Sustainability Report
Enel Chile
2018

enel

Sustainability Report Enel Chile 2018

Letter to our Stakeholders 04

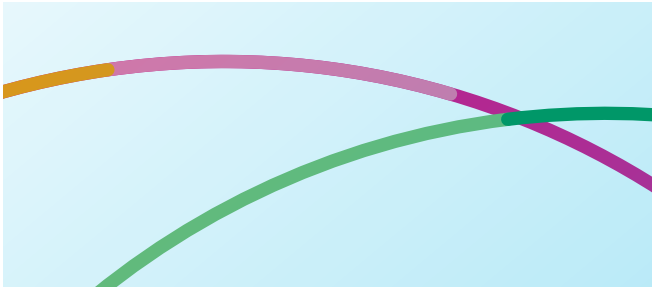
Long-term sustainable growth

07 Sustainability, along with innovation, drives inclusive growth

Sustainabile value created

63

A daily commitment to create value for all stakeholders)



Letter to our Stakeholders

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Our planet is experiencing deep transformations, which entail significant global challenges. Within this context, the role of energy is essential for both progress and growth, especially in terms of clean and affordable energy. As a leader in the industry Enel Chile is heading the energy transition, positioning itself as the main operator in renewable energies and promoting sustainable development for cities and communities. We designed a roadmap, aligned with the national energy and development agenda, working every day to shape the future for our country.

Our business model relies on the integration of sustainability within our strategy, allowing for a balanced management of our economic, social and environmental performance, and creating long-term value.

During 2018, we strengthened our commitment to the Sustainable Development Goals (SDG) of the United Nations, particularly those related to access to quality education (SDG 4), affordable and clean energy (SDG 7) and support to decent work and sustainable, inclusive economic growth (SDG 8). We also acquired two new commitments. First, our contribution towards innovation, sustainable industry and resilient infrastructure (SDG 9). Secondly, we have made a commitment to the development of sustainable cities and communities (SDG 11). These commitments drive and guide our work, but they would be unattainable without the efforts of our people who make everything possible at the Company. Their ambitions, expectations, enthusiasm and, above all, their curiosity, enable us to build relationships based on reliability and collaboration. Curiosity is the gateway to innovation in its key role as an enabler in the search for multiple points of view and opinions, allowing us to envision opportunities from a wide variety of perspectives.

With the purpose to lead the adaptation process driven by global tendencies that impulse the energy transition, and aligned with our commitment to combat climate change (SDG 13), we found the growth of our business on the inclusion of low carbon services and technology . The incorporation of Enel Green Power's assets, by which we added nearly 1.200 MW of non-conventional renewable capacity, is without doubt one of the main milestones of the year. The Company now provides more than 4.700 MW of renewable energy, amounting to 45% of the renewable matrix nationwide, positioning us as the first operator in renewable generation technologies. In accordance with the same strategic approach, we launched Enel X, a business line that aims to lead the change of paradigm in energy consumption, providing technological solutions that promote energy efficiency and the use of clean energy to residential, industrial and government clients. In November 2018, Enel X introduced 100 electric buses in Chile, making the country the second largest user of electric public transportation worldwide. At the same time, it made considerable investments in the development of infrastructure for the massification of electric mobility by implementing 220 charging points. Besides their contribution towards the SDGs, both milestones make a strong contribution to the national energy agenda, specifically to the commitments of the Chilean Energy Route 2018-2022, as promoted by the Ministry of Energy.

Additionally, during 2018 we progressed in the optimization of our assets, both in the generation as distribution business, investing in the digitalization and automation of our processes, and using innovation as the main factor for improvement of our operations. We digitalized our grids and automated our processes in order to ameliorate the quality, continuity and safety of power supply to our more than 1.9 million clients. We designed an improvement plan for the 2,105 Km² of our concession area by automation of processes, replacement of transmission lines and renewal of substation equipment. All of the former allowed us to achieve a total loss index of 5.0%.

We incorporated new technologies in our generation plants, made relevant progress in implementing tele control within operations, and transitioned from a preventive towards a predictive maintenance model, lowering thus maintenance costs and reducing technical failures in our operations. All of the above meant a direct improvement in the efficiency of our thermal power stations, increasing the flexibility of the national energy matrix and easing incorporation of renewable generation sources.

During 2018 we also strengthened our community relations, based on closeness, collaboration, and early involve-

ment in all of our projects. In addition to the alignment of our activities to the SDGs, we integrated the vulnerability map presented by the Chilean Country Commitment (Compromiso País), an initiative promoted by the Ministry of Social Development. Within this context, we directed our efforts towards access to basic utilities - water, energy and infrastructure - for the communities involved; educational programmes; and local economic development, with a strong focus on the regularisation of SMEs (Small and Medium Enterprises) and sustainable tourism.

We continued the implementation of our Human Rights policy, extending the due diligence begun in 2016 to all of our operations and business lines, in order to reinforce remediation plans and ensure better control over any possible risk of violation of fundamental rights of our stakeholders.

Largely, all of those achievements are due to the commitment of our collaborators, whether they are Enel employees or contractors. We focused the management of our personnel on the consolidation of a diverse and inclusive work environment that at the same time ensures proper balance between private life and work. We also continued to strengthen our safety culture to prevent any type of occupational accident.

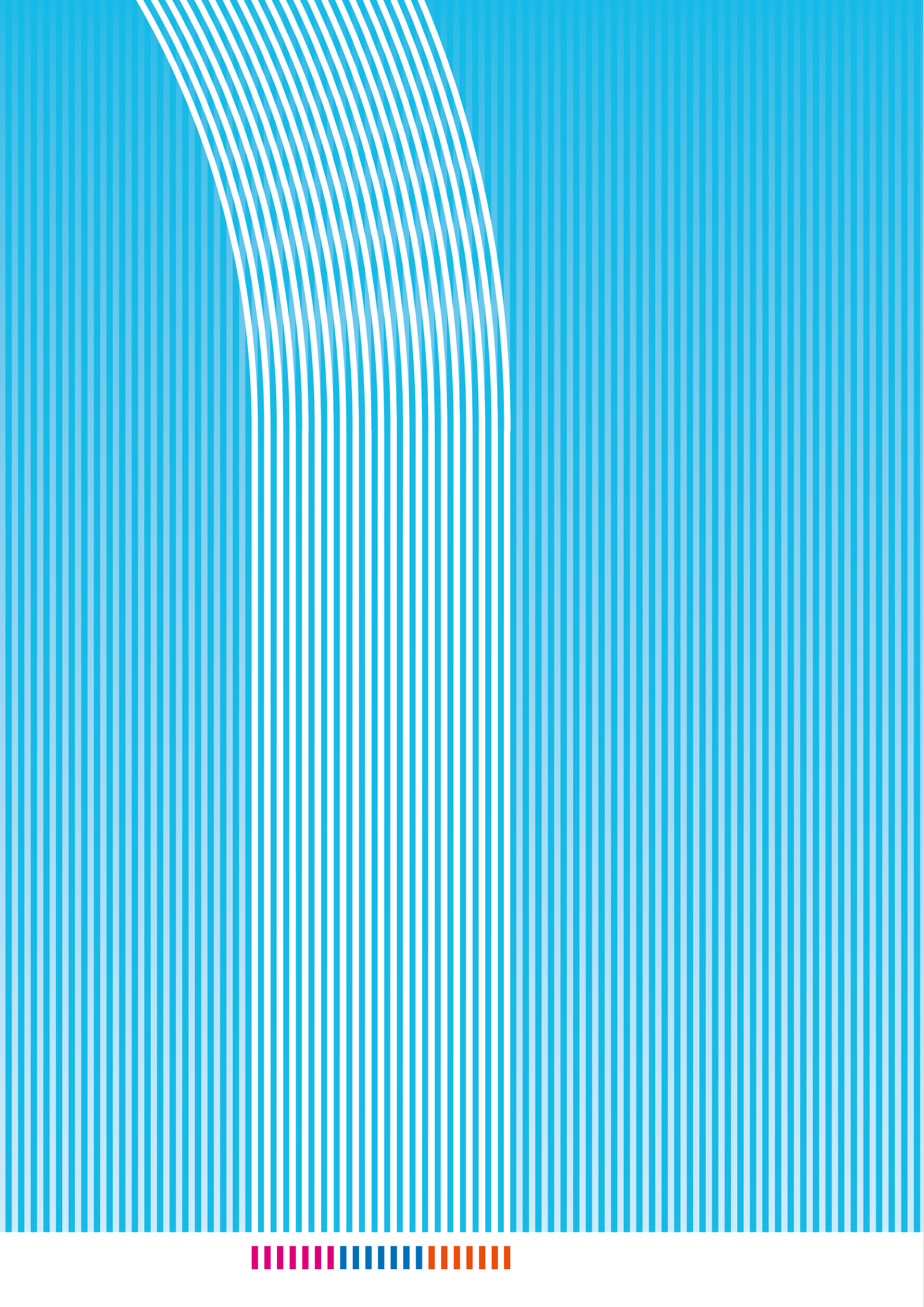
In 2018, we updated our Environment and Biodiversity Policies in order to secure our commitment with the conservation of natural resources and environmental management. Beyond compliance with environmental regulations, they encourage the search for innovating solutions for managing environmental externalities and promote the creation of shared value in territories where the Company has its operations. Our Integrated Management System, Life Cycle Analysis and Circular Economy tools help to minimise our environmental impact and make progress towards sustainable development.

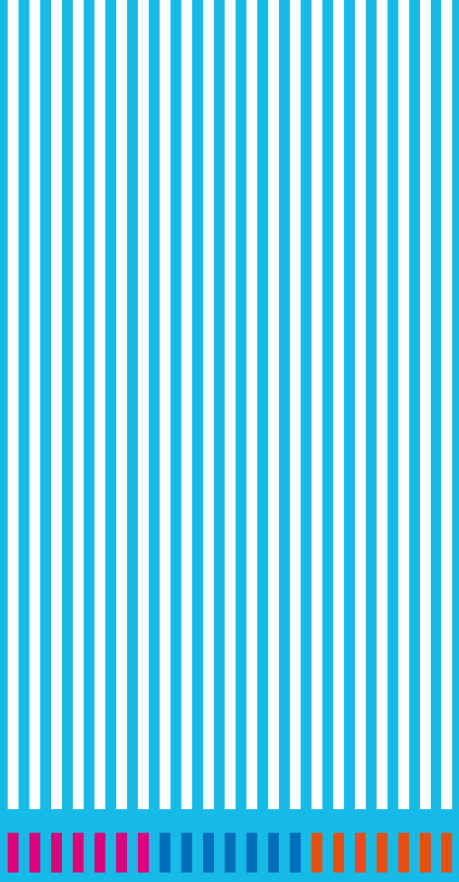
As part of our commitment with ethics and best governance practices, during 2018 Enel Chile certified its anti-bribery management system under the ISO 37.001 international standard, becoming the first company in the electric energy business to obtain this recognition. We also improved our internal and external compliance system, by constantly identifying risks and training our collaborators.

All of the above resulted in the incorporation of Enel Chile to the Dow Jones Sustainability Index and the FTSE4Good 2018. Both indexes awarded our performance in the social, environmental and corporate governance arenas, placing us in a leading position at the national and Latin American levels, as well among the global emerging markets.

Herman Chadwick Piñera
Chairman of the Board Enel Chile

Paolo Pallotti
Chief Executive Officer





01

Long Term Sustainable Growth

About Enel Chile

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Enel Chile is part of the Enel Group, which operates in the energy business in 35 countries and in all continents, supplying energy to more than 73 million final consumers, with a net installed capacity close to 89 GW.

Through Enel Generación and Enel Green Power Chile, Enel Chile has the largest installed capacity throughout the country, reaching 7.463 MW, which are obtained from the 130 units of the National Electric System (SEN). From those, 63% correspond to zero emission energy sources. During 2018, electricity production from Enel Generación and Enel Green Power reached 20,046 GWh, 70% of which was generated by renewable sources. Energy sales amounted to 24.369 GWh.

Likewise, thanks to Enel Distribución (Enel Distribución), Enel Chile is now one of the largest electricity distributors in the country, with 1,924,984 clients, operating more than 17 thousand kilometres of high, medium and low tension lines, with a concession area of more than 2,105 Km². During 2018, electric energy sales reached 16.782 GWh.

Launched in 2018, Enel X is the new brand name and global division of Enel SpA. In Chile, Enel X Chile seeks to develop, implement and commercialise products and services related to energy through four lines of business: e-City, e-Home, e-Industries, e-Mobility.

Merger with Enel Green Power Chile

With the objective of increasing and optimizing the offer of non-conventional renewable energies, during 2018 Enel Chile materialized the merger by acquisition of Enel Green Power Chile, which provides energy, in tune with the new needs of the market and society's expectations, boosting wind and solar projects all over the country.

2,457,161

Operational income (Millions Chilean Pesos)

891,355

Ebitda (Millions Chilean pesos)

2,062

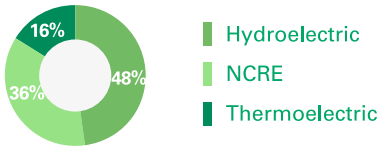
Number of employees (Enel Chile and subsidaries)

Generation

130

Number of power plants

7,463



Installed capacity (MW)

20,046

Generated electricity (gwh)

63%

Zero emissions energy

24,369

Energy sales (gwh)

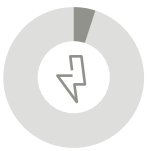
Distribution

16,782

Energy sales (gwh)

1,924,984

Number of clients



5.02%

Energy loss

17,309

Km of network (mt/bt)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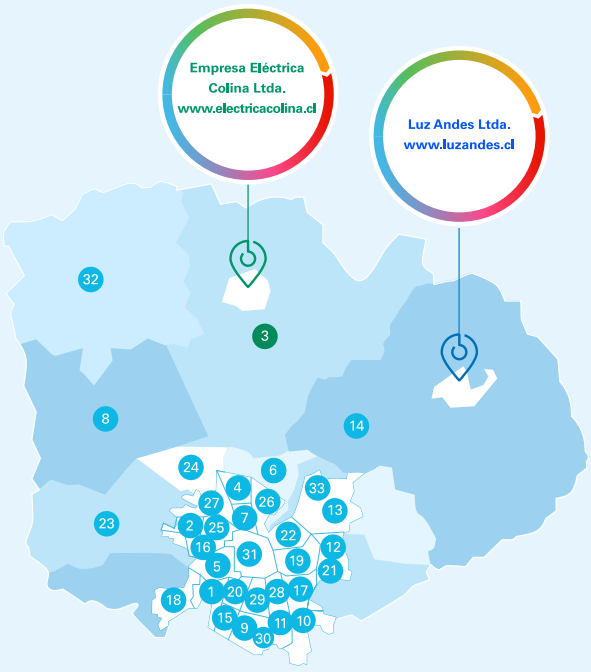
Concession Area

Area of Concession
Enel Distribución Chile



Communes pertaining to the area of concession	
1. Cerrillos	18. Maipú
2. Cerro Navia	19. Ñuñoa
3. Colina	20. Pedro Aguirre Cerda
4. Conchalí	21. Peñalolén
5. Estación Central	22. Providencia
6. Huechuraba	23. Pudahuel
7. Independencia	24. Quilicura
8. Lampa	25. Quinta Normal
9. La Cisterna	26. Recoleta
10. La Florida	27. Renca
11. La Granja	28. San Joaquín
12. La Reina	29. San Miguel
13. Las Condes	30. San Ramón
14. Lo Barnechea	31. Santiago
15. Lo Espejo	32. Til Til
16. Lo Prado	33. Vitacura
17. Macul	

Types of Customers

Regulated Customers

Customers whose connection power is lower than, or equal to 5,000 kW, and who are subject to price regulation according to the General Electric Service Law. They are divided into residential customers, the largest group in the concession area of Enel Distribución, and industrial customers.

Free Customers

Customers whose connection power is higher than 5,000 kW, and that, according to the Law, can negotiate the price of energy directly with Enel Distribución. Additionally, it they might obtain electricity by means of self-generation or by negotiating the supply power price directly with Enel Generación.

Additionally, Law 20.805 allows those customers with a connection higher than 500 kW to opt for any of the tariff regimes as long as they keep their option for a minimum of 4 years.

Enel Chile´s power plants

1. TARAPACA (GT & ST)
Units: 2
Unit 1: Coal
Unit 2: Oil and gas
Installed capacity: 178 MW

2. ATACAMA (GT)
Units: 6
Type: Oil and gas
Installed capacity: 732 MW

3. TALTAL (GT)
Units: 2
Type: Oil and gas
Installed capacity: 240 MW

4. DIEGO DE ALMAGRO (GT)
Units: 1
Type: Oil and gas
Installed capacity: 24 MW

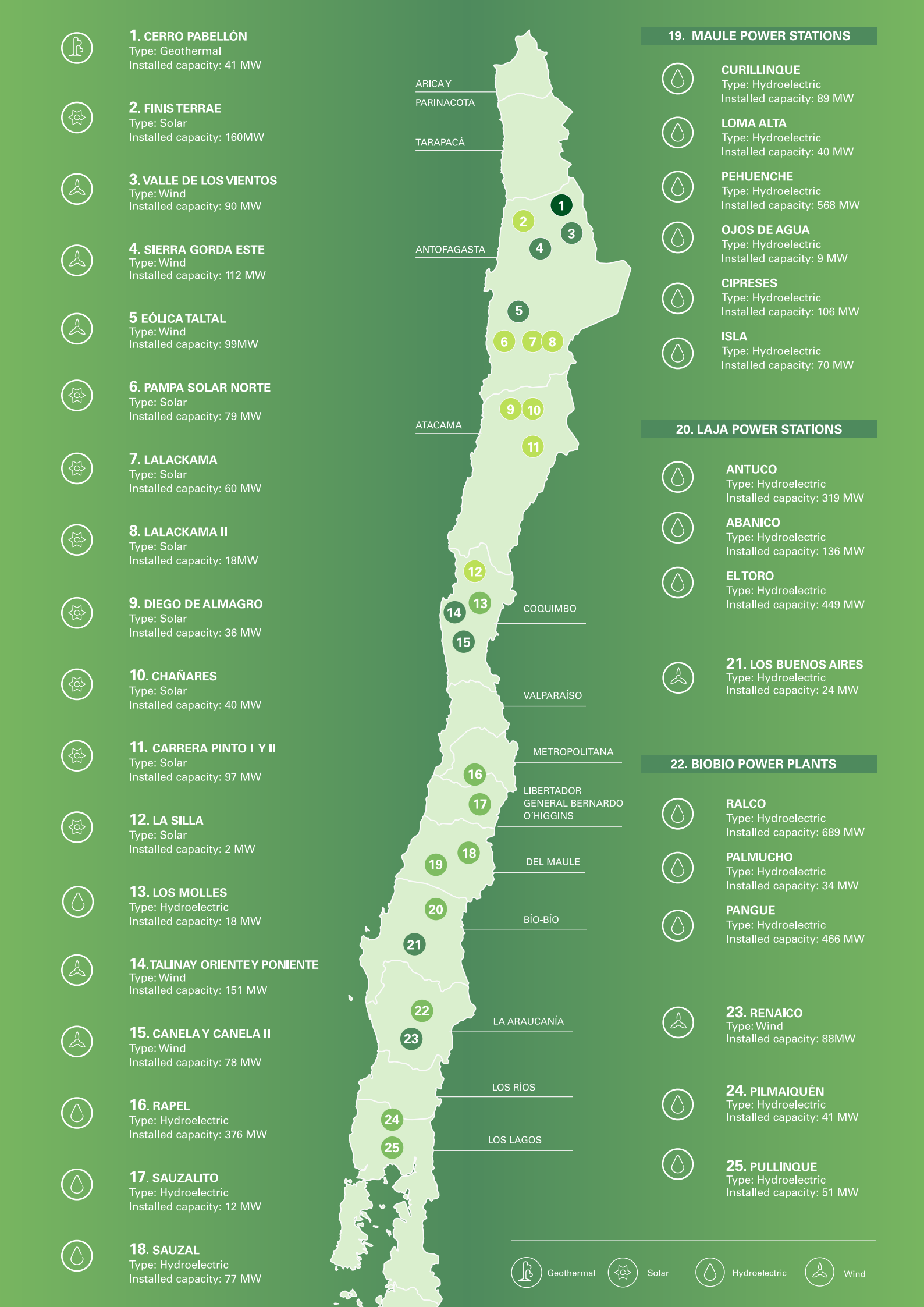
5. HUASCO (GT)
Units: 3
Type: Gas
Installed capacity: 64 MW

6. SAN ISIDRO AND SAN ISIDRO 2 (CC)
Units: 4
Type: Oil and gas
Installed capacity: 767 MW

7. QUINTERO (GT)
Units: 2
Type: Oil and gas
Installed capacity: 257 MW

8. BOCAMINA (ST)
Units: 2
Type: Coal
Installed capacity: 478 MW

- CC): Combined Cycle
- (ST): Steam Turbine
- (GT): Gas Turbine
- Units: 105
  Installed capacity: 6,351 MW


1. CERRO PABELLÓN
Type: Geothermal
Installed capacity: 41 MW
2. FINIS TERRAE
Type: Solar
Installed capacity: 160MW
3. VALLE DE LOS VIENTOS
Type: Wind
Installed capacity: 90 MW
4. SIERRA GORDA ESTE
Type: Wind
Installed capacity: 112 MW
5 EÓLICA TALTAL
Type: Wind
Installed capacity: 99MW
6. PAMPA SOLAR NORTE
Type: Solar
Installed capacity: 79 MW
7. LALACKAMA
Type: Solar
Installed capacity: 60 MW
8. LALACKAMA II
Type: Solar
Installed capacity: 18MW
9. DIEGO DE ALMAGRO
Type: Solar
Installed capacity: 36 MW
10. CHAÑARES
Type: Solar
Installed capacity: 40 MW
11. CARRERA PINTO I Y II
Type: Solar
Installed capacity: 97 MW
12. LA SILLA
Type: Solar
Installed capacity: 2 MW
13. LOS MOLLES
Type: Hydroelectric
Installed capacity: 18 MW
14. TALINAY ORIENTE Y PONIENTE
Type: Wind
Installed capacity: 151 MW
15. CANELA Y CANELA II
Type: Wind
Installed capacity: 78 MW
16. RAPEL
Type: Hydroelectric
Installed capacity: 376 MW
17. SAUZALITO
Type: Hydroelectric
Installed capacity: 12 MW
18. SAUZAL
Type: Hydroelectric
Installed capacity: 77 MW
ARICA Y PARINACOTA
TARAPACÁ
ANTOFAGASTA
ATACAMA
COQUIMBO
VALPARAÍSO
METROPOLITANA
LIBERTADOR GENERAL BERNARDO O´HIGGINS
DEL MAULE
BÍO-BÍO
LA ARAUCANÍA
LOS RÍOS
LOS LAGOS
19. MAULE POWER STATIONS
CURILLINQUE
Type: Hydroelectric
Installed capacity: 89 MW
LOMA ALTA
Type: Hydroelectric
Installed capacity: 40 MW
PEHUENCHE
Type: Hydroelectric
Installed capacity: 568 MW
OJOS DE AGUA
Type: Hydroelectric
Installed capacity: 9 MW
CIPRESES
Type: Hydroelectric
Installed capacity: 106 MW
ISLA
Type: Hydroelectric
Installed capacity: 70 MW
20. LAJA POWER STATIONS
ANTUCO
Type: Hydroelectric
Installed capacity: 319 MW
ABANICO
Type: Hydroelectric
Installed capacity: 136 MW
EL TORO
Type: Hydroelectric
Installed capacity: 449 MW
21. LOS BUENOS AIRES
Type: Hydroelectric
Installed capacity: 24 MW
22. BIOBIO POWER PLANTS
RALCO
Type: Hydroelectric
Installed capacity: 689 MW
PALMUCHO
Type: Hydroelectric
Installed capacity: 34 MW
PANGUE
Type: Hydroelectric
Installed capacity: 466 MW
23. RENAICO
Type: Wind
Installed capacity: 88MW
24. PILMAIQUÉN
Type: Hydroelectric
Installed capacity: 41 MW
25. PULLINQUE
Type: Hydroelectric
Installed capacity: 51 MW
Geothermal
Solar
Hydroelectric
Wind

Ownership Structure

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Italian society Enel SpA is the controlling shareholder of Enel Chile, with 61.93% of the Company´s shares. The remaining 38.07% is distributed among 6,302 shareholders.

In 2018, Enel Chile incorporated and began to operate the assets from Enel Green Power in Chile. The operation was approved in an Extraordinary Stakeholders Meeting in December 2017.

Further information regarding ownership structure can be found in the company´s 2018 annual report.

https://www.enel.cl/content/dam/enel-cl/en/investors/enel-chile/reports/annual-reports/2018/Enel-Chile-Annual-Report-2018.pdf

Governance Structure

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Enel Chile Board of Directors[1]

CHAIRMAN OF THE BOARD
Herman Chadwick P.
Lawyer
Pontificia Universidad Católica de Chile
Rut: 4.975.992-4
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Giulio Fazio
Attorney at Law
Universidad de los Estudios de Palermo
Passport: YA 4656507
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Salvatore Bernabei
Industrial Engineer
Università degli Studi di Roma "Tor Vergata"
Master's in Business Administration
Politécnico di Milano
Rut: 24.220.743-2
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Fernán Gazmuri P.
Business Engineer
Universidad Católica de Chile
Rut: 4.461.192-9
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Daniele Caprini
Bachelor's Degree in Economy
Università degli Studi di Siena
Master's in Business Administration
Università LUISS-Roma.
Passport: YA9188092
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Gerardo Jofré M.
Business Engineer
Pontificia Universidad Católica de Chile
Rut: 5.672.444-3
Member since 04.25.2018*
*Initially elected 04/28/2016

DIRECTOR
Pablo Cabrera G.
Lawyer and Diplomat
Pontificia Universidad Católica de Chile and Academia Diplomática Andrés Bello
Rut: 4.774.797-K
Member since 04.25.2018*
*Initially elected 04/28/2016

Other directors at Enel Chile in the last two years:

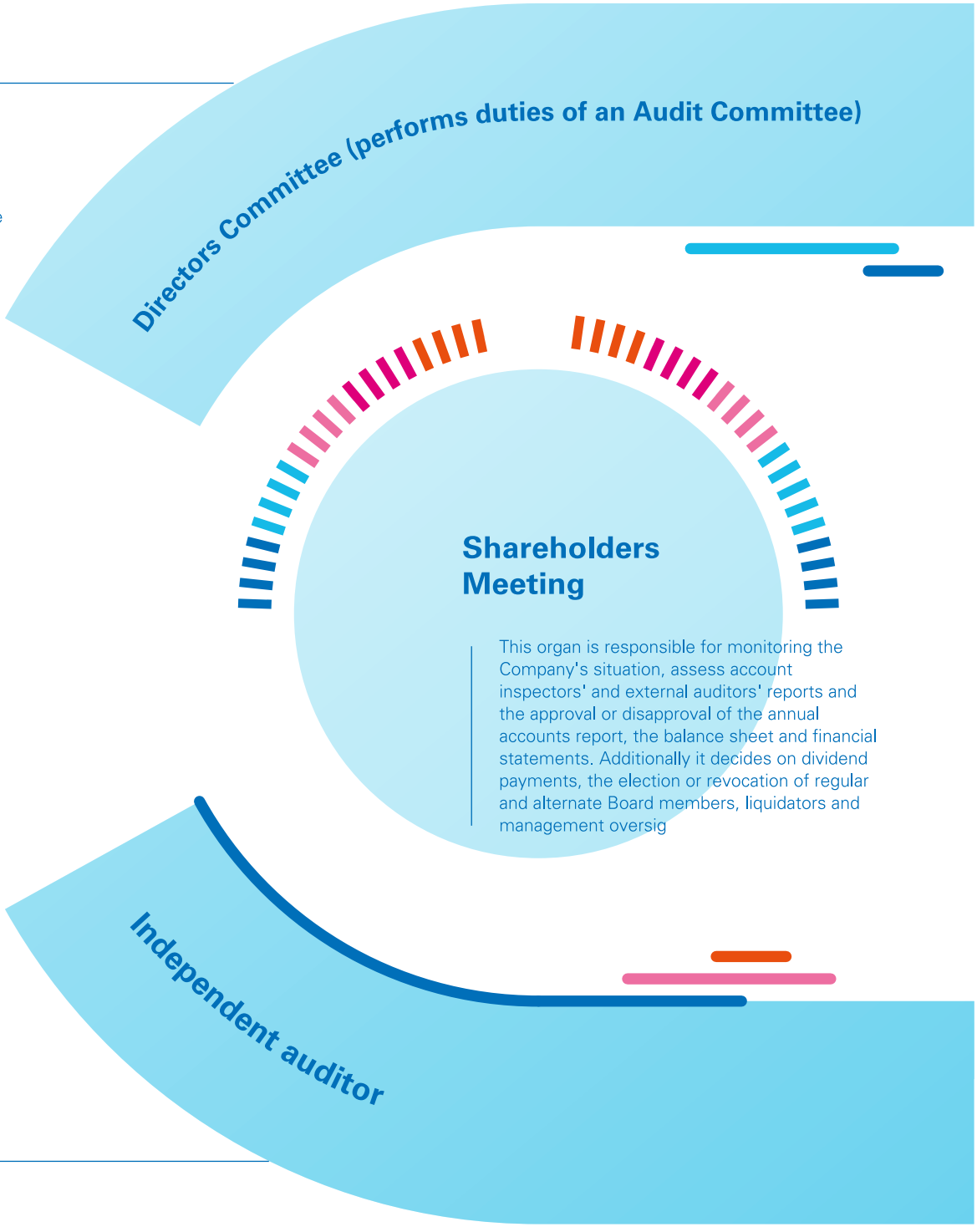
Vincenzo Ranieri
Bachelor's in business administration
Universidad de LUISS-Roma
Passport: YA 7616919
From 04.28.2016
Until: 02.28.2018

The Board of Directors is the principal body of corporate governance in Enel Chile. It comprises professionals with vast experience in the energy industry, whether as directors or executives, responsible for defining the Company's roadmap and its alignment to the interests of the Enel Group. The Board defines and approves the mission, corporate values, codes of conduct, business strategy and risk management policies of the Company.

1https://www.enel.cl/es/conoce-enel/directorio-enel-chile.html

The purpose of the corporate governance system is to create value for shareholders in the medium and long term, taking into account the social relevance of operations and the interests involved.

The Board of Directors is the highest body of corporate governance in Enel Américas. It is comprised of professionals expert in the electricity industry, who must define the company's road map in line with the interests of the Enel Group. The Board defines and approves the mission, corporate values, codes of conduct, business strategy and risk management.



In accordance with article 50-bis of Companies Law 18,046, Enel Chile SA. has a Directors Committee comprised of three members, the majority of whom must be independent. The Directors Committee has the authority and duties stipulated in mentioned article those delegated by the Board of Directors according to the Directors Committee Regulations.

The financial statements are audited by an external auditor, appointed by the Ordinary Shareholders' Meeting for each fiscal year. The audit company has to be enrolled in the registry of External Audit Companies kept by the Financial Market Commission, in accordance with the Law on Financial Markets.

Comité de Directores

Pablo Cabrera Gaete
Independent director

Gerardo Jofré Miranda
Independent director

Fernán Gazmuri Plaza
Independent director

Directorio

The Board is elected by the Shareholders Meeting and is responsible for the Company's administration. It is vested with all powers of administration and disposal that the law and bylaws do not reserve for the General Shareholders Meeting. The Board must be renewed entirely at the end of its term, which may not exceed 3 years. Directors may be re-elected indefinitely.

Hernán Chadwick Piñera
Chairman of the Board

Giulio Fazio
Director

Daniele Caprini
Director

Salvatore Bernabei
Director

The Board comprises seven members, elected by the Shareholders Meeting for a period of three years and open to re-election.

Information Procedures for Directors and Stakeholders

> **Induction Procedure for New Board Members:**
The purpose of the induction procedure is to communicate the mission, vision and strategic objectives of Enel Chile through meetings with the Chairman of the Board and the different corporate divisions of the Company. Each Director receives a copy of the Company's Human Rights Policy, Sustainability Reports, Code of Ethics, Zero Tolerance to Corruption Plan, and the Diversity Policy.

> **Continuous Training Procedure:**
Protocol designed specifically for the members of the Board, dealing with regulatory and organisational changes and other relevant issues, providing Directors with tools to strengthen the competences needed for the proper execution of their duties and the fulfilment of the Company's objectives.

> **Shareholder Information Procedure:**
Instance in which the Board defines terms and type of information to reveal to shareholders regarding candidates to the Board, such as their professional experience and profile, among other relevant information.

The Board appoints the Chief Executive Officer and top management, and is responsible for economic, environmental and social decisions, delegating some of its functions to the CEO. Therefore, the Company has a system to assign powers, validated by the Board, which defines competence levels according to the different subject matters to be treated.

The Board meets monthly to monitor Company results as reported by the CEO and the executive team. In every session, it assesses one relevant risk, according to an established schedule, until the annual analysis of the process and business risk maps is complete.

The Sustainability and Community Relations Manager reports on matters pertaining to the Sustainability Plan , while issues related to other interest groups are reported by other Management areas, such as Institutional Relations, Investor Relations and Communications, among others.

Finally, in order to improve its operations, every year an external and independent expert analyses and evaluates the management of the Board to detect areas for improvement.

According to the Company statutes and Law 18,046 on Public Companies, Board sessions as well as approval of Board decisions require a minimum attendance of at least the absolute majority of the Directors, being 57% of its members. The average attendance during 2018 reached 96%

Chairman
Herman Chadwick Piñera

Management

Chief Executive Officer
Paolo Pallotti (1)

Management, Finance and Control Officer
Marcelo De Jesús (2)

Planning and Control Officer
Claudia Navarrete Campos (5)

General Counsel
Domingo Valdés Prieto

Institutional Affairs Officer
Pedro Urzúa Frei

People and Organization Officer
Liliana Schnaidt Hagedorn (3)

Communications Officer
José Miranda Montecinos

Sustainability and Community Relations Officer
Antonella Pellegrini

Regulation Officer
Mónica de Martino

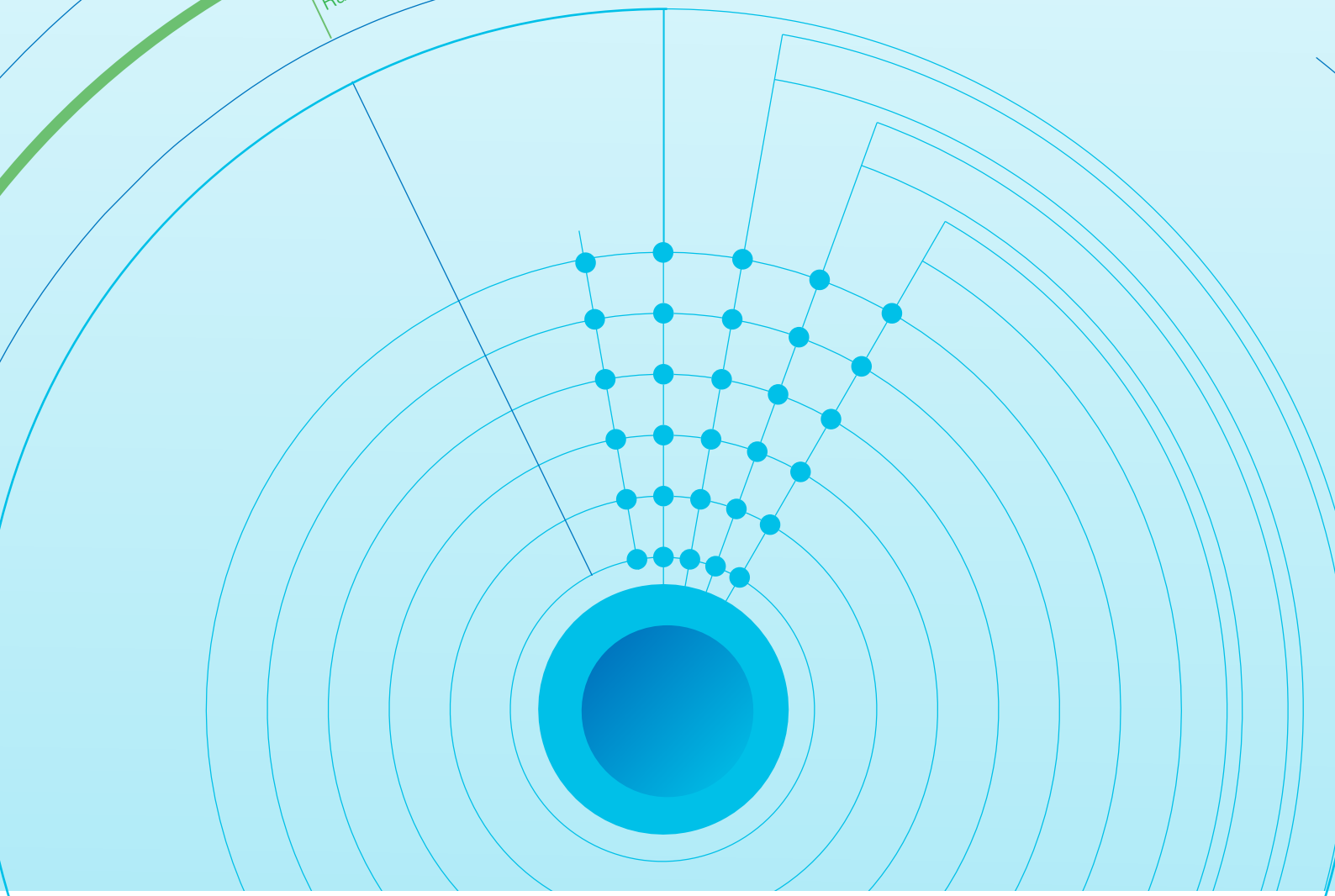
Digital Solutions Officer
Angel Barrios Romo

Services Officer
Alison Dunsmore Moreira

Safety Officer
Andrés Pinto Bontá

Procurement Officer
Juan José Bonilla Andrino (4)

Internal Audit Officer
Raffaele Cutrignelli



(1) Appointed on 10.01.18 replacing Nicola Cotugno
(2) Appointed on 11.01.18 replacing Raffaele Grandi
(3) Appointed on 02.01.2018 replacing Alain Rosolino
(4) Appointed on 01.01.2018 replacing Antonio Barreda Toledo
(5) Appointed on 08.01.2018 replacing Bruno Stella

Sustainable Business Model

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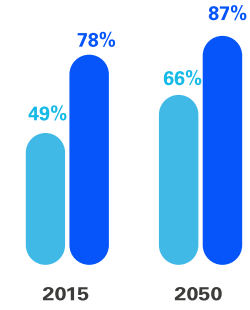
Enel directs its industrial plans towards a sustainable business model that enhances the links between the different business lines with the objective of finding market solutions that create value for the environment and society. The Enel model aims to create long term value, taking into account the accelerated pace of the current cultural, social and economic changes. In order to be a proactive player and to lead the energy industry, Enel embraces innovation and collaboration with other partners, considering the priorities of their stakeholders as fundamental inputs and turning societal needs into business opportunities.

The Group has designed a model that engages all five of its business lines with the goals of energy transition: Thermal Generation, Renewable Generation, Infrastructure and Networks, Enel X, and Retail.

Urbanization

By 2050, there will be 6.7 billion people living in cities, or 68% of the total population. therefore cities must be "smart" and "resilient."

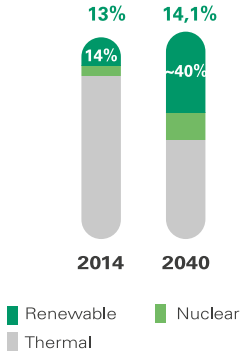
URBANIZATION RATE[1] (%)



Decarbonization

By 2040, renewable energy will make up around 40% of total energy production. Meeting the goals of the Paris Agreement means changing the sources of electricity production.

PRIMARY ENERGY MIX[2] (BN OF TONS)

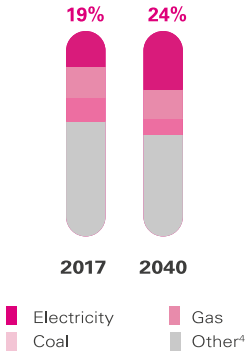


Access to energy

Electrification of consumption

By 2040, the weight of electricity in total energy consumption will rise from 19% to 24%. The drivers will be electrification of transportation and heat production.

% OF FINAL ENERGY DEMAND[3]



Increase in Demand

By 2040, world demand for electricity will rise by about 60%.

ELECTRICITY DEMAND[5] (000'S OF TWH)

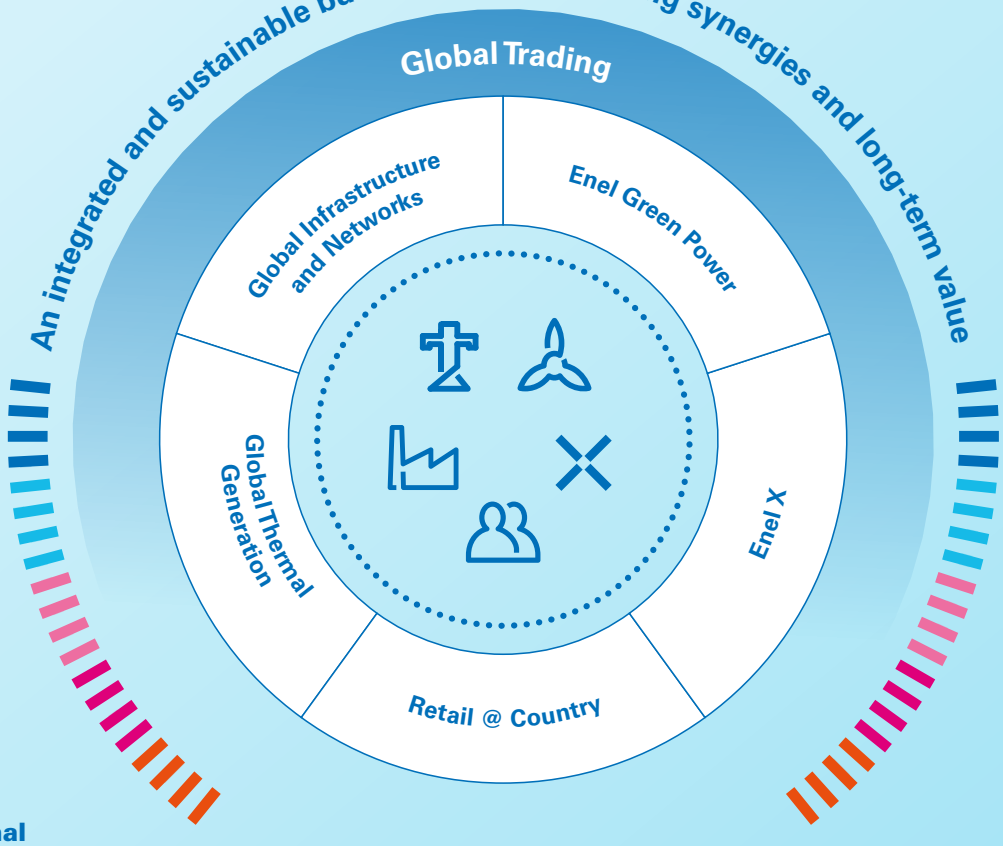
1. United Nations, World Urbanization Prospects, 2018 Revision.
2. IEA-IRENA Perspectives for the Energy Transition 2017.
3. IEA-WEA 2018 and IEA-IRENA 2018 – New Policies Scenario.
4. "Other" includes oil, heat, biomass and waste, and hydrogen.
5. Bloomberg New Energy Finance, New Energy Outlook 2017, June 2017

A SUSTAINABLE BUSINESS MODEL

Global Trading
Global portfolio optimization and integrated margin management.

Global Infrastructure and Networks
Digital infrastructure platform, operational excellence, distributed generation and quality of service.

Enel Green Power
Zero-emission generation growth engine and driver of social development through access to energy.

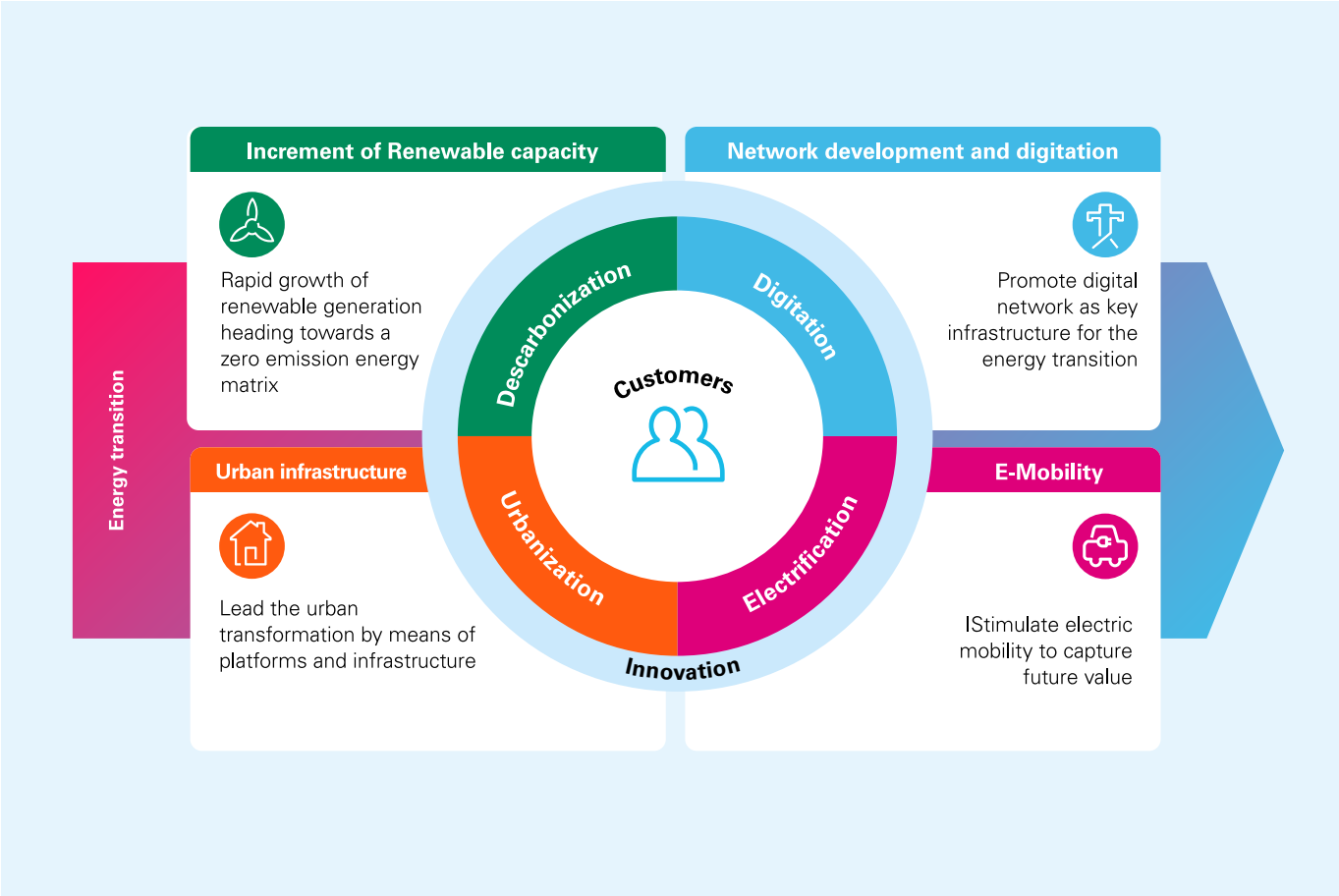


Global Thermal Generation
Key role in the low-carbon transition of the energy mix, optimization of assets through digitalization and responsible relations with communities.

Retail @ Country
Focus on the customer as energy user: promotion of responsible and conscious consumer-oriented products.

Enel X
Key role in energy transformation and focus on the customer as an actor in the development of new solutions in which energy becomes a service.

Each business line addresses the main global trends regarding the energy transition: decarbonization, urbanization, electrification of energy consumption and digitalization.



Enel Chile, via its Renewable and Thermal Generation business lines contributes to decarbonisation, by incrementing significantly renewable power generation in its energy mix, ensuring at the time its flexibility through the operation of efficient thermal power plants.

Simultaneously Enel X and Infrastructure and Networks seek to lead the urban transformation by developing resilient infrastructure, thus enabling the transition towards sustainable cities. Enel X commercializes products and services that promote new electric energy uses for businesses, cities and people. One of its main objectives is to foster electric mobility by providing the required infrastructure for its massification.

The digitalisation of assets is a determinant factor for a successful energy transition and for the development of smart networks that enhance communication between the energy distributor and its customers. It enables ameliorating service quality, optimizing operational processes and reducing response times. In terms of generation, the digitalisation of operations and maintenance increases the plants' efficiency, bringing more flexibility to the system, easing thus the incorporation of renewable energies.

Enel maximizes the potential of its business lines by boosting innovation, aiming to provide quality services to its clients, who are at the centre of the Company´s business.

The model described above leverages the business in generating environmental value by urban decontamination , increment of renewable power generation and conservancy of natural resources.

Commitment to Human Rights

412-1

In 2011, the United Nations published the "Guiding Principles on Business and Human Rights", encouraging companies to respect, protect and mitigate their impact on Human Rights within their spheres of influence.

The Enel Group committed to these principles, publishing its Human Rights Policy in 2013, applicable in every country where the Company operates, broadening thus the commitments previously acquired in its Code of Ethics, the Zero Tolerance to Corruption Plan and its Compliance Programme 231.

The policy refers to other international agreements, such as the UN International Bill of Human Rights; the fundamental Conventions of the International Labour Organization (ILO); the ILO Declaration on Fundamental Principles and Labour Rights; the United Nations Convention on the Rights of the Child; and the ILO-convention 169 on The Rights of Indigenous and Tribal Peoples.

Human Rights Policy

The Human Rights Policy of Enel addresses eight relevant Principles, within two main spheres:

- **Labour Practices:** Rejection of forced or mandatory labour and child labour; Respect for diversity and non-discrimination; Freedom of association and collective bargaining; Occupational safety and health; and the Right to fair and favourable working conditions.

- **Community Relations**: Respect for the rights of communities; Zero tolerance with corruption; and the right to privacy and communication.

Procedures for community relations reinforce the implementation of the policy by defining instructions and criteria for dialogue, negotiations and workshops with communities.

The Policy is extensible to internal and external collaborators of the Company, such as contractors and suppliers.

Any person, internal or external, may denounce to the Internal Audit Management or through the Ethics Channel a situation in which he/she believes that his/her fundamental rights are being violated, according to the principles stated in the Human Rights Policy,.

Due Diligence Process in Human Rights

Since 2016, in line with the UN guidelines and in accordance with its Human Rights Policy, Enel runs a Human Rights due diligence process throughout its entire value chain in order to identify potential risks of infringement and to establish a redress mechanism when indicated. This process includes tools developed at Group level and comprises five stages:

The process yielded following results:

- Corruption and environmental impact were qualified as "high priority risks", requiring companies to implement advanced monitoring systems.
- Diversity, rejection of child labour, mitigation of impact on local communities and improvement of health and safety practices were qualified as "risks to be controlled". In the case of Chile, impacts on local communities demand a special attention, while health and safety are considered critical.

In 2018 Enel developed a remediation plan to close the gaps identified in the due diligence process. The latter, encompasses a series of actions that take in consideration the requirements specified in the Guiding Principles of the UN.

Due Diligence in Enel Chile

Simultaneously, in 2016, Enel Chile began a Human Rights Due Diligence process at national level, within a scope of five territories: Maule, Laja and Biobío basins, Bocamina, and Distribution operations.

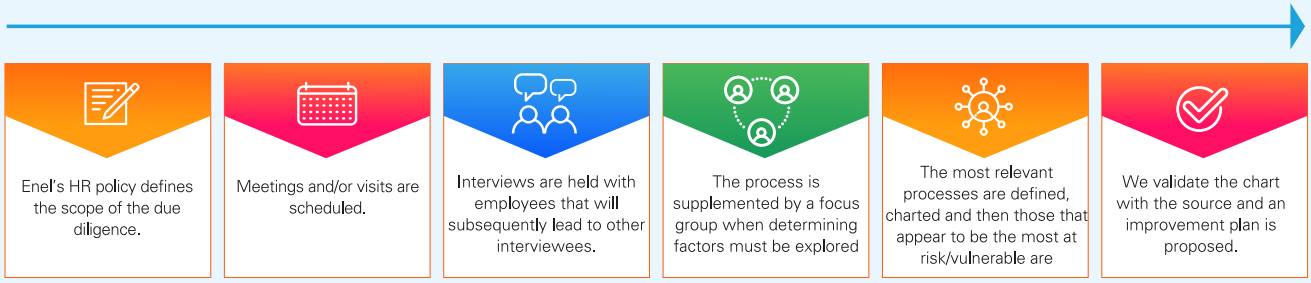
As a result, during 2017, the Company defined a mitigation plan applicable to more than 100 operations and sites (100% coverage). It contemplated 14 actions to be implemented between 2018 and 2019.

During 2018, a progress of 55% was achieved where the main activities developed were the induction on the Human Rights Policy in 36 power plants and the extension of the Due Diligence to all operations, both in generation and distribution. The Due Diligence will be repeated on a yearly basis.

Method

The Due Diligence process, was carried out by an external company with vast experience in Sustainability and Human Rights assessments. The method encompasses on site visits, in-depth interviews and the gathering of internal Company information. It is complemented with opinion polls from stakeholders, focus groups and interviews with community representatives, suppliers, contractors as well as other leaders relevant to the process.

After the gathered information is compiled and systemised, it is processed, and risk situations are related to relevant operational processes in order to timely develop the corresponding mitigation plans.



Participation in External Agencies

During 2018, Enel Chile took part in the Laboratory for Human Rights in the Extractive Sector, a programme launched by Acción Empresas, Consejo Minero and Asociación de Generadoras de Chile, and that seeks to strengthen the capability of companies to integrate Human Rights principles into their business strategy and management.

One of the tools applied was a self-assessment questionnaire that included the following aspects: Policy Based Commitment; Impact Assessment and Mitigation; Communication and Relations; Mechanisms for the Resolution of Conflicts and Mitigation.

The analysis highlighted two positive aspects of Enel's management of Human Rights in Chile:

- The process of identification and assessment of risks and impacts for the effective prevention, mitigation, or remediation in a transparent and participatory manner.
- Efficiency in conflict resolution mechanisms for collaborators, communities and suppliers.

Additionally, two focus groups were organized, one at the Bocamina plant, and another at the Corporate Headquarters, in which participated employees from the Company. Enel Chile also took part in a multi-actor group session that included one Union representative, one suppliers' representative, and one community representative.

All these activities provided inputs for a diagnosis of the progress made by Enel Chile in Human Rights, and a benchmark for the other participants of the laboratory.

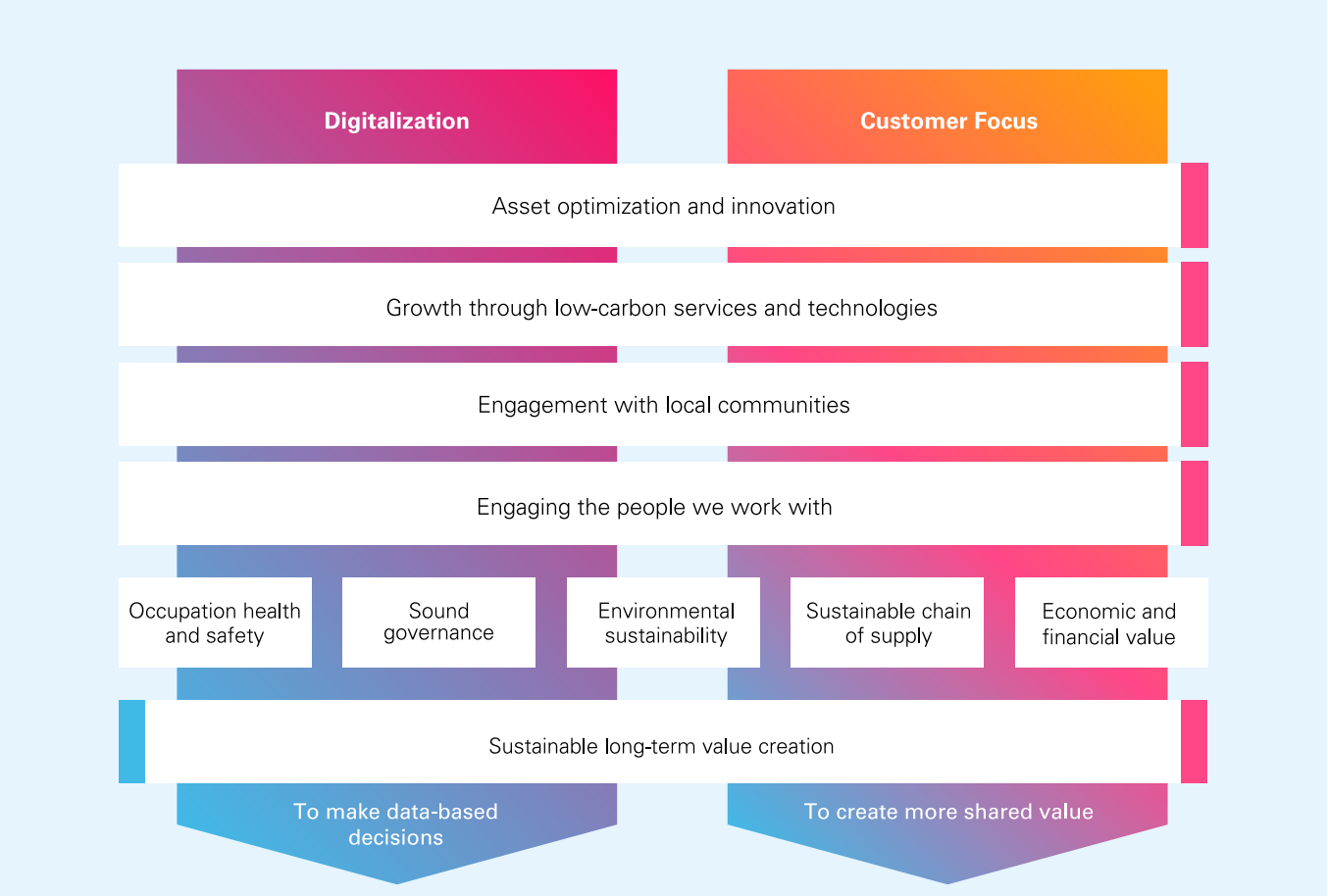
Integration of Sustainable Development Goals (SDG)

In 2015, the United Nations published the Sustainable Development Goals (SDG), inviting companies worldwide to undertake the challenges presented by sustainable development, such as poverty, gender equality, access to clean water and energy and climate change. The same year, the Enel Group announced its commitment to four goals: SDG 4 on quality education, SDG 7 on clean and affordable energy, SDG 8 on decent work and economic growth, and SDG 13 on climate change action. By the end of 2018, the Group made a commitment to two additional goals: SDG 9 on industry, innovation and infrastructure, and SDG 11 on sustainable cities and communities.

Goal	Objectives	Progress Enel Chile
 **Quality Education**	**Group: 2.5 million** beneficiaries between 2015 - 2030 **Enel Chile 2021:** Increment beneficiaries with **100,000** compared to 2015.	2015-2018 **39,000** beneficiaries accumulated since 2015 2015 **6,700** · 2016 **11,300** · 2017 **7,300** · 2018 **13,700**
 **Affordable clean energy**	**Group: 10 million** beneficiaries between 2015 - 2030 **Enel Chile 2021:** Increment beneficiaries with **75,000** compared to 2015	2015-2018 **170,100** beneficiaries accumulated since 2015 2015 **100,000** · 2016 **5,000** · 2017 **36,100** · 2018 **29,000**
 **Decent work and economic growth**	**Group: 8 million** beneficiaries between 2015 - 2030 **Enel Chile 2021:** Increment çbeneficiaries with **150,000** compared to 2016	2015-2018 **361,500** beneficiaries accumulated since 2015 2015 **85,400** · 2016 **211,900** · 2017 **33,500** · 2018 **30,700**
 **Industry, innovation and infrastructure**  **Sustainable cities and communities**	**Group goal for 2021: 46.9 million** smart meters, **455,000 charging points, 5.4 million** Euros investment in digitation (2019-2021)	**284** charging points 2018 **292,000** smart meters 2018
 **Climate action**	**Group:** Reduce CO2eq emissions to **230 g/kWheq** by 2030	**192 g/kWheq** of specific **CO2 emissions**

Sustainability Plan 2018-2020

The sustainability plan is the articulating axis of the business model of the Company. It integrates social, environmental and governance matters with industrial goals by incorporating tangible objectives and measurable goals into the its every day management, seeking to create long term value for the Company. The sustainability plan is based on the materiality analysis, considering the global and national contexts.



The 2018-2020 sustainability plan is structured on five pillars representing the foundations of the integrated sustainable model: occupational health and safety, solid governance, environmental sustainability, sustainable supply chain and the creation of financial and economic value. These pillars hold the strategic priorities of the Company: asset optimisation and innovation, growth through low carbon services and technologies, community engagement and employee involvement. The transversal enablers of both the pillars and the strategic priorities are a client centred approach and digitalisation.

2018 Milestones

JANUARY

SMA and Enel Generación Chile put into operation the system for the continuous monitoring of emissions

The Superintendency for Environment made relevant progress in the continuous monitoring of emissions by setting off a pilot project that enables the authority to count with real-time data on the emissions from thermal power plants. This initiative began to operate at Bocamina, and Enel Generación Chile took up the challenge of being the first energy generator to implement this system in the country.

FEBRUARY

Chile hosts the third round of the Formula E tournament in which Enel is an Official Power Partner

On February 3, and in partnership with Formula E, Enel acted as Official Power Partner in order to promote the technological development of electric infrastructure for this sports event.

Enel introduces Enel X Chile, its new division of innovating, sustainable and digital products and services.

Enel X was launched with the aim to open energy to new uses, new technologies and new services, based on a strategy centred on digitalisation, innovation and sustainability. Enel X is the new brand and global division from Enel. The Company offers innovating products and services through four new lines of business: e-City, e-Home, e-Industries, e-Mobility.

Fitch Ratings began to monitor Enel Chile S.A.

The assigned rating is "AA" in the local scale and with a stable outlook.

Women from Coronel travel to Italy to share their experiences in bioconstruction

Four women from the area of Cerro Obligado in Coronel were invited to present their experience in eco-construction at an International event of the Enel Group in Italy. The craftswomen, trained in eco-construction, nowadays have their own workshop, where they manufacture products using pallets and wood provided by Enel and other local industries. Letty Núñez, Claudia and Lorena Sandoval, and Elba Gutiérrez, told their stories and how their wish to do something for the community gave them the motivation to start a new sustainable enterpreneurship. The Eco-Furniture project is an initiative from Enel Generación in collaboration with the NGO Sembra.

MARCH

Enel Chile finishes the Elqui Plan after successful takeover of Enel Generación

Through a significant information reported to the Financial Market Commission , Enel Chile´s take over of Enel Generación was declared successful, Enel Chile holding actually 93,55% of Enel Generación´s shares. This gives the green-light to the corporate reorganization of Enel Green Power Latin América S.A. by way of merger by incorporation to Enel Chile.

Enel Chile honours 13 Chilean women for their outstanding contribution to the development of the country

Within the context of International Women's Day, Enel Chile held its twelfth version of Women's Energy Awards, (Energía de Mujer). Thirteen Chilean women were recognized for their remarkable work in a wide variety of areas, such as art, music and literature, public service, the environment, energy efficiency and sustainability, innovation and entrepreneurship, public discussion, community work, journalism, entertainment, social communication and sports.

Enel begins massive aerial inspection of 1,059 kilometres of its high and medium tension electrical network

A helicopter specially fitted with state-of-the-art technology flew over a total of 1,059 kilometres of the high and medium tension network, covering 33 communes in the Metropolitan Region. The objective of the inspection was to detect weak spots in the electrical system of Enel Distribución to anticipate and prevent potential supply cuts during winter.

Young students from Calama and the formula for innovation

Three students from Kamac Mayu Primary School, Calama, won the Play Energy Chile 2017 reward, an initiative from Enel Chile to promote knowledge of the world of energy. As a reward they were invited to the Formula E that took place in Punta del Este, Uruguay.

APRIL

Bocamina has one of the lowest levels of mercury in the world

Bocamina thermal power plant, located in Coronel, uses coal for its energy generation. The type of coal used possesses a high efficiency rate and its composition does not present relevant concentrations of mercury. Enel Generación Chile runs biannual mercury tests in the chimneys of both units at the plant. Mercury values are 100 times lower than the maximum accepted by international standards regarding coal plants. Regulations require 0,1 mg/Nm3 (milligrams per normal cubic metre), while emissions at Bocamina reach 0,0016 mg/Nm3.

MAY

Standard & Poor's maintains its international rating for Enel Chile S.A.

The assigned rating was "BBB+" with a stable outlook. This means "investment grade".

Moody's begins international classification for Enel Chile S.A.

The assigned rating was "Baa2" with a stable outlook.

Organisations in Coronel an environmental recovery programme

The so called "Programme for the Environmental Recovery of Coronel", establishes a clear road map, with concrete proposals to resolve environmental issues affecting neighboring communities of Bocamina. The document was elaborated by more than 40 organisations integrating the Recovery Council which includes public officers, community representatives and the business sector. For almost three years, Enel Generación Chile actively participated in the process, providing files related to the productive process of both Bocamina units, its proposed and executed environmental improvements, and its community projects.

Second stage of the water management programme in San Clemente and San Rafael

To Enel Generación Chile, collaborative actions to combat climate change and joint efforts to conserve and protect natural resources is a priority . Therefore, and in an alliance with the Research and Extension Centre for Irrigation and Agroclimatology -CITRA- from the University of Talca, the Company began a collaborative process for water conservation with Entre Ríos Farming High School, the communes of San Clemente and San Rafael, as well as all water communities. During 2018 they started the second stage of the water management plan, benefiting directly 250 farmers as well as agricultural professionals, young farmers and Agronomy students from the commune of San Clemente by improving the use of water.

JUNE

Enel Chile issues successfully its first bond in the United States

The Company issued its first American Bond for one billion dollars for a 10 year period and a coupon with a rate of 4,875%. The bond's purpose is to refinance much of a bridge loan taken in the context of the takeover bid for Enel Generación during the Elqui Plan. Demand for the bonus was 2.5 times higher than the invested amount.

Enel Chile receives the Impulsa Female Talent award in the Utilities category

The initiative is the result of an alliance between PwC Chile, Fundación ChileMujeres and PULSO. It awards companies from different industries that promote the presence of women in the workforce through high levels of hiring and equal pay. The criteria are based on publicly available data found in NCG 386, a document from the Financial Market Commission (CMF), dated from December 2017.

Control Management at Enel Chile obtains the Silver Award in the category of Best Legal Department - Latin America 2018

This recognition took place during the eleventh version of the International Legal Alliance Summit & Awards (ILASA 2018). The award acknowledges the best legal teams globally, in Latin America, North America and Europe.

Enel Chile maintains the risk classification given by the Feller Rate agency

This classification was first obtained in 2017 with an "AA" in the local scale with a stable outlook.

Enel Chile joins Blue Code Plan and equips corporate gym as a shelter

In order to cooperate with the Government in its campaign to protect the homeless from extreme climate conditions, Enel Chile offered its corporate gym to be used as a shelter during weather emergencies in winter.

Gas export to Argentina takes place for the third year in a row

A new operation to export natural gas from Chile to Argentina took place, after signing a framework agreement between both countries to establish the general conditions for the supply during winter for the next three years. Deliveries will be supplied by Enap, Enel Generación Chile and Aprovisionadora Global de Energía S.A. (AGESA, from CGE), and will be sent using the Electrogas and GasAndes pipelines. The latter connects the Metropolitan Region in Chile with the Province of Mendoza in Argentina through a 450 Km pipeline which crosses the Andes mountains.

Construction of the second dome at Bocamina

The southern dome of the Bocamina plant can store up to 140 thousand tons of coal. The second megastructure of the plan was added to the northern dome, built in 2017. This feat of thermal engineering and construction is a milestone at regional and national levels since it was built in a record of time and without any work accidents.

JULY

Enel Chile is given the Brand of the Year Award, National Tier 2018-2019

In a ceremony at the Plaza Hotel in New York, the Company received the Brand of the Year Award, National Tier, 2018-2019. This recognition is part of the World Branding Forum programme, which evaluates different brands in national, regional and global categories based on brand valuation, online polling, and consumer market research.

Cerro Pabellón plant in Chile recognized as the best Geothermal Project in the Geolac Awards 2018

The geothermal plant was recognized as the "Best Project" by GEOLAC. The GEOLAC award is organised by the Geothermal Congress for Latin America and the Caribbean. According to the jury, comprised by an advisory committee of industry leaders, one of the reasons that make Cerro Pabellón worthy of the award is the fact that it is the first geothermal energy plant in Chile and South America in a remote geographic location with the highest altitude in the world, and the commitment towards local communities to create job opportunities and providing electric energy to the nearby villages on a permanent basis.

The actions that define the new reality of Enel in Alto Biobío

In July, 17 people from the El Avellano community, at the heart of Alto Biobío, reached a milestone in the local economic and social development. These entrepreneurs were the first members of Cooperativa Agrícola El Avellano, a farming entity created to run a community project involving the processing and elaboration of products derived from Chilean hazelnuts;. Since 2015, the collaboration with the ten communities involved has been strengthened. These communities are from the communes of Santa Bárbara, Alto Biobío and Lonquimay, with a population close to 3,200 people.

AUGUST

Enel X launches "Green Parking", a parking lot with more than 20 charging points, and delivers a new fleet of electric vehicles to its workers

Putting in evidence the fact that electric mobility has become a reality In Chile, and that its massification is experiencing an important surge, Enel X delivered a new fleet of electric cars to Enel Chile employees and inaugurated a "Green Parking" with more than 20 charging points, providing the Company with the largest electric car recharge infrastructure in the country.

Fundación Huinay holds a reforestation day of native species in Hornopirén school

The institution, founded by Enel Generación Chile and Pontifical Catholic University of Valparaíso, donated and planted native trees at the Sagrada Familia School, in order to strenghten its relationship with the local communities and create consciousness about the importance of biodiversity conservation.

Enel X, the Municipality of Concepción and the Ministry of Transportation inaugurate the first electric bus route in the Biobío Region

Enel X inaugurated the first formal route for a 100% electric bus in the capital of the Biobío region. The bus provides a free sightseeing tour, showing the most important landmarks in Concepción. It is air-conditioned, and offers Wi-Fi and recharge points for mobile devices.

SEPTEMBER

The Board of Enel Chile appoints Paolo Pallotti as the new Chief Executive Officer of the Company

The Board of Enel Chile announced that Paolo Pallotti will step in as the new CEO of the Company starting on October 1. Paolo Pallotti holds a degree in Electronics Engineering from the Università Degli Studi di Ancona and joined the Enel Group in 1990. Before holding this position, he was the Administration, Finance and Control Manager for Enel Americas.

Enel Chile opens the largest control room of renewable energies in the country

Enel Chile opened the Renewables Control Room at its corporate building, from which all renewable generation energy plants of the Company are monitored and managed. It remotely operates a total of 4,7 GW of installed capacity, which makes it the largest control room in the country. It is also the only control room in South America to integrate four different technologies of renewable energy generation: hydroelectric, solar, wind and geothermal.

Enel Chile announces a change in the Administration, Finance and Control Management

The Board appointed Marcelo Antonio De Jesus to hold the position. He holds a degree in Business Administration from USCS - Universidad de São Caetano do Sul since 1993, an MBA (Master in Business Administration) from Fundación Dom Cabral. Before he was CFO and Director of Investor Relations at Eletropaulo.

Enel Chile confirms global leadership in sustainability through inclusion in the Dow Jones index

The Company was included for the first time in the Dow Jones Sustainability Emerging Markets Index, the Dow Jones Sustainability MILA Pacific Alliance Index and the Dow Jones Sustainability Chile Index. This ranking recognises the Company´s environmental, social and corporate governance performance.

Coronel entrepreneurs receive competitive funds

Collecting and processing algae, production of miner's bread, dried and smoked fish; artisanal fishing; local tourism and other activities that rescue the heritage of Coronel are some projects that won the Energy and Innovation Competitive Funds for Your Enterprise, promoted by Enel Generación Chile. The initiative, launched in conjunction with Association for Sustainable Self-development in Communities, Sembra, issued two calls for applications during 2018. The first one was intended to boost initiatives associated to new technologies, innovation, the environment and heritage, while the second aimed at initiatives involved in the rescue and support of local traditions in Coronel, thus strengthening its heritage and history. Thirty two initiatives were awarded funds amounting to $200 million.

OCTOBER

"Rural Electrification Toconce" wins the first place in the Good Practices contest organized by the Chilean Association of Energy Generators

In this first version, the contest aimes to promote best practices in electric energy generation and use. The participating companies had to demostrate their contribution to the Sustainable Development Goals both fom a quantitative as a qualitative perspective. The first place was awarded to a project implemented by Enel Chile in collaboration with Codelco, related to access to clean energy for isolated communities in Toconce. Toconce is an Atacama indigenous village, in Alto Loa, neighboring to Cerro Pabellón and deprived of energy access. The community comprises 90 households, which now are provided with electricity generated by a solar grid.

Enel Generación Chile obtains the National Environmental Award Recyclápolis 2018

The Recyclápolis Foundation awarded Enel Generación Chile with the National Environmental Award 2018 for its implementation of a Water Management Programme in the Maule basin. The project demostrates that the use of efficient irrigation techniques can save up to 40% of water consumption, improving at the time the agricultural production. Started in 2015, it promotes the use of irrigation water optimisation technologies to local farmers and water communities.

NOVEMBER

Enel Chile receives recognition from Ranking Imad- Companies 2018 for the presence of women in top positions in the Company

This initiative launched by Mujeres Empresarias, in association with the Direction for Social Studies of the Pontifical Catholic University (DESUC) aims to monitor the goal setting and progress made in female participation and promotion at executive and board level within the most relevant companies in the country.

Paposo lights local areas with an Enel programme in collaboration with NGO Litro de Luz

Since November, Caleta Paposo, in the Antofagasta Region, received the first beams of light coming from recently installed light posts in the area. These were the first sustainable posts made by the community itself, in a joint project with Enel Generación Chile and Litro de Luz. The initiative brings street lighting to sectors that were in the dark until then.

Enel Chile joins Teletón in its 40th anniversary

For the first time in its history, Enel Chile was an official sponsor of Teletón in its 40th anniversary. Using the slogan "Enel, the energy of Teletón", it not only made a contribution as a company, but also created a space of motivation and pride for its workers, who, in a committed, proactive and responsible manner devised several activities to join the efforts of this charity.

Tourism with a Pehuenche seal in Alto Biobío

Close to six thousand tourists travel every season to enjoy the landscapes, culture and history of Camping Laguna El Barco, located 70 km from Villa Ralco, in the Biobío basin. More than fifteen years after its creation, the camping offers visitors the opportunity to connect with nature and enjoy the reservoir of the Ralco hydroelectric plant. The community at El Barco is in charge of the administration and management of the camping. An ongoing collaboration with Enel Generación Chile has provided support to the development of an improvement programme for the camping facilities and the offering of better quality services.

DECEMBER

Enel Chile confirms presence in FTSE4GOOD

The Company confirmed its presence in the FTSE4Good Index Series, in the Emerging Markets Index and Latin America Index,. Developed by the global indexes company FTSE Russell, and property of the London Stock Exchange Group, FTSE4Good is a series of indexes conceived to measure the performance of companies that are outstanding in their environmental, social, and corporate governance practices.

Enel X, Metbus and BYD introduce the first fleet of 100 electric buses to the public transportation system in Santiago

This is the second largest fleet in the world at city level, and the first one in Latin America. After its introduction, the first electroterminal was opened to store the 100 electric buses. The fleet has been integrated into the public transportation system in Santiago after being purchased by Enel X and handed over to Metbus, under an operational leasing agreement.

Youngsters from Coronel paint the largest mural in Chile, on the façade of Bocamina

Coronel locals chose a pallet of blues, greens, oranges and reds for the mural that is being painted on the facade of the Bocamina power plant in Coronel. A gray cement canvas measuring 2,800 square meters is now beginning to acquire lights and colors associated with the history and culture of this mining community. This is part of the company's community commitment to beautify the sector. Enel Generación Chile set up 12 focus groups that included children from age 7 to adults above age 80, to decide on the subject matters and content of the mural.

SMA and Enel Generación Chile initiate the second stage of the continuous emissions monitoring system

As part of its commitment towards transparency, Enel Generación Chile successfully connected the continuous emissions monitoring system of the second Bocamina unit to the Environmental Commission (SMA), which allows to transmit raw data in real time. Enel volunteered to install this system, part of the same project implemented in the first unit at the Coronel Plant. It is the first generating company in the country to successfully implement a system of this kind. This monitoring model goes beyond legal requirements, and was originally launched in January of this year in the presence of the regulatory authority.

ISO37001 Certification - Anti-bribery System for Enel Chile and Enel Generación Chile

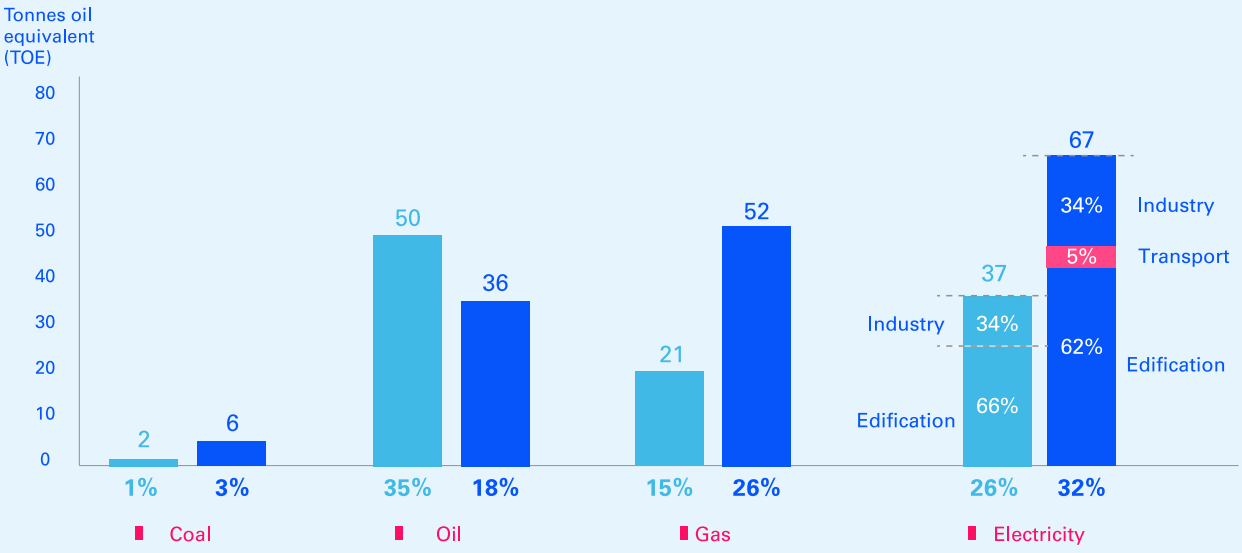
Enel Chile and Enel Generación Chile implemented its anti-bribery management system according to the ISO 37.001, aligned with best international practices and ratifying thus the Company's commitment towards transparency. During the last quarter of the year , the Management System was audited by a third party and in December 2018 recommendation to certify the system was issued.

Sustainability Context and the Energy Industry

102-15 205-1

Demographic growth and urbanisation are creating a lasting change in the life habits of society. It is estimated that by 2050, close to 68%[2] of the world population will live in urban areas. This poses new challenges, such as urban planning and management to create cities that are safer, more inclusive, resilient and sustainable. The National Survey on the Environment[3], published by the Ministry of the Environment, demonstrates that lately there has been more consciousness and concern for socio-environmental issues, triggering essential changes in society. The appearance of models that revolutionise the way in which people satisfy their needs, whether in transportation, housing, energy or finance, is mainly caused by this new reality. The role of the energy sector is key to urban transformation and the challenge rests on being capable of handling these changes to help develop sustainable cities.

According to World Energy Outlook 2018, final consumption of electric energy in Latin America would grow by 67 million tonnes of oil equivalent for the 2017 – 2040 period, with an increase of 81% compared to the one recorded for the 2000-2017 period. This expected growth would apparently present the following distribution, 62% from buildings (vs 66% from the previous period), 33% from industry (vs. 34% from the previous period), and finally the emerging transportation consumption, which accounts for 5% of these projections.



Energy consumption will raise globally, with a relevant increment in electricty demand.

Fuente: IEA – World Energy Outlook 2018, New Policies Scenario

2000 - 2017
2017 - 2040

2 United Nations, World Urbanization Prospects, Revision 2018
3 Direction of Social Studies (DESUC), Sociology Institute, Catholic University (ISUC),National Survey of the Environment 2018

The increase in greenhouse gas emissions, which have reached unprecedented levels, and the growing scarcity of natural resources make a deep impact in society and the economy. Here, the contribution of the energy industry is key to achieve the objectives and commitments from the Paris Agreement Paris4, celebrated during COP 21. The challenge for the company is to lead the technology change, adding environmental and social sustainability criteria in the development of its products and services.

Social progress made throughout the past thirty years is undeniable. The Human Development Report elaborated by the United Nations Development Programme (UNDP)[4] reflects an increase of nearly 20% in the Human Capital Index between 1990 and 2017. However, inequality and inclusion continue to be the main challenges the country faces. To have prosperity, the world requires to redirect the relationships between civil society, governments and businesses. The Sustainable Development Goals of the United Nations present 17 global challenges to be overcome and guidelines for collaboration among the players involved.

4 https://unfccc.int/sites/default/files/spanish_paris_agreement.pdf
5 United Nations Development Programme (UNDP),Indexes and indicators for human development: statistical update, 2018

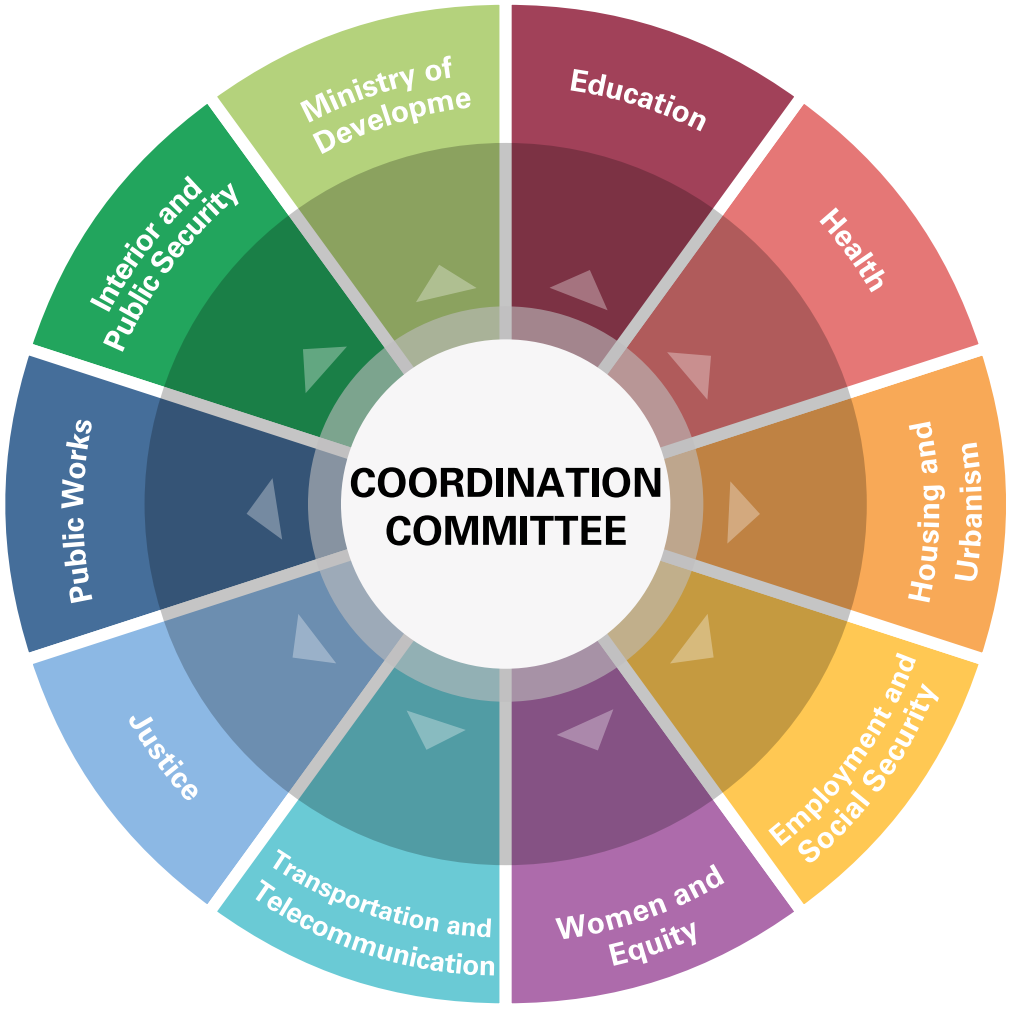
National Context - Chile

Although macro-tendencies are present all over the world, at the local level they take different shapes and roads based on the decisions and strategies adopted by each country. In Chile, issues such as poverty, regional inequality and the energy transition have filled the public agenda and new initiatives are being promoted in each one of them.

National agreement (Compromiso País)[6]

In order to achieve sustainable development, it is necessary to create equal opportunities for all Chileans. However, 20% of the population currently lives in multidimensional poverty conditions, including aspects like education, health, social security, housing, and the environment.

The Ministry of Social Development created a Vulnerability Map in which it identified and prioritised sixteen vulnerable groups. In a joint effort with them, the private and public sectors, academy and civil society will seek for solutions to their basic needs.



6 http://www.compromisopais.cl/

Regional Inequality in Chile – PNUD[7]

At national level, one of the essential issues for the fulfilment of the 2030 agenda for Sustainable Development[8] is related to regional inequalities. National Commitment analyses three priority aspects, which are income, health, and education.

Although in the last decades there was some progress in terms of coverage of basic services, several interregional gaps remain, such as low pay (related to economic vulnerability of households), access to health care (human and infrastructure) and inequity in the quality of education, among others.

Territorial inequalities relate to other variables such as gender and ethnicity. At the regional level, the prevalence of low pay is higher among women, with the gap widening in regions with a higher concentration of income. Additionally, individuals belonging to indigenous peoples face even higher levels of poverty and a precarious educational level. Since these populations are concentrated in certain regions of the country, these deficits acquire a decidedly territorial character.

Because of all of these reasons, National Commitment objectives include increasing access to health services, improving the quality and variety of regional educational offer and strengthening public investment.

Energy poverty is regarded as one of the most important challenges in the global energy agenda because access to safe and continuous energy conditions human development at both social and economic levels. There is no definitive consensus about the meaning of the concept til today. It is necessary to define and measure energy poverty in order to engage in the appropriate actions that will tackle the issue.

Energy Poverty

In its National Energy Policy 2050, Chile established guidelines defining the concept of energy poverty and generating a way to measure it in order to establish policies to address its reduction.

It was determined that energy poverty is a multidimensional phenomenon covering several aspects.

Energy Poverty: An analysis of international experiences and lessons for Chile - UNPD[9]

1. Energy poverty is not only about access to electricity, although it is dependent upon the availability of an energy source (whether from connection to a system or direct generation).	**2.** Qualitative elements, such as quality, safety and continuity, define the level of energy poverty to a large extent.
3. The cost of electricity, gas, or the necessary technologies for the generation of energy, condition its use and availability.	**4.** The phenomenon is directly related with income levels, because energy is an important item in family expenses and budgets.
5. It is related to the habitability of the houses and buildings where people live. Quality, energy efficiency of its materials, construction, ventilation, appliances and regulations have an impact on its habitability.	**6.** People, as consumers and energy users, have an important role defining how to use energy. The decisions they make in this regard depend on their knowledge and education, as well as their awareness in respect to the effects of their decisions.
7. It makes an impact on family health, especially women and children.	**8.** It makes an impact on the environment, including air quality, resource depletion and degradation of the surroundings.

7 UNPD (2018). Desigualdad regional en Chile. Ingresos, salud y educación en perspectiva territorial. Santiago de Chile, Programa de las Naciones Unidas para el Desarrollo

8 http://www.chileagenda2030.gob.cl/agenda-2030/sobre-la-agenda

9 PNUD (2018): Pobreza energética: análisis de experiencias internacionales y aprendizajes para Chile. Santiago de Chile, Programa de las Naciones Unidas para el Desarrollo

Energy Roadmap 2018-2022

A strategic, long term view is relevant for the energy sector, currently in a process of transformation which is essential for sustainable development in Chile.

The Energy Roadmap[10], published by the Ministry of Energy, aims to define the path and priorities in the matter, including participation and dialogue with different actors from all over the country. It is a tool that establishes clear objectives, actions and goals that will shape the navigational chart for the following years. Some of the most important challenges are the modification of the Electric Distribution Law, the promotion of self-generation, and citizen participation in energy projects.

CHILEAN MINISTRY OF ENERGY´S 10 UNDERTAKINGS

1. Preparation of a map of the country's energy vulnerability, identifying families that do not have electricity and other energy services, with a view to narrowing the gaps that exist.

2. Modernization of the energy institutional framework in order to increase government effectiveness and provide citizens with a better service, including particularly the Superintendency of Electricity and Fuels and the Chilean Nuclear Energy Commission.

3. 25% reduction in the time required to obtain an environmental permit for projects developed under the Plan + Energy, as compared to the time taken over the past four years. Nuclear Energy Commission.

4. A fourfold increase in the current capacity of renewable small-scale distributed generation (less than 300 kW) by 2022.

5. At least a tenfold increase in the number of electric vehicles in use in Chile.

6. Modernization of the regulation of electricity distribution through a participatory process in order to capture the new realities of the energy sector and facilitate their implementation in an efficient and competitive manner.

7. Modernization of the regulation of electricity distribution through a participatory process in order to capture the new realities of the energy sector and facilitate their implementation in an efficient and competitive manner.

8. Establishment of a regulatory framework for energy efficiency that provides the necessary incentives to promote the efficient use of energy in sectors with the highest consumption (manufacturing, mining, transport and building) and to create a true energy culture in the country.

9. Launch of the process of decarbonization of the energy matrix by drawing up a calendar for the withdrawal or reconversion of coal-fired plants and introducing concrete measures as regards electromobility.

10.Training of 6,000 operators, technicians and professionals, developing skills for the management and sustainable use of energy in the electricity, fuel and renewable energy sectors, and the certification of at least 3,000.

10 http://www.energia.gob.cl/rutaenergetica2018-2022.pdf


Energy Roadmap 2018-2022 - 10 mega undertakings
Energy vulnerability map
Modernize energy institutions
Reduce time required for environmental permitting in 25%
Quadruple distributed generation capacity compared to date
Tenfold increase in number of electric vehicles
Modernize power distribution regulation
Regulate solid biofuels
Regulatory framework for energy efficiency
Energy mix descarbonization process
Train technicians and professionals in sustainable energy use
SUSTAINABLE DEVELOPMENT GOALS
1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
17 PARTNERSHIPS FOR THE GOALS
COORDINATION COMMITTEE
Education
Health
Housing and Urbanism
Employment and Social Security
Women and Equity
Transportation and Telecommunication
Justice
Public Works
Interior and Public Security
Ministry of Developme

Setting priorities

Materiality Analysis

102-44 102-46 103-1

This report considers the relevance of material aspects defined by Enel and its stakeholders according to the standard guidelines of the Global Reporting Initiative for the elaboration of sustainability reports.

In the course of the first semester of each year, the Enel Group compiles data on a global scale using an online platform specifically designed to store and analyse information by country and company. This preliminary analysis is complemented during the second semester with the prioritisation given by the stakeholders to the different issues and subtopics within the strategy of the Company.

Primary and secondary information sources, including interviews and press analyses, are used in order to achieve this part of the process.

Identification Process for Priority Issues

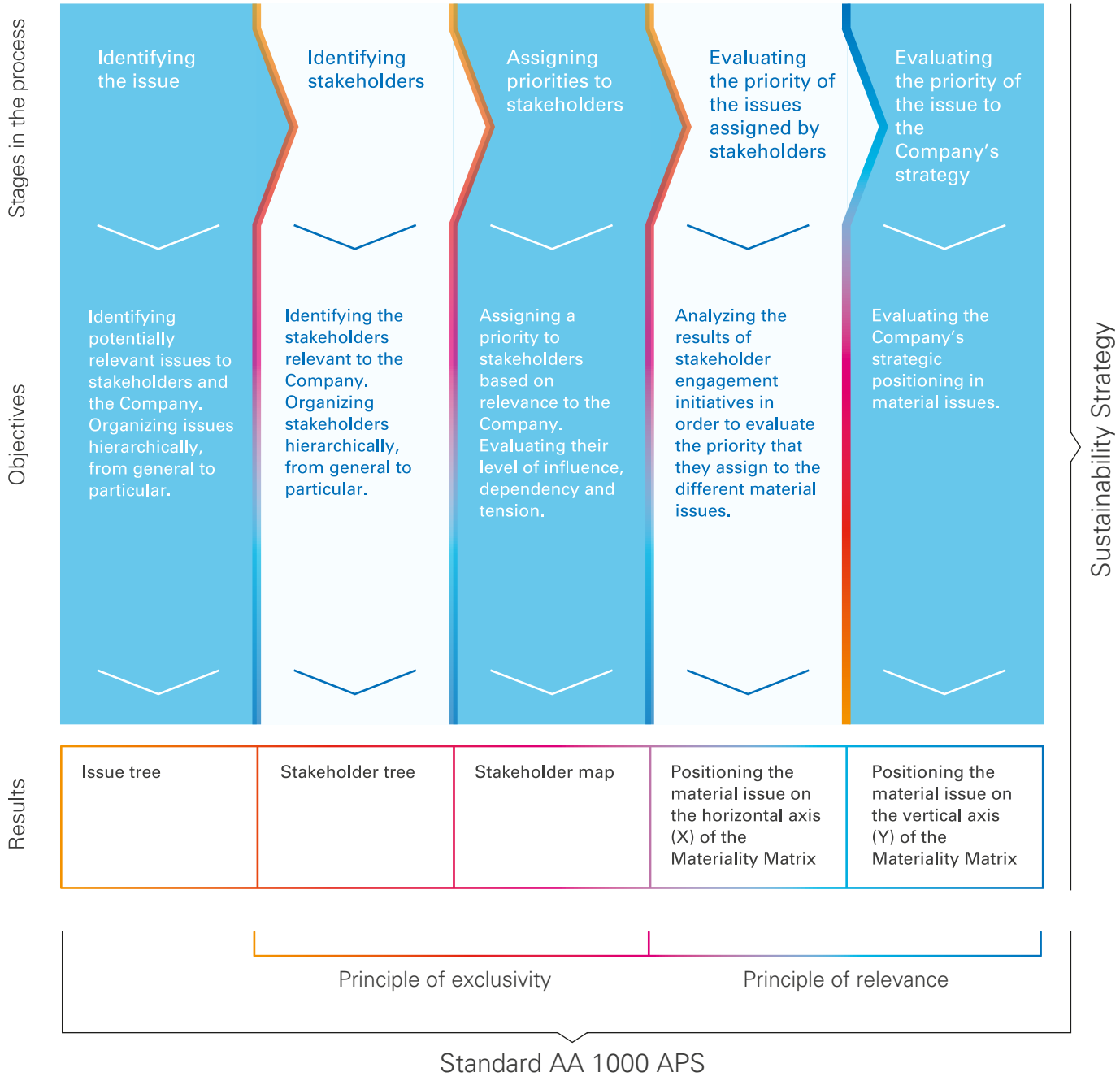
102-21

To better integrate the expectations of the stakeholders in a structured manner, aligned with the objective of the Company, Enel Chile runs an annual identification process for priority issues, assessing and selecting economic, ethical, environmental and social issues relevant for its stakeholders and at the time part of the strategic priorities of the Company.

Results from this process improve the strategic business plan and the design of the sustainability plan of the Company. Likewise, the identification process defines the contents of the Sustainability Report and contributes to an effective management of the stakeholders and their expectations.

To execute the process, the Company and its subsidiaries use a methodology developed by the Enel Group for all of its companies, in accordance with the international standard AA 1000 APS. This standard guides the organisation in the strategic management of interaction with its interest groups, through the fulfilment of a set of principles, regarding the correct identification of stakeholders (Principle of Inclusiveness), the prioritisation of matters deserving attention from the Company (Principle of Relevance) and response design (Principle of Responsiveness) to the expectations that create most value for the Company and the community to which it offers its services.

Identification Process for Priority Issues



Participation of the Stakeholders

Knowing the expectations of its stakeholders is a cornerstone of the sustainability strategy at Enel Chile. The focus on stakeholders' expectations aims mainly at identifying drivers that make energy models viable, sustainable, competitive and safe, developing at the time innovating, comprehensive and pioneering perspectives to foresee events, manage risks and seek for differentiation.

The commitment of the Company to keep a continuous dialogue with its stakeholders is a fundamental element to generate spaces for collaboration, development, and trust. To summarise all of the above, Enel considers that a proper management of and dialogue with its stakeholders are helpful to:

- Improve the management of risks and opportunities.
- Identify trends and relevant issues at an early stage.
- Foster credibility and trust, allowing the creation of synergies.
- Favour decision making processes.
- Surface improvement and business opportunities.

Company managers, according to their functions, are responsible for the constant management of their corresponding stakeholders

Identification of Stakeholders

On a regular basis, Enel checks, identifies and maps its stakeholders at the national and local levels. The map is updated annually according to the current reality of the Company.

Prioritisation of Stakeholders

102-13

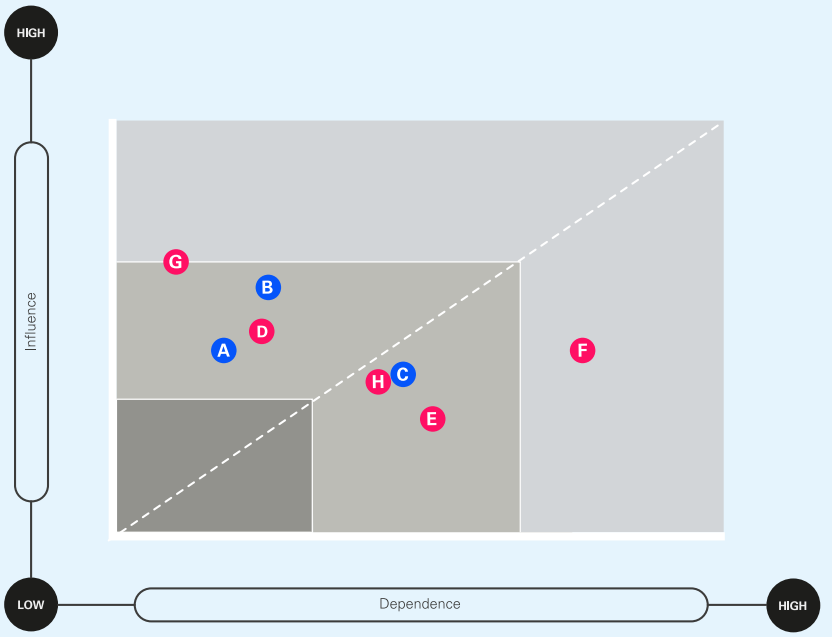
Through active participation from different business and corporate units from the Company during 2018, stakeholders were prioritized according to the relevance they hold for the Company. With this purpose, two criteria were used:

- **Dependency:** Groups or individuals that directly or indirectly depend upon the activities, products and services of the organization and its associated functions.
- **Influence:** Groups and individuals that may have an impact on the organisation or strategic stakeholders throughout the decision making process.

The combination of both factors reveals the relevance of the stakeholder, guiding and prioritising its involvement in the identification of material issues.

This methodology is also applied in every territory in which the Company operates, increasing its level of detail and, therefore, its applicability in the design of effective responses.

The 2018 analysis has defined the following map of stakeholders.



A Financial Community
B Institutions
C Business Community

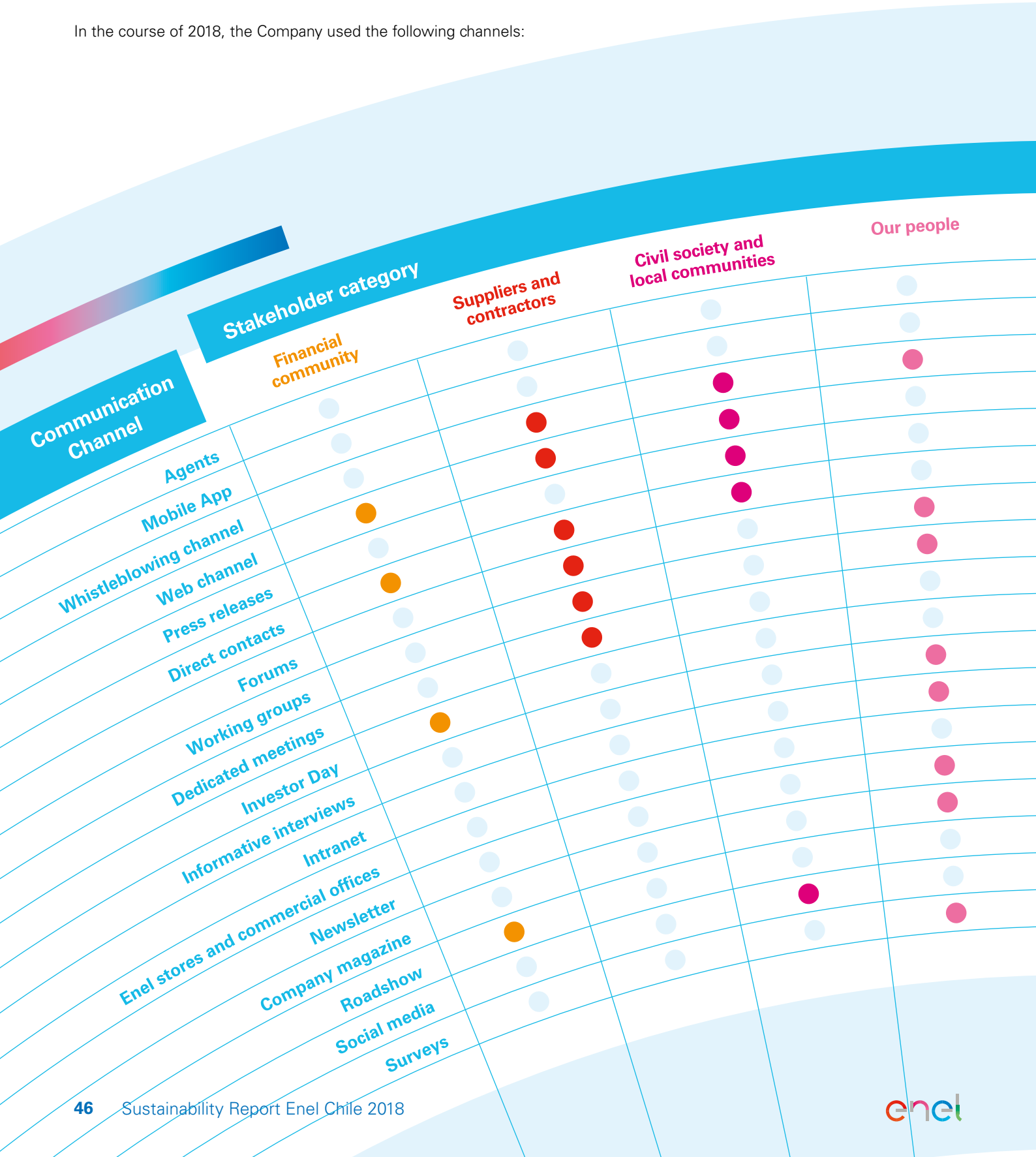
D Civil Society and Local Communities
E Suppliers and Contractors
F Our People
G The Media
H Customers

Additionally, for each stakeholder group there is a segmentation intended to identify each and every one of the collectives it includes, thus optimising the identification of dialogue and consultation channels to evaluate the perception that they have about the Company.

Communication Channels between Enel Chile and its Stakeholders

The operational excellence of the Company relies on a continuous interaction with its stakeholders to which it is connected by the exercise of its activities. Through communication channels and procedures, Enel Chile obtains solid knowledge about their needs and expectations. Additionally, the ethical channel is available to all stakeholders.

In the course of 2018, the Company used the following channels:




Institutions
Business community
Customers
Media
Communication Channel
Agents
Mobile App
Whistleblowing channel
Web channel
Press releases
Direct contacts
Forums
Working groups
Dedicated meetings
Investor Day
Informative interviews
Intranet
Enel stores and commercial offices
Newsletter
Company magazine
Roadshow
Social media
Surveys

Enel Chile in Social Media

Enel Chile has a wide presence in social media, improving its digital channels with content directed to all stakeholders, as well as keeping fluent interaction with its virtual communities. Through the Enel accounts in a number of social platforms (Twitter, Facebook, LinkedIn and Instagram), the Company divulges information about corporate, educational, financial, commercial, sustainability and customer service matters.

Account attention of Enel Distribución: @EnelClientesCL Enel Chile: @Enel_Chile	@EnelChile	Enel Chile	@EnelChile

Materiality Assessment:

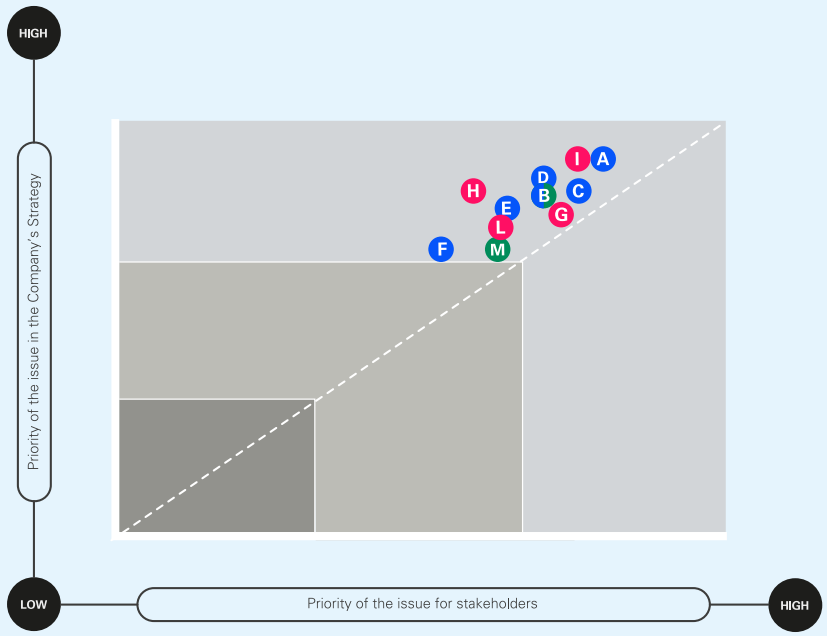
In 2018, Enel Chile performed a materiality study that served as the basis for the definition of priorities to be included in the Sustainability Plan 2019-2021. In this way, the following sources and representatives were consulted in 2018:

- Trend analysis in the energy and sustainability spheres with possible current or future effects on the Company´s activity.
- Analyst and investor analysis on sustainability issues.
- Revision of the relevance assigned to management issues of the main companies in the electricity sector.
- Media and social network analysis.
- In-depth interviews with the main Company executives.
- Analysis of reports including topics related to Company sustainability: corporate reputation report, employee climate survey, and customer satisfaction survey.

Materiality Assessment Results

Priorities for the Company and Stakeholders

The following matrix shows the relevance of the different sustainability issues in the business strategy and the priority level that stakeholders assign to these matters :



Business and Governance Issues

A Operating efficiency
B Decarbonization of the energy matrix
C Customer focus
D New solutions and digitalization
E Sound governance and fair corporate conduct
F Creation of economic and financial value

Social Issues

G Engagement of local communities
H People management, development and motivation
I Occupational health and safety
L Sustainable chain of supply

Environmental Issues

B Decarbonization of the energy matrix
M Environmental management and compliance

Main Material Issues at Enel

Operational Efficiency

Operational efficiency is crucial to ensure a continuous service with high quality standards. Therefore the Company impulses the introduction of innovating solutions, eased by the significant technological changes the industry has experienced. These innovating initiatives enabled the Company, for example, to increment efficiency in generation plants, to use fewer resources and to reduce negative impacts on the environment, thus ensuring the quality of the service given to our clients.

Occupational Health and Safety

Enel Chile and its stakeholders regard health, safety, and physical and mental integrity as one of the most valuable assets of its operations. To that effect, the Company embraces the best practices available to detect and prevent situations that may expose its collaborators and contractors to risk.

Customer focus

The definition of a business strategy placing customers at its core is essential. Likewise, an excellent customer service is of utmost importance in the relationship with customers, searching for maximum effectiveness and continuous improvement.

Community Engagement

The establishment of harmonious interrelations with the community and the promotion of socio-economic development have become one of the main objectives for companies today. It is essential to create spaces for participation, transparency and inclusiveness in order to be an active participant in solving the main challenges of the territories where the Company is present.

Development of New Solutions and Digitalisation

Digital transformation makes room for new business opportunities to appear, based on the development of energy solutions that promote sustainability and help diversify the offer of products and services of the Company. Therefore, innovation and process digitalisation are driving forces the Company leans on to better adapt to the needs of its business environment.

Decarbonisation of the Energy Mix

Climate change is currently one of the most important challenges that energy companies face and upcoming public policies and regulations are accelerating the decarbonisation of power generation. At the same time, institutional investors are paying special attention to the Company's approach and performance related to climate change.

Creation of Economic and Financial Value

To sustain economic growth, integration of financial and nonfinancial aspects is essential since the business' sustainability increasingly depends upon performance in environmental, social and governance matters.

Material Issues 102-47

Internal denomination	Boundary	GRI material aspect
Operational efficiency	Enel Chile	Internal
Occupational health and safety	Enel Chile	Workplace health and safety
Customer focus	Enel Chile and customers	Internal
New solutions and digitalization	Enel Chile and customers	Internal
Decarbonisation of the energy matrix	Enel Chile and the community	Internal
Engagement of local communities	Enel Chile and the community	Local communities
Solid governance and fair corporate conduct	Enel Chile	Fight against corruption
Motivation, development and management of employees	Enel Chile	Employment
Sustainable supply chain	Enel Chile, supply companies and contractor workers	Procurement
Environmental management and compliance	Enel Chile and authorities	Environmental compliance
Creation of economic and financial value	Enel Chile and investors	Economic performance

Institutional relations and participation in associations

103-2 103-3 415-1 102-12 102-13

The Company is member in several trade and business associations, taking part in the development of regulatory frameworks pertaining to their commercial activities, and making annual contributions towards their operational costs.

Contributions of the last four periods

2015	2016	2017	2018
$803,429,591	$738,284,429	$860,796,391	$679,412,717

During 2018, Enel Chile took part in institutional dialogues held by several associations, supporting a number of regulatory framework processes and consultations about national level commitments, the development of energy policies, the planning for nationwide decarbonisation and tax, tariff and environmental regulations.

In particular, in 2018, the three most important contributions made by Enel Chile were to the Asociación Gremial de Generadoras ($293,551,644) through its subsidiary Enel Generación, to the Empresas Eléctricas Asociación Gremial ($177,012,471) through its subsidiary Enel Distribución, and $82.789.507 to the Sociedad de Fomento Fabril (SOFOFA).

The institutional dialogue of trade associations in which Enel Chile and its subsidiaries were involved during 2018 considered the support of the regulatory and consultation processes on following issues:

- Development of energy policies: includes perspectives on the energy strategy, energy efficiency, growth of renewable energy, development of smart grids and energy prices, among other topics. The contribution made for these purposes during 2018 was $ 479,251,946.
- Increase in business competitiveness: includes, but is not limited to, tax, labour or environmental policies. The contribution made to this topic in 2018 was $ 200,160,771.

Through the Compliance Programme of the Group, Enel Chile has made a commitment to provide transparent information to its partner organisations. Also, in its Code of Ethics -aligned with Law 20,915 -, Enel Chile establishes the prohibition to finance political parties, their representatives or candidates, as well as sponsoring congresses or parties that have political propaganda as their sole purpose.

Association Memberships

Enel Chile	Centro de Estudios Públicos (CEP)
	Chile Transparente
	Acción Empresas
	Instituto Chileno de Administración Racional de Empresas (ICARE)
	CLG-CHILE Grupo de Líderes Empresariales contra el Cambio Climático
	Cámara Chileno Italiana de Comercio
	Sociedad de Fomento Fabril (SOFOFA)
	Instituto de Ingenieros de Chile (IING)
	Asociación Chilena de Energías Renovables (ACERA)
Enel Distribución Chile	Empresas Eléctricas A.G.
	Centro de Innovación UC
	Pacto Global Red Chile
	Sociedad de Fomento Fabril (SOFOFA)
Enel Generación Chile	Asociación Gremial de Generadoras (AGG)
	Asociación de Industriales del Centro Región del Maule (ASICENT)
	Asociación de Empresas de la Quinta Región (ASIVA)
	Cámara de la Producción y del Comercio de Concepción (CPCC)
	Comité Chileno del Consejo Internacional de Grandes Redes
	Comité Chileno del Consejo Mundial de la Energía (WEC-Chile)
	Corporación del Desarrollo de las Comunidades de Puchuncaví y Quintero
	Pacto Global Red Chile
	ICOLD- Comité Nacional Chileno de Grandes Presas
	International Hydropower Association (IHA)
	Junta de Adelanto del Maule (JAM)
	Sociedad de Fomento Fabril (SOFOFA)

Main Types of Risk

102-15

Due to the nature of its business and geographical distribution, the Enel Group is exposed to several kinds of ESG risks (environmental, social, and governance), the most important of which are shown in the following table, together with those activities intended to mitigate their impacts and guarantee their correct execution throughout the Company's activities. For the definition of potential risks11, following sources were taken into account:

- The results of the priority analysis (see chapter "Materiality Analysis"); the Global Risks Report 2019, implemented by the World Economic Forum (WEF) that involved more than 1,000 experts and leaders from all over the world;
- Risk assessment performed in the context of the Human Rights due diligence process undertaken by Enel, which involved several experts from different areas, including civil society, academic institutions, local communities, clients and suppliers, in those countries where the Group operates;
- Analysis from most of the internationally certified ESG qualification agencies, which use specific risk assessment methodologies to define Company performance in terms of sustainability.

During the risk identification and assessment phase, Enel applied the "Precautionary Principle"[12] in particular for risks related to environmental, health and safety issues. For each of them the Company defined specific mitigation actions aiming at the reduction of impacts and ensuring a proper risk control management. The Precautionary Principle also applies to risk management, related to the development and introduction of new products and technologies, operational planning and the construction of new plants/assets.

ESG risk	Risk description	Management approach and mitigation measures
Risks related to cyber-attacks	The era of digitalization and technology innovation means a growing exposure of organizations to cyberattacks which are becoming more numerous and sophisticated, in relation to changes in the industry. The complex internal organization of the Group and the amount of data, people and the industrial assets expose resources to the risk of attack.	The Enel Group has adopted a risk management model that uses a "systemic" vision that can be applied to both the traditional information technology sector and the industrial sector (operational technology). It also takes into account smart object networking (the internet of things). In particular, Enel has adopted a cybersecurity policy framework to guide and manage cybersecurity activities. This involves participation by business units, the implementation of regulatory and legal instructions, the use of the best technologies available, the preparation of ad hoc commercial processes and raising the awareness of people. The framework sets down the basis for strategic decisions and design activities from a risk-based focus using a design and development model that defines the appropriate security measures throughout the entire life cycle of applications, processes and services ("cybersecurity by design"). Enel has also created its own cybernetic emergency readiness team (CERT) to address an industrialized response to cyber threats and incidents, This program is recognized and accredited by national and international communities.

11 The analysis takes into consideration the assessment of perceived risks when controls are absent.
12 Rio Declaration on Environment and Development, (Rio de Janeiro, June 3 to June 14, 1992), Principle 15.

ESG risk	Risk description	Management approach and mitigation measures
Physical risks related to climate change	The physical risks resulting from climate change can be related to unique events or long-term changes in climate models. Extreme weather phenomena and natural disasters expose the Group assets and infrastructure to damages, with the consequent possibility of a prolonged unavailability of the affected assets. The Group is also exposed to the risk of impacts on operational assets related to gradual climate changes (for example, air and water temperatures, precipitation and wind).	Enel is present throughout the entire value chain of electricity (generation, distribution and sale) and has a diversified business portfolio in terms of generation technologies and geographic areas and markets where it does business, mitigating the risks associated with changes in climate patterns and their general financial implications. The Group also makes use of the best prevention and protection strategies aiming to reduce potential impacts on communities and areas surrounding assets: there is constant monitoring and weather forecasting in areas where the assets are most exposed. Maintenance is performed frequently to increase the resilience of the assets most exposed to extreme weather or natural disasters. All of the Group's areas are subject to ISO 14001 certification and the potential sources of risk are monitored through internationally renowned Environmental Management Systems (EMS) to be able to detect any critical event promptly.
Transition risks related to climate change	Transition to a low carbon energy model may increase the exposure to regulatory, political, legal, technological, and market risks associated to the combat against climate change with short, medium and long-term effects. Some of the climate change risks to which Enel might be exposed and that potentially may impact its financial performance are: an increasing obligation to report on emissions as well as other legal requirements; the use of low-emission energy sources and a reduction in the use of fossil fuels; uncertain market signals entailing potential unforeseen changes in the energy industry; an increase in the price of raw materials and the growing interest of stakeholders in climate change.	The Group is committed to continuously reducing the environmental impact of its business. It has set emission reduction goals, mainly the goal of "zero emissions" by 2050. It has adopted a strategy to address growth through the development of low-carbon technologies and services in line with the COP 21 goals. To mitigate the risks of legal and regulatory aspects relating to climate change, the Group also maintains transparent, collaborative relations with local and international regulatory authorities.

ESG risk	Risk description	Management approach and mitigation measures
Water related risks	Water related risks mainly derive from climate change and the efficiency in the use of hydric resources. Impacts differ depending upon geographic context, but nowadays the ability to predict the frequency and intensity of rain phenomena has diminished causing a decline in the availability of water. As to the intensity of water use, the main risks result from the competition between industrial, agricultural and domestic use.	Every 3 to 6 months, Enel performs meteorological assessments, and a long-term analysis in areas where it has power facilities, in particular hydroelectric plants, in order to anticipate potential variations in the availability of water. In collaboration with local authorities, the Company develops river basin management activities, aiming at a common strategy for hydric resources management, which at the same time considers the necessities of local communities. Enel has also adopted measures to improve the efficiency in the use and quality of water by installing EMSs at production sites.
Risks associated to environmental compliance	Environmental protection legislation is turning more and more restrictive due to growing consciousness and sensitivity in the community. As a result, businesses have experienced an increase in requests to minimise their environmental footprint. Population and economic growth also cause impacts such as scarcity of natural resources, waste production and biodiversity loss.	Enel has adopted a certified EMS under ISO 14.001 standards for its generation plants and distribution networks, including environmental KPI monitoring systems and actions intended to minimise its environmental footprint, going beyond the current mandatory regulations. Enel is also implementing specific measures to protect biodiversity in the areas surrounding its power plants and facilities. Finally, the Group prepares environmental impact assessments each time it develops a new project and puts measures in place to protect the environment and surrounding ecosystems throughout the entire life cycle of the project (construction, operation, disposal).
Risks associated to human capital: Request and development of new profiles and professional abilities.	The profound transformation in the energy sector, characterized by a strong technological drive, requires new professional profiles and skills and an important cultural and organizational change. Organizations must move towards new, agile and flexible business models. Diversity policies and others, related to talent development and management, have become key to companies with global presence that at the time lead the energy transition process.	Enel puts its people at the core of its business model. To this end, human capital management is one of the pillars of the 2019-2021 strategic plan. The latter contains specific goals, including the development of digital skills and competencies, the development of evaluating systems for performance and work environment, and the application in all companies of the diversity and inclusion policy. In addition, Enel is developing specific initiatives to spread the agile work methodology within the Company processes.

Emerging Risks

Cyberattacks (cyber risks): Digitalisation and technological innovation imply that organisations are increasingly exposed to cyberattacks, which have grown in number and sophistication. The organisational complexity of the Group and the number of environments it involves (data, people and the industrial world), place assets under risk of attack, posing a serious threat not only for data, but also for service continuity and for the automated systems of generation plants and distribution networks.

The Enel Group has adopted a risk management model based on a systemic approach, applied both to the traditional information technology sector as well as to the industrial sector (operational technology), at the same time considering the network connections between smart objects (the internet of things). In particular, Enel adopted a new policy called "Cyber Security Framework", to direct and manage cyber security activities that involve participation from the business areas, the implementation of legal and regulatory indications, the use of best available technologies, the preparation of ad hoc commercial processes and raising cyber security awareness. The Framework lays the foundations for strategic decisions, the creation of risk centred activities, and a design and development model that defines the most adequate security measures for the entire life cycle of applications, processes and services (cyber security by design). Enel has also created its own CERT (Cyber Emergency Response Team), a certified programme, well known by national and international communities, to undertake an industrialised response to cyber threats and incidents.

Extreme weather events and natural disasters: according to the scientific community, extreme weather events and natural disasters will be more frequent and intense. To the Group, this means increased risk in the medium and long term. The growing trend towards renewable technologies also exposes generation plants to significant impacts, raising thus its level of vulnerability. Physical risks derived from climate change can be linked to unique events or to long-term changes in climate patterns. Extreme weather events and natural disasters expose the Group assets and infrastructure to the risk of damage, including their prolonged unavailability. Gradual climate change (for instance air and water temperatures, precipitations or storms) might also affect operation of assets.

Enel is present in the entire electricity value chain (generation, distribution and sales), holding a diversified portfolio of operations in generation technologies, geographical areas and markets. This mitigates the risks associated with alterations in climate patterns and their financial implications.

Additionally, the Group makes use of the best available prevention and protection strategies to safeguard its interests and reduce any possible impact on the communities and areas close to its assets, such as constant monitoring and weather forecasts. Several interventions are executed to increase the resilience of the assets that are most vulnerable to extreme weather events or natural disasters. All areas of the Group are subjected to ISO 14.001 certification and, through the application of the internationally acknowledged Environmental Management Systems (EMS), possible risk sources are monitored to timely detect any critical situation.

More details about the risks mentioned above and about the risk management system in general can be found in the Annual Report 2018, available at the Company website.

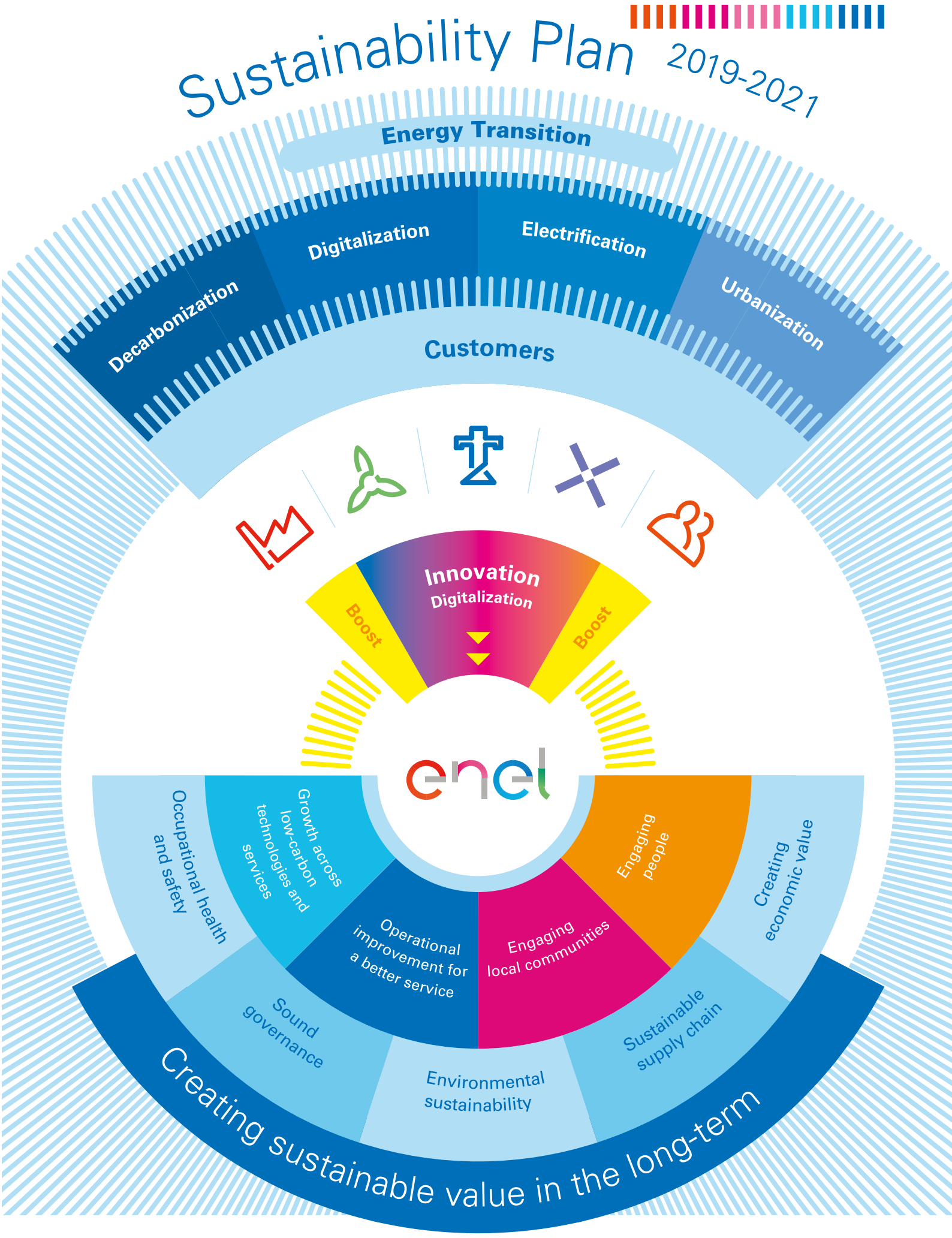
2019-2021 Sustainability Plan

102-15

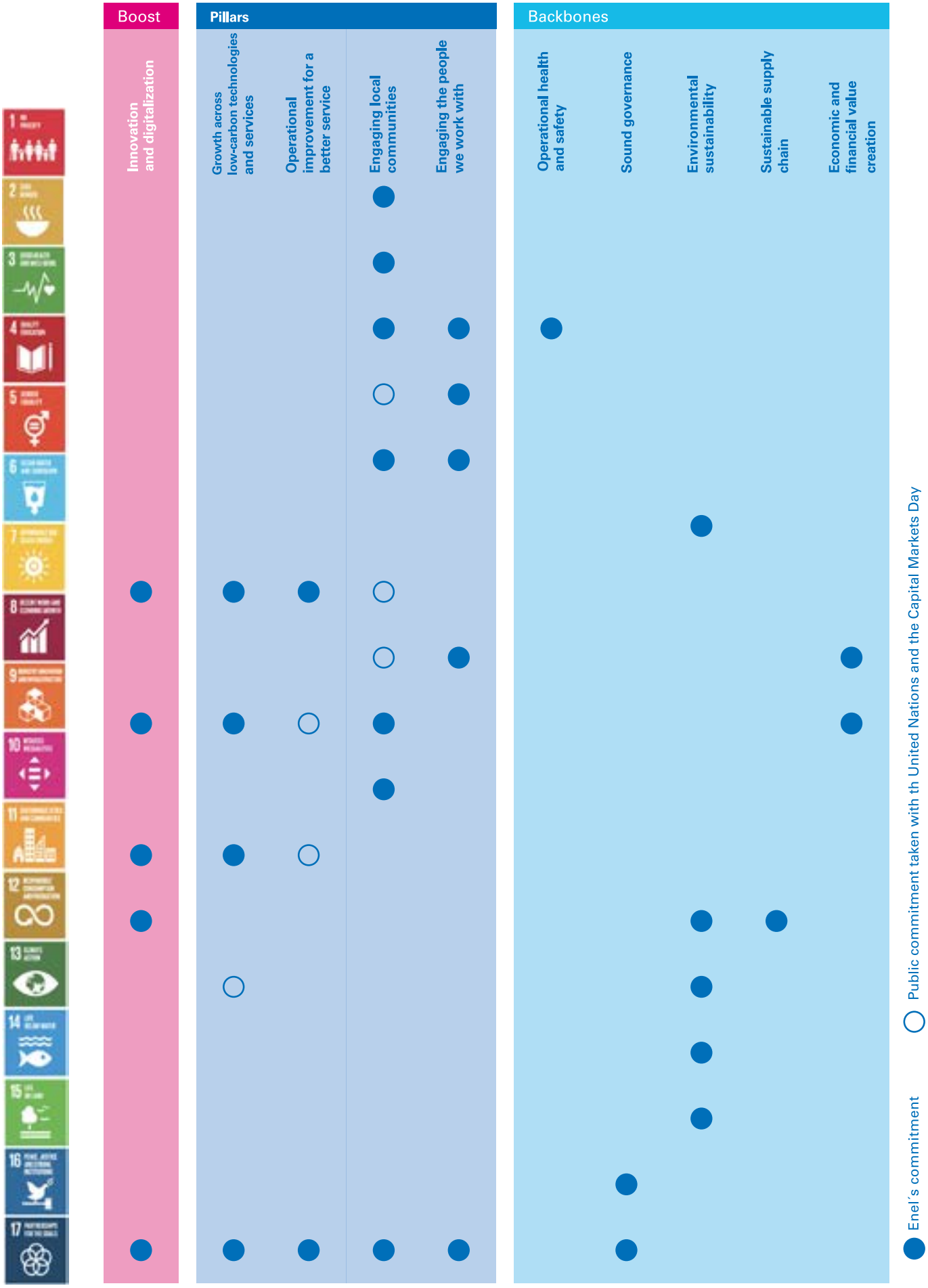
Enel yearly updates its sustainability plan in line with the global sustainability trends within the industry, energy sector tendencies and the sustainability context of each country, taking into account the commitments and guidelines of public policies and its annual materiality assessment. The Sustainability and Community Relations Division monitors the progress of, and compliance with the plan. The 2019-2021 sustainability plan guides Enel Generación Chile´s management, allowing the Company to navigate the energy transition which is moving at an unexpected pace.

The most relevant changes in relation to the plan for 2018-2020 are:

- Enel's commitment to two new Sustainable Development Goals set by the United Nations: SDG 9 regarding industry, infrastructure and innovation, and SDG 11 related to sustainable cities and communities.
- The addition of a new strategic priority: Operational Improvement for Quality Service, replacing Asset Optimisation and Innovation.


Sustainability Plan 2019-2021
Energy Transition
Decarbonization
Digitalization
Electrification
Urbanization
Customers
Innovation
Digitalization
Boost
Boost
enel
Occupational health and safety
Growth across low-carbon technologies and services
Operational improvement for a better service
Engaging local communities
Engaging people
Creating economic value
Sound governance
Environmental sustainability
Sustainable supply chain
Creating sustainable value in the long-term

Enel´s commitment to the SDGs



ESG ratings and indexes

Dow Jones Sustainability Index

Within the energy sector, Enel Chile ranked 14th in the Dow Jones Sustainability Index (DJSI) 14, joining the subcategories Emerging Markets, Integrated Latin American Market (MILA) and DJSI Chile.

FTSE4 GOOD

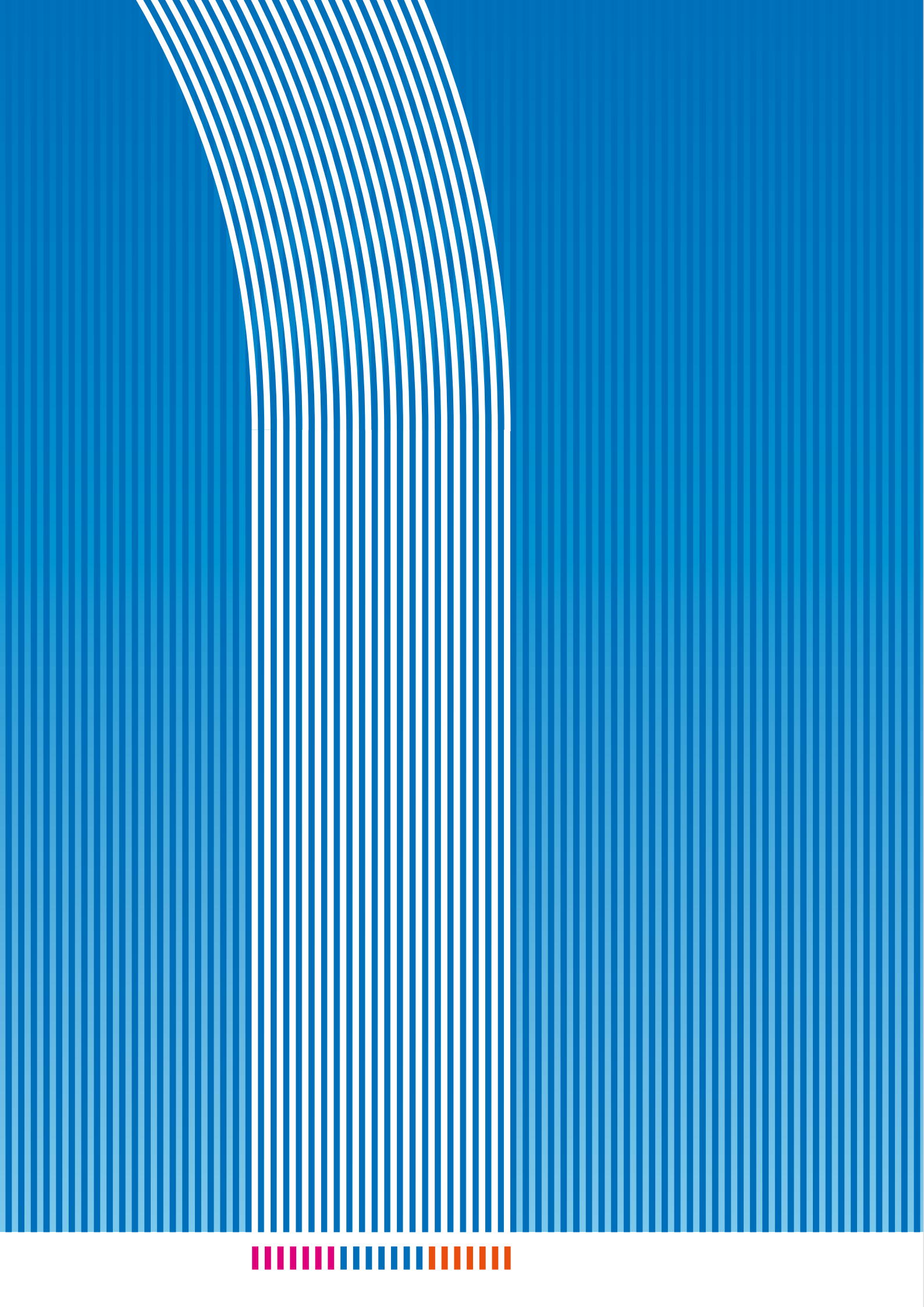
For the first time Enel Chile was included in the FTSE4Good index13 - the sustainability index of the London Stock Exchange-, in the Emerging Market and Latin America categories. This ranking classifies the best companies based on their performance in areas such as combat against climate change, governance, respect for Human Rights and fight against corruption.

Vigeo-Eiris

Enel Chile was included in the Vigeo-Eiris15"Best Emerging Market Performers" ranking, which classifies companies with the best performance in emerging markets, based upon a " best in class" assessment.

13 https://www.sustainability-indices.com/index-family-overview/djsi-index-family.html
14 https://www.ftse.com/products/indices/ftse4good
15 http://www.vigeo-eiris.com/wp-content/uploads/2018/12/Best-EM-Performers-Ranking_12_2018-1.pdf?x62552

- IMPULSA Talento Femenino from Fundación Chile Mujeres and Pulso (Award to the fostering and advancement of female talent)
- First place, Good Practices Contest for a More Sustainable Electric Future, from Asociación de Generadoras
- Cerro Pabellón wins Best Geothermal Project for Latin America and the Caribbean in the GEOLAC awards 2018
- Legal department at Enel Chile obtains the Silver Award for "Best Legal Department in Latin America", ILASA 2018
- Generación Empresarial award- Commitment to Integrity (Fundación Generación Empresarial and DF)
- Sustainability award HP Awards 2018
- Ranking IMAD Empresas 2018. First ranking of Women in Senior Management (IMAD 2017), from Mujeres Empresarias and the Direction for Social Studies from the Catholic University (DESUC), highlighting the presence of Women in the First Executive Line
- **ALAS20 2018 >> First Runner Up: Leading Company in Sustainability and Leading Company in Corporate Governance.**



02

Sustainable value created

Engaging communities

Community and Shared Value

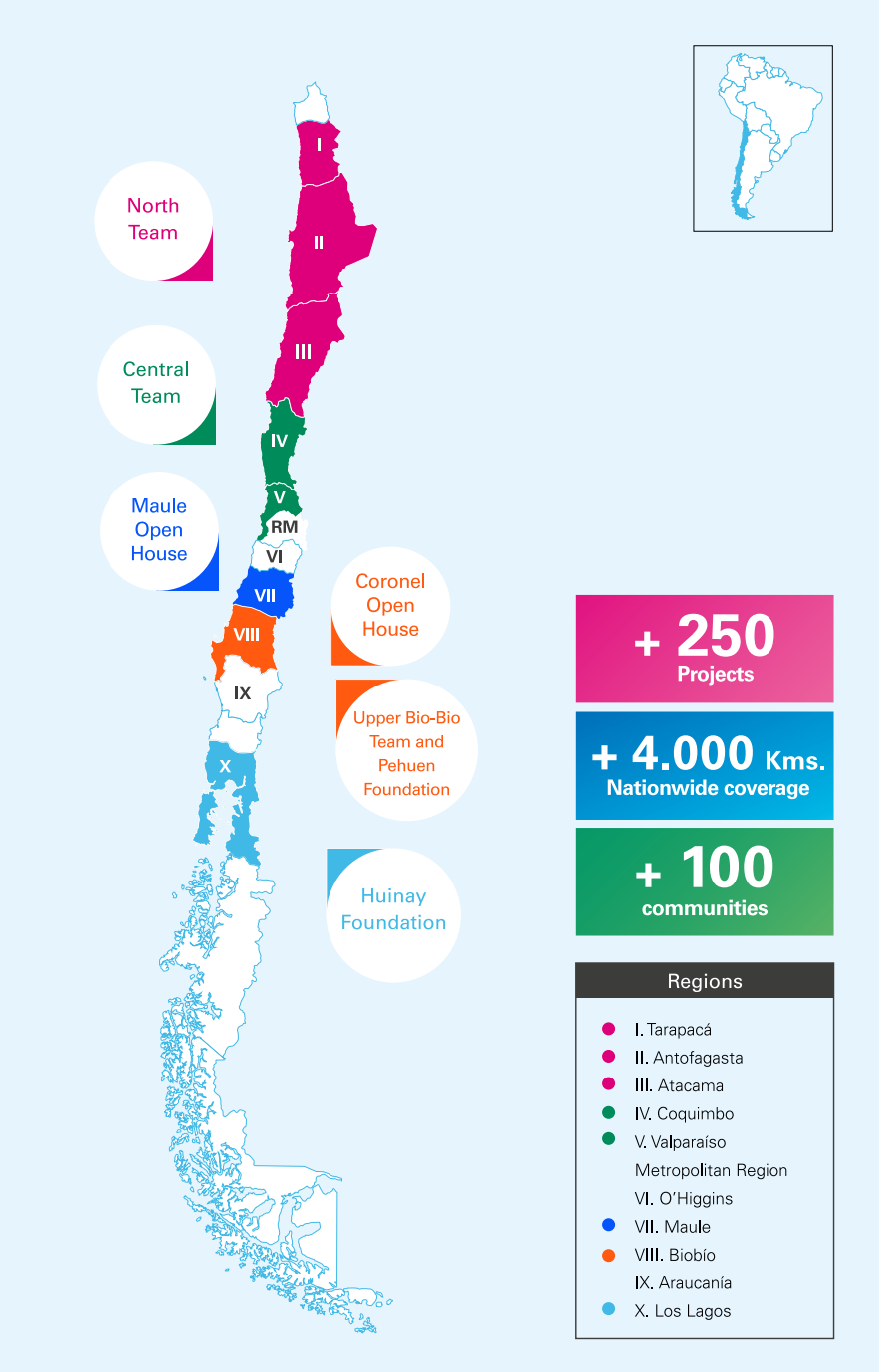
203-1 413-2

Enel Generación Chile´s community relations strategy focuses on creating participative instances, transparency and inclusion aiming at its active involvement in facing the main challenges of local communities neighboring to its facilities. .

Enel Chile Relations with Territories

The Community Relations and Sustainability Policy posted on our website establishes guiding principles to contribute to the wellbeing of territories, procuring an understanding of its cultural characteristics, identifying local priorities, and determining common interests between communities and the Company.

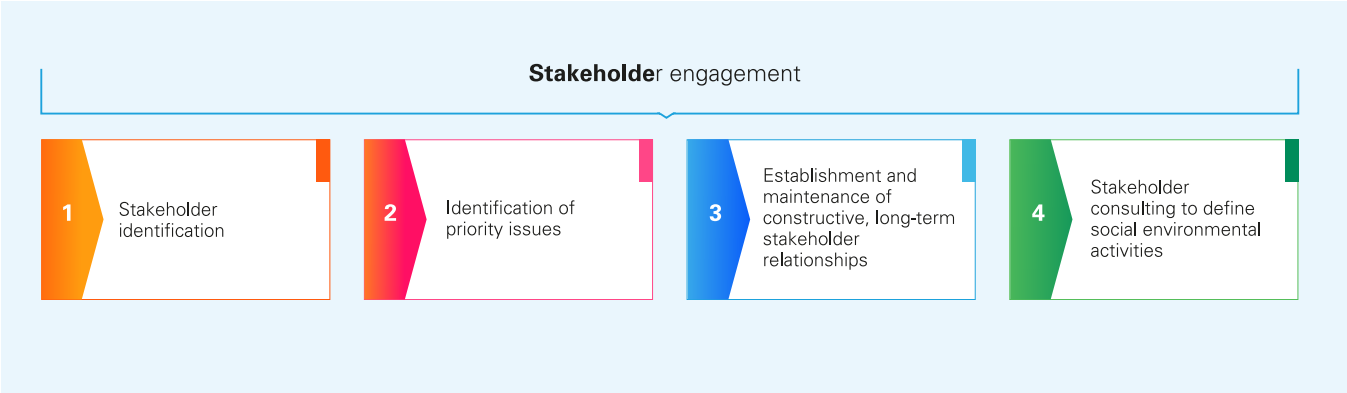
Ongoing dialogue with the many public and private players and civil society helps us design initiatives in answer to shared priorities and promote local development (https://www.enel.cl/es/sostenibilidad.html).



Stakeholder Engagement

102-40 102-42 102-43 102-44

Standard engagement criteria assure an equitable and transparent participation in the different zones of the country throughout the life cycle of projects: business development, engineering, construction, operation and maintenance. The five territorial teams forming part of the Community Relations and Sustainability Division manage the projects in four stages:



Using assessment and monitoring tools throughout the entire value chain, Enel Generación Chile identifies the social and environmental context of its neighboring communities, enabling the co-design of relevant initiatives for each community. In each territory the Company assigned a team that constantly monitors the local circumstances, detecting community requirements and opportunities for joint project development.

Early Involvement

Early involvement with neighbouring communities helps to reveal their position and concerns. This allows the assessment of different collaboration opportunities to generate projects that take into consideration the interests of both the community and the Company. This also implies making consensual decisions in a transparent process of continuous communication.

Within the next three years, the Company will add nearly 700 MW of renewable energy to the national energy matrix through a number of projects currently under development. This increase considers diverse technologies in different localities. In order to create virtuous relations with local communities, it is essential to understand the reality of each territory and community at the earliest possible stage.

Sustainable Socio-Economic Development

In 2018, community engagement mainly focused on local social and economic development in line with the Sustainable Development Goals of the United Nations, the Country Commitment fostered by the Ministry of Social Development and the 2018-2022 Energy Roadmap of the Ministry of Energy. However, though community projects align to national and international guidelines, they always focus on local development, taking into account the specific context of the territory.

Social and economic development require communities to have access to utility services to guarantee the minimum conditions to attain the best living standard. The UNDP studies entitled "Regional Inequality in Chile"14 and "Energy Poverty: an analysis of international experience and lessons for Chile"15 emphasize that in the last decade, human development indicators have improved in most territories, but still show a significant gap as to access to utility services.

According to the United Nations reports, one of the main problems in rural areas is the difficulty for people of working age to find a job, especially younger people, women and senior citizens. Moreover, working conditions do not necessarily guarantee the possibility to overcome poverty, for which it is crucial to promote an inclusive, sustainable and environmentally respectful growth to obtain sustainable social and economic development.

Enel, through local investments and technical training, aims to create the necessary conditions for local development, by supporting entrepreneurship initiatives, the creation of quality jobs and the stimulation of the economy, while conserving the cultural and natural heritage of its neighboring communities.

Access to Utility Services

During the last year, the Company established access to clean and efficient energy, drinking water and sanitation, and the development of infrastructure for the recovery of public spaces, as one of its most important lines of action, with an investment of nearly 570 million pesos.

Energy

Within the 10 Mega-Commitments of its 2018-2022 Energy Roadmap, the Ministry for Energy committed to prepare a national energy vulnerability map that identifies families without access to electricity or other energy services, with the purpose to narrow existing gaps. According to the UNDP study titled "Energy Poverty: An analysis of international experience and lessons for Chile," there exists an important lack of access to domestic energy in rural areas and especially those with a rurality index above 30%.

Moreover, UN SDG7 aims to guarantee access to affordable, safe and sustainable energy for all.

In this context, during 2018 Enel Generación developed several projects providing access to energy, procuring to improve the development conditions for neighboring communities:

Energy for Rural Areas

The Electrification of Toconce

Toconce is located 90 kilometres away from Calama, at 3.300 metres above sea level. Its inhabitants, 90 families of the Toconce Atacama Indigenous Community in Alto Loa, do not have any access to electricity due to the lack of a distribution network.

Geotérmica del Norte – a joint venture between Enel Green Power and ENAP - , installed a photovoltaic energy supply system that provides electricity 24 hours a day.

The project includes the installation of 90 independent solar kits, of 2.480 kWh each. Every kit includes, apart from the solar panels, a battery with a storage capacity of 111 KWs. The system is capable of extending power supply 24 hours a day to provide lighting and energy to home appliances.

A Community Maintenance Committee was created, whose members were trained in system maintenance. The Municipality of Calama, Codelco and GDN are part of the Electrification Committee that monitors system operations to ensure its proper management.

In order to guarantee its economic sustainability, a fixed monthly tariff was established based on each family's payment capacity. Payments are collected by community leaders and given to the Maintenance Committee for equipment maintenance expenses.

The project obtained first place in the first version of the Good Practices Contest for a More Sustainable Electric Future, organised by the Chilean Association of Energy Generators.

Vulnerability and Energy Safety in Marginal Areas

The UNDP describes energy poverty as a multidimensional phenomenon not only related to access to electricity, but also to qualitative attributes, such as quality, safety, and continuity of service. Additionally, there is a direct relationship with income and educational levels. Housing is also connected to the variables previously mentioned, increasing energy poverty levels even further.

Agreement with Fundación Techo

In 2018, Enel Distribución Chile established an alliance with Fundación Techo for the development of sustainable solutions to the highly irregular housing situation of certain urban neighbourhoods in the Metropolitan Region, in order to reduce the associated electrical risks. According to studies from Techo, more than 46,000 families in Chile live in shantytowns. The agreement framework created the first sustainable neighbourhood committee in a shanty town in the commune of Lampa, where approximately 200 families live. An educational programme will be implemented to address issues related to electric safety, waste management, environmental care, climate change, health and wellbeing and energy efficiency. The purpose of these workshops and trainings is to provide communities with tools to overcome their vulnerability, as well as to regularise their precarious energy connections.

The new neighbourhood committee facility, co-built with the community, has photovoltaic panels for energy autonomy and a suitable space to hold informational workshops.

Lighting for the Recovery of Public Spaces

Quillota and Quintero Innovability

In 2017 Enel Generación Chile, jointly with local communities developed the Sustainability Plans for Quillota and Quintero, Municipalities where the Company operates the San Isidro and Quintero thermal power plants. In 2018, both plans started their implementation based upon two work streams denominated Quillota and Quintero Innovability. Their purpose is to boost initiatives related to the energy transition, such as energy efficiency and self-generation, thus enhancing communities´ living standards and contributing to urban development,

The Company installed photovoltaic systems, generating a total of 3 kW in the Quillota fire department (4ta Compañía de Bomberos de Quillota) and 10 autonomous LED solar lamps near the San Pedro and El Cajón de San Pedro roundabout and intersection, illuminating high pedestrian traffic areas and enhancing this way local security.

In Quintero, Enel Generación Chile launched three photovoltaic generation projects with a total installed capacity of 6 kW, in addition to 12 self-generating public light posts, recreational areas and the El Estuche lookout. Simultaneously the Company replaced all LED lightning in the community centers pertaining to the El Estuche and El Bosque neighborhood councils. This enabled the local communities to recover their public spaces and become a protagonist in the energy transition. In the same line, and to promote electric mobility, in 2019 the Quintero Hospital will be equipped with an electric vehicle, destined for domiciliary visits to lethargic patients.

This way, Enel benefitted more than 2,730 people, encouraging the use of clean and efficient energy, aligned with its commitment towards the energy transition.

Lighting in Taltal

Enel Generación Chile, in an alliance with NGO Liter of Light Chile, executed an educational program called "Lighting in Taltal ", aiming to solve several energy issues at Caleta Paposo. The program encompassed three activities: the construction of a solar charger for students at the Paranal Grade School, a solar tree for students in the Paposo Pre-School and a workshop to build solar posts for the community.

7 AFFORDABLE AND CLEAN ENERGY

27 projects

> $375.000.000 investment

29.000 2018 number of beneficiaries

> 170.000 accumulated beneficiaries since 2015

Water and Sanitation

As part of its Country Commitment, the Ministry of Social Development prepared a Vulnerability Map that has identified and prioritized 16 at-risk groups, which include a group of 1,400,000 people residing in homes with no basic sanitary services (potable water and/or sanitation). U.N. SDG 6 aims to guarantee the availability of water, its sustainable management and sanitation for all. One of the goals by 2030 is to achieve equitable, universal access to potable water at an affordable price for all. The lack of basic sanitary services presents a significant risk to the health of people.

Rural Drinking Water Callaqui- Alto Biobío

The community of Callaqui, located in the Municipality of Alto Biobío, comprises 281 homes within an area of approximately 2000 hectares. In 2015, Enel, jointly with the Amulen Foundation, started the building of a potable water network connecting 103 households. In 2016, its construction was finished, adding another 95 connections. The project was complemented with workshops to raise the community's awareness about the importance of water and the responsible use of it. The overall investment amounted CLP$400,000,000, benefitting more than 800 people.

Water Extraction and Distribution, Los Álamos-Maule Community

The Los Alamos Community, neighboring to the Maule basin power plants, actually faces problems related to potable water quality and network. Therefore, Enel Generación Chile, in collaboration with Casa de la Paz Foundation, installed an extraction and distribution system in the water well that feeds the Rural Potable Water system built by the Hydraulic Works Bureau (DOH) as part of the Maule Shared Vision Plan. The system consists of a submergible pump that will guarantee a temporary supply, in appropriate conditions of quality and quantity, to 250 inhabitants in the locality.

6 CLEAN WATER AND SANITATION

6
projects

> $47.000.000
investment

~600
2018 number of beneficiaries

> 1.400
accumulated beneficiaries since 2015

Infrastructure for a Sustainable Community

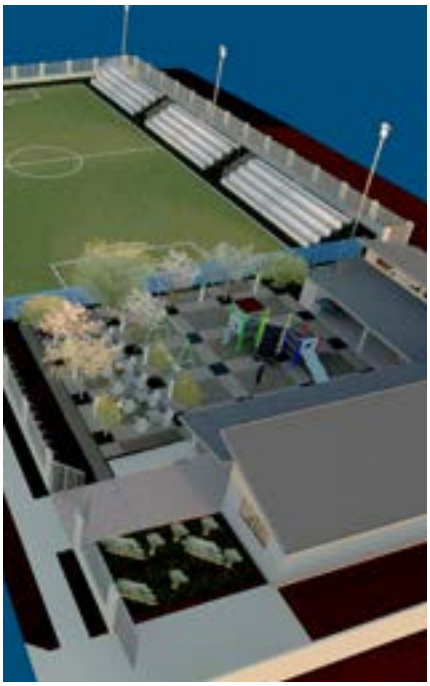
The availability of reliable infrastructure is fundamental to urban and community development since it ensures the wellbeing of inhabitants and fosters social stability. Besides, it is a key enabler to make cities more resilient. Nevertheless, additionally there exists a need to improve urban planning and management in order to make cities inclusive, secure and sustainable. SDG 9 promotes sustainable infrastructure and industrialization while it also encourages innovation. SDG 11 aims to make cities and human settlements inclusive, safe and sustainable.

Programme "My Neighbourhood, Our Neighbourhood": The Recovery of Coronel

In 2017, Enel Generación Chile requested a gap assessment according to international standards for the resettlement process it begun in 2010. The study concluded the process did not align with international standards and hence had to be redirected, incorporating additional requirements.

Consequently, the Company focused on bridging the gaps, taking into account the IFC standards on Human Resettlement. Through its program "My Neighborhood, Our Neighborhood", it restored the life habitat, as defined by the United Nations, improving the life quality of 1.370 relocated families.

The United Nations recognizes five kinds of capitals for the restitution of livelihoods: Human, Financial, Natural, Social, and Physical.



“My Neighbourhood, Our Neighbourhood”

Cerro Obligado

In 2018, preparations begun for the construction of Cerro Obligado´s Parque de los Sentidos and its community center, which will be built using eco construction techniques. The project will be executed jointly with Entre Pallets, a micro-enterprise owned by bio constructors specially trained to that purpose. This will be the first community center with a capacity for 1,600 inhabitants where activities will be held on environmental awareness and other different subjects.

Moreover, it will support communities , participating throughout the entire construction process, in their reinsertion into the labor market.

Huertos Familiares

To provide Huertos Familiares with a space for social activities, Enel Generación Chile rehabilitated a 200 square meter community center, with a capacity for more than 140 families relocated to the northern sector of Coronel.
For its reconditioning, it employed eco construction techniques, including 180 pieces of furniture manufactured with waste wood, stemming from de construction of the South Dome, as well from the Industrial quarter in Coronel.

Sports Club - Club Eluney

Club Eluney is a sports club resulting from a collaborative effort between the Company’s Sustainability and Engineering Management teams. It withholds a multi-sports court, locker rooms, synthetic grass, a biking cinema, chess tables and playground games. The project is located in the middle of Huertos Familiares and will be launched in 2019.

Churches

Enel Generación is currently reconstructing eight evangelical churches initially excluded from the resettlement process. This way an important part of the local social cultural assets will be recovered, giving life to the new neighborhoods.

School

With a 2 million dollar investment, this project involves the reconstruction of the Rosa Medel School in the Peña sector, an area with a high demographic concentration of resettled families. This location was chosen to recover the enrollment of students, lost in the resettlement process.

Nuevo Esfuerzo and Doña Isidora Neighbourhood Committees

During 2018 Enel Generación conducted a dialogue and a design process with the community associations of Nuevo Esfuerzo (300 families) and Doña Isidora (90 families) in order to incorporate their vision in the construction of new community spaces that will initiate in 2019.

Murals and Beautification

This project involves artistic and community intervention in the Bocamina 1 and Bocamina 2 facilities with a 3,600 m^2 painting on the façades of the power complex, reflecting the community's social cultural identity. Fourteen focus groups - one including Enel collaborators - defined the themes and iconography incorporated in this piece of art.

The mural illustrates more than 30 cultural identity scenes, and more than 20 volunteers from Coronel participated in giving shape and color to the plant's facilities.

It contributed to other projects in Pedro Aguirre Cerda, carried out by the Sustainability and Heritage divisions of the Company, such as the creation of 4,697 m^2 of green areas and the plantation of 134 trees .

Connectivity Project

Los Álamos Access Road Improvements

Los Álamos community faces access problems, disabling buses or garbage trucks to transit and thus jeopardizing local development.

Therefore, Enel Generación Chile, in December 2018, started to build a 1,8 km paved road, which at the time will stimulate tourism around the International Pehuenche Road, contributing that way to the development of local commerce.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

13
projects

> $150.000.000
investment

~ 15.800
2018 number of beneficiaries

> 32.800
accumulated beneficiaries since 2015

Fostering Local Entrepreneurship and Sustainable Tourism

The CASEN 2017 study[16],, carried out by the Ministry of Social Development, revealed that more than 400,000 people above age 18 are unemployed for 3 months or more or have no employment contract. This group pertains to the 40% poorest people of the population. U.N. SDG 8 establishes the need to promote inclusive economic growth and decent work for all.

Enel Generación Chile's local development initiatives intend to create quality job opportunities to overcome social economic barriers. These projects focus on conserving identity and culture, environmental care and sustainable tourism. Following this logic, community projects seek to contribute to autonomous social economic development through initiatives that preserve local know-how and traditions.

The areas of influence of Enel Generación Chile's operations have a great potential for tourism and recreation. To leverage this feature and encourage the social economic development of inhabitants, the Company is implementing projects to provide the tools for sustainable tourism entrepreneurship.

In 2018, more than 50 small and mid-sized businesses - run by more than 150 women and around 30 indigenous communities- were formally created with the support of Enel Generación Chile,.

SME Development

Tuber Farming in Lonquimay

During 2017, six families from the Lonquimay community began a project for small-scale potato production. To improve quality and increase productivity, Enel Generación Chile supported the financing of six hectares for farming.

Actually, the Company is providing technical, commercial and logistic support to local farmers with the help of two agronomists. This led to the creation of the "We Kimun" Cooperative. In 2018, the Agricultural and Livestock Service (SAG) certified the Cooperative as a potato seed producer, turning it into one of the 17 accredited farmers in the Araucanía Region, adding thus significant commercial value to their products. The project benefits 25 people, including the family members of these farmers.

The project received support from the Municipality of Lonquimay and the Regional Government of La Araucania for the implementation of a sales showroom and financial support for four tuber processing lines.

16 http://www.compromisopais.cl/detalleMesa/11

Hazelnut Processing in El Avellano

Since 2017, Enel Generación Chile is participating in a project with the El Avellano indigenous community to process Chilean hazelnuts. Production activities include harvesting and commercialization of hazelnuts, formerly sold in bulk at prices around CLP$300 per kilo. Once detected the opportunity to increment the community's income by offering processed products, the Company decided to fund the purchase of equipment for the processing of hazelnuts and the manufacturing of by-products like coffee, honey and toasted hazelnuts, which increased the sale price to close to CLP$2,300 per kilo. In 2017, the Agrarian Innovation Foundation (FIA) of the Ministry of Agriculture awarded the project a 47 million Chilean pesos funding for the construction of a processing room, built in 2018 and backed by an appropriate business plan.

In 2018, the El Avellano Cooperative was formally constituted and participated in several technical tours, simultaneous to the construction of a salesroom.

Hazelnut by-products have increased the El Avellano community's income by more than 700%.

Ralco

The area of influence of Enel Generación Chile´s operations in the upper Bio Bío is inhabited by 10 Pehuenche communities, comprised of 800 families and a population of 3,100.

These communities are Pitril, Callaqui, El Avellano, Aukin Wallmapu, Quepuca Ralco, Ralco Lepoy, El Barco, Guayalí, Pewen Mapu and Ayin Mapu.

In 2015, the Company and the communities accorded a dialogue agreement, starting thus a new relationship process, based upon collaborative engagement. This resulted in a Community Development Plan that covers production, social, cultural and environmental issues.

During 2016, the Company and the Municipality of Alto Bio Bío signed a long-term cooperation agreement to develop initiatives promoting education and social economic development in the region.

In February 2017, the Company signed a historic Collaboration Agreement with five families from the Aukin WallMapu Pehuenche Community to work jointly on community projects. This is a significant progress in the Company's relations with local communities since it settles for the claims of families about the Quepuca Pantheon or Site 53, the ancestral cemetery flooded by the Ralco hydroelectric power plant reservoir.

In July 2017, Enel Generación signed two additional agreements with other communities affected by the flooding of Site 53, putting thus an end to the disputes generated by the Ralco power plant construction in 2004.

During 2018, activities under the Collaboration Agreement mainly focused on production activities and entrepreneurship, fostering projects that support sustainable development and enhance cultural identity.

Entre Pallets

Four women from Coronel made history by opening the first local and regional eco-furniture shop. They were trained by Enel Generación Chile and the Sembra Association in bioconstruction techniques, eco-carpentry and business administration. These new skills gave them the tools to start their own business, Entre Pallets. Entre Pallets manufactures furniture by recycling pallets from the Coronel industrial park. The furniture is for both residential and commercial use and is produced under high quality and design standards. By incorporating circular economy concepts, Entre Pallets is committed with the environment and intends to reduce its impact in each of its processes. It will build a salesroom during 2019.

300 pieces of furniture were manufactured in 2018 using 2,200 pallets supplied by the Bocamina Power Plant, avoiding 86 tons of CO_2eq thus far to date.

Pehuenche Route Ventures

The Pehuenche Pass is an international corridor with great natural attractions. Enel Generación Chile is therefore helping to convert it into a scenic route for tourists, stimulating diversification of local employment and bringing new skills to the local community. The Maule Shared Vision Plan was co-designed in conjunction with nine neighboring communities. It defined three work streams: infrastructure projects, life quality projects and income-improvement projects. Within the scope of the latter, the community held several workshops to create production capacities. These workshops focused on developing eco-carpentry skills to build furniture using eco-construction techniques; on manufacturing silver jewelry; and on manufacturing textiles, such as weaves and aromatherapy dolls.

In 2018, around 100 entrepreneurs along the Pehuenche Route were trained. In 2019, Enel Generación Chile will work with them on formalizing their businesses and selling their products.

Business with an Impact

In October 2018, within the context of Innovation Week, Enel invited four micro enterprises from different territories to participate in several activities that would strengthen their sales and commercial know-how as well as broaden their contact networks.

The first initiative consisted of a commercial planning and negotiation training imparted by a team from EMPREDIEM. They also attended an "Innovation Fair" giving them the chance to apply the acquired knowledge and sell their projects. Finally, these entrepreneurs attended a "Businesses with Impact Seminar," organized by the System B foundation. The purpose was to connect small and mid-sized businesses, B businesses and large businesses to encourage alliances and trade agreements that create positive social and environmental impacts.

The participants were:

- "We Kimun" Cooperative, Lonquimay
- El Avellano Farming Cooperative
- Entre Pallets, Coronel
- Small Farmers Association "El Hueso de Taltal"

Sustainable Tourism

To exploit the touristic and recreational potential within its areas of influence and aiming at the social economic development of its inhabitants, Enel Generación Chile carries out projects that provide them with the tools for sustainable tourism entrepreneurship.

"La Isla" Park

To support the development of the Mapu Pilmaiquén Mapuche community, located near the Pilmaiquén hydropower plant, Enel Green Power designed a programme along with the community, including initiatives such as housing improvements, student scholarships, installation of residential solar systems, training courses in Mapudungun (the Mapuche language), handicraft workshops and the creation of "La Isla" park.

Enel free-leased six hectares, on a permanent basis, for ethno-tourism purposes. After some collaborative work and co-designing, Enel and Mapu Pilmaiquén created a hiking circuit that enables visitors to immerse into the Mapuche´s Cosmo vision. The trail runs through the native forest, passing by the Salto del Brujo and Salto la Olla, two waterfalls fed by the hydro plant. The park is equipped with trails, signage, viewpoints and a visitor's office, and enhances the value of the biodiversity in this conservation area.

The Mapuche community manages the park and all revenues are destined to its conservation and environmental management.

Additionally, during 2018, tourist guiding and handicraft workshops gave business opportunities to 45 members of the community. "La Isla" Park receives an average of 300 visitors per week.

Alto Loa- Centre for the Interpretation of the Desert

Cerro Pabellón, the first geothermal plant in South America is located In the Antofagasta Region, Chile, at 134 km distance from Calama, and 4,800 metres above sea level. It neighbours to the Valle de los Vientos wind farm and shares a common area of influence, home to six communities, including an important number of Lican Antay (Atacameno) and Quechua families. In the framework of the shared value plan of Enel Chile in the area and in line with its environmental commitments, the Company, along with Fundación Rondó, worked on the design of a tourism development programme with the Alto Loa communities.

The construction of the Valle de los Vientos wind farm in 2013 contemplated the creation of a Centre for the Interpretation of the Desert (CID), a voluntary commitment that highlights the beauty and singularities of the desert. The CID foresees the development of a sustainable tourism programme involving the gradual participation of Alto Loa communities, offering touristic packages with cultural identity. Its purpose is to provide training instances for local tour operators, inviting local communities to design tourism services involving their local heritage, culture, environment and archaeology. To be sustainable, the administration of the CID facility will involve the participation of several community representatives.

The first stage of this process included the communities of Toconce and Caspana.

In 2018, in order to encourage the development of a tourist route where the communities themselves would be able to offer a unique experience, and making use of the CID infrastructure, Enel Chile and Fundación Rondó worked on a training plan to provide them with the necessary tools and knowledge. During the first stage, seventeen people from Toconce and Caspana were trained, fourteen women and three men between the ages of 24 and 73, at facilities provided by Universidad de Aconcagua, with a 48 hour training programme. The programme included the following contents:

- Heritage and Identity
- Components of Community Based Tourism
- Tourism Experience
- Customer Service Techniques
- Accounting and Administration
- Community Based Tourism
- Interpretative Tourist Guiding
- Archaeology and Geology
- Qhapaq Ñan
- Museography
- Guiding Techniques
- Tourism Product Workshop

The participants created a package of tourism services to run a pilot in early 2019. In the near future, Enel Green Power Chile and Fundación Rondó plan to extend the programme to the remaining local communities.

In late 2018, the Company and the communities worked on the design of museography for the CID. The opening of the CID is expected to take place during the first semester of 2019.

Adventure Travel World Summit, Tuscany, Italy 2018

The Adventure Travel World Summit (ATWS) is organised by the Adventure Travel Trade Association (ATTA), an organisation founded in 1990 that gathers actors from the adventure travel industry from 100 countries, with a total of 1.000 partners. Under its own definition, ATTA is composed of tour operators, media, specialised sales agents and accommodation services with a shared interest in the sustainable development of the adventure travel industry and in developing studies in collaboration with the World Tourism Organisation (WTO). Their objective is the creation of sustainable adventure travel products and markets, centred on people and the planet, asides from the generation of profit. Two representatives from the communities of Caspana and Toconce took part in the 2018 Summit, presenting their project and learning about international experiences.

8 DECENT WORK AND ECONOMIC GROWTH

149
projects

> $12 billion
CLP investment

~30.700
2018 number of beneficiaries

~ 361.500
accumulated beneficiaries since 2015

* Amount includes investment corresponding to the project "My neighborhood, our neighborhood" in Coronel

Commitment to Education

U.N. SDG 4 aims to guarantee inclusive, equitable and quality education and promote learning opportunities for all. One of its objectives is to ensure that students acquire the theoretical and practical knowledge needed to promote sustainable development. Enel Generación, as a relevant player in the energy industry, implemented initiatives contributing to education through awareness raising, sensitization and the development of skills related to the world of energy.

Fundación Pehuén

In 1992, the Pangue Hydroelectric Power Plant, a subsidiary of Enel Generación Chile, constituted the Pehuén Foundation to develop programs contributing to local development and the conservation of cultural heritage.

Its Board is comprised of six community representatives whilst two other communities are invited to board meetings and participate in the Foundation's activities.

In the sphere of education, the foundation funds scholarships and lodging for Pehuenche student, facilitating their access to higher education and thus, to the job market. In 2018, 75 students received this benefit totaling approximately 80 million pesos.

Scholarships and Access to Education

In alignment with the Company's commitments with access to quality education and the environment, Enel Chile provides scholarships to young students unable to afford their tuition costs, accommodation, school supplies, garments and/or transportation. It supports elementary, secondary and tertiary stage students in the communities where the Company operates. During 2018, the Company invested more than $ 150 million pesos benefitting 925 students.

"The Energy of the Universe" at the Planetarium

Committed to quality education development, Enel Distribución Chile signed an agreement with Fundación Planetario to bring scientific knowledge closer to students and civil society. The agreement includes the display of a seven-minute educational video about topics such as Astronomy, Technology, Energy and Sustainable Development, before every show from Monday to Sunday starting in April 2019. During 2018, the Company invited around 220 girls and boys from the communes of Cerro Navia, La Florida, Pedro Aguirre Cerda and Quilicura to Planetarium activities. There was also an exclusive show for the children of Company employees.

Play Energy

Play Energy is an educational programme executed at schools seeking the promotion of knowledge and the creative use of electric energy. Understanding that schools are the place where the future is built, its objective is bringing girls and boys closer to the world of energy. The programme, which is a complement to the sixth grade curriculum, consists on inviting the students to join a contest, working in groups of three to develop their idea with the help of a teacher. Every team receives an educational kit designed to aid students in understanding the use and applications of electric energy and transfer their experiences to the teacher in the classroom. The challenge for each team is to design a project promoting innovation in the use of energy. The assessment sheet considers feasibility, creativity, coherence, and teamwork.

Each year, Enel proposes a specific topic to study in depth. In 2018, the focus was on the use of electricity at home, in mobility, in the city, power plants, and in the world in general.

A nationwide total of 94 schools from 59 communes took part, reaching more than 3,000 students and 250 teachers. 174 initiatives were presented, 3 of which were awarded.

	1st place	Runner-up	2nd Runner-up
School	D 133 María Elena – María Elena, Antofagasta Region	Colegio Dagoberto Godoy – La Granja, Metropolitan Region	Colegio Polivalente Domingo Parra Corvalán – Coronel, Biobío Region
Project	Super Solar Panel Cleaner, "Power Sun"	"Inclusive and Efficient Wheelchair"	"Parks for All"
Description	Solar panel cleaning machine, powered with 5 volt photovoltaic panels, designed with recyclable materials.	Adapted wheelchair, powered by a photovoltaic panel, covered with an umbrella.	Repurposed exercise bicycles in public parks to generate kinetic energy in fan installations and mini community orchards. Produce will be given to people who cannot afford food.

22 projects

> $480.000.000 investment

~ 13.700 2018 number of beneficiaries

~ 39.000 beneficiarios acumulados desde 2015

Commitment to Sports

Each year Enel Chile holds the Enel Cup to promote sports as a means for social development.

Enel Cup

Initiated in 2001, the Enel Cup is a short-field soccer championship, which invites youths from 30 Municipalities in the Metropolitan Region, as well as from the Municipalities of San Clemente, Colbún, Lota and Concepción. Its purpose is to encourage the use of communitarian public spaces while fostering sports and healthy living among youths.

The Cup is organized in conjunction with the municipalities and takes place on the multipurpose fields lighted by the Company. During 2018, 1,413 boys and girls were able to demonstrate their soccer skills. The winners were rewarded with a trip to Milan, Italy, while second-place teams travelled to Rio de Janeiro in Brazil and third-place competitors to Buenos Aires in Argentina.

Community Relations in Concession Areas

Aware of the fact that the Company operates in areas with evident heterogeneous social and economic conditions, Enel Chile, through Enel Distribución Chile, maintains continuous relations with multiple community organisations in its concession areas, suggesting a variety of projects based on the needs of each commune. During 2018, the results of the materiality analysis defined a number of spheres of action that meet the priorities of the Company's customers. One of these priorities was the need to establish effective collaboration between companies, community organisations and families. The activities to meet these needs are considered yearly in the Sustainability Plan.

"Enel en Tu Barrio (Enel in Your Neighbourhood)"

Enel en tu Barrio is a community relations programme implemented by Enel Distribución Chile since August 2010 aiming at direct, close and permanent relationship with customers, creating transparency in information related to the energy business, sensitivity regarding the role of consumers, and timely and efficient attention to their needs, both as customers and citizens.

The program is carried out by means of instances of dialogue with community organizations in the different areas of concession. The latter resulted in a number of workshops, with subject matters such as energy efficiency, energy bill breakdown and self-care. During 2018 this initiative also encompassed other issues such as climate change and its impact on the electricity distribution network.

Workshops for Neighbourhood Committees

During 2018, the Company organized 160 informational workshops related to electricity management and energy use, destined to 52 community organisations from 25 communes. The workshops addressed subjects related to energy efficiency, safety, quality and continuity of energy supply, consumer rights and obligations (in collaboration with ODECU -Consumer and User Organisation), and first aid courses in a joint effort with ACHS (Chilean Safety Association). Additionally, they provide timely and transparent information about the energy industry and the Company´s operations, as well as topics directly related to the quality of life of the customers.

Community members received energy-efficient lightbulbs as a practical solution to the topics discussed and as a direct contribution to their household economy.

Beneficiary Families		
2016	2017	2018
2,294	1,794	2,094

Workshops for Institutions

In order to establish a collaborative network to face electric contingencies, Enel Distribución organized a series of workshops for firefighters, police officers and municipal servants. The workshops, developed in theoretical-practical classes and dictated by Enel professionals, intend to teach them about the characteristics of the distribution network, prevention of electrical risks and coordinated responses in case of electrical emergencies.

They took place in the Firefighter Corps in the Metropolitan Region and at the First Police Station in Santiago, and were attended by 173 participants.

Conferences on Climate Change and its Impacts on the Electricity Network

The conferences create awareness about climate change, our responsibility as a society, and its impact on the electric distribution network by putting at risk the continuity of electric supply. During 2018 ten conferences were held, involving territorial and neighbourhood organizations.

The activity included educational material and was conducted by a meteorologist.

266 participants attended the conferences that took place in following communes: Colina, Quilicura, Cerro Navia, Quinta Normal, Huechuraba, Peñalolén, La Florida, Lo Prado, Pedro Aguirre Cerda, Renca.

Sustainable Communities

Enel Chile carried out a series of initiatives in its concession area to contribute to the development of inclusive, safe and resilient cities and communities.

Mobile Office

The Enel Distribución Chile mobile office is an alternative for those customers who live at a remote distance from commercial offices and prefer in-person service. It provides the same level of attention and service of any regular office and contributes to the domestic economy of customers living in vulnerable areas by bringing the Company close to their homes. In 2018, the mobile office realized 229 visits to the above-mentioned communities, attending 18,447 customers.

Attention to Electrodependent Customers

At present, Enel Distribución has 1,766 registered electrodependent customers, who receive special attention and support in their energy supply needs.

Electro dependent customers must prove their condition showing a certificate issued by a health specialist and officially registered by the Superintendence of Electricity and Fuel (SEC). The latter is valid for a one-year period and gives access to a series of benefits granted by the Company: exemption from service termination, monthly discount equal to 50 kWh, prioritized attention by call-centres and provision of an electric generator in case of emergency.

In 2018, Enel Chile and the Ministry of Energy signed an agreement comprising the following commitments:

- Make the best efforts to provide technical solutions for the mitigation of impacts on electro-dependent customers caused by power supply interruptions.
- Not suspend the power supply to dwellings where registered electro-dependent patients reside.
- Discount from the electricity bill costs of medical supplies to which the electro-dependent patient must remain connected.
- Periodically update the register of electro-dependent patients.

Additionally, a record of the telephone numbers of electro-dependent patients allows to prioritize their calls and give them attention by a special platform.

Likewise, the company acquired 570 domestic generators to be preventively provided by a specialized staff in case of emergency. 117 of these generators were borrowed to municipalities and the Intendence.

As a result, during 2018, Enel Chile delivered 1,231 generators to electro-dependent customers.

Priority Service for Municipalities

The municipalities of the Company´s area of concession provided four phone numbers of its respective emergency staff to ensure preferential attention by means of a priority platform of the call centre. The objective is to enable prompt solutions in case of any emergency that potentially could affect a large number of people.

Priority Attention for Clinics and Hospitals

In 2018, Enel Chile started to develop a new priority service model for hospitals and critical health centres, with the purpose to accelerate back up in case of interruption of energy supply.

Phone numbers from hospital and health centres are automatically recognised by a priority service platform and answered immediately by an operator to coordinate recovery of the energy supply.

Alliances

- **Toconce Electrification (Electrificación Toconce): ENAP, Codelco, Municipality of Calama**
- **Vulnerability and energy safety: Fundación Techo**
- **Lighting in Taltal: Litro de Luz**
- **APR Callaqui: Fundación Amulen**
- **Maule extraction and distribution of water: Fundación Casa de la Paz**
- **El Avellano: Universidad de Concepción**
- **Lonquimay Tubers: Municipalidad of Lonquimay, Araucania Regional Government**
- **Entre Pallets: Fundación Sembra**
- **Alto Loa- CID: Fundación Rondó**
- **Planet energy Fundación Planetario**
- **Neighbourhood committees' workshops: ACHS, ODECU**

Engaging the people we work with

The Value of our People

Under its Open Power vision, the People and Organisation Management creates environments where empowerment and development of our people are fostered, embracing their professional growth and balance between work and private life, framed by an internal culture of openness and inclusiveness that can be reflected in the competitiveness of the business, its progress and work for a sustainable future.

People at Enel Chile

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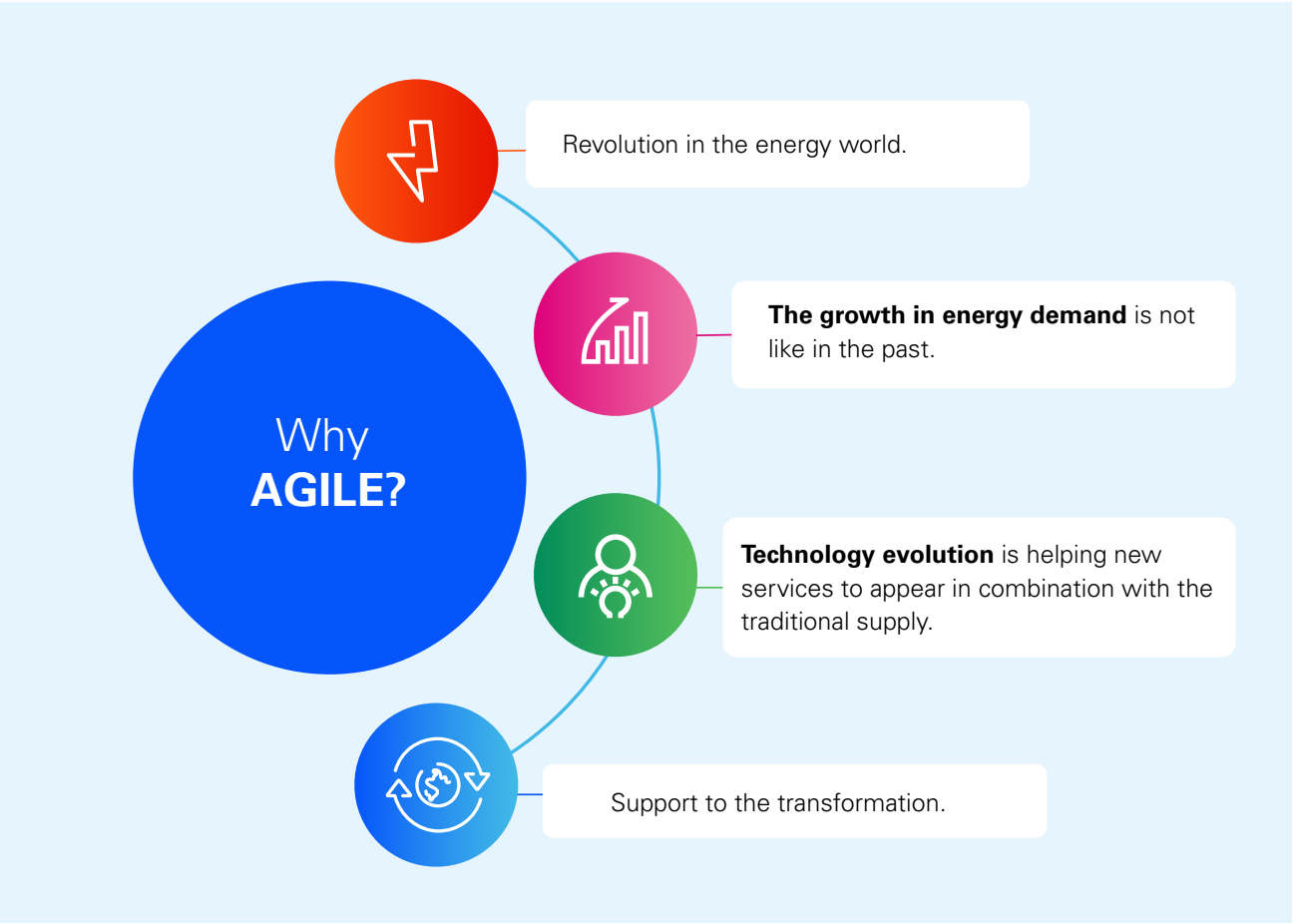
Enel Chile and its subsidiaries have 2,062 collaborators, from which 22% are women and 78% are men.

Staff by Professional Category

	Enel Chile			Enel Distribución			Enel Generación			**National Total**[17]		
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
Managers and Top Tier Executives	26	20	21	7	8	16	18	13	20	51	41	57
Professionals and Technicians	339	370	549	574	616	622	812	806	660	1,725	1,792	1,831
Collaborators and Others	74	41	44	107	45	43	53	29	87	234	115	174
Total	**439**	**431**	**614** [18]	**688**	**669**	**681**	**883**	**848**	**767**	**2,010**	**1,948**	**2,062**

From the total number of managers and executives (senior and junior) at Enel Chile and its subsidiaries, 16% are female, with a breakdown of 19% senior executives, 12% junior executives and 7% of executives in revenue-generating positions.

17 National Total considers the consolidation of Enel Chile, Enel Generación, Enel Distribución and all their subsidiaries
18 451 people at Enel Chile + 163 people at Enel Green Power Chile



Agile Methodology

The Enel Group decided to promote the Agile Method in support of the ongoing transformation in the industry. This is a different collaboration model based on openness and flexibility, and it is a way to experience the Open Power values and principles with colleagues.

The Agile method puts people into small, interdisciplinary, self-organized teams that perform incremental, iterative work sequences throughout a project. The customer is continuously involved from the onset. The model combines methodological rigor in the everyday application of principles (see, for example, the values expressed in the Agile Manifesto) and shared tools (like the Scrum Method) with an ongoing adaptation to the changing needs of customers and settings in the development of products and services from conception to sale.

This model facilitates and aids in changing and improving solutions, processes or systems that already exist in the market, in order to adapt them to new needs.

In 2018, an important group of employees participated in several initiatives to explain its basic concepts, how this method works and to promote the use of tools in order to start Agile projects.
In 2019, work will be significantly concentrated on change management, involving sensitization, motivation and formation. The goal is to progress in wide spreading the use of this method, thus leveraging the values, conduct, mentality and culture required to overcome the Company's challenges today.

Diversity and Inclusion

405-1

To Enel Chile, and in compliance with the Group's Policy of Diversity and Inclusion, counting with diverse work teams and fostering an inclusive working environment is essential for the creation of a culture of innovation allowing for the opening of different points of view that enrich the working environment and add value to the Company on a permanent basis.

An important event this year was the Diversity and Inclusion Week, intended to make people aware of, and highlight the principles of the Group's policy, analyzing them in each of its dimensions (Gender, Age, Nationality and Disability). The event involved informational sessions and activities enabling participants to reflect on the main subjects involving diversity, to experience its significance by means of role-playing, and to reinforce skills that promote inclusion.

1. Reject any form of arbitrary discrimination and ensure and promote diversity, inclusion and equal opportunities.
2. Promote and maintain a climate of respect for the dignity of people, honor and identity.
3. Ensure the highest standards of confidentiality of any information on the private life of workers.

Empowering Female Roles

The role of women in companies is acquiring more and more relevance due to their great impact on business performance. According to a study from Accenture called, "When Women Grow, We All Grow"[19], when women work in inclusive environments under leaderships, policies and practices that support both genders, complementing their various roles, their empowerment and contributions to organisations greatly increase.

In this context, and absolutely determined to improve female participation in the Company, Enel Chile has worked on the preparation of a cultural shift through hiring women in positions traditionally reserved for men. This process is complemented with awareness activities especially directed to leaders of different areas, reinforcing the importance and benefits of including women in their teams. As a result, around 22% of collaborators in Enel and its subsidiaries are women.

Aware of the need to count with the best professionals for each position, along with strengthening equal opportunities, several measures have been taken to generate equality conditions for women and men, both in recruitment and selection, as well as in the discharge of their functions once they are hired.

In this respect, the company has set an internal target of achivieng equal gender representation for the whole population evaluated in the internal and external selection processes by 2021, aligned with Enel Group. At the same time, the Company offers work flexibility benefits and develops initiatives to support balance between every collaborator's family and personal life, and work life. To promote the participation and inclusion of female students, especially from technical areas, a series of connections have been established with universities and professional institutes.

19 Getting to Equal 2018, Accenture

Percentage of men and women per company

	Enel Chile			Enel Distribución			Enel Generación			National Total		
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
Men	61%	60%	65%	81%	81%	79%	87%	87%	88%	79%	79%	78%
Women	39%	40%	35%	19%	19%	21%	13%	13%	12%	21%	21%	22%
Total	**439**	**431**	**614**	**688**	**669**	**681**	**883**	**848**	**767**	**2,010**	**1,948**	**2,062**

Data might defer to previously reported figures due to criteria changes or involuntary omissions.

The Value of Inter-Generational Differences

Enel Chile has worked constantly to recognise, respect and manage inter-generational differences, ensuring integration, motivation and the exchange of knowledge between generations

Staff by Age Range

	Enel Chile			Enel Distribución			Enel Generación			National Total		
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
Under 30	17	10	38	45	58	62	35	48	40	97	116	151
31 to 40	162	174	240	200	176	176	328	295	242	690	645	647
41 to 50	146	155	207	176	165	161	295	288	282	617	608	650
51 to 60	106	87	116	199	210	209	166	160	156	471	457	481
Over 61	8	5	13	68	60	73	59	57	47	135	122	133
Total	**439**	**431**	**614**	**688**	**669**	**681**	**883**	**848**	**767**	**2,010**	**1,948**	**2,062**

In an effort to facilitate the entry of new people to the Company, and in line with the digital transformation, the new hires tutorial program was complemented by the global implementation of the Onboarding platform, where each new employee, prior to entering the Company, can get acquainted with its organization and functionality, in order to better prepare for their job and adapt to the work culture.

This personal and professional support, provided for a minimum of six months, is intended to help new hires simplify their new-employee experience, as well as to support recruitment staff by managing the candidate´s entrance in a digital, integrated and smart manner.

An International Point of View

Enel Chile developed a program to facilitate the integration of people of different nationalities. It assigned to each expatriate, with the mission to assist and support him or her in adapting to cultural differences and practices during their stay abroad.

Working with Disabilities

In furtherance of recognizing and managing everyone's skills and better addressing the Job Inclusion Law enacted in 2018, the Company prepared a record of disabled people and compiled information on their needs and aspirations. This information helped to give continuity to the changes being made in the Company's facilities to improve access to the cafeteria, restrooms and auditorium, to build ramps and to mark disabled parking lots and to add a Braille system in elevators, among other aspects.

In the spirit of creating synergy and understanding the vision and best practices of more than 30 organizations, Enel Chile joined the Inclusive Companies Network of SOFOFA (REIN) and signed two shared-value agreements, one with the Duoc technical training center and another with the Telethon Foundation. Both in the aim of further developing Enel's employees and its contractors through formation, inclusion, applied research and innovation contests.

Additionally, during the year, the play "With Open Arms" was performed in parallel to a workshop called "In your shoes for a day". The effort was geared toward playfully educating the entire organization, sensitizing it to the reality of the disabled, and creating an inclusive awareness.

Enel Chile joined the Teletón spirit and took the charity crusade to every corner of the Company, meeting the self-imposed challenge of gathering both the organisation and our people's energy to reach our financial goal. The Enel motto for 2018 was "The Energy of Teletón".

More than 20 ambassadors participated in the campaign, organising different activities and encouraging their co-workers to join, which allowed Company collaborators to collect 35 million pesos.

These were some of the main activities:

- The sale of ice cream, breakfasts, massages, hot dogs, sausage sandwiches and raffles
- Typical Chilean activities and the sale of Chilean sweets
- Jeans Day and Summer Day
- A Paralympic table tennis exhibition
- A chess event where people played all at once against the national champion
- A flea market
- An auction of autographed soccer jerseys

Balancing Personal and Work Lives

Maintaining a high level of commitment, motivation and satisfaction among collaborators is vital to give life to the Company's vision and achieving the strategic objectives of the business. Enel Chile puts different programs and benefits at the disposition of its collaborators to improve the work environment and encourage reconciliation between their family and working life.

Smartworking

A new version of the Smart working programme was launched in August 2018, allowing collaborators from Enel Chile and its subsidiaries to select one day a week, between Tuesday and Thursday, to work remotely from home or any other place with a good Internet connection and the required security features.

Three hundred and sixty collaborators in Chile benefit from this practice, which promotes different work styles and dynamics, based on trust, commitment, autonomy, and responsibility.

Make the best of your time

Since 2018, collaborators can take better advantage of holidays and "make the best of their free time." They can schedule, coordinate and save their time, leaving work 4 hours earlier the day before starting their vacation and arriving 4 hours later upon return, provided they make up for this time.

Campaigns were held from May to December, seven months of the year when there were holidays.

Flexible Hours

This new confidence-based system gives people the flexibility to set their start time between 7:45 a.m. and 9:00 a.m. and move their departure time to later, provided they work the hours stipulated in their employment contracts. This helps better balance working and family life.

Quality of Life

Collaborators are at the core of the Company's strategy and operation, so guaranteeing their wellbeing is key to an optimal performance. For that reason, Enel Chile has a benefits guide for its collaborators that explains the variety of activities available to them and their families.

Corporate Events

In Enel Chile understands how important it is to acknowledge and reward its collaborators for their long standing commitment to their work, this is why the Company bestows the "Career Path Award" on those collaborators who have reached 20 or more years of service.

Additionally, Enel Chile offers the Academic Excellence Awards for outstanding school performance, holding a special ceremony for its collaborators' children.

Finally, the Company offers several end-of-the-year activities to thank its collaborators for their commitment and effort, and to create an opportunity for leisure and entertainment among co-workers. Some of these activities are the Children's Party and the End of the Year Party, held for all companies and subsidiaries of the Group.

Sports and Cultural Programmes

Thanks to the Sports and Culture Extension programme (Extensión Deporte y Cultura), 990 people took part in a variety of initiatives that brought collaborators and their families closer to a healthy lifestyle through the practise of sports.

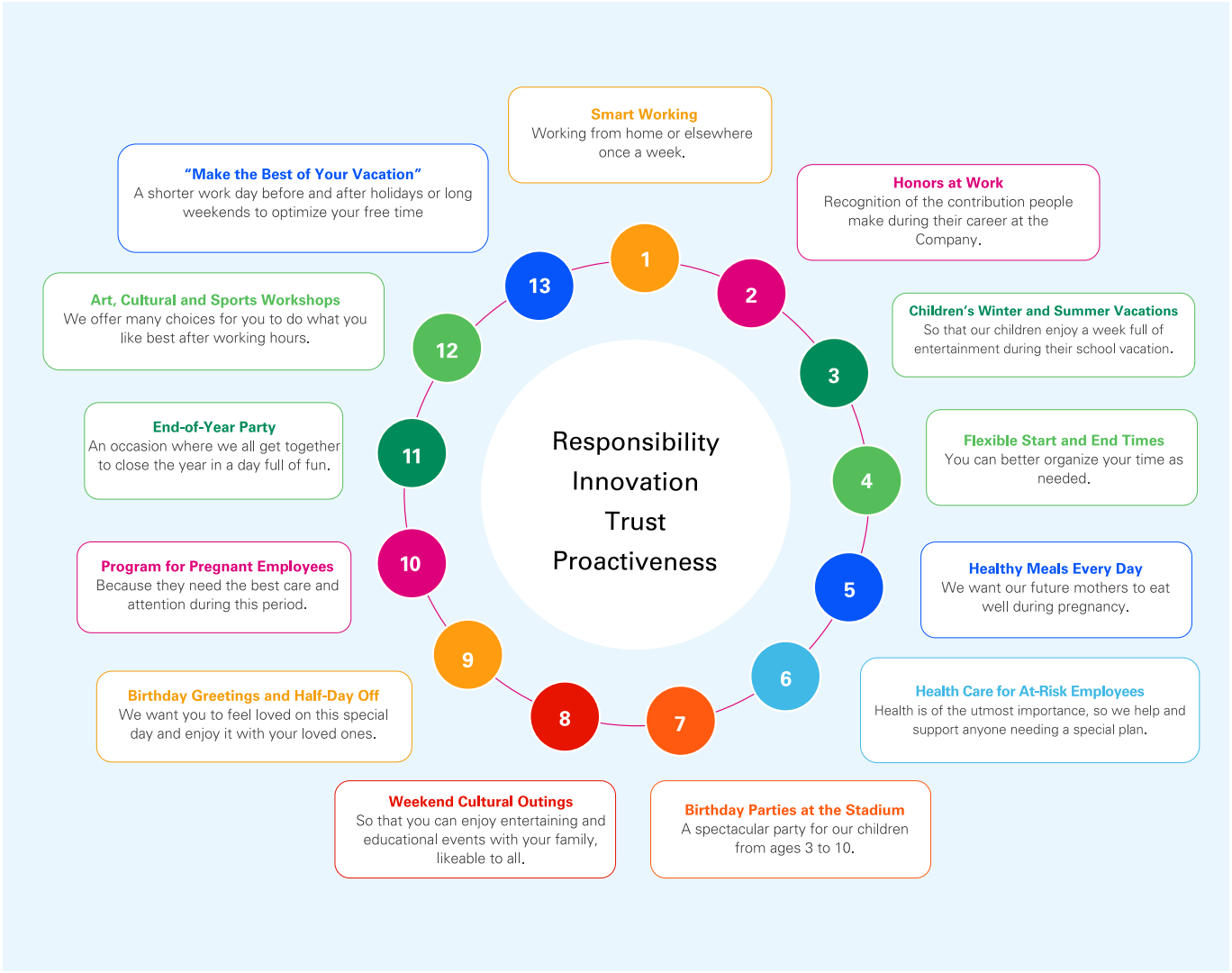
Some of the most popular athletic activities are soccer, short-field soccer, basketball and volleyball, in addition to the tennis, soccer and skating schools for employees' children. Moreover, employees and their immediate family are invited to art workshops, expositions, winter and summer camps, and family outings.

Parenting Programme

The Parenting Programme aims at helping all mothers and fathers among collaborators in their parenting process, enabling them to reconcile and balance their needs as parents and their aspirations for professional growth.

The program accompanies women as they prepare for motherhood, offering spaces of reflection on the "new task of being parents," and supporting them during their pre-natal leave and subsequent return to the Company.

Health and welfare benefits include nutritional supplements for future mothers and a lactation room that they can use upon returning to work.
Entre



Climate Survey

In 2018, Enel Chile carried out the bi-annual climate and safety study in which 94.4%, of its employees participated. The results show 85% very good or good perceptions among collaborators of Enel Chile and its subsidiaries.

Enel Chile and subsidiaries

63.2% Very Good perception

22.4% Good perception

14.4% Unfavourable perception

Professional Training

103-2 103-3 404-2

Enel Chile fosters several actions to permanently update and improve the professional background, leadership skills and personal development of its collaborators looking for new career opportunities within the Company and promoting internal mobility.

404-1

Training Hours per Gender

	Gender	2018	
		Total	Average
Enel Chile	Men	10,710	42.17
	Women	7,939	42.68
	Total	**18,649**	**42.38**
National Total[20]	Men	68,704	41.71
	Women	18,566	40.10
	Total	**87,270**	**41.36**

Management Program "From Leader to Coach".

As part of the Leadership Model, this program develops skills, providing managers with the necessary tools to mobilize and prepare their teams to confront successfully the business' challenges.

The program consists of a series of training stages and actions for the improvement of self-management and commitment towards personal growth. It helps them identify their strengths and opportunities in order to define the training and development actions in which they will participate:

- People Management Workshops
- ENEL Manager Leadership Course
- Workshops
- Working Groups
- 360° Assessment
- People Management Indicators

165 Enel Chile managers were part of the programme during the year.

20 Total consolidates figures from Enel Chile, Enel Green Power Chile, Enel Generación, Enel Distribución and their subsidiaries

Hydroelectric Power Plant Maintenance Worker and Operator Training

The objective of this training is to broaden the competences and technical knowledge of operators at the hydro plants.

To that effect, the programme includes an initial assessment of their skills, abilities and behaviours, through exercises, simulations and case discussions, complementing the process with theoretical tests and on-site checklists applied by experts.

Open Power conducts are assessed through direct observation of the collaborators involved, which provides useful practical information.

This assessment defines the courses to be taken by each one of the operators. The courses are structured around the following formative axes:

- Production
- Operation and Maintenance
- Health, Safety, Environment and Quality, HSEQ
- Practical Experience (Laboratory, Hydraulic Simulator and Supervised Shifts)

Sixty one collaborators completed he assessment process in 2018. Formative action will continue in 2019

Procurement School

Procurement School is a Global initiative, organised in collaboration with the European Institute of Procurement Management (EIPM), aimed at improving skills and competences in the different professional roles and profiles from the Procurement area.

The programme, which began in June 2018, will continue through December 2019, including 37 in-person editions all over the world.

Specialisation Programmes

During November, the School of Economics and Business of the University of Chile hosted the graduation ceremony for the eighth version of the Diploma on Electricity Markets, designed to deepen the understanding of the characteristics and challenges of the business. The third version of the Diploma on Assessment and Direction of Electrical Projects also took place in 2018. The objective of the Diploma is to provide participants with the necessary tools to develop a comprehensive business plan and correctly apply the techniques and methodologies for the preparation, economic assessment and direction of investment programmes.

The Internal Diploma programme has been in place at the Company since 2011, and more than 300 collaborators have been trained to date. In this particular occasion, 70 workers received their diplomas, 43 on Electricity Markets and 27 on Assessment and Direction of Electrical Projects.

Additionally, since 2018 Enel Chile and Enel Green Power offer a Diploma on Electrical Energy Production through Photovoltaic Plants, imparted in a joint effort with Federico Santa Maria University. Fifteen collaborators took part in this first version.

In keeping with the Company spirit of making a permanent contribution to the professional development of its collaborators, in 2018 Enel continued its yearly programme, Beca de Estudios para Trabajadores (BET, Collaborator Scholarships), to promote tertiary level studies, within a co-financing framework between the Company and its employees.

People Development and Motivation

Enel Chile values and acknowledges the work of its collaborators by promoting, empowering, and rewarding commitment to corporate values, initiative, participation and meritocracy.

Performance Assessment

404-3

The Enel Group launched a new online feedback tool called Open Feedback Evaluation which, based on Open Power behaviours, seeks to promote the exchange of information and reciprocal feedback among those sharing an activity or project at work, regardless of their position or role.

Using this web platform, any co-worker, at any given point, can provide feedback to partners, peers and managers, sharing positive comments or raising improvement opportunities related to any of the 10 Open Power behaviours.

Prior to the pilot launch of this tool in Chile, some communicational activities took place, along with three training sessions about the use of this web, reaching more than half of the participants. The pilot was launched in Chile between the months of August and October, considering the participation of 200 people from the professional staff areas.

The results from the pilot will be used to manage the cultural change that the implementation of this new tool will bring.

Until 2018, collaborators were assessed through the Performance Appraisal programme, which evaluates individual performance based on 10 behaviours that have been pre-established by the Company.

95% of the employees of Enel Chile and its subsidiaries were evaluated through the Performance Appraisal during 2018.

Workers evaluated with the Performance Appraisal model

	2018		
N° of evaluated by Performance Appraisal	Men	Women	Total
Total number of collaborators	1,608	454	2,062
N° of senior positions	10	3	13
N° of middle positions	212	44	256
N° of professionals and administrative	1,304	383	1,687
Total number of evaluated	1,526	430	1,956
% of evaluated	95%	95%	95%

Acknowledgement Programmes

Reconocernos

Through the Reconocernos programme (a Spanish language pun meaning both Recognising each Other and Acknowledging Ourselves), Company collaborators, based on two categories, Contributions and Attitudes, highlight and promote good initiatives and/or practices that create value, as well as good work practices implemented by their co-workers.

In the Contributions category, a total of 33 initiatives were nominated during 2018, 50% more than in the first version the previous year, involving 152 collaborators from Enel Chile, Enel Generación and Enel Distribución.

In the first stage, the nominees are evaluated by business line and staff managers, in coordination with their business partners. In the second stage, winners are selected by the Chile Committee, headed by the Country Manager, based on their contribution to the creation of value for the Company, and the number of areas and/or people involved in the implementation, as well as replication feasibility of the initiative.

The Attitudes category is awarded based on how candidates work, according to an open evaluation from their co-workers. In the last version, there were seven sub-categories, awarding 215 people. These sub-categories were: Be Open Power, Be Safety, Be Digital, and Group Values: Trust, Innovation, Proactivity, and Responsibility.

Hall of Energies Programme

As part of a specific global recognition programme for Enel Green Power, Hall of Energies bestows three awards, directed to different lines in the organisation:

Megawatt: Quarterly and annual recognition at national and Hub levels.

Gigawatt: Annual recognition at area level (Europe and North Africa; Latin America; North America; Sub-Saharan Africa and Asia).

Terawatt: Annual recognition at Global level (EGP worldwide)

Each of these awards has three categories. The first is focused on the specific contribution of a person or team to the generation of a pilot project with good results, creative or innovative solutions, or for their contribution to the improvement of KPIs, costs, delivery times or processes. The second category awards attitudes from a person or team, associated to innovation, responsibility, trust and proactivity. Finally, the third category awards teams with an exceptional performance, making an impact at the regional level in innovation and sustainability, mergers and acquisitions (M&A), or bids/tenders, among others.

Internal Mobility and Promotions

401-1

Enel Chile values meritocracy and the development of its collaborators. This is why professional growth and merit-based promotions are encouraged, providing job opportunities at national and international levels within the Group.

Rotation and Mobility

	National Total		
	2016	2017	2018
Employees hired during the year	78	136	125
Employee job rotation rate	3.74%	6.86%	6.01%
% Internal mobility	2.23%	3.24%	3.00%

Always Connected

In order to maintain fluent communication with all collaborators, the People and Organisation Management Team (P&O) makes use of different media to provide updated information about people management, new arrivals, appointments and updates of regulatory documents.

In addition, through a new initiative called "Weekly Planner" and the corporate intranet, every collaborator receives information about upcoming events and the main current activities. All of this is complemented with the site My Enel, which receives applications and provides relevant information for all collaborators.

Labour and Union Relations[21]

102-41

	Enel Chile			Enel Distribución			Enel Generación			National Total		
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
% of workers with collective agreement coverage	64%	72%	68%	89%	86%	87%	71%	73%	77%	76%	77%	78%
Number of workers with collective agreement coverage	282	311	420	609	577	595	625	616	590	1,516	1,504	1,605

21: Some data may differ from what was previously reported because of changes in criteria or involuntary omissions

Growth across low-carbon technologies and services

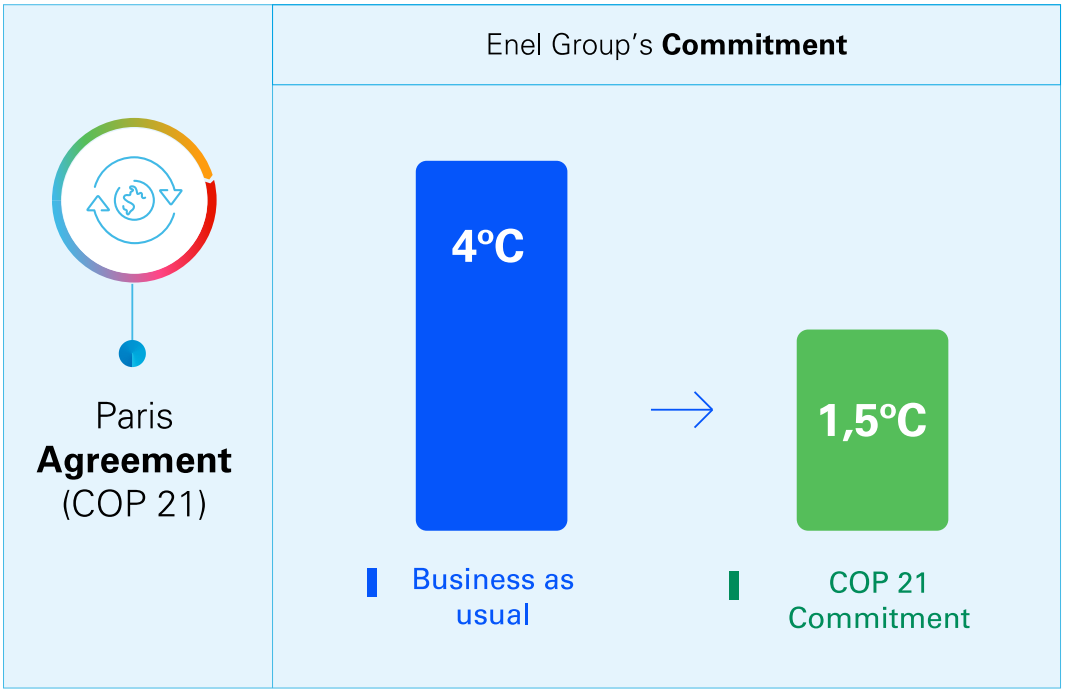
The Global Challenge of Reducing Carbon Emissions: From COP21 to COP25

COP 21 was celebrated in Paris, France, in 2015, giving birth to the "Paris Agreement", in which 197 UN member states acquired the commitment to engage in all necessary actions to fight climate change and keep global warming under 2°C by 2030.

During COP22, which took place in 2016 in Marrakech, Morocco, there was progress in the technical discussion about how to fulfil the commitments acquired in Paris after 2020 and how to obtain mayor political commitment from the signatories of the Agreement. Different short-term tools were discussed, as well as the necessary long-term investments, emphasising transparency in the monitoring system and emission reports, as well as their verification and the evaluation criteria for the definition of new goals.

COP 23, in Bonn, Germany, was centred on the analysis of financial commitments, skill development, and global level technological transfer.

In 2018, COP 24 took place in Katowice, Poland, where the "rulebook" to implement the Paris Agreement was approved. The document reflects the disposition of the participating nations to make progress on the agreement in spite of the uncertainties regarding the economic cycle and complex current geopolitical scenario. It establishes guidelines for the implementation of the global commitment, which goes into effect in 2020.



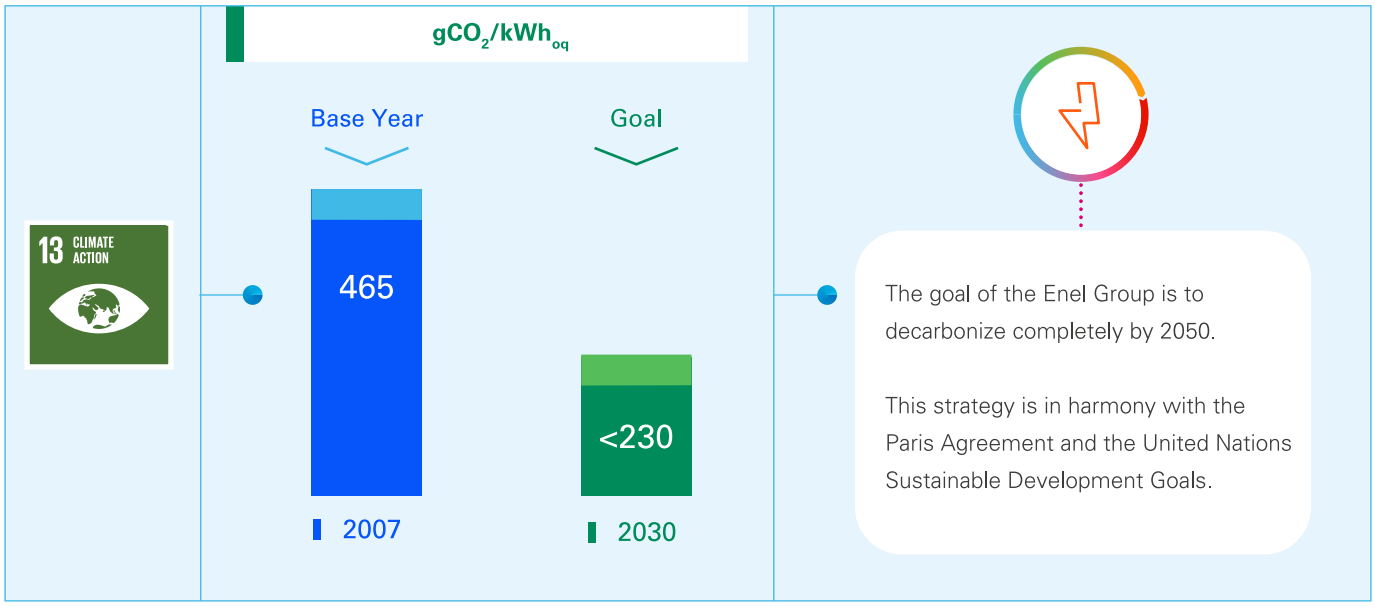
Energy Transition towards a Decarbonised Matrix

The Enel Group, committed to contributing to these global goals, has decided to make swift and effective transformations for the transition to a carbon-free energy matrix by the year 2050.

At the local level, the Energy Roadmap 2018-2022 promoted by the Ministry of Energy includes, among its 10 mega-commitments, the objective to start the decarbonisation process through the elaboration of a timetable to either retire or reconvert coal-powered plants.

A token of Enel Chile's engagement with the energy agenda, is the Group's participation, through Enel Generación, in the technical roundtable headed by the Ministry of Energy, which will soon establish a calendar for the gradual and programmed shutdown of plants lacking carbon capture and storage system. The objective is that, by 2030, 75% of all energy in Chile should come from renewable sources.

Great effort is required on behalf of the actors involved in this scenario, as well as thorough closure plans and much training to adapt to the use of new renewable technologies to accelerate the energy transition.



Enel Chile emissions	2015	2016	2017	2018
gCO2/kWheq	224	299	238*	192*

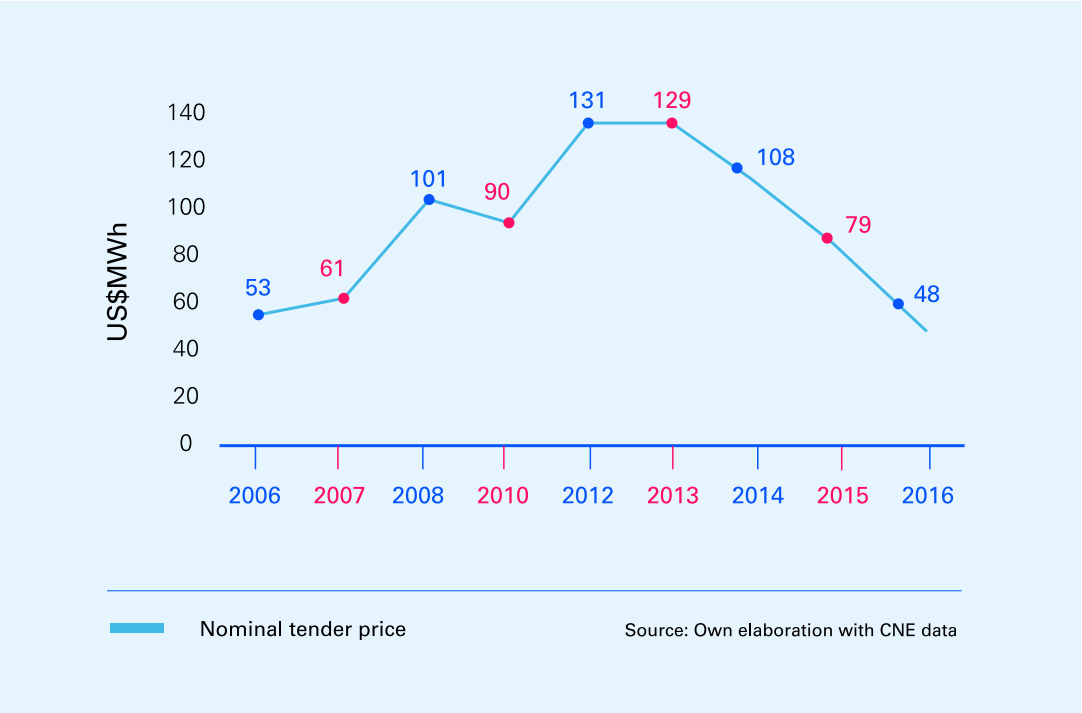
*Data considers 12 month production of Enel Green Power Chile

Enel Green Power Chile (EGP Chile)

As part of its commitment against climate change, in 2018 Enel Chile merged the Chilean assets of Enel Green Power. The operation, called Elqui Plan, was by far one of the milestones of the year. It added nearly 1,200 MW of renewable capacity to the 3500 MW already in existence. This positions Enel Chile as the main energy generator of zero emission technologies, with 63% of its installed capacity coming from renewable sources, including 18 hydro-power plants, 9 wind farms, 8 photovoltaic plants and 1 geothermal plant, encompassing thus the entire spectrum of renewable energy generation. This way, the Company consolidated itself as leader of the energy transition in Chile, with an input of almost 45% of all renewable capacity nationwide. This is also a confirmation of the commitment acquired by the Company 10 years ago, when Enel Green Power launched its operations.

Source: Company based compilation using National Energy Council (CNE) data

Within this context, during 2017 Enel Generación – along with Enel EGP – obtained the latest electric supply tender with a price of 32,5 USD/MWh based on 100% renewable sources.



New Control Centre for Renewable Energies

In 2018, the Renewable Energy Control Room was inaugurated in Santiago, the only one of its kind in South America. It can monitor simultaneously the 4,7 GW of installed capacity of all four technologies: hydroelectric, solar, wind and geothermal. The Centre is intended to optimise plant efficiency and manage its input to the National Electric System using high technology control and data visualisation systems.

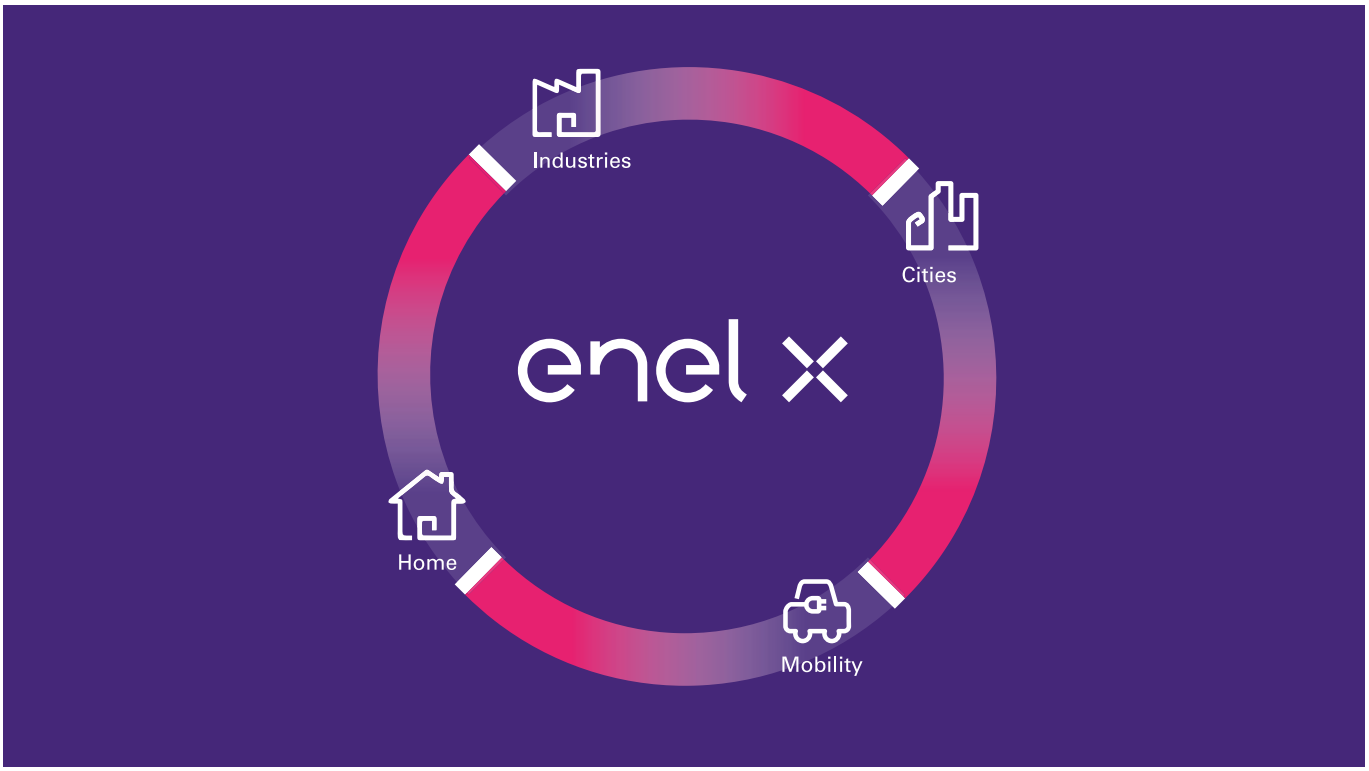
Enel X

As part of its commitment to the reduction of carbon emissions, the Enel Group has integrated new products and services to its portfolio under the Enel X business line. This new business unit seeks to lead a change of paradigm in energy consumption, by providing its customers with the technology to generate new opportunities through innovating solutions that allow for the anticipation of their needs, and promote a better use of energy.

In compliance with SDG 11 on sustainable cities and communities, which encourages the solution to urban challenges -such as the growing demand for energy, explosive urban densification and new demands from the industry and final consumers-, and with SDG 9, on industry, innovation and infrastructure, Enel X developed four business lines to improve quality of life and energy efficiency for final consumers, centring the energy business on people. The Enel X brand was launched in 2018 in every country where the group is present, being Chile one of the first among them.

In Chile, Enel X centres on electric mobility and domestic, industrial and urban energy efficiency, taking a lead in responding to the challenges represented by high demographic concentration, traffic saturation and national air pollution issues.

The objectives of the Company are aligned with the vision of the Chilean Government, contributing to two of the Mega Commitments of the Energy Roadmap 2018-2022: increasing by at least 10 times the number of electric vehicles in the country through the incorporation of 100 electric buses to the public transport system, and increasing four times the small scale current capacity of distributed renewable generation by the year 2022 through the sale of 100 residential photovoltaic systems.



E-Mobility

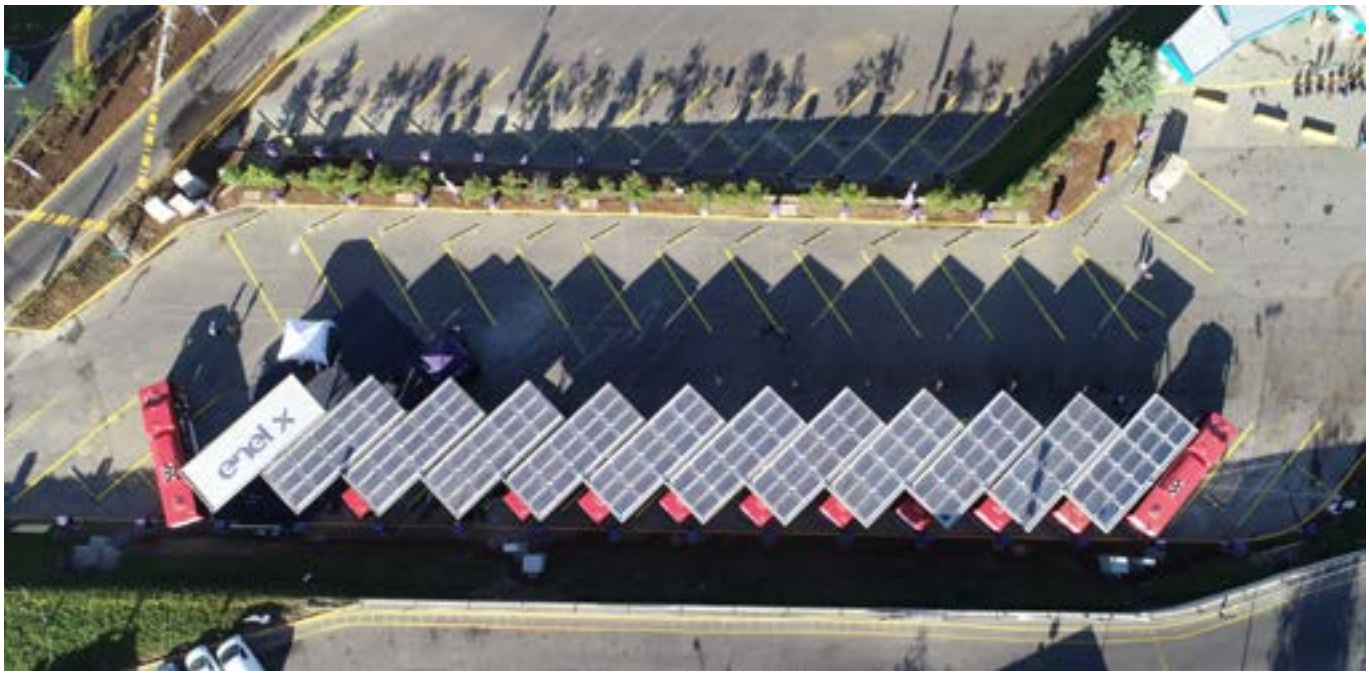
Considering the fast changing automobile market, this area focuses on providing and fostering new and clean forms of transportation by promoting electric mobility, including the sale of electric vehicles such as motorcycles, bicycles and scooters, as well as the necessary recharge infrastructure.

Currently, Chile is the country that most progress made in electro-mobility within this region of the Enel Group. To date, 102 electric buses have been incorporated to the public transport system and more than 220 recharge points, both public and private, have been installed, accumulating 284 to date.

Enel Chile has also developed a permanent electric mobility plan for its employees, offering them financing options to acquire electric vehicles and by providing recharge points at the car parks within the Company's installations. The electric car fleet has reached 50 vehicles to date.

Electric Buses for Transantiago

Hundred electric buses arrived at Santiago in November 2018 adding up to the 2 buses that were part of the Transantiago fleet till date. These vehicles, which can transport around 80 people, were complemented with two electro-terminals, built by Enel. One of the terminals is located in the commune of Peñalolen, with 63 recharge points, and the other one is in the commune of Maipu, with 37 recharge points.



Formula-E Santiago 2018

In 2018, for the first time this international electric race-car competition took place in Santiago, with more than 20 thousand spectators. Enel is – at a global scale- the official "Power Partner" for the competition, providing energy for all the participants in the race.

E-Home:

E-Home offers innovative and efficient technological products and services for domestic use and small enterprises, seeking to simplify the everyday life of its customers. The objective is to empower the customer to make decisions in favour of using clean and efficient energy. Many of its products contribute towards reducing their carbon footprint, besides offering support services. The main sales channel is the Enel Store, which offers its products and services all over Chile.

The portfolio of these products includes LED lighting, efficient acclimatization, and infrastructure for domestic generation of photovoltaic energy, among others, apart from home assistance.

Wood Stove Replacement

The Atmospheric Decontamination Plan (Plan de Descontaminación Atmosférica, PDA) for the Metropolitan Region, a programme from the Ministry of the Environment, states that air pollution is one of the most important challenges at hand. Enel X, along with Sofofa, proposed a methodology, approved by the SEREMI of the Environment (Regional Ministry Secretariat), authorising the compensation of emissions through the replacement of wood stoves by efficient acclimatization equipment (Inverter Technology). Carbon emitting companies that surpass their emission limits, whether in new or existing projects, must present a Emission Compensation Programme to the SEREMI of the Environment. Further, the programme is monitored by the Superintendence of the Environment.

In 2018, within the framework of the Compensation Programme, and with the participation of a number of private actors, more than 2,500 wood stoves were replaced with air conditioning equipment. Replacements were done in the Communes of Lampa, Colina and Til-til, creating a positive impact on the involved households and their surroundings through the elimination of harmful particulate matter. The initiative, executed in alliance with SOFOFA, avoided the release of 5, 3 ton/year of PM and around 5,600 ton/year of CO2eq to the atmosphere.

Virtual Microgrid in the commune of Providencia

Within a public-private partnership, 34 photovoltaic systems with a 2.1 kWp capacity each and benefitting 34 households, were installed in the Commune of Providencia, The project considered the installation of 32 "On-grid" and 2 "Off-grid" systems, including storage equipment.. The 34 customers are interconnected, producing and using their energy in an efficient and autonomous manner. This project is regarded as a case study for the future of potential domestic MicroNetworks.

E-City:

The E- City line aims at offering the best possible solutions for the needs of every commune. It is centred on the promotion of a new culture of urban lighting use, combining energy saving, performance and aesthetics. The solutions point towards community security and comfort using innovative public lighting systems, which at the time recharge cars and other devices.

This business line also promotes new forms of autonomous energy for buildings and lighting for publicity infrastructure, supporting the design, engineering and implementation of projects to that effect. During 2018, Enel managed more than 259 thousand streetlights in and outside of its concession area. This type of public lighting saves energy at an average rate ranging from 40% to 60%. In addition, E-City provides video surveillance systems to help safeguard the security of the citizens.

E-Industries:

E-Industries offers energy efficiency solutions, advisory and distributed energy services to commercial and industrial customers by means of digital platforms. This business line offers photovoltaic generation systems, electrical system optimisation services and diagnoses for existing installations or new projects. At the same time, it offers electrical infrastructure development in the form of medium or high-tension distribution networks and sub-stations, as well as installations for compressed or liquefied natural gas.

One of the most outstanding projects is the Efficient Management Service (Servicio de Gestión Eficiente, or SGEF), a product that is centred on companies with multiple energy consumption points. SGEF is designed to centralise all energy consumption information in a single web platform.

Asset Optimization and Innovation

103-2 103-3

A robust electric infrastructure is fundamental to developing a diversified energy matrix. To move forward in the energy transition toward a zero-emissions setting, we must make the energy matrix flexible and have resilient digital networks.

In this context, Enel Chile, in line with the strategy of the Group and the Energy Roadmap defined by the Chilean Government, has established asset optimisation as one of its strategic priorities. Through integration, the Company seeks to operate digitally integrated generation plants, capable of optimising processes and make accurate decisions using thorough data analysis. Additionally, the Company has made progress in the development of smart distribution networks, with automated, interconnected processes managed in real time.

In this process, there is special care on avoiding a negative impact on the environment, concentrating efforts in an efficient use of resources and keeping a balanced relation with both the natural and social surroundings.

Enel Generación Chile has gradually incorporated non-conventional renewable energies and promoted major investments to make the matrix more flexible and implement improvements for existing power facilities, seeking for greater efficiency in generation thus enhancing operational performance. In the case of Enel Green Power, the improvements point to maintenance automation, paying attention to reduce the usage of both time and resources. As for Enel Distribución Chile, efforts have been centred on the innovation of maintenance tasks and line monitoring to improve network resilience should any contingency arise, and to provide customers with a safe service.

The Company made meaningful progress during 2018 regarding digitalisation and automation of generation and distribution assets to ensure and strengthen the performance of both plants and distribution networks.

Digitally integrated and intelligent power plants

Tele control and predictive maintenance are among the main initiatives in the area of generation. To reduce maintenance costs and potential outages, early prediction models were implemented that use artificial intelligence algorithms to measure, monitor and forecast the different variables that indicate that maintenance is needed. The Company is thus transitioning from preventive maintenance to predictive maintenance using data analysis to predict failures and adopt measures that avoid or minimize their impact at an early stage. As a result, the Company can allocate resources more efficiently and extend the periods of availability of power plants.

Automation

in Operations

KOOS at the Sauzalito hydropower plant

Aiming to promote responsible use of water, Enel Generación Chile has worked on optimizing the efficiency of the turbines at its hydroelectric power plants. It has introduced a novel system that reduces on-site inspections and minimizes idle periods.

An online Kaplan optimisation system (KOOS in its English acronym) was implemented at Sauzalito central. It was used specifically to identify the optimal balance between the opening angle of the blade and the gate in relation to real operating conditions, notoriously improving the use of water.

The process consisted on implementing a measuring system of flux and vibration, with sensors in the tunnel and discharge areas. Finally, an algorithm was used -in collaboration with Reivax Inc.- that predicts the operational parameters of the Kaplan turbine, increasing plant efficiency.

Solar Performance Analyser

Enel Green Power has made a point of optimising the operation and generation of energy through the incorporation of state-of-the-art technology. During 2018, the Company developed a real time monitoring system that checks the performance of the solar park, called Solar Performance Analyser (SPA). The system will be implemented in 2019, incorporating predictive factors in the maintenance strategy.

Maintenance

Mechanised System to Clean Photovoltaic Panels

A new system was purchased to clean photovoltaic panels at the solar plants. It uses a hydraulic roller with a pressure sensor -to avoid damage to the panels- mounted on an industrial traction equipment that moves along the photovoltaic panel racks. The equipment does the cleaning, with or without water, through the friction of the roller on the panel.

The system is run by an operator located in an acclimatized cabin, replacing 10 manual operators. It reduces maintenance time as well as water use four times, a relevant issue in an area where hydric resources are scarce. Four out of eight solar plants are currently using the system. It is expected that the system will be implemented in Chañares during 2019.

Inverter Temperature Reduction

In order to reduce energy loss and damage to the internal components of solar plant inverters caused by high temperatures during the day, a prototype was developed to increase internal forced airflow. The prototype yielded positive results, and, by the end of the year, the project was called for tender and awarded. This will improve ventilation conditions in all 55 transformation cabins at the photovoltaic plants of the Company.

Moving from Preventive to Predictive Maintenance preventivas a mantenciones predictivas

In 2018, thermal plants San Isidro and Bocamina were connected to the servers that feed the PRiSM model, a system for remote predictive diagnosis that detects deviations from the operative parameters of the main pieces of equipment at the plant in a timely fashion. Meanwhile, thermal plants Atacama and Bocamina II were connected to the PREDIX system, which uses operational data to predict eventual failures and recommend the most convenient times for maintenance activities to be both efficient and cost-effective.

These activities will reduce costs and avoid idle time, increasing thus the availability of the centrals.

HYPER (Hydro Power Efficiency Revolution)

HYPER is a global initiative to change the operation and maintenance strategy of hydroelectric power plants in the search for a large-scale optimization that involves a sensitivity analysis of capital costs and operating costs. The project celebrated its first anniversary in 2018. In Chile, HYPER entailed diverse actions, such as a change in maintenance strategy (centralized operation), a change in the procurement strategy, and investments in automation and operator training.

All hydroelectric power plants were automated and reconditioned for full-time remote operation, in compliance with the Company's digitalization strategy.

This project will also produce data for use in historic analyses in order to reduce corrective and preventive maintenance, increase energy availability, and steer plants toward the best operating practices based on the optimal conditions for each task performed by the system, among other gains.

Bocamina Plant

The Bocamina power plant is the most vanguard thermoelectric plant in Latin America and is operated using the best technologies available. In order to improve the plant's availability, initiatives were carried out in 2018 to optimize the maintenance and operation of the coal milling system, to optimize critical spare parts management ,and to conduct root-cause analyses of limitations and recurrent failures so that they are handled more efficiently and quickly

Applied Robotics

The "Alas" project: drones to monitor thermoelectric power plants

During 2018, the Company continued working with the Directorate General of Civil Aviation (Dirección General de Aeronáutica Civil, DGAC), to train and certify 20 new drone pilots for different centrals, and nine new drones were delivered with their respective software to run the PIX4D application. The objective was to use state-of-the-art technology to develop a real time risk map and quickly detect contaminating elements using photogrammetry.

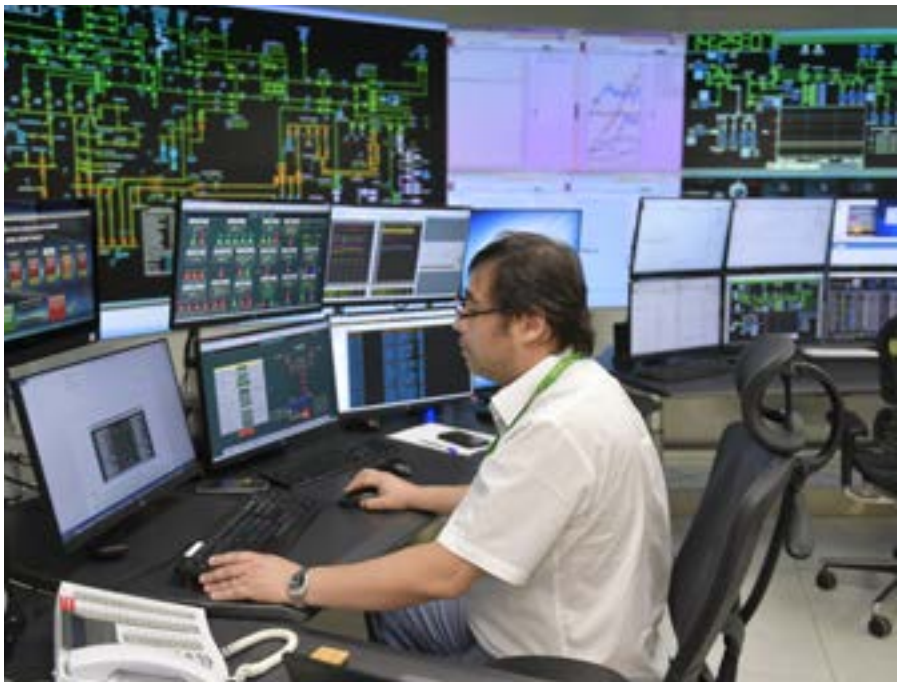
Hydrobotics

In accordance with the Company's digitalisation strategy, a Hydrobotics Technologies Concept Test was launched in hydropower plants during 2018. This project consisted on a series of tests in the use of robotics to improve the processes of inspection, measurement and data collection.

One of the most important technologies that were validated is ROV (Remotely Operated Vehicle). This is a piece of equipment that runs subaquatic visual inspections of public works such as walls, grids and intakes, increasing safety and optimising time and costs, along with obtaining visual data collection in places that were previously unavailable for inspection.

Likewise, a series of projects were evaluated for the elimination of dam sediment in order to optimise turbine efficiency and minimise machinery idle time. To that effect, use of satellite imagery was considered for the monitoring of civil works and dam slopes.

Validation of the technological concept, satisfactory results and other positive outcomes were shared with innovation areas globally. These projects are currently part of the RoBoost programme, which promotes the use of robotics in the different generation processes at the Group power plants.



Digital Solutions

Real Time 4D Risk Map

Simultaneously and in order to detect interferences produced in the Quintero plant, during 2017 Enel Generación Chile worked on the creation of 4D risk maps, which entered their final stage in April 2018, through Smartphone and GPS connection to PI operational systems, a platform designed for real time monitoring. This project enables remote management, integrating them with the rest of the system. The project was called out for tender for its implementation in every thermal plant operated by Enel Generación Chile.

Virtual Support for Thermal Plant Suppliers

The Procurement team detected that the field visit requirement during tender processes created a 10 day delay, which caused relevant postponement of operations through lengthening response times, raising the price for each process. Because of this, Thermal Innovation developed the "Virtual Visit" project, consisting of a live video presentation of the plants for contractors, to give them access to the information they need to complete the tender process. At the end of the year, the system was implemented in four plants, and 38 virtual visits and 2 technical inspections had been previously performed.

Plant Telecontrol

In 2018, Enel Chile led the generation industry by virtue of the telecontrol project for renewable plants, which centralises the operation of 36 plants, with a total installed capacity of 4,730 MW.

The project is currently in its second phase, with an integrated vision of the whole system. This allows for the application of criteria for generation optimisation through the use of the PGP Control System from ABB to gather information from Zonal Exploitation Centres (Centros de Explotación Zonal, CEZ) and deliver it to the National Exploitation Centre (Centro de Explotación Nacional, CEN), located in Santiago.

The first phase, begun in 2009, took place at CEZ Pehuenche, in the Maule Region, including both units and the Curillinque and Loma Alta plants, while, in the second phase, Los Molles, Rapel, Sauzal y Sauzalito, Cipreses, Isla, Ojos de Agua, Pangue, Antuco, Abanico, El Toro and Palmucho plants were added. In 2018, Ralco joined the group.

On the other hand, the control systems and SCADA systems allow the management of the plants' digital information, essential to the analysis of the data and status of components, equipment and systems. Automation supports and improves operations so that critical activities can be performed automatically and operators can carry out semi-automatic activities with a greater level of information available in real time.

Automation of Photovoltaic Plant Surveillance

Within the framework of the automation programme, one of the activities is the integration of surveillance systems at the solar parks to the Surveillance Operations Centre (Centro de Operaciones de Vigilancia, COV). This means that surveillance processes are centralised thus improving anti-intrusion systems. The future implementation of autonomous drones and thermal radar systems is also under evaluation.

Grid Digitization

Smart Grids

Historically, cities have been the driving forces for social, economic and cultural progress. They currently concentrate 55% of world population. By 2050, it is estimated that 68% of the population will be living in cities[21].

This trend, together with the growing demand for energy and the problem of air pollution, responsible for 60% of the greenhouse gas emissions, has motivated the Enel Group to foster the development of smart cities.

In this regard, even though the electric distribution network has been evolving on a permanent basis, there are current challenges that are more ambitious, such as energy efficiency, the need to incorporate renewable energies and the competitivity of the industry, all of which require faster and more effective solutions, involving more people at the same time.

Because of this, Enel Distribución Chile is focused on developing smart networks and digitalising processes, for both the distributor and the final consumer, as a way to make the transition to a tele controlled energy service.

Network Telecontrol

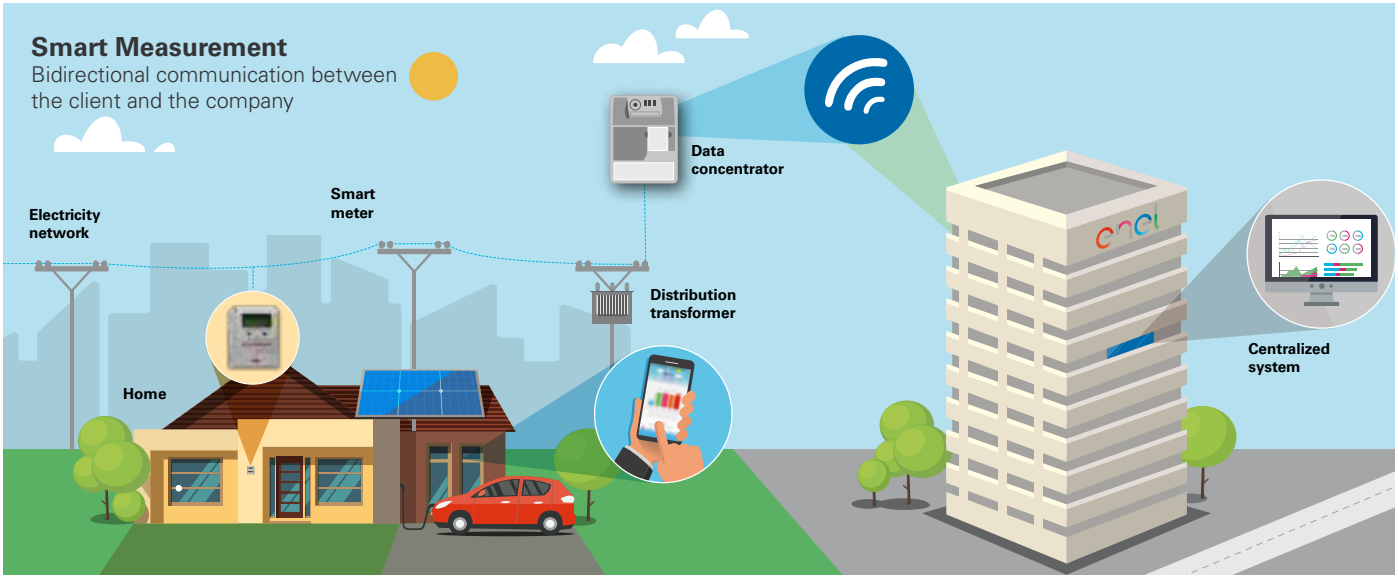
The efficiency of networks depends on constant revision and maintenance. To that effect, they have been the focus of improvements aimed at prevention, in order to have networks resilient to social and natural contingencies. In this regard, digitalisation is essential, as it allows real time data visualisation, quick response to contingencies and the promotion of responsible domestic energy consumption.

Since 2016, Enel Distribución has an Automation Programme, with an investment plan of $15 billion pesos in 2018, destined to reinforcement and adjustment activities. At the one hand, the program included the incorporation of 220 tele control units to the medium tension network. This way, the network currently counts with 1,701 units, operated from the Network Operations Centre.

On the other hand, it consolidated the operation of field teams in the SCADA STM platform -Tele control System- provided with a failure detection system. To that effect, 23 tele-controlled units were installed in nine feeders, in order to provide valuable real time information about medium tension lines.

Tele-controlled equipment enables fast and effective recovery of service for customers affected by any kind of supply interruption. The data is managed according to the Company's cyber-security policies, with special attention regarding possible IT threats.

21 Naciones Unidas, World Urbanization Prospect, revisión 2018



Smart Metering

Smart Meters Deployment

Enel Distribución Chile is undergoing a process of technological evolution. Since the new Technical Ruling on the Quality of Distribution Services came into force, analogue metre units are being replaced by smart metres, essential for new monitoring systems and network control.

The new equipment allows an automated and remote management of the meters (readings, interruptions, service restoration and tariff changes) by means of bidirectional information in the electrical network. Regulations require the replacement of all analogue metres by 2025. During 2018, the Company installed more than 190 thousand smart meters, adding up to those replaced in 2016 and 2017 reaching 292 thousand units.

This progress is the beginning of a new kind of interaction between the Company and its customers, progressing towards the digitalization of the electric network that enables tracing quality of service and offer a swift response to eventual network requirements.

"Grid flexibility 4 Chile"

This project is currently under development. The objective is to improve the flexibility of the electric network using "Open ADR" technology, which provides a mechanism for the modification of energy demands based on the needs of the network at any given time.

The time during which customers use electric energy is as important as the price and the distributed quantity. Grid Flexibility seeks to create financial incentives to reduce electric consumption -during short periods- when the network is congested. This will allow the reduction of fuel use during peak times, due to the fact that some thermal plants are used as back-up for the system. Grid Flexibility will also foster the use of renewable energy in businesses and households.

Network Resilience

Preventive Improvements for Electric Networks

The Company constantly works on emergency prevention to make the network resilient and ensure that supply returns to normal conditions in case of weather or social contingencies. That is the objective of the Maintenance Programme for Electric Installations, which is in charge of planning, coordinating and implementing inspection and maintenance operations in the distribution network.

During 2018, an air monitoring system was implemented for high and medium tension power lines, which, by means of a helicopter, retro-fitted with three high resolution thermo-graphic cameras and equipped with LIDAR (Laser Imaging Detection and Ranging), enables to scan more than 1,000 km of electric networks in three weeks, identifying those elements that require preventive maintenance. The information gathered in this process was essential to coordinate maintenance teams, clearance of tree species, worn cable replacement and reparation of defective connections.

Types of tension lines

High Tension (HT): lines that go from the generation plant to the substation.

Medium Tension (MT): lines that carry energy from the substation to the lamp posts.

Low Tension (LT): lines that distribute energy from the lamp posts to houses and buildings.

Preventive Work in Lines and Networks

Quality Program for High Tension Lines

To ensure that high-tension lines function correctly, the Company disposes of two preventive plans: The High Tension Integrated Maintenance Plan (PMI) and the High Tension Special Maintenance Plan (PEM), which coordinate and execute maintenance in transmission lines, interconnection substations and transformer substations.

In the context of this plan, the Company realized pedestrian inspections, carried out by technical crews, as well as air inspections, enabling to detect the main areas to improve.

This way, during 2018, maintenance and prevention activities concentrated on tree and shrubbery clearance, safety lane maintenance, assessments of network thermography and radiofrequency, insulator washing, inspection of high-tension towers and insulation replacement.

Quality Plan for Medium and Low Tension Lines

Focused on electric feeders that presented supply continuity indicators below expected limits or that suffered energy interruptions, the Quality Plan for medium tension lines included the revision of 40 feeders in the concession area and the replacement of approximately 33.000 meters of bare lines by protected network in a Space-Cap disposition.

In order to improve the low tension distribution networks, along with renovat-

ing and optimising infrastructure with new technology, reducing failures and identifying risks, 2018 activities included the renovation of infrastructure and normalisation plans , highlighting the following measures:

Transformer Renovation: 150 new three-phase distribution transformers were installed in zones with an electric overload and/or with outdated infrastructure. Additionally, 420 Economic Aerial Distribution low capacity transformers (DAE, Distribución Aérea Económica) were retired from service.

BT Network Renovation: 155 km of low-tension bare lines were replaced by pre-assembled protected CALPE conductors in order to improve service continuity in areas with a high level of vegetation density.

Splice Normalization Plan: The low-tension network was substituted and renovated in single-transformer areas. A total of 2,900 splices were replaced during this period.

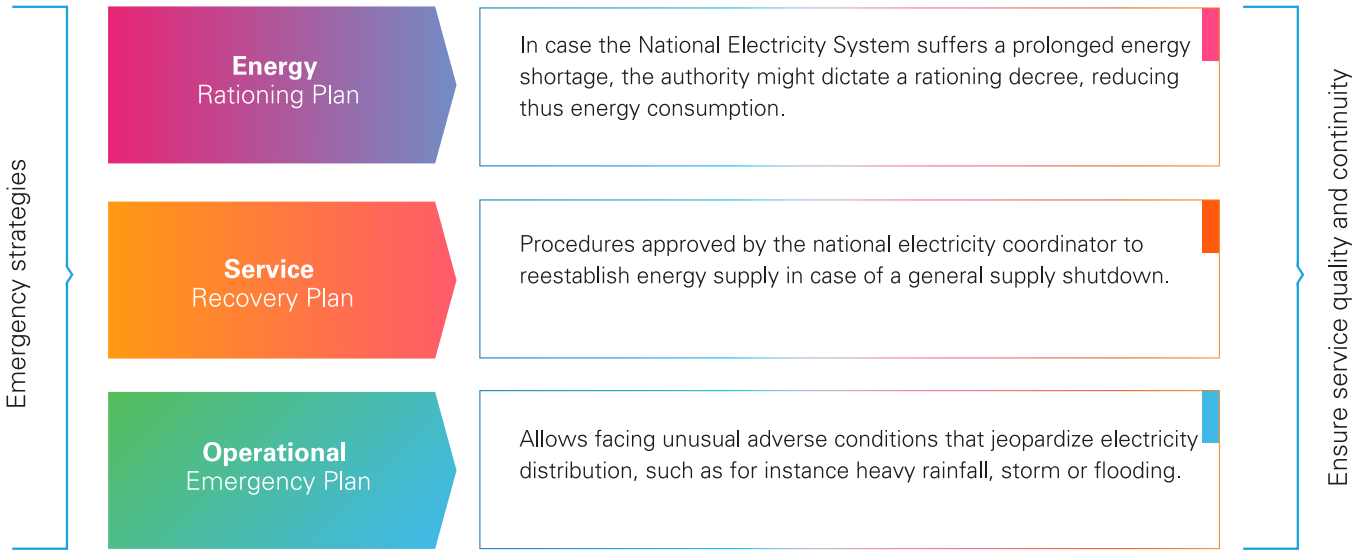
Normalisation Plan for Low Hanging Telecommunication Cables: Intersections with low cables were identified, creating an action plan for their future normalisation. Finally, 480 of these points were normalised.

Replacement Plan for Distribution Boxes: 1,300 distribution boxes were replaced. These are the most intervened elements of the network, mainly due to debt related service suspension and restoration.

Prevention and Contingency Planning

To strengthen its maintenance program, since 2017, the Company realizes its annual "Trimming Plan", cutting vegetation adjacent to medium and low-tension lines. In a first instance, risk areas are identified, to further eliminate the vegetation interfering with the networks. Finally, the disposal of organic waste is being coordinated with the respective municipalities.

Additionally, the Company counts with Contingency Plans, designed within the framework of the Policy for Crisis and Incident Management. The Contingency Plans are intended to find quick responses to supply problems through three kinds of strategy:



The Policy for Crisis and Incident Management defines procedures for events that may affect electric operations, establishing clear protocols for prompt and effective decision-making.

During 2018, Emergency Operation Plans were reinforced, doubling technical crews with respect to the previous period. Today, 60 teams work daily on the solution of contingencies. In case the emergency plans have to be activated (for instance due to weather events), 260 teams are deployed, exclusively dedicated to the recovery of energy supply in the concession area.

Quality and Safety Results in the Electrical Supply

102-6

Quality and reliability of its network are essential to Enel Distribución Chile. During 2018, the Comprehensive Quality Plan continued with the development of a strategic map, focused on implementing operational excellence initiatives with the purpose of safeguarding the effectiveness of the network.

The projects and improvements executed during 2018 helped increase service quality by 40%, compared to the previous year, and by 20% when compared to the best historical record to date, leading the quality indexes for the Group in Latin America. Additionally, service interruptions were reduced by 60% and their duration by 40%, an improvement of 23% compared to the previous year.

The most relevant management indicators for energy supply assessment are SAIDI and SAIFI. The first one represents interruption time per customer for a twelve-month period, and showed a notorious improvement in 2018. SAIFI, which indicates the frequency of interruptions for the same period, showed a 14.5% improvement compared to the previous year.

Indicators for Quality Supply

Indicator	2016	2017	2018
Total Loss Index [22] (%)	5.2	5.1	5.0
SAIFI: Frequency of interruption per customer (measured in number of events)	1.34	1.72	1.47
SAIDI: Length of interruption per customer (measured in minutes)	207	230	178

Certification in Energy Management Systems

Enel Distribución Chile is considered as a reference in the Enel Group for maintaining a low percentage of energy loss in its supply network. In this context, and as part of its commitment to deliver high quality services, during 2018 the Company worked on the implementation of a new system for energy management, which was certified in September 2018 according to ISO 50, 001 standards, solidifying its leading position regarding the efficient use of energy resources.

This certification verified the quality of energy management in the Company, from the purchase of energy to the measures that promote energy saving, apart from guaranteeing the efficiency of the measures that were adopted, assessing responsibility in the direction, communication and participation of the entire Company, and evaluating the definition of objectives, plan execution and continuous improvement in energy issues.

22 Loss index includes technical losses and theft in HV, MV and LV networks.

Customer focus

102-7

With a total of 1,9 million customers in its concession area, considered at the core of the business, Enel Distribución Chile pays special and constant attention to their requirements by means of a series of communication channels and client surveys.

Quality Service for Customer Satisfaction

A close and effective relationship helps to understand the needs of customers and to meet their requirements in the best possible way. Therefore, the Company monitors constantly their satisfaction regarding its client service and the quality of the different communication channels, in order to improve continuously its level of attention.

Results of the survey on customer satisfaction

During 2018, commercial offices and call centres reached a 73% approval rate, meaning a significant progress in the quality of telephone assistance compared to the previous year. Meanwhile, the Company website obtained an approval rate of 64%.

Customer satisfaction was regular during the year, as shown by the Electric Service Quality Indicator (ICSE), a tool that measures the satisfaction of customers regarding different aspects of the service. ICSE went down during the winter months, registering a 51% satisfaction rate, mostly due to the increment of requirements related to adverse weather events and supply interruptions that usually take place during the season. By the end of the year, the indicator raised to a 57% rate of customer satisfaction.

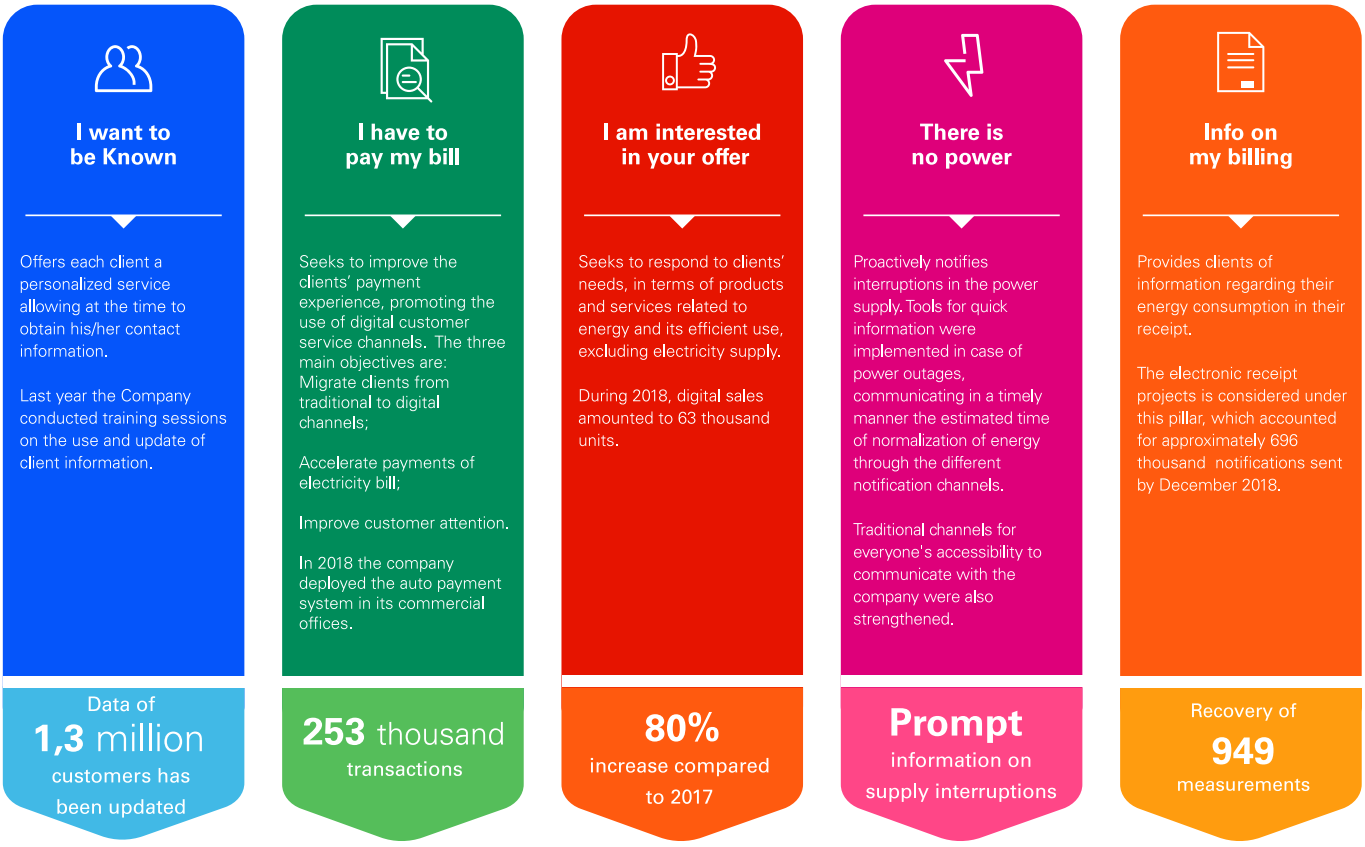
The challenge for Enel Distribución Chile during 2019 is to work on new projects that offer a better response to the needs of its customers and more specifically aim at delivering proactive information and estimated recovery time in case of supply interruptions; strengthen service capabilities in existing communication channels, open new customers service channels; and develop digital tools for a bidirectional Customer-Company relationship, improving domestic well-being and ensuring a quick response in case of contingencies. With all the above, the goal for customer satisfaction in 2019 is an approval of 60%.

	2016	2017	2018	2019 (Goal)
Customer Satisfaction	67%	58%	57%	60%
Coverage	99%	99%	99%	

The coverage of the satisfaction survey considers a statistically representative sample with a confidence level of 99%.

Customer Journey

According to its objective to increase customer satisfaction, and to continue efforts begun in 2017, Enel Chile, through Enel Distribución Chile, incorporated improvements in the five pillars that sustain the Customer Journey project. Those are aligned with the prevailing Customer Centric culture of the Company, which places the customer at the centre of the business. The pillars comprehend and address different instances of interaction between customers and the Company:



Plan for Service Quality in Communication Channels

The success of a customer centred strategy, such as the one adopted by Enel Distribución Chile, requires the commitment and involvement of all its collaborators. In order to align communication channels with the common objective of a better service, the Company has developed the Plan for Service Quality in Communication Channels.

The first stages of the plan were implemented in 2018, beginning with the revision and update of the Customer Service and Relations Policy. Additionally, a new communications programme was developed to divulge the new service policy, along with the creation of a matrix of expected behaviours, which is used as the basis for the training courses.

To enhance service processes and improve service skills, 46 internal workers participated in training courses totalling 8 hours per person. In addition, 321 external collaborators participated in self-instruction courses, reinforcing the concepts of customer service and the attention model 4A. The latter consisted of a 30 hours training per person. (see image).

The courses included a review of customer service tools, effective communication and active listening, tips for handling clients with different personalities, claims handling, among others. They all incorporated real case analysis and evaluation activities.

For 2019 it is contemplated to continue with new training projects, in search for excellence in client service.

Emergency Plan

103-2 103-3

In case of contingencies that may put energy supply at risk, such as extreme weather events or dates with a strong social connotation, the Company has Operational Emergency Plans in place that, once activated, set a range of activities in motion to restore electricity supply as soon as possible and to respond promptly to customers' requirements. Within this context, the Winter Plan focuses on the preparation and coordination of different teams within the Company, responsible for managing eventual contingencies between May and August, period that concentrates 50% of emergency operations during the year.

In the context of the Emergency Plan, Enel Distribución Chile implements a series of initiatives to safeguard the quality of its customer service. One of them is the Customer Command Centre (CCC), a control centre that is being activated as soon as a State of Emergency is declared. The technical team at the CCC concentrates its efforts on the prioritization of critical cases, analysis of information and follow up of customer service, preparation of status reports, monitoring of the evolution of priority cases and of activity in the different communication channels, tracing of the installation of generator groups for electro dependent customers and contact with customers to verify supply status. In addition, the CCC is in direct communication with the municipal authorities of the communes that have withstood the most damage, thus optimising field operations and management of the most critical customers.

At the same, social media is monitored in Twitter and Facebook, using contingency interaction peaks to raise alerts and manage supply restoration at the earliest possible time.

Another important initiative from the Call Centre during 2018 was "Plan 300", which consisted in tripling staff – from 200 to 600 executives – to reach a total of 300 executives taking phone call requirements simultaneously.

Enel integrated its technical, commercial and communication systems to the Superintendency of Electricity and Fuel to identify failure warnings posted by customers on the Superintendency website, accelerating response processes.

Online Map of Electric Supply Interruptions

Enel Distribución Chile created an interactive map in its website, updated every 10 minutes, and showing anomalies and failures in the distribution network, enabling thus to spot supply interruptions and receive detailed information for each commune of the company´s area of concession. This tool provides transparency about supply interruption management for the community and local authorities and optimises supply restoration tasks as well.

https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html

Omni channel Strategy

The importance of electricity supply in everyday life increases constantly customers' requirements. They expect accurate and timely responses. Therefore, the Company established an Omni channel service focused on the integration and alignment of its communication channels to offer a homogeneous assistance experience in all of its platforms.

The commitment of Enel Distribución Chile to quality service has been materialised with the implementation of digital platforms, including Salesforce CRM. This tool allows communication channels to provide the same information and level of assistance to the customer, regardless of the platform of their choice (in person, by telephone or digital).

- Commercial Offices
- Mobile Office
- Mobile App
- Company Website
- Twitter Account
- Facebook Account
- Call Centre
- Mail (electronic and physical)

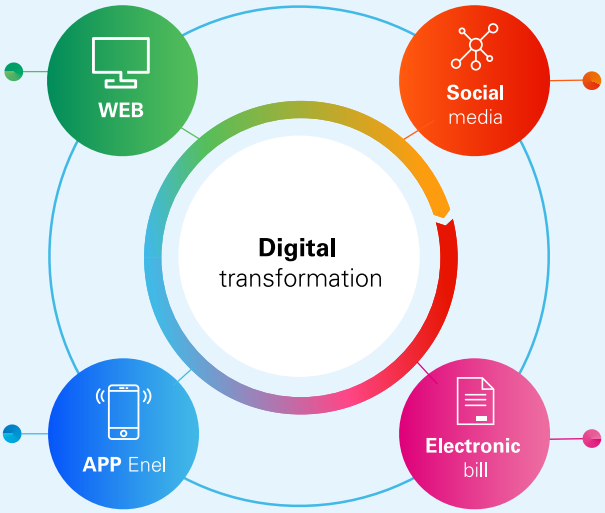
	Face-to-face attention	Digital customer service channels	Remote service channels	E-mail, after-sales and authorities
Description	**9 commercial offices** • **Estación Central** Av. Matucana N° 39 • **Huechuraba** Av. Américo Vespucio N° 1737, local BP-084, Boulevard de Servicios Mall Plaza Norte. • **Maipú** Av. Pajaritos N° 1781 • **Ñuñoa** Av. Irarrázaval N° 5462 • **Santiago** Av. Alameda Libertador Bernardo O'Higgins N° 898 • **Providencia** Av. Providencia N° 1744 • **La Florida** Av. Vicuña Mackenna N°7249, local 1 • **Las Condes** Av. Apoquindo N° 6420, local 2 • **San Miguel** Gran Avenida José Miguel Carrera N° 6060, local 1 • **1 oficina móvil** que recorre diferentes comunas del área de concesión según calendario	**www.eneldistribución.cl** **www.Twitter.com/ EnelClientesCL** **www.Facebook.com/ EnelDistribución** • Mobil App. "Enel Clientes" for IOS and Android. • Gives access to the company's services and information 24/7.	• In a first instance, the Interactive Voice Response System allows clients to opt for self-service or to be attended by an executive. • Call center operated by two contractor enterprises that disposes of approximately 200 executives to attend customers.	**Email**: clientes@enel.com **Formulario web:** https://www.eneldistribucion.cl/-contacto **Reclamos formales:** http://servicios.enel.com/formulario/FormularioReclamo.aspx?emp=CH • After-sales team dedicated to respond requirements related to damaged artifacts, guaranties and devolutions. • Team responsible for communications with authorities such as SEC, SERNAC and follow up of customers claims that have been transferred to those authorities.
2018 Results	• **Commercial offices** attended 410 thousand cases, such as new connections and conventions, from which 93% were initiated within 15 minutes. • **Deployment** of 32 self- service payment modules in nine commercial offices. Together with the self - service informative modules formerly installed, they provided 1,8 million attentions. • **Implementation** of a new queuing system that reduces waiting times and displays relevant information on the attention screens. Average waiting time during 2018 was 5,3 minutes. • **Certification** program of executive skills. In 2018, 84 executives were certified. • **ISO certification** ISO 9.001, 14.001, 50.001, OHSAS 18.001. • **During 2018**, the movil office realized 229 visits to different communes and attended more than 17 thousand commercial and payment requirements.	• **8,94 million** visits on the website. To be highlighted: One Hub project, which seeks to unify the different websites in Chile in order to make it more user friendly. • **73,5 thousand** attentions were done by means of social networks (Twitter and Facebook). 23% consisted of self-service through hashtag#luz. In 2018, the company installed a new tool called Social Studio. The latter enables online monitoring of social media activities as well as the automation of timely alerts in case of emergency. • **69 thousand** downloads of the app Enel Clientes and more than 600 thousand attentions, meaning an increment of 60% compared to 2017. Feedback sessions were held with customers, in order to improve the app. which was evaluated with a score of 3.1 for Android and 3.6 in IOS, compared to 2.0 in 2017.	• **1,3 million** self-service attentions through the IVR platform. • **Inclusion of** electrodependent customers in the platform for prioritized attention, which gives them special and priority service. • **Implementation** of the Call Back tool for clients that want to avoid online waiting times. • **1,8 million** attentions by executives. The latter, added to those done through the IVR system, reached a 95% of service, 2,2% more than in 2017. • **Incorporation** of 2 new specialized executives teams: one for priority attention and another for after-sales service.	• **65 thousand** emails received, from which 95% was attended within 24 hours. • **5 thousand** letters responded, from which 95% within 20 days. • **Development** of a training program for employees, consistent of monthly sessions wherein several business issues were treated: netbilling, smart meters, new regulations and technical standards among others. • **75,8 claims** were received from the SEC, a 50% less than in 2017. Three thousand claims were formalized through SERNAC, 67% less than in the former period. • **Development** of a project seeking bidirectional integration of the SEC citizens service system with Salesforce, enabling automated handling of claims due to energy supply interruptions.

The Era of Digital Transformation

Innovation is one of the strategic pillars of Enel Distribución. In this context, the Company has promoted the implementation of digital channels to optimise relations with customers through quick, reliable and easily accessible information. Once deployed, these channels are constantly improved to fulfil the demanding expectations of our customers.

Website **www.eneldistribución.cl** contains online services as well as corporate information related to Enel and energy efficiency

The **Enel app** - launched in 2015 and updated in 2017 – is a bidirectional channel that provides relevant service information to its clients. It allows to report any supply shutdown, to pay the bill, view historic consumptions, payments and invoices, gain access to customer service channels, follow up any reported incident and obtain relevant information about the company.



Lately, our Twitter account **@EnelClientesCL** has become one of the most popular customer service channels at national level, offering information to **748 thousand** users. Our fanpage Enel Chile in Facebook actually counts with **87 thousand** followers and attends customer requirements, questions, electricity and commercial emergencies.

Electronic billing offers a more efficient and sustainable service to our clients. In 2018, approximately **96 thousand** customers subscribed to the electronic billing platform. This allowed us to safe 5,8 tons of paper on a year basis, avoiding thus **10,3 tons** of CO2eq emissions.

Customer privacy

During 2018, Enel Chile did not register verified data loss from customers.

Open Innovation and Digitalization

In an ever changing society, where technological and cultural transformations move swiftly, innovation is essential to meet the stakeholders' expectations. In this context, the Company has made innovation one of its strategic pillars, establishing a symbiotic relation between sustainability and innovation under the concept of Innovability.

For Enel Chile it is mandatory to approach innovation from a comprehensive perspective, which involves a policy of openness to internal and external stakeholders. This is accomplished through Open Innovation, a model that seeks to generate an ecosystem of innovation to solve challenges from both the business and its surroundings.

Incentives for a Culture of Innovation

To foster a virtuous ecosystem that promotes collaboration, Enel has established two focal points: Idea Hub and Innovation Hub.

Innovation Hub: Looks out for ideas from customers, collaborators, suppliers and start-ups, in order to find innovative solutions that will contribute to the sustainable development of the business.

Idea Hub: Focused on a culture of innovation and corporate entrepreneurship as a creative alternative to solve business challenges. Its objective is to promote and spread the culture, knowledge and behaviours related to innovation and intrapreneurship, ensuring participation from all collaborators and business integration.

Through this open model, the Company offers a voice to its stakeholders using the Open Innovability crowdsourcing platform, where everyone can propose sustainable innovation projects or solutions to the challenges the Group has to face.

Enel Santiago Innovation Hub

This is an international network connecting the main players in innovation ecosystems, such as incubators and business accelerators, venture capital funds and entrepreneurs. Its target is to solve problems by intercepting innovation in places and communities where it is originated.

Scouting, or exploration, is an activity through which Enel researches technologies and business models of interest to the Group, from smart grids to artificial intelligence, including electric mobility and the internet of things along the way. The selected innovation projects receive technical and financial support and are later implemented at the different Enel companies. Eventually, these projects are escalated to all Group companies, promoting reciprocal development for both parties, Enel and the start-up that initiated the project.

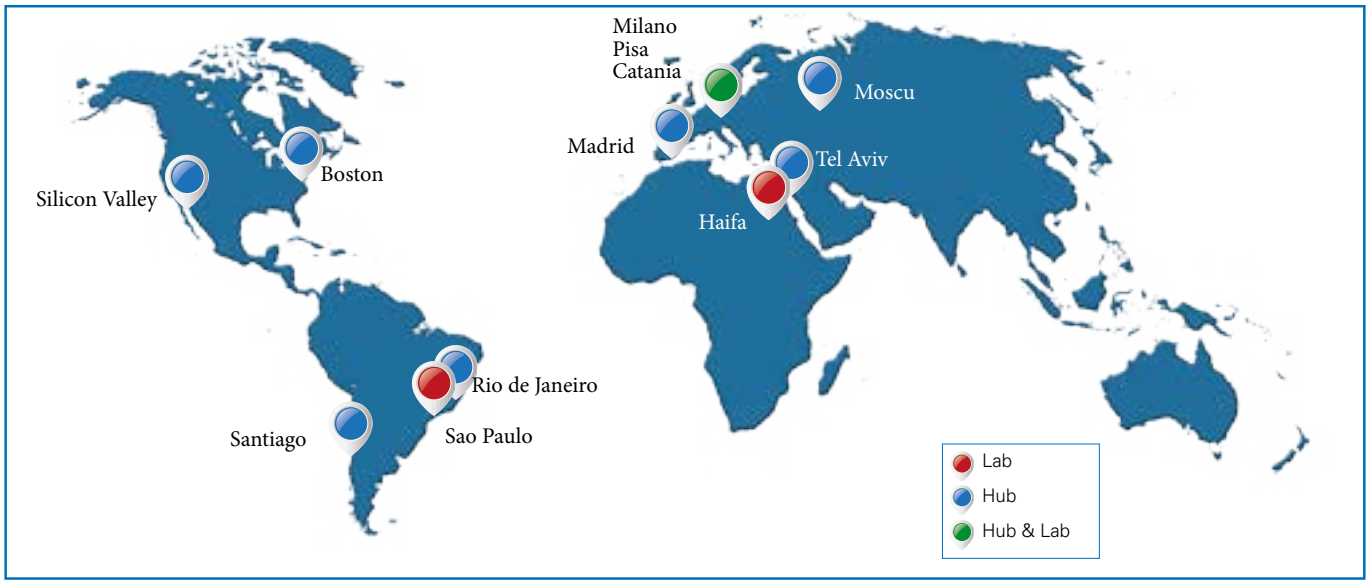
Some of the main actors currently collaborating with the Enel Santiago Innovation Hub are:

NXTP Labs: An Argentinian business accelerator and investment fund with a regional presence. Since October 2018, a Scouting Partner that supports the entire search and selection process of startups that are added to the different business lines.

Start-Up Chile: It's the foremost business accelerator in Latin America and the one with the largest project portfolio in Chile. Through a collaboration agreement, Enel is using Start-Up Chile's co-working space today, for the development of activities that will establish a connection with start-ups and entrepreneurs from the local ecosystem.

CasaCo: Collaborative work space that seeks to promote the start-ups and businesses working at their location. During 2018, Enel was the main sponsor of the Summit Meeting, in which the most important entrepreneurs and start-ups of the local ecosystem gathered around topics such as Artificial Intelligence, Renewable Energy, Smart City and Smart Home.

Cities with Innovation Hub Presence



Idea Hub

Idea Hub seeks to stimulate a culture of innovation among collaborators through the promotion of creativity in technical and professional teams, which are provided with the tools and opportunities for the development of their capabilities.

The Hub works along three lines: Enel Idea Factory + Innovation School + Innovation Culture

Enel Idea Factory	Innovation School	Innovation Culture
Transform business problems and challenges into creative solutions	Innovation = Creativity x Execution x Traction	Innovation Ambassadors: strengthening innovation and teamwork

Idea Hub fosters creativity and innovation, finding collaboration and integration with businesses through working with multidisciplinary teams, which many times are led by Innovation Ambassadors who, from their own areas of expertise, provide important points of view, knowledge and new ways of confronting problems.

Creativity is contagious, just like enthusiasm and the necessary motivation to go beyond the limits of the obvious and lead change.

If any of the lines has a business challenge in which new ideas and inspiration are needed, Idea Hub is there to help. For powerful results, preparation, commitment and readiness for the use of emotions, as well as intuition and imagination, are necessary.

Discover their creative potential and that of their teams.
Create their strategy differently.
Develop change

Innovation Initiatives

There are global initiatives to motivate an internal cultural change and the participation of employees in the different lines of business. To name a few: Gxcellence and Hydro Bottom-Up, which facilitate exchanging ideas and designing solutions to the challenges faced by the industry.

Gxcellence: Capturing Ideas at Thermal Plants

Within the framework of the energy transition towards a carbon-free matrix, innovation becomes particularly relevant. The objective is to digitalise and optimise the way people work, motivating collaborators to embrace this process of adaptation and change through opening spaces for creativity.

Gxcellence is a worldwide programme that promotes innovation to improve labour climate through the capture of new ideas. It is a joint effort between the OPO Innovation area – Operational Performance – and every thermal generation department in the Company, where participants present projects in categories such as Continuous Improvement and Innovation.

The programme captures innovation and continuous improvement ideas. To that effect, workers present their projects to a committee that evaluates the technical and economic feasibility of the proposals.

In 2018, thermal generation plants in Chile presented eight ideas, the highest number in Latin America.

Hydro Bottom Up Innovation; Capturing Ideas at Hydro Plants

The purpose of this program is to compile innovative, vanguard and original ideas to improve operation and maintenance, security and environmental management of plants and to promote new technologies and business models.

A group of experts evaluates the proposals on the basis of the innovation, sustainability, and technical and economic viability of the ideas. The most promising may possibly be scaled globally.

Programme for the Capture of Ideas in an Alliance with Universidad Santa María

The International Institute for Entrepreneurial Innovation, 3IE, a business incubator of Federico Santa María Technical University, began as a dynamic proposal to take maximum advantage of opportunities and resources present in the environment in which innovation and entrepreneurial spirit are found. The objective is for entrepreneurs and research associates to achieve their maximum potential.

3IE offers Booster Up, one of the most important innovation programs for the industry in the nation. 3IE has imparted the program four times in Chile and once in Peru in which more than 20 businesses participated and more than 20 innovation challenges were analyzed.

MAIN DRIVING NOTIONS

- Fostering creativity by providing the opportunity to share personal experiences, an innovative idea or a suggestion on innovation that may be applicable worldwide.
- Rewarding excellence and sharing the best ideas.
- Reinforcing motivation and the sense of belonging, and discovering talent.
- Inspiring and motivating by appreciating and rewarding to the most creative employees from a "bottom-up" approach.

Projects and Alliances for Innovation

Marine Energy Project with CORFO

Since 2015, Enel Green Power, in collaboration with the Naval Energy French group, formed the MERIC consortium (Marine Energy Research and Innovation Centre), a centre of excellence for research and innovation in the field of marine energy through the study of the techniques for the exploitation of tidal and wave power. This initiative has been supported by the Production Development Corporation of the Chilean Government (Corporación de Fomento a la Producción del Gobierno de Chile, CORFO), with the participation of universities and research centres.

The purpose of the Centre is to support the Government in the search for clean renewable energies to complement the energy matrix, including sustainable development of marine power. With this motivation, the centre has implemented an interdisciplinary research of the ecosystems, as well as the best possible way to adapt existing technologies to the particular and extreme conditions of the Chilean seas.

MERIC is currently running tests at Universidad Austral de Chile (Valdivia) and Pontificia Universidad Católica de Chile (Santiago and Las Cruces). Additionally, the experts at MERIC participate in international experiments in the field that may be useful for the Chilean case, mainly those related to procedures, regulations and public policies on marine energy.

The varied internal and external initiatives to capture ideas have been materialised in different innovation projects for the optimisation of processes at the plants.

Mapoteca – Study of the Lake Pullinque Sub-basin

The alliance with this start-up helps to perform studies and analyses using satellite imagery. The pilot project runs a multi-temporal and spatial analysis of the water mirror at Pullinque Lake, location of the Pullinque hydro-power plant. The study is based on the analysis on temperature, precipitations and land-use between 1986 and 2018, in order to understand the influence of climate change in the Pullinque sub-basin. It concluded that, even though the analyses show conditions of certain deterioration in the basin, they are not relevant, and are correlated mainly to the evident decrease of rainfall and the rise of annual temperatures from 2006 onwards.

Innovation Spaces at Enel Distribución

Thanks to participation in several activities in the Company ecosystem, the following projects were developed:

TNK It is a platform for data analysis intended to raise market sales. During 2018, 3 special campaigns were carried out to increase sales at the Enel store with prizes and/or rewards for contact referrals.

Cybersecurity Management

Big data, the increasing use of the cloud, and the massive use of social media and mobile phones go hand in hand with the growth of cyber threats, placing privacy and the secure use of information at risk. Critical infrastructures must be protected from events that may compromise their operations.

The evolution of Enel businesses, in a scenario where generation plants are defined by interconnectivity and automation, with enormous amounts of data uploaded to the cloud, and the progressive digitalisation of distribution networks, make the adoption of an integrated and collaborative Cybersecurity model a necessary step to protect the privacy of the information of both the Company and its customers.

To that effect, the Enel Group has enacted a policy called Cyber Security Framework, intended to direct and manage every digital security activity, with the cross-sectional participation of every business area, and aligned with the local regulations of the territories where the Framework operates.

The cybersecurity strategy embraces a risk-based, global holistic approach, starting at the design stage to improve its response capabilities in case of a cyberattack.

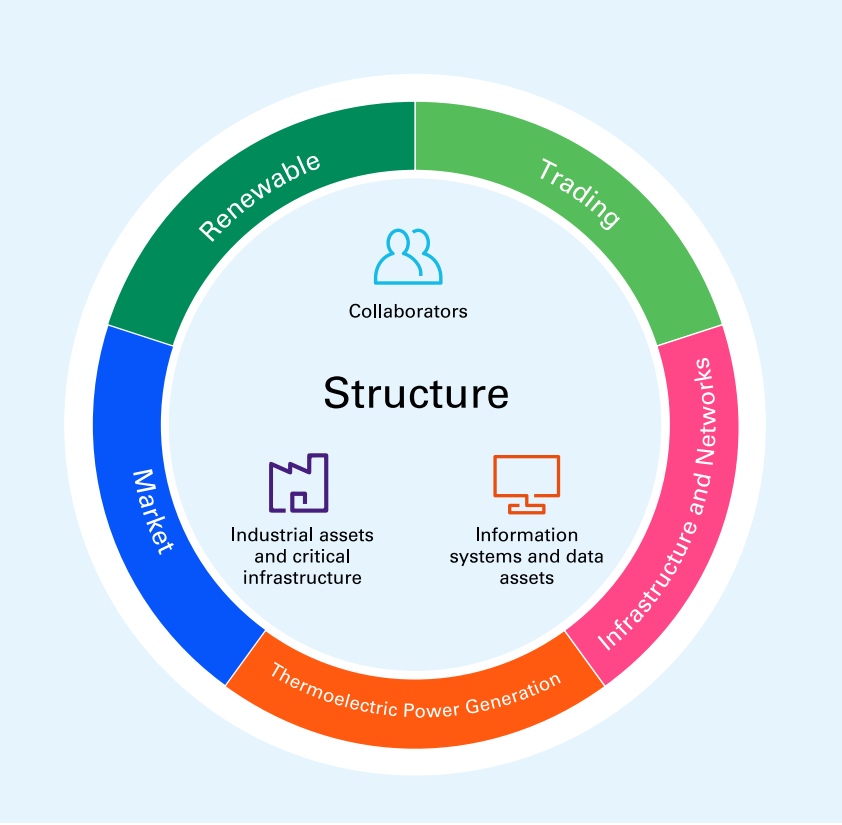
People are at the centre of cybersecurity management, owing to the fact that they are the most vulnerable contact points in case of an attack. Because of this, the Company has set up adequate organisational processes to raise awareness and increase prevention measures taken by the users of its networks.

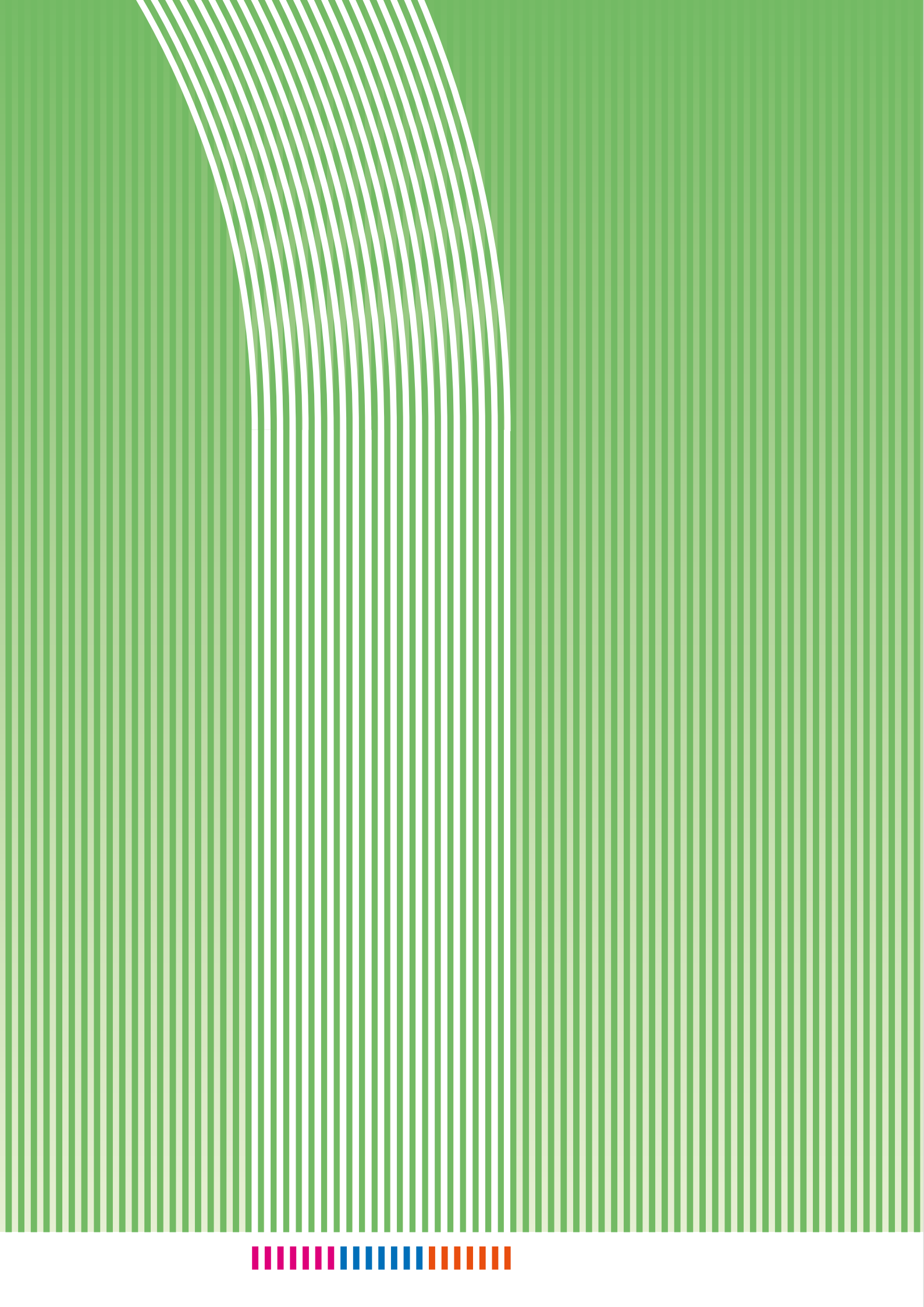
Cyberattack Prevention and Monitoring

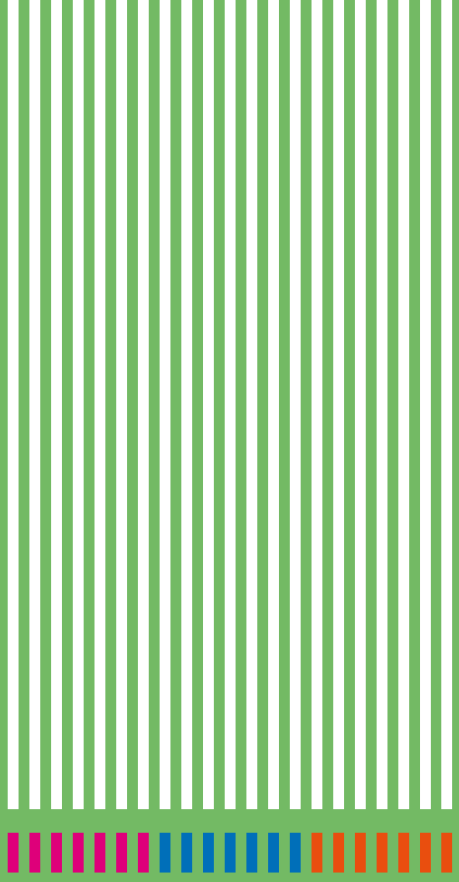
Enel Group cybersecurity is managed by CERT, English acronym for Computer Emergency Response Team. It is composed of a group of experts that deal with cybersecurity incidents. CERT is in constant communication with CERT groups from other territories, performing synergistic and collaborative work with other countries.

CERT is in charge of defining strategies to prevent and stop cyberattacks to industrial and digital assets and critical infrastructures of the Group. Analysts in the Control Room continuously monitor potential risks and, in case of an incident, coordinate their responses with every department in the Group, in every territory.

CERT is present in eight countries, including Chile. The Team's mission is to support and protect Enel from cyberattacks that may compromise its operations. To that effect, there are more than 20 cybersecurity analysts, and at least one of them is present in each one of the countries where Enel operates.







03

Backbones

Corporate governance

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Internal Audit

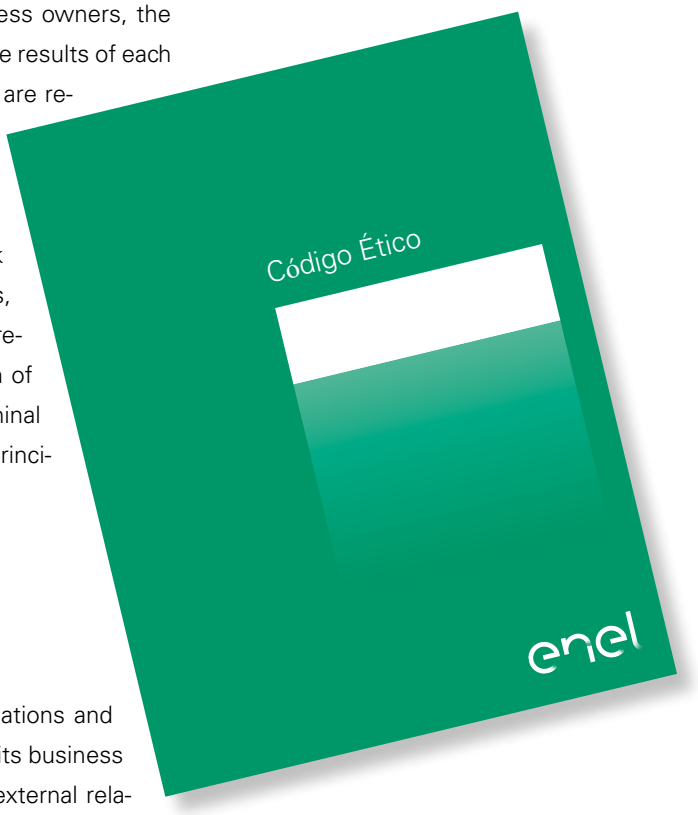
The Internal Control and Risk Management System and its compliance with the business model are one of Enel Chile's main success factors.

The Internal Audit Management Team is responsible for ensuring, in an objective and independent manner, the efficiency and effectiveness of internal control and risk management in the Company. Due to the nature of its work, the Internal Audit Management Team reports directly to the Board of Directors.

Under a risk-based approach, this Management Team runs audit processes for the continuous assessment of operational performance within the Company. The audits help to define areas for improvement and enable, along with process owners, the necessary action plans to strengthen the Internal Control System. The results of each audit, and the follow-up for the implementation of the action plans, are reported to the Board on a regular basis, which directly oversees the correct execution of the improvement actions.

Each audit covers control activities associated to the Criminal Risk Prevention Model (Modelo de Prevención de Riesgos Penales, MPRP), which meets the requirements contained in the Crime Prevention Model Law (Law 20393). Audits also promote the adoption of the best international practices to prevent and detect possible criminal risks, such as fraud or any action that may conflict with the ethical principles of the Enel Group.

The Code of Ethics contains the 16 principles that define the reference values of the Company, such as impartial decision making, honesty, integrity, correct conduct in case of a possible conflict of interests, confidentiality of information and loyal competition, among others.



Ethical Regulations and Conducts

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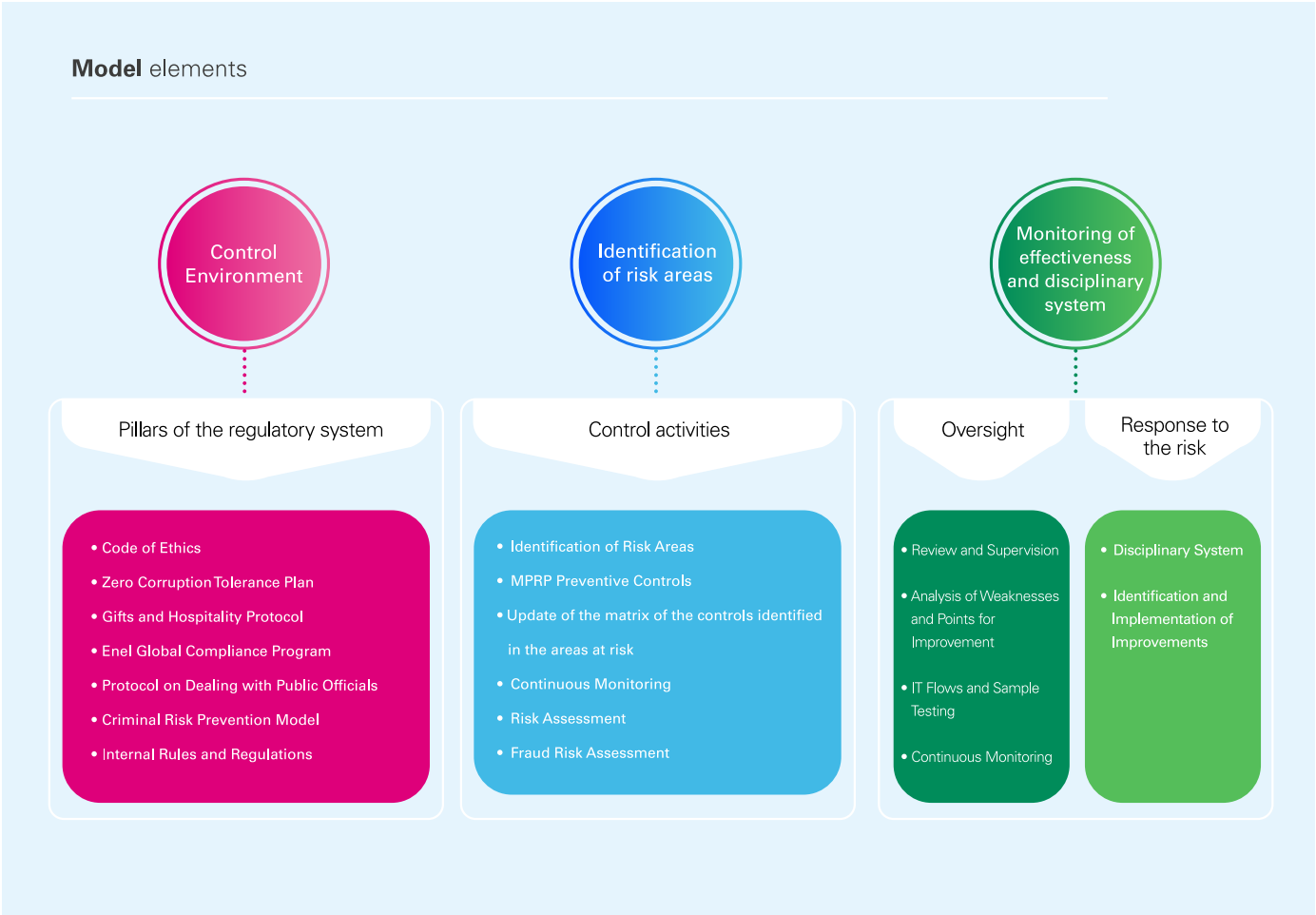
Enel Chile is committed to thorough compliance with ethical regulations and conducts, and with the current legislation pertaining to each one of its business lines wherever the Group operates, in both its internal as well as external relations with other stakeholders. Transparency and ethical conducts are an essential part of the values that build trust and responsibility towards all of our stakeholders.

Businesses have a Code of Ethics to guide the actions of boards, managers, executives, employees and collaborators with temporal or occasional contractual relationships. The Code expounds the ethical commitments and responsibilities necessary for business management and company activities.

The Board is the body in charge of the fulfilment of ethical regulations and the prevention of criminal risks in the Company. The management and supervision of this task is delegated to the Internal Audit Management Team.

To avoid conflicts of interest, the Company engages in the strict observance of the Law for Public Limited Companies (Ley de Sociedades Anónimas), which upholds, among its criteria, the independence and inexistence of conflicts of interest. At the same time, the Board has voluntarily adopted the practice of General Regulation 385 from the former Superintendency of Securities and Insurance (SVS, now the Financial Market Commission, CMF in Spanish). This Regulation recommends the assistance of an external consultant for the detection and implementation of eventual improvements or strengthening areas of Company operations.



Compliance System

The Compliance System seeks the development of long-term relations of trust with the stakeholders. It is the basis on which the Enel Group opposes any form of corruption, direct or indirect, as well as any other kind of crime or inappropriate conduct, encompassing all of its processes, places of operation and stakeholders.

The system is based on the Criminal Risk Prevention Model (from now on MPRP), and it is built as stated by the Zero Tolerance for Corruption Plan and the Code of Ethics of the Company. The objective of the MPRP is to control and prevent the commission of crimes within the organisation, watching over for compliance with regulations and the transparency of every action in all the companies where Enel Chile is the majority shareholder, exerts control or is in charge of management.

The MPRP comprises a series of specific programmes, which in conjunction with the Enel Global Compliance Programme, comply with local legislation, mainly Law 20,39323, as well as with the highest international standards, such as ISO 37,001, the Foreign Corrupt Practices Act -(USA) and the Bribery Act (United Kingdom). Furthermore, the Company included the definitions of the United Nations' Global Compact and the Sustainable Development Goals.

The Board of Directors approves the programs comprising the compliance system and entrusts their management to the crime prevention officer. The internal and external implementation of these programs is evaluated and monitored on an ongoing basis through annual plans, following the "Compliance Road Map."

The Criminal Risk Prevention Model of Enel Generación was re-certified in 2018. That certification accredits and objectively evaluates the prevention system adopted and implemented by the Company according to the requirements in Law 20,393.

Main Instrumental Documents Shaping the Criminal Risk Prevention Model

- Code of Ethics
- Enel Global Compliance Programme
- Zero Tolerance for Corruption Plan
- Protocol for Dealing with Public Servants and Authorities
- Protocol for the Acceptance of Gifts, Presents and Favours
- Order, Hygiene and Safety Internal Regulations
- Policy for the Management of Conflicts of Interest
- Policies for Employment and Management of Consultancies and Professional Services
- Policy for Donations
- Policy for Tenders, Bids and Acquisitions

ISO 37,001 Standard: Anti-bribery Management System

As part of its commitment to implement the best practices worldwide, in 2018 Enel Chile and Enel Generación Chile received the ISO 37001:2016 certification for their anti-bribery management systems.

ISO 37,001 specifies a series of measures to help organisations in the prevention, detection and confrontation of bribery. Enel also fulfilled a series of voluntary commitments to address the issue.

This certification strengthens the confidence of stakeholders towards Enel Chile and makes it the first company in the Chilean energy sector and, along with Enel Americas, one of the first Latin American companies listed in the New York Stock exchange to obtain such a certificate.

23 Chilean Law 20393 establishes the penal responsibility of legal entities in money laundering, financing of terrorism, bribery, hand of stolen property, corruption between private individuals or entities, misappropriation, incompatible negotiation and disloyal administration.

Compliance System in the Supply Chain

Service providers and contractors adhere to compliance regulations through the General Contract Conditions, which include the Code of Ethics and the Zero Tolerance for Corruption Plan, as well as the remaining instruments from the Compliance Plan for the Company. Enel Chile promotes the prevention of crime and the fight against corruption through a series of specific trainings for each actor involved in its supply chain. In addition, the Company is keen on maintaining a continuous monitoring system.

The Board of Enel Chile is in charge of granting approval to any operation involving Politically Exposed People (Personas Expuestas Políticamente, PEP) and those connected to them (PEPCO). Once a year, suppliers are submitted to a verification process consistent with internal policies. The results are reported to the Board.

Regarding the employment of consultancies and professional services, the Enel Group has specific procedures to guarantee integrity validation.

Compliance Road Map

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The objective for the medium term activity planning for 2018-2019 is managing the risk matrix and undertaking specific initiatives to improve the Group's Compliance Standards with regard to relevant stakeholders.

The objectives of the medium-term activities planned for 2019-2020 are to reinforce the Company's Compliance Model and System and develop specific initiatives for the engagement of important stakeholders according to the Open Power Model.

Community & Customers	Convey the Enel Group's commitment to its regulatory compliance programs to the community and customers.
Suppliers & Contractors	Transfer the culture, values and commitment to ethics and compliance to our counterparties by working jointly to establish and strengthen good practices.
Institutions & NGOs	Develop and share ethical, compliance and anti-corruption practices with government agencies and civil society.
Our Peers	Identify the best practices in the electricity industry and other markets and promote in-Company the adoption of the Enel Group's standards.

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In 2018, compliance activities were centred on the identification and early mitigation of corruption risks, with a special focus on potential conflicts of interest or unethical conducts in every process, through the following tools:

> **Fraud Risk Assessment Matrix-FRA:** This assessment tool was used to update the Corruption Risk Assessment of every single business unit in the Group. The tool helps to identify and evaluate all kinds of fraud events that may occur in the organisation. It is performed in accordance with the Risk Assessment from the Audit team. The process receives digital support from the Salesforce platform, providing greater internal visibility for the processes involved.

> **Risk Matrix Assessment of the Criminal Risk Prevention Model:** Specific risks were verified for Enel Chile and its subsidiaries according to Law 20393. Each one of the companies has a compliance system specific to their local legal framework and, in 2018, documents, risks and controls went through a general update, in keeping with the recently expanded reach of Law 20393, which now defines four new crimes under penal responsibility for legal entities.

> **Risk Assessment Matrix:** This instrument assessed the risks for each and every process run by Enel Chile and its subsidiaries, using C.O.S.O methodology[24], the main international standard in this subject matter.

> **Canal ético:** La Compañía mantuvo disponible este canal a todos sus grupos de interés, instrumento que ofrece garantías de confidencialidad, no represalia y anonimato a los denunciantes y cuya administración es externa e independiente.

MPRP Training

Enel Chile maintained its communication and training plan, both focused on providing information about the main aspects of the Compliance Program and strengthening the culture of collaborators and suppliers in this area. The plans encompass internal and external activities, including induction sessions for new Company recruits, with specific training about the Compliance System in Enel Chile.

In 2018 there were 31 training initiatives that reached 582 people, apart from 31 communication activities, focused on the prevention of corruption, use of the Ethics Channel and knowledge of the Company's Compliance System, through the use of informative videos, personal deliverables, posters and intervention of common areas. In addition, an online course dealing with contents from the Criminal Risk Prevention Model is available to all collaborators.

24 Committee of Sponsoring Organisations of the Treadway Commission.

Ethics Channel

The Ethics Channel is managed by the Internal Audit team but run externally. Its function is to receive anonymous reports about irregular conducts contrary to the Criminal Risk Prevention Model, the Code of Ethics or about other ethical matters related to accounting, control, internal audit, or crimes such as money laundering, financing of terrorism, bribery, corruption between private actors and receiving stolen property.

This channel is governed by Global Policy 107, Whistleblowing, which guarantees anonymity, protection for the accuser against retaliation and protection against accusations made in bad faith.

In 2018, part of the work done by Communications and Training centred on promoting the use of the Ethics Channel through internal press releases and training sessions to demonstrate its usefulness and usage to Company collaborators. Suppliers were also informed about the Ethics Channel through events specially directed at them and promotional deliverables.

The Channel is available in the corporate portal, on the Internet, by telephone and in written form. Twenty-six reports were filed during 2018, 24 in Enel Chile and 2 in Enel Green Power. There was a 53% increase in the number of reports from Enel Chile compared to 2017, and only 6 of the reports breached the Code of Ethics. The violations were of a negligible nature and were dealt with appropriately. Finally, the reports were about the management of conflicts of interest and labour climate.

Ethics Channel: Reports

KPI	2015	2016	2017	2018
Reports received[1]	19	10	12	26
Total cases of non-compliance	6	6	6	7
Conflict of interest/Corruption [2]	1	2	1	4
Improper use / Theft of Company assets	1	1	2	0
Labour Climate	4	2	2	2
Community and society	0	0	0	0
Others	0	1	1	1

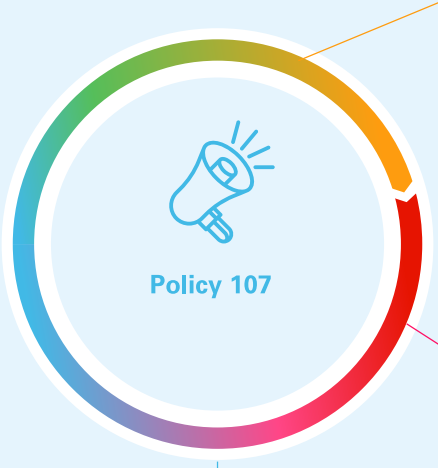
(1) There was an increase in the number of reports in 2018 due to the expanding corporate perimeter of Enel Americas and the reinforcement of communicational activities to improve knowledge on the use of the Ethics Channel.
(2) Corruption is the abuse of power with the intent of obtaining personal advantage. It may be done by individuals from either the private or public sectors. Corruption practices are interpreted as acts of bribery, blackmail, collusion, conflict of interest and money laundering.

EGP Chile is consolidated with Enel Chile since 2017.

Where to report?

Corporate Web	
www.enelchile.cl www.enelamericas.com www.enelgeneracion.cl	Right bar menu/Ethics Channel
Internet	
Ethics Channel -Direct	https://secure.ethicspoint.eu/domain/media/es/gui/102504/index.html
Presencial o escrito	
Enel Chile	Internal Audit Management, Santiago, 76 Santa Rosa, 9th Floor.

The Enel Group has a Whistleblowing policy that arose from the spirit of regulating the receipt, analysis and handling of reported conduct and practices that potentially violate Enel's Compliance Programs.



The Channels ensure

- Anonymity
- The protection of confidentiality
- Security
- Protection against retaliation/re-prisals

Reporting

An outside Company channels reported misconduct to the Audit Division.

NAVEX GLOBAL

Audit Division Response

It acknowledges receipt and requests further information and evidence of the reported violation.

The Audit Division makes a preliminary analysis

What is being reported?
Who is the alleged violator?
What ethical principle or conduct is being breached?

The audit division conducts a preliminary analysis

Any reported misconduct relevant to the Compliance Program is analyzed by

Reported Operating Violation

The report is delivered to the area for solution

Investigation and review of the reported violation

Unfounded report

The report is filed

Closed reports record

Disciplinary system, implementation of improvements and report to the Board of Directors

Creation of Economic Value

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During 2018, Enel Chile generated value for a total of 2.483.696 million pesos, corresponding in a 47% and 42% to revenues from distribution and generation respectively. Together with other financial revenues and minor revenues from the period related to gas sales, distribution and transmission charges, they make up the total operational revenue.

The economic value was distributed among the different areas of operation and stakeholders. Payments for energy and fuel accounted for 66% of disbursements while 13% benefitted financial capital providers (dividends to shareholders and financial costs) and 6% was for payment of income tax.

Amounts in millions of pesos		2016		2017		2018	
		M$	%	M$	%	M$	%
Economic Value Generated (EVG)	Revenue	2,285,191,561	100%	2,661,553,858	100%	2,483,696,513	100%
	Operational	2,112,891,794	92%	2,490,470,178	94%	2,410,360,459	97%
	Non-operational	172,299,767	8%	171,083,680	6%	73,336,054	3%
Economic Value Distributed (EVD)	Operational Costs	1,437,865,851	63%	1,681,483,868	63%	1,473,575,377	59%
	Salaries and social benefits for employers	95,219,235	4%	107,114,790	4%	106,419,371	4%
	Payments to capital providers	192,047,203	8%	314,313,937	12%	353,576,932	14%
	Financial costs	49,180,169	2%	53,510,882	2%	122,184,189	5%
	Dividend payments	142,867,034	6%	260,803,055	10%	231,392,743	9%
	Government payments	99,763,798	4%	143,342,301	5%	153,482,519	6%
Economic Value Retained (EVR)	EVR= EVG-EVD	460,295,474	20%	415,298,962	16%	396,642,314	16%

Occupational health and safety

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Concern for occupational safety and health is one of the strategic pillars of Enel Chile. It is also within the scope of Sustainable Development Goal 3 on good health and well-being. To achieve both, all collaborators are encouraged to adopt the best practices on this issue.

Health and safety matters are conducted equally for both Company employees and contractors by means of fostering joint efforts to increase their levels of professionalism and operational safety, establishing, at Group level, the goal of reducing accident rates compared to previous years.. Under these conditions, the Company has established a chain of commitments at each level within the organisation to promote respect and observance for safety standards and environmental care at every stage in the construction, operation, and maintenance of Company assets.

SHE 365 Commitment Boost Programme

In 2018, the Enel Group launched SHE 365, a new programme intended to improve awareness about safety, health and environmental care in a tangible, operational manner, using an inclusive Bottom Up model to engage all collaborators in the process. The new programme carried out a series of initiatives to reinforce the chain of commitments through a range of interventions encompassing every organisational level at the Enel Group.

The programme is based on three courses of action: reinforcing the chain of commitments, facilitating the exchange of initiatives and increasing contractor participation. Regarding this last point, SHE 365 intends to raise the safety and environmental standards of contractors. To achieve these objectives, the Procurement area collaborates through the application of SHE 365 criteria in the assessment process for contractors and provides them with all the support and know-how the Company has to offer.

Stop Work Policy

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As part of its commitment to guaranteeing responsible behaviours at work, Enel Chile has adopted Stop Work Policy, placing caution above all other concerns in case any health, safety and environmental hazard arises in the course of Company operations.

Should it be necessary, Company employees and contractors alike can intervene and stop any activity potentially placing the safety and health of employees at risk. Additionally, they must notify their immediate supervisor as soon as possible about any unsafe behaviour, any omission or any situation that may cause an accident.

Stop Work notices do not carry any punitive action, in an effort to encourage these alerts in order to focus on health and safety conditions, and in environmental conservation in our operations.

Occupational Safety

Safety is a cultural issue at Enel Chile that must pervade each and every one of its activities. A special effort was made during 2018 to strengthen our culture of safety, from communicational activities such as risk prevention workshops and seminars, to Safety Briefings and Extra Checking on Site oversight activities.

Safety Briefings take place every fortnight with the Company CEO and top executives in attendance to present the latest results in safety and accidentability. Additionally, Extra Checking on Site (ECoS) are audits designed to identify the state of safety equipment, risk behaviours and management, and support teams for emergencies. Additionally, at Enel Green Power, Extra Checking on Site inspections also assess environmental compliance issues.

During 2018, Enel Chile and its subsidiaries carried out 23 ECoS, directly contributing to Enel Group's goal of performing 150 ECoS by 2021.

Number of Extra Checking on Site inspections	Enel Chile 2018
Enel Chile	23
Enel Generación Térmica	4
Enel Green Power	4
Enel Distribución	15

Safety Committees

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In compliance with Chilean Labour Law, Enel Chile has set up Joint Committees for Hygiene and Safety as well as a Psychosocial and Labour Risk Committees. The former comprise representatives from both the Company and the employees, and its mission is to promote a safety culture within the Company, run inspections and investigate labour accidents should they happen. These committees represent all employees at Enel Chile.

The Psychosocial and Labour Risk Committee is formed by Directors from the People & Organisation Team and employee representatives. The mission of the Committee is to implement the Protocol for Psychosocial Risk Vigilance and identify factors leading to improvement actions that either reduce or eliminate negative impacts on labour health.

At the end of 2018, psychosocial risks were assessed at contractor companies through a survey, the design of an improvement plan and, in the last phase, an audit of the plan to check its progress.

Safety Management at Operations

Enel Chile engages in a series of initiatives for the prevention of accidents and the promotion of safety at Company operations. Because of the wide range of generation facilities, from thermal, hydropower, solar, wind farm to geothermal plants, the Company tailors safety activities according to the needs and priorities at every plant. The following paragraphs describe transversal safety initiatives as well as those that are specific to thermal and renewable plants.

Transversal Initiatives at Enel Chile

Safety walks

Safety Walks are a permanent feature of the inspections for operational safety conditions performed by Enel Chile executives. First hand observation provides valuable information to spur dialogue in matters of labour safety and make decisions efficiently. More than 300 Safety Walks took place during 2018, making a direct contribution towards accident prevention and the promotion of good practices at Company operations.

Initiatives at Thermal Plants

One Safety

Safety and health coordinators in 2018 continued to apply One Safety, a global tool that reviews employee behaviours through a checklist of safety and self-care parameters.

The findings are shared in order to develop proposals on opportunities for improvement at the different plants.

Intrinsic Safety

Intrinsic Safety (IS) is a tool that defines the Intrinsic Safety Index of machinery, systems or equipment, based on a checklist to assess all safety aspects involved. Once IS identifies potential risks and improvement opportunities, the data is used to create a remediation plan.

Safety Moving Pool (SMP)

The SMP is a multidisciplinary team of Company employees with ample experience in safety and electric power generation. The team supervises and provides technical assistance during major shutdowns and seeks to improve processes continuously.

In 2018, the SMP operated at the Bocamina and Tarapaca plants.

Initiatives at Renewable Plants

Internal Audits

In early 2018, HSEQ Global conducted an internal audit of the integrated management system at the hydro power plants in order to check their progress and identify gaps. In addition, thirteen audits were conducted locally at hydro, photovoltaic and wind plants, as well as at Los Condores, currently under construction.

In October 2018, RINA conducted an external tracking audit for re-certification. The process verified the compliance level of Enel Green Power Chile and maintained the certification of the Company for the integrated management system in Quality, the Environment and Safety (ISO 9001:2015, ISO 14001:2015 y OHSAS 18001:2007).

Leadership for Safety

Leadership for Safety is a Global activity launched at the end of 2018 to reinforce commitment to HSEQ elements at the top level of every country, where each business line manager receives direct support from HSEQ.

Digital Certification for Contractors

In 2018, following global guidelines, Enel Green Power digitalised the legal documentation of both contractors and subcontractors for the Company using Wise Follow, a platform for the online keeping of certification statuses, employees, vehicles and machinery.

Fatality Prevention Program (FPP)

100% of FPP actions begun during 2017 (1.0 Electric Risk and 2.0 Work at Height) were finally completed in 2018. Work on the implementation of FPP 3.0 Interference Work reached 50% of completion.

Improvements to Incident Reportability

In 2018, HSEQ 4U was implemented, a mobile application to report safety and environmental contingencies. The application, available to Company collaborators as well as contractors, enables them to send alerts about events such as accidents, near misses, safety observations and environmental precautions, among others.

Additionally, campaigns to encourage preventive reporting of possible accidents were carried out through the diffusion of "Near miss" (NM) and "Observation" (OB) procedures.

Initiatives at Enel Distribución

Activities in 2018 mainly focused on safety management at facilities. The Company launched several leadership workshops, for supervisors from contractor companies, treating issues such as the health and safety of our collaborators. The latter were complemented with joint practical workshops with the Chilean Safety Association (AChS). Twenty-three "Let's Talk Safety" seminars were held during 2018.

Safety Inspections

On-site safety inspections verify safety management at our facilities. The inspections establish whether safety measures have been met or not. There were 23,437 inspections during 2018.

Safety Statistics

The following tables summarise statistics for Enel Chile and its subsidiaries.

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	Chile Total*		
Company employees + contractors	2016	2017	2018
Fatal accidents	0	0	0
Serious accidents	0	2	1
Minor accidents	36	28	26
Total Accidents	36	30	27
Frequency Rate	1.39	1.22	1.08
Severity rate	0.28	0.24	0.22
Lost days rate	9.93	9.07	13.39
Hours worked	25,848,475	24,531,504	25,011,548
Lost days	1,283	1,113	1,674

Some figures differ from those previously reported due to changes in criteria or involuntary omissions

Occupational Health

By adopting practices that improve working conditions directly, Enel Chile goes above and beyond legal requirements when it comes to protecting the health of its collaborators and contractors

SHE 365 opened a much more specific medical watch, using a preventive, informative approach that defines the medical tests required based on job description and their associated risks, hazards and control measures. Thus, the integrity of our employees is protected through personalised management.

Prevention Campaigns

Enel Chile has accepted the challenge and commitment to apply and enforce Health Policy N° 383 for its Renewables Business Line. This policy provides basic common standards for the mental and physical health of employees, their satisfaction and comfort, in order to improve their performance.

Heart Disease Prevention Programme

The Company has implemented a programme centred on self-care and prevention tools such as personalised fitness training, physical exams and nutritional programmes.

Preventive Testing Programme

This programme focuses on the application of routine medical testing for employees, for the early detection of alterations and pathologies. All employees are part of the programme, which is set up according the gender and age group of each collaborator.

Pause Gymnastics at the Workplace

Pause gymnastics is a programme for the prevention of injuries and pathologies arisen from work-related fatigue. Our employees follow an exercise plan at Company offices with the guidance of a professional from the Chilean Safety Association.

Exercising prevents occupational diseases such as stress, tendinitis, lumbago, carpal tunnel syndrome, and sore neck and limbs.

Health Promotion and Awareness

In order to foster a healthy environment at work, the Company ran several promotional campaigns to educate collaborators in matters of health, quality of life and well-being.

Month	Campaign
March	Anti-stress Campaign: Centred on providing tips and good practices to eliminate its causes.
April	Immunisation Campaign: Massive call for vaccination against the seasonal flu.
May	Anti-smoking Campaign: Advice to prevent tobacco .
June	Colon and Gastric Cancer Campaign: Advice for the early detection of these diseases through preventive testing.
July	Viral and Respiratory Disease Campaign: Advice to prevent contagion.
August	Heart Care Campaign: Practical advice for heart disease prevention.
September	Prostate, Cervical and Womb Cancer: Advice for detection through annual preventive testing.
October	Breast Cancer Prevention Campaign: An invitation to prevent breast cancer through early detection/self-exam.
November	Healthy Eating Campaign: Practical advice for better nutritional habits and a healthy lifestyle.
December	Skin cancer campaign: Skin care advice against ultraviolet radiation and other agents.

Contractor Involvement in Safety and Health Management

Enel Chile and its subsidiaries apply the same safety and health standards to both Company employees and contractors. Considering that both perform high risk activities, joint work and active involvement in safety and health management is essential.

Safety Assessment for Contractors

All contractor companies and workers must adhere to Enel Chile's occupational safety and health policies.

Tender terms and conditions for works and services also include the manuals for safety standards and for occupational health. Additionally, suppliers for construction, operational and maintenance services are audited in occupational safety and health. Companies scoring less than 75% are disqualified from the process.

Disqualified companies can opt for a second audit to identify opportunities for improvement and take part in a new tender process. Once suppliers are awarded the contract, they receive all the safety documentation with which they must comply.

A single accreditation system called Wise Follow is currently under development, consisting of a digital platform to validate Company personnel and contractors quickly before starting any assignment at the plants and concession area.

Monitoring and Training Field Contractors

The assessment of contractors and suppliers continues during operations. On the one hand, Enel Chile provides on-site training activities for contractors to make them part of our safety culture, on the other one, the Company runs safety audits every four months to verify fulfilment of contract terms and conditions.

In addition, the Company monitors compliance with environmental regulations, work organisation, application of manuals and safety standards from the Enel Group, and the correct use of personal protective equipment (PPE).

Good operational practices are shared through workshops and training sessions which are extended to all contractors. In 2018, the Company offered awareness workshops about public and criminal liabilities, in charge of the Chilean Safety Association.

Training activities are performed by Enel Chile personnel and specialised Technical Training Organisations (Organismos Técnicos de Capacitación, OTEC).

In 2018 there were also four workshops directed to Haitian contractor employees exclusively. The workshops were offered in Creole to reinforce self-care concepts and engage in risk prevention practices.

In 2019, training courses will be offered in three major groups: safety leadership and supervision, control measures and risk identification.

Permanent training has positioned Enel as a safety role model for both implementation types and times. In fact, other companies from the industry have visited our plants and offices, invited by Mutual de Seguridad, for an on-site experience of our safety control model.

Defensive Driving is a campaign from Enel Green Power Chile intended to reduce the involvement of contractor employees in traffic incidents, currently the most common type of accident among contractors in this subsidiary.

Beginning in 2018, contractors with the best safety practices received an award during Vendor Day.

Digitalisation of Safety Management

Mobile App 5 Golden Rules

To ensure that safety standards and tools receive due attention, since 2017 Enel Distribución has made the use of the 5 Golden Rules mobile app mandatory for contractors performing disconnection operations. The app offers support to lock and tag installations, verify the absence of tension, and signal work areas, among other essential tasks.

3D Risk Map

Enel Generación developed 3D models for all plants to visualise the sites and improve risk management. The models come with a risk database built from information compiled at each facility. Since the models became operational, better preventive action has caused a decrease in plant accidents.

HSEQ4U Digital Platform

This management tool that replaces the old MySafety system provides real time information about safety, environmental and quality management issues at Company facilities. The interface is designed to help visualise data about incidents, operations and inspections.

As for Enel Green Power Chile, MySafety is still in use by external employees, contractor and sub-contractor companies to report safety and environmental events. During 2019, HSEQ4U is expected to reach non-conventional power plants.

Environmental Sustainability

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Enel Chile business activities are shaped by environmental and social sustainability. The Company integrates an analysis and management system for environmental and social issues throughout the entire value chain, minimizing impact risks on both areas and generating opportunities for the creation of socio-environmental value in the territories related to the Company business.

In 2018, the Company approved two key policies to consolidate its commitment to the preservation of natural resources and environmental management: The Environmental Policy and the Biodiversity Policy.

The Biodiversity Policy complies with the Convention on Biological Diversity of the United Nations, the Strategic Plan for Biodiversity 2011-2020 and the Aichi Biodiversity Targets[25], as well as with the national strategy for biodiversity approved by the Council of Ministers for Sustainability, which sets the guidelines regarding the protection of biodiversity for the timeframe between 2017-2030. The objective is to protect the country's natural wealth, create value for it, reverse or reduce the consequences of either the loss or degradation of ecosystems and foster their sustainable use.

Through its Biodiversity Policy, Enel Chile implements mitigation hierarchy practices which, first, prevent or avoid negative impacts; second, if impacts cannot be avoided, reduce and repair their effects; and, finally, compensate residual negative impacts. In the case of residual impacts, these mitigation hierarchy practices implement compensatory measures that respect the principle of no net losses in biodiversity, and a possible net balance should it be the case.

The Environmental Policy is founded on four principles, namely protecting the environment through impact prevention; improving and fostering the environmental sustainability of products and services; creating shared value for the Company and the stakeholders; and adopting and fulfilling voluntary commitments by engaging in ambitious environmental management practices.

Environmental and biodiversity policies not only further compliance with environmental reference regulations, but they also drive the search for innovating solutions for the management of environmental effects throughout the production chain and the creation of shared value in those territories where the Company operates. To face this challenge, the Integrated Management System (Sistema de Gestión Integrado, SGI), the Life Cycle Análisis (Análisis de Ciclo de Vida, ACV) and Circular Economy, are the tools that best position Enel as a leading actor in the national energy industry.

25 Plan composed of 5 strategic targets and 20 global objectives for Biodiversity preservation.. : https://www.cbd.int/sp/targets/

Integrated Management System

102-11

Environmental management at Enel Chile and its generation and distribution subsidiaries is implemented through an Integrated Management System (Sistema de Gestión Integrado, SGI), developed under ISO14001, OHSAS 18001, ISO 9001 e ISO 50001. These regulatory standards enable the management and control of operational processes at generation plants, as well as at the distribution concession areas, fostering the design and execution of improvement plans for all the processes involved.

Apart from the renewable generation plants, which maintained their certification, the thermal plants at Bocamina, San Isidro and Quintero were also audited in 2018.

The following paragraphs mention some of the most relevant milestones, classified by business line, within the framework of the Integrated Management System in 2018.

The environmental management of all 36 operational renewable power plants (wind, solar, hydro, and geothermal) stands out for the implementation of a Methodology for the Assessment of Environmental Risks and Impacts, procedures for waste management, and procedures for environmental incident management, among others.

In 2018, Enel Distribución certified all of its facilities and processes in compliance with the standards mentioned above. Additionally, the Company published its environmental and biodiversity policies in November 2018, which Enel Distribución will eventually turn into operational objectives.

In 2018, the Stop Work policy, widely used in safety and health, expanded its influence into environmental and archaeological issues. This policy encourages quick action to stop any activity implying safety and health risks to oneself or others; damage to the environment; disruption of an archaeological site or of a work of art. To the Company, this is a new commitment for the preservation of the environment, in keeping a strong belief in risk prevention and the encouragement of responsible behaviours as tools to protect both present well-being and that of future generations.

In March 2018, Enel Chile offered a workshop organised by Quality Generación Térmica Chile, in part to update ISO 9001 and ISO 14001 standards, work on risk and opportunity management, interested parties, life cycles and a new management tool, among other relevant SGI issues.

In October 2018, Chile hosted the Latin American Workshop for the Environment, attended by the main collaborators from the environmental management areas of the Company. The goals for the workshop were reaching a common vision about the environment in the different countries where the Company operates, sharing experiences and checking procedures and internal policies.

Regulatory Compliance

The sustainability of Enel Group operations includes adequate compliance with environmental regulations, both in the generation and distribution of energy as well as in the correct application of regulations involving projects and operations at facilities. To achieve this, the environmental areas at each business line enforce the tracking and timely compliance with environmental commitments and industry regulations, obtaining support from the Integrated Management System.

The 2018 work plan for Enel Distribución defined permit management as one of the key axes to improve management and environmental commitment tracking. Some milestones in 2018 were:

- Filing of the Environmental Impact Statement for the Cerro Navia substation modification project.
- Tracking of and compliance with environmental commitments for Zanjon de la Aguada, new Lampa switchboard, and Project Los Almendros, approved in 2017.

The Environment and Permits area at Enel Generación is in charge of management, coordination, supervision and obtainment of environmental permits, as well as other permits associated to legal requirements applicable to thermal plants. The following permits, among others, were obtained in 2018.

- Environmental Qualification Resolution, Project for Water Supply Optimisation and Industrial Liquid Waste Management, San Isidro plant.
- Sanitary Permit for the new wastewater treatment facilities at the Tarapacá plant.
- Reception of construction works for the South Dome at Bocamina.

Within the framework for compliance with the Environmental Qualification Resolutions for the different renewable plants, some of the most relevant actions associated to the Ralco plant in 2018 are:

- Reforestation agreement with University of Concepcion: 422 hectares were completed in the Lonquimay area.
- Rehabilitation of Ralco hydro power plant waste dumpsites and deposits used during construction of the plant.

Current Environmental Litigation

307-1

In August 2018, the Company received two indictments from the Superintendency of the Environment (Superintendencia del Medio Ambiente, SMA), associated to the Renaico wind farms and the geothermal plant at Cerro Pabellón.

In the case of Renaico, the SMA finally approved the compliance programme presented by the Company on December 31, 2018. The programme will be executed in 2019. The geothermal plant at Cerro Pabellón presented its compliance programme in September. However, the SMA rejected the plan, and Enel Chile has contested the decision through an interlocutory appeal that the authorities have not settled yet.

In November 2018, Enel Generación received one indictment from the SMA regarding operations at the Bocamina thermal plant, specifically an alleged violation of Supreme Decree 90, which establishes regulations for the control of pollutants associated to liquid waste discharge into continental shelf seawater.

The Company took an alternative procedure, sanctioned by the law, and presented a Compliance Programme containing a series of corrective actions.

As of December 31, 2018, there were seven open cases: Two lawsuits for environmental damage, against the Bocamina and Quintero thermal plants respectively; one extra-contractual civil liability action; one criminal proceeding currently under conditional suspension; one appeal for protection against the Quintero thermal plant for gas emanations; and two actions at the local police court against forest clearings in the context of the maintenance plan for the Quintero-San Luis line.

Management of Environmental Variables

Enel Chile is strongly committed to improve continually the search for efficiency in its processes and products, especially through the incorporation of state-of-the-art technologies. The objective is not only to comply with regulations and reduce externalities, but also to implement ambitious environmental performance solutions. In order to protect the surroundings of its operations, the health of its employees and of the community in general, Enel Chile, through its subsidiaries, checks the thoroughness of environmental compliance actions and constantly seeks to prevent negative contingencies at its operations.

Water Management

The main use of water at Enel Chile is linked to its thermal power plants, which take it from the sea or from wells, according to the maritime concession and the water rights of each plant.

Thermal generation[26]

303-1

Water use by activity in millions of m³

	2016	2017	2018
Proccess[27]	6.64	6.01	5.93
Cooling[28]	758.63	697.40	558.70

Water intake by source in Enel Chile

Millions of m³ and period of use

	2016	2017	2018
Total municipal water supply (or other water utilities)	0	0	0
Surface sources (lakes, rivers, etc.)	0	0	0
Underground sources	5.72	5.40	5.42
Unlimited sources (seawater)	0.92	0.60	0.51
Total intake	**6.64**	**6.00**	**5.93**

	2016	2017	2018
Wastewater discharge (millions of m³)	2.49	2.69	3.20

26 In order to improve comparability, figures from previous years were recalculated according to current criteria.
27 Water for the production process includes seawater, wastewater and reposition water for close cooling systems.
28 Refers to cooling water for open systems.

Water Management Programme for Farm Users in the Maule Basin

Since 2015, Enel Generación Chile has been working on a training and technological implementation programme to optimise the use of water in farming irrigation. The project is part of an alliance with the Research and Extension Centre for Irrigation and Agroclimatology -CITRA- from the University of Talca, the Municipalities of San Clemente and San Rafael, and Entre Rios Farming High School. Between 2015 and 2017, optimised irrigation techniques were applied in several sample farms at Entre Rios High School. More than 300 farmers received training through conferences and opportunities to share their experience. The results, depending on each crop, demonstrated the feasibility of saving up to 40% of water, keeping, and sometimes improving production.

In 2018, the project was extended to four water cooperatives, adding more than 200 farmers. Two weather stations were added to the three that had been built in previous stages of the programme. These stations are essential for the prediction of seasonal weather events.

This project received the National Environmental Award 2018 from the Recyclapolis Foundation in the Water category for large businesses.

ENEL Distribución

The water supply for Enel Distribución Chile comes from the drinking water distribution networks within the city of Santiago..

Consumption	2016	2017	2018
Water (m³)	74,175	76,232	46,327

Emissions Management

302-1

Fuel Consumption

Thermal generation represented 31% of Enel Chile's total energy production during 2018, of which 18% corresponds to gas and/or oil fired power plants and 13% to coal-fired power plants.

Generación Térmica

Fuel Consumption in TJ	2016	2017	2018
Coal	31,652	28,093	25,665
Fuel oil	0	84	41
Natural gas	32,029	33,955	24,157
Gas oil	8,834	2,889	1,046
Lignite (brown coal)	0	0	0
Total	**72,515**	**65,021**	**50,912**

Energy Efficiency at Thermal Plants

	2016	2017	2018
Net efficiency of coal plants	36%	35,7%	37,3%
Net efficiency of gas plants [30]	41.8%	46.1%	47.9%

Other Uses

	2016	2017	2018
Fuels (toe)	274.95	355.12	424.15

305-1 305-2 305-3

Greenhouse effect gas emissions[31] Enel Chile

	2016	2017	2018
Scope 1	5,244,000	4,745,000	4,026,000
Scope 2	7,000	10,000	11,000
Scope 3	274,000	247,000	225,000

30 Considers combined and open cycle gas plants

31 In order to improve comparability, figures from previous years were recalculated to meet current criteria. Also, some figures differ from previous reports due to changes in criteria or involuntary emissions

Monitoring Emissions at the Bocamina Plant

In January 2018, the Bocamina Power Plant, a vanguard coal-fired plant in Latin America, was the first power plant to join a pilot initiative implemented by the Environmental Commission by which the authority can continuously monitor the emissions of thermoelectric power plants in real time.

The South Dome at Bocamina opened in 2018, covering the coal storage yard. Paired with the North Dome, they make a unique piece of infrastructure in the region. Later, in December, the second unit at Bocamina was successfully connected to the monitoring system, in order to provide the raw data registered at the plant in real time. The incorporation of more thermal plants into the SMA monitoring system is going to be evaluated in 2019

Community Environmental Monitoring

Quintero Mide Programme

The purpose of the Quintero Measurement Program, begun in 2018, is to strengthen the technical, economic and administrative competencies of social leaders and local inhabitants so as to co-design a community environmental monitoring system.

Twenty people participated in the program, being trained from a theoretical, practical and legal point of view on environmental management at the School of Engineering of the Catholic University of Valparaíso.

In the same period, an agreement was reached to create the Quintero Measurement Association that will implement the Citizen Environmental Monitoring System. The Enel Group will defray the costs of an external consultant to provide technical assistance to the association until it can operate in an autonomous way.

Paposo Air Committee

In 2018, thirteen social leaders trained at the Catholic University of the North set up a team with Enel's workers and representatives from local universities to analyze, understand and communicate air quality data provided by the Taltal Thermoelectric Power Plant monitoring station.

After visiting the plant and the monitoring station located at the Paranal grade school in Paposo, a technical committee was established that meets monthly to monitor the data and answer questions of the community. Besides, an informational emissions screen was installed outside the plant.

Noise Measurement and Mitigation

Noise Mitigation at Renaico

In response to SMA allegations regarding noise emissions, archaeological issues and civil works related to a canal at the Renaico wind farm, the Company coordinated all the units involved and devised a compliance programme that established, among other actions, the implementation of an NRM, Noise Mode Reduction system and the application of noise reduction elements called STE, Serrated Trailing Edge, along with a new definition of monitoring to improve noise measurement and parameters.

Noise Measurement at Substations

The Company has a four-year plan to monitor compliance with noise regulations in substations located near residential areas. In case a noise reading close to the maximum accepted limit is detected, an external consultant is brought to run a more specific measurement.

In 2018, nine noise measurement inspections took place at different substations and the results from the last stage concluded that all of them complied with current regulations.

Electromagnetic Field Measurement by Enel Distribución

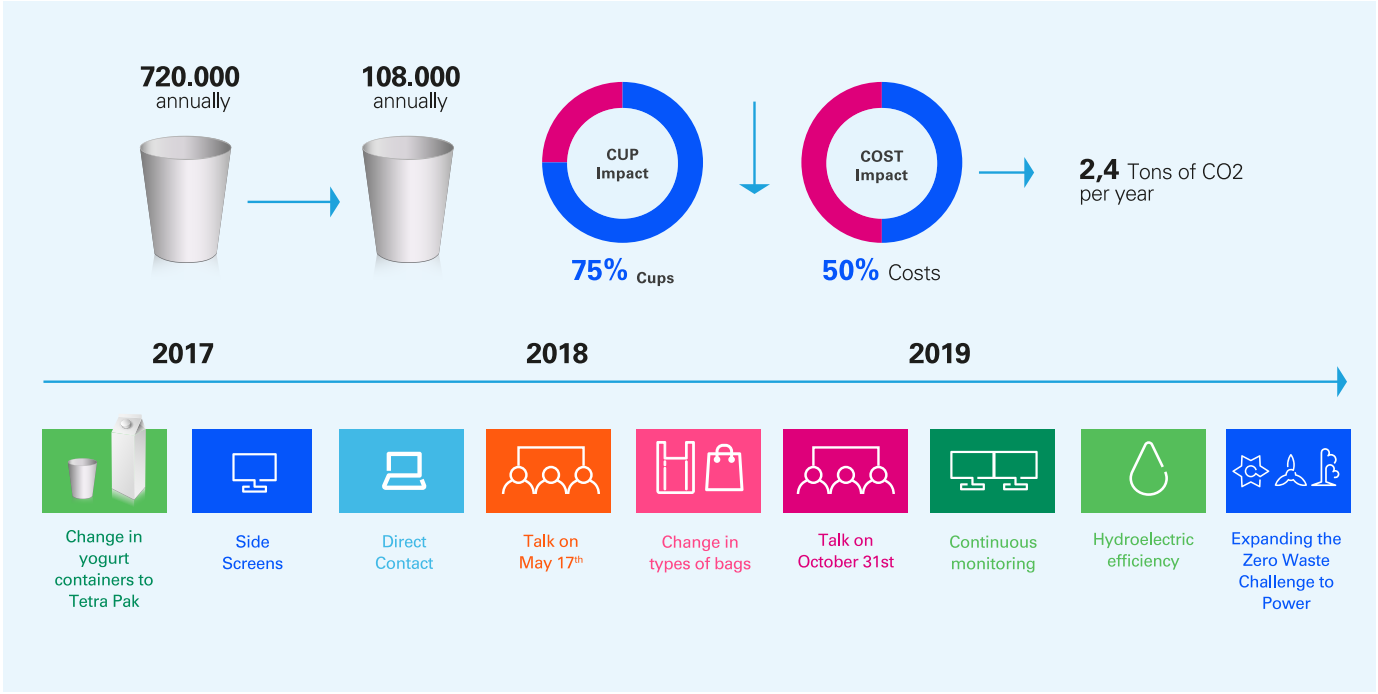
In 2018, as in previous years, electromagnetic fields were measured voluntarily at different points in high and medium tension lines and at a substation. The readings were well below the limits according to international regulations. Measurements were taken in the San Pablo-Lo Aguirre, Chena - Cerro Navia and Polpaico - El Salto high tension lines and the medium tension line outside the Lampa Substation, among others.

Waste Management

306-2

Enel Chile launched a programme called Zero Waste Challenge in 2018. The objective of the programme is to eliminate the generation of non-recyclable waste, all of which has been mapped in a previous diagnosis. The programme was applied at the offices of the Company in Santiago, where more than 1,500 people work.

In accordance with the priorities established by the diagnosis, the Company worked on reducing the use of paper and plastic cups in the offices at Santa Rosa, Vicuña Mackenna, Victoria, Dominica and Pedro Aguirre Cerda, reinforcing the campaign through public conferences, the use of compostable cups for guests and glasses and earthenware cups for Company collaborators. At the same time, digitalisation has been fostered in every activity, reducing the use of printed paper by 14% in comparison to 2017, the equivalent of cutting down 172 adult trees, and reducing production of CO2 by 6.2 tons a year. The next challenges in the programme are improving water efficiency, increasing awareness about the use of paper, making progress in the management of organic waste, and expanding the Zero Waste Challenge to our generation plants.



Generated waste (t)[32]	2016	2017	2018
Hazardous waste	990	1,339	1,986
Recovered hazardous waste	67	31	42
Total disposed hazardous waste	923	1,308	1,944
Non-hazardous waste	249,134	222,928	315,649
Recovered non-hazardous waste	61,836	41,401	60,264
Total disposed non-hazardous waste	187,298	181,527	255,385
Total disposed waste	**188,221**	**182,835**	**257,329**

32 Data difers from that reported in previous years due to criteria changes or invluntary omissions.

Thermal Generation

The Company is currently developing a waste management project, to be launched in 2019. It contemplates the improvement of recycling management at our facilities, including paper, cardboard, glass, plastic and batteries, by means of a series of alliances including foundations and authorised companies.

In 2018, a project was developed to valorise plaster, described further in the section regarding circular economy projects.

Generated waste (t)	2016	2017	2018
Ashes and waste plaster	205,570	169,525	164,983
Ashes and valorised plaster	30,897	15,563	58,056

Water Supply Optimisation and Industrial Liquid Waste Management, San Isidro Plant

In 2018 the project "Optimization of Water Supply and Industrial Liquid Waste Disposal Systems at the San Isidro Power Plant" obtained its environmental permitting. The project aims to optimize the use of water at the facility and recover its quality in cooling towers by means of the construction and operation of a Zero Liquid Discharge Plant, hereinafter called the "ZLD Plant," which will comprise two treatment modules.

The final objective is to attain more flexibility in raw water supply for the cooling process. The Company will continue to use its proper wells as a main source, whereas external wells serve as an alternative to ensure constant water supply.

Simultaneously it is to be expected that the project will contribute to diminish the number of times water is recirculated in the cooling tower and thus will modify the discharge flow into the river without exceeding 595 m3/hour. The former has been backed up by a new layout of the facility.

Renewable Generation

Renewable energy facilities established a goal to reduce their annual waste disposal 5% compared to 2017. Therefore they defined a series of activities:

- Pilot recycling points: The implementation of Recycling Points at the Pehuenche, Rapel and Sauzal plants.
- Reuse of waste: A contract was signed for the sale of non-hazardous waste (junk metal) at the Maule, Laja and Biobío Hydroelectric Power Plants.
- Waste baseline: Quantification of waste was updated at the renewable energy power plants (hazardous, non-hazardous and household waste).
- Waste management and waste separation best practices were reinforced at plants.
- The "World Recycling Day" was publicized and commemorated at plants by means of talks and videos.
- The Company's collaborators received reusable bags to encourage their use and minimize the use of plastic bags.

System for the recovery of oil and water in wells

An oil recovery system was implemented in wells (oil skimmers) at the Sauzal, Sauzalito, Rapel, Cipreses and La Isla Hydroelectric Power Plants. These skimmers remove oil that has run off from the units toward the drainage pit. The goal is to minimize the potential contamination of water below the dam caused by oil leaks.

Enel Distribución Chile

Asbestos Removal Programme

Enel Distribución Chile has a standing policy for the removal of asbestos at all of Its facilites, being the first company in the Chilean energy industry to establish a formal plan to withdraw asbestos tape from the underground chambers, ever since this material was banned in Chile in 2001.

In 2018, the Company defined a programme for asbestos removal from its substation roof, by which more than 4,200 kg were eliminated.

Life Cycle Assessment and Circular Economy

Life Cycle Assessment (LCA) provides holistic analysis of inputs and outputs of material flows and energy throughout the entire value chain of a product or service. This tool can be used to generate relevant information for the design of fitting environmental strategies for specific processes in the value chain, and/or as a quality of the product or service. This information is also useful to keep consumers and stakeholders informed.

Enel Chile is implementing the LCA approach throughout the Company to generate estimates for the environmental impact of renewable energy projects. To this effect, it has built a platform called MIMA (Modelo Integrado de Mediciones Ambientales, or Integrated Model for Environmental Measurement), which integrates environmental and sustainability requirements. Thanks to this platform, it is possible to measure the environmental impact of a project throughout the entire value chain, from the extraction of raw materials and the manufacturing of electromechanical equipment, to waste management and the end of the life cycle, according to international standard ISO 14040, on Environmental Management - Life Cycle Assessment - Principles and Framework.

Through MIMA, it is possible to improve the efficiency and traceability of environmental information management at each module. On the one hand, it is possible to monitor and manage relevant environmental and sustainability performance indicators in real time, and the corresponding reports are generated automatically.

On the other hand, it is also possible to both detect critical processes and flows, such as raw material consumption or waste generation; and to explain a sizable part of the environmental footprint -such as carbon or water- left by a project. In a context of continuous improvement, this information is essential for the establishment of strategies to minimise the impact of future projects from the early engineering stage, thus reducing intensity of consumption of virgin materials and fostering greater use of recycled materials. Suppliers and contractors must also be involved in order to manage the environmental impact of their processes, for example, in the manufacturing and transportation of electromechanical equipment.


Each process contributes to the footprint that exhausts natural resources and waste (flows)
Operation
On site activities
Assembly and maintenance
Civil Works (earthwork, foundations)
Transport
Manufacture of equipment and construction materials
Extraction of raw materials
Processes
Critical flows
Assessment
Pointing the mitigation of the impact toward flows of greater impact (critical flows) will result in greater environmental benefits
Calculation of environmental footprints using
mima
Life cycle measurement
Continuous improvement
Opportunities for improvement
Rethinking engineering
Implementation in the design
Management by suppliers
Reduction in the environmental impact

In addition, LCA is relevant supply for the incorporation of Circular Economy principles to the Enel business model. In this context, it is important to generate a change of mentality throughout the entire ecosystem of the value chain at Enel, taking the opportunities offered by current technologies and promoting sustainable innovation in collaborators and Company suppliers.

The Circular Economy model is based on five principles that define its scope of application:

- Sustainable inputs. The goal is to reduce the use of virgen resources by encouraging the use of renewable materials and, whenever possible, recycled materials.
- Extension of the useful life of assets through strategies such as a modular design of projects, extension of the useful life of power plants and preventive and predictive maintenance of assets.
- A shared use of products in order to reduce the manufacture of new ones.
- A product as a service. The sale of services associated with the use of products, instead of the product itself, as one way of maximizing the product utilization factor.
- End of life of assets. Reuse or recycling strategies to reduce the generation of waste at the end of an asset's useful life and create a new life cycle.

It is important to point out that Enel was recently included as one of the 100 Global Partners of the Ellen MacArthur Foundation, a non-profit and world class model in the incorporation of Circular Economy principles to organisations. Our inclusion in this group challenges the Company to maintain its leadership in sustainability issues, promoting circularity in the Company and customer processes through the supply of better, cleaner energy.

Circular Economy Projects 2018

In 2018, the Company implemented a series of projects and solutions that integrate the Circular Economy principles adopted by the Group.

Sustainable Inputs

Solar Bottle: An opportunity for Circularity

In order to improve inverter ventilation, a collaboration project between the areas of Solar Operation and Maintenance (O&M) and Renewable Technical Support developed an innovative natural and sustainable ventilation prototype, using recycled plastic bottles. Ventilation was improved, thus reducing internal temperature by 5°C.

This project recycles more than 21,000 bottles a year, the equivalent to 5.2 thousand kilograms of plastic.

Eco-Furniture

In order to reduce waste generation and aiming to create value for local communities, the Company has Imparted eco-construction and eco-furniture training courses in a joint effort with Fundación Sembra. These courses provide participants with the knowledge to produce furniture and infrastructures using waste pallets from different industrial operations. Several communities that share their territories with Enel Chile have been part of the project, helping the Company to recover more than 660 tons of pallets and avoid the emission of 970 tons of CO2 eq.

Synthetic Plaster Valorisation

Enel Chile has been able to reduce the volume of waste that goes into final disposal through the valorisation of by-products from the thermal generation process, in particular synthetic plaster, produced using a process of desulphurisation of combustion gases. Approximately 6,200 tons are recovered every year to supply for the production of concrete in different factories in Chile.

Biodiversity Management and Conservation

304-4

According to the biodiversity policy of the Enel Group, based on the United Nations Convention on Biological Diversity and the 2011-2020 Biological Diversity Plan, Enel Chile and its subsidiaries are working with stakeholders on the conservation of species and natural habitats near its plants to offset potential adverse impacts and prevent a net loss of biodiversity.

The Company has thus promised not to plan any activities that may interfere with species and natural habitats. The impacts of building a new plant on ecosystems and their biodiversity are assessed in each case to avoid compromising areas of a high environmental value and to advance measures to eliminate, reduce or mitigate impacts.

Enel Chile has extensive experience in managing biodiversity near its operations. In all its facilities the Company carries out monitoring activities to prevent negative impacts in surrounding areas. The latter are complemented with biodiversity protection activities along the entire evolution of its power plants and any risk for biodiversity to be affected is detected at an early stage, especially during the construction of renewable energy facilities.. The monitoring is part of a broader analysis of the environment, within the context of the "Creation of shared value" model, by which the Company identifies the social, economic and environmental needs of the territory in order to develop projects that create shared value both for itself and its neighbouring communities.

Enel is also committed to keep up its biodiversity management with best practices within the industry. In 2017, it initiated a collaboration with the International Union for Conservation of Nature (IUCN) and the resulting conclusions are now an integral part of a guide on biodiversity management applicable to all companies of the Group.

Enel Chile investment in biodiversity management in 2018 surpassed $1.6 billion pesos, including 28 projects and 71,169 hectares. 26 species from the IUCN Red List are present in these areas.

Biodiversity Projects

304-1

Project	Descripción	Project Area
Sea mammal and bird monitoring of the coastal area at Punta Patache, Tarapacá thermal plant	Evaluation of avifauna related to the coastal environment at Punta Patache, classification based on the abundance, size and distribution of species; • Mammal evaluation, Punta Patache area, classification based on the abundance, size and distribution of species; and • Analysis of the degree of conservation of the classified species and the potential risks they face due to human activity.	200 hectares
Environmental monitoring plan of the intertidal zone at Punta Patache, Tarapacá thermal plant	• Identification of macroalgae components and benthos invertebrates present in the intertidal area and evaluation of biological diversity. • Spatial distribution analysis of macroalgae benthos invertebrates in terms of abundance and biomass. • Intertidal rock biodiversity estimates, spatial and seasonal variability in comparison with two sectors without industrial influence or disorganisation.	19.5 hectares
Monitoring of farm plots with local flora in the Paposo desert coastal area, Taltal thermal plant	The programme consists on monitoring the Paposo ecosystem through farm plots containing representative samples of local flora and fauna.	2,340 hectares

Project	Descripción	Project Area
Environmental monitoring plan of the marine ecosystems at Mejillones harbour, Atacama combined cycle gas turbine plant	Analysis of biodiversity parameters, abundance and distribution of sea floor fauna near discharge and remote control areas, Atacama thermal plant.	16 hectares
Environmental monitoring plan of the marine ecosystem at Coronel harbour, Bocamina thermal plant	Time-space analysis of fauna composition and ecological characteristics of the macro benthos community at the tidal area opposite to water discharge area from Bocamina thermal plant.	108 hectares
Biota and water quality monitoring in Biobio high basin, Ralco hydro power plant	Study of biota and water quality at the area surrounding the Ralco plant describes the current environmental situation for the Biobio river section and the effects of the dam on the river. Data from the plant monitoring operation will be compared with the description of the local ecosystem before the dam was filled (baseline period and construction). This will detect possible changes in water quality and the aquatic biota, associated to the location and operation of Ralco. The results can be used to propose mitigation measures in the monitored area under an eventual negative scenario.	50,000 hectares
Restoration of temporary sites. Ralco power plant.	Restoration of approximately 20 hectares used temporarily for the construction of the Ralco plant (dumpsites, quarries, roads, etc).	20 hectares.

Actions to Protect Biodiversity

Some highlights among environmental monitoring and biodiversity protection activities in the vicinity of Enel Chile plants:

> Incorporation of RECOGE plan, from the Ministry of the Environment, to the Multidisciplinary Roundtable for the Huemul Conservation Programme in the Bio-Bio Region.

Taltal thermal power plant – Sentinel Farm Plots

Along with approval for the construction and operation of the Taltal thermal plant, a monitoring system was established for the ecosystem in Paposo. This programme monitors a group of sentinel farm plots that contain representative samples of the local flora and fauna. The data obtained is used to analyse and evaluate whether the emissions of nitric oxide (NOx) and sulphur trioxide (SO2) from the Taltal plant have an effect in the surroundings.

The Environmental Assessment Service for the Antofagasta Region later approved the Company's proposal to modify and expand the frequency of monitoring of the sentry parcels to twice a year.

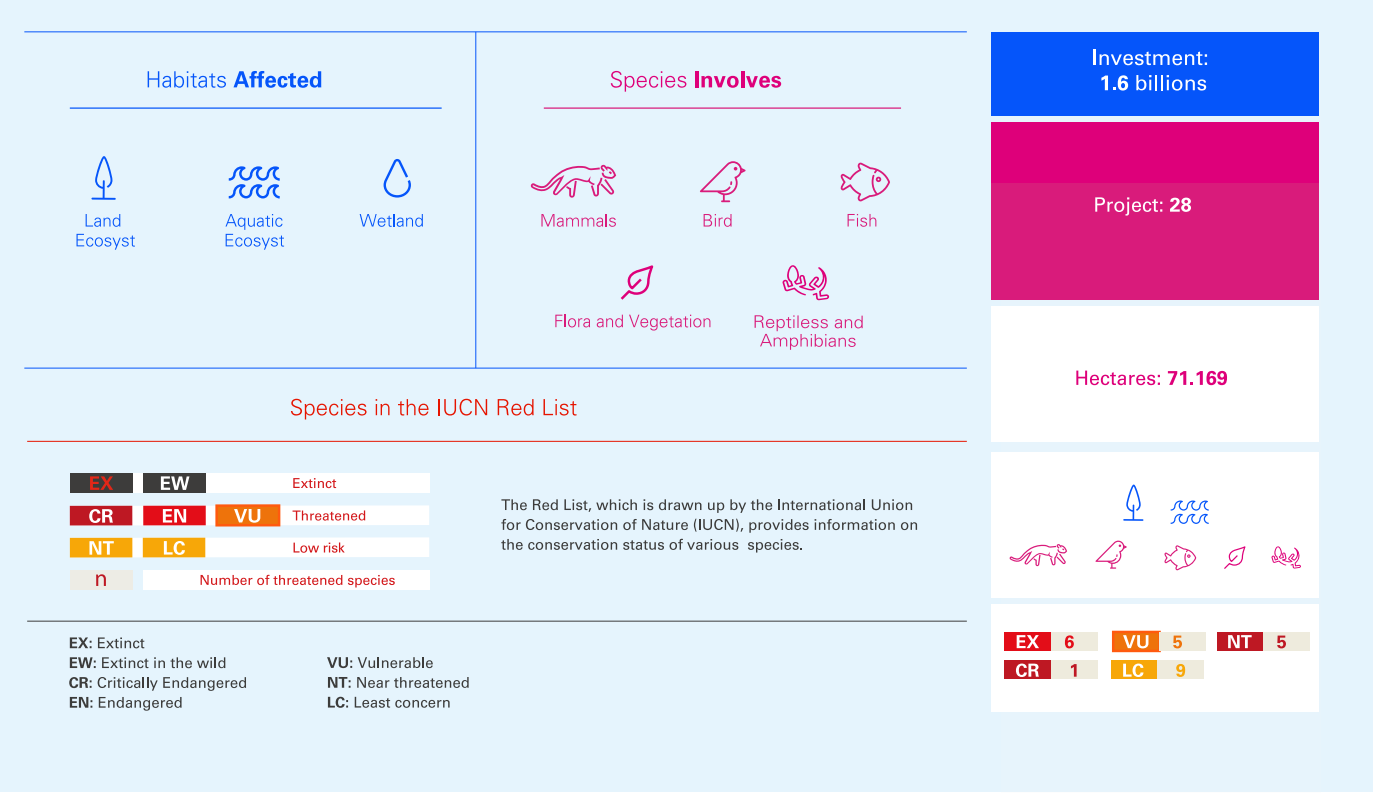
Pilmaiquen hydroelectric power plant – La Isla Park

La Isla Park consists of six hectares of pristine woods and waterfalls, free-leased to the Mapu Pilmaiquen indigenous Mapuche community. The community identified it as an ancestral area of cultural interest. In 2018, the park underwent several improvements, such as new trails, safety measures, a viewpoint and better access. The Park is managed by the community, which re-invests the income generated by visitors in the conservation of the heritage that the park represents. The community offers an integral experience to tourists, with the transmission of the Mapuche worldview reflected in their relationship with the environment.

Identification and Conservation of Threatened Species

304-4

Enel Chile identifies and protects those species in the conservation or threatened categories wherever the Company operates, paying special attention to those included in the Red List of the UICN or in the species conservation registry of the Chilean State.



Huinay Foundation

The San Ignacio del Huinay Foundation is a non-profit organization founded in 1998 by Endesa Chile, now Enel Generación Chile, and the Catholic University of Valparaíso. Its purpose is to promote a culture of sustainability and environmental conservation through scientific research and cultural, educational, social and community initiatives. Its mission is to understand, through scientific research projects, the structures and dynamics of ecosystems in the Chilean Patagonia to put the knowledge acquired at the disposal and benefit of national and international society.

The Foundation conducts its activities in the Chilean Patagonia, specifically in the Municipality of Hualaihué in the Lake Region. There it owns 34,000 hectares of highly preserved evergreen forest lands on the shores of the Comau fjord. It has been operating a think tank there since 2001, which has undertaken diverse research projects on the marine environment and inland environment.

The focus of scientific research is on the great issues of the day that are of national and global importance, such as climate change, ocean acidification, loss of biodiversity and ecosystemic services, and natural resource management. The spatial scope of research not only encompasses the Comau Fjord and the Foundation's property but also the entire Patagonian ecosystem.

Seven major projects advanced actively in 2018, in addition to long-term monitoring of biotic and abiotic variables in the Comau Fjord and meteorological variables on the Foundation's property. Eight scientific articles were published in the year and 16 presentations were made at congresses and seminars. There were also six marine expeditions in the Chilean Patagonia: the Madre de Dios Archipelago, the Pitipalen Fjord, the Tres Montes Gulf (2), the Messier Channel; and the Copihue Channel.

163 scientific publications
223 presentations at conferences

There is also a small community of 10 colonists adjoining the Foundation's property with whom the Huinay Foundation has maintained a close relationship from the start. In fact, the Foundation provides free electricity thanks to a small hydroelectric power plant that it operates. This has significantly reduced the consumption of firewood for heating and cooking and improved living conditions because these colonists have access to technology that needs electricity to run. The Foundation also helps the members of this community gain access to health care by guaranteeing free maritime transport of a medical team to Huinay, in coordination with the municipality, to provide preventive health care to the population. Other types of ties with the community entail ongoing transportation of people and materials and the hiring of labor for the Foundation's activities.

In 2018, consistent with the Foundation's mission, a reforestation project began, the "1,000 Native Trees for Chile Challenge - 2018," that actively involved the community in the Lake Region. That goal will be tripled for the 2019 Challenge.

Trees were planted by the Foundation and community volunteers on the Foundation's property and other sectors of the Region: near the Sacred Family School in Hornopirén; by three community associations in the municipality of Paildad in the Province of Chiloé; and in Quebrada Honda in Puerto Varas.

Sustainable Supply Chain

102-9 102-10

Enel Chile – along with its subsidiaries Enel Generación, Enel Green Power Chile and Enel Distribución – are firmly committed to enhance sustainability throughout the whole value chain and therefore consider supply chain management one of its strategic cornerstones. For this reason, and aligned with SDG 12, regarding Responsible Consumption and Production, the Enel Group promotes responsible procurement practices, expanding its internal sustainability policies to all its suppliers, with the intention to favour safe environments for its thousands of contractor employees.

The Company set down new requirements in operating locations to strengthen the competencies of suppliers, thereby developing the local industry. This helps improve management, reduce costs and prevent incidents at plants and in the community.

In 2018, Enel Chile and its subsidiaries hired 817 supplier companies, 661 of which are tier 1 suppliers, contributing thus significantly to value creation, as well as the incorporation of new allies to its operations. The payments for goods and services amounted $1,921 billion Chilean pesos, from which 56% corresponds to the generation business, 42% to the distribution business and 2% to Enel Chile as alone standing company.

Tear 1 suppliers are those holding a direct contract for over 25 thousand euros.

Procurement Long-Term Vision

Since a year Enel has been working on Procurement Transformation to respond, from a procurement perspective, to the actual challenges, such as a reduction in the use of resources, risk prevention and a sound supply chain.

The mission of the Procurement Area is to maximize value creation in all of its aspects: safety, costs, terms, quality and risk control. It worked on three macro-goals, broadening the competencies of procurement officers by using efficient technology, improving integration and communications with customers, and involving suppliers from the start.

As stipulated by global procurement directives, all procurement processes must be transparent and collaboration-based prior to any contract. The Enel Group puts ethics at the core, in the aim of generating long-term bonds of trust.

Generally, supply management involves three major stages. The first, called Qualification, consists of an objective assessment of suppliers, mapping their critical points and encouraging them to improve. In the second Contracting stage, contractors are informed about their contractual obligations as well as the values and conduct that the Enel Group expects from them.

The third and last stage is called Vendor Rating, during which the Company monitors compliance along the execution of the service. Monitoring is been done by means of objective evaluations which encourage continuous improvement, based upon collaboration and participation.

Supplier Qualification and Selection

103-2 103-3 412-1 414-1 308-1

Consistent with the Global Procurement guidelines – the procurement management at group level – Enel Chile has worked on the implementation of a new qualification process that, on one hand, supports business reducing evaluation time as well as health, safety and environmental risks, and, on the other hand, improves the purchasing experience and the quality of the suppliers' service. Suppliers have the possibility to monitor the state of the process at the website at any time.

Supplier qualification consists in an evaluation of economic, financial, reputational and technical requirements and includes a specific assessment of sustainability aspects such as occupational health and safety, environmental compliance, and respect for Human Rights.

The sustainability assessment includes different kinds of analyses, according to the associated risk level. The sustainability criteria include requirements like compliance with ISO 14001, OHSAS 18001, ISO 14067, waste management and other matters like labour practices.

Suppliers interested in being qualified are evaluated in a differentiated way, depending on the risk level of the service to be provided. The risks may be of technical, safety, environmental or reputational nature.

During 2018, 100% of the new suppliers were evaluated upon sustainability criteria – developed in a joint effort with the Sustainability department at Enel Chile – considering their performance in the health and safety, environment and Human Rights scopes, for the purpose of confirming that the supplier company counts with a management system respectful of the above-mentioned aspects.

Así se verifica que la empresa proveedora posea un sistema de gestión que asegure el respeto de los asuntos mencionados.

	2017	2018	Goal 2020
Safety	47%	100%	100%
Environment	47%	100%	100%
Human Rights	47%	100%	100%

Once a supplier has been selected, he must sign the award contract, thereby adhering to the principles contained in the Enel Group's Code of Ethics, and the Zero Tolerance for Corruption Plan.

The Human Rights Policy of the Enel Group extends to its suppliers to ensure that there are no violations in its supply chain. During the classification stage, suppliers are evaluated through a questionnaire that is based on the U.N.'s "Guiding Principles on Business and Human Rights" and the "Children's Rights and Business Principles" of UNICEF.

Monitoring Performance through Vendor Rating

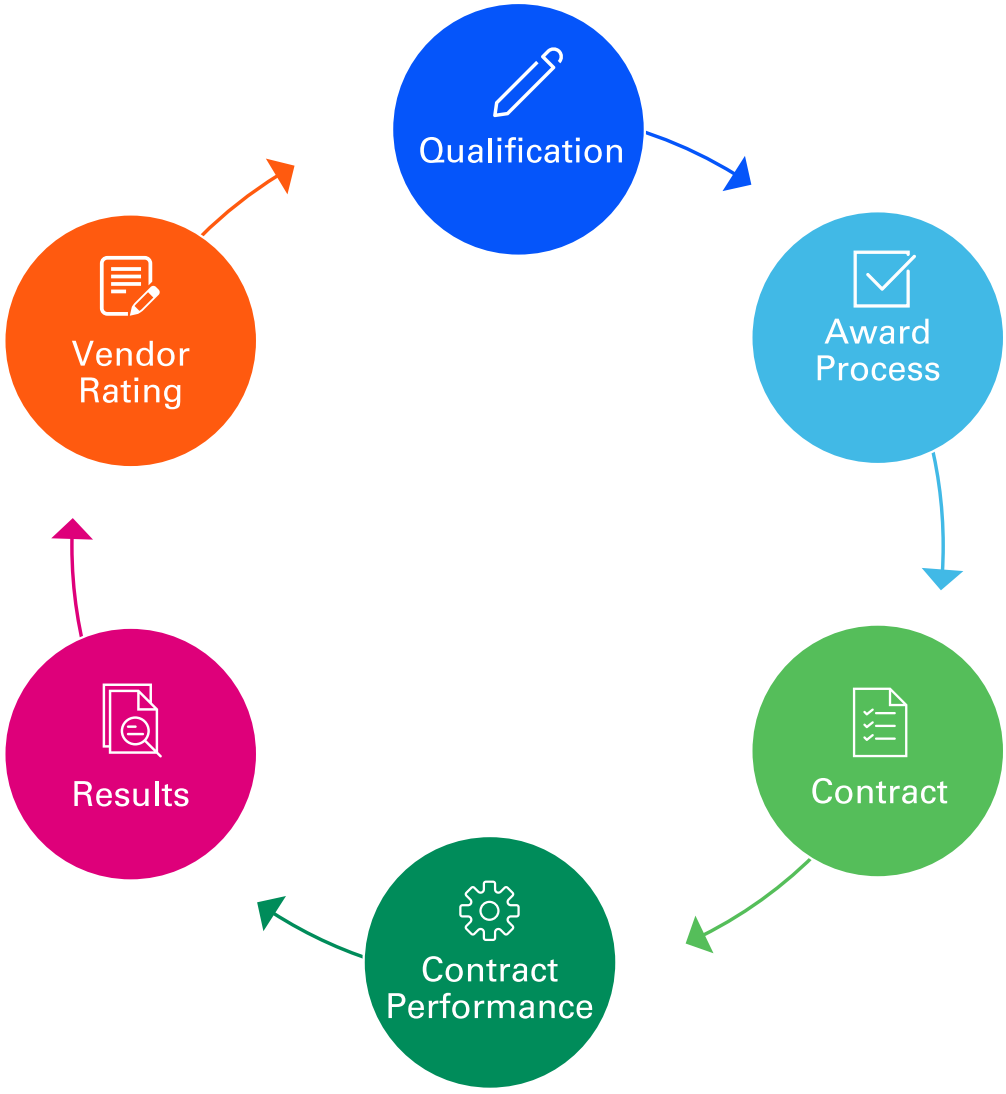
The evaluation process does not end with the selection of a supplier. The General Contract Terms of the Enel Group stipulate that once a service begins, contractors are to be constantly monitored through the Vendor Rating system.

The Vendor Rating system gathers information systematically and objectively on a supplier's performance during the procurement and performance of the service. It evaluates the quality of the delivered goods and services, compliance with deadlines, employer compliance and the level of safety during operation.

This information is used to calculate the supplier ratio (IVR), which serves as an input to the global evaluation of contractors and suppliers with reference to different types of services and/or goods.

For those suppliers that present certain weaknesses, the Company establishes an action plan for the improvement of their performance.

In 2018, the Procurement Division, in its ongoing search for technological solutions to optimize its processes, developed a new digital tool called Track and Rate, enabling different businesses lines to issue and receive real time incident alerts regarding quality, punctuality, safety, environment and social responsibility.



Suppliers as Strategic Partners

414-1

Within its supplier universe, Enel identifies as critical suppliers those whose services relate to the main activities of the Company's operations. They provide irreplaceable components entailing substantial expenses or implying high risk levels in terms of work safety, environmental management and economic performance.

Enel Chile seeks to secure equipment, goods and services procurement according the required quality standards, ensuring at the time respect for the natural environment and for local communities. The Company undertakes different activities to involve suppliers and maximize the value of its operations:

Work Climate Programme for Contractors

Seeking to improve Enel Chile's relations with its contractors, along with supporting them in their continuous improvement, the Company offers them the so called Work Climate Programme for Contractors.

Contractor companies are invited to participate in an assessment of their work climate based upon surveys and focus groups. The latter includes 14 dimensions such as "team work", "career development", "recognition" and "risk prevention" which gather information to get to know the contractor perceptions in each of these scopes.

The results are handed over to the respective companies allowing them to develop action plans and thus create positive work environments. In 2018, 1,642 employees from Enel Distribución Chile, 251 from Enel Generación and 72 from Enel Chile were involved.

	Enel Generación Chile	Enel Distribución Chile	Enel Chile
Work Climate Survey Results	2018	2018	2018
Level of satisfaction	69.9%	68.5%	59.7%
Number of employees surveyed	251	1.642	72
Number of contractor companies represented	11	19	3

Work Competences Certification Programme

The Work Competences Certification Programme defines key profile criteria for each type of business service and area, in order to identify and certificate those contractor collaborators who meet pre-established requirements. Those who do not qualify are invited to take part in a training programme that aims to enhance their improvement opportunities and thus make them eligible for subsequent re-evaluations.

During 2018, the Company centred its efforts on Enel X, Infrastructure & Network and Market contractors, evaluating 562 employees, 421 of which were able to get the certification.

Facility and Warehouse Inspection

During October Enel Distribución Chile performed its first facility and warehouse audit for companies providing electric services, in which its level of compliance in areas of health, safety, waste disposal and infrastructure was evaluated. Improvement goals were proposed, which were presented as compliance percentages.

The inspections carried out included ten contractor companies, which achieved 82% of average compliance. Despite these positive results, only nine of the companies are currently involved in an action plan to improve some gaps, such as their ISO 14001 certification registration, and the lack of activities to raise awareness concerning waste classification.

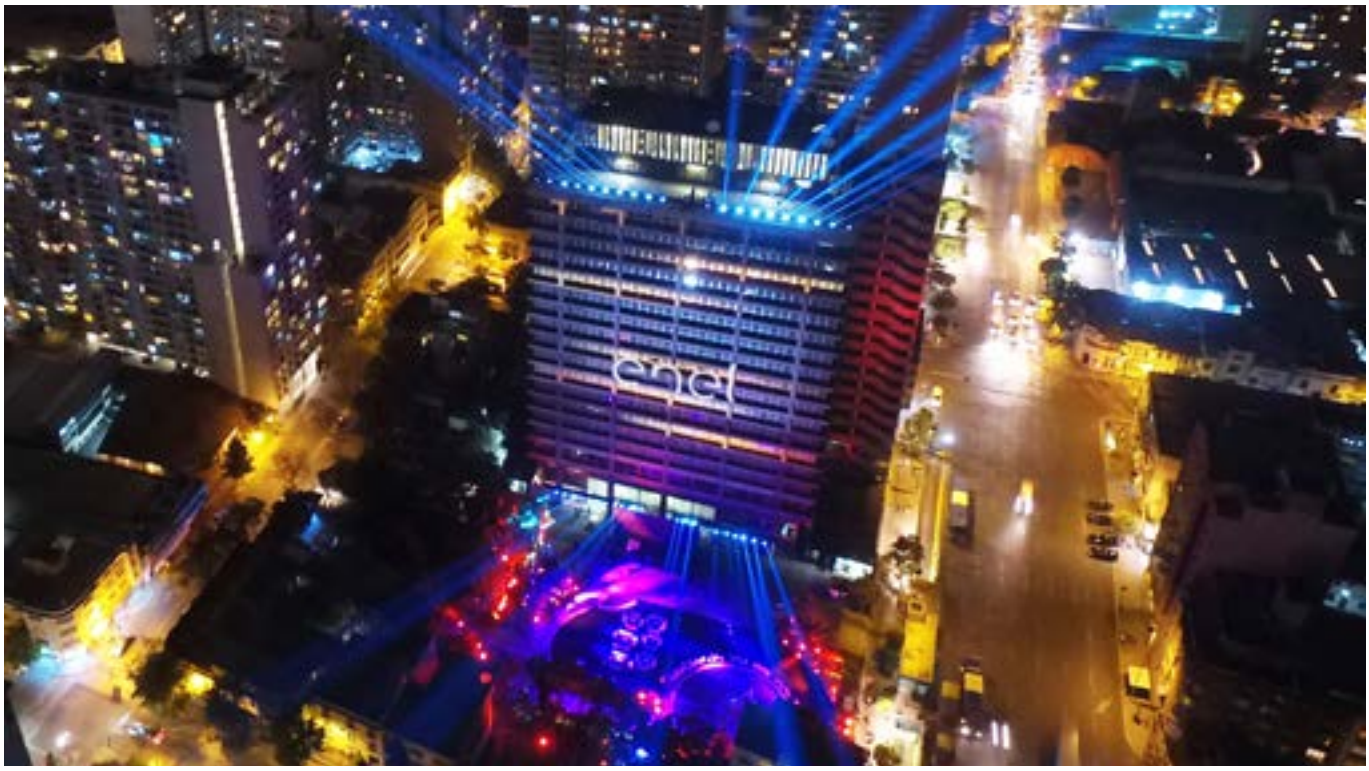
A prominent fact during the process was the confirmation of correct management for environmental issues, especially in relation to trainings, and facility organisation and cleanliness.

Vendor Day

In 2018 Enel Chile held its first Vendor Day, in which, together with its subsidiaries, gathered more than 150 suppliers giving them the opportunity to share their experiences and learn about the Company's new procurement approach.

The activity laid emphasis on Health and safety, besides explaining in detail the features of the different business lines, calling for suppliers to get involved in their management.

During the seminar, awards were given for the "Innovation by Vendor" contest, recognition of contractors' value creation in the conduct of their own businesses, taking into account Occupational Safety, Sustainability, Digitalization and Automation.



Methodological Note

Scope of the Report

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The present document is the ninth Annual Sustainability Report of the Company, and the third under Enel administration. This report has been prepared in accordance with the Core option of the GRI standards.

The reported information corresponds to all Enel Chile operations, offering an account of the economic, social and environmental management between January 1st and December 31st, 2018, including operations at Enel Chile and all its subsidiaries.

The Sustainability Report responds to Communication on Progress (COP) from the United Nations Global Compact; the IIRC (International Integrated Reporting Council) model; and to the SDG Compass, a guide that eases the alignment of sustainability strategies to the Sustainability Development Goals (SDG) from the United Nations.

The report is structured following the strategic priorities of the Enel Sustainability Plan.

Appendix

405-2

Table: Base Salary Ratio Women to Men

Job Category	Enel Chile	Enel Distribución	Enel Generación
Directors	80%	80%	0%
Professionals – Tier 1	102%	99%	102%
Professionals – Tier 2	91%	100%	91%
Professionals – Tier 3	79%	81%	79%
Administratives – Tier 1	90%	94%	90%
Administratives – Tier 2	93%	98%	93%
Administratives – Tier 3	117%	98%	99%
Mean	93.1%	92.9%	91%

Tables: Complementary Safety Statistics

	Chile Total		
Company Employees	2016	2017	2018
Fatal accidents	0	0	0
Serious accidents	0	0	0
Minor accidents	1	1	0
Total accidents	1	1	0
Frequency rate	0.19	0.19	0.00
Severity rate	0.04	0.04	0.00
Lost days rate	0.11	2.44	0.00
Worked hours	5,349,023	5,164,477	5,131,762
Lost days	3	63	0

	Chile Total		
Contractor Employees	2016	2017	2018
Fatal accidents	0	0	0
Serious accidents	0	2	1
Minor accidents	35	27	26
Total accidents	35	29	27
Frequency rate	1.71	1.50	1.36
Severity rate	0.34	0.30	0.27
Lost days rate	12.5	10.8	16.84
Worked hours	20,499,452	19,367,028	19,879,786
Lost days	1,280	1,050	1,674

Complementary Environmental Data[33]

302-1 305-1 305-2

Detail	Unidad	2016	2017	2018
Emissions				
Total direct GEI emissions (Scope 1)	tCO2e	5,244,000	4,745,000	4,026,000
Indirect Greenhouse effect gas emissions for consumed and purchased energy (Scope 2)	tCO2e	7,000	10,000	11,000
Other indirect emissions (Scope 3)	tCO2e	274,000	247,000	225,000
Direct NOx emissions	t	7,823	6,130	4,749
Direct SOx emissions	t	4,156	2,734	2,585
Direct particulate matter emissions	t	180	119	160
Energy Consumption				
Fossil fuels (coal, oil, natural gas, etc.) purchased and consumed (for energy purposes)	MWh	20,140,919	18,072,930	14,132,151
Purchased electricity (non-renewable)	MWh	7,140	11,782	19,175
Non-renewable energy (steam / heating / cooling and other energy) purchased	MWh	0	0	0
Total renewable energies (hydro power, biomass, solar, wind, etc) purchased or generated	MWh	9,185,000	9,781,000	13,778,000
Non-renewable energy (electricity / heating / cooling) generated	MWh	8,379,000	7,292,000	6,268,000
Total consumption non-renewable energy	MWh	11,769,059	10,792,712	7,883,326
Total costs energy consumption	CLP (thousands)	735,912,230	902,434,871	747,646,603
Data coverage	% of revenues	100	100	100

Environmental fines

307-1

Environmental fines higher than US$10.000

	2016	2017	2018
Number of fines	0	0	1
Fine amounts (CLP)	0	0	7,181,310
Provision (CLP)	0	0	0

33 Some figures differ from those previously reported due to changes in criteria or involuntary omissions

GRI Content Index

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Material Issue	General Content	Title or Response	Page	Principle N° Global Compact	SDG
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	413-2	Community and Shared Value	64		SDG 6 Clean water and sanitation
Human Rights Evaluation	103-2, 103-3	Commitment to Human Rights	24	Principle 1: Principle One: Human Rights Businesses should support and respect the protection of internationally proclaimed Human Rights within their sphere of influence. Principle 2: Businesses should make sure that they are not complicit in Human Rights abuses. Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour. Principle 5: Businesses should uphold the effective abolition of child labour.	SDG 16 Peace, justice and strong institutions.
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Limited Assurance Statement of Enel Chile Sustainability Report 2018 (free translation from the original in Independent spanish)

To the President and Directors of
Enel Chile

Scope

We have performed an independent limited assurance engagement on the information and data presented in Enel Chile 2018 Sustainability Report.

Preparation of the Sustainability Report is the responsibility of the Management of Enel Chile. The Management of Enel Chile is also responsible for the data and affirmations included in the Sustainability Report, definition of the scope and management and control of the information systems that have provided the reported information.

Standards and Assurance Procedures

Our review has been performed in accordance with the International Standard on Assurance Engagements ISAE 3000, established by the International Auditing and Assurance Board of the International Federation of Accountants and the version GRI Standards of the guidelines for the preparation of sustainability reports under the Global Reporting Initiative (GRI).

We conducted our assurance procedures in order to:

- Determine whether the information and data presented in the 2018 Sustainability Report are duly supported by evidence.
- Verify the traceability of the information disclosed by Enel Chile in its Sustainability Report 2018.
- Determine whether Enel Chile has prepared its 2018 Sustainability Report in accordance with the Content and Quality Principles of the GRI Standards.
- Confirm Enel Chile self-declared (Core or Comprehensive) option of the GRI Standards to its report.

Work Performed

Our assurance procedures included enquiries to the Management of Enel Chile involved in the development of the Sustainability Report process, in addition to other analytical procedures and sampling methods as described below:

- Interviews with key Enel Chile personnel, in order to assess the 2018 Sustainability Report preparation process, the definition of its content and its underlying information systems.
- Review of supporting documents provided by Enel Chile.
- Review of formulas and calculations by recalculation.
- Review of the 2018 Sustainability Report in order to ensure its phrasing and format does not mislead the reader regarding the information presented.

Our Responsibility

Our responsibility is limited to the procedures mentioned above, corresponding to a limited assurance which is the basis for our conclusions.

Conclusions

Subject to our limitations of scope noted above and on the basis of our procedures for this limited assurance of Enel Chile Sustainability Report, we conclude that nothing has come to our attention that would cause us to believe that:

- The information and data disclosed in Enel Chile 2018 Sustainability Report are not presented fairly.
- Enel Chile 2018 Sustainability Report has not been prepared in accordance with the GRI Standards for the preparation of sustainability reports under the Global Reporting Initiative.
- Enel Chile self-declared "Core" option does not meet the GRI Standards requirements for this option.

Improvement Recommendations

Without affecting our conclusions as set out above, we have detected some improvement opportunities for Enel Chile Sustainability Report 2018, which are detailed in a recommendations report presented to Enel Chile Administration.

Truly Yours,

EY Consulting SpA.

Elianne Almeida
Partner

April 24th, 2019
I-00241/19
FMS/fnv

Questions and suggestions may be directed to:
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"Curiosity and knowledge are the energy driving us to grow more and more every day, to face the present and look into the future full of enthusiasm. A journey of discoveries teaching us to appreciate diversity, establish relationships and create trust. Brilliant ideas and new goals that make a difference, generating value for our customers, for the communities where we operate, for our people and for our stakeholders. Because thanks to curiosity, to knowledge, to collaboration and to the exchange of experiences, we can care for and protect our planet in a sustainable manner."