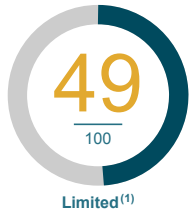


Company and Sector Performance

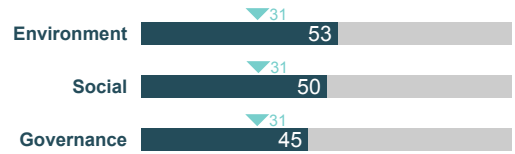
Company performance Sector average performance Sector performance

ESG OVERALL SCORE

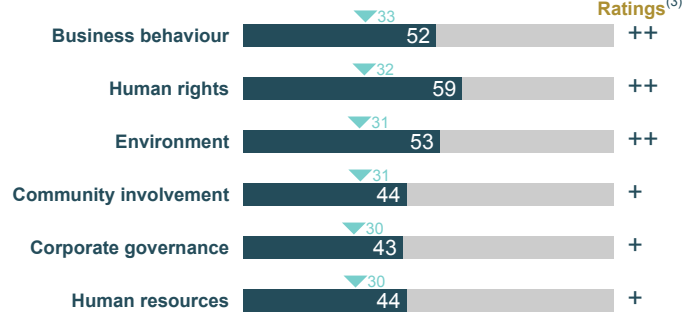


Information rate	82%
sector average	62%
Cooperation level ⁽²⁾	Not responsive
High severity controversies	Yes
Rank in Sector	2/60
Rank in Region	18/890
Rank in Universe	289/4453

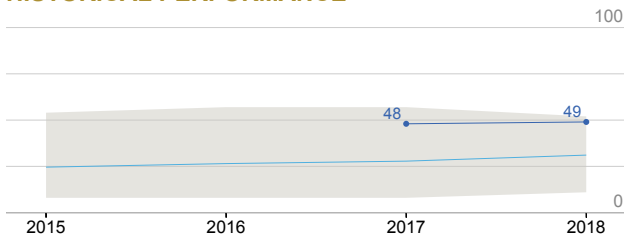
ESG PERFORMANCE (/100)



6 DOMAINS PERFORMANCE (/100)



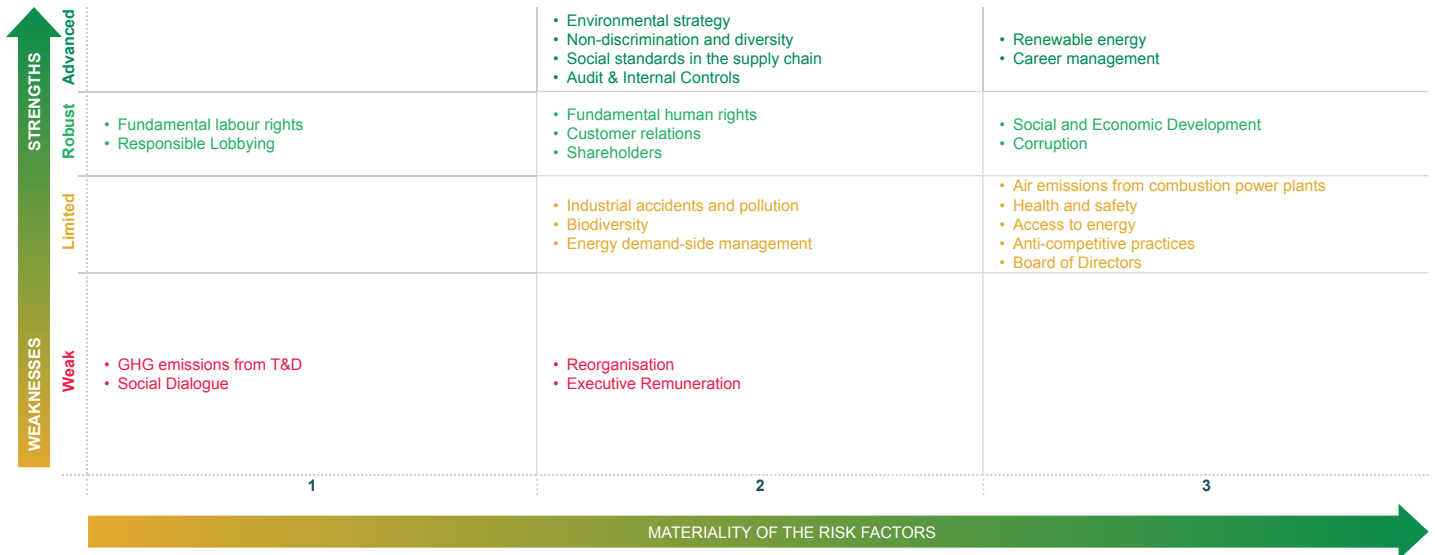
HISTORICAL PERFORMANCE



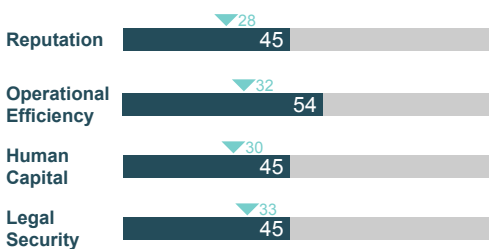
Company inclusion in Vigeo Eiris indices⁽⁴⁾: No

Management of risks and opportunities

MATERIALITY & PERFORMANCE MATRIX



RISK MITIGATION INDEX (/100)



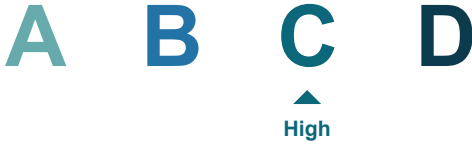
ANALYST FOCUS

TOPIC	COMMENT	TREND
Renewable energy	Enel Chile's energy generation from renewable sources stood at 52% of its total generation in 2016. Besides, Enel Chile's renewable energy installed capacity was 3,543 MW in 2016, and the Company aims to further increase it by 400 MW by 2020.	→
Thermal plants	Enel Chile's CCGT installed capacity represented 55% of its total thermoelectric capacity. Nonetheless, no information is disclosed on measures to ensure carbon capture and storage. In addition, the Company's thermal carbon factor has increased significantly over the past three years, and Enel Chile was fined following environmental violations at its Bocamina thermal plant in Chile.	→
Responsible customer relation	Enel Chile has an accessible system in place to handle customers' complaints and evaluates its sales force based on customer satisfaction. Moreover, service continuity KPIs display a positive trend.	→
Fuel poverty	The Company provides discounts on electricity bills for customers who bring their waste to specific collection points. However, the number of customers who have benefited from this programme, is not clear.	→

Carbon Footprint and Energy Transition*

"The Carbon Footprint & Energy Transition research provides an assessment of a company's carbon footprint combined with the strategy to manage risks and opportunities related to the transition to a low carbon economy. NI (No Info) is used to indicate that the information is not available."

CARBON FOOTPRINT



SCALE	EMISSIONS (T CO2 EQ)	CATEGORIES
A	<100 000	Moderate
B	>= 100 000 and <1 000 000	Significant
C	>= 1 000 000 and <10 000 000	High
D	>= 10 000 000	Intense

ENERGY TRANSITION SCORE



ENERGY TRANSITION SCORE	CATEGORIES
60-100	Advanced
50-59	Robust
30-49	Limited
0-29	Weak

Goods and services contributing to sustainable development*

"Sustainable Goods & Services research provides a positive screening on companies to identify business activities devoted to sustainable solutions."



INVOLVEMENT	CATEGORIES
>=50%	Major
20-49%	Significant
0-19%	Minor
0%	None

Involvement in controversial activities*

"The Controversial Activities research provides screening on companies to identify involvement in business activities that are subject to philosophical or moral beliefs."

Involvement in controversial activities: Not available in this version

Screened Areas:

- Alcohol
- Animal welfare
- Chemicals of concern
- Civilian firearms
- Fossil fuels
- Gambling
- Genetic engineering
- High interest rate lending
- Military
- Nuclear power
- Pornography
- Reproductive medicine
- Tobacco

For more information please contact us at customer.service@vigeo-eiris.com

(1) Performance level: weak (0-29/100), limited (30-49/100), robust (50-59/100), advanced (60-100/100)
 (2) Cooperation level on a 4-level scale: proactive, responsive, partially responsive, not responsive
 (3) Ratings outline companies' benchmarked domain performance within a sector, on a 5-level scale: "-", "=", "+", "++", "+++"
 (4) Indices: based on the most recent indices at the date of publication. More details on vigeo-eiris.com.

Company performance in all the Sustainability Drivers

		Weight	Overall score 49/100				Trend	Score	Leadership	Implementation	Results
			Environment				→	53	49	63	35
E	ENV1.3	3	Renewable energy				→	84	65	86	100
E	ENV2.4	3	Air emissions from combustion power plants				→	37	30	59	22
E	ENV1.1	2	Environmental strategy				→	87	93	81	N/A
E	ENV1.2	2	Industrial accidents and pollution				→	44	30	65	37
E	ENV1.4	2	Biodiversity				→	36	30	42	35
E	ENV3.1	2	Energy demand-side management				↗	40	65	55	0
E	ENV2.2	1	GHG emissions from T&D				→	20	15	30	15
			Human Resources				→	44	53	43	36
S	HRS2.4	3	Career management				→	67	83	58	60
S	HRS3.2	3	Health and safety				→	49	67	65	16
S	HRS2.3	2	Reorganisation				→	12	0	0	35
S	HRS1.1	1	Social Dialogue				→	23	30	18	22
			Human Rights				→	59	71	55	50
S	HRT1.1	2	Fundamental human rights				→	56	51	51	65
S	HRT2.4	2	Non-discrimination and diversity				→	62	93	65	28
S	HRT2.1	1	Fundamental labour rights				→	58	65	44	65
			Community Involvement				→	44	52	40	40
S	CIN1.1	3	Social and Economic Development				→	58	65	65	45
S	CIN2.1	3	Access to energy				↗	30	39	15	35
			Business Behaviour (C&S)				→	52	69	45	41
G	C&S3.1	3	Corruption				→	54	65	53	43
G	C&S3.2	3	Anti-competitive practices				→	36	65	32	12
S	C&S1.3	2	Customer relations				→	59	90	41	46
S	C&S2.4	2	Social standards in the supply chain				→	61	56	50	77
G	C&S3.3	1	Responsible Lobbying				→	57	72	63	35
			Corporate Governance				→	43	52	39	39
G	CGV1.1	3	Board of Directors				→	44	30	79	24
G	CGV2.1	2	Audit & Internal Controls				→	62	87	48	51
G	CGV3.1	2	Shareholders				↗	51	100	9	44
G	CGV4.1	2	Executive Remuneration				↗	14	0	0	43

■ Weak (0-29/100)
 ■ Limited (30-49/100)
 ■ Robust (50-59/100)
 ■ Advanced (60-100/100)

🚩 Involvement in allegations
 🚩 Involvement in allegations with evidence of corrective measures

Benchmark

Position versus sector peers

Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
BRENBACNOR2	EDP-Energias do Brasil	++	++	++	++	++	+	52
CL0002266774	Enel Chile	++	+	++	+	++	+	49
BRTBLEACNOR2	Engie Brasil Energia	++	+	++	+	++	=	49
BRCMIGACNOR6	Cia Energetica de Minas Gerais	++	++	+	++	+	=	47
CLP371861061	Enel Americas	+	++	++	+	++	+	47
CLP3710M1090	Enel Generacion Chile	++	++	+	+	+	=	45
MA0000011439	Lydec	+	++	+	+	+	=	44
BREPLDBS0S2	AES Brasil	++	=	+	++	=	-	42
PEP700511004	Enel Generacion Peru	+	++	+	+	+	-	42
BRGNANACNOR8	Neoenergia	=	+	+	=	++	+	42
PEP701011004	Enel Distribucion Peru	+	+	+	+	+	=	39
TH0834010R10	Glow Energy	=	+	+	++	+	=	39
PHY2292T1026	Energy Development Corporation	++	=	=	+	=	=	38
COE15PA00026	Interconexion Electrica SA ESP	+	+	+	=	+	=	36
RU000A0JPKH7	RusHydro	+	+	=	=	=	+	36
CL0001880955	AES Gener	+	+	+	=	+	=	35
BRTIETCDAM15	AES Tiete	+	+	=	=	=	=	34
CLP3615W1037	Colbun	=	+	=	=	=	+	34
KR7015760002	Kepco	=	+	+	=	=	=	34
BRTRPLACNOR4	CTEEP	=	=	+	=	=	=	33
VIGEIRIS0387	Enel Brasil	=	=	+	+	+	-	33
PLENERG00022	Energia	+	+	=	=	=	=	33
KR7036460004	Korea Gas	=	+	+	+	=	-	33
INE245A01021	Tata Power	=	=	+	=	+	+	33
RU000A0JPNM1	INTER RAO EES	=	=	=	+	=	++	32
BRCPLEACNOR8	Companhia Paranaense de Energia-COPEL	=	=	=	=	=	+	31
INE129A01019	Gail India	=	+	+	=	=	=	31
CL0001583070	Engie Energia Chile	=	+	+	=	=	-	30
BRELETACNOR6	Elektrobras	=	=	+	=	+	=	30
ID1000111602	Perusahaan Gas Negara	=	=	=	=	=	=	30
MYL5347OO009	Tenaga Nasional	=	=	-	+	=	++	30
PHY0001Z1040	Aboitiz Equity Ventures	=	=	-	=	=	+	29

Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
HK0836012952	China Resources Power Holdings	=	=	=	=	=	+	29
PLPGER000010	Polska Grupa Energetyczna	=	=	=	-	+	+	29
MA0000012205	Taqva Morocco	=	=	=	=	=	=	29
PLTAURN00011	Tauron Polska Energia	=	=	=	+	=	+	29
KYG8972T1067	Towngas China	=	=	-	=	+	=	29
MYL4677OO000	YTL Corp	=	=	+	=	=	=	29
PHY0005M1090	Aboitiz Power	=	=	=	=	=	+	28
CNE100000HD4	China Longyuan Power Group	+	=	-	=	-	+	28
CNE100000WS1	Huaneng Renewables	+	=	-	=	=	=	28
BRTAECDAM10	Transmissora Alianca de Energia Eletrica	=	=	+	=	=	-	28
MYL6742OO000	YTL Power International	=	=	+	=	=	=	28
HK2380027329	China Power International Development	=	=	-	=	=	+	27
INE733E01010	NTPC	=	=	=	=	=	=	27
BRALUPCDAM15	Alupar Investimento	=	-	=	=	=	-	26
CNE100001T80	CGN Power	=	=	-	=	-	=	25
BMG2109G1033	CHINA GAS HOLDINGS	-	=	=	=	=	=	25
PEP702521001	Luz Del Sur	=	-	=	=	=	-	25
CND000000BC2	State Grid Corporation of China	=	=	=	=	=	--	24
CNE1000006Z4	Huaneng Power International	-	=	-	=	-	=	23
XS1117296894	China Three Gorges	=	-	--	=	=	-	22
KYG3066L1014	ENN Energy Holdings	-	=	-	=	=	=	22
HK0392044647	Beijing Enterprises Holdings	-	=	-	=	=	=	21
BMG2113B1081	China Resources Gas Group	-	=	-	=	=	=	21
XS0953958641	Slovensky Plynarensky Priemysel	-	=	-	=	=	-	19
QA0006929812	Qatar Electricity & Water	-	-	-	=	-	=	16
BREQTLACNOR0	Equatorial Energia	-	-	-	-	-	-	14
XS0989152573	Bulgarian Energy Holding	-	-	-	-	-	-	11
BRSTGDDBS000	StateGrid Brazil Holding	-	--	-	-	-	--	11

General information

Enel Chile is an electricity utility company involved in the generation, transmission, and distribution of electricity in Chile. The Company owns and operates electricity generation units and produces electricity through hydro, gas, coal, oil and wind power plants. Enel Chile, through

Gas-Atacama, also exports electricity to Argentina. The Company was formerly known as Enersis Chile and changed its name to Enel Chile S.A. in November 2016. The mother company (Enel) is also assessed by Vigeo Eiris.

Selected financial data

Key data	Revenues	EBIT	Employees
2016	CLP 2,542bn	CLP 676.7bn	2,010
2015	CLP 2,399bn	CLP 456.6bn	2,207
2014	CLP 2,049bn	CLP 332.2bn	2,553
2013	CLP 1,738bn	CLP 374.1bn	2,412

Main shareholders	2017
Enel Latinoamérica S.A.	40.32%
Enel Iberoamérica SRL	20.3%
Chilean Pension Funds	11.92%
Citibank N.A.	7.78%
Foreign investment funds	6.8%
Banco de Chile on behalf of third parties	5.48%
Stockbrokers, insurance companies, and mutual funds	5.13%

Geographical Breakdown	Turnover 2016	Employees
Chile	100%	100%

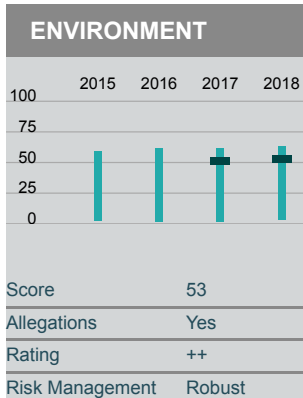
Main economic segment	Turnover 2016
Generation	55.8%
Distribution	44.2%

Selected ESG Indicators

	2017	2016
Non-executive Board member(s) responsible for CSR issues	No Info	No Info
Executive remuneration linked to CSR performance	No Info	No Info
Percentage of independent Board members	57	57
Percentage of women on Board	0	0
Percentage of women in Executive team	0	0
Percentage of women in workforce	45.5	45.5
Transparency on lobbying budget	No	No
Percentage of employees covered by collective agreements on working conditions	N/A	N/A
3 year trend for safety at work	N/A	N/A
Involvement in armament	No	No
Management of social risks in supply chain	Robust	Robust
Carbon factor (3-year trend)	N/A	N/A

CSR performance per domain

■ Sector performance
■ Company performance
Rating : min- / max ++

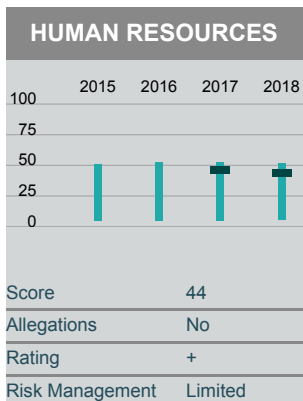


Key issues

The Electric & Gas Utilities sector has a major role to play with regard to climate change and energy efficiency through the promotion of renewable energy sources, energy efficiency and a reduction in greenhouse gas emissions of power plants. Companies are expected to set ambitious climate change strategies, backed by relevant targets and widespread environmental management systems.

Company performance

- Enel Chile's Environmental performance is robust in absolute terms.
- All the operations of Enel Chile were reported to be ISO 14001 certified. Also, the Company generates 52% of its electricity from renewable sources. Nonetheless, although the Company has emergency plans in place, it fails to communicate on rehabilitation of polluted soil. Also, Enel Chile does not disclose quantitative data on air emissions and its thermal carbon factor has increased recently. Moreover, the Company's smart metering and bird protection programmes in place seem to cover a limited perimeter.
- The Company has taken remedial actions to address fishermen protest at Bocamina thermal plants.

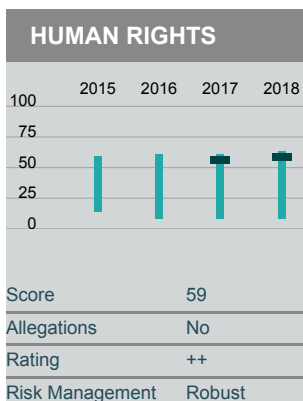


Key issues

Safeguarding the safety and health of employees and contractors remains a key risk factor in the sector. Similarly, anticipating the ageing workforce and retirement of highly skilled workers through the development of career management and promotion of employability represents a major sector challenge. Anticipating and managing reorganisations represent a key challenge, notably following phase-out and optimisation operations after the Fukushima incident. Implementing and maintaining sound systems to guarantee social dialogue is important to the Electric & Gas Utilities sector, that traditionally benefits from strong well-established industrial relations.

Company performance

- Enel Chile's Human Resources performance is limited in absolute terms.
- Employees have regular performance assessment interviews, and training leading to certifications are provided. However, overall performance indicators are not disclosed. Besides, all employees are represented by the Company's Joint Hygiene and Safety Committees, and the Company has in place an OHSAS 18001 certified health and safety system that covers all its generation activities. However, historical health and safety KPIs are not disclosed. The coverage of collective agreements on working conditions is unclear, and the Company is silent on how it manages reorganisations.



Key issues

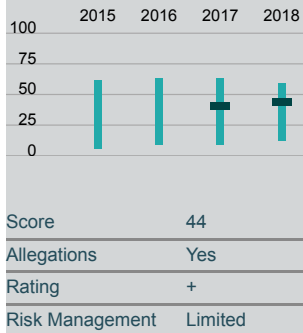
Companies with operations in weak governance zones and which are involved in large-hydro projects, mining activities, or gas exploration, tend to be more exposed than others to violations of stakeholders' fundamental human rights. Electric & Gas Utilities are expected to also have policies and management systems in place, e.g. information, training, risk-mapping, to deal with labour rights issues in their countries of operation and guarantee freedom of association and the right to collective bargaining. Finally, the industry remaining largely male dominated, discrimination need to be banned and diversity promoted if companies want to increase their competitiveness as well as attract and retain talents.

Company performance

- Enel Chile's Human Rights performance is robust in absolute terms.
- The mother company (Enel) commits to address fundamental human rights, and related initiatives including risk assessment have been reported. In addition, monitoring of labour rights risks is conducted through due diligence processes. However, it is unclear if they cover all the Company's operations. In terms of its commitment to non-discrimination, extensive measures have been reported, including flextime initiatives.

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COMMUNITY INVOLVEMENT



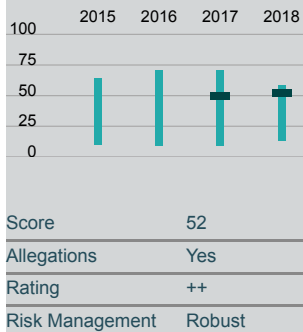
Key issues

Power generation companies' main responsibility in terms of Community Involvement is promoting access to energy in developing countries through collaborative projects with relevant stakeholders, capacity building. In their regions of operations, the companies are expected to address the disruptive impacts of their operations through their evaluation and monitoring, and promote the local social and economic development through social programmes and the reinforcement of the local content of operations. Finally, it is fundamental that companies implement relevant measures to avoid disconnections for poor households through initiatives that include raising awareness on energy consumption and energy efficiency among their customers.

Company performance

- The Company's Community Involvement performance is limited in absolute terms.
- Enel Chile reported on initiatives to address social and economic development, including programme to install drinking water infrastructure, social impact assessments and grievance mechanisms. However, it is unclear if they cover all Company sites. As regards fuel poverty, the Company has reported on providing financial support to vulnerable customers. Nonetheless, information disclosed regarding measures allocated to promote access to energy in developing countries is insufficient.
- The Company has taken corrective actions to address local community's protests over Bocamina thermal plants and HidroAysen hydro project.

BUSINESS BEHAVIOUR (C&S)



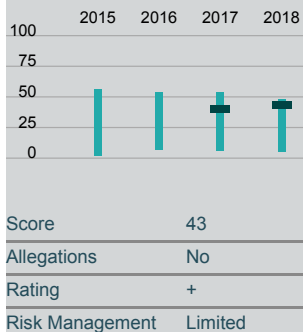
Key issues

Electric & Gas Utilities and Transmission companies operate in regulated markets where risks and opportunities are shaped by fiscal and regulatory frameworks and reforms. Thus, they are frequently involved in the political processes and government relations, highlighting the importance of prevention of corruption and of conflicts of interest. With the increasing competition, companies may be tempted to violate competition rules. Companies with end-use customers need to maintain transparent and responsible customer relations to improve customer satisfaction and their attractiveness in the market. Finally, as sector companies rely extensively on suppliers for coal, natural gas and uranium, social and human rights factors in the supply chain are of major importance.

Company performance

- Enel Chile's Business Behaviour performance is robust in absolute terms.
- The Company's service continuity has increased continuously over the past three years. Also, social issues are integrated into contractual clauses. Enel Chile is covered by its mother company Enel polices on the prevention of corruption and antitrust and appears to have set reporting systems to monitor compliance, as well as internal audits. The Company discloses the number of corruption incidents reported internally for 2015 but not for previous years. Also, similar information is not disclosed on anti-competitive practices.
- The Company reports on a fine faced by Gas Atacama for alleged misinformation.

CORPORATE GOVERNANCE



Key issues

Sound corporate governance is required to oversee a company's strategic direction, including the CSR strategy. Vigeo Eiris' framework has been adapted to capture the level of integration of CSR topics at Board-level, supplementing traditional signals on efficient governance practices. Directors are notably evaluated on their level of diversity and experience with operational, financial, and CSR topics. The audit and internal controls system is examined regarding the efficiency and reach of its risk management. Shareholders are expected to have fair voting rights and access to all relevant information on emerging ESG risks. Executive remuneration is assessed for transparency and alignment with balanced stakeholder interests.





Company performance

- The Company's Corporate Governance performance is limited in absolute terms.
- CSR issues seem to be integrated in the internal control system, but the Audit Committee seems to play a limited role. No major voting rights restrictions have been identified though executive remuneration does not seem to be voted upon at AGM. Besides, although 57% of Board members are considered independent, there are no specific committees in charge of director nomination or executive remuneration. Finally, limited transparency is displayed with regard to executive remuneration.

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CSR performance per criterion

Detailed Analysis

Environment		11
ENV1.1	Environmental strategy	11
ENV1.2	Pollution prevention and control (soil, accident, industrial safety, nuclear)	13
ENV1.3	Development of renewable energy	14
 ENV1.4	Protection of biodiversity	15
ENV2.2	Management of energy consumption and GHG from Transmission & Distribution activities	17
 ENV2.4	Management of energy consumption and air emissions from fossil-based Generation activities	18
ENV3.1	Energy demand-side management	20
Human resources		22
HRS1.1	Promotion of labour relations	22
HRS2.3	Responsible management of reorganisations	24
HRS2.4	Career management and promotion of employability	25
HRS3.2	Improvement of health and safety conditions	27
Human rights		30
HRT1.1	Respect for human rights standards and prevention of violations	30
HRT2.1	Respect for freedom of association and the right to collective bargaining	32
HRT2.4	Non-discrimination	34
Community involvement		37
 CIN1.1	Promotion of the local social and economic development	37
CIN2.1	Promotion of access to energy and prevention of fuel poverty	40
Business behaviour (C&S)		42
C&S1.3	Responsible Customer Relations	42
C&S2.4	Integration of social factors in the supply chain	44
C&S3.1	Prevention of corruption	46
 C&S3.2	Prevention of anti-competitive practices	48
C&S3.3	Transparency and integrity of influence strategies and practices	50
Corporate governance		53

CGV1.1	Board of Directors	53
CGV2.1	Audit & Internal Controls	55
CGV3.1	Shareholders	57
CGV4.1	Executive Remuneration	59

 Involvement in allegations  Involvement in allegations with evidence of corrective measures

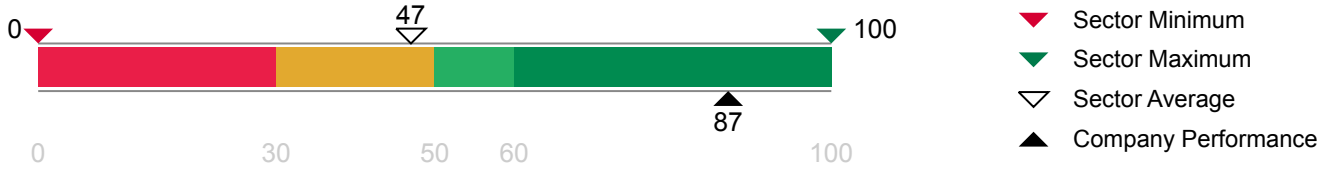
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Environment

Score: 53

ENV1.1 Environmental strategy

(score: 87, weight: 2)



Visibility of commitment to environmental issues

Enel Group has issued a formalised commitments to environmental protection in its Environmental Policy. Besides, Enel Chile has issued formalised commitments to environmental protection in its Code of Ethics, and sets specific targets in relation to energy demand-side management and renewable energy development.

Relevance of environmental strategy

The company commits to all its responsibilities in terms of environmental protection:
 - Pollution prevention and control (soil, accident)
 - Protection of biodiversity.

Relevance of climate change strategy

The company commits to all its responsibilities in terms of climate change:
 - Development of renewable energy;
 - Management of greenhouse gas emissions from Generation activities;
 - Management of energy consumption and GHG emissions from Transmission & Distribution activities;
 - Energy demand-side management and promotion of customers' energy savings.

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, there is a dedicated structure responsible for this issue.

 In the business units and service Functions of Enel Group, there are responsible structures and figures at various levels. In particular, the corporate Functions coordinate the management of the respective environmental issues, and the operating units manage specific aspects affecting industrial sites. In addition, periodic mapping is done of the main environmental issues and the related control systems.

Means allocated to environmental management

The company has allocated significant resources to environmental management.

- Environmental manual specifying procedures and responsibilities
- Internal audits that assess the effectiveness of the EMS
- Management review of the EMS (at Executive Level)
- Environmental performance measured against targets
- External verification of reporting on environmental performance

The company is ISO 14001 certified.

Coverage of certified environmental management systems

More than 75% of the company's sites/offices have a certified environmental management system.

Both Enel Generación Chile and Enel Distribución Chile are ISO 14001 certified.

Carbon factor

The company's carbon factor in 2016 was 266 (kg CO2/MWh), which stands below the sector average.

Leadership	93
Visibility	100
Relevance	100
Ownership	65

Implementation	81
Means & resources	65
Coverage	100

ENV1.2 Pollution prevention and control (soil, accident, industrial safety, nuclear)

(score: 44, weight: 2)



Relevance of commitments on pollution prevention and control

The company's commitments take into account accidental pollution prevention during its operations.

Means allocated to pollution prevention and control

The company (ISO 14001 certified) has allocated comprehensive resources to pollution prevention and control:
- Implementation of risk prevention procedures: The company has in place operational procedures and emergency plans to address disturbing events. The emergency plans aim to define the functions, responsibilities and operational methods to respond to operational incidents and crisis situations that may affect the continuity of the business, property, reputation, profitability and the stakeholders of Enel Chile.

Coverage

The company has allocated resources to pollution prevention and control at a majority of the company's sites.
The ISO 14001 certification covers all the electricity generation and distribution of Enel Chile.

Existence of accidental pollution

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

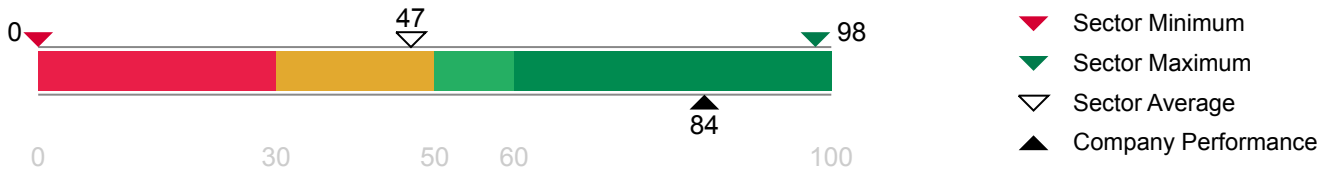
Rehabilitation of polluted soil

Information obtained from company and public sources regarding the rehabilitation of polluted soil is insufficient.

Leadership	30	Implementation	65	Results	37
Relevance	30	Means & resources	65	Trends	37
		Coverage	65		

ENV1.3 Development of renewable energy

(score: 84, weight: 3)



Relevance of the company's commitment in terms of renewable energy.

The company has set quantified targets in terms of developing renewable energy.

The Company has set as an objective to increase its renewable energy installed capacity by 400 MW by 2020.

In Chile, Law 20,698 establishes a mandatory share of renewable energy sources in 2025, calculated as a percentage of the total contracted energy of each generator. For contracts signed between 2007 and 2013, the target is 10% by 2024, while for contracts beyond 2013 the target is 20% by 2025.

Installed capacity in renewable energy sources

The company's installed capacity in renewable sources represented 3,543 MW in 2016 which corresponds to 55.8% of the company's total installed capacity.

Scope of development of renewable energy sources

Resources allocated cover only some technologies:

- Hydro
- Wind
- Solar
- Biomass
- Geothermal
- R&D on emerging technologies (wave, tidal, etc)

- Hydro: The company's hydro installed capacity was 3,465 MW in 2016, which represents 54.56% of its total installed capacity.

- Wind: The company's wind installed capacity was 78 MW in 2016, which represents 1.23% of its total installed capacity.

Performance

Energy generation from renewable sources stood at 52% in 2016.

Leadership	65	Implementation	86	Results	100
Relevance	65	Means & resources	100	Performance	100
		Scope	30		

ENV1.4 Protection of biodiversity

(score: 36, weight: 2)



Relevance of the commitment

The company's commitment towards biodiversity protection is general.

- Loss and fragmentation of ecosystem and habitats on operation sites due to exploration and extraction work (digging, drilling..)
- Effects on population's dynamic (breeding, feeding and reproduction behaviour), due to noise, habitats degradation or fragmentation
- Effects on sensitive or migratory species (due to noise, habitat degradation)
- Soil erosion (due to draining, use of pesticide, cut of trees)
- Loss of vegetal species due to use of chemicals
- Effects on aquatic's flora dynamic
- Effect on sediments transfer
- Effect of habitat fragmentation and ecosystems

Enel Group's policy on biodiversity aims at contributing to the implementation of the UN Convention on Biological Diversity, the Strategic Plan for Biodiversity 2011-2020 and its Aichi Biodiversity targets.

Managerial tools allocated to integrate biodiversity in the management of operations

The company has implemented relevant measures to identify the impacts of its operations on biodiversity, including:

- Environmental impact assessments
- Training relevant managers or employees on biodiversity
- Relevant biodiversity management guidelines
- Monitoring of biodiversity indicators

- Environmental impact assessments: Enel Group reports that for any new site impact studies are performed that include a systematic assessment of the effects on the bio-types, on animal, vegetate species and on biodiversity in order to avoid operating in areas with high natural value. The best solutions are adopted based on the results of the assessment to limit impact.

- Monitoring of biodiversity indicators: Enel Chile keeps track of populations of native animal and plant species to detect in a timely manner the possible impacts that could cause the operation of a plant in biodiversity present in its area of influence. Monitoring are designed and applied according to the characteristics specific to each territory and are assessed on the basis of quarterly or semi-annual reports.

Local measures taken to protect biodiversity on operation sites

The company has implemented some measures to limit the impacts of its operations on biodiversity such as:

- bird protection programmes (feeding stations, nest boxes, bird diverters on flight paths, etc)
- vegetation management programmes (decreased use of pesticides/herbicides)
- biotope management plans
- fish protection programmes (fish ladders, fishstock monitoring, fish restocking)

- campaigns, improvement of fish habitats, etc)
- diversion dams and/or flood management and/or minimal flow rates
- land remediation/restoration
- pollutant monitoring during mining activities
- digging mining sites underground
- water heating/withdrawal management/monitoring

- *bird protection programmes: The company installed bird diverters as part of the Electric Transmission Line project to the Chicureo Substation with the aim of diminishing the project's impact on the fauna of the area, avoiding the electrocution and collision of the birds.*

- *Vegetation management programmes: As part of the power plant construction mitigation programme, in January 2016, the company and the University of Concepcion signed an agreement regarding reforestation with native species. The university will be in charge of implementation, planting from 2016 until 2020, a total of 700 hectares with native trees.*

- *Fish protection programmes: Fish culture is usually performed in water bodies affected by hydropower generation, in order to ensure high eco-systemic standards. Sometimes, in accordance with local entities, Enel Group uses fish species at greater risk of extinction - at a local level - like those included in the "Red List" drawn up by the IUCN. Besides, Enel Chile started the connection of new filters to water trap of the generating unit that operates in Coronel. The filters, called "Johnson" will allow minimise the impact on the marine ecosystem.*

Coverage of local measures allocated to protect biodiversity on operation sites

There is no evidence that the Company has implemented these measures in a majority of relevant sites or operations.

Results with regard to biodiversity protection

The company does not report indicators on biodiversity.

A review of stakeholder sources revealed that the Company is involved in isolated or occasional controversies of high or critical severity

 **Stakeholders' feedback**

As of 10/2017, Enel Chile was involved in 1 controversy

- Case 1 (08/01/2016): Fishermen protest at Bocamina thermal plants in Chile

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

Overall, the company is proactive

*For each of the above mentioned cases, Enel Chile's response is considered:
- case 1: The company is proactive: the Company has taken systemic remedial actions*

The analysis of Enel Chile management of each case is available in Vigeo's controversy profile.

Leadership	30
Relevance	30

Implementation	42
Means & resources	48
Coverage	30

Results	35
Performance	50
Trends	0

ENV2.2

Management of energy consumption and GHG from Transmission & Distribution activities

(score: 20, weight: 1)



Relevance of the company's commitment in terms of improving its network energy efficiency

The company's commitment to improve its network energy efficiency is general.

Relevance of the company's commitment on GHG emissions related to Transmission & Distribution activities

The company does not disclose any commitment with regard to its Greenhouse Gas (GHG) emissions related to Transmission & Distribution activities.

Means allocated to improve energy efficiency and reduce GHG emissions from Transmission and Distribution activities

The company has set up monitoring systems for its network energy efficiency and/or related GHG emissions.

- Monitoring of energy consumption and/or GHG emissions (direct and indirect)
- Assets replacement programme
- Energy efficiency programme
- Fugitive GHG emissions reduction programme
- Other

Monitoring of energy consumption and greenhouse gas emissions: Remote monitoring systems have been introduced to the substations.

Coverage

There is no evidence that the company's measures cover the majority of its network.

Greenhouse Gas emissions linked to electric T&D activities

The company does not disclose quantitative data on GHG emissions related to the company's electricity T&D activities.

Energy losses along the company's electricity network

The company's net electricity losses have remained stable over the past three years and stood at 5.33% in 2016.

Leadership	15	Implementation	30	Results	15
Relevance	15	Means & resources	30	Performance	15
		Coverage	30		

ENV2.4

Management of energy consumption and air emissions from fossil-based Generation activities

(score: 37, weight: 3)



Relevance of the company's commitment on improving thermal power plants efficiency and reducing related air emissions

The company discloses a general commitment to improving thermal power plants' efficiency and reducing related air emissions.

Enel (mother company) has set specific targets to reduce its CO2 emissions; particulate emissions; NOx emissions and SO2 emissions by 2020 in all of its operations.

Means allocated to improve thermal power plants' efficiency (e.g. CCGT, CHP)

To improve its power plants' efficiency, the company has a major involvement in CCGT/CHP

Enel Chile's CCGT installed capacity stood at 1,532 MW in 2015 and represented 54.56% of its total thermoelectric capacities.

Means and technologies allocated to reduce SOx, NOx, PM and Mercury emissions

The company has invested in all relevant technologies developed to reduce air emissions (SOx, NOx, Particulates, Mercury):

- Sourcing of low sulphur fuels (eg: natural gas)
- Low NOx combustion technologies
- Flue gas cleaning systems (NOx and SO2)
- Mercury emissions capture technologies
- Particulate Matter capture technologies
- Other

- The company has a natural gas installed capacity of 2,650 MW as of 2016. Besides, the total generation of the company using natural gas was 5,700 GWh in 2016.

- The Tarapaca Thermoelectric Power Plant has a semi dry type desulphuriser and a low NOx burner system to reduce NOx emissions. Also, the Taltal Power Plant has implemented a demineralised water injection system that ensures compliance with the NOx standards applicable to diesel operations.

- The improvements implemented in the Bocamina plant include monitoring of particulate matter 2.5 in the online air quality network and the installation of technologically-advanced filters for the cooling system in both its units. It also boasts systems that minimise emissions such as a desulphuriser, dust collectors and low-emission burners, as well as having in place operational procedures that ensure the reduction of emissions.

Share of the company's thermal plants covered by means and technologies to reduce SOx, NOx, PM and Mercury emissions

There is no evidence that the company has taken such measures in a majority of its thermal power plants.

Measures to develop innovative technologies such as carbon capture and storage and associated new combustion techniques

The company does not appear to be involved in the development of carbon capture and storage.

Carbon Factor of thermal facilities (fossil-based power generation, excluding nuclear)

Enel Chile's thermal carbon factor has increased by 31% over the past three years to stand at 626 (kg CO2/MWh) in 2016 which is in line with the sector average.

Emissions of substances responsible for acid rain (SO2, NOx)

The company does not disclose quantitative data on emissions of substances responsible for acid rain.

Other emissions: Particulates, Mercury emissions

The company does not disclose quantitative data on other emissions.

 **Stakeholders' feedback**

A review of stakeholder sources revealed that the company is involved in isolated or occasional controversies of high or critical severity

As of 10/2017, Enel Chile was involved in 1 controversy

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Company's responsiveness

Overall, the company is proactive

*For each of the above mentioned cases, Enel Chile's response is considered:
- case 1: The company is proactive: the Company has taken systemic remedial actions*

The analysis of Enel Chile management of each case is available in Vigeo's controversy profile.

Leadership	30
Relevance	30

Implementation	59
Means & resources	54
Scope	100
Coverage	30

Results	22
Performance	22

ENV3.1 Energy demand-side management

(score: 40, weight: 2)



Relevance of commitment related to Energy demand-side management

The company has issued quantitative targets with regard to Energy demand-side management.

The company has set an objective of over 240,000 new smart meters to be installed by 2020.

The company has allocated significant means to address Energy demand-side management:

- awareness raising activities on energy efficiency (campaigns, leaflets, energy tips)
- promotion of energy-efficient appliances (boilers, heating systems, heat pumps, insulation, compact fluorescent light bulbs)
- consumption monitoring (diagnostics of energy installations, load curve advice, energy counselling/audit)
- tailor-made rates according to consumption patterns (day/night)
- energy service contracts (the energy supplier commits to reduce its customer's energy consumption)
- training of sales staff
- smart metering
- new tariffs and better billing
- promotion of renewable energy

Means dedicated to Energy demand-side management programmes

- Awareness raising activities on energy efficiency: Enel Chile has launched an informative initiative named "We Want You Informed" to reinforce the understanding of its customers regarding the good and efficient use of energy.

- Promotion of energy-efficient appliances: Full Electric projects refers to the use of only electric equipment in an apartment using high tech and efficient devices. "Full Electric" apartments include kitchen appliances, hot water solutions and heating systems. During 2016, several "Full Electric" agreements were signed by the company with real estate companies, such as Euro, Sinergia and Fundamenta. Sales of this real estate product reached approximately CLP 2,500 millions during the same period.

- Tailor-made rates according to consumption patterns: The company has implemented the hourly residential rate that includes different kWh prices/values offering the possibility to obtain discounts of up to 30% at certain times of the day.

- Smart metering: The company has changed the traditional metering system to a digital two-way metering system that keeps its customers permanently connected to it. The company finished the first phase of this project, replacing 50,000 meters within the 33 districts of the metropolitan region where it operates.

- Promotion of renewable energy: The company installs the first photovoltaic system at a public hospital in the city of Parral in Chile. The project is part of the Solar Public Roof Project of the Energy Agenda that focuses on installing photovoltaic systems on public building roofs. The investment of the project exceeded CLP 57 million and will allow the hospital to save more than CLP 5 million a year on electricity.

Energy demand-side management programmes cover only some types of customers:

Scope of means dedicated to Energy demand-side management

- Households
- Local authorities / municipalities
- Industrial clients
- Small businesses

Coverage of measures allocated to Energy demand-side management

There is no evidence that the Company has taken these measures in a major share of its operations.

Outcomes of Energy demand-side management measures

The company does not disclose data on energy saved by customers and/or on the number of Energy demand-side management measures.

Leadership	65
Relevance	65

Implementation	55
Means & resources	65
Scope	30
Coverage	65

Results	0
Trends	0

Human resources

Score: 44

HRS1.1 Promotion of labour relations

(score: 23, weight: 1)



Visibility of commitment on the promotion of labour relations

The company has made references to labour relations in its: *CSR Report.*

Relevance of commitment on the promotion of labour relations

The company's commitment to promote labour relations is general.

Ownership of commitment

The commitment applies throughout the company, supported by senior management.
The CSR Report was signed by the company CEO and Chairman.

Coverage of employee representative bodies

The company has established a European Works Council or another representative consultative body covering the whole company.
The mother company (Enel) has established a representative consultative body covering the whole company. The Global Framework Agreement signed in June 2013 established a Global Works Council and three Multilateral Committees, for concrete implementation of a model that represents the new organisation.

Subjects covered by collective bargaining

Information obtained from the company and public sources regarding the subjects covered in collective bargaining is insufficient.

- health & safety
- CSR issues
- remuneration
- working hours
- training
- career development
- work time flexibility
- employability/life long learning
- stress management
- equal opportunities

Employee representative bodies in countries with restrictive legislation

Information obtained from the company and public sources regarding how the company promotes employee representation in countries with restrictive legislations is insufficient.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

Coverage of collective agreements on working conditions

Information obtained from the company and public sources, regarding the percentage of the company's employees covered by collective agreements on working conditions, is insufficient.

The company reported that 82.5% of Enel employees in Latin America were covered by collective agreements on working conditions in 2015. Nonetheless, information on the share of employees covered by collective agreements in Chile is insufficient.

Leadership	30
Visibility	30
Relevance	30
Ownership	30

Implementation	18
Means & resources	0
Scope	0
Coverage	30

Results	22
Performance	22

HRS2.3 Responsible management of reorganisations

(score: 12, weight: 2)



Relevance of commitment to manage reorganisations responsibly

The company does not disclose any commitment to manage reorganisations responsibly.

Relevance of commitment to involve employee representatives in the process

The company does not disclose any commitment to inform and consult employee representatives on reorganisations.

Means allocated to prevent and manage reorganisations

Information obtained from the company and public sources regarding measures allocated to prevent and manage reorganisations is insufficient.

- significant financial compensation
- early retirement
- reduction of labour time
- internal mobility programme
- outplacement services
- individualised follow-up of employees
- re-training

Coverage

Information obtained from the company and public sources regarding the percentage of sites where such measures are taken is insufficient.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

Result of the company's commitment to manage reorganisations responsibly

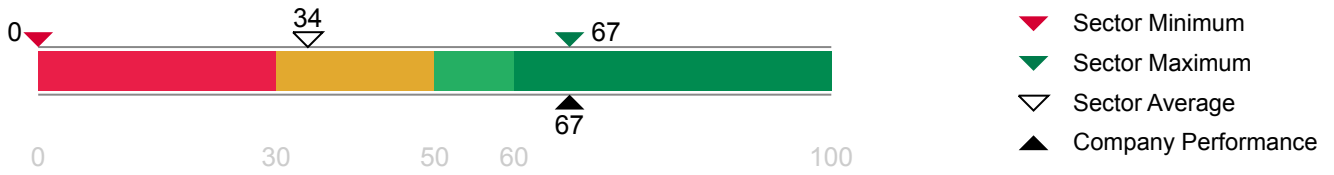
The company does not provide any information on the impacts of reorganisations on employment.

The information on measures implemented to limit the impacts of reorganisations recently conducted is insufficient. Moreover, its workforce decreased between 2014 and 2016 by 21%, from 2,553 employees to 2,010 employees.

Leadership	0	Implementation	0	Results	35
Relevance	0	Means & resources	0	Performance	35
Ownership	0	Coverage	0		

HRS2.4 Career management and promotion of employability

(score: 67, weight: 3)



Visibility of commitment

The parent company (Enel) has issued a largely publicised, formal commitment to promote career management and training which is publicly available in its Code of Ethics and the Human Rights Policy.

Relevance of commitment

The company's commitment to promoting career management and training addresses its main responsibilities:

- Anticipate short and long-term employment needs and skill requirements
- Adapt employees' skill sets to their career paths
- Enable the progressive improvement in employees' qualification levels
- Put in place a concerted career management framework, which is transparent and individualized

Ownership of commitment

The Head of Human Resources is part of the company's Board or Executive Committee and line managers are evaluated on their performance in terms of human resources management.

Ms. Liliana Schnaidt (Human Resources Officer) is a member of the company's Executive Committee. In addition, Enel (mother company) informed Vigeo Eiris that all Line and Staff managers are evaluated not only considering a quantitative performance results but also in view of management skills.

Career management systems

The company has set up an internal job opportunity marketplace and/or has formalised the skill requirements for the various job positions. Moreover employees have regular performance assessment interviews.

The Global Professional System (GPS) is the system which enables identification and valorisation of key professional roles, jobs and skills present in Enel Group. As for the assessment of skills, starting from 2011 the GPS has established, at Group level, the global catalogue of skills requested for each professional group and has identified the Key Professional Roles, i.e. the maximum achievable level, in terms of role, for each technical career. Besides, during 2016, 16 positions were available in Enel Chile of which 19% were filled with applicants from within the company.

The company provides behavioural evaluation and goal accomplishment model entitled Performance Appraisal for its employees. Moreover, Performance Development Itinerary is a system to detect development needs, in which an employee and his or her manager, together, identify present and future developmental needs that are used to elaborate the employee's training programme.

Coverage of career management systems

These career management systems cover all of the company's employees.

Enel has formalised the skill requirements for the various job positions at Group

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level. Besides, In 2016, 97.87% of employees have received regular performance and professional development evaluations.

Types of training provided to non-managers

The training programmes are aimed at adapting employees' skills to the requirements of their current position and also enable them to develop additional skills.

The company's training programme for 2016 focused on developing skills and critical technical knowledge to improve the performance of its employees at their job, and also behavioural skills training to enable employees to increase their possibilities of development within the company.

Two training programmes on Electric Markets Management of Electrical Projects were held in the premises of the University of Chile for employees of Enel Chile. 26 employees received diplomas as part of the first programme while 24 employees received diplomas after finishing the second programme.

Means allocated to training for all employees

The number of training hours per employee of Enel Chile has decreased by 15% over the past two years, from 10.35 hours/employee in 2015 to 8.85 hours/employee in 2016.

Mobility / turnover

The company does not disclose quantitative data on performance indicators such as employee turnover or mobility rates.

Training delivered during the year under review

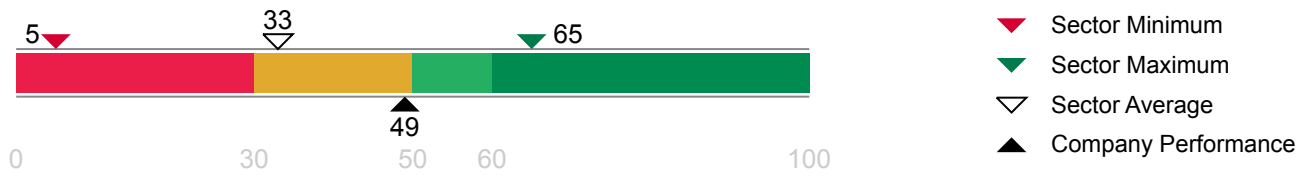
All the company's employees received training during the year under review.

The company's training activities during 2016 reached 83% coverage.

Leadership	83	Implementation	58	Results	60
Visibility	100	Means & resources	32	Performance	60
Relevance	65	Scope	65		
Ownership	100	Coverage	100		

HRS3.2 Improvement of health and safety conditions

(score: 49, weight: 3)



Visibility of health & safety commitments

The company has made a formalised commitment to health and safety issues, which covers both its own employees and sub-contracted workforce, in its:

Code of Ethics and Human Rights policy.

Relevance of commitment on the improvement of health and safety conditions

The company's commitment only addresses part of its responsibilities:

- ensure awareness about health and safety issues
- reduce the number of work accidents and their severity
- reduce the number of driving accidents
- reduce stress/promote well-being
- prevent occupational disease

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, employee representatives are involved at group level.

The company has set up multidisciplinary teams to monitor compliance with safety measures by contractors and to provide advice during major maintenance or major plant shutdowns during the year.

100% of Enel Chile workers are represented by the company's Joint Hygiene and Safety Committees. These Committees are made up of representatives of the company and the workers, who jointly define activities and initiatives aimed at contributing to the management of safety and health, generating better conditions for all personnel.

An Occupational Psycho-social Risk Committee is in place, which is made up of members of the management team, representatives of the workers and the Human Resources Management. The aim of the Committee is to implement the Psycho-social Risk Surveillance Protocol that the Chilean legislation requires of all companies in the country.

Means allocated to health and safety

The company has allocated means to address these issues, including a certified health and safety system:

- training/awareness raising programmes
- internal monitoring
- risk assessments
- internal H&S audits
- H&S competitions
- remuneration based on H&S performance
- OHSAS 18001 certifications

- Training/awareness raising programmes: The company has set up a programme

that aims to educate and train workers about activities that promote health. Besides, the company has work safety programmes in place, including safety training as well as emergency & first aid training. The company has trained 120 employees in Chile in topics such as confined space hazards, height work, and accident investigation. Also, the company has set up "safety walks" to emphasise the importance of safety in the workplace and review compliance with its safety standards.

- Internal monitoring is a pre-requirement for obtaining OHSAS 18001 certification.

- Risk assessments: In every site, according to the H&S risks assessment performed, specific countermeasures are adopted to eliminate all risks at source or, where not possible, minimise them. In this regard, the company has developed initiatives to determine the Intrinsic Safety Index of equipment through a checklist that evaluates security aspects such access conditions and locking system in order to identify potential risks after which a plan of action is elaborated.

- Internal H&S audits: Extra Checks on the Site is an internal audit carried out by a multidisciplinary team in order to verify the safety conditions and carry out inspection work on the ground. In this context, two health and safety audits were carried out in 2016 within the working sites of Enel Chile.

- OHSAS 18001 certifications: The company reported that all its generation activities have obtained OHSAS 18001 certification.

Coverage of health and safety system

The health and safety measures cover the majority of the company's employees.

OHSAS 18001 certified health and safety system covers all the electricity generation activities of the company.

The company has allocated extensive means to address stress at work, including:

- monitoring of absenteeism/rate of occupational disease
- job redesign (work organisation)
- assessment of stress through analysis of internal H&S data
- monitoring of stress through opinion surveys
- awareness raising for employees
- identification of stress sources
- stress support instruments (hotline, counselling service, employee assistance programme, etc)
- training on stress for employees
- training on stress for managers
- measures to improve ergonomics/ ergonomic design of workplaces

Means allocated to reduce stress at work

- Monitoring of absenteeism/rate of occupational disease: A special Committee has been formed by HR, Safety and medical personnel at Divisional/Country level of Enel Group to monitor periodically absentee rate and to provide support to HR and managers in case of stress diseases occurrence.

- Assessment of stress through analysis of internal H&S data: According to National H&S regulations, periodical occupational stress assessment is performed in all countries, where Enel Group operates. This includes analysis of statistical indicators (related to absentee, overtime, strikes, disciplinary sanctions, accidents, etc), Enel launched the process for updating the assessment of the risk of occupational stress, and this was concluded in 2016.

- Monitoring of stress through opinion surveys: According to National H&S regulations, periodical occupational stress assessment is performed in all the operating countries of Enel Group, which includes a specific questionnaire on psycho-physical risk factor to be filled by a sample of random selected employees. According to the evidences of the analysis corrective measures are implemented in areas resulted as "critical" and improvement measures are adopted to enhance working environment.

- Awareness raising for employees: The company launched an anti-stress campaign offering practical recommendations to eliminate its causes in March, 2016.

- Training on stress for employees: Enel provides an online course for all employees about stress prevention techniques.

- Measures to improve ergonomics: Enel Chile develops actions related to musculoskeletal disorders according to the Protocol of Surveillance of Musculoskeletal Disorders Related to Work.

Coverage of means allocated to reduce stress at work *There is no evidence that the measures allocated to address stress at work cover the majority of the company's employees.*

Accident frequency rate *Information disclosed on the company's accident frequency rate is insufficient.
The total recordable injury frequency rate of the company was 0 (/200,000 hwkd) in 2016. Nonetheless, historical data has not been disclosed to assess the trend.*

Accident severity rate *Information disclosed on the company's accident severity rate is insufficient.
There were 0 serious or fatal accidents among the company's employees in 2016. Nonetheless, historical data has not been disclosed to assess the trend.*

Occupational diseases *The company does not disclose quantitative data on absenteeism and/or occupational disease rates.*

Accident frequency rate at contractors' *The company does not disclose quantitative data on subcontracted labour accident frequency rates.*

Accident severity rate at contractors' *Information disclosed on the company's subcontracted labour accident severity rate is insufficient.
There were 0 serious or fatal accidents among the company's contractors in 2016. Nonetheless, historical data has not been disclosed to assess the trend.*

Absenteeism and/or Occupational diseases at contractors' *The company does not disclose quantitative data on its subcontracted labour absenteeism and/or occupational disease rates.*

Stakeholders' feedback *A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral*

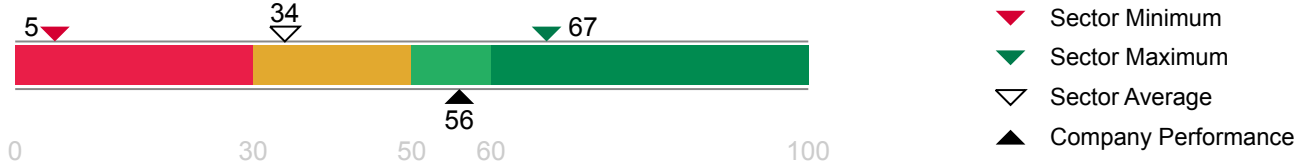
Leadership	67	Implementation	65	Results	16
Visibility	65	Means & resources	82	Performance	16
Relevance	30	Coverage	48		
Ownership	100				

Human rights

Score: 59

HRT1.1 Respect for human rights standards and prevention of violations

(score: 56, weight: 2)



Visibility of commitment on the respect for human rights standards and the prevention of violations

The mother company (Enel) has issued a formalised commitment to respect and promote human rights in society in its Human Rights Policy and Code of Ethics.

Relevance of commitment on the respect for human rights standards and the prevention of violations

The company's commitment to respect and promote human rights in society addresses only part of its responsibilities:

- respect the right to privacy
- respect the right to personal security
- respect property rights
- prevent cruel, inhuman, or degrading treatment
- respect freedom of expression
- prevent complicity in human rights violations

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

The Communication Department is responsible for the appropriate implementation of the Human Rights Policy of the Enel Chile.

The Control and Risk Committee of Enel Group will evaluate any amendments or integrations of the Group's Human Rights Policy and propose them to the Board of Directors. Besides, the Audit Function receives reports on violations of the policy.

Means allocated to the commitment on the respect for human rights standards and the prevention of violations

The company has set up a permanent system to ensure the respect and promotion of human rights in society that includes:

- awareness-raising programmes for employees
- external investigation of allegations
- resources dedicated to relocating population
- training programmes for employees
- grievance mechanisms
- human rights impact assessments
- internal audits
- consult local independent and representative stakeholders
- facilitate free, prior and informed consent (FPIC)
- human rights capacity building for local communities
- external audits/verification

- Awareness-raising programmes for employees: The Human Rights Policy will be disseminated among the people who interact with Enel Chile S.A., both internally and externally, by the Communication Management, through specific

communication initiatives. This Management will carry out training actions to ensure that all employees of Enel Chile S.A. adequately understand the content of this Policy.

- Grievance mechanisms: In case of violation of the company's Human Rights Policy, employees and other stakeholders can report the incident to the Internal Audit Department via mail, Ethical mailbox or through the intranet of the company. The confidentiality of the identity of the informants is guaranteed, unless otherwise specified in the applicable legislation.

- Human rights impact assessments: As part of the due diligence on human rights, Enel Group started the risk assessment process to identify the main human rights risks which the company may run in carrying out its activities. Moreover, the company is currently developing a methodology for integrating social criteria on the management of relevant projects in Latin America that will apply to all project stages, and tailored to each type of installation or technology. There are specific provisions regarding human rights due diligence procedures and human rights.

- consult local independent and representative stakeholders: The company signed a protocol agreement with the representatives of the communities of the Region of the Rivers based on respect of cultural identity and human rights promotion.

- Resources dedicated to relocating population : In the cases in which relocation is inevitable, compliance with the legislation in force in the country concerned is guaranteed, as well as with any local laws which specify the conditions for the relocation and the means for calculating the related compensation.

Coverage

There is no evidence that the company has set up such systems in all of its operations facing the highest risks in terms of human rights abuses.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

Leadership	51	Implementation	51	Results	65
Visibility	65	Means & resources	65	Performance	65
Relevance	30	Coverage	30		
Ownership	65				

HRT2.1 Respect for freedom of association and the right to collective bargaining

(score: 58, weight: 1)



Visibility of commitment

The company has issued a formalised commitment to freedom of association and the right to collective bargaining in its Human Rights Policy.

Relevance of commitment

The company's commitment addresses its main responsibilities:

- protection of freedom of association and the right to organise
- respect of the right to collective bargaining
- respect and protection of workers' representatives
- explicit support for ILO Conventions C87, C98, C135 ,or similar international texts on union rights
- prevent employee representative discrimination
- guarantee the effective exercise of the trade unions rights in the workplace

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

The Human Rights Policy is managed by the Communication Department of Enel Chile.

Monitoring

The company has implemented permanent measures to monitor the respect of freedom of association within its operations:

- occasional risk mapping
- occasional internal audits
- on-going monitoring of labour rights risks
- regular internal audits
- external audits/verification
- external investigation of allegations
- cooperation with unions: joint audits, joint grievance procedures etc.

As required by the Guiding Principles and on the basis of policy principles, corporate due diligence processes are developed, such as, for example, the Human Rights Compliance Assessment in all the Enel Group's countries. The system includes labour rights.

Promotion of collective bargaining

The company has provided employees with some information on their trade union rights through introductory training, contracts, as part of human rights training, etc.

Employees were provided with 1,325 hours of trade union training in 2016.

Coverage

There is no evidence that the company has set up such systems in all of its operations facing the highest risks in terms of labour rights.

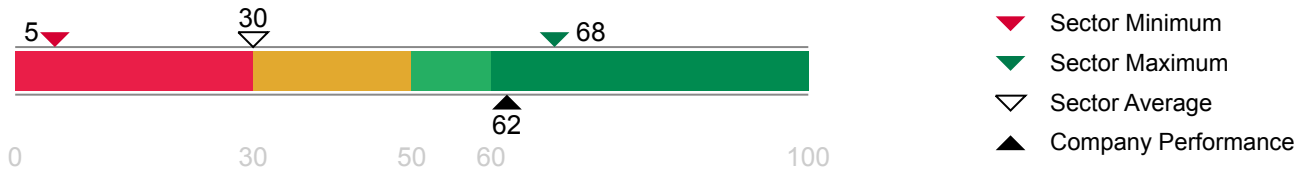
Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

Leadership	65	Implementation	44	Results	65
Visibility	65	Means & resources	50	Performance	65
Relevance	65	Coverage	30		
Ownership	65				

HRT2.4 Non-discrimination

(score: 62, weight: 2)



Visibility of commitment on non-discrimination

The company has issued a formalised commitment to non-discrimination in its Diversity Policy; Code of Ethics and Human Rights Policy.

Relevance of commitment on non-discrimination

The company's commitment to non-discrimination explicitly defines most of the categories and the management processes to which these apply:

- gender
- sensitive medical conditions
- trade union membership or activities
- discrimination in employment decisions (hiring / promoting / redundancies)
- discrimination in working conditions (working hours / training / remuneration / social security)
- race / ethnicity / nationality
- social background
- religion
- sexual orientation
- family responsibilities (including pregnancy)
- disabilities
- political opinion
- age

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other stakeholders are involved.

The Human Resources and Organisation area is responsible for implementing the Diversity policy and monitoring its implementation based on the objectives and KPIs (Indicators) defined by the Holding.

The Human Resources Department will define objectives and those responsible for diversity issues, with the support of Sustainability.

A person in charge of the subjects related to the disability has been nominated. This person will support both the Human Resources Department and supervisors and workers, so that they can meet the needs of disabled workers.

Enel Chile took part in the UN Women Summit in February 2015. The meeting was held in Santiago, Chile about "Gender equality and its contribution to social and economic development".

Means allocated to non-discrimination

The company has set up extensive measures to prevent discrimination and promote diversity:

- awareness raising
- maternity pay (greater than the statutory requirement)

- paternity pay (greater than the statutory requirement)
- job sharing initiatives
- monitoring of salary disparities
- training
- monitoring
- confidential reporting system / grievance procedures
- disciplinary procedures / corrective measures
- affirmative action programmes
- flexitime initiatives
- child care facilities/child care subsidies
- career break opportunities

- Awareness raising: During 2016, a live broadcast was performed at Orange Day for all members of the company to raise awareness on the issue of gender equality.

- Training: Courses and workshops on behaviours and values related to diversity and inclusion are designed for teams in the Human Resources area, for new workers and new supervisors.

- Monitoring: The company keeps track of its gender balance as well as the share of women that have received regular performance and professional development.

- Confidential reporting system/grievance procedures: Workers will be able to address their problems, inquiries and requests on the principles of diversity and inclusion and the initiatives described in Diversity Policy confidentially to the Human Resources Department. Whenever an interested party seems to have a negative impact on diversity matter, they may report it anonymously to Internal Audit management, as provided by the Code of Ethics, through the channels of communication of the company.

- Affirmative action programmes: In the initial phase of the recruitment and selection processes, the Human Resources Department seeks to balance the sexes in terms of their representation in the total population evaluated. When this is not possible, an express account of the reason will be given, and must be registered. Besides, the Training area implements relationships with universities or colleges to identify programmes and opportunities for collaboration to promote the participation and inclusion of female students, especially in technical areas. Moreover, the company has developed the Entry Programme, in collaboration with the Telethon Institute and other educational institutions, for the recruitment of persons with a disability.

- Flexitime initiatives: Enel Chile offers the Work from Home Programme and shorter working hours on Fridays.

- Child care facilities/child care subsidies: Enel Chile offers nurseries and children's play areas for workers who are parents.

Coverage

There is no evidence that the company has set up programmes to promote diversity in a majority of its operations.

Results in terms of gender distribution

The company does not disclose quantitative data on performance indicators such as the share of women in management positions.

Results in terms of employment of disabled persons

The company only publishes indicators over the past two years, but the share of disabled employees in the total workforce has increased over that time by 0.1 percentage point, from 0.7% in 2015 to 0.8% in 2016.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

Leadership		Implementation		Results	
Leadership	93	Implementation	65	Results	28
Visibility	65	Means & resources	100	Performance	65
Relevance	100	Coverage	30	Trends	15
Ownership	100				

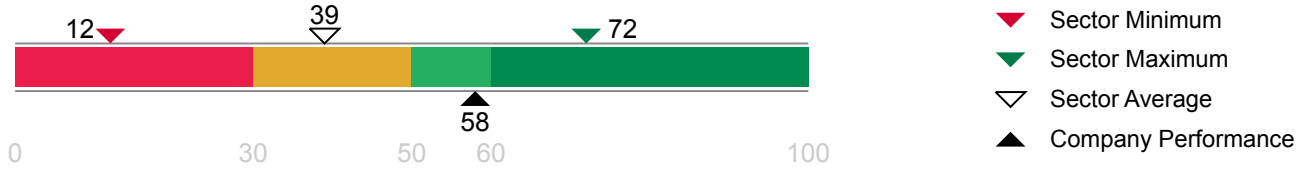
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Community involvement

Score: 44

CIN1.1 Promotion of the local social and economic development

(score: 58, weight: 3)



Visibility of the policy

The company has issued a formalized and accessible commitment to promote local social and economic development in its:

Code of Ethics and Human Rights Policy.

Relevance of commitment

The company's commitment to promote local social and economic development addresses its main responsibilities:

- Optimise the impact of operations on the local economy
- Promote the creation and development of local businesses
- Promote the transfer of technology and skills to developing countries
- Promote the employment and training of local personnel
- Reduce the social impacts related to site closures, openings, and restructuring
- Implement a responsible tax strategy

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

Enel Chile has an Executive Sustainability and Community Relations Unit in place.

The Pehuén Foundation is a non-profit organisation founded in 1992 by Endesa Chile in order to help improve living standards in the communities of Pehuén as regards education, health care, housing and economic development.

Enel Group informed Vigeo Eiris that the CSR Unit has the responsibility to define the group's Sustainability plan and guidelines for Divisions / Countries plans on stakeholder engagement.

Means allocated

The company has allocated extensive means to address social and economic development, including:

- Social development programmes
- Capacity building programmes
- Infrastructure development programmes
- Social impact assessments
- Grievance mechanisms

- Social development programmes: The Pehuén foundation collaborates every year with uniforms and school supplies for all middle school students in the communities, who study in cities outside their districts of origin. Also, the company has installed a thermo-disinfecting washing machine and 12 dental chairs in 4 Family Health Centres, which will benefit approximately 5,120 users.

- Capacity building programmes: Since 2004, the Pehuén foundation has implemented a regular programme that contributes to finance higher education for young people who want to continue their studies. Besides, the Pehuén Foundation has set up development programmes to train local tourism entrepreneurs and to support women weavers and their families through the implementation of a sales strategy based on the commercial and associative development of textiles. Enel Chile's Innovation Challenge 2016 took place with the idea of empowering and giving visibility to startups and small size companies all over the country in order for them, hand in hand with intelligent meters, to become part of the search for new energy solutions and uses. The Energy for Your Enterprise Grant Fund is a programme that focuses on strengthening the capabilities of micro-entrepreneurs from the community and supporting the local economy by providing grants for creative initiatives that contribute to the community's development.

- Infrastructure development programmes: The company carried out the installation of drinking water infrastructure for the rural areas of Callaqui, Chile as part of its commitment to the quality of life of the communities located in the areas of operation of its plants. Such initiative demanded an investment of CLP 200 million by the company and has a direct impact on 115 families who benefited from drinking water.

- Social impact assessments: By involving specialised firms, Enel Group has launched an analysis of the various areas in order to identify possible 'destinations' for the plants whose production will cease or has already ceased within the present structure. Enel Group adopted and extended the creating shared value model, which has been used in Enel Green Power since 2013. Integrating the CSV model with the business means enabling the adoption of technical solutions which are the result not only of environmental, engineering and economic, but also social assessments, in order to limit possible impacts by proposing positive effects on the local economy. When establishing the potential sites for the development of energy projects, studies are conducted which include economic, political, cultural and social and demographic aspects, including analysis of the daily life of the communities who live in the area affected, the population distribution, the forms of organization, and the levels of employment and pay.

- Grievance mechanisms: As from January 2016, it is possible to use a new unique online communication channel at Group level of Enel, in order to notify any violation or suspected violation of the Enel Compliance Programmes, which are applied in the various countries where Group companies operate.

Geographical coverage

There is no evidence that these means are allocated in the majority of company sites.

Performance trend

The company's normalised indicators on social and economic development have deteriorated over the past three years.

800 families benefited from the initiatives of the Pehuén Foundation in 2016 compared to 1,343 families in 2015.

Transparency of tax reporting

The Company reports partially on taxes paid. Reporting covers:

- taxes paid in some countries of operations
- taxes paid in some regions of operations
- taxes paid in key regions of operations
- taxes paid in key countries of operations
- sales per zone
- operating profit per zone
- number of employees per zone
- ratio between tax paid and headline corporate tax rate per zone
- explanation for significant differences between tax rate actually paid and expected tax rate

The total taxes paid in Chile.

Presence in IMF 'offshore financial centers' and/ or in jurisdictions considered by the OECD as not compliant enough with tax transparency rules The Company does not operate in any location considered by the IMF as 'offshore financial centres' and/ or in jurisdictions considered by the OECD as not compliant enough on tax transparency rules

A review of stakeholder sources revealed that the Company is involved in isolated or occasional controversies of high or critical severity

As of 10/2017, Enel Chile was involved in 2 controversies

 Stakeholders' feedback

- Case 1 (08/01/2016): Fishermen protest at Bocamina thermal plants in Chile
- Case 2 (23/05/2016): HidroAysén hydro project reaches Court of Appeals

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

Overall, the company is proactive

For each of the above mentioned cases, Enel Chile's response is considered:

- case 1: The company is proactive: the Company has taken systemic remedial actions
- case 2: The company is remediative: the company has voluntarily taken specific corrective actions

The analysis of Enel Chile management of each case is available in Vigeo's controversy profile.

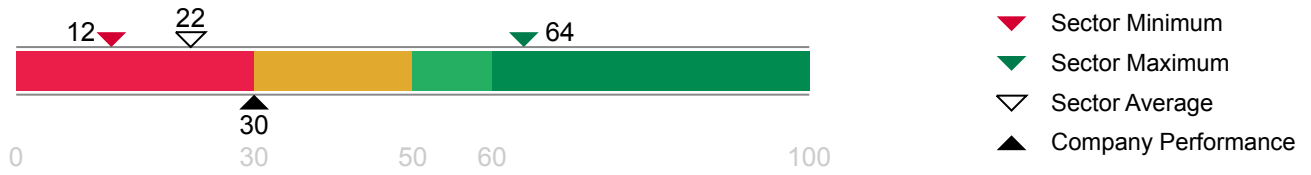
Leadership	65
Visibility	65
Relevance	65
Ownership	65

Implementation	65
Means & resources	100
Coverage	30

Results	45
Performance	56
Trends	0

CIN2.1 Promotion of access to energy and prevention of fuel poverty

(score: 30, weight: 3)



Visibility of the commitment on the promotion of access to energy

The company refers to addressing the access to energy in developing countries in its Annual Report and CSR Report. In addition, the company aims to provide access to energy to 70,000 more people by 2020 compared to 2016.

Relevance of the company's commitment on the promotion of access to energy

The company's commitment to address the access to electricity in developing countries is general

- Establish collaborative projects (with governments, UN agencies, NGOs, businesses)
- Foster transfer of technology/capacity building (educational support, promotion of devices, building of dedicated infrastructure)
- Support renewable energy projects (renewable energy, LPG...)

Visibility of the commitment on the prevention of fuel poverty

The company does not disclose any commitment with regard to addressing fuel poverty.

Relevance of the commitment on the prevention of fuel poverty

The company does not disclose any commitment to address fuel poverty

- Vulnerable customer assistance
- Financial support
- Energy demand-side management

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other stakeholders are involved.

Enel CSR Holding Unit is responsible to oversee the implementation of the ENABLING ELECTRICITY through the CSR Committees in all the countries where the Group operates.

The Enel Group is a member of the Global Compact LEAD and the Global sustainable Electricity Partnership. Enel Group also partners with Barefoot College, an Indian NGO. Moreover, Enel Group collaborates with the United Nations' World Food Programme.

In addition, Enel Group is an active member of the E8 group whose mission is to promote the sustainable development of the electricity industry at the global level, through, among other things, demonstration projects and initiatives for transferring know-how to less developed countries (construction of plants for generating and distributing electricity in less-developed countries, in particular regarding rural electrification).

Measures implemented to promote the access to energy

Information obtained from the company and public sources regarding measures allocated to the access to energy in developing countries is insufficient.

- Rural electrification projects/Extending electricity grids – direct operational involvement
- Provide access to electricity/gas through off-grid solutions (micro/mini grid) - direct operational involvement
- Provide capacity building/technology transfer
- Provide financial support to promote access to energy (renewable energy, LPG networks and cooking gas devices funding through micro-credits)
- Innovative partnerships with stakeholders

Coverage of the measures implemented to address access to energy

Information obtained from the company and public sources regarding the percentage of the company covered by such efforts is insufficient.

Measures implemented to reduce fuel poverty

The company has allocated some measures to address the fuel poverty issue.

- Financial support
- Innovative (non-obligatory) tariff schemes
- Energy demand-side management (energy efficiency) for vulnerable customers
- Customer assistance (e.i. energy ombudsman)

The Ecochilectra programme in Chile aims to stimulate, through economic incentives, waste collection and recycling and, at the same time, make “legal” use of electricity more accessible: customers who bring their waste to specific collection points receive discounts on their electricity bills in proportion to the quantity and type of waste they bring.

Coverage of the measures implemented to address fuel poverty

There is no evidence that these measures are allocated in a majority of regions, where the company operates as a distributor.

Performance trend - Access to energy

The company does not disclose indicators on access to energy.

Performance trend - Fuel poverty

The company does not disclose indicators on fuel poverty.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

Leadership	39
Visibility	50
Relevance	15
Ownership	100

Implementation	15
Means & resources	15
Coverage	15

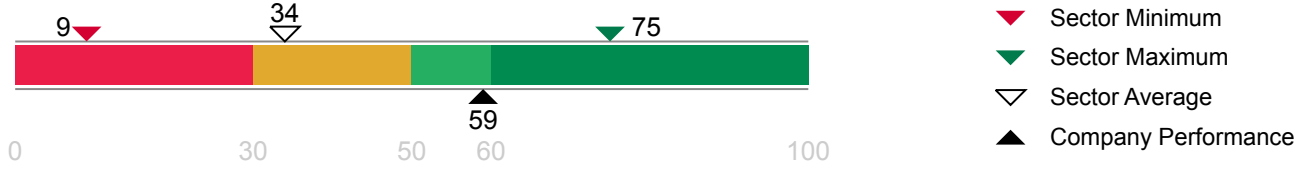
Results	35
Performance	46
Trends	0

Business behaviour (C&S)

Score: 52

C&S1.3 Responsible Customer Relations

(score: 59, weight: 2)



Visibility of commitment on responsible customer relations

The company has issued a formalised commitment on responsible contractual agreements (customer service, service continuity, etc.) in its:

Code of Ethics.

Relevance of commitment on responsible customer relations

The company commits to the large majority of its responsibilities in terms of responsible contractual agreements:

- fair treatment of customers
- procedure for handling complaints
- transparent price/billing policy
- timely/complete communication with customers
- flexible and easy termination
- service continuity

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees and stakeholders are involved.

- *The Market Division of Enel Group, reporting to the CEO, is committed to monitoring indicators linked with quality of customer service and the perception of customers in relation to the service received.*

- *The Internal Audit Department is responsible for verifying the application and respect of the Code of Ethics. The Disclosure Committee is responsible for reviewing the most relevant and policies order to ensure their consistency with the Ethical Code.*

- *The company set up a Consumer Advisory Board in 2005 to facilitate dialogue between its management and consumer associations. Meetings deal with different aspects referred to in the company-customer relationship.*

Means allocated to ensure responsible customer relations and respect contractual agreements

The company has implemented some measures:

- Training of sales staff
- Sales evaluation based on client satisfaction indicators
- Information on customer rights (and company duties towards customers)
- Compliance with a relevant industry code (e.g. Code of Practice for the Face to Face Marketing and Selling of Energy)
- Monitoring of service quality indicators (customer satisfaction, service continuity, complaints, etc.)
- Service interruptions prevention measures (and contingency plans)

- Sales evaluation based on client satisfaction indicators: Enel Group informed Vigeo-Eiris that all the employees working in sales areas have part of their variable remuneration (individual or collective) based on customer satisfaction. Moreover, for sales activities managed externally through outsourcing, a system of bonus and penalties has been set up based on customer satisfaction and quality.

- Information on customer rights: In 2015, Enel Chile implemented for Enel Distribución Chile a Communication Plan for residential customers, disseminated mainly through social networks, with the objective of educating clients on various topics such as their rights and duties as clients, understanding and the reading of the ballot and the knowledge about the channels of payment.

- Monitoring of service quality indicators: The company monitors rate of satisfaction among its residential customers, big customers and municipalities.

- Service interruptions prevention measures: The company conducted the Tele-Control Project, which is about modernising its distribution networks. The project allows the network to operate more efficiently against service failures, through detecting the location where it occurs within a circuit, and this to reduce the number of clients affected by electricity failure.

Coverage of the means allocated to ensure responsible customer relations and respect contractual agreements

The company's measures have been implemented in a minority of its operations.

Bonuses are provided to all employees working in sales based on client satisfaction indicators. On the other hand, the coverage of the maintenance and modernisation of the electricity grid is not clear, and the rate of satisfaction is measured only among residential customers (commercial and industrial customers excluded).

Complaints management system

There is a formalised and accessible system to handle complaints.

Channels are available to customers of Enel Chile to submit claims, including face-to-face meetings, telephone assistance, website, and E-mails. In case of complaints, there is a protocol of response, and follow-up to corrective measures if applicable.

Customer satisfaction

Information disclosed on performance indicators regarding customer satisfaction is insufficient.

The rate of satisfaction among residential customers was 67% in FY 2016. Updated data has not been disclosed to assess the trend.

Results on service continuity on electricity networks

Service continuity has increased over the past three years.

The average interruption duration per customer has decreased continuously over the past three years by 14%, from 242 minutes in 2014 to 207 minutes in 2016.

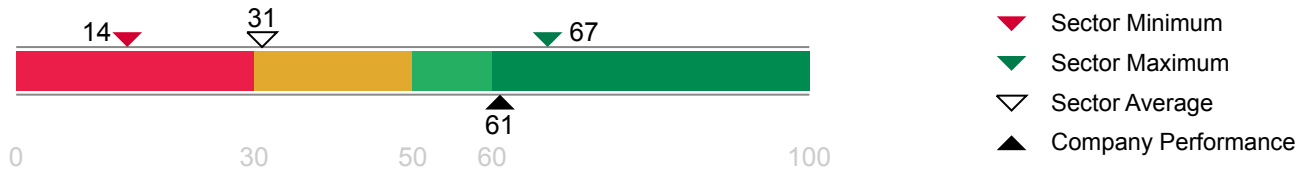
Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

Leadership	90	Implementation	41	Results	46
Visibility	65	Means & resources	45	Performance	46
Relevance	100	Coverage	30		
Ownership	100				

C&S2.4 Integration of social factors in the supply chain

(score: 61, weight: 2)



Visibility of commitment

The company has issued a formalised commitment to including social factors in supply chain management in its:

Human Rights Policy as well as the Code of Ethics of its mother company (Enel).

Relevance of commitment

The company's social requirements for suppliers only address some of the relevant issues in the sector:

- Freedom of association and right to collective bargaining
- Abolition of child labour
- Abolition of forced labour
- Non-discrimination
- Health and Safety
- Decent wages
- Working hours
- Other rights (e.g. prevention of cruel, degrading and inhuman behaviour, etc.)

Ownership of commitment

The commitment applies throughout the company, supported by senior management and other employees are directly involved. In addition, stakeholders are involved.

The global procurement and sustainability units are involved in this commitment and Enel Group has stated there is a separation of roles in the selection and signing of supplier contracts to include ethical factors to ensure transparency and efficiency. Enel Group since 2012 has been involved in Better-Coal, a global initiative aimed at promoting continuous improvement in companies' responsibility in the coal production chain. Enel in 2016 adopted a procedure for purchases by sea from the international market which will included Better-Coal analysis for selecting suppliers.

Means allocated

The company has set up at least three measures to include social factors in supply chain management:

- integration of social issues into contractual clauses
- supplier questionnaires
- supplier support (training, technical assistance, etc.)
- training/awareness raising of employees in charge of purchasing
- non-compliance procedures for suppliers (re-auditing, re-training, eventual ending of contracts)
- risk assessments for suppliers

- Integration of social issues into contractual clauses: In order for procurement activities to comply with the ethical principles adopted, Enel Chile undertakes to

requests social requirements for some orders such as respect for the legislation on health and safety. Besides, contract clauses are introduced which provide the acknowledgement by the supplier of specific social obligations such as measures to guarantee workers respect for fundamental rights, the principles of equal treatment and non-discrimination and protection against child labour.

- Training/awareness raising of employees in charge of purchasing: 100% of 'prime contact' procurement staff of Enel Group receive training on ESG issues relevant to procurement processes and decisions.

- Non-compliance procedures for suppliers: If a supplier behaves in a way that does not comply with the general principles of Enel Chile's Code of Ethics, the company will be entitled to take appropriate measures, including to refuse to collaborate with this supplier in the future.

Audits of suppliers/contractors

The company includes social aspects in its on-site quality audits of suppliers/ subcontractors.

Enel Chile conducts health and safety audits to suppliers when they are presented to a tender. Those who obtain a score of less than 75% are disqualified from the process, with no possibility of postulating. Besides, the social clauses included on the contracts of suppliers gives Enel Chile the right to carry out inspections in the productive units and the operational headquarters of the supplier company, in order to verify that social requirements are being met.

Coverage of the means allocated

There is no evidence that the measures implemented cover indirect suppliers/ contractors.

Coverage of the social audits

The share of Enel Chile's suppliers that were assessed under the Vendor Rating System is unclear.

Transparency on social compliance in the supply chain

The company monitors quantitative data on the compliance of its suppliers with social standards and it explicitly states that no non-conformities were observed.

During 2016, there were no operations in the supply chain of the Enel Chile at risk of developing child labor or forced labor.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral.

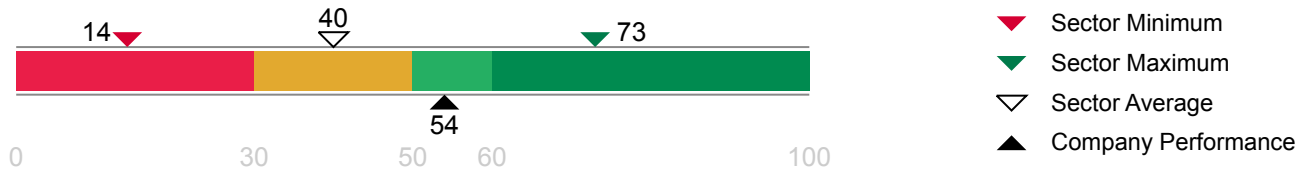
Leadership	56
Visibility	65
Relevance	30
Ownership	100

Implementation	50
Means & resources	65
Coverage	15

Results	77
Performance	77

C&S3.1 Prevention of corruption

(score: 54, weight: 3)



Visibility of commitment on the prevention of corruption

The company has issued a formalised commitment to preventing corruption in its Code of Ethics and Zero Tolerance of Corruption Plan.

Relevance of commitment on the prevention of corruption

The company's commitment to preventing corruption addresses its main responsibilities:

- giving / receiving bribes
- restriction of facilitation payments
- gifts and invitations
- extortion
- fraud
- embezzlement
- money laundering
- conflicts of interest
- illegal financing of political parties
- prohibition of facilitation payments

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

- The Human Resource Department is responsible for the adequate dissemination of the company's Protocol of Offering/accepting Gifts to the entire organisation.

- The Internal Audit Department is responsible for verifying the application and respect of the Code of Ethics. The Disclosure Committee is responsible for reviewing the most relevant and policies order to ensure their consistency with the Ethical Code.

- The Internal Department is in charge of monitoring the control systems established by the various organizational units to implement the Zero Tolerance Corruption Plan.

Involvement of employees in the prevention of corruption

The company has instituted formal training programmes for relevant employees on corruption prevention.

- A copy of the Code of Ethics and Zero Corruption Plan is delivered to all employees. Besides, to ensure the dissemination of the Zero Tolerance Corruption Plan and its correct understanding, training activities are carried out for all staff. Moreover, in 2015 a training activity was carried out on existing compliance programmes, directed at the company's Managers' Committee in addition to actions in matters of consultancy and contracts concluded with Politically Exposed Persons.

- During recruitment processes, selected candidates are requested to sign a declaration that they undertake to respect the provisions of the Code of Ethics and

the Zero Tolerance Corruption Plan.

The company has set up internal controls to prevent corruption that include:

- approval procedures for gifts, etc. by an independent department
- external audits (by an independent, external specialised organisation)
- the possibility to contact internal audit, legal or compliance departments directly & confidentially
- a dedicated confidential hotline or email address
- internal audits (internal verification of compliance with the company's code of conduct etc.)
- risk assessment of company vulnerability

- Approval procedures for gifts, etc. by an independent department: Any gift offered or received must have the approval of the managerial level immediately above the concerned employee in order to verify that it is in accordance with the principles established in the Code of Ethics. In any case, if there are doubts about the adequacy of the gifts or favours received with the principles established in this Protocol, they must notify the Audit Management, which will evaluate whether they are relevant or not.

Means allocated to the prevention of corruption

- The possibility to contact internal audit, legal or compliance departments directly & confidentially: Employees, managers and directors of Enel are required to confidentially report all violations of the Zero Tolerance of Corruption plan and, more generally, of the Code of Ethics, to the Enel auditor's office.

- A dedicated confidential hotline or email address: Enel Chile has established the Ethical mailbox as an ethics point of contact to report unsuitable actions in a totally confidential and anonymous way.

- Internal audits: Monitoring the controls set up by the operational units to implement the anti corruption plan is entrusted to the auditor's office, which carries out its activities in all Enel companies with the objective of suggesting changes designed to improve the internal control system. The Disclosure Committee discusses the appropriateness of the periodic audit plan and verifies that the planned interventions are adequate to ensure compliance with the Zero Tolerance Corruption Plan.

- Risk assessment of company vulnerability: During 2016, the company assessed 23 of its business units for corruption risks. This was said to represents 87% of its total activities.

Coverage of the means allocated to the prevention of corruption *There is no evidence that the internal audits and risk assessments cover business partners.*

Transparency on corruption suspicions raised through the employee reporting system *In 2015, one confirmed incident of corruption in the company was reported. However, this indicator was not reported in 2016.*

Stakeholders' feedback *A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral*

Leadership	65	Implementation	53	Results	43
Visibility	65	Means & resources	48	Performance	43
Relevance	65	Coverage	65		
Ownership	65				

C&S3.2 Prevention of anti-competitive practices

(score: 36, weight: 3)



Visibility of commitment on the prevention of anti-competitive practices

The company has issued a formalised commitment to prevent anti-competitive practices in its:

Code of Ethics.

Relevance of commitment on the prevention of anti-competitive practices

The company's commitment to preventing anti-competitive practices addresses its main responsibilities:

- Abuse of dominant position
- Price-fixing
- Transparency on the market
- Industrial espionage

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

- *There is an antitrust department at Group level involved in the internal process, to ensure the business initiatives and operations are in accordance to Antitrust Regulations.*
- *The Internal Audit Department is responsible for verifying the application and respect of the Code of Ethics.*

Involvement of employees in the prevention of anti-competitive practices

The company has instituted awareness-raising programmes for relevant employees on the prevention of anti-competitive practices.

A copy of the Code of Ethics is delivered to all employees. Also, sections dedicated to communicating the Code are available in the company intranet, and informative notes on the adoption of the Code are inserted in all contracts.

Means allocated to the prevention of anti-competitive practices

The company has set up internal controls to prevent anti-competitive practices that include:

- approval procedures for contract prices etc. by an independent department
- the possibility to contact internal audit, legal or compliance departments directly & confidentially
- a dedicated confidential hotline or email address
- risk assessment of vulnerability areas within the company
- internal audits (internal verification of compliance with the company's code of conduct etc.)
- external audits (by an independent, external specialised organisation)

- *The possibility to contact internal audit, legal or compliance departments directly*

& confidentially: All parties involved in Enel Chile may report any breach or suspected violation of the Ethics Code to the Internal Audit department. The confidentiality of the identity of the person indicating the violation is guaranteed, except in the houses established by law.

- A dedicated confidential hotline or email address: Enel Chile has established the Ethical mailbox as an ethics point of contact to report unsuitable actions in a totally confidential and anonymous way.

- Internal audits: Monitoring the controls set up by the operational units to implement the company's policy, including anti-competition, is entrusted to the auditor's office, which carries out its activities in all Enel companies with the objective of suggesting changes designed to improve the internal control system.

Coverage of the means allocated to the prevention of anti-competitive practices

The measures implemented cover all significant parts of the company.

The confidential reporting covers all interested stakeholders; external partners, shareholders, employees, suppliers, customers, creditors and authorities. On the other hand, the coverage of the internal audits is unclear.

Reporting

The company does not disclose any quantitative data on the number or nature of antitrust incidents reported internally.

In 2016, 10 complaints were received through the Ethical Channel of the Company in Chile. Nonetheless, the share of them that corresponds to anti-trust incidents is not clear.

 **Stakeholders' feedback**

A review of stakeholder sources revealed that the Company is involved in isolated or occasional controversies of high or critical severity

As of 10/2017, Enel Chile was involved in 1 controversy

- Case 1 (23/05/2016): GasAtacama Chile faces EUR 7.04mn fine for alleged misinformation

A complete analysis of the severity of each case mentioned is available in Vigeo Controversy Product.

Company's responsiveness

Overall, the company is reactive

For each of the above mentioned cases, Enel Chile's response is considered:
- case 1: The company is reactive: the Company reports in a detailed way on its position to the case

The analysis of Enel Chile management of each case is available in Vigeo's controversy profile.

Leadership	65
Visibility	65
Relevance	65
Ownership	65

Implementation	32
Means & resources	32
Coverage	30

Results	12
Performance	12

C&S3.3 Transparency and integrity of influence strategies and practices

(score: 57, weight: 1)



Visibility of the commitment on transparency and integrity of influence strategies and practices

The company has issued a formalised and accessible commitment to ensuring transparency and integrity of lobbying practices.

in its Code of Ethics and Protocol of Action with Public Officials.

Relevance of the commitment on transparency and integrity of influence strategies and practices

The company's commitment addresses most of its responsibilities towards ensuring transparency and integrity of lobbying practices:

- to prevent any contrast with public international conventions (UN, ILO, OECD)
- not obtain or try to obtain information, or any decision, dishonestly
- not to misrepresent themselves to mislead third parties and/or staff of public authorities
- openly declare the company's business interests
- ensure that information provided is up-to-date, complete and not misleading
- not induce staff of PA to contravene rules of behaviour applicable to them
- if the company employs former staff of PA, to respect their obligation of confidentiality
- to be transparent on the amounts of donations to political parties/organisations

Ownership of commitment

The commitment applies throughout the company and is supported by senior management. A dedicated structure is responsible for this issue or relevant staff are held accountable. In addition, the company's strategies in terms of lobbying activities are presented and discussed at the board level.

- The Internal Audit Department is responsible for verifying the Protocol of Action with Public Officials. The Human Resources Department is responsible for ensuring the adequate dissemination of the Protocol to the entire organisation. Besides, The representatives of Enel Chile will promote the adoption of the Protocol of Action with Public Officials and its incorporation into the internal regulations of the company.

- According to Enel Group's Code of Ethics, contacts with institutional counter-parties take place exclusively through representatives who have been explicitly designated to perform such roles by the top management of Enel. The company's strategies in terms of lobbying activities are discussed at the board at country level and at Internal Control Committee Level. Enel's Institutional Affairs Department is responsible for this issue.

In all the countries where Enel is present, the units dedicated to institutional relations work to consolidate dealings with national institutions and bodies, in order to represent the company's positions and interests to public decision makers.

- In 2015, Enel Chile held a meeting with Chile Transparente (Transparency International Chile) on regulation of lobbying and management of individual interests.

Involvement of employees

The company has instituted formal training programmes for relevant employees on transparency and integrity of lobbying practices, however, it is not clear if employees are made personally responsible for the transparency and integrity of lobbying practices.

The company held training for its managers (including the team of the Sustainability Management and Community Relations) about the Chilean lobbying law. The training consisted of a talk delivered by the executive director of Chile Transparency Association, and it was entitled "Regulation of the Lobby and the Management of Particular Interests". The training gave the company's managers the opportunity to know the lobbying law's fundamentals, objectives and practical application through a series of case studies.

A copy of the Code of Ethics is delivered to all employees. Also, sections dedicated to communicating the Code are available in the company intranet, and informative notes on the adoption of the Code are inserted in all contracts.

The company appears to allocate some measures to ensure transparency and integrity of lobbying practices:

- publication of detailed information on lobbying activities
- approval procedures for gifts, travel or other privilege by an independent department
- a dedicated confidential hotline or email address
- internal monitoring for lobbying budget
- internal audits for lobbying activities
- independent party for monitoring lobbying budget/external audit
- disclosure of the positions in the period of preparation of a debate and during the debate

Measures allocated towards transparency and integrity of influence strategies and practices

- Publication of detailed information on lobbying activities: Enel Chile fully disclosed its membership in the trade associations and international, national and regional organisations.

- Approval procedures for gifts, travel or other privilege by the Audit department are in place.

- A dedicated confidential hotline or email address is in place.

- Disclosure of the positions in the period of preparation of a debate and during the debate: The company has participated in the planning process developed by the government of Chile in 2015 known as "Energy 2015". The objective of the public plan was to build a shared vision for the future development of the energy sector with the required social, political and technical validation. Besides, the Company presented its opinion in the public consultation proposed by the Chilean Ministry of Energy on relations with local communities. Moreover, the company participated in the work tables on efficiency energy.

Coverage of the measures allocated towards transparency and integrity of influence strategies and practices

The measures implemented cover all operations.

Reporting

The company does not disclose direct and indirect expenses dedicated to lobbying practices.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

Leadership		Implementation		Results	
Leadership	72	Implementation	63	Results	35
Visibility	65	Means & resources	48	Performance	35
Relevance	65	Coverage	100		
Ownership	100				

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Corporate governance

Score: 43

CGV1.1 Board of Directors

(score: 44, weight: 3)



[LISTED COMPANIES] Existence and independence of Nomination Committee No specific committee is in charge of director nomination, which might raise concerns.

Independence of the Board Chairman

The roles of Chairman and CEO are separated, and the Chairman is considered independent.

Responsibility allocated over CSR issues

Information on the responsibilities allocated over CSR issues is insufficient.

Share of independent shareholder-elected Board members

In accordance with standards advocated by Vigeo, the Board is more than 50% independent. Four members of the seven-member Board are considered independent.

Diversity of the skills and backgrounds of the Board

The Board of Directors diversity appears to be partial:

- At least 30% of directors are women
- At least 40% of directors are women
- Employee representative(s) sitting on the Board
- Board members with demonstrated professional experience in the company's sector of activities
- Board members with demonstrated expertise on CSR issues

*- Giulio Fazio, Salvatore Bernabei and Vincenzo Ranieri have professional experience in the electricity generation and distribution segment.
- A Board member worked as head of Safety and Environment for Iberia for Enel Green Power in Spain as well as officer of European Health, Safety and Environment at Enel Green Power in Spain. Besides, another Board member has led delegations to Conventions, Conferences and International Treaties on matters that include the Environment, Antarctica, Disarmament, Non-Proliferation, Ocean Rights and Security.*

Training and expertise provided to board members

Training is provided upon joining the board and through regular updates, including training on CSR issues.

Sustainability risks, settlement of conflict of interests in addition to inclusion, diversity and sustainability policies are addressed within the framework of information and induction activities of new board directors. During induction period, new board members are provided with the company Human Rights Policy; Code of Ethics; Zero Tolerance Corruption Plan, last sustainability report and free competition laws and regulations.

The Board of Directors of the Company approves annually a programme and a schedule of ongoing training and continuous improvement, also taking into consideration any suggestions proposed by the General Manager and the Managers of the areas that may be affected. The subjects for which the Directors will receive training include sustainability risks; main developments that have occurred in the last year in matters of inclusion, diversity and sustainability reports; conflicts of interest and ways in which they can be avoided or resolved in the best social interest. The training may include (a) visits to the main plants of its subsidiaries to enable the Directors to deepen their technical knowledge of the business and (b) external training.

Regular election of Board members

Board members are elected at least every three years and these elections are not staggered.
Board members are eligible for re-election following three-year terms.

Evaluation of Board's functioning and performance

Information obtained from the company and public sources regarding the evaluation of board functioning and performance is insufficient.

Review of CSR issues at Board meeting

Information obtained from the company and public sources regarding the review of CSR issues at board meetings is insufficient.

- Health & safety
- Climate change
- Pollution prevention
- Anti-competitive practices
- Corruption
- Community relations

Regularity of and attendance at Board meetings

Regular meetings are held, but no attendance rates are disclosed.

The Board of Directors should meet at least once every month and whenever the company's business so requires. There should be ordinary and extraordinary meetings.

Name of Board member	Role	Executive	Non executive	Employee representative	Nomination	Audit	Remuneration	Former executive	> 9 years on Board	Stock options	Paid>1/2 executive salary	Represent>3% company's shares	Other	Independency
Hernan Chadwick	Chairman		X											X
Giulio Fazio			X									X		
Salvatore Bernabei			X									X		
Pablo Cabrera			X			X								X
Vincenzo Ranieri			X									X		
Gerardo Jofre			X			X								X
Fernan Gazmuri	AC chairman		X			X								X

CGV2.1 Audit & Internal Controls

(score: 62, weight: 2)



[LISTED COMPANIES] Existence and independence of Audit Committee

All members are independent non-executive directors.

All the three members of the Directors Committee are considered independent.

Skills and backgrounds of Audit Committee members

Members appear to have financial and/or audit experience AND relevant operational experience. In addition, at least a member has CSR skills and experience.

One member of the Committee has led delegations to Conventions, Conferences and International Treaties on matters that include the Environment, Antarctica, Disarmament, Non-Proliferation, Ocean Rights and Security.

Operational and CSR risks covered by the company's internal controls system

The internal control system covers the standard issues related to financial, operational, and legal risks. In addition, the system covers some of the CSR risks inherent to the company's business operations.

- Health & safety
- Climate change
- Pollution prevention
- Anti-competitive practices
- Corruption
- Community relations

- *Climate change: The company considers risks associated with the physical impact of climate change on its operations.*
- *Community relations: The company considers the risk of its power plants facing significant opposition from different groups that may delay their development, increase costs, and tarnish or potentially damage its reputation and image in the eyes of stakeholders.*

Role of the Audit Committee in overseeing internal and external controls

The Directors Committee has a limited role that includes:

- *Oversee internal audit and internal controls*
- *Nominate the statutory auditor*
- *Oversee the work of the external auditor*
- *Approve the type of audit and non-audit services provided and fees paid to the external auditor.*

There is a confidential reporting system in place for accounting issues. The company has an Ethical Channel that allows all its members to confidentially report irregular or inappropriate conduct related to accounting, audit & internal control and other corporate aspects.

Management of the CSR risks

Limited processes dedicated to management of CSR risks appear to be in place:

- Balanced scorecard
- Risk-related training
- Monitoring of key risk indicators
- Reporting system to the Board
- Risk mapping/materiality assessment
- A Board Risk Committee with no executive part of it

The company has identified climate change risk and community relations risk to be material for its operations.

Independence of the firm's external auditors

The audit firm receives non-audit fees, but these represent 50% or less of total fees (although more than 25%).

Non-audit fees represented 47.4% of total fees paid to the independent registered accounting firm in 2016.

Inclusion of CSR issues in the company's reporting

The company publishes significant CSR reporting on key material issues, with an independent third party assessment of the reliability of key performance indicators, with limited/moderate level of the assurance.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

CGV3.1 Shareholders

(score: 51, weight: 2)



Nonexistence of voting rights restrictions

The company respects the "one share - one vote" principle.

Safeguards on transactions with major shareholder(s)

More than half of the board is independent, and in addition, there are additional safeguards in place to monitor transactions between the company and its major shareholder(s).

57% of Board members are considered independent. Moreover, on March 23, 2016, the company's Board of Directors approved a related-party transaction policy which is available in its website. The Chilean law provides that in some cases Board approval would suffice for related party transactions, pursuant to certain related-party transaction thresholds and when such transactions are conducted in compliance with the related party policies defined by the company's Board.

Ability to add items to the agenda of the AGM and to convene an EGM

An EGM can be convened when requested by shareholders representing at least 10% of the issued shares with voting rights. In addition, a 10% share ownership by shareholders is required to add items to the AGM agenda.

Access to voting at General Meetings

There are no major restrictions on shareholders' ability to vote, however there is no possibility of voting through online services.

Ability to vote on relevant issues in separate resolutions at AGM

Not all major items are put to a shareholder vote.

*The following items are not put to a vote at the 2016 AGM:
- Executive remuneration.*

Presentation of CSR strategy to shareholders and investors

The company has presented to shareholders and investors its CSR strategy but this covers a limited part of the most relevant CSR issues.

- Climate change
- Pollution prevention
- Corruption
- Health & safety
- Community relations
- Anti-competitive practices

*- Climate change: The company presented to investors its efforts in terms of development of renewable capacity and investment in environmental improvements in existing thermal plants.
- Community relations: The company presented to investors its efforts in terms of engaging the local communities.*

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

CGV4.1 Executive Remuneration

(score: 14, weight: 2)



[LISTED COMPANIES] Existence and independence of Remuneration Committee No specific committee is in charge of executive remuneration, which might raise concerns.

Disclosure of senior executives' individual remuneration Executive remuneration is disclosed, but on a collective rather than on an individual basis.

Link between Short Term Incentive Plans and the performance of the company Bonuses are said to be linked to predetermined economic and/or operational performance indicators, but these are not disclosed.

Enel Chile has an annual bonus plan for its executives based on achieving objectives and the level of individual contribution to the company's results. This plan defines a bonus range for each management or hierarchical level. Executive bonuses are expressed as a specific number of monthly gross salaries.

Link between the main Long Term Incentive Plan and the performance of the company Information on the rules and performance conditions guiding the allocation of long-term incentives to senior executives is insufficient.

There is no disclosure on the links between variable remuneration of executive and the CSR performance of the company.

Link between variable remuneration and CSR performance of the company

- Health & Safety
- Climate Change
- Pollution Prevention
- Customer Satisfaction
- Other

Severance pay for senior executives Severance pay represents 1 year's base salary or less, in accordance with standards advocated by Vigeo Eiris, although the company does not seek to mitigate these costs. According to Chilean Law, employees holding contracts of indefinite duration are entitled to a basic payment of one-month's salary for each year (or a six month portion thereof) worked, subject to a limit of a total payment of a maximum of 11 months' pay for employees hired after August 14, 1981.

Evolution of CEO-to-employee compensation ratio Information obtained from the company and public sources regarding the compensation of CEO and the average employee salary is insufficient. Employee average wages and salaries increased between 2014 and 2016 by 13% from CLP 44,601 to CLP 50,218. On the other hand, the CEO compensation is not

disclosed.

Stakeholders' feedback

A review of stakeholder sources did not reveal any allegations against the company during the period under review: stakeholders' feedback is neutral

Detailed Scores and Ratings

CURRENT AND PREVIOUS RATINGS

Period	Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance
2018/03	++	+	++	+	++	+
2017/10	+	+	++	+	+	+

SCORES PER DOMAIN

Domain	Average Score	Leadership	Implementation	Results
Environment	53	49	63	35
Human resources	44	53	43	36
Human rights	59	71	55	50
Community involvement	44	52	40	40
Business behaviour (C&S)	52	69	45	41
Corporate governance	43	52	39	39

SCORES PER CRITERIA

Sub-domain	Criterion	Score
Environment 1	1	87
	2	44
	3	84
	4	36
Environment 2	2	20
	4	37
Environment 3	1	40

Sub-domain	Criterion	Score
Human resources 1	1	23
Human resources 2	3	12
	4	67
Human resources 3	2	49

Sub-domain	Criterion	Score
Human rights 1	1	56
Human rights 2	1	58
	4	62

Sub-domain	Criterion	Score
Community involvement 1	1	58
Community involvement 2	1	30

Sub-domain	Criterion	Score
Business behaviour (C&S) 1	3	59
Business behaviour (C&S) 2	4	61
Business behaviour (C&S) 3	1	54
	2	36
	3	57

Sub-domain	Criterion	Score
Corporate governance 1	1	44
Corporate governance 2	1	62
Corporate governance 3	1	51
Corporate governance 4	1	14

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Overview of the latest updates

Date of the latest update	Information updated
2018/07	Carbon & Energy Transition
2018/03	Controversial Activities Screening
2018/03	Controversy Risk Assessment
2018/03	Full ESG profile

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