Mr. Pablo Cabrera Gaete, and Mr. Gerardo Jofré Miranda, Mr. Salvatore Bernabei, Mr. Daniele Caprini, and Mr. Giulio Fazio are Independent Directors.

Enel Distribución Disputes

Enel Distribución Chile diligently handled the following disputes and lawsuits in 2020:

• **Chilean regulatory authority fines Enel Distribución Chile for exceeding the standard established in the supply continuity indices for the period of 2015–2016.**

The regulator claimed Enel Distribución Chile had exceeded the supply continuity indices in a total of 8 feeders during the period between December 2015 and November 2016. These analyzed feeders, which exhibit some excess index, represent a very small percentage of Enel Distribución Chile's total feeder inventory (less than 2%). Consequently, the Company filed a request for reconsideration of the fine determined by the regulator, as it was considered excessive in that it did not follow a clear formula for calculating it, and the request was not accepted. Once the fine was upheld by the sanctioning body, further information was analyzed and it was decided to continue to use other tools within the legal system, filing an appeal before the Court of Appeals of Santiago, which did not rule on the matter until February 2021.

• **Court of Appeals of Santiago grants a lower fine to Enel Distribución Chile on the grounds that it was disproportionate**

The main claim Superintendency of Electricity and Fuels (SEC) was that Enel Distribución did not comply with the new technical standard of December 2017, which established a period of 18 months to install metering in the headends for 80% of its feeders. Given the number of substations and feeders, Enel Distribución found the deadline to be too tight to have such significant progress as stipulated by the SEC. However, the SEC also ruled that Enel Distribución should be fined for not complying with the deadline. The fine—which was heavy—was challenged before the Court of Appeals of Santiago, where the situation was presented. Enel Distribución stated that the deadline for the execution of the project was very tight, emphasizing that it had consistently made progress in this matter but that this progress could only be based on the current technological reality. Therefore, for these same reasons, it was impossible to comply with the required progress in such a short period of time. It is worth noting that, until December 2020, this had been achieved at a great speed, with 60% of the headend installation in the company's feeders. The

Court of Appeals observed Enel Distribución's arguments and, on the grounds of proportionality, determined that the fine should be reduced by half. The SEC appealed this ruling, and the Supreme Court will now hear this dispute.

• **Chilean regulatory authority fines Enel Distribución Chile, claiming it poorly maintained its facilities during a power outage**

The administrative authority sanctioned Enel Distribución Chile by virtue of a blackout that affected 233,378 customers on July 28, 2018, for approximately one and a half hours. The incident originated in the 110KV El Salto-Los Almendros transmission line. It should be noted that, following inspections and technical reports, the failure may have been caused by third parties. Therefore, Enel Distribución Chile filed a request for reconsideration of the fine set by the regulator, which was also upheld. Seeking to exhaust the remaining legal options, the Company appealed the fine before the Court of Appeals of Santiago in 2020, which as of March 2021 is still pending.

• **Chilean regulator imposes new fine related to the 2017 snow event**

Due to the bad weather that occurred in July 2017, and as a result of the allegedly erroneous information submitted to the competent administrative body regarding the time to restore power supply and overcome the emergency, through a platform called online interruptions, this body applied a fine. The SEC's decision was analyzed by Enel Distribución, and the appropriate action for reconsideration of the fine was filed with the SEC. In 2020, the SEC decided to reduce the penalty imposed in 2017 by half. Although there were—in Enel's opinion—arguments that should be considered, an appeal of this fine was filed before the Court of Appeals of Santiago, which is pending resolution.

After extreme weather events affected energy supply in 2017, the Company updated its "Winter Emergency Action Plans" and implemented a series of measures to strengthen network resilience. The plans focused on continuity and security of supply, along with strengthening communication channels between customers and the Company. Technical teams working in the field were bolstered and preventive measures were adopted.

For more information:

<https://www.enel.cl/es/conoce-enel/plan-de-invierno.html>

• **SEC fines Enel Distribución Chile for exceeding the maximum number of outages allowed in one year**

On April 8, 2020, the SEC charged Enel Distribución with exceeding the SAIDI and SAIFI indices in the municipalities of Lampa and Independencia. These charges were contested, which was rejected by the SEC, imposing a fine equivalent to 22,000 UTM through Exempt Resolution No. 33,196. On September 1, 2020, Enel Distribución filed an appeal for reconsideration, requesting that the fine be annulled. At the closing of this Report, this request is pending resolution by the SEC.

• **SEC brings charges against Enel Distribución Chile for errors in electricity bills**

Charges were filed under the General Law of Electric Services for not billing a large part of the customers under the BT1 tariff during April 2020. The terms established in Decree 11T of 2016 of the Ministry of Energy requires monthly billing of all charges of this tariff. On July 7, 2020, the charges were contested, and the Company requested their dismissal. The SEC denied the dismissals and imposed a fine equivalent to 15,000 UTM on Enel Distribución, which was challenged through an appeal for reconsideration, dated December 3, 2020. At the closing of this Report, the ruling to accept or reject the appeal for reconsideration filed by Enel Distribución Chile is pending.

Environmental fines and legal proceedings

Environmental disputes

Ralco Plant

Following a petition to the Chilean National Contact Point (NCP) of the OECD for review on behalf of 103 individuals regarding the Ralco Hydroelectric Power Plant, which accused the Company of breaching OECD principles in March 2019, Enel submitted its response to the organization, asserting compliance with the respective principles as well as fulfillment of obligations. The National Contact Point has not yet issued a decision. This proceeding is currently pending.

Cerro Pabellón

The Compliance Program submitted by the Company in December 2018 for the Cerro Pabellón Geothermal Power Plant was not approved by the Superintendency of the environment. In June 2019, after all appeals were denied, the company submitted its discharges to the regulatory authorities for the sanctioning procedure. The Superintendency of the Environment has not yet issued a decision. The proceedings have been suspended pending a report to be issued by the National Monuments Council.

Environmental legal proceedings

Eight environmental litigation proceedings were filed in 2020. Two of them are related to environmental damage, one against Bocamina thermal power plant and one against Quintero thermal power plant; three are non-contractual liability lawsuits against Bocamina thermal power plant and Ralco (1), one criminal suit in conditional suspension of prosecution against Bocamina power plant in 2020 and dismissed in 2021, and a legal claim for administrative inquiry fine of the Bocamina Thermal Power Plant. Their status is detailed below:

1. Bocamina. Environmental damage motion presented against the operation of Bocamina I and II Power Plants, owned by the defendant. The motion consists of three

lawsuits joined into a single proceeding, presented by individuals and seaweed fishing unions. The lawsuits ask for environmental repair (not compensation for damages). An unfavorable ruling on December 31, 2018, dictated the existence of environmental damage to the air, and orders the reduction of particulate matter emissions by 30% (calculated using an unrealistic total from a third party's report), which is equivalent to reducing annual particulate matter emissions in both plants to 86 tons, which is costly and complex. The ruling also orders a Compliance Program explaining how Enel will abide by the ruling be presented (which has been submitted and approved by the Court), fulfilled within a year. An annulment appeal was filed in the Supreme Court, regarding form and substance, which is currently pending court resolution.

2. Central Quintero. Environmental damage motion presented against the operation of the Quintero Power Plant, owned by ENDESA (Enel Generación Chile S.A.). ENDESA and other owners of industrial projects (Complejo Industrial Ventanas) are being sued for the alleged environmental damage caused by the operation of the Quintero Power Plant to the Quintero bay, to the soil, the air, and the marine biome due to emissions, and seeks to declare the existence of environmental damage and its reparation. The process is currently awaiting a Hearing date to present testimonial and expert evidence.

3. Criminal investigation of Bocamina ash landfill: led by the Local Prosecutor of Talcahuano regarding heavy metals. The investigation began in 2012 because of alleged environmental damage to the Coronel Bay in the Biobio Region. On October 19, 2018, the Court approved an agreement between the Prosecutor's Office and Enel Chile to suspend the criminal proceeding and Enel Generación Chile committed to improving the standards of its ash landfill closing projects. The Court dismissed the case definitively. Case concluded.

4. Bocamina: A non-contractual liability lawsuit was presented against Portuaria Cabo Froward S.A., and collectively against Enel Generación Chile S.A. seeking payments of Ch\$ 25,000,000 for each plaintiff for hedonic damages due the impact of the unauthorized on-site storage of coal on the health of the Cabo Froward community. The suit was dismissed by the Court of First Instance and is currently under appeal by the plaintiff before the Court of Appeals.

5. **Bocamina:** A non-contractual liability lawsuit was presented against Enel Generación Chile S.A., seeking payments of Ch\$ 30,000,000 for each plaintiff. They are asserting that the Bocamina I and II thermal power plants have affected the health of their community (Gómez v. Enel). The proceedings are at an early stage of discussion.
6. **Bocamina:** A non-contractual liability lawsuit was presented against Enel Generación Chile in the Letters Courts for damage to the quality of life (volatile coal pollution, noise, ash falling on homes, and heavy metal emissions) of the residents of Coronel. The proceedings are at an early stage of discussion.
7. **Ralco:** A non-contractual liability lawsuit was presented against Enel Generación Chile which asserts that because of activity in the Ralco Hydroelectric Plant, hot springs used by the plaintiff for business and touristic purposes were flooded (Núñez v. Enel). The case is entering the evidence stage.
8. **Bocamina.** A complaint was filed with the Health Authority of the Biobío Region that workers did not comply with the corresponding health requirements when removing asbestos from the Bocamina I unit of the Bocamina power plant. The Health SEREMI has imposed a fine on ENEL in a finalized administrative process; there is a pending legal claim before the Court of Appeals of Concepción.

GRI context index

102-55

General contents

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102-4	Location of operations	14	
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EU1	Installed capacity, broken down by primary energy source and by regulatory regime	17, 18	
EU2	Net energy output broken down by primary energy source and by regulatory regime	18, 301	
EU3	Number of residential, industrial, institutional and commercial customer accounts	18	
EU4	Length of above and underground transmission and distribution lines by regulatory regime	18, 19	
Strategy			
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Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	269	
102-17	Mechanisms for advice and concerns about ethics	269, 277, 300	
Governance			
102-18	Governance structure	257	
102-19	Delegating authority	262	
102-20	Executive-level responsibility for economic, environmental, and social topics	20	
102-21	Consulting stakeholders on economic, environmental, and social topics	20	
102-22	Composition of the highest governance body and its committees	20, 257	
102-23	Chair of the highest governance body	20	
102-25	Conflicts of interest	273	
102-26	Role of highest governance body in setting purpose, values, and strategy	20	
102-27	Collective knowledge of highest governance body	262	
102-29	Identifying and managing economic, environmental, and social impacts	39, 266	
102-30	Effectiveness of risk management processes	265	
102-32	Highest governance body's role in sustainability reporting	20	
Stakeholder engagement			
102-40	List of stakeholder groups	33	N°3
102-41	Collective bargaining agreements	135	
102-42	Identifying and selecting stakeholders	33	
102-43	Approach to stakeholder engagement	142	
102-44	Key topics and concerns raised	33, 37	
Reporting practice			
102-45	Entities included in the consolidated financial statements	14	
102-46	Defining report content and topic Boundaries	37	
102-47	List of material topics	37	
102-48	Restatements of information	No restatement of information	
102-49	Changes in reporting	SASB standard is incorporated	

Basic content	Title or answer	Page	Global Compact Principle N°
102-50	Reporting period	294	
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103-1	Explanation of the material topic and its Boundaries	64, 76, 88, 100, 110, 136, 172, 194, 206, 224, 254	
103-2	The management approach and its components	64, 76, 88, 100, 110, 136, 172, 194, 206, 224, 254	
103-3	Evaluation of the management approach	64, 76, 88, 100, 110, 136, 172, 194, 206, 224, 254	

Specific contents

Topic	Specific contents	Title or answer	Page	Global Compact Principle N°
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Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	54	
Indirect economic impacts	203-2	Significant indirect economic impacts.	51	
Procurement Practices	204-1	Proportion of spending on local suppliers.	205	
	205-1	Operations assessed for risks related to corruption	273	N°10
	205-2	Training on anti-corruption policies and procedures communication	273	N°10
Anti corruption	205-3	Confirmed incidents of corruption and actions taken	No cases of corruption were identified in 2020.	
	301-1	Materials used by weight or volume	302	N°7, 8, 9
Materials	301-2	Recycled input materials used	233, 303	N°7, 8, 9
	302-1	Energy consumption with - in the organization	231, 303	N°7, 8, 9
Energy	302-3	Energy intensit	233	N°7, 8, 9
	303-1	Interactions with water as a shared resource	234	N°7, 8, 9
	303-3	Water withdrawal	234, 304	N°7, 8, 9
Water	303-5	Water discharge	304	N°7, 8, 9
	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	243	N°7, 8, 9
	304-3	Habitats protected or restored	243	N°7, 8, 9
Biodiversity	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	243	N°7, 8, 9
	305-1	Direct (Scope 1) GHG emissions	231, 305	N°7, 8, 9
	305-2	Energy indirect (Scope 2) GHG emissions	231, 305	N°7, 8, 9
	305-3	Other indirect (Scope 3) GHG emissions	231, 305	N°7, 8, 9
	305-4	GHG emissions intensity	231, 305	N°7, 8, 9
Emissions	305-7	Nitrogen oxides (NO _x), sulfur oxides (SOX), and other significant air emissions	305	N°7, 8, 9
	306-1	Waste generation and significant waste-related impacts	240	N°7, 8, 9
	306-2	Management of significant waste-related impacts	240	N°7, 8, 9
	306-3	Waste generated	305	N°7, 8, 9
	306-4	Waste diverted from disposal	305	N°7, 8, 9
Waste	306-5	Waste directed to disposal	305	N°7, 8, 9

Topic	Specific contents	Title or answer	Page	Global Compact Principle N°
Environmental Compliance	307-1	Non-compliance with environmental laws and regulation	302	
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	197	
Employment	401-1	New employee hires and employee turnover	123, 298	N°3, 6
	401-2	Benefits provided to full time employees that are not provided to temporary or part time employees	121	
Benefits	EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	299	
Parental leave	401-3	Parental leave	269	
	403-1	Occupational health and safety management system	209	
	403-2	Hazard identification, risk assessment, and incident investigation	210	
	403-3	Occupational health services	211	
	403-4	Worker participation, consultation, and communication on occupational health and safety	211	
	403-5	Worker training on occupational health and safety	214	
	403-6	Promotion of worker health	211	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	212	
Occupational Health and Safety	403-8	Workers covered by an occupational health and safety management system	210	
	403-9	Work-related injuries	299	
	404-1	Average hours of training per year per employee	132, 133, 298	N°6
Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	133	N°6
	405-1	Diversity of governance bodies and employees	118, 296, 297	N°6
Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men	135, 299	
Non discrimination	406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination were identified in 2020.	
Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	284	
Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	284	
Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	284	
Security Practices	410-1	Security personnel trained in human rights policies or procedures	301	
	412-1	Operations that have been subject to human rights reviews or impact assessments	197, 205, 284	
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	301	
Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	147	N°1 y 2
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	197, 204	N°1 y 2
Public Policy	415-1	Political contributions	280	N°10
	EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime.	300	
	EU28	Power outage frequency	87	
	EU29	Average power outage duration	87	
Access	EU30	Average plant availability factor by energy source and by regulatory regime	302	

Material topics

Material topic	Location	Page	Global Compact Principle N°
Economic and financial value creation	Value creation	47	N°1, 2
Engaging local communities	Local and global communities	136	N°1, 2
Environmental management	Environmental sustainability	224	N°3, 6
Ecosystems and platforms	Ecosystems and platforms	100	
People management, development and motivation	Our people	110	
Innovation and digital transformation	Innovation	172	N°3, 6
Customer focus	Quality of service and customer relations	88	
Sound governance and fair corporate conduct	Governance	254	N°10
Energy distribution	Network resilience and digitalization	76	
Decarbonization of the energy mix	The energy transition and decarbonization	64	
Occupational health and safety	Occupational health and safety	206	N°6
Sustainable supply chain	Sustainable supply chain	194	N°1, 2

SASB Content Index

The following table shows the main indicators required by the SASB (Sustainability Accounting Standards Board) standard in relation to the primary sector of reference for Enel: "Electric Utilities & Power Generators Sector".

There are 27 indicators (Sustainability Disclosure Topics & Accounting Metrics and Activity Metrics) divided into 6 main themes: Environment, Energy Affordability, Safety, End-Use Efficiency & Demand, Grid Resiliency, Activity Metric.

TOPIC	SASB	ACCOUNTING METRIC	Response	GRI reference
Greenhouse Gas Emissions & Energy Resource Planning	IF-EU-110a.1	(1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations, and (3) emissions-reporting regulations	231, 305	305-1
	IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries	231, 305	305-1
	IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	54	102-15; 201-2
	IF-EU-110a.4	(1) Number of customers served in markets subject to renewable portfolio standards (RPS) and (2) percentage fulfillment of RPS target by market	n.a. US regulation, does not apply in Chile.	n.a.
Air Quality	IF-EU-120a.1	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O), (2) SO _x , (3) particulate matter (PM ₁₀), (4) lead (Pb), and (5) mercury (Hg); 6) percentage of each in or near areas of dense population	305	305-7
Water Management	IF-EU-140a.1	(1) Total water withdrawn, (2) total water consumed, 3) percentage of each in regions with High or Extremely High Baseline Water Stress	304	(1) 303-3 a (2) 303-5 a
	IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	n.a.	n.d.
	IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	234, 54	303-1, 102-15
Coal Ash Management	IF-EU-150a.1	1) Amount of coal combustion residuals (CCR) generated, 2) percentage recycled	305	306-3 e 306-4
	IF-EU-150a.2	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	n.a. US regulation, does not apply in Chile.	n.a.
Energy Affordability	IF-EU-240a.1	Average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	n.a.	n.a.
	IF-EU-240a.2	Typical monthly electric bill for residential customers for (1) 500 kWh and (2) 1,000 kWh of electricity delivered per month	n.a.	n.a.
	IF-EU-240a.3	1) Number of residential customer electric disconnections for non-payment, 2) percentage reconnected within 30 days	300	EU27
	IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	Energy poverty, page 30	-
Workforce Health & Safety	IF-EU-320a.1	(1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR)	299	403-9
End-Use Efficiency & Demand	F-EU-420a.1	Percentage of electric utility revenues from rate structures that (1) are decoupled and (2) contain a lost revenue adjustment mechanism (LRAM)	n.a. US regulation, does not apply in Chile.	n.a.
	F-EU-420a.2	Percentage of electric load served by smart grid technology	n.a.	n.a.
	F-EU-420a.3	Customer electricity savings from efficiency measures, by market (megawatt hours)	n.a.	n.a.

TOPIC	SASB	ACCOUNTING METRIC	Response	GRI reference
Nuclear Safety & Emergency Management	IF-EU-540a.1	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	n.a. Enel Chile does not produce nuclear energy.	n.a.
	IF-EU-540a.2	Description of efforts to manage nuclear safety and emergency preparedness	n.a. Enel Chile does not produce nuclear energy.	n.a.
Resistencia de la red	IF-EU-550a.1	1) Number of incidents of non-compliance with physical and/or 2) cybersecurity standards or regulations	1) 15 2) 0 Data reported by Enel for all companies of the Group.	
	IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	81	SAIDI : EU29 / SAIFI: EU28
	SASB	ACTIVITY METRIC	Response	GRI reference
	IF-EU-000.A	Number of: (1) residential, (2) commercial, and (3) industrial customers served	18	EU3
	IF-EU-000.B	Total electricity delivered to: (1) residential, (2) commercial, (3) industrial, (4) all other retail customers, and (5) wholesale customers	18, 19	
	IF-EU-000.C	Length of transmission and distribution lines	18, 19	EU4
	IF-EU-000.D	1) Total electricity generated, 2) percentage by major energy source, 3) percentage in regulated markets	319	EU2
	IF-EU-000.E	Total wholesale electricity purchased	17,362,983 MWh	

World Economic Forum Content Index

The International Business Council (IBC) of the World Economic Forum published, in 2020, a report, called 'Measuring Stakeholder Capitalism:

Towards Common Metrics and Consistent Reporting of Sustainable Value Creation' (1), with the aim of defining shared common metrics to measure, report and compare the levels of sustainability, in other words the effectiveness of its actions in pursuing the sustainable development goals indicated by the UN (SDG), in the business model adopted to create value for stakeholders. The metrics are based on existing standards and aim to increase convergence and comparability between the various parameters used in sustainability reports.

The following table provides information on the 21 primary indicators indicated in the WEF report.

World Economic Forum (WEF)				Sustainability Report 2020	
Pillar	Theme	21 Metrics	Key performance indicators	2020	Reference
Principles of Governance	Governing Purpose	Setting purpose	-	-	Business model and context, Open Power
	Quality of Governing Body	Governance body composition	Women on Board of Directors (n.)	0*	Governance, Board Diversity
	Stakeholder Engagement	Material issues impacting stakeholders	-	-	Business model and context, Materiality matrix
	Ethical behavior	Anti-corruption	Employees who received training about anti-corruption policies and procedures(%)	59	Governance, Training
			Ascertained violations related to conflict of interest/corruption (n.)		Governance, Ethical Channel
		Protected ethics advice and reporting mechanisms	Reports received related to violations of the Code of Ethics	19	Governance, Ethical Channel
		Integrating risk and opportunity into business process	-	.	Business model and context, Main ESG risks of Enel Chile
	Risk and Opportunity Oversight				Governance, Risk Management
Planet	Climate Change	Greenhouse Gas (GHG) emissions	Direct greenhouse gas emissions- Scope 1 (mil tCO ₂ eq)	4.351	Environmental sustainability, Emissions
			Indirect greenhouse gas emissions Scope 2 (mil tCO ₂ eq)	10	Appendix, Emissions
			Indirect greenhouse gas emissions - Scope 3 (mil tCO ₂ eq)	177	Environmental sustainability, Emissions
			Task Force on Climate-related Financial Disclosures (TCFD) Implementation		Appendix, Emissions
	Nature Loss	Land use and ecological sensitivity	-	-	Commitment to the fight against climate change
	Fresh Water Availability	Water consumption and withdrawal in water-stressed areas	Water withdrawal (mil m³)	5,4	Environmental sustainability, Water resources
			Water withdrawal in "water stressed" areas (%)	83	
			Water consumption (mil m³)	2,53	Appendix, Water consumption
			Water consumption in "water stressed" areas (%)	51	

World Economic Forum (WEF)				Sustainability Report 2020	
Pillar	Theme	21 Metrics	Key performance indicators	2020	Reference
People		Diversity and inclusion	Women incidence on total employees (%)	23,1	People, Our People
		Pay equality	Equal Remuneration Ratio (%)	88,84	Appendix, Salary gap
		Wage level	Wage level CEO	n.d.	-
	Dignity and Equality	Risk for incidents of child, forces or compulsory labor	Evaluation among the supply chain of child labour defense and of compulsory or forced work prohibition	-	Sustainable supply chain, Suppliers and human rights
			Fatal accidents-Enel Chile (n).	0	
			Fatalities frequency rate-Enel Chile (n).	0	
			High consequence" injuries-Enel (n).	0	
	Health and Wellbeing	Health and safety	High consequence" injuries frequency rate-Enel Chile	0	Occupational health and safety, Safety rates
			Training provided Average hours of training per employee (h/per cap)	57	
	Skills for the Future	Training	Employees training cost (M\$)	\$963,091	Appendix, Training
Prosperity			People hired (n.)	165	
			Hiring rate (%)	5,68	
		Absolute number and rate of employment	Terminations (n.)	113	
			Turnover (%)	5,9	Appendix, Internal mobility
		Economic contribution	-	-	Business model and context, Value creation
			CAPEX (MM\$)	\$768.067	Business model and context, Open Power
	Employment and Wealth Generation	Investment contribution	Purchase of own shares and dividends paid (M\$)	\$312.714.789	Financial statements Enel Chile, Dividend payment
					The energy transition and decarbonization, Power generation with green hydrogen
Innovation in Better Products and Services	Total R&D expenses	Investments in research and development	-	Innovation and digital transformation, Innovation	
Community and Social Vitality	Total tax paid	Total tax paid (M\$)	\$81,305,107	Financial statements Enel Chile, Income tax expense	

(*) Starting in 2021, Enel Chile will have two new directors: Isabella Alessio and Mónica Girardi.

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