

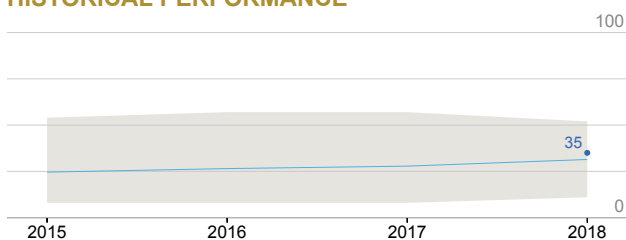
## Company and Sector Performance

### ESG OVERALL SCORE

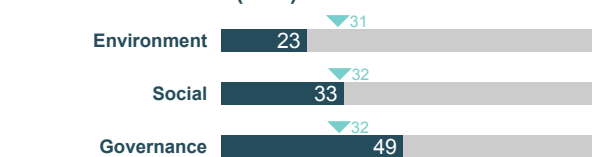


Information rate	57%
sector average	62%
Cooperation level <sup>(2)</sup>	Not responsive
High severity controversies	No
Rank in Sector	17/62
Rank in Region	163/904
Rank in Universe	1252/4482

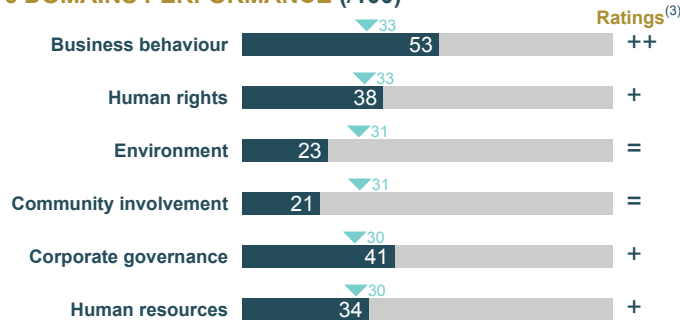
### HISTORICAL PERFORMANCE



### ESG PERFORMANCE (/100)



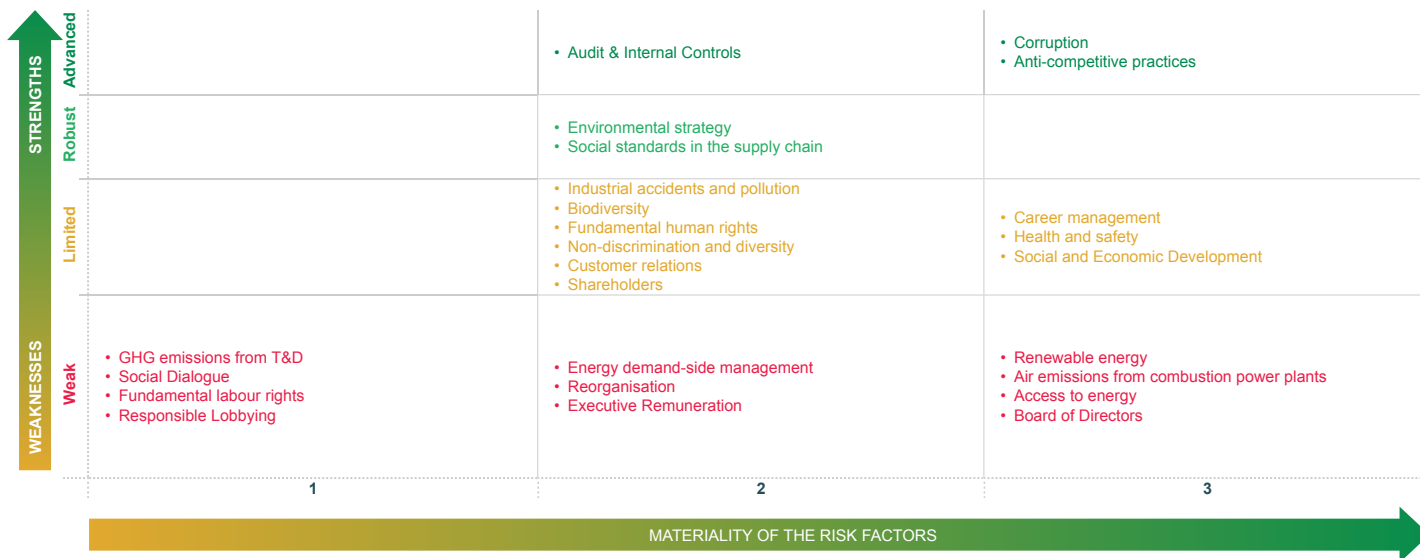
### 6 DOMAINS PERFORMANCE (/100)



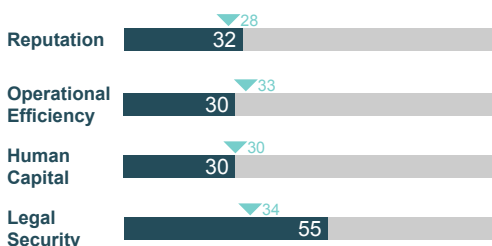
Company inclusion in Vigeo Eiris indices<sup>(4)</sup>: No

## Management of risks and opportunities

### MATERIALITY & PERFORMANCE MATRIX



### RISK MITIGATION INDEX (/100)



### ANALYST FOCUS

TOPIC	COMMENT	TREND
Corruption Prevention	While IEnova operates in a high risk of Corruption country, its Code of Ethics covers the issue extensively and employees are asked to sign compliance with its contents. An ethics hotline has also been established to report breaches to the Code, and these measures help IEnova have an advanced performance in a high risk country.	
Renewable Energy	While no formal commitment can be found, the Company is investing and developing solar plants for the future, to operate in addition to the current wind generation plants.	
Environmental Strategy	IEnova achieves a robust performance related to its Environmental Strategy, mainly thanks to ISO 14001 certifications being allocated across all company sites, and an external auditor has audited IEnova's environmental performance indicators.	

## 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](mailto: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 35/100		Trend	Score	Leadership	Implementation	Results
			<b>Environment</b>			23	10	40	11
E	ENV1.3	3	Renewable energy			19	0	58	0
E	ENV2.4	3	Air emissions from combustion power plants			9	0	19	7
E	ENV1.1	2	Environmental strategy			55	45	65	N/A
E	ENV1.2	2	Industrial accidents and pollution			32	0	58	37
E	ENV1.4	2	Biodiversity			35	30	41	35
E	ENV3.1	2	Energy demand-side management			0	0	0	0
E	ENV2.2	1	GHG emissions from T&D			15	0	44	0
			<b>Human Resources</b>			34	32	41	28
S	HRS2.4	3	Career management			45	44	91	0
S	HRS3.2	3	Health and safety			37	53	33	24
S	HRS2.3	2	Reorganisation			27	0	0	81
S	HRS1.1	1	Social Dialogue			7	0	0	22
			<b>Human Rights</b>			38	41	18	55
S	HRT1.1	2	Fundamental human rights			44	37	30	65
S	HRT2.4	2	Non-discrimination and diversity			40	65	15	41
S	HRT2.1	1	Fundamental labour rights			22	0	0	65
			<b>Community Involvement</b>			21	21	0	42
S	CIN1.1	3	Social and Economic Development			30	41	0	48
S	CIN2.1	3	Access to energy			12	0	0	35
			<b>Business Behaviour (C&amp;S)</b>			53	59	41	60
G	C&S3.1	3	Corruption			69	76	55	77
G	C&S3.2	3	Anti-competitive practices			63	58	55	77
S	C&S1.3	2	Customer relations			35	51	18	36
S	C&S2.4	2	Social standards in the supply chain			52	74	40	43
G	C&S3.3	1	Responsible Lobbying			12	0	0	35
			<b>Corporate Governance</b>			41	56	43	25
G	CGV1.1	3	Board of Directors			27	35	45	0
G	CGV2.1	2	Audit & Internal Controls			76	97	65	65
G	CGV3.1	2	Shareholders			48	58	60	26
G	CGV4.1	2	Executive Remuneration			22	43	0	22

■ 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
COT60PA00038	Celsia	+	++	+	++	+	++	48
BRCMIGACNOR6	Cia Energetica de Minas Gerais	++	++	+	++	+	=	47
CLP371861061	Enel Americas	+	++	++	+	++	+	47
CLP3710M1090	Enel Generacion Chile	++	++	+	+	+	=	45
MA0000011439	Lydec	+	++	+	+	+	=	44
BRELPLDBS0S2	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
<b>MX01IE060002</b>	<b>IEnova</b>	<b>=</b>	<b>+</b>	<b>+</b>	<b>=</b>	<b>++</b>	<b>+</b>	<b>35</b>
BRTIETCDAM15	AES Tiete	+	+	=	=	=	=	34
CLP3615W1037	Colbun	=	+	=	=	=	+	34
KR7015760002	Kepco	=	+	+	=	=	=	34
BRTRPLACNOR4	CTEEP	=	=	+	=	=	=	33
VIGEIRIS0387	Enel Brasil	=	=	+	+	+	-	33
PLENERG00022	Energa	+	+	=	=	=	=	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	Eletrobras	=	=	+	=	+	=	30
ID1000111602	Perusahaan Gas Negara	=	=	=	=	=	=	30

Position versus sector peers		Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance	Overall Score
MYL534700009	Tenaga Nasional	=	=	-	+	=	++	30
PHY0001Z1040	Aboitiz Equity Ventures	=	=	-	=	=	+	29
HK0836012952	China Resources Power Holdings	=	=	=	=	=	+	29
PLPGER000010	Polska Grupa Energetyczna	=	=	=	-	+	+	29
MA0000012205	Taq Morocco	=	=	=	=	=	=	29
PLTAURN00011	Tauron Polska Energia	=	=	=	+	=	+	29
KYG8972T1067	Towngas China	=	=	-	=	+	=	29
MYL467700000	YTL Corp	=	=	+	=	=	=	29
PHY0005M1090	Aboitiz Power	=	=	=	=	=	+	28
CNE100000HD4	China Longyuan Power Group	+	=	-	=	-	+	28
CNE100000WS1	Huaneng Renewables	+	=	-	=	=	=	28
BRTAECDAM10	Transmissora Alianca de Energia Eletrica	=	=	+	=	=	-	28
MYL674200000	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

IEnova is a Mexican company which builds, develops and operates energy infrastructure in Mexico. It owns electric and natural gas utilities and wholesales through two segments: its gas segment which distributes, transports

and stores natural gas, LP gas and ethane; and its Electricity segment which owns and operates electric energy generation projects.

## Selected financial data

Key data	Revenues	EBIT	Employees
2017	USD 1,166,526m	N/A	930
2016	USD 717,894m	N/A	877
2015	USD 613,041m	N/A	639
2014	N/A	N/A	581
2013	N/A	N/A	469

Main shareholders	2018
Sempra Energy	66.4%
Vontobel Asset Management, Inc.	2.3%
JPMorgan Asset Management (UK) Ltd.	1.5%

Geographical Breakdown	Turnover 2017	Employees
Mexico	100%	N/A

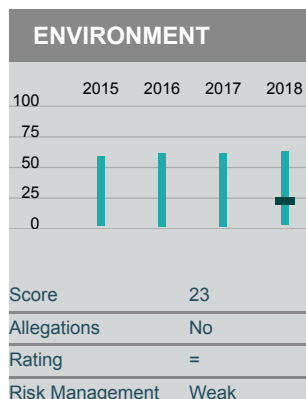
Main economic segment	Turnover 2017
Gas	82.5%
Electricity	8.5%
Corporate	9%

## Selected ESG Indicators

	2017	2016
Non-executive Board member(s) responsible for CSR issues	No	N/A
Executive remuneration linked to CSR performance	No Info	N/A
Ratio of payments to employees vs. shareholders (3-year trend)	N/A	N/A
Percentage of independent Board members	36	N/A
Percentage of women on Board	9	N/A
Percentage of women in Executive team	17	N/A
Percentage of women in workforce	27	N/A
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
Involvement in armament	No	N/A
Transparency on payment of tax	Partial	Partial
Management of social risks in supply chain	Robust	N/A
Carbon factor (3-year trend)	N/A	N/A

## CSR performance per domain

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



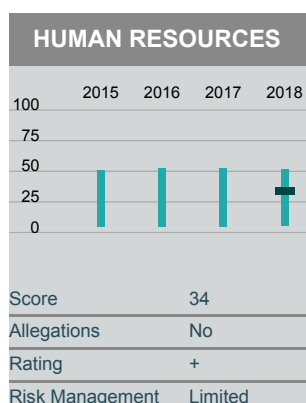
### Key issues

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

- IEnova's performance in the Environment domain is weak in absolute terms.

- While IEnova has an Environmental Policy in place, it specifically addresses only a few topics - notably biodiversity- . ISO 14001 certifications seem to be in place in order to uphold the Company's commitment to environmental protection, and these are in place for all company operations. When it comes to the development of renewable energies, IEnova seems to be developing solar plants, whilewind energy represented 38% of its current installed capacity in 2017. Finally, IEnova does not seem to comprehensively report on relevant KPIs for the Environment domain such as GHG emissions or energy consumption from its transmission and distribution networks.



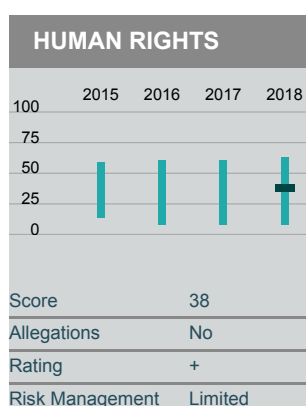
### Key issues

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

- IEnova's performance in the Human Resources domain is limited in absolute terms.

- While 'Labour Relations' and ' Responsible Reorganisations' are left unaddressed, many comprehensive policies to address 'Career Management' by the Company. Indeed, 100% of personnel undergoes annual performance evaluations, and training hours per employee have increased over the past five years. 'Health and Safety' issues are managed through OHSAS 18001 certifications in most of company sites, and injury frequency rates have decreased in the past years; however, no information is disclosed regarding mental health management.



### 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.

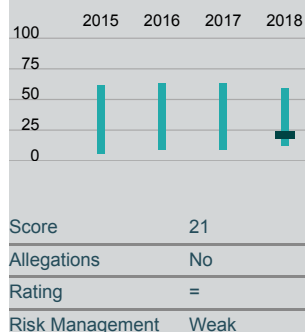
### Company performance

- IEnova's performance in the Human Rights domain is limited in absolute terms.

- While 'Fundamental Labour Rights' are left unaddressed, 'Fundamental Human Rights' and 'Diversity' are addressed in IEnova's Code of Ethics. The only measure in place found in corporate literature are grievance mechanisms in place for all stakeholders to report breaches to the Code of Ethics, and information on other measures such as audits, impact assessments or awareness raising is not disclosed. Finally, diversity indicators on women in management have increased over the past five years.



**COMMUNITY INVOLVEMENT**



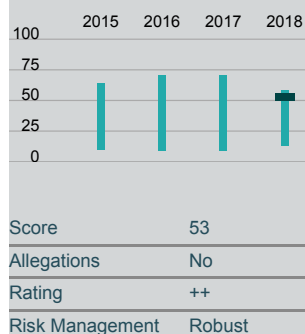
**Key issues**

Electricity and gas transmission companies' main responsibilities in the Community Involvement domain is promoting access to energy in developing countries through collaborative projects with relevant stakeholders, and capacity building. In their regions of operations, electricity and gas transmission companies should deal with the disruptive impacts of their operations through the evaluation and monitoring and promote the local social and economic, through social programmes and the reinforcement of the local content of operations. Finally, it is fundamental that distribution companies implement relevant measures for poor households to avoid disconnections through initiatives that may include raising awareness on energy consumption and energy efficiency among their customers.

**Company performance**

- IEnova's performance in the Community Involvement domain is weak in absolute terms.
- Despite a formalised commitment to 'Local Social and Economic Development' in the Code of Ethics, no relevant measures such as grievance mechanisms or social development programmes seem to be in place to address this issue. 'Access to energy and prevention of fuel poverty' issues are left unaddressed by the Company. Finally, IEnova reports partially on taxes paid, and does not not operate in any location considered the OECD as not compliant enough on tax transparency rules.

**BUSINESS BEHAVIOUR (C&S)**



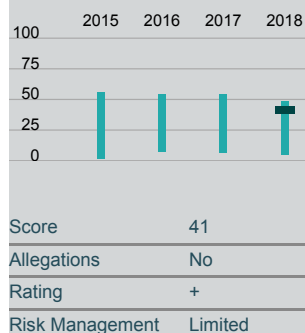
**Key issues**

Electric & Gas Utilities and Transmission companies operate in regulated markets where risks and opportunities are shaped by regulatory frameworks and reforms. Thus, these companies are frequently involved in the political processes, highlighting the importance of issues such as lobbying and prevention of corruption and of conflicts of interest. With the increasing competition, companies may also be tempted to violate competition rules. 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**

- IEnova's performance in the Business Behaviour domain is robust in absolute terms.
- IEnova achieves robust performances in 'Corruption' and 'Anti-Competition' prevention, mainly thanks to its 'Code of Ethics' and other policies, as well as a system to ensure that employees are made responsible for preventing these issues. When it comes to 'Social factors in the supply chain', the Company issues a relevant Code of Conduct for Suppliers and sets up supplier support and supplier questionnaires to address this issue. Finally, while IEnova has a target in place to address 'Responsible Customer Relations', nothing is disclosed on measures such as training of sales force or information on customer rights other than customer satisfaction surveys, and there is no disclosure of related KPIs.

**CORPORATE GOVERNANCE**



**Key issues**

Corporate governance is critical to ensuring that a well-functioning system of checks and balances protects the interests of all of the company's stakeholders. The effectiveness of the Board of Directors is a key issue to be addressed: this can be gleaned from information on Board composition (independence and competencies) and its way of functioning (regularity of Board meetings, evaluation of performance). Other important corporate governance factors include the effectiveness of the Audit and Internal control system, the protection of Shareholders Rights and the establishment of Executive Remunerations which align executives' and company's interests.

**Company performance**

- IEnova's performance in the Corporate Governance domain is limited in absolute terms.
- Less than half of the Board members are considered independent, and the CEO and Chairman roles are combined. The Audit Committee seems to have a comprehensive role for monitoring financial, operational and legal risks, and the internal control system seems to cover CSR issues. With respect to shareholders rights, IEnova respects the "one share - one vote" principle, however it has anti-takeover devices in place. Finally, all elements of executive remuneration are disclosed, but on a collective rather than on an individual basis, and no information is disclosed on rules guiding executives variable remuneration.



## CSR performance per criterion

### Detailed Analysis

<b>Environment</b>	<b>11</b>
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
<b>Human resources</b>	<b>22</b>
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
<b>Human rights</b>	<b>30</b>
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
<b>Community involvement</b>	<b>36</b>
CIN1.1 Promotion of the local social and economic development	36
CIN2.1 Promotion of access to energy and prevention of fuel poverty	38
<b>Business behaviour (C&amp;S)</b>	<b>40</b>
C&S1.3 Responsible Customer Relations	40
C&S2.4 Integration of social factors in the supply chain	42
C&S3.1 Prevention of corruption	44
C&S3.2 Prevention of anti-competitive practices	46
C&S3.3 Transparency and integrity of influence strategies and practices	48
<b>Corporate governance</b>	<b>50</b>

CGV1.1	Board of Directors	50
CGV2.1	Audit & Internal Controls	52
CGV3.1	Shareholders	54
CGV4.1	Executive Remuneration	55

 Involvement in allegations     Involvement in allegations with evidence of corrective measures

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Environment

Score: 23

ENV1.1 Environmental strategy

(score: 55, weight: 2)



Visibility of commitment to environmental issues

The company has issued a formalised commitment to environmental protection in its Environment Policy.

Relevance of environmental strategy

The company commits to the majority of its responsibilities in terms of environmental protection:  
- Protection of biodiversity

Relevance of climate change strategy

The company does not disclose any commitment to tackle climate change.

- INTEGRATED or GENERATION – Development of renewable energy
- THERMAL – Management of greenhouse gas emissions from Generation activities
- INTEGRATED or T&D – Management of energy consumption and GHG emissions from Transmission & Distribution activities
- INTEGRATED or T&D – Energy demand-side management and promotion of customers' energy savings

Ownership of commitment

The commitment applies throughout the company, supported by senior management.

The policy is authorized by the director of Regulations and Compliance.

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

IEnova has ISO 14001 certifications in place. Additionally, Deloitte performed an independent verification on its relevant sustainability indicators according to the Sustainability Reporting Standards.

Coverage of certified environmental management systems

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

IEnova states that all its operating sites are covered by ISO14001 certifications.

**Carbon factor**

Information obtained from the company and public sources regarding the company's carbon factor (CO2kg/MWh) is insufficient.

*The Company does not report total energy generation numbers.*

<b>Leadership</b>	<b>45</b>
Visibility	65
Relevance	43
Ownership	30

<b>Implementation</b>	<b>65</b>
Means & resources	35
Coverage	100

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

(score: 32, weight: 2)



**Relevance of commitments on pollution prevention and control**

The company does not disclose any commitment to pollution prevention and control.

**Means allocated to pollution prevention and control**

No information is available on resources allocated to pollution prevention and control, however the company has ISO14001 certified sites.

- risk assessment/ identification studies
- training (including contractors)
- pollution control audits
- implementation of risk prevention procedures (emergency plans, simulation exercises)

**Coverage**

The company has allocated resources to pollution prevention and control throughout the company.

*IEnova states that all its operating sites are covered by ISO14001 certifications.*

**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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

**Rehabilitation of polluted soil**

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

<b>Leadership</b>	0	<b>Implementation</b>	58	<b>Results</b>	37
Relevance	0	Means & resources	30	Trends	37
		Coverage	100		

**ENV1.3 Development of renewable energy**

(score: 19, weight: 3)



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

The company does not disclose any commitment on developing renewable energy.

**Installed capacity in renewable energy sources**

The company's installed capacity in renewable sources represented 0.704 MW in 2017 which corresponds to 38% of the Company's total installed capacity. This share stands above the sector average.

**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)

Of note, the company is developing solar energy plants for the future.

**Performance**

Information regarding the share of energy generated from renewable sources in the company's total generation mix is insufficient.

Leadership	0
Relevance	0

Implementation	58
Means & resources	65
Scope	30

Results	0
Performance	0

ENV1.4 Protection of biodiversity

(score: 35, 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

Managerial tools allocated to integrate biodiversity in the management of operations

The company has implemented some measures to identify its impacts and integrate biodiversity in the management of its operations such as:

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

*- Before starting a project, all necessary environmental studies are done to measure the impacts on related ecosystems.*

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

Coverage of local measures allocated to protect biodiversity on operation sites

The company has implemented these measures in a majority of relevant sites or



operations

**Results with regard to biodiversity protection**

Information obtained from the company and public sources regarding biodiversity indicators on its sites of operations 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.

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>30</b>
Relevance	30

<b>Implementation</b>	<b>41</b>
Means & resources	30
Coverage	65

<b>Results</b>	<b>35</b>
Performance	65
Trends	0

ENV2.2

Management of energy consumption and GHG from Transmission & Distribution activities

(score: 15, weight: 1)



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

The company does not disclose any commitment with regard to its network energy efficiency.

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 implemented some means to improve its network energy efficiency and reduce 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

- IEnova monitors and registers emissions produced in operative units.

Coverage

The company's measures cover the majority of its network.

Energy consumption of the gas T&D network

The company does not disclose quantitative data on energy consumption of the gas T&D network.

Greenhouse Gas emissions linked to gas T&D activities

The company does not disclose quantitative data on GHG emissions related to the company's gas Transmission & Distribution activities.

Leadership	0	Implementation	44	Results	0
Relevance	0	Means & resources	30	Performance	0
		Coverage	65		

ENV2.4

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

(score: 9, weight: 3)



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

The company does not disclose any commitment to improving thermal power plants' efficiency and reducing related air emissions.

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

Information obtained from the company and public sources regarding means allocated to improve the company's power plants' efficiency is insufficient.

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

The company has a minor involvement in 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

- Different systems are in place for natural gas turbines generation sites to reduce emissions, such as a catalytic reducer system to minimize CO emissions and a selective catalytic system to control NOx.

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

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)

The company does not disclose quantitative data on its thermal carbon factor.

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

Information obtained from the company and public sources regarding emissions of substances responsible for acid rain is insufficient.

Other emissions: Particulates, Mercury emissions

The company does not disclose quantitative data on other emissions.

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>0</b>
<b>Relevance</b>	<b>0</b>

<b>Implementation</b>	<b>19</b>
Means & resources	0
Scope	30
Coverage	65

<b>Results</b>	<b>7</b>
Performance	7

ENV3.1 Energy demand-side management

(score: 0, weight: 2)



Relevance of commitment related to Energy demand-side management

The company does not disclose any commitments related to Energy demand-side management.

Means dedicated to Energy demand-side management programmes

Information obtained from the company and public sources regarding means allocated to Energy demand-side management programmes is insufficient.

- 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

Scope of means dedicated to Energy demand-side management

Information obtained from the company and public sources regarding means allocated to Energy demand-side management programmes is insufficient.

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

Coverage of measures allocated to Energy demand-side management

Information obtained from the company and public sources regarding the percentage of customers covered by Energy demand-side management measures is insufficient.

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.

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<b>Leadership</b>	<b>0</b>	<b>Implementation</b>	<b>0</b>	<b>Results</b>	<b>0</b>
Relevance	0	Means & resources	0	Trends	0
		Scope	0		
		Coverage	0		

Human resources

Score: 34

HRS1.1 Promotion of labour relations

(score: 7, weight: 1)



Visibility of commitment on the promotion of labour relations

The company does not disclose any commitment to promote labour relations.

Relevance of commitment on the promotion of labour relations

The company does not disclose any commitment to promote labour relations.

Ownership of commitment

The company does not disclose any commitment to promotion of labour relations.

Coverage of employee representative bodies

Information obtained from the company and public sources regarding the percentage of sites where employee representation structures are in place is insufficient.

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.

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*



**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.

<b>Leadership</b>	<b>0</b>
Visibility	0
Relevance	0
Ownership	0

<b>Implementation</b>	<b>0</b>
Means & resources	0
Scope	0
Coverage	0

<b>Results</b>	<b>22</b>
Performance	22

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**HRS2.3 Responsible management of reorganisations**

(score: 27, 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.

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

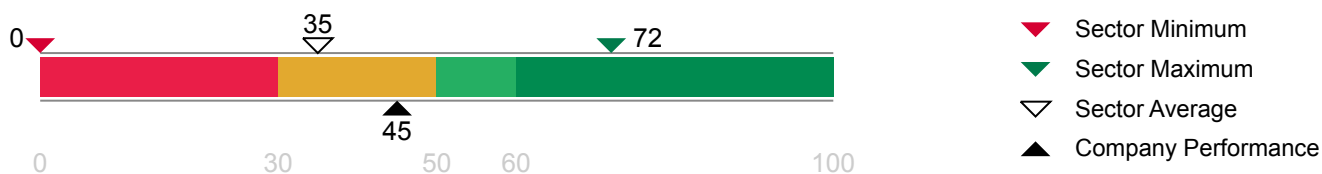
**Result of the company's commitment to manage reorganisations responsibly**

*Employment has increased over the past three years, and no evidence of reorganisations has been found.*

<b>Leadership</b>	0	<b>Implementation</b>	0	<b>Results</b>	81
Relevance	0	Means & resources	0	Performance	81
Ownership	0	Coverage	0		

**HRS2.4 Career management and promotion of employability**

(score: 45, weight: 3)



**Visibility of commitment**

The company has issued a largely publicised, formal commitment to promote career management and training which is publicly available in its:

*Professional Development Support Policy, Talent Attraction Policy, Performance Evaluation Policy and Training Policy.*

**Relevance of commitment**

The company's commitment to promoting career management and training only addresses part of its 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 HR is not part of the company's Board or Executive Committee. However line managers are evaluated on their performance in terms of HR management.

**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 and career counselling interviews.

- All vacancies within the company must be notified to Human Resources department, and different factors will be considered to fill in these positions internally, such as knowledge on the vacant position, performance evaluation results, certified skills useful for the vacant position and the increase in responsibilities. All employees promoted must receive an induction on their new position
- Salary increases and positions are subject to the results of the annual performance evaluation. This covers both full time employees and employees working on projects.

**Coverage of career management systems**

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

*IEnova states that 100% of its personnel has performance evaluations annually.*

**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 provides training and tools required for employees to adapt to their*

current positions, improve their performance and develop opportunities. Other trainings include leadership, systems, health & safety and human development.

**Means allocated to training for all employees**

The average number of training hours per employee has increased over the past three years by 23%, to stand at 40.4 hours of training per employee in 2017.

**Mobility / turnover**

Voluntary turnover rate has increased by 8 percentage points over the past three years, to stand at 13% in 2017. This figure currently stands above sector average.

**Training delivered during the year under review**

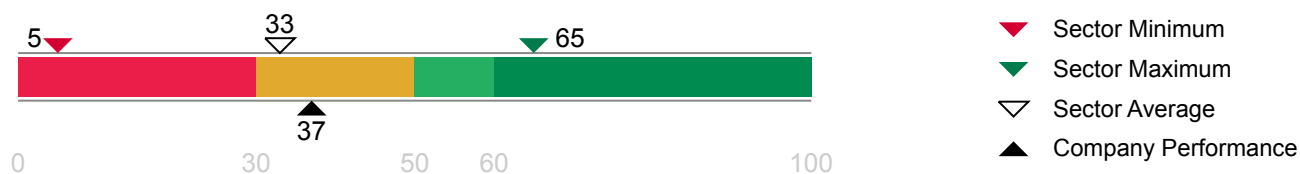
The company does not report on the total percentage of employees having received training over the course of the year under review.

Leadership	44	Implementation	91	Results	0
Visibility	100	Means & resources	100	Performance	0
Relevance	30	Scope	65		
Ownership	30	Coverage	100		

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**HRS3.2 Improvement of health and safety conditions**

(score: 37, 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:

*Safety Policy and its Health Policy. The Company states that all contractors must contractually comply with all of IEnova's health & safety policies and documents.*

**Relevance of commitment on the improvement of health and safety conditions**

The company's commitment addresses its main 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.

**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

*The Company has been OHSAS 18001 certified at most of its sites. Additionally, IEnova provides training to its employees on health & safety issues, monitors the number of accidents and fatalities,*

**Coverage of health and safety system**

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

*OHSAS 18001 certifications cover 8 out of 12 currently operating sites, including gas distribution, gas terminals, natural gas terminals, storage sites, electricity plants and wind-power sites.*

**Means allocated to reduce stress at work**

Information obtained from the company and public sources regarding means

allocated to reduce stress is insufficient.

- 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

**Coverage of means allocated to reduce stress at work**

Information obtained from the company and public sources regarding the percentage of employees that benefit from means allocated to address stress at work is insufficient.

**Accident frequency rate**

- Total recordable injury frequency rate has decreased by 54% over the past three years, to stand at 0.58 in 2017.  
- Lost-time injury frequency rate has decreased by 71% over the past three years, to stand at 0.17 in 2017.

**Accident severity rate**

The company does not disclose quantitative data on accident severity rates.

**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'**

The company does not disclose quantitative data on subcontracted labour accident severity rates.

**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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

Leadership	53
Visibility	65
Relevance	65
Ownership	30

Implementation	33
Means & resources	32
Coverage	32

Results	24
Performance	24

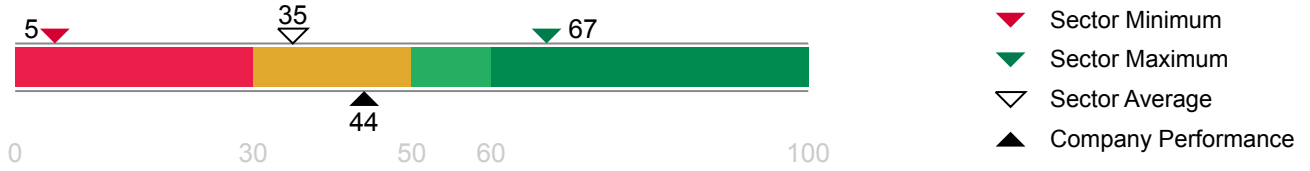


Human rights

Score: 38

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

(score: 44, weight: 2)



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

The company has issued a formalised commitment to respect and promote human rights in society in its 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 is general.

- 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

The Company states that it lines up itself with the statements in the Universal Declaration of Human Rights.

Ownership of commitment

The commitment applies throughout the company, supported by senior management.

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

The company has set up a basic 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

All breaches of the Code of Ethics are to be reported confidentially to supervisors or to the Corporate Ethics Committee or Human Resources.

Coverage

The company has set up such systems in parts of its operations, including in some

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high-risk areas 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.

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>37</b>
Visibility	65
Relevance	30
Ownership	30

<b>Implementation</b>	<b>30</b>
Means & resources	30
Coverage	30

<b>Results</b>	<b>65</b>
Performance	65

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

(score: 22, weight: 1)



**Visibility of commitment**

The company does not disclose any commitment to freedom of association and the right to collective bargaining.

**Relevance of commitment**

The company does not disclose any commitment to freedom of association and the right to collective bargaining.

- 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 company does not disclose any commitment to freedom of association and the right to collective bargaining.

**Monitoring**

It is not clear what steps the company takes to ensure that freedom of association is respected throughout the company's operations (e.g.: through external verification, risk mapping, audits, etc.)

- 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.

**Promotion of collective bargaining**

Information obtained from the company and public sources regarding measures in place to inform employees about their trade union rights is insufficient.

**Coverage**

Information obtained from the company and public sources the percentage of the company where such labour rights systems and programmes are in place 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.

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

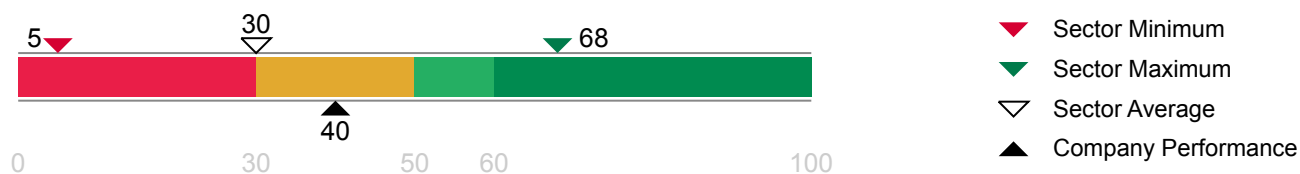
<b>Leadership</b>	<b>0</b>
Visibility	0
Relevance	0
Ownership	0

<b>Implementation</b>	<b>0</b>
Means & resources	0
Coverage	0

<b>Results</b>	<b>65</b>
Performance	65

**HRT2.4 Non-discrimination**

(score: 40, weight: 2)



**Visibility of commitment on non-discrimination**

The company has issued a formalised commitment to non-discrimination in its Code of Ethics.

**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.

**Means allocated to non-discrimination**

The company has set up basic 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

All breaches of the Code of Ethics are to be reported confidentially to supervisors or to the Corporate Ethics Committee or Human Resources.

**Coverage**

Although the company has set up monitoring and/or whistleblowing systems, the company has not gone beyond that to implement programmes to promote diversity in its operations.

**Results in terms of gender distribution**

The share of women in management positions, including presidency, vice-presidents, directors and managers, has increased non-continuously by 6.6 percentage points from 2013 to 2017, to stand at 27.1% of the total share in 2017.

**Results in terms of employment of disabled persons**

The company does not disclose quantitative data on performance indicators such as the share of disabled persons in the total workforce.

**Stakeholders' feedback**

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

As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver

<b>Leadership</b>	<b>65</b>
Visibility	65
Relevance	100
Ownership	30

<b>Implementation</b>	<b>15</b>
Means & resources	30
Coverage	0

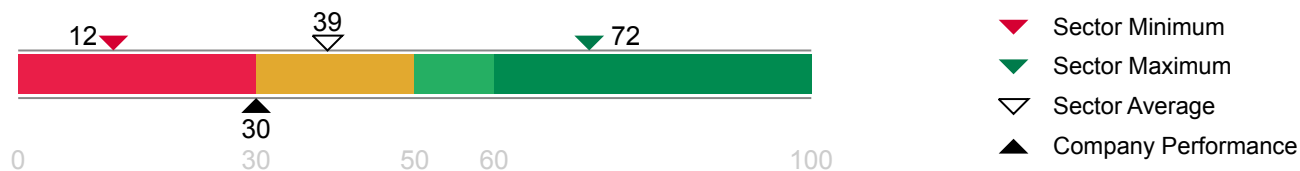
<b>Results</b>	<b>41</b>
Performance	65
Trends	32

Community involvement

Score: 21

CIN1.1 Promotion of the local social and economic development

(score: 30, 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.*

Relevance of commitment

The company's commitment to promote local social and economic development is general.

- 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.

Means allocated

Information obtained from the company and public sources regarding programmes in place to support social and economic development in the areas in which it operates is insufficient.

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

*Of note, IEnova has a foundation which does donations and voluntary practices to help its neighbouring communities.*

Geographical coverage

Information obtained from the company and public sources regarding the percentage of sites where such programmes are in place is insufficient.

Performance trend

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

*In 2017, 53% of produce was acquired locally, compared to 56% in 2016 and 80%*



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

**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’ or in jurisdictions considered by the OECD as not compliant enough on tax transparency rules.*

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

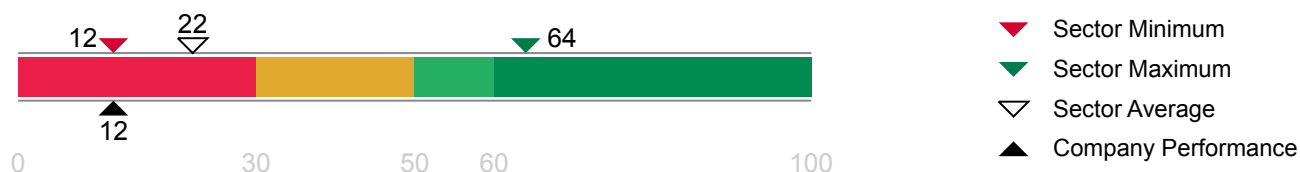
<b>Leadership</b>	<b>41</b>
Visibility	65
Relevance	30
Ownership	30

<b>Implementation</b>	<b>0</b>
Means & resources	0
Coverage	0

<b>Results</b>	<b>48</b>
Performance	65
Trends	0

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

(score: 12, weight: 3)



**Visibility of the commitment on the promotion of access to energy**

The company does not disclose any commitment to address the access to energy in developing countries

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

- The company does not disclose any commitment to address the access to electricity in developing countries
- 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 company does not disclose any commitment to access to energy and/or fuel poverty

**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

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**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**

Information obtained from the company and public sources regarding measures allocated to address the fuel poverty issue is insufficient.

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

**Coverage of the measures implemented to address fuel poverty**

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

**Performance trend - Access to energy**

The company does not disclose indicators on access to energy.

**Performance trend - Fuel poverty**

Information obtained from the company and public sources regarding the quantitative outcomes of the company's projects related to "fuel poverty" is insufficient to determine a trend.

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>0</b>
Visibility	0
Relevance	0
Ownership	0

<b>Implementation</b>	<b>0</b>
Means & resources	0
Coverage	0

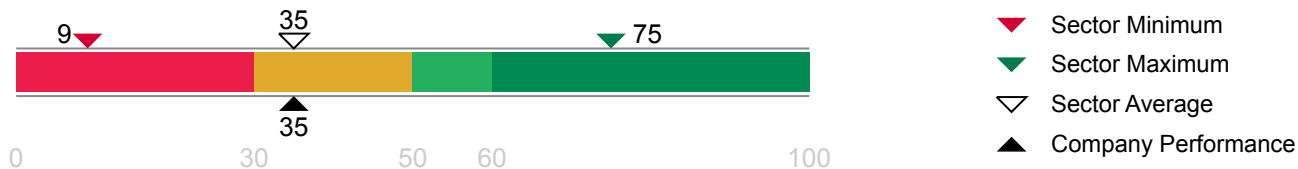
<b>Results</b>	<b>35</b>
Performance	46
Trends	0

Business behaviour (C&S)

Score: 53

C&S1.3 Responsible Customer Relations

(score: 35, 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.), and has set specific targets.

*The Company aims to achieve over 90% score on its customer satisfaction survey.*

Relevance of commitment on responsible customer relations

The company's commitment is general.

- 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.

Means allocated to ensure responsible customer relations and respect contractual agreements

The company has implemented a few 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)

*- Customer satisfaction surveys are applied to clients of Distribution and Transport of natural gas.*

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

*There is no evidence that these measures cover all customers.*

Complaints management system

Information obtained from the company and public sources regarding complaints management system is insufficient.

**Customer satisfaction**

Customer satisfaction has remained stable over the past three years.

*This figure stood at 92% in 2017.*

**Results on service continuity on electricity networks**

The company does not disclose quantitative data on performance indicators regarding service continuity.

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

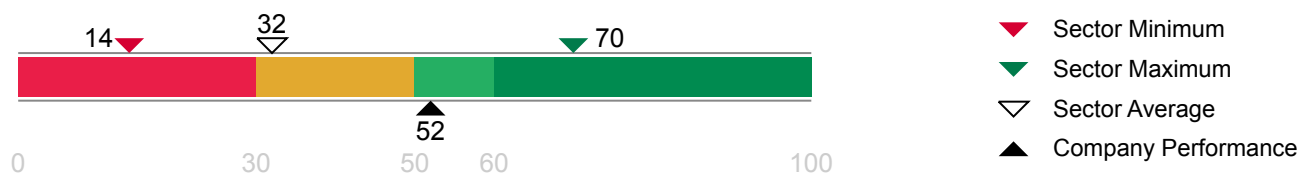
<b>Leadership</b>	<b>51</b>
Visibility	100
Relevance	30
Ownership	30

<b>Implementation</b>	<b>18</b>
Means & resources	13
Coverage	30

<b>Results</b>	<b>36</b>
Performance	36

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

(score: 52, weight: 2)



**Visibility of commitment**

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

*Code of Conduct for Providers.*

**Relevance of commitment**

The company's social requirements for suppliers address all 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.

**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

- Suppliers must contractually agree with some of the social issues established by the company, most notably those related to Health & Safety and all of the issues covered in the Code of Conduct for Providers.  
 - IEnova is currently applying a survey on the minimum desired sustainability parameters for its suppliers.  
 - The Company is training its providers in topics related to corporate ethics through its event "IEnova and its suppliers together for the sustainability in the supply chain".  
 - Of note, while there is no evidence of IEnova training its employees in charge of purchasing, the Company does have a comprehensive 'Policy on Purchases' that covers social issues in the supply chain.

**Audits of suppliers/contractors**

Information obtained from the company and public sources regarding social audits of suppliers/subcontractors is insufficient.

**Coverage of the means allocated**

*There is no evidence that these measures cover the main suppliers.*

**Coverage of the social audits**

Information obtained from the company and public sources regarding the percentage of the company's suppliers covered by social audits is insufficient.

**Transparency on social compliance in the supply chain**

The company does not disclose quantitative data on the share of social non-compliance in the supply chain.

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

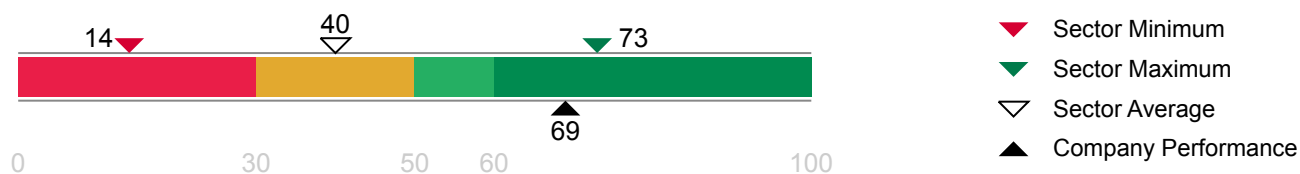
<b>Leadership</b>	<b>74</b>
Visibility	65
Relevance	100
Ownership	30

<b>Implementation</b>	<b>40</b>
Means & resources	50
Coverage	15

<b>Results</b>	<b>43</b>
Performance	43

C&S3.1 Prevention of corruption

(score: 69, 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 its Conflicts of Interest and Independency Policy.

Relevance of commitment on the prevention of corruption

The company's commitment to preventing corruption addresses its main responsibilities, referring to recognised standards:

- 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.

Involvement of employees in the prevention of corruption

The company has instituted a system to ensure that relevant employees are made personally responsible for preventing corruption.

Employees are made to sign the Code of Ethics declaring to consent with its contents and to comply with them, as well as report any breaches. Additionally, all employees are required to finish the training on Corporate Ethics whenever IEnova asks them to.

All employees that have either direct or indirect contact with authorities must undergo the certification on anti-corruption process. During 2017, 100% of employees identified to be relevant to this standard received this training.

Means allocated to the prevention of corruption

The company has set up reporting systems 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

*All breaches of the Code of Ethics are to be reported confidentially to supervisors or to the Corporate Ethics Committee or Human Resources.*

**Coverage of the means allocated to the prevention of corruption**

The measures implemented cover all significant parts of the company.

**Transparency on corruption suspicions raised through the employee reporting system**

*The company explicitly states that there were no corruption incidents reported internally during 2017, 2016 or 2015.*

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

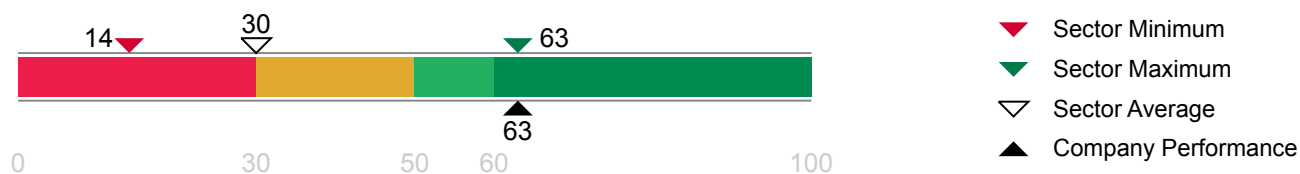
<b>Leadership</b>	<b>76</b>
Visibility	65
Relevance	100
Ownership	30

<b>Implementation</b>	<b>55</b>
Means & resources	65
Coverage	30

<b>Results</b>	<b>77</b>
Performance	77

C&S3.2 Prevention of anti-competitive practices

(score: 63, 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.

Involvement of employees in the prevention of anti-competitive practices

The company has instituted a system to ensure that relevant employees are made personally responsible for preventing anti-competitive practices.

*Employees are made to sign the Code of Ethics declaring to consent with its contents and to comply with them, as well as report any breaches. Additionally, all employees are required to finish the training on Corporate Ethics whenever IEnova asks them to.*

Means allocated to the prevention of anti-competitive practices

The company has set up reporting systems 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)

*All breaches of the Code of Ethics are to be reported confidentially to supervisors or to the Corporate Ethics Committee or Human Resources.*

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

The measures implemented cover all significant parts of the company.

*All breaches of the Code of Ethics are to be reported confidentially to supervisors or to the Corporate Ethics Committee or Human Resources.*

**Reporting**

*The company explicitly states that there were no antitrust incidents reported internally during 2017, 2016 or 2015.*

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>58</b>
Visibility	65
Relevance	65
Ownership	30

<b>Implementation</b>	<b>55</b>
Means & resources	65
Coverage	30

<b>Results</b>	<b>77</b>
Performance	77

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

(score: 12, weight: 1)



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

Information on the company's commitment to ensuring transparency and integrity of lobbying practices is insufficient.

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

The company does not disclose any commitment to 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 company does not disclose any commitment to ensuring transparency and integrity of lobbying practices.

**Involvement of employees**

Information regarding the involvement of employees in ensuring transparency and integrity of lobbying practices is insufficient.

**Measures allocated towards transparency and integrity of influence strategies and practices**

Information regarding measure allocated to ensure transparency and integrity of lobbying practices is insufficient.

- 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

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

Information regarding the percentage of the company covered by such controls and

measures is insufficient.

**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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

<b>Leadership</b>	<b>0</b>
Visibility	0
Relevance	0
Ownership	0

<b>Implementation</b>	<b>0</b>
Means & resources	0
Coverage	0

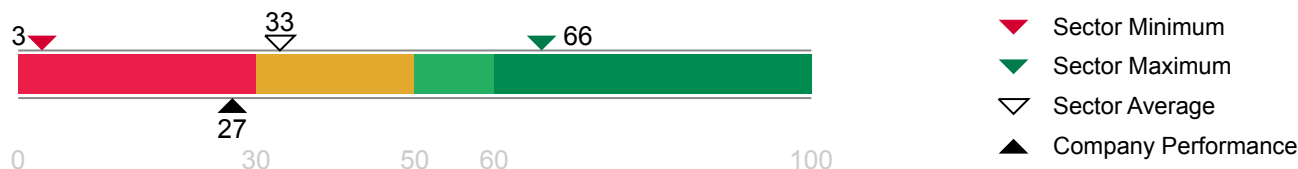
<b>Results</b>	<b>35</b>
Performance	35

Corporate governance

Score: 41

CGV1.1 Board of Directors

(score: 27, weight: 3)



**[LISTED COMPANIES] Existence and independence of Nomination Committee**

All members are non-executive directors and the majority, including the committee's chairman, are independent.

*Four members of the 5-member Societal Practices Committee are considered independent.*

**Independence of the Board Chairman**

The roles of Chairman and CEO are combined and there is no senior independent director.

**Responsibility allocated over CSR issues**

The Head of CSR department/functions reports directly to the CEO/Board.

*An Ethics Committee exists at management level, which is in charge of checking compliance and reports of violations to the Code of Ethics, and report to the Audit Committee and the Administration Council.*

**Share of independent shareholder-elected Board members**

[LISTED COMPANIES] The Board is between 34 and 50% independent, which is less than the recommended level.

*Four members of the 11-member Administration Council 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

*Members of the Administration Council show professional experience in other companies in the Energy cluster, such as SoCalGas, Sempra Energy and Sempra Renewables. In particular, Sempra Renewables is focused on renewable energy generation, and the director involved was in charge of development, acquisitions, finance, construction and operations.*

**Training and expertise provided to board members**

Information obtained from the company and public sources regarding training provided to board members is insufficient.

**Regular election of Board members**

Information obtained from the company and public sources regarding the regular election of board members is insufficient.

**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

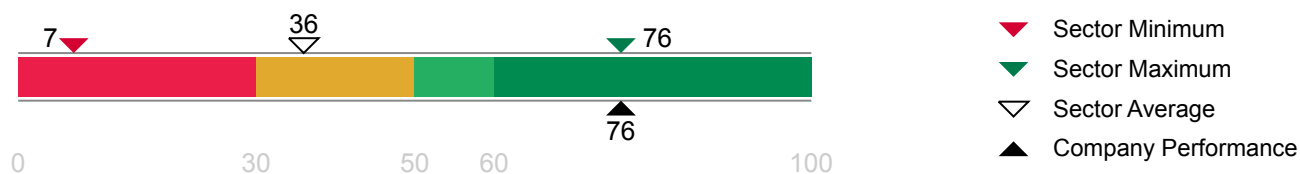
**Regularity of and attendance at Board meetings**

Information obtained from the company and public sources regarding the regularity of and attendance at board meetings is insufficient.

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
Carlos Ruiz	President	X												
José Julián Sidaoui			X		X	X	X							X
Jefferey Davidow	Societal Practices President		X		X	X	X							X
Aarón Dytcher	Audit President		X		X	X	X							X
Alberto Mulás			X		X	X	X							X
Joseph Householder		X			X		X						Not considered independent by the Company	
Martha Brown			X										Not considered independent by the Company	
Peter Wall			X										Not considered independent by the Company	
Fasiel Khan			X										Not considered independent by the Company	
Dennis Arriola			X										Not considered independent by the Company	
Kevin Sagara			X										Not considered independent by the Company	

**CGV2.1 Audit & Internal Controls**

(score: 76, weight: 2)



**[LISTED COMPANIES] Existence and independence of Audit Committee**

All members are independent non-executive directors.

**Skills and backgrounds of Audit Committee members**

Members appear to have financial and/or audit experience AND relevant operational experience.

**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 most of the CSR risks inherent to the company's business operations.

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

*Some risks described by the company are:*  
 - The Company is subject to a great amount of disposition related to the environment, health and safety that can become stricter in the future and might generate more responsibilities and require more investments in actives.  
 - The Company cannot predict the impact that legal, regulatory or social responses to climate change might have on its activities.  
 - The Company might be adversely affected by violations to different anti-corruption laws applied at a global level.

**Role of the Audit Committee in overseeing internal and external controls**

There is a confidential reporting system in place for accounting issues. In addition, the Audit Committee has a comprehensive role that includes:

- Oversee internal audit and internal controls
- Review accounting policies and be responsible for updates
- 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

*Employees can report violations to the Code of Ethics to their supervisor, Corporate Ethics Committee or Human Resources through an established hotline. Answers and questions related to accounting, internal controls or auditing will be sent to the Internal Audit Área.*

**Management of the CSR risks**

Although the company has set up some measures, it has not gone beyond that to integrate CSR risks in its overall strategy.



- 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

**Independence of the firm's external auditors**

The audit firm receives non-audit fees, but these represent only 25% or less of total fees.

*Non-audit fees represented 24.5% of total fees paid to Galaz, Yamazaki, Ruiz Urquiza, S.C. in 2017*

**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 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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

CGV3.1 Shareholders

(score: 48, weight: 2)



**Nonexistence of voting rights restrictions**

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

**Nonexistence of anti-takeover devices**

Anti-takeover devices have been identified.

*While the Company has a controlling shareholder (Sempra Energy), it makes reference to anti-takeover devices in its Annual Report. In particular, the Administration Council has to approve of any mayor transaction in its shares that would change the shares structure in IEnova in regards to a change in control of the Company.*

**Safeguards on transactions with major shareholder(s)**

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

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

No major restrictions have been identified.

**Access to voting at General Meetings**

There are no major restrictions on shareholders' ability to vote, and it is possible to vote using online services.

**Ability to vote on relevant issues in separate resolutions at AGM**

Information obtained from the company and public sources, regarding which items are customarily put to a vote at the AGM, is insufficient.

**Presentation of CSR strategy to shareholders and investors**

The company' s CSR strategy has not been presented to shareholders and investors.

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

**CGV4.1 Executive Remuneration**

(score: 22, weight: 2)



**[LISTED COMPANIES] Existence and independence of Remuneration Committee**

All members are non-executive directors, and the majority, including the committee's chair, are independent.

*Four members of the 5-member Societal Practices Committee are considered independent.*

**Disclosure of senior executives' individual remuneration**

[LISTED COMPANIES] 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**

There is no disclosure on what rules guide the company in allocating bonuses and other short-term incentives to senior executives.

**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.

**Link between variable remuneration and CSR performance of the company**

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

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

**Severance pay for senior executives**

Information obtained from the company and public sources regarding severance pay for senior executives is insufficient.

**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.

**Stakeholders' feedback**

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

*As of 07/2018, IEnova did not appear to be involved in any controversy related to this sustainability driver*

## Detailed Scores and Ratings

## CURRENT AND PREVIOUS RATINGS

Period	Environment	Human resources	Human rights	Community involvement	Business behaviour (C&S)	Corporate governance
2018/08	=	+	+	=	++	+

## SCORES PER DOMAIN

Domain	Average Score	Leadership	Implementation	Results
Environment	23	10	40	11
Human resources	34	32	41	28
Human rights	38	41	18	55
Community involvement	21	21	0	42
Business behaviour (C&S)	53	59	41	60
Corporate governance	41	56	43	25

## SCORES PER CRITERIA

Sub-domain	Criterion	Score
Environment 1	1	55
	2	32
	3	19
	4	35

Environment 2	2	15
	4	9
Environment 3	1	0

Sub-domain	Criterion	Score
Human resources 1	1	7
Human resources 2	3	27
	4	45
Human resources 3	2	37

Sub-domain	Criterion	Score
Human rights 1	1	44
Human rights 2	1	22
	4	40

Sub-domain	Criterion	Score
Community involvement 1	1	30
Community involvement 2	1	12

Sub-domain	Criterion	Score
Business behaviour (C&S) 1	3	35
Business behaviour (C&S) 2	4	52
	1	69
Business behaviour (C&S) 3	2	63
	3	12

Sub-domain	Criterion	Score
Corporate governance 1	1	27
Corporate governance 2	1	76
Corporate governance 3	1	48
Corporate governance 4	1	22

## Contacts

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## Overview of the latest updates

Date of the latest update	Information updated
2018/08	Carbon & Energy Transition
2018/08	<b>Full ESG profile</b>