

Inversiones  
Eléctricas del Sur  
S.A.



# Sustainability Report 2021





## OVERVIEW OF THE COMPANY

Company Name: Inversiones Eléctricas del Sur S.A.

DBA: Eléctricas del Sur.

ID No.: 76.022.072-8

Type of Entity Closely Held Corporation.

Securities Register Registration: No 1016

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### COLOPHON

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## Abbreviations and Symbols

\$	- Chilean Pesos
M\$	- Thousands of Chilean Pesos
UF	- Unidad de Fomento (Non-physical, indexed monetary unit)
USD	- U.S. Dollars
MM\$	- Millions of Chilean Pesos

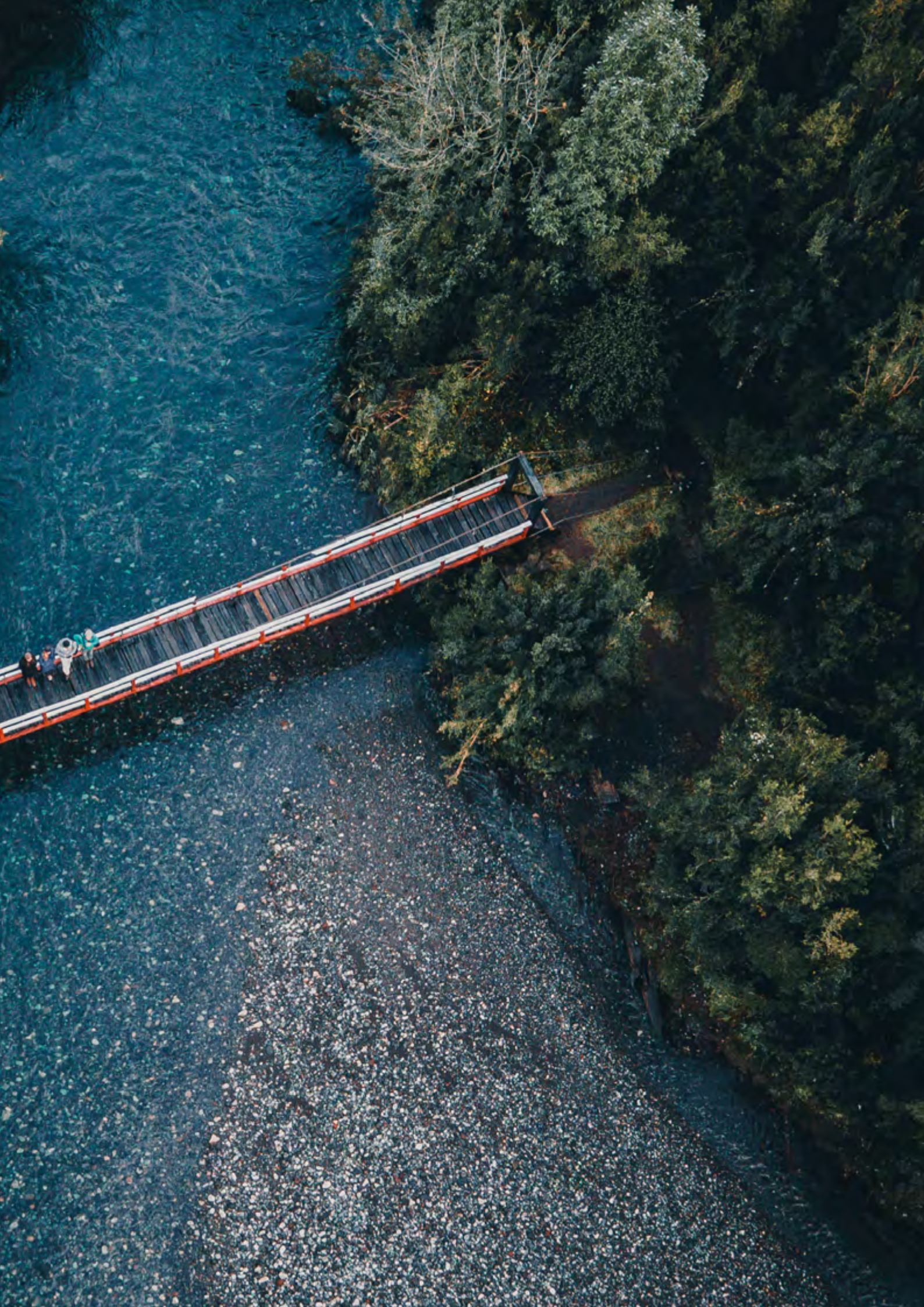


An aerial photograph of a dense, lush green forest. A wooden bridge with a red railing crosses a river, extending from the bottom right towards the center. The water in the river is a deep blue-green color. The forest is composed of various types of trees, some with yellowish-brown leaves, suggesting an autumn or late summer setting. The overall scene is serene and natural.

# Letter from The Chief Executive Officer

Francisco Alliende









Main Square, Osorno.

## LETTER FROM THE CHIEF EXECUTIVE OFFICER

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After a year of change and uncertainty generated by the COVID-19 pandemic, 2021 was a period of reinvention for our company. We recognized the lessons learned from the previous year, we dared to generate transformations, and reconfirmed our commitment to the country, the localities where we operate and their people.

All of us at Grupo Saesa are aware of the role we play in society, as electricity has become a fundamental part of people's lives and development, especially in the rural sectors and difficult to access areas where we are located. For this reason, in recent years, we have made every effort to ensure a continuous and safe service, reaching the best level of service quality in our history in 2021: Outage time in 99% of the locations where we operate remained under 14 hours per year, as required by the new regulations.

This achievement is a consequence of the commitment of our employees to the vision of our Board of Directors, which in 2018 committed to a visionary US\$1.5 billion investment plan that has been key to improving our service, responding to regulatory changes in the industry and fulfilling our purpose of delivering energy every day.

During 2021, several initiatives were developed to continue improving our service: We incorporated technological solutions, increased digital remote control equipment, and laid networks underground in areas with high tree density, among others. In addition, we incorporated four backup generation systems in remote areas to provide continuity in the event of possible failures of the only existing distribution line.

This type of innovative initiatives has allowed us to respond to the highest demands of our customers and stakeholders, which was reflected when we were recognized with the "Most Innovative Companies" award in the Utilities category, in the Ranking Most Innovative Companies 2021 prepared by the CIE Innovación ESE Business School, together with MIC Innovation and El Mercurio.

Sustainability is one of the pillars of our management approach. For this reason, we measured our carbon footprint for the first time, the first step toward reaching our goal of carbon neutrality by 2040. To respond to the urgency of mitigating the effects of climate change, we have promoted renewable generation projects to contribute to the decarbonization of the power grid. This year we completed the construction of 'El Blanco,' the southernmost photovoltaic power plant in the world located in the Aysén Region, which will inject 3 MW to the power grid. We continue to make progress in the construction of the Paranal and Armazones Solar Farm, which will supply clean energy to the two ESO observatories in the Antofagasta Region, with almost 10 MW of installed power.

In addition, to boost our role as a relevant player in the energy transition, in 2021 we created the subsidiary Saesa Innova to offer comprehensive and sustainable energy solutions.

One of the hallmarks of Grupo Saesa is its commitment to making the company the best place to work, with flexible, innovative, and collaborative conditions. For this reason, teleworking has remained





and we have generated a Safe and Flexible Return to Office Plan, which has allowed us to gradually return to face-to-face work according to the position and reality of the people. We also promoted respect for work and personal schedules, defined a decalogue of parental co-responsibility with practices to improve the use of time, added a day off for preventive health exams, maintained the summer schedule, ending the weekly workday on Fridays at 14.30 hours, among other training aspects.

For these and other actions, we closed 2021 recognized with the first place in the national ranking "Great Place To Work" as the best company to work for in Chile, in the category of more than one thousand employees. A milestone that adds to the recognition "Commitment to Integrity 2021", awarded - for the third consecutive year - by Fundación Generación Empresarial, and the one awarded by FirstJob, as one of the five best companies for Professional Internships. These achievements fill us with pride and encourage us to continue on the same path.

The permanent link with our communities is also a central part of our management approach, based on building trust and generating value for all. During 2021, we resumed our face-to-face initiatives, including the Community Center Connection program, where we delivered electricity supply to 30 new neighborhood headquarters, and we made progress in the We are neighbors program, where we resumed face-to-face dialogues with the communities. Undoubtedly, one of the initiatives that generated the greatest gratitude was the Women with Energy (Mujeres con Energía) program, as part of which we trained and accompanied 63 women entrepreneurs to strengthen their businesses after the effects of the pandemic.

These and many other milestones drive us to continue growing and strengthening the Grupo Saesa spirit. I would like to take this opportunity to thank and congratulate our employees and contractors for their commitment, adaptation, and professionalism, for carrying



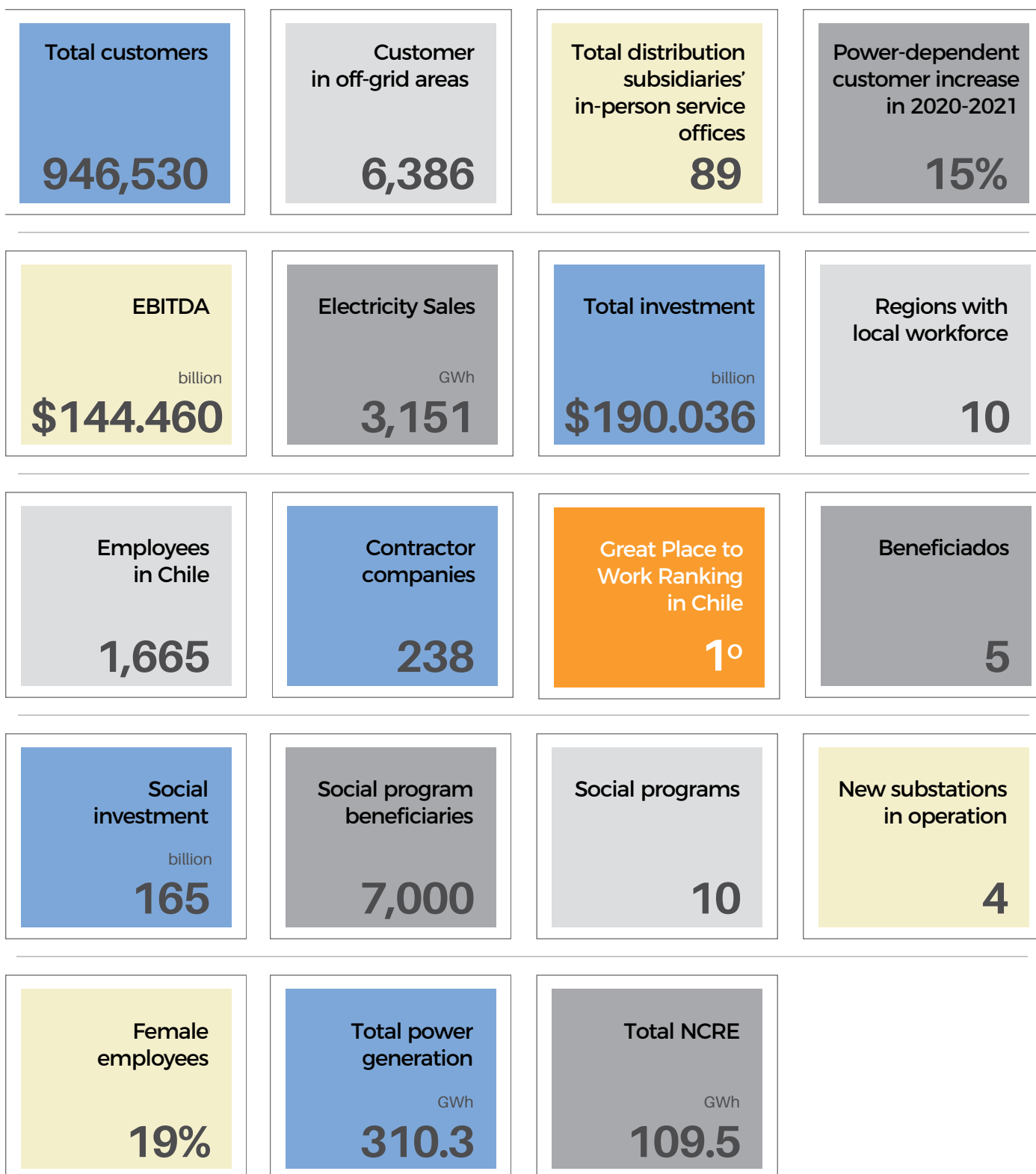
out their work safely, and putting our customers and communities at the center of their concern.

I invite you to learn more about our management approach in this third version of our Sustainability Report, which describes our daily work from an economic, social, and environmental perspective: Supply energy and transform lives.

Francisco Alliende  
CEO OF GRUPO SAESA



## Our company in figures









# Section One

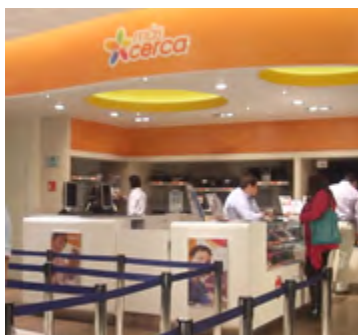
## COORDINATING A SUSTAINABLE ORGANIZATION







## COORDINATING A SUSTAINABLE ORGANIZATION



### Our History

**We move forward to contribute to the well-being of people and the sustainable progress of the country, delivering reliable and safe energy every day.**

#### 2021-2017

**2021:** During the year, several investment and maintenance plans related to the improvement in the quality of service are executed, which contributed to a considerable decrease in the time without supply compared to 2017; Saesa moved by 21 to 13.4 hours in 2021.

**2020:** On June 24, 2020, Saesa agreed to sell its interest (50%) in the Eletrans S.A., Eletrans II S.A., and Eletrans III S.A., to Chilquinta Energía S.A. On December 21, 2020, the extraordinary shareholders' meeting of Saesa agreed to divide Saesa into two companies, maintaining the Company as the continuing company and creating a new company called Saesa Transmisión S.A., which took effect on December 31, 2020. This division is part of the process of implementing the requirements of Law No. 21,194, which amended the General Law of Electric Services, establishing a legal obligation of exclusive business for electric power distribution companies.

**2019:** At the beginning of the year, subsidiary Sistema de Transmisión del Sur S.A. (STS) successfully places bonds in the domestic market for UF 4,000,000 to raise funds to finance its investment plan and projects under execution. The corporate restructuring process whereby Sociedad Austral de Electricidad S.A. (Saesa) is split up and a new company – Sociedad de Transmisión Austral S.A. (STA) – is created is officially launched. In relation to the investment plan, there was an increase of 73% with respect to the previous year, reaching MM\$45,133.

**2018:** During the year, the subsidiary Sociedad Austral de Transmisión Troncal S.A. is awarded international public bids for the construction of the new Río Toltén substation in the Araucanía region and for the construction of the Guardiamarina substation in Antofagasta. In August, STC completes the construction of the San Fabián - Ancoa 2x220 kV transmission line. In November, the Kimal Substation began operating in the national power grid.

**2017:** In May, SATT, the 220 kV María Elena Substation is acquired and a tolling agreement for transmission of power generated by the Maria Elena Photovoltaic Power Station is executed. In June, the National Electricity Coordinator (CEN) awarded the contract for the "New 2x220 kV, 2x500 MVA Nueva Maitencillo - Punta Colorada - Nueva Pan de Azúcar Line" Project to the Saesa-Chilquinta Consortium. This award led to the incorporation of Eletrans III, the company that will develop the project. In August, an EPC contract for expansion of the 220 kV San Andrés Substation is executed with HMV Chile. In November, the National Electricity Coordinator confirmed that the lines that connect the SIC and SING grids at Kapatur Substation had been successfully energized.

We are Grupo Saesa





## 2016-2011

**2016:** The Sitramel transmission line that runs between the Enlace Substation and the Angamos line sectioning facility was commissioned in June. This line conveys the power generated by the Kellar Power Plant (500 MW). This project developed by Sistema de Transmisión del Norte, STN, involved an investment of US\$70 million.

**2015:** Sociedad Austral de Transmisión Troncal S.A. (SATT) was incorporated in October. Owned 99.9% by Saesa and 0.1% by STS, SATT would develop and operate the Crucero - Encuentro Substation trunk transmission (now national transmission) project previously awarded to Saesa. The transmission line between the Cardones Substation located 15 km south of Copiapó and the Diego de Almagro Substation was commissioned in December. This 156-km line was developed by the Saesa-Chilquinta 'Eletrans' Consortium and involved an investment of USD 70 million.

**2014:** Sistema de Transmisión del Norte S.A. (STN) is incorporated in September. The company will concentrate its operations in the north of Chile. In November, a bond placement was made in the local market for MUF 2,000 mainly for investments and refinancing of liabilities.

**2013:** In June, the consortium formed by Saesa and Chilquinta (a non-Grupo Saesa company) was once again awarded 2 new trunk transmission projects. Subsequently, they incorporated Eletrans II. In December, the Chiloé project was commissioned, which included the expansion of the facilities from 110 to 220 kV and an increase in the supply capacity to the Chiloé island from 55 to 110 MVA.

**2012:** In February, Francisco Allende Arriagada took over as Chief Executive Officer of Grupo Saesa. The Puyehue Rupanco Project was inaugurated in September. Minister of Energy Jorge Bunster attended the ceremony. In December, the Company placed bonds for MUF 2,500 to finance its financial liabilities.

**2011:** The Company was informed by Morgan Stanley Infrastructure, Inc. of the sale by various funds managed by that entity of its interest in MSIP Pelicano Holdings L.P., a foreign company through which it indirectly held 50% of the share capital in Inversiones Grupo Saesa Limitada, to a group of investment funds managed by Alberta Investment Management Corporation (AIMCo).



## Our History



### 2010-2001

**2010:** In February, a massive earthquake hit the country and the Company and its subsidiaries had to face a period of intense and continuous work to restore electricity supply to customers from Biobío to Chiloé, with special dedication to the most affected areas in the provinces of Arauco and Concepción. Saesa and its subsidiaries Luz Osorno and Edelayen exceed 400 thousand customers. On the other hand, the ambitious investment plan continues, mainly aimed at expanding operating networks and improving the service provided to customers on a daily basis.

**2009:** The aggressive investment plan continues to develop, focused on transmission, generation, distribution, new businesses, information technology and other projects, investing MM\$ 26,000 during the year. Construction of the first rural electrification project connected to the SIC grid through overhead powerlines between islands, from Puluqui to Chidquapi, is completed.

**2008:** On July 24, the consortium formed in equal parts by the investment funds Ontario Teachers' Pension Plan and Morgan Stanley Investment Fund, acquire Grupo Saesa's entire equity capital.

**2007:** Construction began on the Chiloé Project, which will build a 220 kV transmission system between Puerto Montt and Chiloé Island, with an investment of US\$27 million. A contract for MUF 1,800 was obtained for the refinancing of 100% of the amortization of Saesa's current long-term bonds. The first MUF 300 placement of is successfully carried out in December.

**2006:** After completing the investment in improvements, the Company was able to raise its service quality indexes, closing the year with all the indicators required by the regulator within the permitted ranges.

**2005:** The Company's organization chart is restructured and a major investment in the improvement of distribution and transmission facilities is announced. Long-term financing is successfully completed with a capital increase of MM\$14,837 and refinancing of liabilities in MUF 4,500.

**2002:** On July 31, all the shareholders and equity of merged companies Saesa and Inversiones PSEG Chile I Ltda. were incorporated into Saesa.

**2001:** In June, PSEG Chile Holding S.A., a subsidiary of PSEG Global Inc. was incorporated. Inversiones PSEG Chile I Ltda., a subsidiary of PSEG Chile Holding S.A., acquires 93.88% of the shares of Saesa and 13.71% of the shares of Frontel, which were owned by Copec.





## 2000-1926

**2000:** Saesa and STS unified all transmission facilities that provide electric power to the Island of Chiloé, leaving the island's entire transmission system energized at 110 kV.

**1999:** Saesa acquires 99.9% of the shares of Creo Ltda. in Los Lagos Region, STS, Saesa's transmission facilities, and Cooperativa Eléctrica de Osorno Ltda. for a total of \$1.825 billion, significantly increasing its presence in Los Lagos Region.

**1998:** Saesa acquires 90.11% of the Edelaysen shares tendered by Corfo. Consequently, its operation area now spans over 1,500 km between the Biobío and Aysén regions.

**1996:** Saesa purchases Transelec's 39.9% interest in STS and now owns 99.9% of the share capital.

**1994:** Saesa partners with Transelec and incorporate Sistema de Transmisión del Sur S.A., STS, with a 60% and 40% shareholding, respectively.

**1981:** Copec becomes the majority shareholder of Saesa and Frontel, with 87.5% and 83.7% of the share capital respectively. Empresa Eléctrica de Aysén S.A., Edelaysen, is incorporated in Coyhaique as a subsidiary of Endesa.

**1946:** Corfo and Endesa buy a majority stake in Saesa to spur the ambitious "National Electrification Plan" driven by the Chilean government.

**1945:** Cooperativa Eléctrica de Osorno is established to supply the rural sector of Osorno.

**1926:** Sociedad Austral de Electricidad S.A., Saesa, a small private company that supplies electricity to Lebu, Arauco and Carampangue, is incorporated.

**Together we promote a modern, energized,  
and green Chile.**



## Vision, Mission, and Corporate Values

# Statement

### Vision

Improve the quality of life of people and contribute to the sustainable development of the country by supplying reliable, secure energy.

Our work builds on a deep commitment to our customers, the safety, wellbeing, and development of our employees, and

to modernization of Chile's electricity industry. Our vision has a long-term perspective aimed to create value for our shareholders.

### Mission

Over the next two years, Grupo Saesa must undertake a major turnaround in its business, reaching a new standard of quality of service and significantly strengthening the relationship with its customers. The Company is to successfully implement the new Technical Standard on Distribution and Smart Metering projects and consolidate its leadership in occupational safety in the industry. Grupo Saesa must be a leading player in the development of the regulatory framework and new technologies in Chile, fostering close collaboration with regulators and communities.

By 2022 Grupo Saesa must have redefined its relationship with its customers by fostering new digital systems that successfully improve customer experience and support the development of a customer-focused culture.

To build the future, Grupo Saesa must advance the agenda of innovation in all its business areas and explore the opportunities offered by new technologies of electrical goods and services used by customers on a daily basis.

### Corporate Values

In order to achieve the objectives and vision of the business, we uphold the highest work standards and implement the following core values in its daily activities:

**Integrity:** We do the right things.

**Transparency:** We act truthfully and honestly.

**Safety:** Non-negotiable.

**Excellence:** We do things impeccably.

**Customer Focus:** The center of our operations.

**Efficiency:** Key in our industry.

**Sustainability:** We are responsible regarding the future.



## Our Business Tactics



We move forward to generate value for our customers, employees, communities, and shareholders, committed to delivering energy every day.



## Strategic Planning 2021

At Saesa, we advance every day to be the best alternative for our customers, employees, and investors. To this end, since 2018 our strategic planning, with a horizon of 2022, has guided us to improve our relationship with our customers, to protect the safety of our employees, to be a relevant player within the regulatory framework of our industry, and to promote innovation as a key element in all our actions.

We have already made progress on this roadmap, focusing on generating disruptive transformations in ten strategic thrusts, generating the internal capabilities and skills to achieve them, and strengthening our values in pursuit of the goals we seek to achieve. We invite you to review some of the advances made in 2021 in this report.



### Vision

What we want to do

Improve the quality of life of people and contribute to the sustainable development of the country by supplying reliable, secure energy.



Our work builds on a deep commitment to our customers, the safety, wellbeing and development of our employees, and to modernization of Chile's electricity industry.



Our vision has a long-term perspective aimed to create value for our shareholders.



### Strategic Thrusts

Our main areas of action

- 1 Improve customer relations.
- 2 Ensure culture and talent.
- 3 Ensure a high operational standard.
- 4 Consolidate leadership in safety.
- 5 Implement digital and IT transformation.
- 6 Strengthen processes and corporate management.
- 7 Foster transmission systems.
- 8 Lead the regulatory agenda.
- 9 Enhance unregulated business.
- 10 Implement contractor development plan 2.0



### Behaviors

Our way of acting in the age of disruption

Innovation



Cooperation



Flexibility



Agility



### Values

What we don't compromise on



Safety



Excellence



Efficiency



Sustainability



Customer focus



Integrity



Transparency



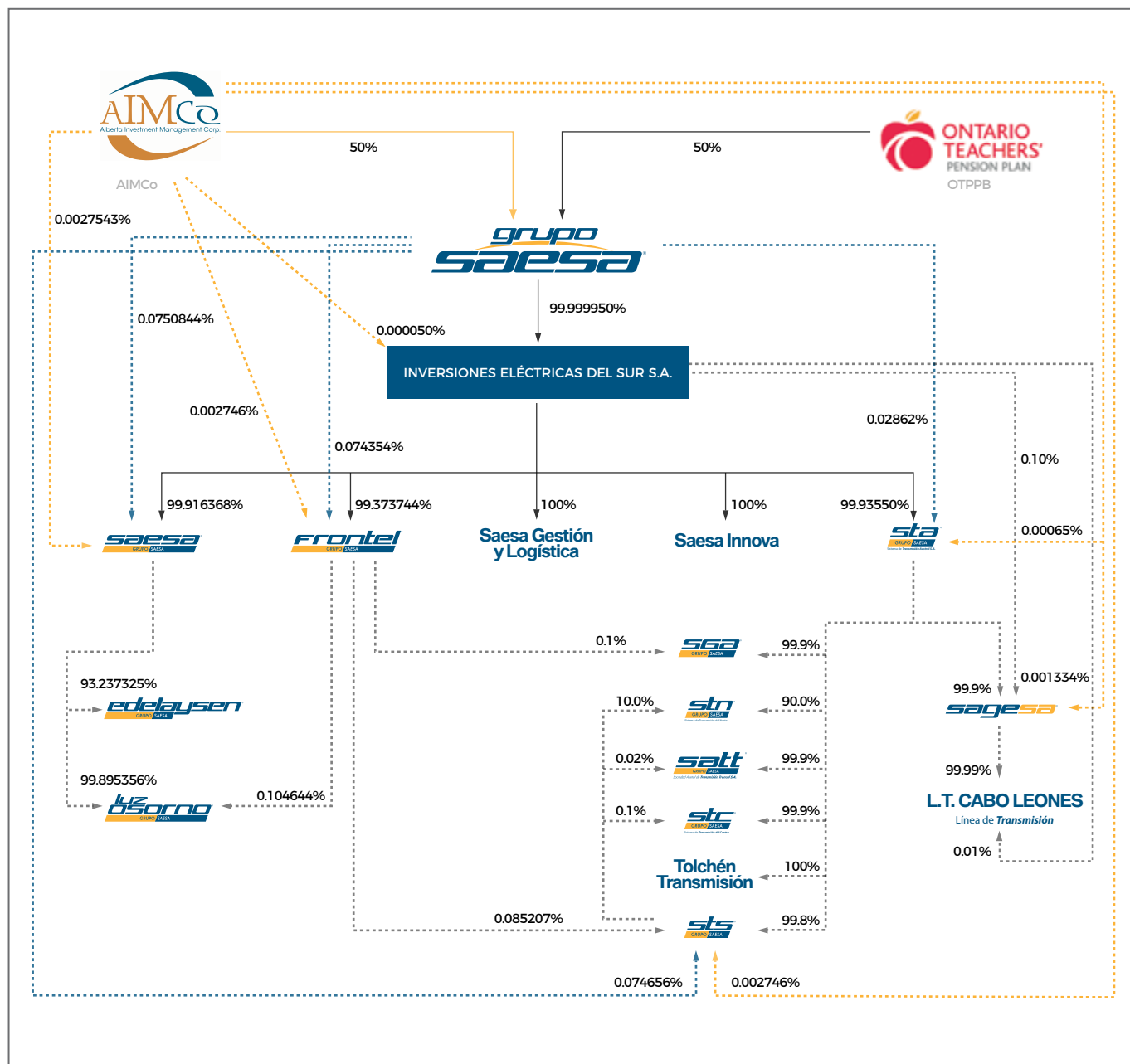
STRATEGIC THRUSTS	2021 MILESTONES
1. Improve customer relations	<ul style="list-style-type: none"> <li>• We developed the Inspire (Inspira) Program, focused on improving the customer experience.</li> <li>• We strengthened our customer service channels.</li> <li>• We invested to improve quality of service.</li> <li>• We continue to support the most vulnerable families through payment alternatives designed and offered by Grupo Saesa.</li> <li>• We suspended supply disconnection for non-payment and extended the payment facilities.</li> </ul> <p>See Section 3</p>
2. Ensure Culture and Talent	<ul style="list-style-type: none"> <li>• First place in the national ranking "Great Place To Work" as the best company to work for in Chile with more than 1,000 employees.</li> <li>• We are moving forward with our training and leadership plan.</li> <li>• We offer development and training benefits.</li> <li>• We completed the first stage of implementation of the New Way of Working Project</li> </ul> <p>See Section 2</p>
3. Ensure a High Operational	<ul style="list-style-type: none"> <li>• We achieved the best quality of service since we started operations and the outage time decreased considerably compared to 2017: Frontel improved from 58.9 to 26.4 hours of outage; Saesa from 21.0 to 13.4 hours, and Edelayesen from 34.4 to 13.9 hours.</li> <li>• We developed the Technical Distribution Standard projects. We invested \$190.036 billion in technological solutions to sustain the quality of the energy we deliver over time.</li> <li>• We installed 510 new digital remote control units.</li> <li>• We installed 4 backup systems capable of supplying power to entire municipalities and we increased the generation capacity of 2 power plants.</li> <li>• We implemented the bypass cable in medium voltage.</li> <li>• We launched a pilot program for underground cabling of rural networks in areas with a high density of trees.</li> <li>• We developed the annual vegetation control plan.</li> <li>• We installed over 17 thousand smart meters.</li> </ul> <p>See Section 3</p>
4. Consolidate Leadership in Safety	<ul style="list-style-type: none"> <li>• We carried out 280,000 preventive actions throughout the company.</li> <li>• We continued to implement all the necessary measures to address the Covid 19 pandemic.</li> <li>• We continued to implement the MACRO management system.</li> </ul> <p>See Section 2</p>
5. Implement Digital and IT Transformation	<ul style="list-style-type: none"> <li>• We launched a data governance project.</li> <li>• We implemented SAP CONCUR for expense reimbursement.</li> <li>• We implemented SAP ARIBA</li> <li>• We created an IT working group.</li> </ul> <p>See Section 3</p>
6. Strengthen Processes and Corporate Management	<ul style="list-style-type: none"> <li>• We obtained first place in the Most Innovative Companies Chile 2021 ranking in the Utilities category, a recognition to our innovation policies and processes, as well as their impact on organizational culture and results.</li> <li>• We made progress in the implementation of the ISO 55001 asset management system.</li> <li>• We adapted Single Line of Business standard for application to the unregulated segment.</li> </ul> <p>See Section 1</p>
7. Foster Transmission Business	<ul style="list-style-type: none"> <li>• Award of Camboa, Chonchi and Epuleufo transmission projects.</li> <li>• We commissioned 4 digital substations and started to build another 5.</li> </ul> <p>See Section 1</p>
8. Lead the Regulatory Agenda	<ul style="list-style-type: none"> <li>• We have actively participated in the discussion of the laws regarding the Law on Utilities and the Distribution Law.</li> <li>• We implemented an internal restructuring process that, in a first stage, separated our distribution and transmission businesses.</li> </ul> <p>See Section 1</p>
9. Enhance Unregulated Businesses	<ul style="list-style-type: none"> <li>• We developed projects based on renewable energy sources, such as the El Blanco and the Paranal - Armazones power plants.</li> </ul> <p>See Section 4</p>
10. Implement contractor development plan 2.0	<ul style="list-style-type: none"> <li>• We implemented a development plan for contractors, generating performance evaluations and improvement plans in various areas, such as management, safety, technology, among others.</li> </ul> <p>See Section 2</p>



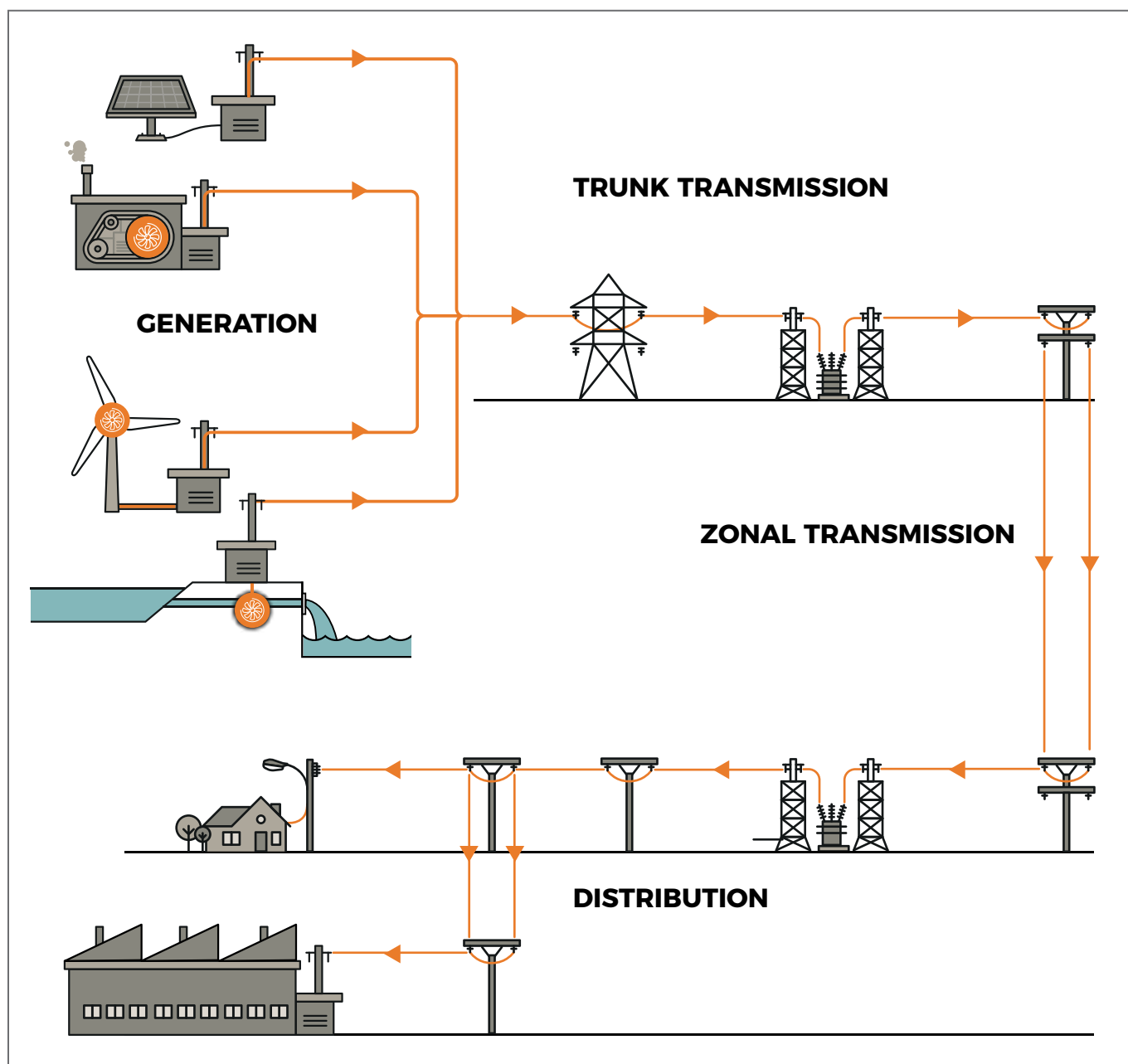
## OUR OWNERSHIP STRUCTURE AND SUPPLY CHAIN

Improving the quality of life of people and contributing to the sustainable development of the country by supplying reliable, secure energy is the mission of Inversiones Eléctricas del Sur S.A., which groups our four distribution companies, six transmission companies, one generation company, and one marketing company. They are all

controlled by the Canadian funds Ontario Teachers' Pension Plan Board (OT-PPB) and Alberta Investment Management Corp (AIMCo).



In the electricity sector, there are 3 main stages that make up the energy chain, which travels from the power plant to our homes. Grupo Saesa participates in the three stages:



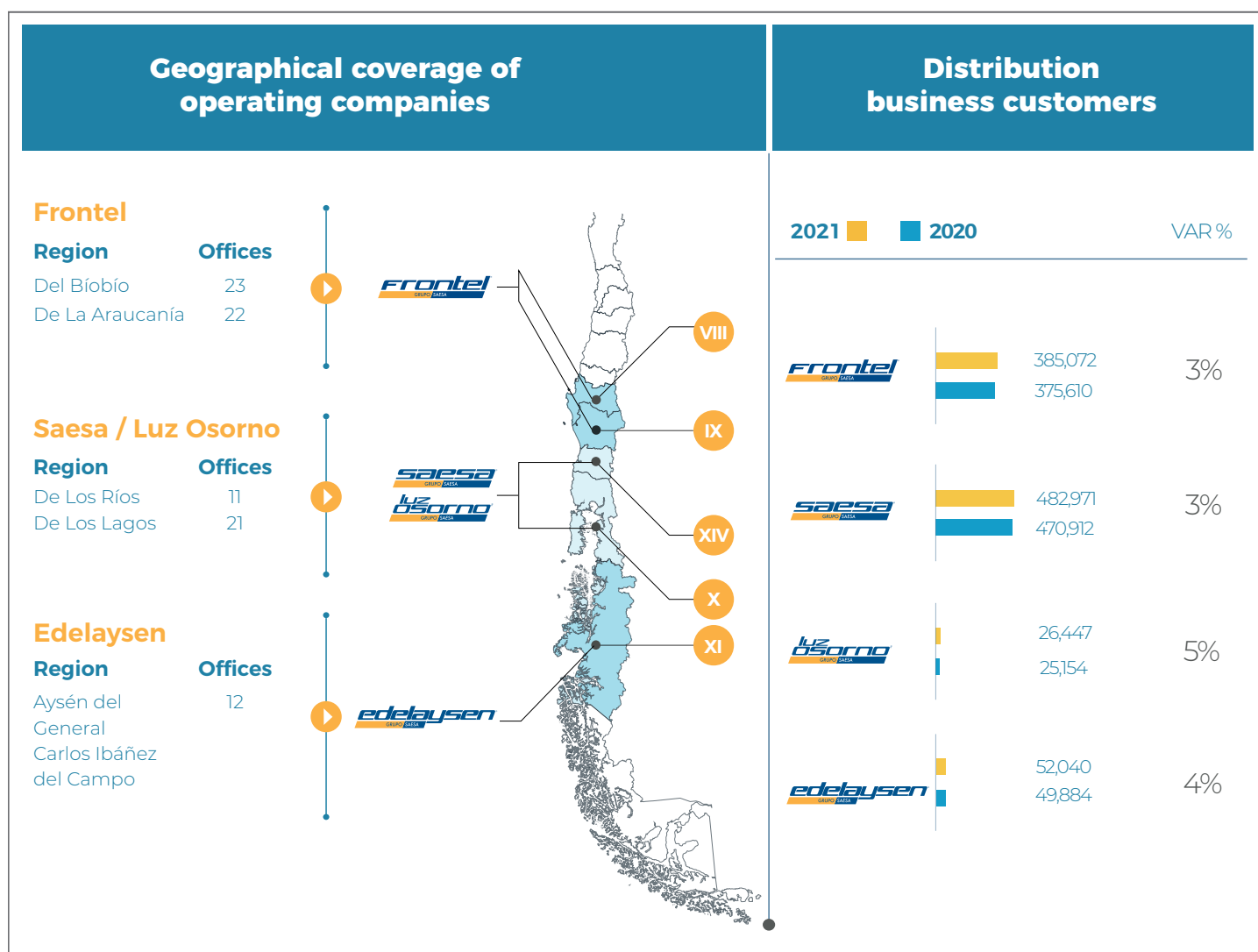


## OUR SUBSIDIARIES

We are a great team represented by several operating companies, including the distribution companies that deliver electric power to the final customer, such as Sociedad Austral de Electricidad S.A. (Saesa), Empresa Eléctrica de la Frontera S.A. (Frontel), Compañía Eléctrica Osorno (Luz Osorno), and Empresa Eléctrica de Aisén S.A. (Edelaysen), power transmission companies Sociedad de Transmisión Austral S.A. (STA), Sistema de Transmisión del Sur S.A. (STS), Sistema de Transmisión del Centro S.A. (STC), Sistema de Transmisión del Norte S.A. (STN), Sociedad Austral de Transmisión Troncal S.A. (SATT), Saesa Transmisión S.A., Frontel Transmisión S.A., and Línea de Transmisión Cabo Leones S.A.

Finally, the group also includes a power trading company, Sociedad Generadora Austral S.A. (SGA), a generation company, SAGESA S.A., and the companies Saesa Gestión y Logística SpA. and Saesa Innova SpA.

Our headquarters are located in the city of Osorno, and through all these companies, we promote a modern, energized, and green Chile.





Corporate building, Osorno.



## OPERATING COMPANIES



## CHANGES TO THE REGULATORY FRAMEWORK

Within the framework of the Ley Corta de Distribución (Distribution Short Law) enacted in late 2019, which instructed distribution companies to have a single line of business, we separated our activities and incorporated new companies to provide our various services. Accordingly, we created Saesa Innova, which covers sales and services in general, mining business, energy commercialization, and generation services. Likewise, the transmission assets that still remained in the distribution companies were transferred to the Group's transmission companies.

This entire process was carried out with a multidisciplinary team within the Company that analyzed the different aspects of the separation, such as the implementation of the separate accounting, the structure and relationship of the different companies, the shared resources, and the most efficient way to carry out the separation.

The objectives, once the single line of business has been implemented, are to promote unregulated businesses outside the distribution area, promoting those businesses that have growth potential, and evaluating those that do not. We must ensure the correct separation between the regulated and unregulated sectors, both in terms of processes, procedures, and other compliance rules.



## SAESA INNOVA (NEWCO)

A milestone during the 2021 period was the creation of the new subsidiary Saesa Innova, which focuses on generating comprehensive energy solutions in the areas of commercialization, electrical works, energy generation, and storage. An innovative proposal within Grupo Saesa that will address the needs of different customer segments, emphasizing personalized attention and service, seeking customized solutions through technologies.

The creation of this new company complies with the regulatory obligation to separate the lines of business in the delivery of energy services (Single Line of Business Law), but, above all, it allows us to move forward according to our strategic plan, facilitating the creation of more efficient and timely solutions for our customers, beyond the energy distribution market.

This commitment to growth generates a strategic mix of specialized services with integration capacity, highlighting the unregulated energy - with international certification of renewable energies - construction of overhead and underground power lines, backup generation solutions and battery banks, on-grid, and off-grid photovoltaic projects, among others.



El Blanco Project, Coyhaique.

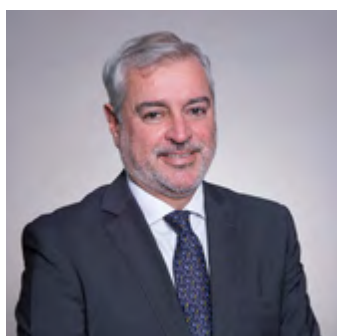


## We Demonstrate Commitment in Our Actions

### BOARD OF DIRECTORS

During 2021, the Board of Directors of Inversiones Eléctricas del Sur S.A. and its subsidiaries consisted of eight members. Directors serve for a term of two years and may be reelected. 25% of the members have been on the Board of Directors for less than 3 years.

25% of the members of the Board are women and 62% are foreign nationals.



#### ■ CHAIR

Iván Díaz-Molina  
Civil Engineer  
ID #: 14.655.033-9  
Appointed on:  
04/30/2021



#### ■ VICE CHAIR

Jorge Lesser García-Huidobro  
Civil Engineer  
ID #: 6.443.633-3  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Juan Ignacio Parot  
Civil Industrial Engineer  
ID #: 7.011.905-6  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Waldo Fortín  
Lawyer  
ID #: 4.556.889-K  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Jonathan Reay  
Investment Manager  
Foreign National  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Stacey Purcell  
Business Administrator  
Foreign National  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Christopher Powell  
Engineer B. Sc.  
Foreign National  
Appointed on:  
04/30/2021



#### ■ REGULAR DIRECTOR

Ashley Munroe  
Civil Engineer  
Foreign National  
Appointed on:  
04/30/2021



# Board Diversity



BOARD DIVERSITY			
AGE RANGE	MEN	WOMEN	TOTAL
Under 30	-	-	-
Between 30 and 40	1	1	2
Between 41 and 50	1	1	2
Between 51 and 60	2	-	2
Between 61 and 70	1	-	1
Over 70	1	-	1
SENIORITY (YEARS)	MEN	WOMEN	TOTAL
Under 3	1	1	2
Between 3 and 6	-	-	-
Between 6 and 9	1	-	1
Between 9 and 12	3	-	3
Over 12	1	1	2
CITIZENSHIP	MEN	WOMEN	TOTAL
Chilean	3	-	3
Foreign National	3	2	5



## Senior Management Officers

The governance of Grupo Saesa is supported by the Executive Committee and 16 other committees that lead and oversee the strategic issues of our organization.

### Chief Executive Officer

Francisco Alliende Arriagada / Business Administrator  
ID # 6.379.874-6 / Appointed on February 1, 2012

### General Manager of Saesa Innova

Raúl González Rojas / Civil Electrical Engineer  
ID # 7.741.108-9 / Appointed on July 1, 2021

### Chief Administration and Finance Officer of Grupo Saesa

Diego Molina Henríquez / Civil Engineer  
ID # 9.906.254-1 / Appointed on March 1, 2022

### HR Officer

María Dolores Labbé Daniel / Business Administrator  
ID # 13.117.638-4 / Appointed on December 10, 2013

### Legal Counsel

Sebastián Sáez Rees / Lawyer  
ID No. 8.955.392-K / Appointed on October 1, 2007

### Strategic Planning, Management, and Risks Officer

Marcela Ellwanger Hollstein / Business Administrator  
ID # 12.752.648-6 / Appointed on December 10, 2013

### Regulation Officer

Rodrigo Miranda Díaz / Civil Electrical Engineer  
ID # 10.784.472-4 / Appointed on September 10, 2012

### Customer Relations Officer

Bárbara Boekemeyer Slater / Civil Industrial Engineer  
ID # 12.747.160-6 / Appointed on April 1, 2018

### Business Development Officer

Charles Naylor Del Río / Civil Industrial Engineer  
ID # 7.667.414-0 / Appointed on May 15, 2014

### Distribution Officer

Leonel Martínez Martínez / Electrical Engineer  
ID # 14.556.330-5 / Appointed on September 1, 2021

### Operations Officer

Diego Moenne-Loccoz / Public Accountant-Auditor  
ID # 12.708.537-4 / Appointed on January 1, 2018

### Transmission Officer

Marcelo Matus Castro / Electrical Engineer  
ID # 11.364.868-6 / Appointed on December 17, 2018

### Trade Officer

Marcelo Bobadilla Morales / Civil Electrical Engineer  
ID # 10.151.086-7 / Appointed on September 1, 2009

### Distribution Projects Officer

Paolo Rodríguez Pinochet / Electrical Engineer  
ID # 13.199.851-1 / Appointed on September 1, 2021

### Digital Transformation Manager

Cristián Alfredo Mezzano Frías / Engineer  
ID # 13.257.722-6 / Appointed on January 6, 2020

### Information Technology Manager

Sergio Sánchez Ríos / Computer Engineer  
ID # 13.757.993-6 / Appointed on March 23, 2020

### Risk Prevention Manager

Patricio Velásquez Soto / Risk Prevention Engineer  
ID # 12.540.271-2 / Appointed on October 30, 2013

### Regulation Manager

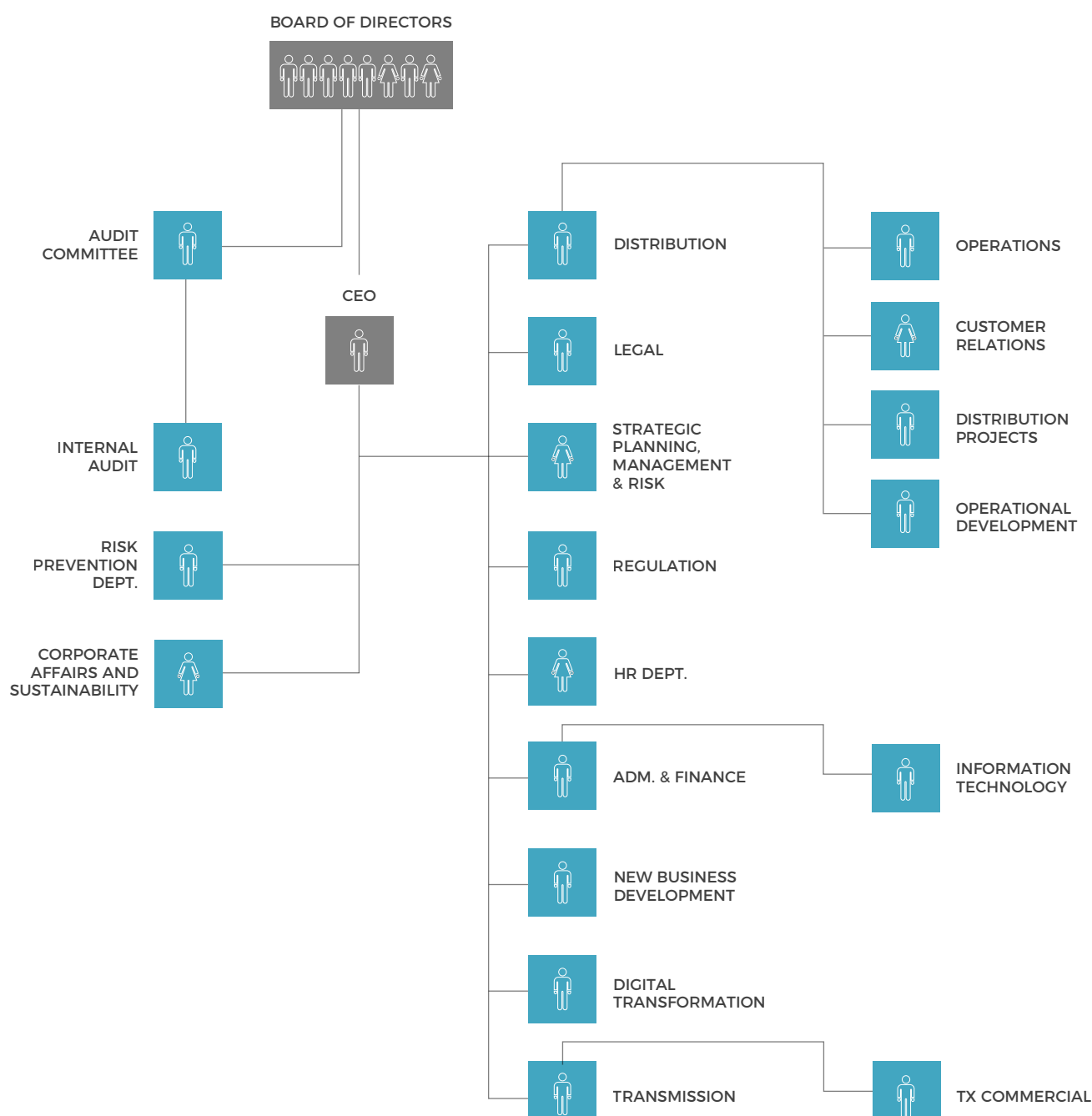
Jorge Muñoz Sepúlveda / Civil Electrical Engineer  
ID # 11.694.983-0 / Appointed on September 1, 2009

### Corporate Affairs and Sustainability Manager

Alondra Leal Maldonado / Business Administrator  
ID # 12.421.730-k / Appointed on March 23, 2015

## Organization Chart

The Board of Directors, the Chief Executive Officer and the Executive Committee perform the same positions and functions for the parent company, Inversiones Eléctricas del Sur S.A., and its subsidiaries, with the sole exception of Línea de Transmisión Cabo Leones S.A., whose Board of Directors is composed of 3 members, and the recently incorporated companies Saesa Innova SpA and Saesa Gestión y Logística SpA, which are joint stock companies whose bylaws do not contemplate the existence of a Board of Directors.





## Integrity, Probity and Transparency



### Whistleblower Channels

Integrity Hotline  
+56 9 9644 8674

Integrity Platform  
[www.integridadcorporativa.cl](http://www.integridadcorporativa.cl)

### ETHICAL MANAGEMENT

Grupo Saesa promotes a culture of integrity, transparency and corporate ethics that guides the behavior and decision making of all our employees. To this end, it has policies and mechanisms that promote good practices and organizational transparency, such as the Integrity Standards, the Crime Prevention Model and the Compliance Program, which is based on the organization's Integrity Standards, as well as on standards ISO 37301 on Compliance Management Systems, ISO 31000 on Risk Management and ISO 37001 on Anti-bribery Management Systems.

Our Code of Ethics (or Standards of Integrity) applies to all directors, workers, and suppliers of Grupo Saesa without exception. Everyone has the obligation to understand and observe these rules, ensuring that our actions are subject to strict ethical principles of transparency and integrity, complying with legal regulations and not seeking personal gain.

TRAINING ON INTEGRITY STANDARDS	TOTAL
Total number of people trained in 2021	2,020
Total hours of training in 2021	2,020
Average hours of training in 2021	1
TRAINING ON CORRUPTION, ANTITRUST AND OTHER MATTERS	TOTAL
Total number of people trained in 2021	4,158
Total hours of training in 2021	4,158
Average hours of training in 2021	1

### INTEGRITY COMMITTEE AND WHISTLEBLOWER CHANNEL

At Saesa we have mechanisms to manage compliance with our code of ethics, one of which is the Integrity Committee, which sets guidelines for the entire organization, and whose members can also channel reports of non-compliance with regulations or laws. Another formal whistleblower channel is the hotline or website.

In any case, we assure absolute reserve and confidentiality and apply a non-retaliation policy. Reports are subject to a thorough investigation and, depending on the results, sanctions may be imposed.

TOTAL REPORTS	2020	2021	%
Reports received	5	16	220%
Complaints processed (closed)	5	14	180%
Complaints under investigation (open case, unresolved yet)	0	2	n/a
Average response time (DAYS)	15	15	0

## CRIME PREVENTION MODEL

Since 2011 we have a Crime Prevention Model, according to the guidelines of Law No. 20.393, which establishes the criminal liability of legal entities. Since that date and until 2021, the Model has been subject to modifications based on the incorporation of new offenses.

One of the latest updates is related to the amendments to Law 20,393, which describes new requirements to address the COVID-19 pandemic, and which resulted in the incorporation of two new offenses to the catalog of crimes, which could lead to the criminal liability of legal entities. Therefore, an express mention was added to the crimes of non-observance of sanitary measures decreed by the authority, and fraudulently obtaining unemployment insurance benefits. This update was published on March 5, 2021.

In addition, a series of preventive measures were adopted to ensure that our companies effectively adapted to the new social, legal, and health scenario that the country has experienced, always maintaining their high standard of integrity.

In order to ensure the implementation of the Crime Prevention Model, our Board of Directors has appointed the Crime Prevention Officer, who is autonomous from the group's management and reports to the Board of Directors every six months on the status of the Model.

Since 2014, Saesa's Crime Prevention Model has undergone external reviews and certifications to ensure compliance with the requirements imposed by law. Thus, with a view to the next certification in 2022, the certification agency Feller Rate monitored the status of the Prevention Model and found it to be compliant in all the points under review.

Since the implementation of the Model, the company has made its best efforts to provide training to its own staff as well as its contractors' through in-person and e-learning sessions, the latter being strongly reinforced in 2020 and 2021 given the pandemic situation.

TRAINING ON CRIME PREVENTION MODEL (CPM)	TOTAL
Total people trained on CPM in 2021	1,859
Total training hours on CPM in 2021	1,859
Average hours of training on CPM in 2021	1

The Crime Prevention Model training courses address both the general concepts and the scope of Law 20,393.

98% pass rate of courses associated with the Prevention Model during 2021.

Esta semana vive la con  Integridad y Transparencia



¿Tienes una duda o inquietud sobre algún tema relacionado a la ética o la integridad y no sabes a quién recurrir?

¿Has observado alguna mala práctica en tu lugar de trabajo y no sabes qué hacer?

¿Deseas denunciar una posible infracción a nuestra normativa interna o a las leyes vigentes pero no sabes cómo?

### Conoce nuestros canales de Consultas y Denuncias

#### 01 Jefaturas

En Grupo Saesa buscamos generar relaciones de confianza entre nuestros trabajadores y sus Jefaturas (Jefe de Área, Subgerente, Gerente o Supervisor).

#### 02 Comité Integridad



Sebastian Saesa Reyes  
Gerente Legal  
● @sebastian.saesar@saesa.cl



Jorge Castillo Quiroz  
Director de Auditoría Interna  
● @jcastillo@saesa.cl



Catalina Gonzalez Segura  
Encargada de Cumplimiento  
● @catalina@saesa.cl

#### 03 Línea telefónica directa

Llama a la línea directa de Integridad del Grupo Saesa marcando el número +56 9 96448674.

#### 04 Plataforma de Integridad Corporativa

Puedes ingresar tu denuncia o consulta directamente en <https://saesa.integridadcorporativa.cl>

Todos nuestros canales de denuncias permiten el



## COMPLIANCE PROGRAM

In addition, Grupo Saesa relies on a Compliance program that seeks to adopt good practices that allow us to comply with the laws in force and the guiding principles of our organization, thus reducing the risk of events that could be considered a crime.

The fundamental pillars to achieve the purpose of the program are internal leadership, transparency and integrity, with a focus on strengthening a culture of values and promoting good corporate governance. It is also based on an efficient management and continuous improvement system that leads to the detection of vulnerabilities to prevent and/or remedy them. It is essential for the company to respect the rules for the correct functioning of the market, prohibit any action that may impede, restrict or hinder free competition or tend to produce such effects, and categorically reject all unfair competition practices.

**The Compliance Program organized 43 training activities with 8,067 participants and more than 8,000 hours of effective training.**

The high rates of participation and approval of the courses given attest to the real commitment of the employees to the culture of integrity that inspires the Company.



**Esta semana vivela con Integridad y Transparencia**

**¿DEBES TOMAR UNA DECISIÓN DIFÍCIL?**

En la Semana de la Integridad y la Transparencia te invitamos a que veas una cápsula educativa que te guiará en el proceso de toma de decisiones.

**"Preguntas para la reflexión.  
¿Qué preguntas debes formularte antes de adoptar una decisión?"**

Ingresa hasta el **viernes 23 de julio** al Módulo de Aprendizaje en Facilita.

**Facilita**  
GRUPO SAESA

**¡No te tomará más 8 minutos!**

**Dudas o Consultas**  
En caso de dudas con el acceso a Facilita, favor contactar a [verena.ampuero@saesa.cl](mailto:verena.ampuero@saesa.cl)

**COMPLIANCE**  
HACEMOS SIEMPRE LO CORRECTO

**#Somos para orgullo**

## INTEGRITY AND TRANSPARENCY WEEK

A milestone in 2021 was the Integrity and Transparency Week, which mobilized all employees around good practices in integrity and compliance, incorporating the experience of corporate values as one of them. The activities included online ethical dilemma games, educational capsules, awareness and educational videos and infographics, as well as the presentation of awards to employees who stand out every day for living the values of integrity and transparency.





# Moving towards a Sustainable Chile

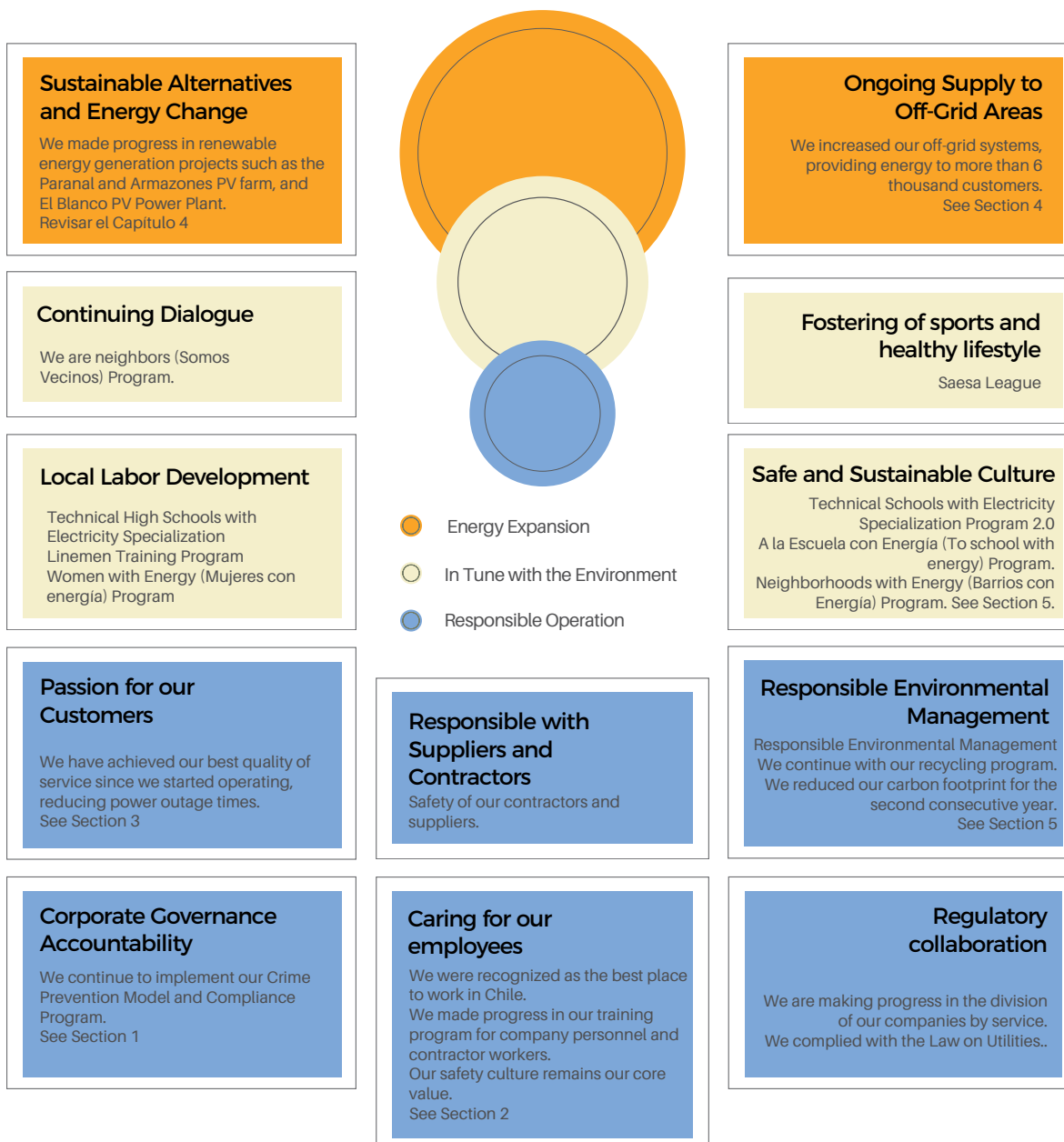
Sustainability is one of the fundamental values that guides the business and the actions of our companies. That is why social, environmental and economic performance advances by being responsible and fully aware of the current and future needs of the company's relevant stakeholders.

More than two years after the implementation of the Sustainability Strategy, we would like to present the progress we have made in each of the proposed lines of work.

## OUR SUSTAINABILITY STRATEGY

For sustainable management, during 2021 we will advance in three fundamental pillars of our Sustainability Strategy, which are based on: responsible operation, environmental friendliness, and energy expansion.

### FUNDAMENTAL PILLARS





STRATEGIC FOCUS	DEVELOPMENTS
Corporate Governance Accountability	<ul style="list-style-type: none"> <li>• We continue to implement our Crime Prevention Model and Compliance Program.</li> </ul> See Section 1
Caring for our employees	<ul style="list-style-type: none"> <li>• We were recognized as the best company to work for in Chile, in the Great Place To work ranking.</li> <li>• We made progress in our training program for company personnel and contractor workers.</li> <li>• Our safety culture remains our core value.</li> </ul> See Section 2
Passion for our Customers	<ul style="list-style-type: none"> <li>• We have achieved our best quality of service since we started operating, reducing power outage times.</li> </ul> See Section 3
Responsible with Suppliers and Contractors	<ul style="list-style-type: none"> <li>• We continue with our Contractor Plan 2.0.</li> </ul> See Section 3
Regulatory collaboration	<ul style="list-style-type: none"> <li>• We are making progress in the division of our companies by service.</li> <li>• We complied with the Law on Utilities.</li> </ul> See Section 1
Responsible Environmental Management	<ul style="list-style-type: none"> <li>• We continue with our recycling program.</li> <li>• We reduced our carbon footprint for the second consecutive year.</li> </ul> See Section 5
Continuing Dialogue	<ul style="list-style-type: none"> <li>• We continue with our community program Somos vecinos (We Are Neighbors).</li> <li>• We are making progress in our socio-environmental commitments.</li> </ul> See Section 5
Local Labor Development	<ul style="list-style-type: none"> <li>• We continue with our programs: Linemen Training, Mujeres con Energía (Women with Energy), and Liceos Eléctricos (Technical High Schools with Electricity Specialization)</li> </ul> See Section 5
Fostering of sports and healthy lifestyle	<ul style="list-style-type: none"> <li>• We continue to move forward with our Liga Saesa ("Basketball League") program.</li> </ul> See Section 5
Safe and Sustainable Culture	<ul style="list-style-type: none"> <li>• We promote safety and sustainability in our communities through the Technical High Schools with Electricity Specialization (Liceos Eléctricos 2.0), To School with Energy (Escuela con Energía) and Neighborhoods with Energy (Barrios con Energía) programs.</li> </ul> See Section 5
Sustainable Alternatives and Energy Change	<ul style="list-style-type: none"> <li>• We made progress in renewable energy generation projects such as the El Blanco PV Power Plant and the Paranal and Amazonas PV farm.</li> </ul> See Section 4
Ongoing Supply to Off-Grid Areas	<ul style="list-style-type: none"> <li>• We increased our off-grid systems, providing energy to more than 6 thousand customers.</li> </ul> See Section 4





## COMMITMENT TO THE SUSTAINABLE DEVELOPMENT GOALS

Since 2019 we have declared our adherence to seven Sustainable Development Goals (SDGs) as defined by the United Nations to eradicate poverty, protect the planet and ensure prosperity for all by 2030.

### 3 GOOD HEALTH AND WELL BEING



■ We contribute to improving the health and wellbeing of our communities.

**Saesa League, a sports program that has reached more than 6,000 children and young people since its creation.**

### 7 AFFORDABLE AND CLEAN ENERGY



■ We promote sustainable alternatives and guarantee electricity supply to the most remote areas of the country.

**26 off-grid systems**

**6. 386 customers in off-grid areas**

**More than 1 MW generated with NCRE**

**More than 120 KW generated with off-grid solutions**

**More than 500 kW in on-grid photovoltaic projects.**

**Construction of Paranal and Armazones PV farm, Antofagasta Region**

**Commissioning of El Blanco PV farm, Aysén Region.**

**Mini run-of-river Hydroelectric Power Plants**

### 8 DECENT WORK AND ECONOMIC GROWTH



■ We promote local hiring, providing safe working spaces and a culture of protection of our workers' rights.

**1st place in Great Place to Work ranking.**

**92% of employees are satisfied to work at Grupo Saesa.**

**10 regions with Saesa workers.**

## 11 SUSTAINABLE CITIES AND COMMUNITIES



■ We contribute to the development of the cities and communities of the future by replacing fuels by cleaner energy sources.

**Conecta tu Energía**, we install charging stations in hospitals and Family Health Centers (CESFAM), contributing to improve the experience of patients and family members attending these facilities.

We develop heating alternatives with more efficient technologies to replace polluting sources. We executed 5 projects in 2021.

## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



■ We responsibly manage the environmental impact by promoting an efficient and continuous operation.

**In-house recycling campaign.**

**Community campaign for the collection and disposal of unused batteries.**

**More than 10 tons of batteries collected.**

## 13 CLIMATE ACTION



■ We are expanding a safe and sustainable culture, preparing for a future marked by increased electricity use.

**15 semi-fast charging stations along over 1,100 kilometers that connect the regions of La Araucanía, Biobío, Los Lagos, Los Ríos, and Aysén.**

## 17 PARTNERSHIPS FOR THE GOALS



■ Ongoing dialogue for the development of public interest projects and collaboration for the updating of regulations.

**5 projects under evaluation involving dialogues with communities.**

**6 years of the 'We are Neighbors' program, with legitimate dialogues and active listening:**

**1,600 meetings**

**Over 15,000 people.**

**In 110 municipalities**







El Blanco Project, Coyhaique.

# Relationship with our Stakeholders and Communication Channels

## Our Stakeholders

To successfully meet our business objectives and our purpose of delivering reliable and safe energy, it is important to maintain a close and transparent relationship with all the people and organizations that may be affected by our activity or who may impact our management.

To do so, it is essential to know ourselves, to understand the motivations and aspirations of our stakeholders, and we do so by considering different perspectives and mechanisms. At the international and industry level, we review global sustainability standards, and generate international and national industry benchmarks. We recognize the views of the same stakeholders,

internal and external, through opinion surveys, as well as the communication focuses and publications associated with our company and the electric power industry.

The above work allows us to recognize the mutual influence that exists between our company and our stakeholders, identifying those that are most influential, sensitive, and strategic to our management, which has allowed us to create formal and systematic communication channels to facilitate mutually beneficial relationships.

STAKEHOLDER	COMMUNICATION CHANNEL
Investors	Virtual and in-person meetings of Executive Committee members with the company's Board of Directors.
Employees	Organizational climate survey, mailing, inTV, inForma, Mundo Saesa and Facilita platforms, Yammer, WhatsApp, Saesa Salud App, virtual and face-to-face ceremonies, motivational videos, expanded, control panels in the zones.
Customers	Satisfaction Surveys, Mobile App, online customer service office, Call center, customer service offices, corporate social networks, newsletter, press releases, website, information and radio/TV interviews.
Contractors and Suppliers	Annual extended meetings, quarterly meetings, visits to facilities, Safety Week for each zone, start and end of year milestones, safety awareness days, safety walks with senior officers, mailing, corporate social networks, work environment surveys and evaluation surveys.
Regulator	Meetings with the regulator within the framework of the different annual policy and regulatory processes.
Authorities	Regular meetings and mailing plan.
Communities	Social and environmental programs targeting the community and early citizen participation in projects.
Media	Press releases and conferences, interviews, mailing and corporate social networks.



## Recognition of our Management



### Grupo Saesa: Best Company to Work for in Chile

For the fourth year running, Grupo Saesa is among the five best companies to work for in Chile, achieving first place in the Great Place To Work ranking. A recognition that our more than eight thousand employees received with pride and happiness.



### Grupo Saesa earns 1st place in the ranking of the most innovative companies in Chile

For the second consecutive year, Grupo Saesa is recognized in first place in the Utilities category in the Most Innovative Companies 2021 Ranking. A great boost to continue working every day to improve the quality of life of people and contribute to the sustainable development of the country, delivering reliable and safe energy.



### Ranked 5th among Best Workplaces in Latin America

Grupo Saesa was recognized as the fifth best company to work for in Latin America in the Great Place To Work ranking. This award reflects the efforts made in the midst of the pandemic, demonstrating concern for our employees, customers, and communities.



### Recognition of Commitment to Integrity 2021

For the third consecutive year, Grupo Saesa was awarded the "Business Generation Recognition for Commitment to Integrity," Barometer of Business Values and Ethics (BVEE), managed by Fundación Generación Empresarial. It was the only company to stand out in the "Track Record" category among the 63 companies and non-corporate entities that underwent the evaluation, which aims to measure the perception that employees have of the state of the ethical culture and corporate compliance.

As a result, Grupo Saesa is now the only company in Chile to have received this recognition three consecutive times.



### Ranked 5th among Best Workplaces for Women in Chile

Grupo Saesa obtains 5th place among the best companies for women to work for. This is a reflection of the work carried out within the framework of the Diversity and Inclusion Policy, which has led to an increase in female personnel and to women occupying 19% of leadership positions in Grupo Saesa.

## Profitability and Economic Growth

The profitability of our business is the basis for continuing to advance towards sustainable management, which allows us to deliver reliable and safe energy every day, contributing to the quality of life of the people and the development of the country. Below is a breakdown of the economic value generated and distributed by Grupo Saesa in 2021, compared to the previous year.

### ECONOMIC VALUE GENERATED AND DISTRIBUTED

ECONOMIC VALUE GENERATED			
	2021 M\$	2020 M\$	VAR %
Income from business activities	670,130,011	601,056,128	11%
Financial income	137,953	395,145	-65%
Capital contribution	-	-	-
Income from sale of property, plant and equipment	3,464,185	147,992,974	-98%
Other non-operating income	0	604,351	-100%
<b>ECONOMIC VALUE GENERATED</b>	<b>673,732,149</b>	<b>750,048,598</b>	<b>-10%</b>

ECONOMIC VALUE DISTRIBUTED RETAINED			
	2021 M\$	2020 M\$	VAR %
Operating expenses	509,740,580	466,168,048	9%
Employee benefit expense	57,211,506	42,461,917	35%
Other non-operating expenses	5,747,925	29,011,345	-80%
Tax expenses	18,297,200	49,105,194	-63%
Financial costs	22,603,852	20,941,667	8%
Investment and contribution to communities	186,000	439,000	-58%
Dividends	56,935,890	33,069,910	72%
<b>DISTRIBUTED ECONOMIC VALUE</b>	<b>613,787,063</b>	<b>608,127,171</b>	<b>1%</b>
<b>RETAINED ECONOMIC VALUE</b>	<b>3,195,196</b>	<b>108,851,517</b>	<b>-97%</b>





A photograph of a worker in a white hard hat and a bright yellow safety vest, seen from the side, working on a large, complex metal structure. The worker is holding a tool or part of the machinery. The background is a clear blue sky. The image is slightly blurred, giving it a candid, documentary feel.

## Section Two

A PEOPLE-ORIENTED CULTURE



Frontel<sup>®</sup>  
GRUPO SAESA

The image shows a close-up of a white vehicle door with a black handle and a black latch. The Frontel logo is prominently displayed on the door. The logo consists of the word "Frontel" in a bold, blue, italicized sans-serif font, with a registered trademark symbol (®) to its upper right. Below "Frontel" is a horizontal bar divided into two sections: an orange section on the left and a blue section on the right. The words "GRUPO SAESA" are written in white, uppercase, sans-serif font across this bar. The background shows a blurred view of a building and a sky.





Together with the energy of our employees, we build possibilities for everyone.

## Employee demographics

	2020	2021	VAR
Average age	39	42.5	9%
Average seniority (years)	8	9.7	22%
Annual turnover	5.1%	6.5%	27%
Percentage of new hires	12%	21%	72%
Percentage of women	20%	23.3%	17%
Percentage of men	80%	76.7%	-4%
Percentage of Chilean nationals	98%	97%	-1%
Percentage of foreign nationals	1.7%	3%	76%

	F	M	GRAND TOTAL
NEW HIRES	323	1,342	1,665
OPEN-ENDED	280	1,173	1,453
FIXED-TERM, FIRST CONTRACT	41	164	205
FIXED-TERM, SECOND CONTRACT			0
OTHER	2	5	7
TOTAL 2021	323	1,342	1,665

	F	M	GRAND TOTAL
EMPLOYEES	280	1,173	1,453
TEMPORARY STAFF	43	169	212
TOTAL 2021	323	1,342	1,665

	F	M	GRAND TOTAL
FULL TIME	323	1,342	1,665
PART TIME	0	0	0
TOTAL 2021	323	1,342	1,665

## EMPLOYEES PER REGION (CHILE)

REGION	F	M	GRAND TOTAL
Arica y Parinacota Region	0	0	0
Tarapacá Region	6	66	72
Antofagasta Region	4	64	68
Atacama Region	2	44	46
Coquimbo Region	0	0	0
Valparaíso Region	0	0	0
Metropolitana Region	10	29	39
Libertador General Bernardo O'Higgins Region	2	31	33
Maule Region	0	0	0
Ñuble Region	0	0	0
Biobío Region	13	103	116
La Araucanía Region	13	177	190
Los Ríos Region	5	81	86
Los Lagos Region	253	661	914
Aysén del General Carlos Ibáñez del Campo Region	15	86	101
Magallanes y de la Antártica Chilena Region	0	0	0
TOTAL 2021	323	1,342	1,665



## # OF EMPLOYEES BY JOB LEVEL

TYPE OF POSITION	2021 STAFFING	AVERAGE AGE	AVERAGE SENIORITY	WOMEN	MEN
Administrative	125	42.2	8.3	79	46
Unit Head	164	42.5	11.7	27	137
Officers	20	49.1	11.5	3	17
Department Head	131	43.3	10.9	27	104
Lineman	159	36.9	7.7	0	159
Professional	600	37.8	6.3	162	438
Manager	38	47.6	13.4	5	33
Supervisor	83	43.5	12.3	1	82
Technician	345	39.3	5.4	19	326

## EMPLOYEES BY GENDER

WOMEN	MEN
79	46
27	137
3	17
27	104
0	159
162	438
5	33
1	82
19	326
323	1,342

## # OF EMPLOYEES BY CITIZENSHIP AND JOB LEVEL

CITIZENSHIP	WOMEN	MEN	TOTAL
Argentine	1	2	3
Bolivian	0	1	1
Chilean	315	1,318	1,633
Colombian	3	1	4
Ecuadorian	0	1	1
Spanish	0	1	1
Dutch	0	1	1
Peruvian	2	2	4
Venezuelan	2	15	17

## NUMBER OF EMPLOYEES WITH DISABILITIES

POSITION	DIRECTORS	OFFICERS	WORKERS
Men	0	0	8
Women	0	0	6
TOTAL	0	0	14



SAESA DISPATCHERS



El Progreso sector, Puerto Ibáñez.



## The health and safety of our employees is our priority

### OCCUPATIONAL HEALTH AND SAFETY

The safety of our employees is “non-negotiable.” The safety of our employees and contractor staff is a priority for us, hence, we strive to provide a workplace free of accidents and occupational diseases.

Through MACRO, our Operational Risk Control Assurance Method, we identify all critical risks associated with the processes, generating risk matrices, plans and preventive programs to mitigate and prevent the occurrence of incidents that may affect our workers. The focus of this model is to understand and accept the possibility of human error, establishing a systematic method to identify, eliminate, mitigate or contain failures in the organization.

During 2021, our risk management system (MACRO) made specific efforts to prevent serious and fatal accidents. We

**In 2021, we carried out 280,000 preventive actions throughout the company.**

also maintained and reinforced control actions against the COVID-19 pandemic, thus totaling more than 280,000 preventive actions throughout the organization, distributing responsibilities transversally by business unit, area and contractor company. Despite our efforts, we regret the death of a contractor employee in an accident on the road. As the Saesa family, we are deeply sorry for this loss, and it calls us to reflect on the value of life and the permanent care we must take with our safety and health in our daily operations.

### Operational Risk Control Assurance Methodology



**LEARN MORE ABOUT  
MACRO, OUR RISK  
PREVENTION PROGRAM**



## OUR SAFETY IN NUMBERS

### RIRDA (# of accidents with days away from work)

YEAR	RATE	VAR %
2019	0.51	
2020	0.51	0%
2021	0.49	-4%

### LDR (# of accident days with lost time)

YEAR	RATE	VAR %
2019	7.44	
2020	11.53	55%
2021	10.15	-12%

### TOTAL ACCIDENTS

YEAR	TOTAL	VAR %
2019	42	
2020	50	19.05%
2021	46	-8%

### TOTAL FATAL ACCIDENTS

YEAR	TOTAL	VAR %
2019	0	
2020	0	
2021	*1	100%

\*Corresponding to an unfortunate travel accident involving an employee of one of our contractors.

### TOTAL DAYS LOST

YEAR	TOTAL	VAR %
2019	614	
2020	1,127	83.55%
2021	957	-15.08%

## FIRST VIRTUAL AWARENESS-RAISING ACTIVITY

In order to reinforce the non-negotiable value of safety among our workers and contractors, we carried out our first virtual awareness-raising day, highlighting the consequences of our actions, whether in the work or family environment, particularly in our role as drivers and pedestrians. 1,500 devices connected simultaneously to the streaming broadcast that subsequently reached 8,000 views during the year.

## SAFETY COMMITTEES

A relevant mechanism in the safety management of Grupo Saesa are the Health and Safety Committees existing in nine of our main facilities; Frontel Concepción, Frontel Temuco, Frontel Osorno, Saesa Valdivia, Saesa Osorno, Saesa Puerto Montt, Saesa Chiloé, Saesa Coyhaique, and STS.

The main task of these committees is to promote our safety culture, developing preventive activities, and to be part of accident investigations and process evaluation, among other actions.

The committees are made up of approximately 13 workers, including workers elected by vote and workers appointed by the company. All decisions made in the committees are completely autonomous and respected by the company.

We also have work programs with two safety associations, Mutual de Seguridad and Asociación Chilena de Seguridad. With both organizations, plans have been generated focusing on improving safety management, developing training and consulting, in addition to conduct permanent and collaborative work with the H&S committees of our companies, which in the last two years has been especially focused on the prevention of contagion by COVID-19.

## CONTINUITY AND PREVENTION DURING THE COVID-19 PANDEMIC

**Our Safe Return to Office Plan allows us to return gradually and flexibly to a face-to-face job.**

Much has been learnt during the COVID-19 pandemic. Accordingly, we have striven to generate behaviors of flexibility, excellence and commitment to safety, reviewing each of our technical and commercial processes, always keeping in mind the health and safety of our workers.

In the last two years we have innovated in the way we work, successfully fulfilling our purpose of bringing energy to people day by day. Working from home has been an alternative to take care of the health of our employees, with 70% of our personnel working in this format. During 2021, with the vaccine boost rollout, we decided to initiate a Safe and Flexible Return to Office Plan, which would allow us to gradually return to on-site work. To this end, a guideline was drafted to summarize the measures, recommendations, and preventive management actions to avoid the spread of COVID-19 in the workplace, establishing specific procedures and measures to provide protection and peace of mind to all the Company's employees.

Another highlight was the continuity of the Recarga tu Energía- Préndete (Recharge Your Energy and Start Fresh) program, the purpose of which was to accompany employees during this pandemic through multiple initiatives, especially those employees who had to remain in the offices or in the field, working face-to-face with our customers, who developed workshops to manage their emotions in different scenarios and roles, as well as to balance personal and work life.

In addition, psychological support was provided by a professional in the area,

who assisted workers, contractors, and their families. From June 2020 to date, 104 people, including children, have benefited from therapy through a total of 335 sessions.

Workshops, recreational activities and additional leisure incentives were offered to high-intensity project teams, such as those who implemented the new business system during the pandemic.

Flexibility and respect for work and personal schedules were also encouraged. Along these lines, a decalogue of parental co-responsibility was disseminated, with practices to improve the use of time. It was also decided that the summer schedule would be maintained, as part of which, work activities end on Fridays at 14.30 hours. Finally, the allocation of an additional day off for a preventive health examination and the implementation of a free vaccination plan against influenza for more than 2,000 employees and contractor workers at the company's facilities are also worth mentioning.

**We added 1 additional day off for preventive health exams.**





## Diversity and Inclusion

### PROGRESS IN THE FIELD OF DIVERSITY AND INCLUSION

Two years after the publication of Grupo Saesa's Diversity and Inclusion Policy, we have made progress in improving the conditions for equal and non-discriminatory treatment, focusing our efforts on People with Disabilities, Gender Equality, Migrants, and Age Diversity.

During 2021, we conducted 15 training and awareness workshops, which addressed topics such as; reconciliation of personal, family and work life, migration and interculturality, labor inclusion of people with disabilities, unconscious gender bias, inclusive language, gender equality, among others. In total, over 22 hours of training were offered to 450 participants.

**450 employees received training on diversity and inclusion issues.**

**We build that promote inclusion and diversity .**

In order to continue advancing in inclusion and diversity matters, we generated links such as the cooperation alliance with the Network of Inclusive Companies, which belongs to SOFOFA and ILO, and brings together over 60 companies interested in managing diversity and particularly the hiring of people with disabilities.

Likewise, the alliance with Fundación Descúbreme, an expert consultant in labor inclusion, has allowed us to develop talks, workshops, and efforts to promote a culture of diversity, equality, and inclusion.

We reject any form of discrimination on political, religious, nationality, ethnic, racial, linguistic, gender and age grounds. Discrimination based on personal characteristics, such as beliefs, sexual orientation, illness or disability, social status, position held and participation or not in union activities, is not tolerated either. For this reason, we have

whistleblower channels through which any employee (own or contractor), or even third parties outside the organization, can report situations that violate our internal rules, laws, regulations, and ethical principles.

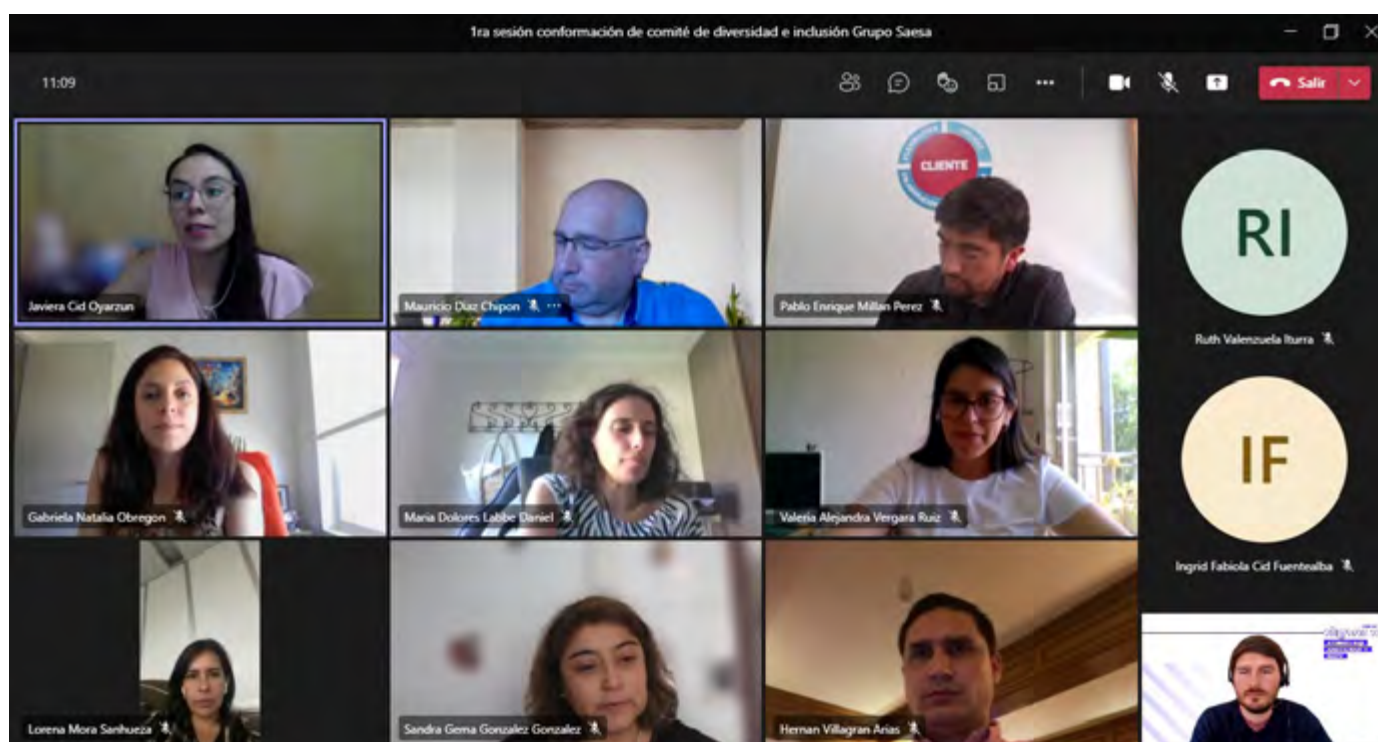
**During 2021, no reports of harassment, abuse, or discrimination were received.**



### WHISTLEBLOWING CHANNELS

- Corporate Integrity Web Platform  
<https://saesa.integridadcorporativa.cl/>
- Hotline +569 996448674
- Integrity Committee
- Managers and/or Supervisors







## ADVANCING IN GENDER EQUALITY

\* **5th best company in the country for women:** In terms of gender equality, we continue to make progress to achieve an equal organization between men and women, and a reflection of this commitment was the recognition obtained in the Great Place to Work 2021 ranking, where we were ranked as the 5th best company in the country for women to work for, in the category of more than one thousand employees.

\* **Energy + Woman:** We reaffirm our commitment to the "Energy + Women" initiative promoted by the Ministry of Energy, which seeks to implement strategies to ensure gender parity and reconciliation of personal, family and work life for employees in the sector. We participated in a study to identify unconscious gender biases historically installed in the energy industry in our country, and which have undermined the professional development of women versus men.

\* **Gender Parity in Interns:** Another relevant milestone in this area was the implementation of gender parity in professional internships, with 50% female participation in the 24 student internship spots.

\* **Linewomen:** Seeking to open up labor space for women in places historically dominated by men, we took a first big step by integrating two women into the emblematic Linemen Training program, which trains new technicians for this important work. This is a milestone that motivates us to continue advancing in achieving parity in the positions of our organization.

\* **Gender Pay Gap:** This methodology defines salary parameters for hiring assigned to the level of the position, so that the person hired or promoted is placed in a salary scale, regardless of gender. Currently, the salary gap corresponds to -11% when comparing the female income compared to the male income among employees.

### AVERAGE TOTAL COMPENSATION (FIXED ASSETS + BONUSES)

JOB LEVEL	WOMEN	MEN	GAP
Administrative	114%	100%	-14%
Division Head	87%	100%	13%
Department Head	94%	100%	6%
Lineman	N.A.	100%	100%
Professional	88%	100%	12%
Supervisor	46%	100%	54%
Technician	83%	100%	17%

## LABOR INCLUSION

According to the findings of the Study on Effective Labor Inclusion of People with Disabilities, conducted by SENADIS (National Disability Agency) in October 2020, the company is positioned in the Full Labor Inclusion category, having met 81% of the evaluated parameters due to the hiring of people with disabilities.

## DIVERSITY AND INCLUSION COMMITTEE

In order to involve new voices and perspectives in the management of diversity, equality and inclusion in Grupo Saesa, we formed the first Diversity and Inclusion Committee, which involves the participation of seven diversity ambassadors, each one of them having leadership roles within the company.

This committee began its work in November 2021, defining as its management focus the diversity of people with disabilities, migrants, age diversity, and gender equality.

## Wellbeing and Work Environment

### OUR WELLBEING

We promote the culture of recognition by constantly saying "THANK YOU," through the concept "Your Energy is Vital - Share it," where we highlight the experience and opinion of our workers, who share their thoughts and emotions about work, life in the pandemic, family and self-care. It is about encouraging the entire company to move forward despite the difficulties, mainly generated by the pandemic.

In addition, since 2020, we have had the Facilita platform, which promotes the culture of recognition, with respect to behaviors associated with our 7 core values and 4 behaviors, by awarding a "Badge." During 2021, we delivered 1,278 awards in an automated way, which translate into time off, monetary benefits, and camaraderie and wellness experiences. Some of these awards were:



#### WE RECOGNIZE THE WORK AND COMMITMENT OF OUR EMPLOYEES

Recognition of workers who promote integrity.

Recognition of workers who worked in the Culture Audit 2021

Recognition for voluntary participation as internal rapporteurs.

Best Worker Recognition 2021 (25 employees)

Recognition of outstanding teams in work environment satisfaction.

Recognition to outstanding workers in the implementation of the Cortez Model Program for Contact Centers.

Recognition of outstanding teams in terms of service quality satisfaction.

Recognition of workers for building and implementing the EnlaC Project.

Recognition to control center operators for the complexity and criticality of their work, which meant days off and tickets for a spa session for 2 people.

Years of service recognition (51 employees)

We have 47 benefits for our employees, including raises and focused on monetary improvements and job flexibility.



BENEFITS TO OUR EMPLOYEES	
SPECIAL SALARY ADVANCE	We provide 1 or 2 base salaries per year as an advance to our employees.
LOAN TO COVER MEDICAL EXPENSES	We provide a medical loan, with no fixed annual amount, for employees and their respective family members authorized by the Family Allowance Compensation Fund (CCAF).
HOUSING LOAN	We grant a housing loan through 21 base salaries in the first instance, or 16 in the second application.
HIGHER EDUCATION LOAN FOR EMPLOYEES' CHILDREN	We grant one higher education loan per child, with an annual minimum of UF 5.26 and a maximum of UF 26.32.
EDUCATION BONUS	We pay a bonus directly to each employee, through monthly remuneration, for each dependent child who is pursuing studies.
SCHOLARSHIPS	We offer school scholarships for all employees' children, authorized as legal charges before the respective CCAF and the company, who are pursuing studies.
MEAL ALLOWANCE (SODEXO)	We provide a \$4,500 meal allowance per business day through a Sodexo meal card.
FAMILY BONUS	We pay a family bonus in the monthly remuneration to workers, for each dependent authorized by CCAF.
ELECTRICITY TARIFF (RESIDENTIAL CONSUMPTION)	We offer a special net electricity rate to our employees living in Grupo Saesa's concession areas.
ELECTRICITY BONUS	An electricity bonus is paid to our employees who live outside Grupo Saesa's concession area.
INCREASE IN BASE SALARY	The base salary of our employees is increased every year in January and July according to the inflation rate (CPI). In addition, base salaries are adjusted by 1.25% every year in January.
TRANSPORTATION ALLOWANCE	The transportation allowance paid by the company on a monthly basis amounts to \$11,000.
MARRIAGE BONUS	A UF 7.31 bonus is offered to our employees who get married.
BIRTH OR ADOPTION BONUS	A UF 7.31 bonus is offered to our employees for birth or adoption of a child.
DEATH PAYMENT	A UF 14.62 death payment is offered to all employees for the death of a dependent.
DAYCARE ALLOWANCE	Our female employees with dependents are paid the enrollment and monthly daycare fees at institutions recognized by JUNJI (Early Childhood Education Agency), until the child is 2 years old.





BENEFITS TO OUR EMPLOYEES	
CHILD CARE BONUS	A child care bonus is paid to our female employees to opt for not sending their children to a daycare. Children up to 2 years old are eligible.
TRANSPORTATION ALLOWANCE FOR MOTHERS	A special transportation allowance is paid to our female employees with children under 2 years old.
PRE-SCHOOL ALLOWANCE	A pre-school allowance is paid to our female employees with children under 6.
NATIONAL HOLIDAY BONUS	A National Holiday bonus is paid to employees in the form of a Regalo Pass gift card worth UF 3.5.
CHRISTMAS GIFT BASKET	We offered a Christmas gift basket to all our workers.
HOLIDAY BONUS	A Holiday bonus is paid to employees in the form of a Regalo Pass gift card worth UF 4.0.
RELOCATION BONUS	A relocation bonus is paid to those employees who are transferred to another work area at the company's request.
BONUS FOR DRIVERS NO LONGER ELIGIBLE FOR DRIVING ALLOWANCE	A bonus is paid to employees who, due to a change of functions, are no longer eligible to receive the driving allowance.
VACATION BONUS	Employees subject to a fixed salary are paid a vacation bonus allowance in January corresponding to the vacation accrued in the previous year, equivalent to 1.7 monthly base salaries. Employees with a variable salary are paid the vacation bonus in March.
PERFORMANCE BONUS	Every year, we present each employee with a special award associated with the achievement of the company's financial results.
SENIORITY AWARD	We recognize the employees who have been with the company for 15 years.
SPECIAL BONUS FOR EARLY COMPLETION OF COLLECTIVE BARGAINING AND ABSENCE OF CONFLICT	Workers will receive a gross bonus of \$3,000,000 for the successful completion of negotiations.
WORK DISABILITY BENEFIT	We provide a subsidy to our workers who have a work disability, according to the D.F.L. N°44, paid from the fourth day of leave. The remunerations corresponding to the first three days will be paid by the company at the rate provided in the employment contract.
SCHOLARSHIPS AND INCENTIVES FOR TRAINING AND PROFESSIONAL DEVELOPMENT	We allocate \$30,000,000 annually to scholarships and/or loans for training and professional, academic or technical development.
INCREASE DUE TO ELIMINATION OF BONUS FOR DRIVING COMPANY VEHICLES	A bonus is paid to employees who, due to a change of functions, are no longer eligible to receive the driving allowance. An increase in the base salary is guaranteed.

## BENEFITS TO OUR EMPLOYEES

PROTECTIVE GEAR, WORK CLOTHES  
AND SIMILAR BENEFITS

The company provides work clothes and warm clothing to workers for the performance of their work.

## MEDICAL BENEFITS

The Company, together with the Unions, maintain a Collective Health Plan to which employees contribute 7% of their gross salary.

## DEATH BENEFIT

Upon the death of an employee, his or her beneficiaries will be entitled to an ordinary death benefit equivalent to UF 105.29.

## PERSONAL ACCIDENT INSURANCE

We provide insurance for personal accidents, considering work-related accidents as those occurring during extra-work activities authorized by the company, and in which the employee participates on behalf of the company.

## MARRIAGE LEAVE

We provide a leave of absence of 8 calendar days from the date of the civil marriage.

## PATERNITY LEAVE

We provide a leave of 5 working days for the employee for the birth of a child.

LEAVE FOR DEATH IN THE IMMEDIATE  
FAMILY

We provide 7 calendar days of leave in the event of death of a child or spouse; 3 working days in the event of death of a parent or child during pregnancy.

LEAVE FOR DEATH OF AN INDIRECT  
FAMILY MEMBER

We provide a 3-day leave for the death of siblings, grandparents, grandchildren and in-laws.

## MOVING LEAVE

We provide a 1 working day leave for moving.

## PHYSICAL EXAMINATION LEAVE

We provide 1 day or 2 half days leave for women over 37 years old and men over 45 years old, who require medical examinations.

SUPPLEMENTAL INSURANCE (LIFE,  
HEALTH AND DENTAL) BICE VIDA

We provide supplementary insurance for an amount in UF that applies to employees and their duly authorized dependents.

## SPORTS LAW LEAVE

We grant special leave with pay to sports workers for the period of time during which they are in attendance at sports events (Art. 74, Sports Law).

## TRADE UNION TRAINING LEAVE

We provide training leave to workers belonging to unions, as established in Article 249 of the Labor Code.

## CRECE (GROW) PROGRAM

We provide facilities for the continuation of technical and professional, undergraduate, graduate studies, etc.

## SMILE POINTS

We give recognition to our employees through 2 paid days off per year.

## SENIORITY SEVERANCE

Workers who have been with the company for a period equal to or older than 10 years upon expiry of their employment contract as a result of retirement, voluntary resignation or any of the other causes referred to under article 159 in the Labor Code shall be entitled to a seniority severance payment equivalent to 90% of their monthly basic salary payable per every full year of seniority and a portion equal to or higher than nine months of such seniority, with a ceiling of 36 basic salaries.

## EVOLUTION OF OUR WORK ENVIRONMENT

Our purpose of connecting and transforming lives is possible thanks to the permanent energy and commitment of our employees, and despite how difficult the last two years have been, we have managed to accomplish our work, and at the same time, generate well-being in our employees from different areas; work, personal and family, with flexible, agile, innovative and collaborative conditions, which make Grupo Saesa a great place to work

All these aspects are reflected in our organization's work environment survey, which in 2021 reached its best result ever with 92% of employees expressing that they are happy to work at Grupo Saesa. Among the most highly valued dimensions of the survey were working conditions and Organizational Commitment, with 96% and 95% satisfaction, respectively.

Likewise, the relationship with management dimension has grown consistently by 4 points since 2018, reaching 92% satisfaction in 2021. Another aspect to highlight is the perception that workers have regarding Engagement,

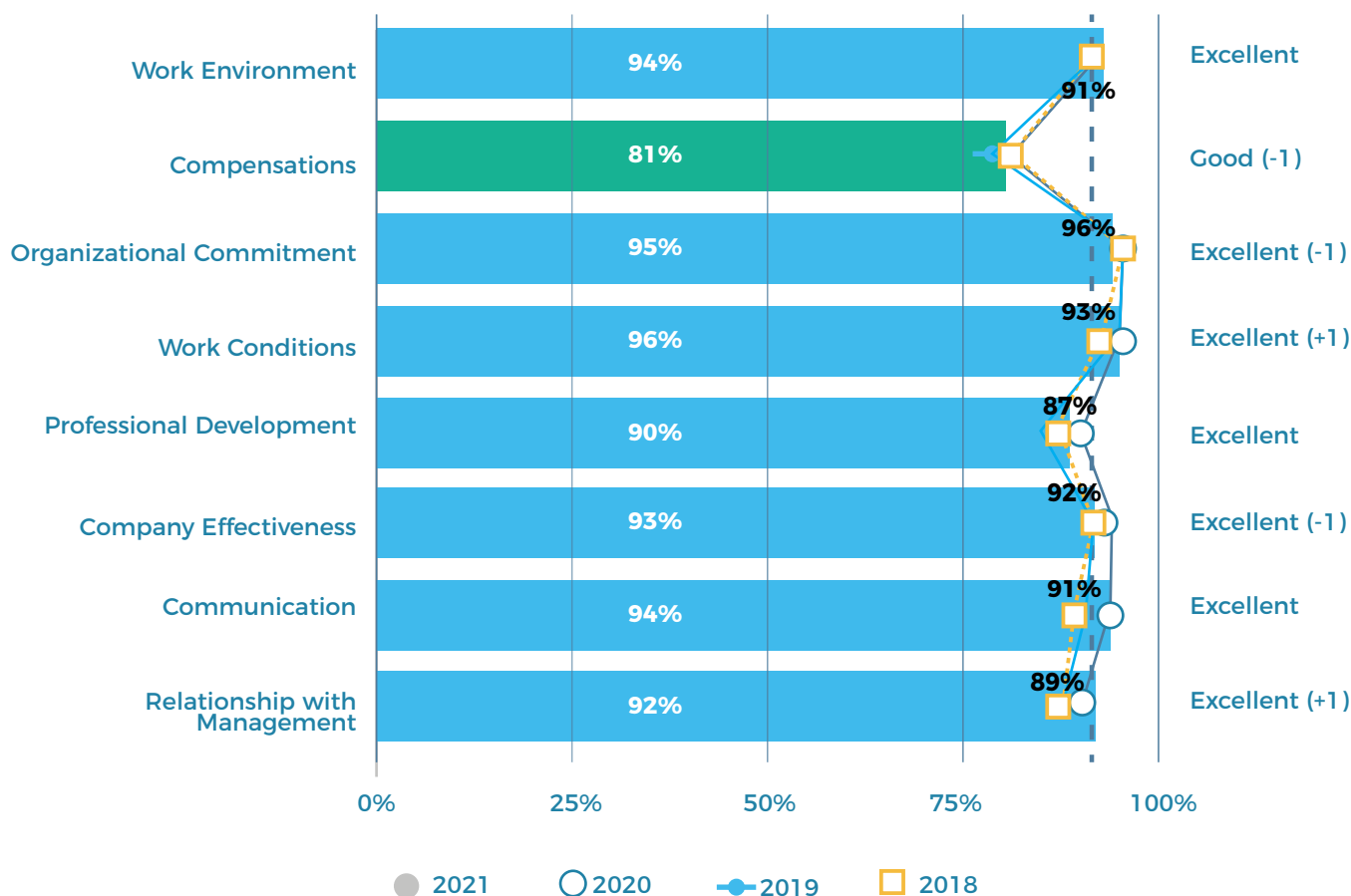
which obtained 90% satisfaction, mainly leveraged by "Being able to perform the work autonomously."

One of the aspects to be further improved is the compensation dimension, which was rated with 81%. The burnout aspect remained at 51% satisfaction, which indicates that we must continue to monitor and provide coaching to the departments with a Burnout Plan to avoid extreme situations.

These results reflect the organizational commitment to permanently improve the work environment and to be a workplace that generates opportunities for all.

**92% of employees are happy to work at Grupo Saesa.**

## Results of the Work Environment Survey 2021





## SAESA AMBASSADORS

During 2021, we implemented a new way of working with Work Environment Ambassadors. These ambassadors, who represent each company department, are responsible for identifying all the work environment actions that mitigate the gaps detected in the work environment surveys, and upload them to the platform. In addition, they provide feedback to the Quality of Life unit on the status of implementation of planned initiatives. At present, we have over 40 Work Environment Ambassadors.

Our culture is not only declared, but also lived in the company, through its processes, recognition programs, leadership style, policies, rituals and ceremonies, in addition to other more structural elements. Grupo Saesa's Culture Committee has been meeting weekly for the past 8 years to ensure compliance with our values and behaviors, and guarantee the consistency of our commitments to culture and people.

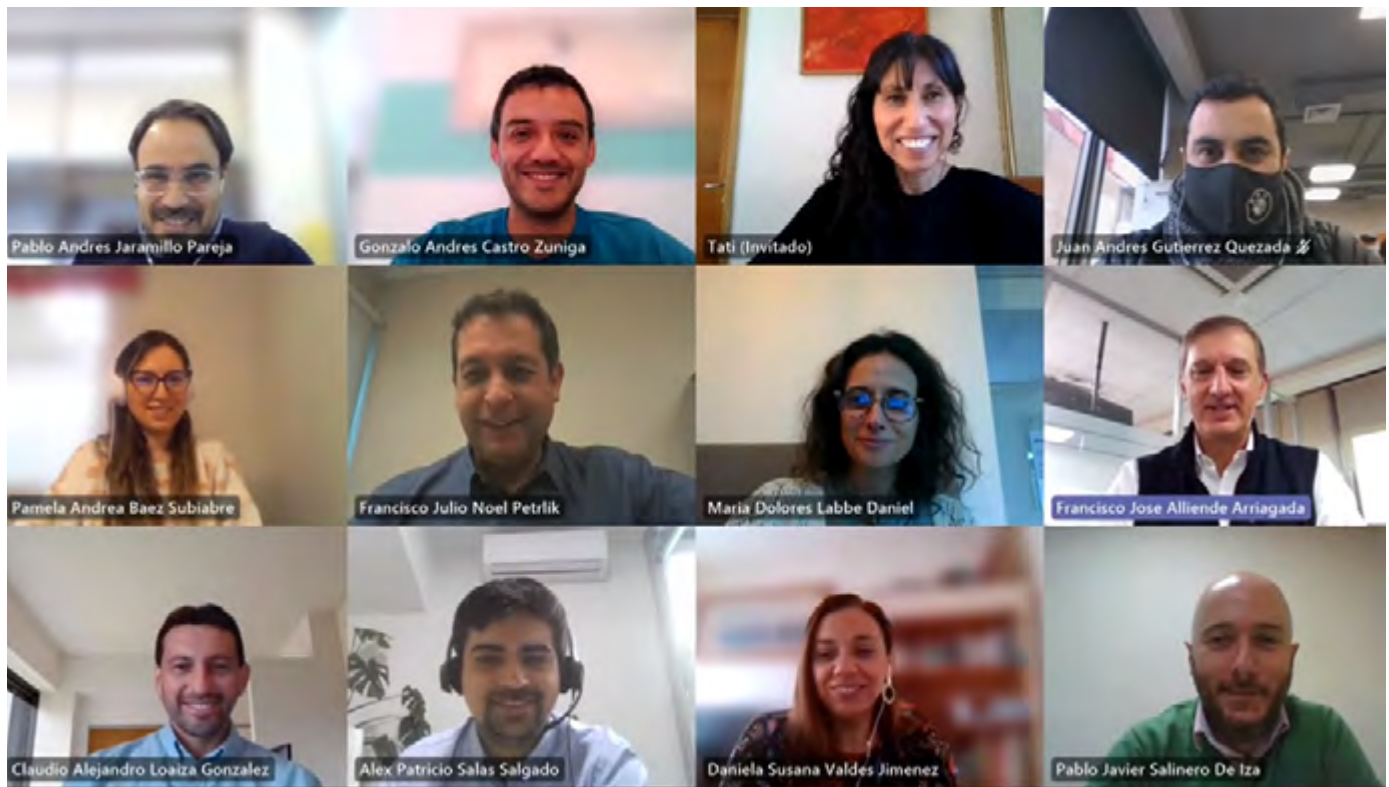
**Our way of talking and listening to each other makes us unique.**



Some of the key elements in our organizational culture are close leadership and open dialogue with our employees. We stand out for having spaces for conversation. Given the confinement, these spaces have become virtual, which has counteracted our geographical dispersion, from Antofagasta to Villa O'Higgins.

## OUR INSTANCES OF OPEN DIALOGUE

COFFEE TIME	It is a virtual, open and informal conversation where we seek to exchange with information, experiences, and emotions. After an initial presentation, we move on to the most diverse topics, whether personal, current events, work concerns or support for workers who are going through hard times, generating bonds of trust. In 2021, we held 14 of these events.
EXTENDED MEETINGS	<p>There are two types of extended meetings: General and Department. The first one corresponds to an instance where all the company's employees are invited to meet to know the situation of our company and the status of our objectives. These meetings are led by our CEO, Francisco Alliende. Held every three months, over 1,200 employees attend these meetings where they have the chance to exchange opinions and clarify doubts.</p> <p>This same model is replicated in each of the company's departments. In this case, they are called Department Extended Meetings and their purpose is to discuss projects in depth. In the case of HR, they make virtual visits to the zone departments, providing information on benefits, recognition, and everything that strengthens us as a culture. The feedback received in these meetings is vital information for ratifying or modifying the plans that support Grupo Saesa's culture.</p>
MEETINGS WITH THE CULTURE AND HR MANAGER	These are bimonthly meetings of the Culture and HR Department with all officers and managers of the company, to learn about their needs and concerns, in order to address them in a timely manner.
BREAKFAST WITH LEADERS	Another instance of permanent communication are the meetings with the leaders of different areas, led by executives of the HR and the risk prevention departments, where participants can express their concerns, issues, or request support, if needed. Currently, 130 leaders have participated in 18 breakfasts.
INTERNAL CUSTOMER SATISFACTION SURVEY	<p>This survey is applied every year to some 20 areas to learn how their internal customers evaluate their department regarding the service provided. Six variables are evaluated: service relationship, empathy, responsiveness, fulfillment of commitments, communication, and overall satisfaction. With the information gathered, the areas identify opportunities for improvement to provide a better service.</p> <p>In 2020, 894 participants expressed an overall satisfaction of 86.4%.</p>





## A Great Place to Work in Chile and Latin America

As a result of the organizational culture and work environment we have developed, we are positioned as the Top One company to work for in Chile, in the Great Place to Work 2021 ranking. A recognition that our more than eight thousand employees received with pride and happiness.

This first place in the ranking comes after two consecutive years in which we were ranked second after climbing very fast from the 42nd place in 2013, reflecting an evolution in organizational culture.

In the same way, this time compared with companies in the Southern Cone, we were ranked fifth among the best companies to work for in Latin America in the GPTW ranking. This award reflects our leadership in the midst of the pandemic, demonstrating concern for our employees, customers, and communities.



**Proud to the Core:**  
Check out the Great Place to Work 2021 award ceremony (1:18)









# 103,218

hours of training.

# 1,482

company employees  
received 71,104 hours  
of training.

# 2,148

contractor staff  
received 32,114  
hours of training.

## Training and Professional Development

At Saesa, we seek to encourage our employees to grow to their full potential personally and professionally, so that they can generate value for the company and its customers. That is why our talent attraction, development and retention processes are key to achieving our goals.

The 2021 Training Plan has contributed to the development of skills and knowledge in our employees, allowing them to develop their skills in their jobs, in addition to other positive consequences, such as internal labor mobility, improved motivation and commitment of workers, which ultimately translates into a better work environment and increased productivity for the company. A result that ultimately generates benefits for all and allows us to attract and retain talent, which is key to our business success.

As a result of the pandemic, changes needed to be made to conduct employee training in a virtual, blended and face-to-face format. Over 2021, 103,218 hours of professional training were offered to our employees. Specifically, 1,482 company employees and 2,148 contractor staff received 71,104 and 32,114 hours of training, respectively.

86% of the courses developed were carried out online, reaching more employees, regardless of their geographical location. In turn, face-to-face courses (14%) focused on technical aspects such as tree trimming techniques, Cortez model, and Linemen Training Program.

### Featured Training Programs in 2021

**Linemen Training Program:** Training program that seeks to train as linemen young people who are not skilled in any trade and show interest in the electricity business. During 2021, 41 young people graduated from this program, including two women. Since it was launched, a total of 248 participants have received 9,200 hours of training under this program.

**Crece (Grow) Program:** Seeking to permanently train our most outstanding employees, we offer scholarships and/or financing for studies, which in 2021 benefited 47 employees.

**"Customer Loyalty" and "Meter Reading and Bill Delivery":** Seeking to improve our customer service, this program trained 181 employees during 2021.

**Internal Trainer Training Program:** For the second consecutive year, we continued with this program, where we trained 25 new employees, who in turn transferred knowledge, technical and management skills to another 517 people on different topics.

**Training Program for Specialists:** In order to strengthen the talent of our specialists and ensure that the Company has the necessary technical capabilities, 26 employees were trained in distribution protection, control and protection, transmission engineering, SCADA and the northern transmission grid.





**Elite Crews:** The objective of this program is to increase the level of competence of the operations crews in technical and soft issues, thus encouraging promotion within the crews through mentoring. In 2021, 5 mentors and 14 linemen from the Biobio Zone participated in this program.

**Technical Training Courses:** Training plans continue to be developed for different processes of the company, such as specialization courses and technical re-training that are being implemented, among them Staple Bypass; Removable Clips; Look Up MV/LV; Regulators and Reclosers.

**Induction on Safety Culture:** Induction to our safety culture with a duration of 32 hours where topics such as behavioral change, risk prevention regulations, internal technical regulations, customer service, zone departments, critical focus are taught.

**Transmission:** This program provides specific tools and resources to contribute to capacity building to manage work situations and to act by leading our team.

**Seminars:** Open to all company employees, this training seeks to update technical knowledge and market trends, as well as to anticipate new government policies.

**Tree trimming:** Ongoing skill certification on various areas, including brush cutter operator, urban pruning, chainsaw techniques and safe use, as well as work at heights, for both company personnel and contractor staff.

**Corporate Inductions:** A set of procedures carried out virtually, so that a new employee is quickly and organically inserted into the structure of the organization, acquiring work methods and techniques, in addition to the structure and operation of the teams.

**Diploma Projects:** This program seeks to develop the practical project management skills needed in a dynamic environment to enable participants to successfully define, plan and execute the project in a standardized manner and with a common language.

**Generation:** Activities and technical courses designed for all generation projects to build skills in techniques, methodologies, safety criteria, control and efficiency in Rescue Activities at Wind Farms, 11 Islands project, and Large Scale Photovoltaic Plants necessary to supply the energy demand at residential level.

**Supplier Development Plan Co-Financed by CORFO:** The supplier development plan aims to improve the business management and quality standards of the company's suppliers so that they can increase their level of competitiveness.



## Labor Relations

### RELATIONSHIP WITH WORKERS' UNIONS

The existence and relationship with our workers' unions is key to advance in our purpose of providing energy, as with them we generate value for our employees, customers and for the country.

We currently have six unions, organized in the main companies of the organization, representing 72% of the total workforce.

Our relationship with the unions is based on a bond of trust, which has allowed us to move towards strategic and

collaborative work, leaving behind merely transactional relationships. For this reason, during 2021, we were able to set up working groups with all the unions, reaching 16 permanent conversation instances, which addressed relevant issues such as cost savings due to the pandemic, exclusive turnover, return plan, and mining services. The success of these meetings has allowed us to plan for the next period, to address challenges such as the ethical salary at Saesa, adherence to Article 22, replacement policy, and the bonus for handling of heavy machinery.

YEAR	# OF UNIONIZED EMPLOYEES	# OF ACTIVE EMPLOYEES	%
2020	1,024	1,556	66%
2021	1,203	1,665	72%

YEAR	# OF COLLECTIVE BARGAINING AGREEMENTS	COVERED STAFF
2021	Edelaysen Collective Bargaining Agreement	97
2021	Frontel Collective Bargaining Agreement	377
2021	Luz Osorno Collective Bargaining Agreement	23
2021	Saesa Collective Bargaining Agreement	547
2021	Sagesa Collective Bargaining Agreement	20
2021	STS Collective Bargaining Agreement	139

### COLLECTIVE BARGAINING

One of the main consequences of the permanent and inclusive relationship with our unions is the development of early collective bargaining, which allows us to seek beneficial agreements for all parties.

In September 2021, agreements were reached in advance with all unions for collective bargaining processes expiring in December of the same year. Among the main agreements, the end of negotiation bonus, early bonus, transport and increase on adjustment, while the contractual benefits in force in the previous contract remain in effect. Furthermore, maintaining the summer schedule throughout the year was agreed. The signed collective bargaining agreement stipulated the extension of all benefits to the company's total general workforce.



## Relationship with and Support for Our Contractors

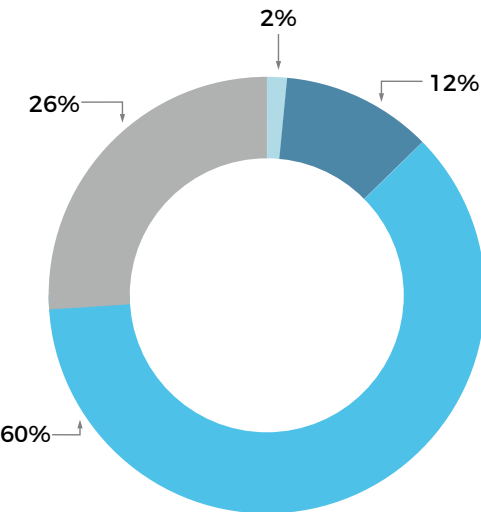
Our contractors are our main partners in powering our country and contributing to its development. They are the ones who every day collaborate with us with their commitment and work, observing all the internal rules of compliance, ethics and safety, both to protect their wellbeing and health, as well as to take care of the proper functioning of the organization.

### DEMOGRAPHICS OF OUR CONTRACTORS

238 contractors.

#### SIZE OF CONTRACTOR COMPANIES

■ LARGE ■ MEDIUM-SIZED ■ MICROENTERPRISE ■ SMALL



#### GEOGRAPHIC LOCATION

Region	# of contractor companies
Antofagasta	4
Chiloé	6
Concepción	23
Coyhaique	22
SAESA Centralized	09
Osorno	22
Puerto Montt	16
Rancagua	3
Santiago	2
Temuco	23
Valdivia	8
TOTAL	238

#### Services or Supplies Provided

Works & Maintenance
Vegetation Control Dx
Construction
Meter Reading and Bill Distribution
Operations Crew
Power Plant Operation
Collection and Customer Service
Engineering Services
Inspection
Civil Works
Cleaning and Courier Services
Corporate Security



## MANAGEMENT OF NEW CONTRACTOR FIRMS

**74 contractors have participated in the Contractor Plan 2.0**

The management of our service and input supplier companies is part of the Contractor Plan 2.0 launched in 2019, which is based on six lines of action: Management, Culture, Safety, Internal Processes, Technology and Infrastructure, and Contracts. To date, 74 companies have participated, which, in a first stage, were diagnosed and identified at three levels: developing, consolidating and consolidated companies.

The plan includes three other stages: a planning phase, an alignment and training phase, and finally, a management phase. The leadership of this initiative lies with the contractors' committee, made up of managers from different areas of the company, who must evaluate and validate the initiatives, together with the work plans, follow up on the work plans, propose improvements and strategies to be incorporated, evaluate and decide on the continuity and entry of contractors, evaluate and sanction serious breaches of the contractors' contract, evaluate new services or processes that need to be outsourced and fulfill the functions or missions entrusted by the company's executive committee.

During 2021, a matrix of 18 initiatives was defined, addressing all the main lines of action.

In the same logic of contributing to improve the management of the collaborating companies, during 2021, we carried out an annual evaluation of the main contracts to recognize excellent services and at the same time guide improvement plans when performance is less than adequate.

During the period, 11 services were evaluated and the management of more than 70 companies was reviewed according to the criteria of service quality, safety, and administrative work. The analysis, carried out with a performance rating from 1 to 7, determines the condition of the evaluated company and the action plans to be implemented. The results indicate that 70% of the services evaluated are rated with grades higher than 6, and are considered as qualified to provide the service.

PERFORMANCE RATING	ACTION PLAN	COMMENTS
Between 6.5 and 7	Maintain contract and send a letter congratulating the contractor.	Exceeds expectations.
Between 5 and 6.4	Maintain contract.	Meets expectations.
Between 4 and 4.9	An improvement plan will be established and must be fulfilled by the contractor, service provider or consultant before the next evaluation.	Needs improvement.
Under 4	Must be re-evaluated within 3 months (must submit improvement plan for re-evaluation).	Unsatisfactory.



#### RESULTS OF THE EVALUATION OF CONTRACTOR SERVICES 2021

SERVICES EVALUATED	AVERAGE GRADE	RATING
Customer Service	6.4	Exceeds expectations
Collection		
Reading and Distribution	5.6	Meets expectations
Vegetation Control Dx	6.3	Meets expectations
Non-technical Losses	6.4	Meets expectations
Tx Maintenance	6.3	Exceeds expectations
Dx Works	5.9	Meets expectations
Power Plant Operation	6.4	Meets expectations
Work Maintenance	6.1	Meets expectations

## Contractor Work Environment

**87% of contractor workers surveyed indicated that they feel happy at work.**

As part of our commitment to our contractor collaborators, every year we seek to know their perception of the working environment at Grupo Saesa, and how happy they are with their work. This information allows us to identify our strengths and opportunities for improvement.

During 2021, 84% of the contractor staff surveyed expressed they were satisfied with their work environment, maintaining the trend compared to the previous year.

The work environment study for contractors surveyed 59 companies, with a response rate of 86%. The results show that 87% of employees say they feel happy at work. In terms of the dimensions evaluated, which make up overall satisfaction, the working conditions and the work environment are rated very positively, with 91% and 89%, respectively. The dimension with the lowest satisfaction is burnout, which represents a challenge that needs to be addressed with our contractors.

These results undoubtedly make us proud, and at the same time invite us to continue working collaboratively, hoping to build opportunities that benefit us all.



La Junta, Cochrane.

**74% of employees want to continue to work at Grupo Saesa.**

## Ongoing Relationship with Suppliers

As part of the management with our suppliers, we have developed a permanent link through our Contract and Contractor Control area (ACC), in charge of directing and managing the administration of the Single Register of Contractors and the Register of Service Providers (RUOS). In addition, it is responsible for the administrative oversight of service contracts to ensure compliance with policies, rules, and regulations.

Among the relevant aspects to be managed with suppliers, the following stand out:

- Effective compliance with labor and social security obligations.
- Training for contractor staff on health and safety, compliance, and customer service issues.
- Compliance with health and safety and environmental regulations.
- Saesa's payment policy: We have a 30-day supplier payment policy. The process involves weekly payments made systemically through banking platforms. In addition, flexible payments made within 15 days or fewer days are generated at no cost for those contractors who require support in special circumstances.





# Section Three

WE RESPOND WITH AGILITY AND DILIGENCE









## WHO ARE OUR CUSTOMERS?

946.1530 customers.	6,386 customers in off-grid areas.	900 self-reads per month, on average.
17,632 smart meters installed.		Over 26,000 Twitter impressions.
20% more customers signed up for e-bill.	15% increase of power-dependent customer.	19,800 people reached on Facebook

### REINVENTING THE RELATIONSHIP WITH OUR CUSTOMERS

At Grupo Saesa, our customers are at the center of all our work. We know that we work with a vital service for people, and therefore, we seek to deliver a quality, reliable, and safe service every day.

In order to advance in this customer-based organizational culture, our strategic planning considers "Reinventing the customer relationship" as the main line of work, which during 2021 considered several actions in three work focus areas: Improving the Customer Experience, Single Line of Business, and Law on Utilities. These areas developed capacities in the company to fulfill our purpose of being energy that connects and transforms lives.

### IMPROVING OUR CUSTOMERS' EXPERIENCE

The quality of our service and the experience of our customers focused on materializing the value proposition defined for our residential customers, which seeks to have self-manageable, transparent, close, and agile processes, in order to become advisors and to anticipate the needs of our customers. All these service attributes are the pillars of the customer experience that Grupo Saesa wants to continue to enhance.

In 2021, this proposition addressed process digitization, automation of interactions to get closer to our customers, enhancing digital platforms for communication and information to users, without forgetting the preparation of contact personnel, to develop in them service capabilities.



## THESE ARE SOME OF OUR INITIATIVES TO IMPROVE THE EXPERIENCE FOR OUR CUSTOMERS

CUSTOMER SATISFACTION  
INITIATIVES

## INSPIRA

Seeking to place the customer at the center of our activities, the Inspira Program was able to bring together more than 50 employees to generate initiatives that transform our customers' experience. Thus, in 2021, 11 differentiating and enabling projects were developed, in the form of technical and technological pilots that have an impact on customer experience, which in that period alone involved 5 thousand customers, and we expect to continue to scale their scope.

## REDEFINITION OF THE MEASUREMENT MODEL

The company's measurement model was redefined, based on the pillars of the value proposition and optimizing the way to obtain customer feedback by digitizing these surveys. In addition, the "Close The Loop" customer recovery program is incorporated as a pilot, addressing technical issues and reversing the bad experience of these customers.

## NEW BUSINESS SYSTEM

During 2021 we implemented the SAP system for customer service in all our distribution companies. This new business service system has allowed us to have an integrated approach to the customer, as never before in the company's history, providing the necessary basis for improving the customer service experience. This implementation led to important changes in the commercial processes in the field and invoicing, increasing the controls of the operation and thus assuring their quality.

## SKILLS DEVELOPMENT FOR OUR EMPLOYEES

The CORTEZ Behavioral Model for enhanced customer service skills was implemented in our offices and Contact Center. In addition, technical training was provided through the Experience Training Course.

## QOS INITIATIVES

## DIGITALIZATION PLAN FOR DX OPERATIONS

We worked to implement an operating model capable of managing the distribution grid with the highest technological standards, applying business intelligence to ensure quality and efficiency.

DIGITALIZATION OF THE CUSTOMER  
EXPERIENCE.

We also sought to strengthen our digital platforms to generate constant and instantaneous communication with our customers.

## TSDX PROJECT IMPLEMENTATION PLAN

Since 2017, the Technical Standard of Service Quality for Distribution Grids establishes requirements in Product Quality, Supply Quality, Commercial Quality and Metering Systems. In order to respond to these new standards, we initiated one of the largest investment plans: Implementation Plan of the Technical Distribution Standard, which considers within its focuses, Investments in the Distribution Network, Backup Generation, Maintenance, Tree Trimming and Incorporation of Operation Crews.

## UNDERGROUND CABLING PLAN

Seeking to incorporate new technologies and construction methods for an efficient and sustainable development of the distribution network that complies with TSDx requirements, the underground cabling project consists of burying the Medium Voltage conductors directly in the ground, reducing civil works, time and costs with respect to conventional underground cabling and generating greater benefits in the quality of service and its viability with respect to overhead networks.

## AI IN VEGETATION CONTROL

We generated an advanced analysis model of high-resolution satellite images and automatic learning that makes the inspection process more efficient, generating improvements in work planning, higher productivity, and reduced risks.

NEW OPERATING MODEL FOR DX CONTROL  
CENTERS

We installed a remote Operation Model based on a digitized network, with time reduction and the beginning of an operational analysis process, in order to move towards an efficient, remote and digitized Dx system Operation Model, with minimum losses, strong network analysis, and operation planning.

## CUSTOMER SATISFACTION AND EXPERIENCE

All our efforts to improve the quality of our service, and the operational and commercial processes for our customers allowed us to finish 2021 with satisfaction and experience indicators very close to the planned goal.

By year-end, the satisfaction indicator had reached 30.8%, while the target was 34%. In turn, the experience indicator was 51.2%, very short of the 52% target. Both indicators were measured over a rolling average of 6 months.



## WE IMPROVED THE QUALITY OF OUR SERVICE

Thanks to the robust Investment and Maintenance Plan committed by Grupo Saesa and implemented since 2018, the indicators of the quality of our services have improved substantially. A result that makes us proud and confirms our commitment to people, to deliver reliable and safe energy every day.

Understanding that the quality of service is based on the average number of hours in which a customer remains without supply during a year due to the responsibility of its distribution company, during 2021 our distribution companies decreased the outage time as follows:

DECREASE IN OUTAGE TIME PER COMPANY					
EDELAYSÉN		SAESA		FRONTEL	
2017	2021	2017	2021	2017	2021
34.4 hours	13.9 hours	21.0 hours	13.4 hours	58.9 hours	26.4 hours

In 2021, the outage time in 99% of the localities where we operate was below 14 hours, as required by the SAIDI-SAIFI regulatory standard; only one municipality failed to meet the standard out of more than 120. Compliant localities were 115 and 75 in 2020 and 2019, respectively.

Another relevant aspect in the continuity of a vital service such as electricity is the capacity of the distribution grid to recover from failures that affect more than a thousand customers. Therefore, the operational flexibility indicator shows the company's ability to restore supply within 30 minutes in the event of outages that affect more than 1,000 customers. During 2021, this indicator remained at a cumulative 82% over 12 months.

These results confirm the effectiveness of our investments and improvements. In 2021 we made 87% of the investment committed by the Technical Standard of USD 1.5 billion,

incorporating 510 new automatic switching and remote control devices in the medium and low voltage networks, exceeding 4 thousand devices in a network of more than 60 thousand kilometers. We also incorporated fault indicator equipment, interconnections with other distribution companies and the generation of local backup systems (36), the latter with the purpose of restoring service in the event of transmission system failures. This is in addition to the installation of more than 17,000 smart meters and the pilot project for underground cabling of networks, as well as more than 16,000 kilometers of tree clearing, which mitigates the risk of trees to the network and the continuity of service.

The investments and technologies implemented allow us to have a more flexible system, with a faster and more efficient response to our customers.





Puerto Saavedra, La Araucanía Region.





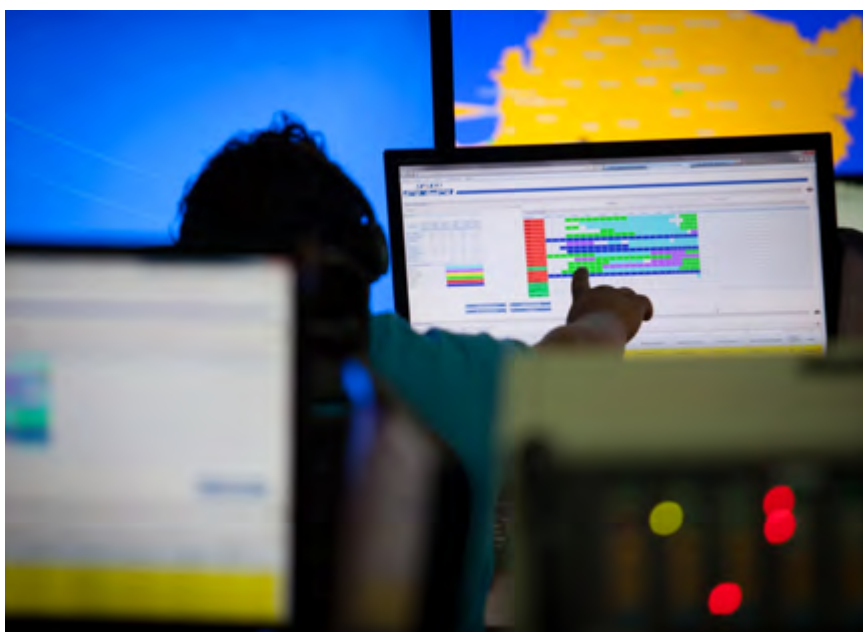
LEARN MORE ABOUT OUR  
INVESTMENT PLAN AND  
IMPROVEMENTS TO THE  
QUALITY OF OUR SERVICE

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LEARN MORE ABOUT OUR  
SCHEDULED OUTAGES.

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## OFFICE NETWORK AND COMMUNICATION CHANNELS

### A MULTICHANNEL VIEW

Understanding the diversity of the territories where we are located, some of them with difficult access and low digital connectivity, we have expanded the way we communicate with our customers, innovating in new channels and strengthening traditional ones, especially after the experience of the two years of the COVID-19 pandemic.

With respect to our face-to-face channels, during 2021 we kept our 89 customer service offices open, but ensuring the safety of both our employees and our customers at all times.

As for the online customer service channels, we are strengthening them by incorporating more information options for the customer:

ONLINE CUSTOMER SERVICE	CONTACT INFO
Contact center	800 600 801 Learn more about our Contact Center here: <a href="https://www.youtube.com/watch?v=3gL-CYnWhKI">https://www.youtube.com/watch?v=3gL-CYnWhKI</a>
Hotline	800 100 200 a special hotline for the elderly and at-risk persons.
Digital Bill	There are now more than 138,852 customers who have signed up to receive their electronic bill.
Booking	We generated an appointment scheduling system through video conferences.
WhatsApp	We strengthened the WhatsApp channel for customer service by incorporating billing inquiries and other after-sales services.
Social Media	We strengthened our communication through Facebook and Twitter.
Info@saesa.cl	Our customers can also contact us through our e-mail address.



LEARN MORE ABOUT OUR  
NON-FACE-TO-FACE CUSTOMER  
SERVICE CHANNELS





## PRESENT ON A DAILY BASIS

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### SUPPORT MEASURES DURING THE COVID-19 PANDEMIC

During this time of pandemic, and understanding that our service is essential for the quality of life of people, we have proposed to generate support for communities and customers. That is why, before the implementation of the Law on Utilities, we had already created our own flexible alternatives to face the contingency that still exists in the country. Some of these measures taken are described below:

- We suspended supply disconnection for non-payment.
- We developed payment agreements according to the customers' capacities, in order to prevent debt buildup.
- We provide payment alternatives or agreements to SMEs affected by the pandemic.



### MAKING OUR CUSTOMERS' LIVES EASIER

#### Improving Customer Experience Through Digitalization

Seeking to positively impact the experience with our customers, we have developed a digitalization and automation plan for our processes, generating the adoption of advanced analytics, with a focus on significantly increasing customer satisfaction (CSAT), generating organizational efficiencies, and creating value in new business.

The Customer Experience program aims to double the satisfaction (CSAT) of our customers to around +50 - 56 pts, transversally implementing a new customer journey, automating it, with new experiences and digital solutions to facilitate access, and personalize the interaction with our customers.

The efficiency program through the adoption of advanced analytics aims to optimize the company's core processes with the greatest opportunities, such as the non-technical energy loss process and the processes of tree trimming and vegetation management, incorporating intelligence into the business teams through a data-driven culture.





DIGITAL SUBSTATIONS

The Digital Substations Project is part of an innovation project initiated in 2018 and that in 2021 considered the commissioning of 4 substations - Remehue, La Misión, Toltén and Llaima-, in addition to the construction of 5 others.

To understand the impact of this initiative, we must know that power substations essentially contain a large amount of information, much of which must be reported to the supervision and control systems, especially if it corresponds to a regulatory or operational requirement. In conventional facilities, in order to carry the information (analog and digital signals) to and from the primary equipment, which is why a large number of copper multiconductors are required. In digital substations, the control and protection system is essentially based on communication schemes related to fiber optics under the IEC61850 standard.

Some of the advantages of the Digital Substations are the significant reduction in copper control cables between yards and control rooms, in cabinets in the same room, and in ducts, reducing the use of copper multi-conductors by

80%. This implies a reduction of up to 40% in construction time for field tests and commissioning, as well as a reduction of up to 60% in space, compared to the conventional solution. Another important aspect of this type of station is the greater safety of the system and, mainly, of people, since there is less intervention in maintenance.

In this way, this type of station increases operational reliability and management capacity by having more and better processed information, considerably reducing interruption times in the event of failures in the electrical system.

We expect to continue advancing, implementing Optical Metering Equipment (NCIT), which will replace conventional equipment such as current and potential transformers with a more compact and lighter solution, which will allow us to reduce the size of the electrical substations by up to 50%.

SUBSTATIONS IN 2021	
START OF OPERATION	START OF CONSTRUCTION
La Misión Substation (Los Lagos Region) - June 2021	Fuentecilla Substation (Libertador General Bernardo O'Higgins Region) - October 2021
Remehue Substation (Los Lagos Region) - June 2021	Puquillay Substation (Libertador General Bernardo O'Higgins Region) - November 2021
Toltén Substation (La Araucanía Region) - March 2021	Santa Cruz Substation (Libertador General Bernardo O'Higgins Region) - October 2021
Llaima Substation (La Araucanía Region) - September 2021	Guardiamarina Substation (Antofagasta Region) - January 2021
	La Ruca Substation (Coquimbo Region) - April 2021







# Section Four

DRIVING THE NEW ENERGY ERA







Chile's energy industry estimates that by 2024, the country's generation capacity will reach 7,700 MW, of which almost 80% will correspond to photovoltaic plants and wind farms, which together total more than 6,120 MW. Along the same lines, at Grupo Saesa we continue to advance in the decarbonization of the energy matrix by means of innovative solutions and generation with renewable energies, which allow us to reduce greenhouse gas emissions.

Accordingly, in 2021, the generation capacity from renewable sources exceeded 1 MW through 24 operational projects,

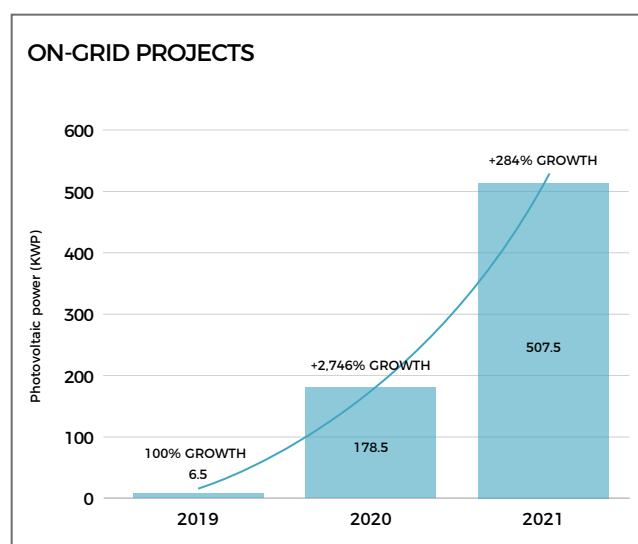
including hydroelectric, solar, wind and combination plants. We also awarded 122.4 kW in off-grid solutions, which had a beneficial impact on the quality of life of 51 families. On the other hand, we were awarded and built 507 kWp in "On Grid" photovoltaic projects, which are related to distributed generation, representing an increase of 284% with respect to 2020. Only the projects in operation will mean an emission saving of 149.5 tons of CO<sub>2</sub>, while those still under construction and commissioning will mean a saving of 2,830 tons of CO<sub>2</sub>, considering an annual energy production of 6,782 MWh.

**We exceeded 1 MW of generation through wind and photovoltaic projects.**

**US\$ 75 million investment associated with NCRE. 24 of NCRE generation projects in operation.**

**We will reduce CO<sub>2</sub> emissions by almost 3,000 tons with all our NCRE projects in operation.**

NCRE GENERATION PROJECTS IN OPERATION		
ZONE	TECHNOLOGY	# OF POWER PLANTS
North	PV	2
South	Hydraulic	7
	Wind	1
	PV	1
	Combined solar-wind-thermal	13



## Decarbonization Projects and Transition to the Use of Renewable Energies

### El Blanco: The southernmost photovoltaic power plant in the Americas

One of the main non-conventional renewable energy (NCRE) generation projects during 2021 was the El Blanco photovoltaic power plant, located in the Aysén Region, the southernmost solar plant in the Americas, which is expected to deliver an installed capacity of 3 MW to the electricity system, contributing 62.5% of Edelsysen's generation based on non-conventional renewable energies (NCRE) during 2020.

The plant, soon to be inaugurated, will consist of 6,656 bifacial solar panels, which will capture the radiation reflected from the ground. This will increase during the winter season with the presence of snow and its powerful reflection, allowing the expected production during these months to increase by up to 20%. It will also have a solar tracking system that will increase energy generation by orienting the panels towards the sun at



all times. The project also includes 13 inverters to convert the direct current captured from the sun into alternating current, and a 3,150 kVA medium voltage transformer.

A challenge that makes us proud as a company, since it will generate PV energy in territories as far south as the Aysén Region, and will allow us to supply 2,500 homes in the Coyhaique municipality, also avoiding the emission of approximately 2,000 tons of CO<sub>2</sub> into the atmosphere annually.



LEARN MORE ABOUT OUR  
PHOTOVOLTAIC POWER PLANT  
EL BLANCO



## Major Projects and Initiatives to Diversify the Energy Matrix

### PARANAL & ARMAZONES SOLAR FARM

The Paranal & Armazones Solar Farm is located in the municipality of Taltal in the Antofagasta Region, specifically in the Atacama Desert at 2,100 meters above sea level. Upon commissioning, this park will have the important mission of supplying renewable energy to the two namesake astronomical observatories, dependent on the European Southern Observatory (ESO), with a photovoltaic potential (PFV) of 4.3 MW (Paranal) and 5.4 MW (Armazones).

Undoubtedly, this is a major challenge for our organization, which leads us to develop a quality project that manages to generate clean energy in an inhospitable and extreme place such as the driest desert in the world. With this purpose,

we began construction in March 2021, generating the necessary conditions for the development of the work, such as the installation of work sites, construction of roads, and preparation of the land, in addition to applying all safety and sanitary measures to have a safe and adequate workplace for employees. To date, only one accident has been reported; however, this prompted us to generate additional preventive and self-care measures.

In environmental terms, we have taken all the necessary measures to avoid environmental incidents, and we have reinforced the daily irrigation of roads with seawater, mitigating the generation of dust, as established by current

regulations.

In December, the project started the assembly of structures, closing the period with 66% of the tracker pillars driven, and despite the complications that the pandemic has generated in the global supply chain, we closed the year with 80% of the materials in Chile and being shipped to Antofagasta from the port of San Antonio. This progress gives us certainty of meeting the target and generating clean energy during the first half of 2022.



## EXPANSION OF ALTO BAGUALES WIND FARM

The Alto Baguales wind project is the first industrial-scale wind farm built in Chile, which motivates us to continue advancing and improving its operation. This is why its expansion seeks to replace three 660 KW wind turbines with two new 3.8 MW wind turbines, in addition to integrating another six new 3.8 MW wind turbines, which will allow us to increase the generation capacity of the wind farm to 32.2 MW.

This expansion will allow us to continue supporting the generation of clean energy and the decontamination of Coyhaique.

## OTHER CLEAN ENERGY PROJECTS

With the confirmation of Saesa Innova, we have firmly advanced in the generation of customized energy solutions, highlighting the design and construction of off-grid photovoltaic systems for families who do not have access to an electricity grid (power generation and backup), as well as the design and implementation of photovoltaic systems connected to the grid (on grid), and renewable projects designed for the self-consumption of industrial customers seeking to reduce energy costs of their production processes, replacing the source by a clean, renewable, inexhaustible, and environmentally friendly one. Check below the most relevant projects for 2021.

### 294 kW On-Grid Project, Corte Alto, Purranque:

On-grid project in rooftop mode, to reduce the energy costs of the production process of a potato producer.



### Enabling Electricity Supply for Individual Photovoltaic Systems, El Manso Sector.

Project of individual off-grid photovoltaic solutions for 51 families in the El Manso and Vidal Gormaz sectors, Cochamó.





### **165 kW On-Grid Project, Paraguay Grande, Los Muermos.**

On-grid, ground project consisting of 306 panels installed to lower the costs of the production process of a dairy farm and agricultural irrigation.

### **910 kW Self-consumption Project, LP Lautaro.**

Project in execution consisting of a PV plant designed for self-consumption of energy in a forestry process.

### **42 kW On-Grid Project, Avifel Office, Purranque:**

On-grid project in rooftop mode, to reduce the energy costs of the production process of a construction workshop and office.



### **86.4 kW Hybrid Project with 350 kWh Battery Backup for Queullín Island, Calbuco.**

Hybrid project with 216 solar panels and lithium batteries that allow the island to operate permanently, day and night, supplying 120 families. This has meant leaving diesel generation aside, avoiding fuel transportation costs, logistics and potential spills, and incorporating an efficient and environmentally friendly generation.



### **2916 kW Self-consumption Project, LP Panguipulli.**

Project in execution consisting of a PV plant designed for self-consumption of energy in a forestry process.

### **10 kW photovoltaic project, Isla Huapi Clinic, Futrono.**

Photovoltaic project with lithium battery backup system, which allows the emergency room to operate 365 days a year using renewable energies.

### **Battery Backup Project (UPS), for Watts, Osorno.**

This project consists of the implementation of a lithium battery bank, which provides 20 minutes of backup for critical production equipment and processes.

## DISTRIBUTED GENERATION

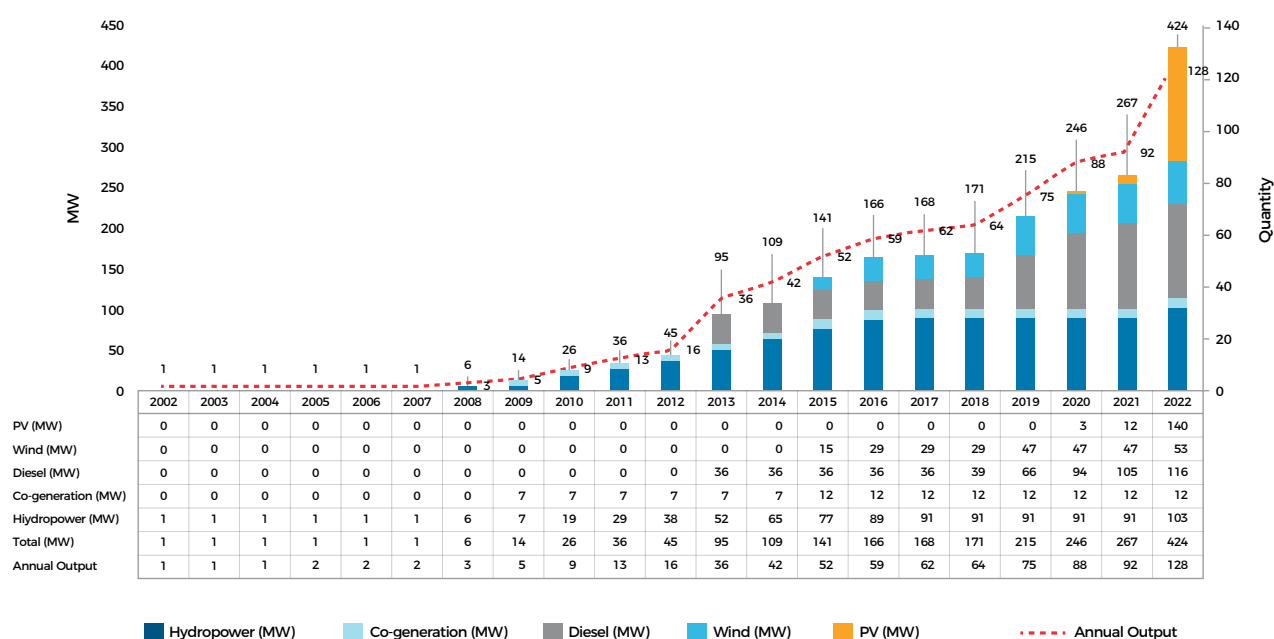
Another of our challenges in the new energy era of our country is the penetration of non-conventional renewable energy at distribution systems, and after the entry into force of Executive Order No. 88, which regulates the connection of Small Means of Distributed Generation (PMGD), there were several changes to the connection process and modifications to the structure of the stabilized price mechanism.

The April 2022 deadline for accessing the stabilized price for 14 years meant that during 2021 the conceptual evaluation of generation projects, the vast majority of which are renewable energy projects, will be considerably increased.

For Grupo Saesa, this will mean that during 2022, we will connect more than 107 [MW] in Photovoltaic projects alone, reaching a total of 122 [MW] and exceeding the installed capacity of diesel technology. Although these generation plants are owned by third parties, the commitment that has historically moved us is to deliver an adequate availability of our electrical infrastructure in distribution, together with a correct quality of supply and in this way integrate this local generation that brings many benefits.

**At Saesa, we have been generating changes and integrating them into the local power grid for 20 years.**

### EVOLUTION OF PMGD CONNECTED TO GRUPO SAESA



The energy production used by our networks has the following structure during 2021 and convinces us to continue working so that the future contribution in NCRE will be increasingly greater.

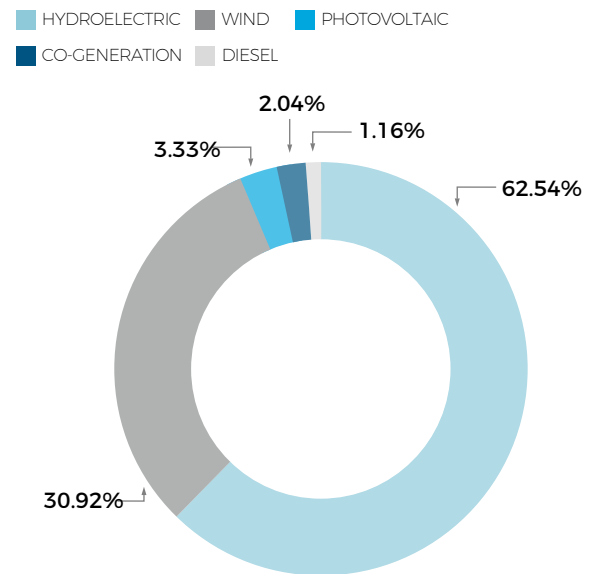




DO YOU KNOW WHAT NETBILLING IS?

### PMCD Generation 2021

(in Grupo Saesa Grids)

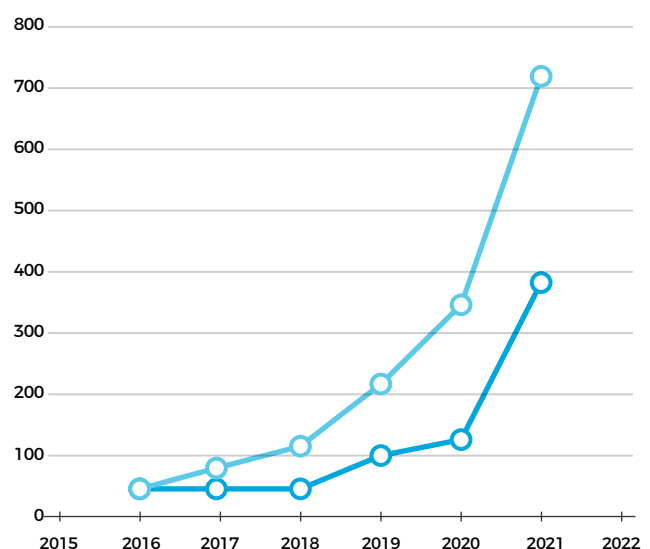


It is important to highlight the increase in Netbilling tariffs or generation equipment (EG) that have been connected in 2021, motivated by various energy efficiency programs, mostly photovoltaic technology equipment. This trend is consolidating and more and more customers and users are incorporating clean and efficient generation for their own consumption, which motivates us to provide an adequate connection experience and continue contributing to a more sustainable world.

### NETBILLING CONNECTED TO GRUPO SAESA

○ ANNUAL TOTAL

○ CUMULATIVE





## MINI RUN-OF-RIVER HYDROELECTRIC POWER PLANTS

Mini run-of-river hydroelectric power plants are another environmentally friendly alternative for electricity generation, since they do not use fossil fuels, do not require reservoirs, and do not require large transmission lines to connect to the distribution system.

These plants take advantage of the difference in altitude between two points to generate energy, capturing water from the flow of a river and transferring it at high speed due to the difference in altitude to mobilize a turbine that generates energy. The water used is returned in its entirety to the river.

Currently, we have 6 plants of this type; Río Azul, Aysén, Lago Atravesado, Moreal, El Traro, and Los Maqui.

# 26

Off-grid systems

# 6,386

Customers

# 11,134

MWh Generated



LEARN MORE ABOUT OUR RUN-  
OF-RIVER HYDROELECTRIC  
POWER STATIONS





## ENERGY ACCESSIBILITY: CONNECTING OFF-GRID COMMUNITIES

Committed to bringing energy to the most isolated places in the country, our company continued to support rural electrification promoted by the State through the creation of off-grid systems.

Currently, Grupo Saesa has 26 off-grid systems, 19 of which are located in the Chiloé archipelago, Queullín Island (Calbuco), Santa María Island

(Coronel), Ayacara (Chaitén), Cisnes (Cisnes), Amengual La Tapera (Lago Verde), Villa O'Higgins (O'Higgins), Las Huichas Island (Aysén). The 26 systems supply 6,386 customers, focused on the incorporation of renewable energies, especially solar energy, as well as chemical storage to reduce the use of fossil fuels.

During 2021, we put into operation seven off-grid systems, located in Queullín, Chaullín, Acuy, Chelín, Lin Lin, Teuquelin, Cheñiao and Taucolón, all in the Los Lagos region. The total energy generated by the 26 systems was 11,134 MWh, while the energy entering distribution was 10,135 MWh and the energy sold was 8,826 MWh.

The Queullín, Chaullín, Acuy, Tauculón and Teuquelin islands are considering the incorporation of renewable energies to generate electricity through the installation of a photovoltaic plant and a lithium battery energy storage system, which allows the use of diesel generators

as support or backup in the event of greater demand.

It is important to note that the Tac Island off-grid power plant contains wind, solar and diesel power generation components with a battery bank and whose renewable energy penetration reaches 40%, which has been slightly decreased because in 2021 the demand for electricity increased due to the effects of the pandemic.

On the other hand, although the electric power generation systems of Cisnes and Villa O'Higgins do not have a non-conventional renewable energy component, they do have a hydroelectric generation component, which is considered renewable energy.



**LEARN MORE ABOUT OUR OFF-GRID SYSTEM ON CHAULLÍN ISLAND.**

## GRUPO SAESA OFF-GRID SYSTEM

OFF-GRID SYSTEM	REGION	MUNICI-PALITY	DIESEL GENERATION (KWH)	RENEWABLE GENERATED ENERGY (KWH)	TOTAL ENERGY GENERATED (KWH)	INJECTION INTO DX GRID (KWH)	DX SALES (KWH)	ACTIVE CUSTOMERS
Alao	Los Lagos	Quinchao	104,006	0	104,006	91,425	73,428	141
Apiao	Los Lagos	Quinchao	183,486	0	183,486	162,432	129,199	222
Avacara	Los Lagos	Chaitén	1,007,128	0	1,007,128	963,821	689,078	628
Caguach	Los Lagos	Quinchao	127,856	0	127,856	109,579	70,175	142
Cailín	Los Lagos	Quellón	173,035	0	173,035	136,032	92,539	158
Chaulinec	Los Lagos	Quinchao	165,412	0	165,412	136,872	96,263	190
Coldita	Los Lagos	Quellón	69,963	0	69,963	55,083	31,795	90
Laitec	Los Lagos	Quellón	173,406	0	173,406	154,130	120,103	151
Llingua	Los Lagos	Quinchao	109,577	0	109,577	86,136	61,422	120
Meulín	Los Lagos	Quinchao	197,064	0	197,064	169,980	129,558	249
Quehui	Los Lagos	Castro	299,900	0	299,900	269,688	216,674	336
Quenac	Los Lagos	Quinchao	159,858	0	159,858	141,516	93,458	160
Tac	Los Lagos	Quemchi	87,192	58,406	145,598	129,819	82,038	111
Queullin	Los Lagos	Calbuco	60,431	0	60,431	Reading error	33,096	111
Chaulin	Los Lagos	Quellón	64,966	0	64,966	Reading error	12,577	40
Acuy	Los Lagos	Queilén	25,866	0	25,866	7,130	4,968	28
Chelin	Los Lagos	Castro	82,480	0	82,480	Reading error	31,697	108
Lin Lin	Los Lagos	Quinchao	57,166	0	57,166	Reading error	20,987	162
Teuquelin	Los Lagos	Quinchao	13,975	0	13,975	3,017	1,710	13
Cheñiao	Los Lagos	Quemchi	11,720	0	11,720	4,479	0	104
Taucolon	Los Lagos	Quemchi	12,385	0	12,385	3,786	0	20
Santa María	Biobío	Coronel	1,271,664	0	1,271,664	1,105,706	1,076,903	581
Cisnes	Aysén	Cisnes	1,811,666	2,085,984	3,897,650	3,846,248	3,509,245	1,353
Amegual la Tapera	Aysén	Lago Verde	559,948	0	559,948	542,142	465,968	309
Villa O'Higgins	Aysén	O'Higgins	564,698	629,630	1,194,328	1,088,325	959,673	373
Las Huicas	Aysén	Aysén	964,822	0	964,822	928,140	823,211	486
TOTAL			8,359,670	2,774,020	11,133,690	10,135,486	8,825,585	6,386







## RURAL ELECTRIFICATION

**50 Rural Electrification Projects .  
More than 1,200 households have  
electricity supply for the first time.**

Our commitment to the progress and wellbeing of the communities where we operate is ongoing, and a clear example of this is our participation in the Rural Electrification programs, where together with the Chilean Government and the beneficiaries, we make it possible to bring electricity to the most remote places in the country.

During 2021, we will connect 50 Rural Electrification projects, which includes the distribution works and interior installations of these projects, located in rural sectors belonging to 28 municipalities in the regions of Biobío, La Araucanía, Los Ríos, Los Lagos, and Aysén. We also executed agreements for other 47 new projects for 25 communities located in the regions of Biobío, Araucanía, Los Ríos, Los Lagos, and Aysén, which are currently in the engineering and permit application stages.

The 50 projects already carried out have involved the construction of works covering a network extension of 176 km of medium voltage lines, 128 km of low voltage lines in individual poles, 36 km of low voltage lines in common poles and 430 distribution transformers between 5 and 15 kVA. We are proud to reach the most remote places with electricity supply, improving the quality of life of 1,237 households in rural areas.

### ENERGY CONSUMED BY GRUPO SAESA

Regulated Energy	GWh/year
S - F - LO - E	3,146
Medium-voltage and off-grid systems	20
<b>TOTAL</b>	<b>3,166</b>
Unregulated Energy (own and third-party)	GWh/year
Unregulated Customers	1,366
<b>TOTAL</b>	<b>1,366</b>

### ENERGY GENERATED BY GRUPO SAESA

Generated Energy	GWh/year
Own Hydropower	98
Solar	5.5
Wind	6.0
Diesel	201.0
<b>TOTAL</b>	<b>310.3</b>





# Section Five

RESPONSIBLE WITH OUR COMMUNITIES AND  
THE TERRITORY







# ENGAGEMENT WITH INDIGENOUS COMMUNITIES

Our commitment to the territories where we are located, and the communities that live there, is based on building a permanent and trusting relationship that allows us to generate value for all. That is why we encourage dialogue and the active participation of neighbors in our projects, as indicated in our Guide to Best Practices in Community Participation and Engagement.

After a year of confinement and virtual dealings, during 2021 we will resume face-to-face approaches with the communities, especially in those places where the Internet is not available. These events were carried out under strict health and safety protocols, as required by the health authority.

We have proposed to generate greater equity in access to information, so that neighbors are informed first-hand about the company's management and future projects, generating early approaches, even before the environmental evaluation process.

Our relationship process considers the identification of possible socio-environmental impacts that a project could generate, therefore we carry out "Stakeholder Survey Studies" in the different areas of influence. The information collected allows us to build socialization plans and feed the Environmental Impact Statement.

This systematic work of engaging with the territories has allowed us to reduce the risks and externalities identified by the communities, contributing to the purpose of delivering energy and improving people's lives.

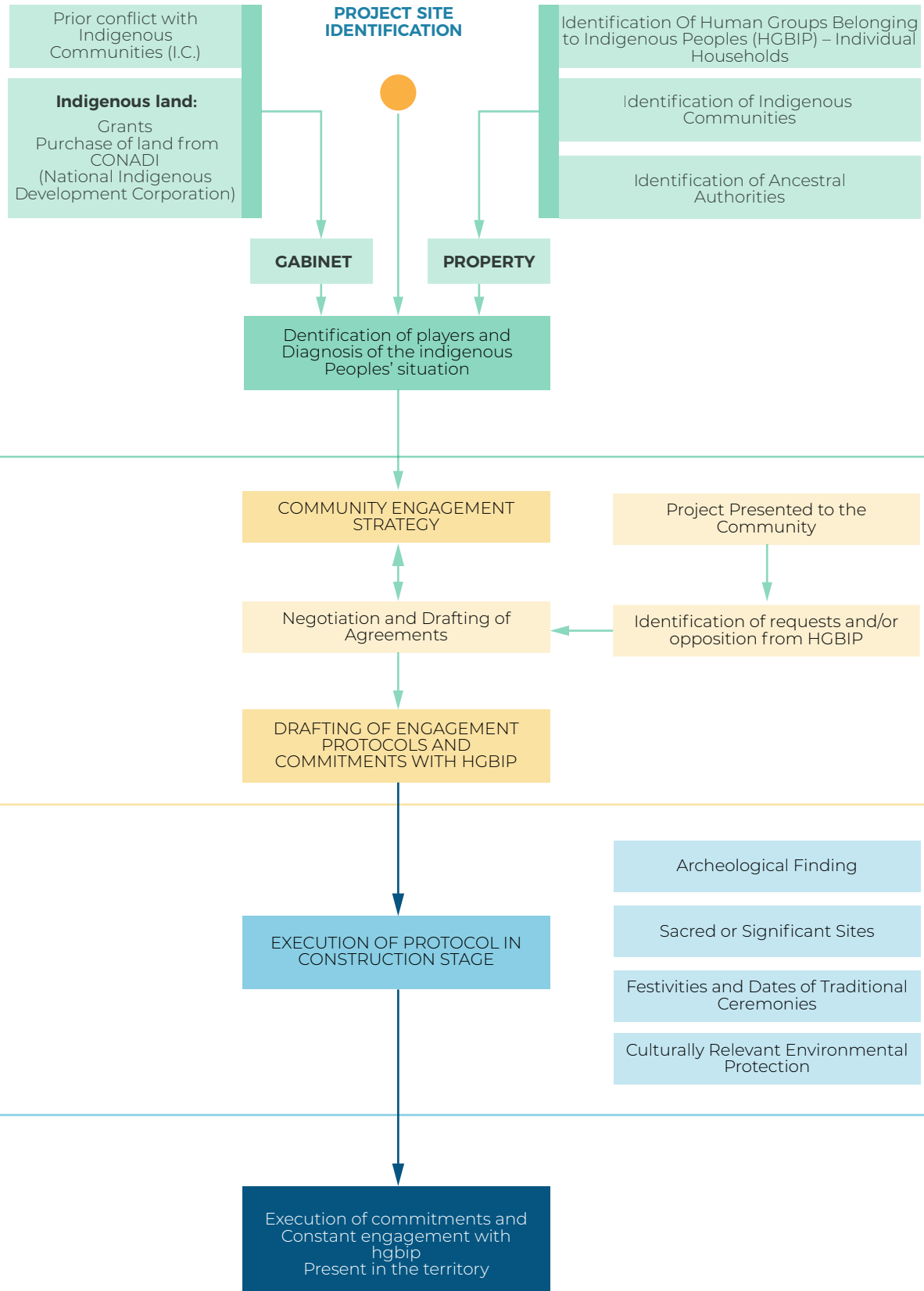
In this context, listening to and knowing the particularities of each community is a priority, especially when they belong to indigenous peoples. The Human Groups Belonging to Indigenous Peoples (HGBIP), consider individuals, families, associations and native communities, with whom we build a link that allows us to get to know each other, identify needs or demands, and generate beneficial agreements for all.





## RELATIONSHIPS WITH INDIGENOUS COMMUNITIES

CONSTANT COMMUNICATION WITH HGBIP AND ONGOING COMMUNITY ENGAGEMENT MONITORING



## PROJECTS AND COMMITMENTS

Durante el 2021, Grupo Saesa sometió a Evaluación de  
During 2021, Grupo Saesa submitted the following five projects to an Environmental Impact Assessment.

1. Environmental Assessment of the Paranal-Armazones Solar Farm in the Antofagasta Region, where the community did not request participation.
2. Environmental Assessment of La Ruca Substation, in the Coquimbo Region, where the community did not request participation.
3. Environmental Assessment of the Montenegro - Lucero Transmission Line, in San Ignacio and Bulnes in the Ñuble Region, where the community requested formal regulated citizen participation, with some 50 participants.
4. Environmental Assessment of Montenegro Substation, San Ignacio in the Ñuble Region, where the community requested formal regulated citizen participation, with approximately 30 participants.
5. Environmental assessment of La Señoraza Substation, in Laja municipality, Biobío Region, where the community requested formal regulated citizen participation, but participation did not exceed 10 people.

**3 projects in the process of Environmental Impact Assessment consultation, with the participation of 150 to 200 people.**

On the other hand, there are projects that do not enter the Environmental Assessment System, as instructed by the regulator following a consultation on whether or not to submit to an assessment. Those projects are:

- Puquillay Substation, O'Higgins Region: Although this project did not require community outreach, we voluntarily carried out dialogue with the communities located in the vicinity of the substation in the Nancagua municipality.
- El Blanco Solar Farm, Aysén Region: Although this project did not require community outreach, we voluntarily carried out dialogue with the communities located in the El Blanco sector in the Coyhaique municipality.
- Santa Cruz Substation and Fuentecilla Substation in San Vicente de Tagua Tagua, O'Higgins Region: Since there are no neighbors near the substations, no approach was made at this stage given a previous evaluation.



NAME OF SAESA PROJECT	COMMITMENTS ADDRESSED	TOTAL INVESTMENT	TOTAL NUMBER OF PEOPLE BENEFITED	TOTAL NUMBER OF BENEFITED ORGANIZATIONS
El Blanco Solar Farm	Installation of Solar Panels at El Blanco School. Monetary contribution for the study tour for boys and girls. Update of TE1 of 3 social and community sites. Construction of a fire truck parking lot for the El Blanco Fire Station in Coyhaique.	\$ 20,000,000	Total El Blanco community, 200 people	5 organizations
Alto Baguales Wind Farm	Monetary contribution to support the operation of the local drinking water system, through the purchase of a motor.	\$ 8,800,000	50 households	2 organizations
Montenegro Substation	Monetary contribution for the celebration of Trafquintu (rite of exchange of land goods) for the San Ignacio Indigenous Association.	\$ 800,000	25 households	1 organization
Gamboa Substation	Monetary contribution for signage in the Alto Gamboa sector in Castro.	\$ 1,200,000	30 households	1 organization







# 6,000

6 thousand children  
involved in sports

## COMMUNITY RELATIONS AND SUPPORT

The relationship with the communities in the vicinity of our projects is ongoing, and we have several years of dialogue and collaboration that have allowed us to generate initiatives that generate value for the people and development of the territories.

During 2021 we were able to reactivate several of our signature community programs, adjusting them to the existing health regulations and also to current needs, after a year of pandemic.

### SOCIAL PROGRAMS IN FIGURES

10 Social Programs.

5 regions impacted by our  
community programs.

Over 7,000 beneficiaries.

\$165 million in social investment.

## SAESA LEAGUE PROGRAM

This initiative is undoubtedly one of the most relevant in our history of community outreach. Thanks to Saesa League, we have promoted sports as an element that triggers opportunities and wellbeing for thousands of young people.

In its 21 years of development, more than 6 thousand children and young people have been part of Saesa League, which has grown into the most important formative basketball championship in Chile, even recognized beyond our borders, and becoming a breeding ground for young sports talents who wear the jerseys of minor national teams.

Not only have we trained basketball players, but we have also opened the possibility for children and young people to live other experiences, such as traveling outside their communities, sharing with people from other latitudes, obtaining sports scholarships to study, learning from professional athletes, among other virtuous situations that have also impacted families and other community actors, like referees, coaches, entrepreneurs who provide services and products necessary for the development of the championship.

The COVID-19 pandemic halted the championship for two years. During 2019 alone, 1,500 children and young basketball players from 20 clubs, proud ambassadors from 16 communities in the regions of Araucanía, Los Ríos, and Los Lagos benefited from Saesa League. Likewise, we estimate that directly or indirectly, our League generated more than 500 sources of employment during the 6 months of tournament.

The permanence and success of this program demonstrates Grupo Saesa's commitment to sports and the wellbeing of our communities, promoting values that reflect our culture, such as excellence, integrity and collaboration. Beyond the social investment, which is around \$150 million a year, Saesa League has become an institution in itself, which has managed to multiply its benefits year after year, positioning basketball in southern Chile at a national level.

We are already preparing to resume the Saesa League 2022 championship, hoping to continue contributing to the development and welfare of children and young people.



## COMMUNITY CENTER CONNECTION PROGRAM

**More than 160 community centers connected and over 12,000 households benefiting from the program.**

Understanding the great relevance of neighborhood councils in the territories, nine years ago we decided to support the management of these community organizations that promote the welfare of their inhabitants. In our first approaches and dialogues we were able to perceive great needs, even basic ones, such as the lack of electricity supply in the neighborhood centers.

The community centers are a meeting point for the community, where the interests of the inhabitants are defined and organized. Therefore, our commitment to contribute to the quality of life of the communities mobilized us to improve the conditions of this

type of buildings, providing the connection to the grid and the interior electrical installation.

This is how we started with the Community Center Connection Program, which we later extended to other types of community buildings such as sports clubs, fire stations, parishes, among others, providing the connection to the electrical network with protection and measurement equipment, as well as all the interior electrical installation and the processing of the TE1 certificate required by the Superintendence of Electricity and Fuels (SEC). In 2021, 3,000 people benefitted from the 30 new sites that were added to the program. Also, in the last nine years we have supplied electricity to more than 160 properties of social or community organizations, positively impacting the lives of more than 12,000 families who now have a more suitable place to develop their productive, recreational, leisure and community life activities, even in winter, since they now have electricity supply.

## WE ARE NEIGHBORS (SOMOS VECINOS) PROGRAM

We believe in permanent, transparent and constructive dialogue, and we trust that this is the way to build value with the communities that welcome us. This is precisely the purpose and richness of the We Are Neighbors Program; where we sit face to face with people, to talk honestly and actively listen to their interests, criticisms, ideas, complaints, suggestions, even compliments regarding our work.

Gathering with the community around a working group guarantees effective dialogue, promotes the involvement of local organizations and ensures prompt and proper response to their concerns. This has led us to develop sustainable links over time with the relevant people and organizations that inhabit the territories where we are located. Somos Vecinos, more than a community outreach program, is an open, close and transparent relationship style.

Meetings were held with neighborhood organizations as well as various social entities, including the Fire Department, Police Department, Detective Bureau (PDI), trade associations,

chambers of commerce, municipal councils, sports clubs, educational institutions, indigenous communities, etc. In addition, we continue very firmly with Somos Vecinos Radio Program, through which capsules with the same contents of the face-to-face meetings are broadcast on more than 100 local radio stations from Ñuble to Aysén, thus reaching a larger number of people.

**In 6 years of legitimate dialogue and active listening to the communities, we have held more than 1,600 meetings with more than 15,000 people in 110 municipalities.**

## WOMEN WITH ENERGY (MUJERES CON ENERGÍA) PROGRAM

The COVID-19 pandemic has not only been a health crisis, but it has also had a serious economic impact, hitting hard on entrepreneurs, especially women entrepreneurs, who often run their businesses as the only source of family financing.

In response to this problem, in 2021 we created the Women with Energy program, which recognizes, provides training and coaching to the women entrepreneurs who are our customers.

In its first version, we were able to train 63 women entrepreneurs from 43 municipalities in our country, who attended seven learning modules, totaling 54 hours of training, focused on the building of skills and competencies in entrepreneurship, innovation, leadership and sustainability.

We are proud to have developed this initiative together with the Sercotec Business Center of Puerto Varas and the AIEP



**LEARN MORE ABOUT OUR  
WOMEN ENTREPRENEURS.  
FIND OUT MORE ABOUT THEIR  
PRODUCTS AND SERVICES AT:**



**PROUD TO THE CORE: (99+)  
PUBLICATION | LINKEDIN**

Institute, and to have contributed to the improvement of entrepreneurship, but, above all, we are pleased to have supported women with stories of effort and empowerment, sources of inspiration for their families and communities. We will continue to support them by means of the Women Entrepreneurs' Virtual Showcase, created on our website, to promote their businesses and increase the reach of their marketing channels.

### CONNECT YOUR ENERGY (CONECTA TU ENERGÍA) PROGRAM

Another of the programs created during 2021 was Connect your Energy, which addresses the particular need of our customers and communities to be connected to their families, jobs and friends while attending a hospital or Family Health Center (CESFAM). A need that many hospitals have yet to address. The solution consisted of installing in the waiting rooms of these health facilities, charging stations for cell phones, open to the community.

The hospitals of Puerto Montt and Corral, as well as the CESFAM of Purranque, were the first to receive the charging totems, from which more than 3,000 potential users benefited during the first month of use.

A simple initiative that allows us to deliver information to our customers, through the screens of the charging stations, and at the same time, we support the management of health centers, helping to improve the patient experience. By 2022, we expect to donate at least 25 charging stations for health centers in communities within our area of operation.

### TO SCHOOL WITH ENERGY (ESCUELA CON ENERGÍA) PROGRAM

Education is a right to which all children deserve access with quality, and under this premise, we have been reaffirming our commitment to support education in rural areas of southern Chile for nine years.

Although initially our intention was to purchase school supplies, the scope of the program quickly expanded to include improving the conditions and resources of the schools to enhance the work of teachers and children's learning. This is how we have provided the schools with audiovisual material, such as LED TV sets, data shows/phones, multifunctional printers and sound systems, which allow teachers to incorporate new learning strategies, improving opportunities for children in a context of high economic and family vulnerability.

In our eagerness to innovate and reaffirm our commitment, we created the Inter-school Energy Efficiency competition, where we invited all rural schools to reduce their energy consumption for a period of 5 months, comparing them with the same period of the previous year, in an effort to disseminate the importance of energy saving to protect the environment through lectures.





**390 beneficiary schools.**

**17,700 children enjoying improvements in their learning processes.**

**In 2021 alone, 7 schools managed to reduce their electricity consumption by 45% as part of the Inter-school Energy Efficiency Competition.**

In the nine years of implementation, we are proud to have reached 390 schools in 75 municipalities and 17,700 children. In 2021, 74 schools with 1,700 students from 41 municipalities participated in this energy efficiency competition. The winners of the 2021 competition were seven schools that managed to reduce their electricity consumption by 45% compared to the previous year.

Here are the latest winning schools and the prizes awarded over 2021:

INTER-SCHOOL ENERGY EFFICIENCY COMPETITION		
MUNICIPALITY	SCHOOL	PRIZE
Los Álamos	José Campos Menchaca School	Replacement to lighting system with LED technology.
Corbea	Melirrehue School	Photovoltaic panel system.
Futrono	Hueinahue School	Photovoltaic panel system.
Puerto Octay	Rural Cascadas School	Replacement to lighting system with LED technology.
Mauilín	Fsco. Hernández, Las Chilcas School	Computer Lab.
Queilen	Rural Contuy School	Heating system (heat pump system).
Coyhaique	Rural Arroyo el Gato School	Photovoltaic panel system.



## TECHNICAL HIGH SCHOOLS WITH ELECTRICITY SPECIALIZATION

Our work of bringing energy to communities every day is built on the uncompromising value of safety. Furthermore, as an organization we are aware that future professionals and our future employees must have skills and technical competencies appropriate to the challenges of the energy industry in our country, and at the same time, they must understand the value of safety in all contexts.

Faced with this challenge, the Technical High Schools with Electricity Specialization Program seeks to share our experience, knowledge and tools to enhance the training on electricity for junior and senior-year students of technical high schools in Grupo Saesa's area of operation. This translates into practical and theoretical classes on maintenance of low and medium voltage lines, climbing, smart metering, among other technical aspects, in addition, we develop safety and risk prevention classes, contents not covered by the curricula established by the Ministry of Education for the specialty of electricity. This work was accompanied by the donation of personal protection

elements and the implementation of an electrical training yard in the establishments.

This initiative seeks to encourage learning in the real context of the electricity industry, so we facilitate visits to substations and switchyards of the company, carry out hands-on activities to develop skills and abilities in the handling of some elements, climbing of poles, observation of field work, and finally, the possibility of developing their professional internships at Grupo Saesa or with one of our contractors.

In the last eight years, 19 high schools with electricity specialization with more than 1,750 students and 60 teachers have benefited from this program. We have achieved these results that make us proud thanks to the voluntary collaboration of more than 120 employees and contractor staff.

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# 19

**Technical High Schools with Electricity Specialization benefited from this program.**

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# 1,750

**More than 1,750 high-school students have benefited from improved learning in the real context of the electrical industry.**

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## NO MORE BATTERIES (NO + PILAS) CAMPAIGN

Seeking to educate communities about environmental protection and the contribution that everyone can make, in 2021 we continued with our successful initiative to collect unused batteries, carrying out seven recycling campaigns in five regions, involving 65 communities in our concession area.

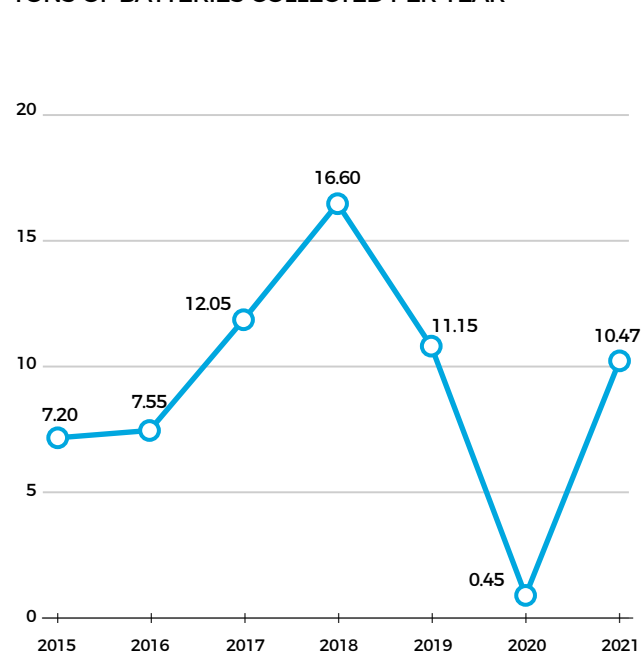
This initiative, organized thanks to the alliance between municipalities, NGOs, the regional environmental ministries, and our companies Saesa, Frontel and Edelayesen, allows us to support the collection of used batteries from the community, which we transfer to our hazardous waste warehouses and then take to their final disposal in authorized places according to current regulations.

During 2021, we were able to collect more than 10 tons of batteries, which adds up to seven years of work and, in total, more than 65 tons of unused batteries collected.

**10 tons of unused batteries collected.**

**65 tons of batteries collected and disposed of according to regulations since 2015.**

TONS OF BATTERIES COLLECTED PER YEAR



2021 NO MORE BATTERIES CAMPAIGN						
COMPANY	NAME OF CAMPAIGN	CO-ORGANIZERS	GEOGRAPHIC SCOPE	# OF MUNICIPALITIES	KG	KG PER COMPANY
FRONTEL	Araucanía Region	Environment Regional Ministerial Secretariat (SEREMI) in Araucanía Region	Araucanía Region	32	2,500	2,500
SAESA	Battery Collection Campaign	Environment Regional Ministerial Secretariat (SEREMI) in Los Ríos Region Association of Municipalities of Los Ríos	Los Ríos Region	12	5,790	7,210
SAESA	Campaign for education and management of batteries, a toxic waste	Environmental Education Center	Osorno Municipality	1	900	
SAESA	No More Batteries (No + Pilas) Campaign	Frutillar City	Frutillar Municipality	1	20	
SAESA	"Ponte Pila con el Medio Ambiente" environmental awareness campaign	RAMACH (Archipelago of Chile Municipal Environmental Network)	Chiloé Archipelago	10	500	
EDELAYSEN	"Patagonia Ponte Las Pilas" environmental awareness campaign	Environment Regional Ministerial Secretariat (SEREMI) in Aysén Region	Aysén Region	10	610	610
TOTAL				67	10,320	

## WHAT DO WE DO WITH THE BATTERIES?

Batteries play a key role in our days, and after their useful life we are called to manage their waste, seeking to reduce their impact on the environment.

In Chile, batteries are not recycled; unfortunately, it requires a lot of resources to do so. In their replacement, a macroencapsulation process is carried out, which consists of incorporating the piles in a paste of fluid concrete, and then placing them on the soil of a safety landfill consisting of a series of layers of geomembrane and soil that prevents their leachates from contaminating the soil or groundwater layers, and is finally covered with soil. This process is repeated until the landfill is complete and is monitored for approximately 30 years. This is the process that Saesa complies with to contribute to the decontamination of our environment.







# ENVIRONMENTAL MANAGEMENT AND CLIMATE CHANGE ACTIONS

## CONSERVATION AND PROTECTION OF BIODIVERSITY

**24 hectares of native forest reforested.**

As part of our commitment to mitigate the impacts generated by our operation, every year we submit cutting and reforestation management plans to the National Forestry Corporation (CONAF), complying with the law in terms of the civil works we carry out and the pruning of trees near the power lines.

During 2021, we managed to reforest a little more than 24 hectares of native forest within its concession area, which are distributed in the territories associated with our companies, as shown below:

\* SAESA 7.23 hectares reforested (30.1%)

\* STS 16.47 hectares reforested (68.5%)

\* SAGESA 0.34 hectares reforested (1.4%)

In the same line of protecting the forests, we initiated a pilot program of underground cabling in rural sectors with a high density of trees, which has reduced supply failures and at the same time avoided the presence of poles and the pruning of trees. The pilot project is expected to involve five municipalities in the country over an area of 50 kilometers, and is expected to be completed in 2022.



**WATCHING OVER OUR  
OPERATIONS AND THEIR  
IMPACT:**

## OUR CHALLENGE: REDUCING OUR CARBON FOOTPRINT

A first major step in the challenge of reducing our greenhouse gas (GHG) emissions has been the development of emissions inventories for the 2019 and 2020 periods, which have provided us with valuable information regarding GHGs derived from electricity generation, transmission, and distribution.

During 2020, Grupo Saesa's total emissions were 275,646 tCO<sub>2</sub>e (tons of carbon dioxide equivalent), mainly due to energy transmission and distribution losses (176,559 tCO<sub>2</sub>e), which encourages us to seek mechanisms that allow us to reduce these losses.

One of these mechanisms is to increase the generation of energy based on renewable energies, such as solar energy.







## CLIMATE CONTROL AND ELECTROMOBILITY SOLUTIONS

15 charging stations for electric vehicles.

Energy efficiency through innovation is a priority for Grupo Saesa. We are convinced that we have much to contribute in environmental matters in order to achieve our goal of being carbon neutral by 2040.

Thus, part of our services is focused on developing and offering our customers various alternatives in terms of energy efficiency, such as efficient air conditioning solutions for industrial and residential environments, efficient lighting for public spaces, as well as charging infrastructure for all types of electric vehicles (EVs).

In particular, electromobility solutions focus on charging for all types of vehicles, from electroterminals to residential chargers, as well as smaller electromobility products. To date we have 15 semi-fast charging stations along over 1,100 kilometers that connect the regions of La Araucanía, Biobío, Los Lagos, Los Ríos, and Aysén.

Regarding air conditioning services, we work to offer our customers heating alternatives, replacing wood, pellet, gas or other mechanisms with Split inverter technology devices, based on electric heat pumps, which efficiently measure the temperature of the environment to regulate themselves. According to evaluations carried out in projects already developed, the change to this technology can reduce costs by up to 19% on average, specifically, 5% less for those who switch from firewood, and 22% less for those who stop using pellets.

Below are some of our air conditioning projects in 2021.



### Climate Control System for B.M.G. Puerto Octay High School.

This project contemplated a heating system through an Aerothermal heat pump for 24 rooms inside the school, considering the installation of 24 Split wall equipment with inverter technology, highly efficient, in addition to 6 Wally convector equipment. This replaced the existing heating system, which used an oil-fired boiler distributed by radiators.

### Climate Control for Rupanco Rural School, Puerto Octay

This project included the installation of a heating system through an Aerothermal heat pump for 18 rooms within the school premises, considering the installation of 19 Split wall equipment with inverter technology. This replaced the existing heating system, which used an oil-fired boiler distributed by radiators.

### Contracting of specialized services for maintenance of climate control systems “Nuevo Amanecer con Esperanza Committee”, SERVIU, Aysén Region.

In order to maintain in excellent condition, the climate control system of the Nuevo Amanecer con Esperanza Committee, in the city of Coyhaique, our company was awarded the preventive maintenance of 44 Split duct equipment with inverter technology, with a capacity of 18,000 BTU, which will continue heating 44 households.

### Project for the replacement of wood-burning heaters in 200 households in Coyhaique

This initiative contributes to reduce intra-household emissions and air pollutants in homes in the saturated zone of Coyhaique. Therefore, a replacement of wood-burning heaters was carried out in the homes of 234 families, installing 487 Split wall units with inverter technology, a project framed in the “casa del recambio” program of the Ministry of the Environment.

With this replacement, the emission of polluting particles is reduced and energy efficiency is enhanced, with a direct impact on people's health.







## OUR 360-DEGREE VIEW

Our commitment to sustainable management and seeking to generate a recycling culture among our employees has driven us to maintain our recycling program despite the complications derived from the pandemic. A pilot project that has been running for two years in our corporate building in the city of Osorno, as a first approach and effort to raise awareness of the impacts of our activities on the environment.

The recycling plan has sought to improve our waste separation habits in order to recycle at least 50% of our daily waste. As a consequence of the pandemic, this pilot program was redesigned to be carried out in the homes of 50 workers, and during 2021 waste removal from homes continued.

### RESULTS OF THE RECYCLING PILOT PLAN IN OSORNO

RECYCLING PILOT PROJECT IN OSORNO	TOTAL 2019 (KG)	TOTAL 2020 (KG)	TOTAL 2021 (KG)
Paper	251.90	453.70	164.4
Cardboard	21.17	1,276.37	2,477.9
Plastic	18.10	381.83	697.0
Aluminum	0.00	109.10	178.6
Organic	45.05	1,457.37	2,314.7
Class	0	0	2,517.1
<b>TOTAL</b>	<b>336.22</b>	<b>3,678.37</b>	<b>8,349.62</b>

Another type of waste that underwent a recovery process during 2021 is the one called Non-Hazardous Industrial Wastes that are generated as a result of discards during the construction stages of projects, maintenance and/or improvement plans, or replacement of infrastructure, among

others. On the other hand, during 2021 we will manage 44.3 tons of electrical equipment associated with transformers, regulators, computers, and meters in disuse.

### NON-HAZARDOUS WASTE

### Kg\_2021

Concrete	1,867,601
Paint or impregnation free wood	63,571
Galvanized iron and steel	115,478
Aluminum	123,145
<b>TOTAL</b>	<b>2,169,795</b>



HAZARDOUS WASTE MANAGEMENT

For Grupo Saesa, managing hazardous waste implies being aware that we are facing a complex process in which all tools must be used to maximize the safety of its transportation and final disposal. These processes are regulated by the authority, through Executive Order No. 148/2003 that approved the Sanitary Regulations on the Management of Hazardous Waste of the Ministry of Health, which we always observe.

Since these are continuous and dynamic processes, to ensure the success of the management cycle, each process is declared online to the authority, which certifies through the Hazardous Waste Electronic Reporting and Tracking System (SIDREP).

The standardization of hazardous waste management processes is fundamental to maximize the safety of the operation. In this regard, procedures and instructions

have been designed in accordance with the regulations in force for their correct management. The first one describes the waste management as a consequence of the normal operation of the company’s generation, transmission and distribution facilities, also considering the maintenance programs, which always facilitates a controlled environment generation. The second specifies what to do when hazardous waste is the result of an accident or incident. In both situations, the management of storage, transportation and final disposal of the hazardous wastes is carried out in compliance with all the management standards associated with them.

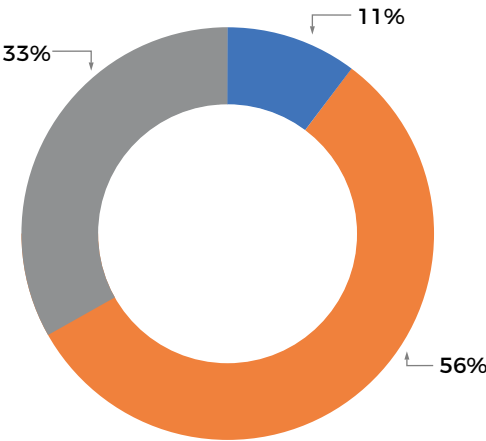
Grupo Saesa has three facilities authorized by the health authority to store waste for a maximum of six months before transporting it to final disposal.

HAZARDOUS WASTE GENERATION UNITS

PLANT OR UNIT	DISPOSAL METHOD	WEIGHT (KG) 2021
Coronel Hazardous Waste Deposit	Final disposal	31,570
Barro Blanco Hazardous Waste Deposit	Final disposal	169,430
Tehuelche Hazardous Waste Depot	Final disposal	100,630
TOTAL		301,630

HAZARDOUS WASTE BY POWER PLANT

TEHUELCHE CORONEL BARRO BLANCO





CORONEL_HAZARDOUS WASTE DEPOSIT (Kg)	31,570
HYDROCARBON-CONTAMINATED SOIL/GRAVEL	11,430
WATER CONTAMINATED WITH PETROLEUM OR OIL	3,580
CLEANING MATERIAL CONTAMINATED WITH HYDROCARBONS	1,090
WASTE OILS AND LUBRICANTS	13,140
OIL FILTERS	1,100
LEAD BATTERIES	650
AIR FILTERS	380
CONTAINERS CONTAMINATED WITH PAINT	200

BARRO_BLANCO_HAZARDOUS WASTE DEPOSIT (Kg)	169,430
PCB-FREE DISTRIBUTION TRANSFORMERS	35,000
CONTAMINATED WATER	11,900
LUBRICATING OIL	42,295
REFRIGERANT - CONTAMINATED SOLVENTS	2,430
USED FILTERS CONTAMINATED WITH HYDROCARBONS	8,470
HYDROCARBON-CONTAMINATED CLOTHS AND WIPES	5,440
CONTAMINATED OIL	11,440
BATTERIES	13,390
EARTH, GRAVEL CONTAMINATED WITH HYDROCARBONS	36,990
CONTAMINATED CLEANING MATERIAL	80
EMPTY CONTAINERS CONTAMINATED WITH HYDROCARBONS	200
FLUORESCENT TUBES	100
PCB-FREE DIELECTRIC OIL	1,600

TEHUELCHÉ_HAZARDOUS WASTE DEPOSIT (Kg)	100,630
CONTAMINATED CLEANING MATERIAL, WIPES	1,070
CONTAMINATED OIL	4,780
REFRIGERANT - CONTAMINATED SOLVENTS	11,050
CONTAMINATED WATER	16,020
LUBRICATING OIL	53,210
OIL FILTERS	200
AIR FILTERS	300
HYDROCARBON-CONTAMINATED SOIL	13,500

A low-angle, upward-looking photograph of a concrete bridge structure. The bridge's surface is rough and textured, with a large, dark shadow cast across the lower right portion. Above the bridge, several horizontal metal beams support a network of overhead power lines. These lines are held up by insulators, which are visible as vertical rods with multiple disc-like segments. The background is a clear, solid blue sky. The overall composition is dynamic, with strong geometric lines and a sense of height and scale.

# Section Six

ANNEXES







# Materiality Assessment

In preparing this report, a complete materiality assessment was carried out. Materiality is the process that seeks to define the relevant issues for an organization’s stakeholders, making it possible to identify the main economic, environmental and social effects and impacts of the company, as well as those that significantly influence the decisions of stakeholders.

Specifically, it is the threshold that determines the expectations that stakeholders have about the company and, consequently, are the priority aspects to be managed in strategy and/or sustainability reports.

With this process, Grupo Saesa presents the following material issues:

MATERIAL ISSUES
CLIMATE CHANGE STRATEGIES (INCLUDES: CARBON FOOTPRINT, EMISSIONS, WATER RESOURCE MANAGEMENT)
DECARBONIZATION AND TRANSITION TO RENEWABLE ENERGIES (including energy efficiency)
CUSTOMER RELATIONSHIP, SATISFACTION AND EXPERIENCE
OCCUPATIONAL HEALTH, SAFETY AND PREVENTION
WORK ENVIRONMENT AND EMPLOYEE BENEFITS
ETHICS, TRANSPARENCY AND ANTI-CORRUPTION
ENERGY ACCESSIBILITY IN OFF-GRID AND VULNERABLE TERRITORIES
CONTINUITY OF SERVICE, OUTAGES, REPLACEMENT AND BILLING
INNOVATION, DIGITALIZATION, AND USE OF TECHNOLOGIES
PROXIMITY, ENGAGEMENT, AND CONTRIBUTION TO THE COMMUNITIES
REGULATORY CHANGES AND SINGLE LINE OF BUSINESS (REGULATED AND NON-REGULATED BUSINESSES)
CLIMATE CONTROL ELECTRIFICATION

The survey was developed from the following sources:

- International outlook: through global sustainability standards.
- Stakeholder’s view: Both internal and external. Studies and surveys.
- View of the executive committee and key informants of the report.
- Industry Benchmark: Domestic and International.
- Internal Communication.





## GRI CONTENTS

INDICATOR GROUP	INDICATOR CODE	INDICATOR NAME	PAGE
GRI - ESSENTIAL INDICATORS (CORE)			
THE ORGANIZATION AND ITS REPORTING PRACTICES	GRI 2-1	Organizational details	2
	GRI 2-2	Entities included in the organization's sustainability reports	2
	GRI 2-3	Notification period, frequency and contact point	2
	GRI 2-4	Restatement of information	-
	GRI 2-5	External assurance	-
ACTIVITIES AND EMPLOYEES	GRI 2-6	Activities and employees	46-48
	GRI 2-7	Employees	46-48
	GRI 2-8	Non-employee workers	70-73
GOVERNANCE	GRI 2-9	Governance structure and composition	31
	GRI 2-10	Appointment and selection of the highest governance body	28
	GRI 2-11	Chairperson of the highest governing body	28
	GRI 2-12	Role of the highest governance body in overseeing impact management	28
	GRI 2-13	Delegation of responsibility for impact management	30
	GRI 2-14	Role of the highest governance body in sustainability reporting	28
	GRI 2-15	Conflict of interest	32-34
	GRI 2-16	Communication of critical concerns	50
	GRI 2-17	Collective knowledge of the highest governance body	28
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	GRI 2-20	Processes for determining compensation	56
	GRI 2-21	Total annual compensation ratio	58-60
STRATEGIES, POLICIES, AND PRACTICES	GRI 2-22	Sustainable Development Strategy Statement	36; 38-39
	GRI 2-23	Policy commitments	18-20
	GRI 2-24	Incorporation of political commitments	18-20
	GRI 2-25	Processes to remediate negative impacts	33-50
	GRI 2-26	Mechanisms for seeking advice and raising concerns	41-42
	GRI 2-27	Compliance with laws and regulations	33-34
	GRI 2-28	Member associations	41; 102
STAKEHOLDER ENGAGEMENT	GRI 2-29	Approach to stakeholder engagement	41
	GRI 2-30	Collective bargaining agreements	68
MATERIAL ISSUES	GRI 3-1	Process for determining material issues	118
	GRI 3-2	List of material topics	118
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MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	32-34
ANTI-CORRUPTION	205-3	Confirmed corruption cases and actions taken	32-33
MATERIAL ISSUE - CONTINUITY OF SERVICES - OUTAGES, REPLACEMENT AND BILLING			
MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	77
This material topic has no specific GRI Standard associated with it		MATERIAL ISSUE INFORMATION - CONTINUITY OF SERVICES - OUTAGES, REPLACEMENT AND INVOICING	



INDICATOR GROUP	INDICATOR CODE	INDICATOR NAME	PAGE
MATERIAL ISSUE - INNOVATION, DIGITALIZATION, AND USE OF TECHNOLOGIES			
MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	82-83
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MATERIAL ISSUE - ENERGY ACCESSIBILITY IN OFF-GRID AND VULNERABLE TERRITORIES			
MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	93-94
This material topic has no specific GRI Standard associated with it		MATERIAL ISSUE INFORMATION - ENERGY ACCESSIBILITY IN OFF-GRID AND VULNERABLE TERRITORIES	
MATERIAL TOPIC - OCCUPATIONAL HEALTH, SAFETY AND PREVENTION			
MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	50-52
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MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	86-89
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MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	110-115
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MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	76-78
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MATERIAL ISSUE - WORK ENVIRONMENT AND EMPLOYEE BENEFITS			
MATERIAL ISSUES	GRI 3-3	Explanation of the material topic and its Boundary	57-61
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MATERIAL ISSUE - REGULATORY CHANGES AND SINGLE LINE OF BUSINESS (REGULATED AND UNREGULATED BUSINESSES)			
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## SASB TABLE

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	Greenhouse gas (GHG) emissions associated with energy supplies	110
	Analysis of the long- and short-term strategy or plan for managing Scope 1 emissions, emission reduction targets and analysis of performance against these targets.	110
	1) Number of clients served in markets subject to renewable portfolio standards (RPS). 2) Percentage of compliance with the RPS target, for each market	76
Water management	Description of water management risks and analysis of strategies and practices to mitigate them	87 - 92 - 108 - 115
Energy affordability	Average retail electric rate for residential and commercial and industrial customers	86 a 95
	Typical monthly electricity bill for residential customers for 500 kWh and 1000 kWh of electricity supplied each month	86 a 95
	Number of residential customers disconnected for non-payment; percentage reconnected before 30 days	86 a 95
	Analysis of the effect of external factors on the affordability of electricity for customers, including the economic conditions of the service territory	86 a 95
Workforce health and safety	Total Recordable Incident Rate (TRIR) Fatality rate Near Miss Frequency Rate (NMFR)	46 a 51
End-use efficiency and demand	Percentage of electric utilities' revenues from tariff structures that are mismatched and contain a loss of revenue adjustment mechanism (LRAM).	76 a 80 - 83
	Percentage of electric load supplied with smart grid technology	76 a 80 - 83
	Customer electricity savings from efficiency measures, by market	76 a 80 - 83
Power grid resistance	Number of incidents of non-compliance with physical or cyber security standards or regulations	78 a 81
	System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), Customer Average Interruption Duration Index (CAIDI), which includes days on which severe events occur	78 a 81
Number of residential, commercial and industrial customers served		76
Total electricity supplied to residential customers, commercial customers, industrial customers, all other retail customers, and wholesale customers		76 al 83
Total electricity generated, percentage by main energy source, percentage in regulated markets		76 al 83





Inversiones  
Eléctricas del Sur  
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# Sustainability Report 2021

