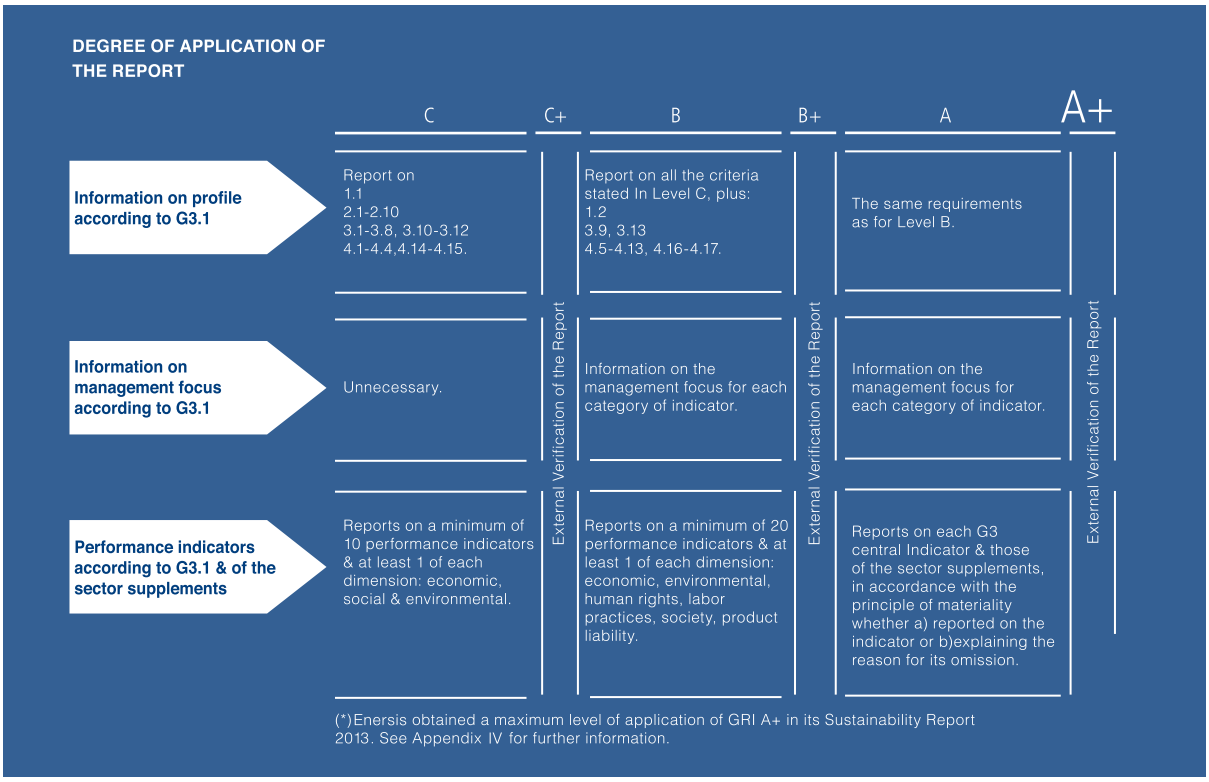
Sustainability Report

Sustainability Report
Enersis

2013

enersis

DEGREE OF APPLICATION OF THE REPORT



(*)Enersis obtained a maximum level of application of GRI A+ in its Sustainability Report 2013. See Appendix IV for further information.

2013 Enersis Sustainability Report

Index

Enersis History

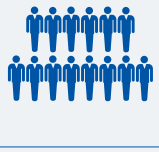
1981

On June 19 the Compañía Chilena de Electricidad S.A. created a new shareholding structure originating a parent company and three affiliates.

Compañía Chilena de Electricidad S.A

1985 a 1987

The privatization process starts in 1985, through a series of shares public offers and concluded in 1987, when the AFP (Pension Fund Administrating companies), company workers institutional investments and thousands of small shareholders are incorporated to the company.



1987

The Company Board of Directors proposed a division of the different activities of the parent company. Four affiliates were created that allowed managing them as business units with their own objectives, thus, expanding the company activities. The Compañía Chilena Metropolitana de Distribución Eléctrica S.A. with this, went on to have the nature of an investment company.

1988

On August 1, one of the companies started from the division changed their trade name by Enersis S.A.

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1988

The company was divided into five business units, which were the start of five affiliates- Chilectric and Rio Maipo were in charge of electric distribution; Manso de Velasco concentrated engineering and electric construction and real estate administration; Synapsis is involved in the IT and data processing; Diprel focused on providing procurement and commercialization services to the producer.

1992

- Enersis acquired 60% and the control of the generating company Central Costanera, currently Endesa Costanera, located in Buenos Aires, Argentina.
- The company was awarded 51% of the Empresa Distribuidora Sur S.A., Edesur, company that distributes electric energy in the Province of Buenos Aires, Argentina.

1993

In July, Enersis bought the generating company Hidroeléctrica El Chocón, located in the Province of Neuquén and Rio Negro, Argentina.

1994

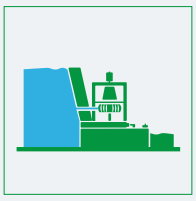
- In July, Enersis acquired in US$ 176 million, 60% of the shareholding equity of the Empresa de Distribución Eléctrica de Lima Norte S.A., Edelnor, in Peru. It also acquired Edechancay, another electric distribution company in such country that was later absorved by the first.
- At the year closing, Enersis acquired an additional 7.9% of the shareholding equity of Endesa Chile, reaching 17.2% of the property

1995

- Enersis acquired an additional 39% in Edesur, becoming its controller.
- Additionally it acquired the generating company Edegel in Peru.

1996

- Enersis reached 25.28% of the shareholding equity of Endesa Chile.
- Enersis acquired the company Agua Potable lo Castillo S.A. in Chile,
- Enersis entered the Brazilean market acquiring an important part of the shares of the current Ampla Energía e Serviços S.A. that distributes electric power in the cities of Rio de Janeiro and Niteroi.
- Enersis acquired 99.9% of the Central Huidroeléctrica de Betania S.A. E.S.P. in Colombia.



1997

- Enersis acquired for US$715 million, 78.9% of Centrais Eléctricas Cachoeira Dourada, in Brazil.
- The company acquired 48.5% of the property of Codensa S.A., E.S.P., in US$1,226 million, company that develops the electric distribution business in the city of Bogota and in the Department of Cundinamarca, Colombia. In turn, it acquired 5.5% of the Empresa Eléctrica de Bogotá.
- Enersis acquired for US&951 million, 75% of Emgesa, Colombian generating company and a 5.5% additional amount of the Empresa Eléctrica de Bogotá S.A.
- Endesa S.A. (Spain) bought 32% of Enersis.

1998

- Enersis acquired 89% and took control of the Companhia Energética de Ceará S.A., company that distributes electricity in the north east of Brazil, in the State of Ceará, in US$868 million,
- Enersis reached 100% of the ownership of Aguas Cordillera, in Santiago de Chile.
- Enersis was awarded control through the acquisition of 40% of the ownership of Esval, in the Valparaiso Region.

1999

- Endesa S.A. (Spain), took control of Enersis, on acquiring an additional stock package corresponding to 32% of the shares, which located its total share in 64%.
- Enersis acauired 35% more of Endesa Chile, which made it the controlling entity, becoming one of the main private electric companies in Latin America.

2000

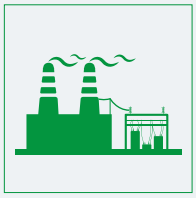
Enersis sold its affiliates Transelec, Esval, Aguas Cordillera and real estate assets in US$1,400 million.

2001

Important investments were made for US$364 million to increase Chilectra's company equity in Chile; US$150 million in the acquisition of 10% of the Edesur company equity, in Argentina, percentage that was in the hands of company workers: US$132 million to increase participation in the Brazilian company Ampla: US$23 million to increase 1.7% of the company equity share of Distrilima in Peru.

2002

Enersis was awarded in Brazil the Fortaleza Thermoelectric Power Plant in the State of Ceará. Additionally it started commercial operations of the second phase of electric interconnection between Argentina and Brazil, CIEN, completing transmission capacity of 2,100 MW between both countries.



2003

Assets were sold for US$257 million, operation that included the generating power plant Canutillar and the electric distributor Río Maipo, both in Chile.

2005

The affiliate Endesa Brasil S.A. was incorporated with all assets it has in Brazil it's the Enersis Group and Endesa Internacional (currently Endesa Lataméricai) CIEN, Fortaleza, Cachoeira Dourada, Anpla, Investluz and Coelce.

2006

- The Termocartagena power plant was bought for US$142 MW) in Colombia.
- Elesur and Chilecta are merged through absorbing the latter for the first.
- The merger of Edegel and Etevensa is materialized, the latter is affiliate of Endesa Internacional (currently Endesa Latinoamérica S.A.) in Peru.
- Endesa Chile, ENAP, Metrogas and GNL Chile signed the agreement that defines the structure of the Liquid Natural Gas Project (GNL), in which Endesa Chile participates with 20%

2007

- The company Centrales Hidroeléctricas de Aysen S,.A. (HydroAysen) was incorporate.
- Te merger of the Colombia generation companies, Emgesa and Botanie was completed.
- Enel S.p.A and Acciona S.A. took control of Enersis, through Endesa S.A. and Endesa Internacional S.A. (currently Latinoamérica S.A.)

2009

- The companies Acciona S.A and Enel S.p.A. announced an agreement through which ACCIONA S.A. direct or indirectly, transfer to ENEL ENERGY EUROPE S.A. 25.01% ownership of Endesa S.,A. of the Endesa S.A. ownership. Thus, ENEL ENERGY EUROPE S.A. controlled 100% by Enel S.p.A. will be title holder of 92.06% of the company capital of Endesa S.A.
- Endesa Chile acquired 29.3974% of its Peruvian generation affiliate, Edegel. Thus, the company went on to have, directly or indirectly, 62.46% of the Edegel shares.
- Enersis S.A. acquired 153,255,366 shares representing 24% of the company equity of its Peruvian affiliate, Edelnor, at a price of 2.72 Soles per share. With this operation, the shareholding participation, direct or indirectly, of Enersis S.A. in Edelnor increased from 33.53% to 57.53%,

2010

Enersis accepted the offer presented by the company Graña y Montero S.A. to acquire the overall total of the market share it has, direct and indirectly, in its affiliate Compañía Americana de Multiservicios Limitada, CAM, similarly, it accepted the offer presented by Riverwood Capital L.P. for the acquisition of the overall total it has, direct and indirectly, in its affiliate Synapsis Soluciones y Servivcios IT, Ltda.

2013

- Capital Increase. With a historical result for this type of operations in the local market, the Enersis shareholders subscribed a total of approximately US$6,022 million, placing 100% of the available shares for capital increase.
- Today Enersis is one of the largest private electric companies in Latin America in terms of consolidated assets and operating income, which has been achieved through stable and balanced growth in its electric businesses: generation, transmission and distribution.

Message by the Chairman and the General Manager [1.1]

Dear friends,

The growth of our operations is grounded on a management based on transparency and ethical principles, which includes environmental protection and social development, with the object of ensuring sustainability.

Pursuant to these principles, for the fourth consecutive year we have published our Sustainability Report, a document which accounts for our commitment toward sustainable development, not as a focus on isolated actions, but as part of the fundamental strategy of the company.

Additionally, in this version we have decided to make a greater effort and in addition to making public our management approach and that of our generation and distribution affiliate companies in Chile—Endesa Chile and Chilectra—we have broadened our outlook to include the countries where we have direct and indirect participation in South America: Argentina, Brazil, Colombia, and Peru.

We are the leading multi-national electricity company in South America and we are backed by Endesa (Spain) and the Enel Group. Our long-term stakes imply conducting a business and investment strategy in an atmosphere of cooperation with the various public and private players and sectors of society in strict compliance with the legislation in place in each country, and adding value to our shareholders.

2013 was a significant year for the growth targets set by the Enersis Group. The capital increase process was concluded in March with the acquisition of 100% of the available shares, whereby over US$6 billion were subscribed between the assets under the Cono Sur Corporation from Endesa (Spain) and cash collected from the remaining minority shareholders. This was a historical operation in the local market, since it is the greatest capital increase carried out in the country to date, which strengthened the financial structure of the Group and at the same time imposed upon us the task of evaluating and monitoring investment opportunities for acquiring assets or minority participations in companies where we are already shareholders. This is always with the object of adding value to our shareholders and leveraging the sustained growth of the company.

In view of this we have been cautious and responsible in the use of funds. We have every intention to grow strongly, but paying the right price for every investment made. To this end, we must find out the adequate market value, as any money we transfer to other companies is money owned by our shareholders.

However, we have already taken a first step. We are talking about the significant result we obtained in the Voluntary Public Offer for Acquisition of Stock (OPA) aimed at minority shareholders from our Brazilian affiliate company Companhia Energéticado Ceará (Coelce), disclosed on January 14, 2104 and concluded on February 17, this year.

Enersis acquired a total of 11,783,080 shares representing 15.13% of the stock of said company, thereby directly and indirectly attaining 74% ownership of Coelce. It should be noted that both during the offer and bidding process, Enersis did not increase the offered price because it estimated that the premium offered was adequate and the most beneficial for the corporate interests of the company.

It is also in our interest to grow and do so in a sustainable manner: advancing in the development of new generation projects in Chile and South America; materialize the projects that have already been approved, and successfully sort the commissioning of projects as emblematic as the El Quimbo Hydroelectric Plant, owned by our Colombian affiliate company, Emgesa.

The latter is no doubt a relevant project for the company, but it also makes a contribution toward the social and economic development of the region and Colombia; a

contribution in terms of employment during the construction and subsequent operation, industrial development, road infrastructure and connectivity, that will continue to serve the population, in addition to energy supply safety and stability of the electricity system, which will see significant improvement.

This is in addition to the execution of a comprehensive socio-environmental management plan in benefit of the surrounding communities, under which compensation measures have been implemented, improved land reassignments, lands for providing the families a means of production that will bolster their income, training in production activities, psycho-social support, and capital for developing their projects, among other actions put forth by the Emgesa social team for the benefit of the communities surrounding a project of such a great magnitude.

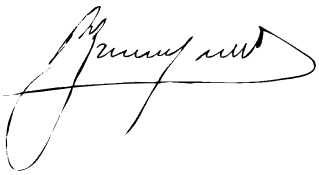
This reflects the objective of the Enersis Group of safeguarding the feasibility and sustainability of all its projects; with this in mind, we have generated new ways to relate, communicate and sustain dialogue with the diversity of stakeholders according to their specific characteristics and focusing on early integration with the communities where we operate.

This is our vision for growth: sustainable growth even when we have faced a scenario with complexities of various forms. The drought has affected a good portion of the countries where we operate, and specifically in Chile, it has affected us for the fourth year in a row.

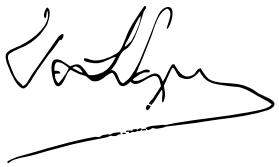
Another point of impact has been the projects affected by court cases within a scenario where the energy requirements of the region continue to rise on a sustained basis.

We need to grow our generation capabilities to prevent this scenario from impacting the end user and making universal access to electrical power feasible, taking into account that there are about 30 million people in Latin America lacking this resource that seems so mundane and global.

As a company, we understand that all societies have aspirations of development and require the energy resources for it. It is our intent to support this growth by providing clean, safe, and sustainable energy on a long-term-commitment basis.



Pablo Yrarrázaval Valdés
Chairman



Ignacio Antoñanzas Alvear
General Manager

Endesa España subscribed the

Enersis capital increase.

Capital increase was carried out successfully

Enersis shareholders subscribed a total of approximately US$ 6,022 million. This has been the largest capital increase operation carried out to date in the country.

Enersis ended the company simplification within the framework of capital increase. It acquired the company shares that had been contributed by Endesa España **as payment for the capital increase shares.**

Enersis surpassed 14 million clients

in electric energy distribution in South America, meaning an increase of 3.5% in comparison to 2012.

11,574 workers

in Argentina, Brazil, Chile, Colombia and Peru.

Installed capacity:

15,858 MW.

Generated electric energy:

60,083 GWh.

Energy distribution sales:

75,443 GWh.

Energy sales Generation:

69,386 GWh.

Endesa Chile and British Gas

Reached an agreement in main aspects relating to the

GNL supply contract.

Edelnor inaugurated the Huarangal Substation.

Enersis, Fundación Integra and Desafío inaugurated rebuilt nursery schools in the Biobío and Metropolitan Regions

Nursery schools had suffered serious damages due to the February 27, 2010 earthquake.

Emgesa Placed Bonds for a total of **US$294 million** at 6 and 12 years.

The first unit optimizing the **Cadena Salaco** was commissioned.

Capital increase of Endesa Costanera was carried out.

Endesa Chile was awarded bid to **supply regulated clients.**

Edelnor and the Peruvian Government electrified the Valley of the Chillón River. Electricity with this project reached 42 communities and 2,500 families were benefited.

El Quimbo Project registered **57% progress.**

Ampla launched electric mobility project in Buzios, unit that forms part of the Smartcity Búzios Project.

Supérate Awards:
Enersis Group and "Qué Pasa Magazine" recognized schools showing the best progress in Simce Reading and Mathematics tests.

Eepsa commissioned new **thermal power plant in Piura,** with a new effective power of 180MW.

The electric transmission line project Punta Alcalde was submitted to the **Environmental Assessment Process.**

External recognitions [2.10]

Ignacio Antoñanzas chosen "2013 International CEO of the Year" by Latin Trade Group

The Enersis General Manager, Ignacio Antoñanzas was awarded the 2013 International CEO of the Year Award, for "driving the noticeable expansion of one of the largest private electricity multi-nationals in Latin America", according to what Latin Trade Group specified. Since 2005 to 2012, the EBITDA of the Enersis Group has gone from US$2,277 million to US$4,075 million, showing 79%, growth almost tripling growth of electric demand. The award was granted by the business publication Latin Trade (distributed in the United States and Latin America) jointly with the Inter-American Development Bank.

Enersis' Chief Legal Counsel is singled out in Ranking Leading Lawyers

Enersis' Chief Legal Counsel, Domingo Valdés, got second place in the Leading Lawyers ranking, which includes the most prestigious attorneys in Santiago. This recognition was prepared by the "Qué Pasa" Magazine along with the consulting company Idealis - Legal Recruitment. It considers in its assessment the votes own peers and in the case of Domingo Valdés, it corresponds to the Company (Empresa) Category.

The Enersis Group in Top 5 Corporate Sustainability Index

Assessed according to the different categories and criteria such as efficiency and innovation, Enersis Group Corporate Management in Chile was recognized thanks to the second place Endesa Chile obtained and the fourth place was given to Chilectra. The ranking corresponds to a study prepared by the digital magazine The Note, which is a publication developed by the Capital Magazine.

Enersis Group Ranks No. 11 de "The Best Companies for Mothers and Fathers that Work"

The recognition was given for the management performed in 2013 in reference to work and family conciliation projects. The ranking is prepared by the Fundación Chile Unido and the Ya Magazine of the El Mercurio newspaper and has been considered a reference point in this matter.

Labor flexibility, economic supports and conciliation practices were some of the topics assessed, fields where the Enersis Group focuses its on-going efforts through a series of initiatives that focus on having happy, motivated and committed work with the organization.

Enersis Group receives Model Certification in Crime Prevention

Enersis Group obtained the certification of the Criminal Risk Prevention Model, which is under the framework of Law 20,393 that establishes the criminal responsibility of companies. The certification validates the functioning of the Model regarding mitigating risks according to policies, procedures, team competencies and resources available according to the size, complexity and exposure of the company operations.

Enersis Group Companies get certification as Family Responsible Companies

The companies of the Enersis Group in Chile got certification as a Family Responsible Company under the efr I 1000 - 1 Standard, edition 3, achievement that ratifies the company's maturity and solidness reached in this matter.

Chilectra y Endesa Chile are awarded in the RSE Prohumana Ranking

Consolidating a leadership position, the companies of the Enersis Group, Chilectra and Endesa Chile, ranked second and tenth, respectively in the IX RSE 2013 ranking organized by the Prohumana Foundation and the Qué Pasa Magazine, a recognition that underscores the best companies in matters pertaining to Entrepreneurial Social Responsibility.

National Industries Association (Sociedad Nacional de Industrias) awards Edegel

The SNI granted Edegel the Recognition to Organizations with a Certificate Management System, an award that seeks to weight companies such as Edegel to foster other organizations in optimizing their processes, in order to promote global competitiveness in Peru.

Chilectra among one of the best companies to work in Chile

The award of the XIII Great Place to Work Ranking, jointly with the El Mercurio newspaper, allocated Chilectra in No. 35 of the best companies to work in the country.

Ventanilla Thermal Power Plant gets AENOR certification

The Ventanilla Thermal Power Plant has obtained the reduction certification of close to 2.5 TCO_2e by the Spanish Association of Normalization and Certification (AENOR, Asociación Española de Normalización y Certificación) within the framework of its project Clean Development Mechanism (MDL, Mecanismo de Desarrollo Limpio), associated to the Kyoto Protocol and that is registered in the TÜV Blue Registry. On complying with its last step, the entrance of Edeget to the Coal Voluntary Market will be formalized.

Emgesa is recognized in matters pertaining to Sustainability

Emgesa received a special recognition in the 2013 Bibo Awards, due to its commitment to the environment, in preserving and restoring forests, preserving water resources and the search for alternatives to achieve energy efficiency in the country.

Huinay Foundation obtains FONDECYT funds for unprecedented study on the Patagonian Ecosystems

The scientists of the Fundación San Ignacio del Huinay obtained more than $134 million from the National Scientific and Technological Development Fund (Fondecyt, Fondo Nacional de Desarrollo Científico y Tecnológico). Resources will be allocated to an unprecedented project that will allow extending the knowledge of species and ecosystems forming the rich marine biodiversity of the Chilean Patagonian Fjords, from Puerto Montt to Cape Horn, in order to generate a base that allows understanding their evolution and favoring their preservation.

Endesa Chile receives recognition from the Chilean CIGRÉ Committee.

Endesa Chile received recognition from the International Council of Large Electrical Networks (CIGRÉ, Consejo Internacional de Grandes Redes Eléctricas) for its on-going collaboration to the task developed by the organization in the country. This recognition was given within the framework of the sixth version of the 2013 International CIGRÉ Bienal (Bienal Internacional CIGRÉ 2013). The International Council of Large Electric Networks is an international and on-going nonprofit non-government entity, founded in France in 1921 and that that has the objective of developing and exchanging knowledge and information among the technical specialists of different countries within the scope of high voltage electricity production and transportation.

Endesa Chile is recognized as a new associate of the Corporation for the Development of the Atacama Region (CORPROA, Corporación para el Desarrollo de la Región de Atacama)

The Corporation for the Development of the Atacama Region (CORPROA, Corporación para el Desarrollo de la Región de Atacama) Corporation recognized Endesa Chile welcoming it as a new member, within the context of its Institutional Relationship Plan in the Region of Atacama. CORPROA is a non-profit corporation of a private nature that gathers entrepreneurs and companies of different productive and services activities.

Chilectra receives Seal of Energy Efficiency (Sello de Eficiencia Energética)

Chilectra received the Seal of Energy Efficiency granted by the Ministry of Energy to promote the efficient use of energy among its clients and to have an energy efficiency policy that is disseminated throughout the company, successfully implementing a series of initiatives from its everyday activities, such as the reduction of losses and the decrease of energy consumption in it commercial offices and administrative facilities.

Chilectra receives Amcham Award for 'Good Entrepreneurial Citizen', Associativity Mention

The company was recognized by the Chilectra Lectorship Program (Programa Cátedra Chilectra), initiative developed within the framework of the RSE Strategic Plan and that has the objective of favoring employability of young students in the specialty of electricity from technical-professional educational facilities.

Chilectra gets first place in 2013 Iddeo

The award was granted for the project ActiRed – Self-Configuration in the Colina Medium Voltage Network ("ActiRed - Autoreconfiguración de la red MT Colina"). This distinction recognized the innovations created and implemented by the company workers, and that achieve a positive impact in the services operation.

Chilectra gets first place in the Corporate Creative Cultures Ranking

Award granted by the Universidad del Desarrollo, along with MMC Consultores and the Newspaper Pulso, in which the Chilectra policies in the promotion of innovation and creativity of its workers were underscored.

Chilectra receives recognition from the National Safety Council (Consejo Nacional de Seguridad)

During the 2013 first semester the company was recognized by the National Safety Council for its on-going effort in matters pertaining to safety and risk prevention, a distinction that is given to companies that achieve reducing in 25% or more the frequency index.

Coelce achieves second place in Service Quality

Coelce ranked second among the distributors in what relates to service quality in the country, according to the ranking disclosed by the National Agency of Electric Energy (Aneel, Agencia Nacional de Energía Eléctrica).

Emgesa receives IR Seal by the Stock Exchange

Emgesa was recognized with the IR (Investor Relations) Seal by the Colombian Stock Exchange within the framework of the annual Asobolsa (Asociación de Comisionistas de Bolsa de Colombia) Congress. This recognition that is given for the first time in Colombia, it was obtained due to the task performed by the company in increasing its relevant information standards towards investors and the financial community.

Fitch Ratings increased Emgensa's international rating

Fitch Ratings increased Emgensa's international rating from "BBB-" to "BBB" with a stable perspective (local currency and foreign currency). It also ratified AAA as Emgensa's Long-Term National Rating and for its issues in local bonds. The decision is based on the company's solid performance, the robust cash flow generation and low to moderate leveraging expectations after the complete start of the El Quimbo commercial operation.

Coelce chosen 3rd as the best distributor in Brazil

Coelce was chosen as the 3rd Best Energy Distributor in Brazil and for the 8th consecutive year as the Best of the Northeast. Ampla is among the 4 best companies in Management Quality and went from 19th to 15th in the national 2013 national ranking.

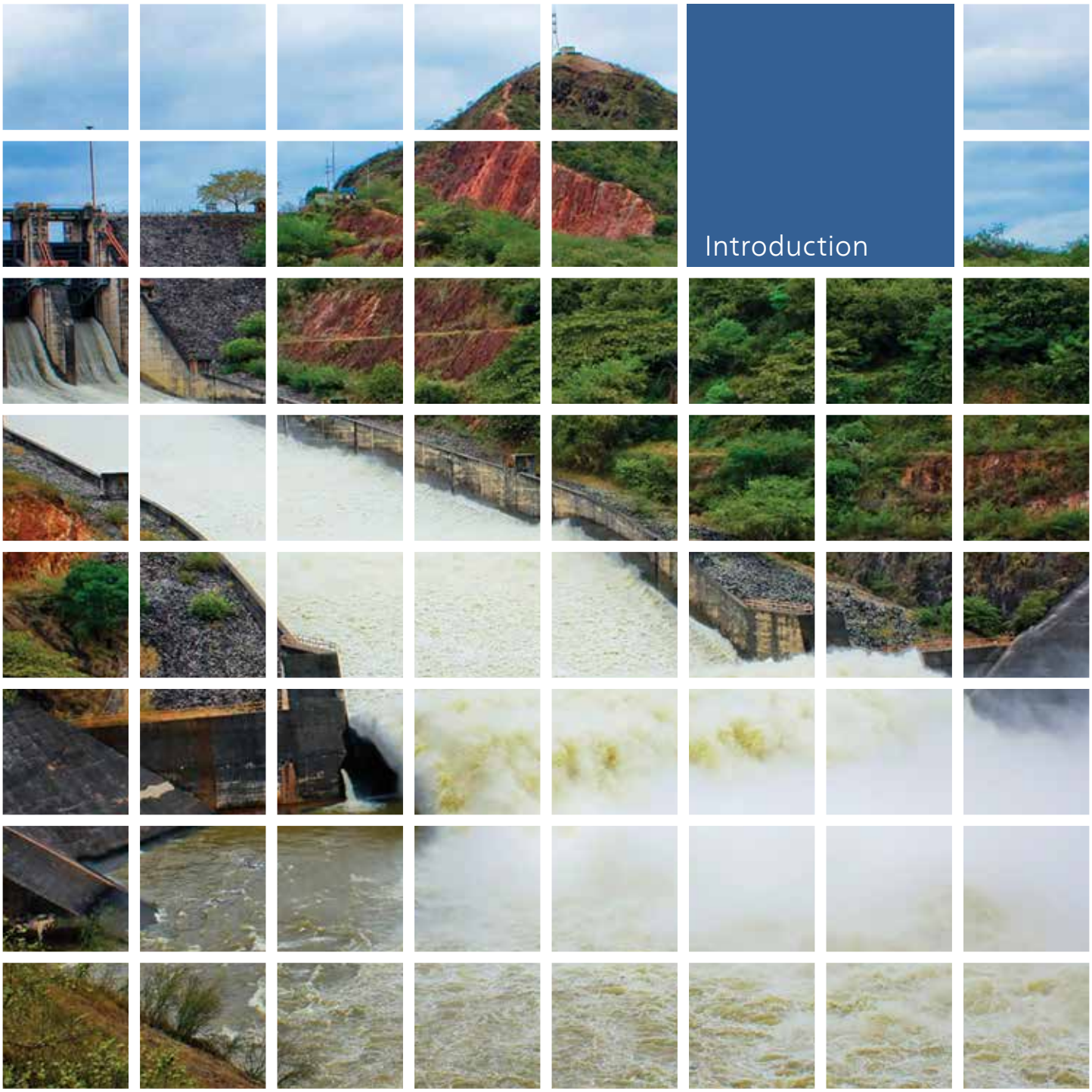
Enersis wins award "Deal of the Year" in the "Equity Follow-on" Category for its capital increase

Enersis formed part of the select group of only three Chilean institutions to be recognized within a total of 24 categories. The recognition is under the framework of the most important operations performed by companies for the issue of sovereign bonds and for government financing of private financial institutions of Latin America and the Caribbean, between October 1, 2012 and September 30, 2013. In the selection process the market importance and the strategic relevance of the offers was taken into account, as well as the manner in which each one of the operations are structured and executed. The award of the "2013 Deals of the Year Awards" was carried out in a gala dinner, at Gotham Hall, in the city of Nueva York, in January 2014 and was granted by the prestigious financial magazine Latin Finance.


2014 Challenges

2014 Challenges

Commitment with	2014 Challenge
Good governance and ethical behavior	Develop an on-line Ethics course.
	Carry out a talk on the subcontracting process, under the context of complying with the Subcontracting Law.
	Implement and consolidate in South America the Human Rights Policy
Creation of value and profitability	Assure the development of the projects portfolio in the region, with a profitable and sustainable growth in the environmental, economic and social variables.
	Recover market fees and invest in the increase of Distribution and presence in South America.
	Finalize the El Quimbo Project, expected for 2015.
	Provide shareholders an adequate profitability, analyzing and understanding the electric business from generation to transmission and distribution.
	Progress and consolidation of the investment plan with special attention to social and environmental sustainability.
Service Quality	Challenges of a regulatory type in Colombia and in Brazil, in relation with the rate processes in Distribution.
Innovation and Energy Efficiency	Continue progressing in innovation culture.
	Continue progressing in the automation remote control project in all the companies in South America.
	Inaugurate Smartcity Santiago.
Protection of Surrounding Areas	Design and application of action plans that allow solving regulatory compliance gaps, along with strengthening the environmental management system in all the operations.
	Strengthen and update risk identification and management systems through the Environmental Surveillance Procedure and the Mapping of Environmental Compliance (MapEC) with application in all the Enel installations.
Health, safety and the personal and professional development of our workers and contractors	Participate as the Enersis Group in Great Place to Work initiative.
	Extend Telework coverage.
	Go in depth and extend programs related with labor climate.
	Keep the certification of the Family Responsible Company and participate in extreme related instances.
	Strengthen work in the safety of workers, progressing towards the zero accidents goal.
	Make stronger internal mobility programs, both nationally and internationally.
Development of Companies in which we Operate	Establish strategic and long-term relations with the community.
	Consolidate Endesa Educa (Endesa Educates) in Latam.
	Extend the scope of the Endesa Cup to Colombia.
	Plan the Corporate Social Responsibility within the framework of projects that provide access to electricity.
	Develop approach to neighboring communities to the company installations and projects regarding the actual implications and benefits of energy projects.



Introduction

Report scope and coverage

[3.2] [3.3] According with the principles of probity and dialogue with its stakeholders, the Enersis Group present for the fourth consecutive year its Sustainability Report. Thus it complies with its commitment of communicating its annual management in a transparent manner, in economic, social and environmental aspects.

[2.1] The Enersis Group is the main private electric company in South America, based in Chile. Additionally, it forms part of the Enel Group, one of the main power companies worldwide, distributing and commercializing energy in more than 40 countries.

[2.1] [2.3] [2.4] [2.5] The Enersis Group is formed by Enersis S.A., which administrates and manages the affiliates in generation, distribution and transmission present in five countries in South America: Argentina, Brazil, Chile, Colombia and Peru. The central office of the parent company is located in Santa Rosa, #76, Santiago Chile, Metropolitan Region.

The countries and companies through which the Enersis Group operates are presented in detail on page 33 of this report.

[3.6] [3.11] The 2013 Sustainability Report of the Enersis Group will present, for the first time, consolidated information for South America, developing an outlook from its base company in Chile towards the region's countries and affiliates where the company has operations and projects.

Report Contents

[3.1] This document accounts for the Enersis Group's performance in economic, social and environmental matters, aligned with sustainability corporate guidelines and considers management comprised between January 1 to December 31, 2013. This report is drafted over the base of a methodology adjusted to the requirements of the G3.1 version of the Global Reporting Initiative (GRI) and the Supplement of the Electric Industry (EUSS), whose technical protocols are used in collecting quantitative and qualitative information.

[3.7] [3.8] The information reported is based on the material topics that were identified according to the sustainability strategic matters that the Enersis Group companies manage. The information of the affiliate companies in South America is reported through its main initiatives and figures, being adapted to the GRI protocols and its principles. In addition, annual quantitative data is presented, thus assuring the Principle of Comparability.

[3.9] [3.10] The data and technical calculation performed for each quantitative indicator are based on procedures acknowledged by national regulations and are aligned with the standards used as reference for this report process. In case of variations in the calculation methodology the corresponding explanatory note will be presented. The work team used G3.1 Technical Protocols to obtain data and indicators of this report in comparison with the number data included in the chapter Workers, it is worth mentioning that for 2011 and 2012 the parameter of companies to be reported was standardized to favor being able to compare data.

In addition, the development of the different stages of this report took into account the following international scope guidelines, referred to in the GRI Table along with each indicator, located in Annex III.

- Ten Principles of the United Nations Global Compact.
- Millennium Development Goals (ODM).
- ISO 26000– Social Responsibility Guideline.

[3.13] For the first time the Enersis Sustainability Report is submitted to an external verification, which was carried out by Ernst&Young (EY). This process is based on the review of documentary evidence and the study of operations and controls related to generating information and corresponding data. The conclusions on this external verifying process is shown in Annex V.

Materiality study

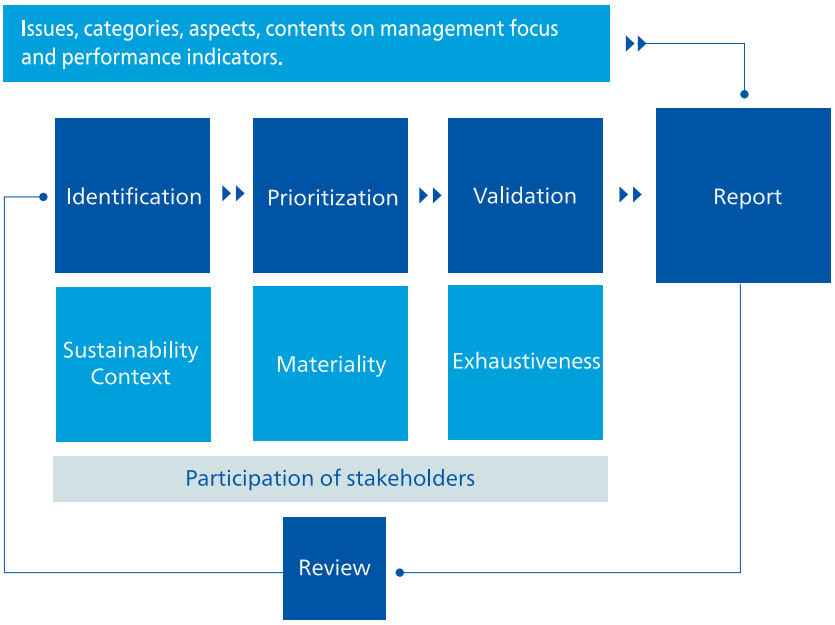
[3.5] Determining materiality is a process that seeks defining the most relevant issues to be reported, through cross linking them among the different sustainability dimensions and those aspects considered as priority by the different stakeholders.

Identification of material issues for this report was done according to strategic sustainability matters that are managed by the Enersis Group companies.

Analysis was performed starting from an initial review of secondary information in order to identify the most relevant issues, which were then prioritized through meetings with the company's top tier managers and finally, the issues were validated by the Communications Management.

The materiality process was organized according to GRI's recommended methodology, which in turn takes into account a series of basic principles to report along with the stakeholders' transversal participation, shown in the following structure:

Materiality Diagram



Stages for defining material issues

Below the stages allowing to identify the most significant issues within the development and drafting framework of the 2013 Enesis Chile Sustainability Report are described.

Identification

The identification step, within the framework of the definition process of material aspects for the report and its coverage, consists on drafting a list of relevant issues regarding the company activities and its scopes. These issues are submitted to assessment in order to determine if they form part of the Sustainability Report content.

In this stage, the identification of most relevant issues for the Enersis Group report was carried out through the review of available information generated by the stakeholders (hereinafter, stakeholders) and secondary information. The documentation analyzed is presented below:

Expectations of Stakeholders

- 2012 Stakeholder Engagement.
- Feedback from participating in the study a Great Place to Work.
- Organizational climate global survey.
- Feedback report on Pro-Human Ranking.
- Enel Materiality Study Results.

Internal documents reviewed

- Notes from Intranet.
- Endesa Current Activities Corporate Magazine.
- Information collected in the strategic alignment corporate seminar.
- Corporate risk matrix.
- 2012 Enersis Sustainability Report.
- 2012 Enel Sustainability Report.
- 2012 Endesa (Spain) Sustainability Annual Report.
- 2012 Material Issues.
- Enel Sustainability Plan.

External Documents

- The Sustainability Yearbook 2013.
- Sustainable Asset Management (SAM) and KPMG.
- Sustainability Topics for Sector, GRI: List of relevant issues per sector.

Written Press Review

- El Mercurio Newspaper.
- La Tercera Newspaper.
- Estrategia Newspaper.
- Financiero Newspaper.

Prioritization

Prioritization considers examining all matters identified that could be Included in the Sustainability Report, in order to evaluate if they are materials matters and the coverage and scope detail level with which they will be assigned if they are incorporated in the report.

In this stage semi-structured interviews were conducted to all the Enersis Chile top line managers.

These dialogues were conducted in order to know the managers' perception regarding the different sustainability areas, collecting the 2013 management milestones and prioritizing the material topics that had been identified in the first stage.

The managers asked in this stage were as follows:

- General Assistant Manager.
- Administration and Finance Manager.
- Generations Project Manager.
- Energy Planning Manager.
- Human Resources Manager.
- Regulation and Environment Manager.
- Internal Audit Manager.
- Safety and Health Manager.
- Risk Manager.
- Commercialization Generation Line Manager.
- Commercialization Distribution Line Manager.
- Generation and Distribution Lines Innovation Manager.
- Head of Communications.
- Head of Social Responsibility.

Validation

This validation stage concludes the contents determination process. It consists of verifying that the prioritized items that will be included in the report, respond to the GRI Completeness Principle, as a prior step to collecting information that is included in the Sustainability Report; thus, it is guaranteed that the aspects identified in the prior stage reflect significant aspects such as economic, environmental and social, and that the stakeholders can analyze the performance of the organization within the comprised time period.

In order to carry out this process, an editorial committee was formed coordinated by the Enersis Communications Management for the review and approval of each topic proposed. Thus, the grounds were established to the report structure, in order to start the information collection process in the different company areas.

Additionally, in this stage the material and non-material indicators to be considered according to the material topics defined. These indicators are presented in Table GRI of Annex III.

Review

The investment phase consists on exploring the report, once it has been published, in order to identify aspects that can be perfected, new participation principles of the stakeholders and other findings as feedback, as a continuous improvement activity and as a tool to perfect the following report drafting process.

Identification of material issues

Temas Materiales

[4.17] The material Issues of this report that are therefore touched at a greater scope and coverage level in the different chapters are detailed as follows:

Good Corporate Governance and Ethical Behavior

- Protection of Human Rights.
- Participation in public policies.
- Ethical behavior.
- Risk management.
- Regulatory compliance.

Creation of Value and Profitability

- Financial results in Latin America.
- Approval of capital increase and use of funds.
- Management demand.
- Investment Plan: Greater presence in Latin America.
- 2013 rate processes and regulatory framework in the region.

Service Quality

- Quality of supply.
- Excellence in commercial attention.
- Improvement in indicators with customer satisfaction.
- Relations with clients and society.
- Management of contingencies.

Protection of Surrounding Areas

- Environmental aspects and mitigation of impacts.
- Regulatory compliance in the development of projects and exploitation.
- Identification and risk management.
- Management of environmental variables.
- Plans for monitoring and control of emissions.
- Recycling: Ecochilectra and similar projects in South America, as well as Ecoelce and Ecoampla.

Health, Safety and Employees' Personal and Professional Development. Health and Labor Safety (own workers and contractors).

- Labor life quality.
- Labor climate (own workers and contractors).
- Communication mechanisms with workers.
- Attraction and retention of talents.
- Training o contractors.
- External acknowledgements.

Development of Companies in which we Operate

- Access to energy.
- Education.
- Early insertion in communities.
- Indicators and impact measurements of Social Responsibility initiatives.
- Awards and Recognitions due to Social Responsibility initiatives.
- Donations.

Enersis and its Stakeholders

Identification of stakeholders

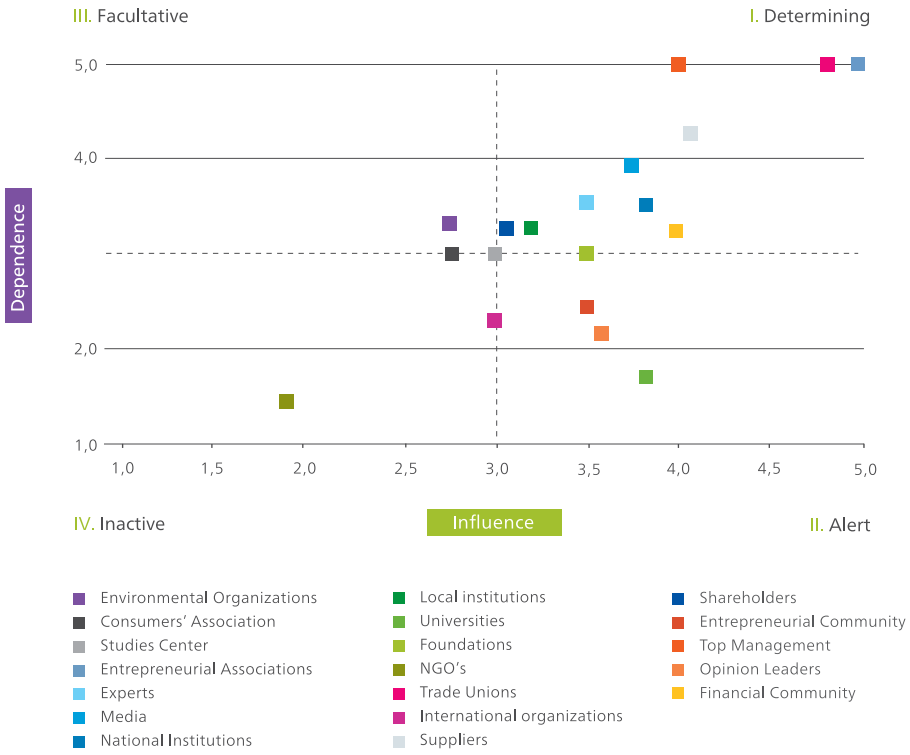
[4.14] [4.15] Generate a relation of trust, communication and work jointly with the stakeholders is a key factor in applying the Enersis Group Sustainability Policy and Strategy. All along time, this relation has been professionalized through the development of methodologies that help make concrete a strategic and effective communication.

In this matter, the company management system has been developed starting from the methodology proposed by the AA1000 Standard, drafted by the international institution Accountability.

Starting from this methodology, the company defines stakeholders' maps both at the corporate level as well as in relation to its local operations, which are updated in an on-going manner in order to have effective management. It is worth mentioning that during 2013 Enel started an overall work collecting the expectations of its stakeholders, in order to update its maps per region, country and business line. As a result, the company for the next period will generate actions plans to strengthen relations with each priority stakeholder locally.

The main stakeholders identified for the Enersis Group starting from these exercises are as follows:

Stakeholders Map



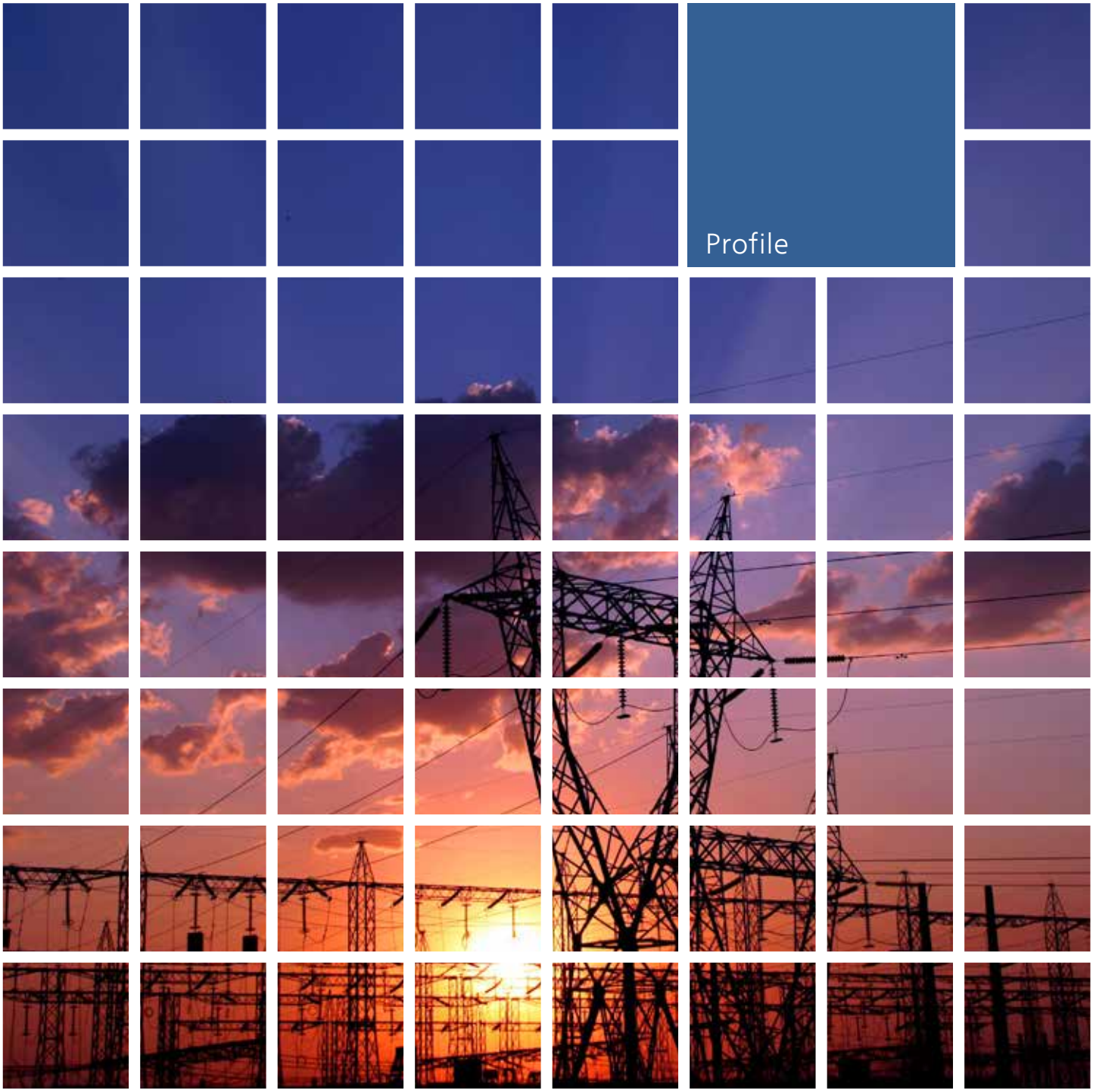
All the stakeholders presented are strategic for the organization. The position of each one of the axis, allow focusing in a better manner the relationship actions, focused on those stakeholders that directly impact operations and business decisions.

Relations mechanisms

[4.16] In order to maintain fluid communications with its stakeholders, the companies of the Enesis Group apply different relationship mechanisms according to the level of depth and the type of relation that each one of the different scenarios require.

	Authorities	Shareholders	Workers	Suppliers and Contractors
General Information Channels	• Annual report. • Website. • Sustainability report.	• Annual report. • Shareholder meeting. • Website. • Sustainability report.	• Annual report. • Website. • Intranet. • Sustainability report. • Endesa TV Channel.	• Annual report. • Website. • Sustainability report.
Specific Information Channels	• Specific Studies and Reports. • Regulation or Legislation compliance reports.	• Website. • Investor relations. • Management reports. • Board of directors report. • Press briefings. • Essential and relevant Events.	• Internal magazines (Double Click). • Management reports. • Endesa Current Events Magazine. • Intranet. • Newsletters, newspapers, murals, flyers, and other publications.	• Suppliers portal (web). • SAGA (procurement portal). • REPRO (supplier registrar).
Participation Channels	• Periodic dialogue events, meetings, telephone hotline, letters. • Ethical channel. • Feedback of the sustainability report.	• Board meetings. • Meetings and video conferences. • Hotline telephone and email. • Attending international conferences. • Investor relations department. • Surveys. • Ethical channel. • Feedback from.	• Innovation week, innovation meetings and idea markets. • Working environment survey and CSR. • Dialogue with unions. • Joint committee. • Conference cycle and participation program. • Regular meetings with executives. • Telephone. • Email. • "We are energy" contest. • Ethical channel. • Feedback from the sustainability report.	• Contract administrators. • Hotline: telephone and email. • Supplier meeting. • Talks, trainings and workshops. • Satisfaction surveys. • Ethical channel. • Feedback from the sustainability.

Market	Clients	Community	Communications Media
• Annual report. • Website. • Sustainability report.	• Annual report. • Website. • Sustainability report.	• Annual report. • Website. • Sustainability report.	• Annual report. • Website. • Sustainability report.
• Specific Studies and Reports.	• Bulletins. • Clients Extranet.	• Annual report. • Specific reports. • Enersis Web Site.	• Press notes and press releases.
• Technical Committees. • UAI Innovation Club. • Periodic instances of dialogue, meetings and events. • Ethics Channel. • Feedback on the Sustainability Report.	• Meetings and events with clients. • Direct attention with accounts executives, telephone and e-mail. • Visits to clients and installations. • Seminar for clients. • Customer Satisfaction Survey. • Commercial Management. • Ethics Channel. • Feedback on the Sustainability Report.	• UAI Innovation Club. • Labor Fairs. • Open House. • Periodic instances of dialogue with multiple society organizations, round tables and work meetings, competitive Funds for social organizations. • Relationship Plan with. Communities. • Communications Management. • Projects Management. • Ethics Channel. • Feedback on the Sustainability Report.	• Direct telephone line and e-mail. • Communications Management. • Ethics Channel. • Feedback on the Sustainability Report.


Profile

Identification of the Enersis Group

The Enersis Group is the main multinational electric company in South America, with direct and indirect participation in electric power generation, transmission, and distribution business and related areas.

The Group in Chile is formed by Enersis S.A. and its affiliates Endesa Chile (generation) and Chilectra (distribution).

[2.4] [2.5] In South America, it has operations in five countries in the region: Argentina, Brazil, Chile, Colombia and Peru, through the direct and indirect participation, being consolidated as the main private investor in the electric market in the region.

[2.8] [EU1] [EU3] The Group's generating companies add an installed capacity of 15,858 MW and, through its distributing companies, supplies electricity to around 14,381.085 clients.

[2.8] In 2013, the Group directly employed 11,574 persons through its affiliates. At the end of 2013, the net result attributable to the controller owners reached $658,514 million and total assets amounted to $15,177,664 million.

Enersis' objective is to carry out, in the country or abroad, energy exploration, development, operation, generation, distribution, transmission, transformation and/or sales in any of its forms or nature, directly or through other companies, as well as, activities in telecommunications and the supply of engineering consulting, in the country and abroad, in addition to investing and administrating its investment in affiliates and related companies.

Enersis main offices in Chile are located in Santiago, Metropolitan Region, and Chile.

[2.1] The Enersis Group represents in South America one of the main energy companies worldwide: Enel Group, international company that holds a place of leadership in the markets of energy generation, distribution and commercialization, servicing close to 61 million residential and entrepreneurial clients in 40 countries and creating value for 1.2 million investors.

Identification of its controllers

According to what is defined in Title XV of Law No. 18,045, the direct controller of the company is ENDESA, S.A. company with residence in the Kingdom of Spain, with direct participation in Enersis of 20.3036%, and an indirect one of 100% through its affiliate Endesa Latinoamérica, S.A., also Spanish, with a participation of 40.3208% in Enersis' origin.

ENDESA, S.A.'s main shareholders, company with residence in the Kingdom of Spain as of December 31, 2013, in conformance with what is published by Spanish National Commission of Securities Market (CNMV, Comisión Nacional del Mercado de Valores de España) are: ENEL ENERGY EUROPE, S.L., with 92.063 % (ENEL ENERGY EUROPE S.L), which in turn is controlled 100% by ENEL S.p.A. The ENDESA, S.A. free float as of December 31, 2013, was of 7.937%.

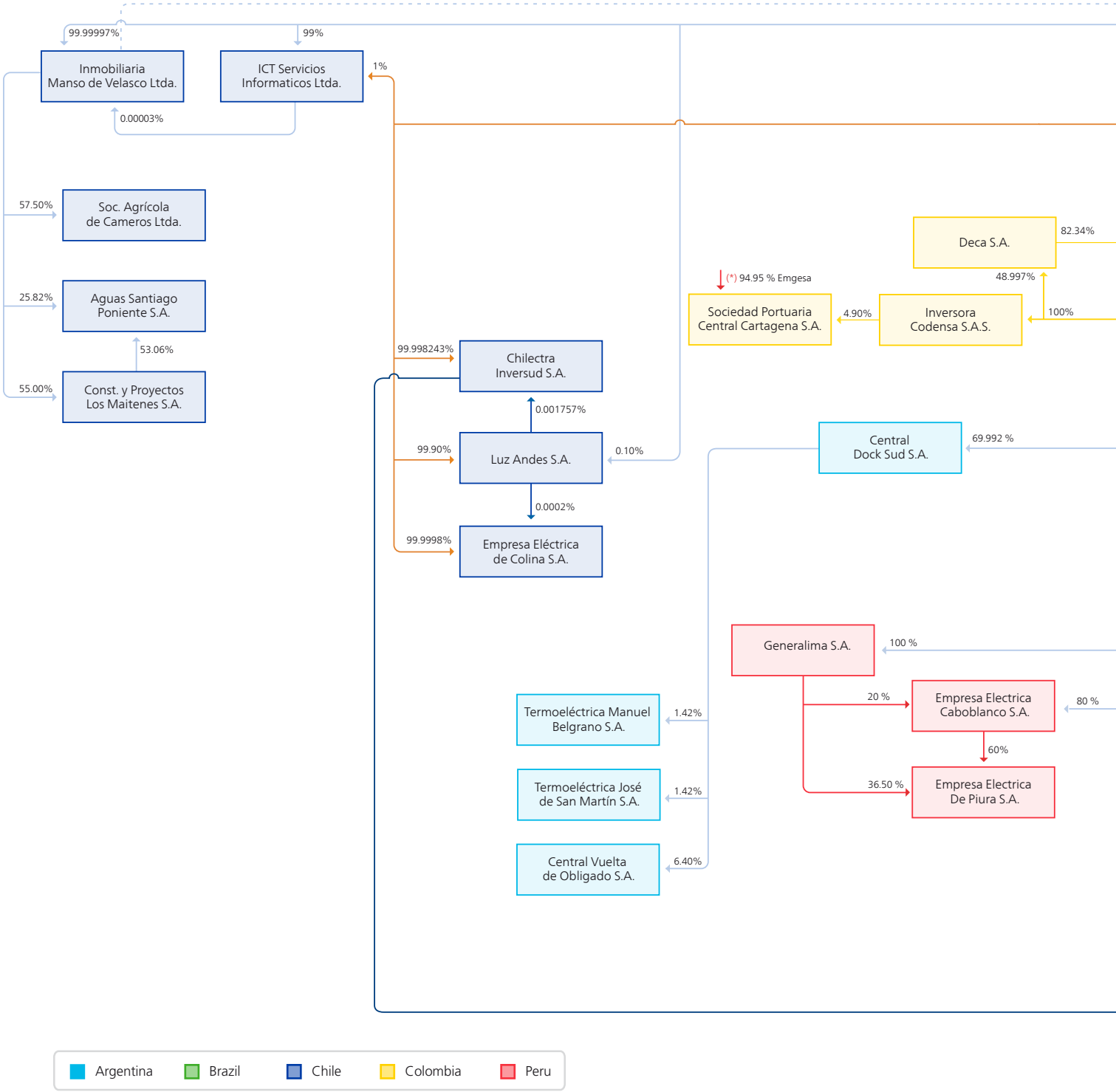
The controller members do not have an agreement to act jointly.

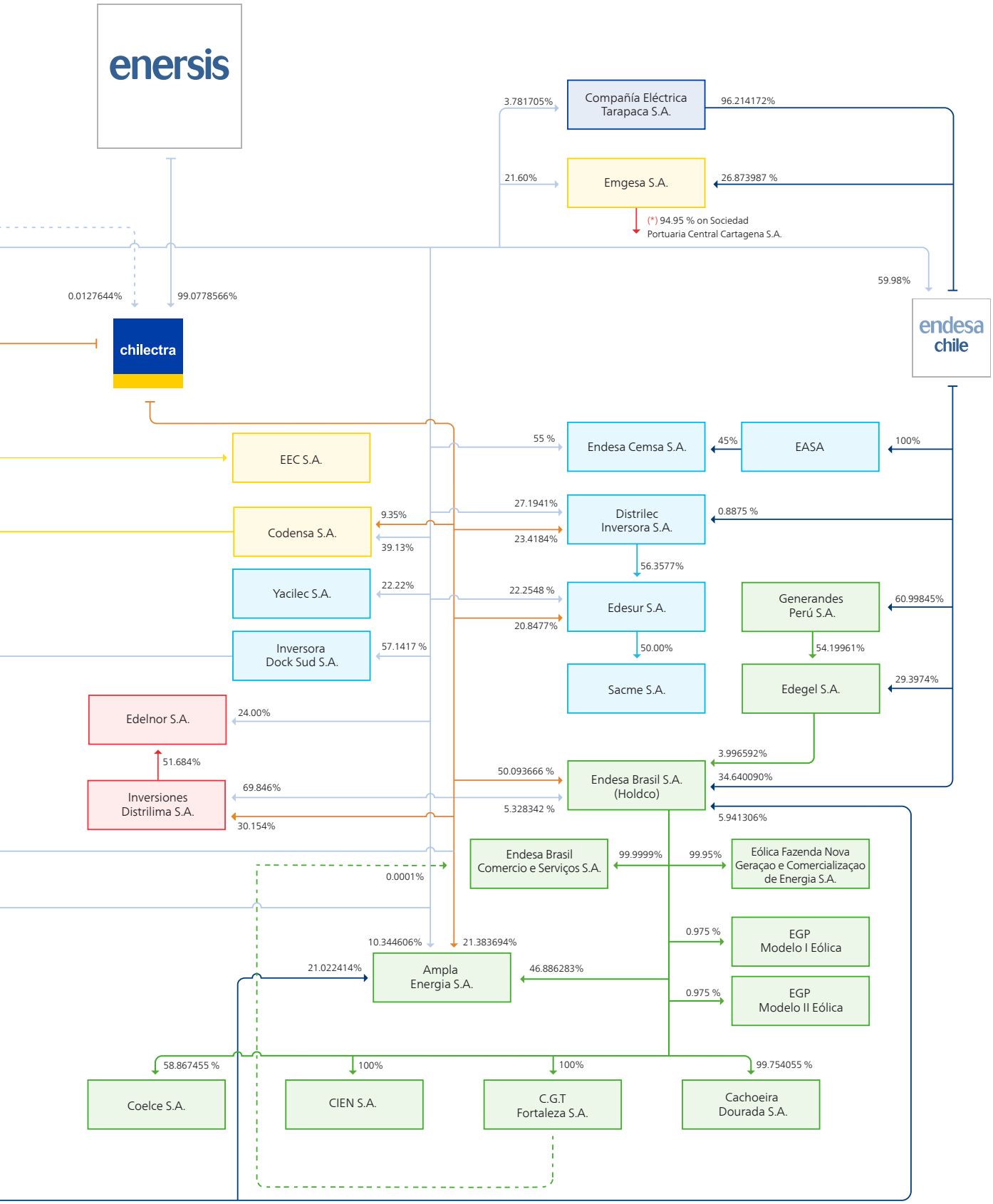
Company structure

[2.6] The company equity is divided in 49,092,772,762 shares, without a nominal value, all of the same and only class. As of December 31, 2013, the total number of shares whose ownership is distributed in the following manner are subscribed and paid:

Shareholders	Number of shares	Participation
Endesa Latinoamérica S.A.	19,794,583,473	40.32%
Endesa S.A.	9,967,630,058	20.30%
Pension Fund Administrating Companies (AFPs Administradoras de Fondos de Pensiones)	6,291,916,133	12.82%
ADR´S (Citibank N.A. according to newsletter No. 1,375 of the Superintendence of Securities and Insurance (SVS))	5,260,330,500	10.72%
Stock Exchange Brokers, Insurance Companies and Mutual Funds	2,829,716,846	5.76%
Foreign Investment Funds	2,161,679,190	4.40%
Banco de Chile through third party accounts	1,654,861,817	3.37%
Other Shareholders	1,132,054,745	2.31%
Total Shares	**49,092,772,762**	**100%**

Perimeter of company participations in Enersis [2.3]




enersis
Compañía Eléctrica Tarapaca S.A.
3.781705%
96.214172%
21.60%
Emgesa S.A.
26.873987 %
(*) 94.95 % on Sociedad Portuaria Central Cartagena S.A.
59.98%
0.0127644%
99.0778566%
chilectra
endesa chile
EEC S.A.
55 %
Endesa Cemsa S.A.
45%
EASA
100%
Codensa S.A.
9.35%
39.13%
27.1941%
23.4184%
Distrilec Inversora S.A.
0.8875 %
56.3577%
Yacilec S.A.
22.22%
22.2548 %
20.8477%
Edesur S.A.
Generandes Perú S.A.
60.99845%
Inversora Dock Sud S.A.
57.1417 %
50.00%
54.19961%
Sacme S.A.
Edegel S.A.
29.3974%
Edelnor S.A.
24.00%
51.684%
3.996592%
50.093666 %
Endesa Brasil S.A. (Holdco)
34.640090%
Inversiones Distrilima S.A.
69.846%
30.154%
5.328342 %
5.941306%
Endesa Brasil Comercio e Serviços S.A.
99.9999%
99.95%
Eólica Fazenda Nova Geraçao e Comercializaçao de Energia S.A.
0.0001%
0.975 %
EGP Modelo I Eólica
10.344606%
21.383694%
21.022414%
Ampla Energia S.A.
46.886283%
0.975 %
EGP Modelo II Eólica
58.867455 %
100%
100%
99.754055 %
Coelce S.A.
CIEN S.A.
C.G.T Fortaleza S.A.
Cachoeira Dourada S.A.

Relevant changes in ownership [2.9]

During 2013, the most important changes in Enersis' ownership were:

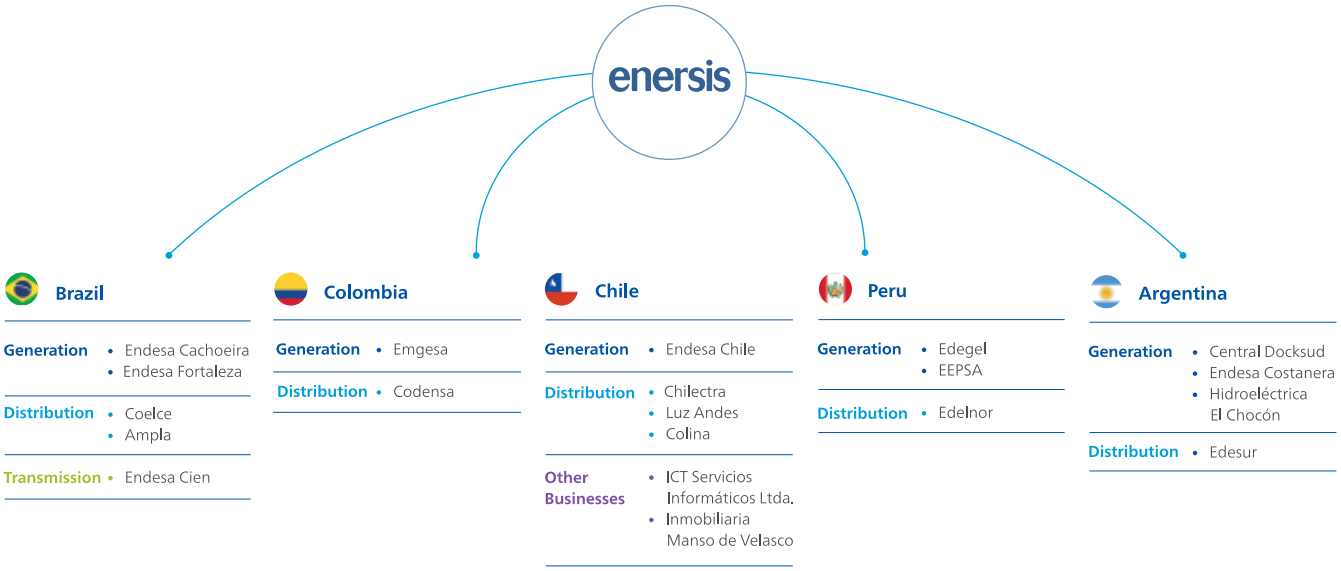
Name or Trade Name	Name or Trade Name	No. of Shares as of 12/31/2013	Variation in Number of Shares
Endesa S.A.	0	9,967,630,058	9,967,630,058
CITIBANK N.A. ACCORDING TO NEWSLETTER 1.375 S.V.S.	3,694,698,650	5,260,330,500	1,565,631,850
AFP PROVIDA S.A.	1,304,042,640	1,770,756,659	466,714,019
Banco de Chile on behalf of Non-Resident Third Parties	977,171,885	1,654,861,817	677,689,932
AFP HABITAT S.A.	1,122,471,041	1,645,665,591	523,194,550
AFP CAPITAL S.A.	911,634,819	1,329,819,976	418,185,157
AFP CUPRUM S.A.	930,517,958	1,287,690,305	357,172,347
Banco Itau on behalf of Investors	642,734,035	1,241,226,075	598,492,040
Banco Santander on behalf of Foreign Investors	482,166,494	840,379,612	358,213,118
Banchile C. de B. S.A.	288,428,936	297,494,819	9,065,883
BTG PACTUAL CHILE S.A. C. DE B.	123,245,391	288,008,500	164,763,109
Larrain Vial S.A. Corredora de Bolsa	155,098,236	220,774,080	65,675,844

Enersis Group: Power business in South America

[2.2] [2.3] [2.5] The main business lines of the Enersis Group are electric power generation and distribution giving priority to clean energies, such as the hydroelectric one.

The Enersis Group to a lesser extent carries out power transmission activities and has developed other businesses such as ICT, IT services company in which Enersis has, directly and indirectly, 100% participation and Inmobiliaria Manso de Velasco, which focuses its activity in the development of real estate projects and consulting services to the Enersis Group companies at the South American level, all related to the purchase, sale, and development of real estate assets.

Business structure [3.8]



Power Generation

The generation businesses are mainly carried out through the Endesa Chile affiliate. In this segment the Enersis Group has operational presence through the power plants Endesa Costanera, El Chocón and Dock Sud in Argentina; Endesa Brasil, Cachoeira Dorada and Endesa Fortaleza in Brazil; Endesa Chile in Chile; Emgesa in Colombia; Edegel and Eepsa in Peru.

[EU1] [EU2] At the end of 2013, the installed capacity of the Enersis Group reached 15,847 MW and consolidated electric production was of 60,083 GWh, while energy sales were of 69,368 GWh.

In the electric industry, the business is segmented in a natural manner between hydroelectric and thermal generation, since variable generation energy costs are different according to each type of production. Thermal generation requires purchasing fossil fuels and hydroelectricity water from dams and rivers.

The Enersis Group's 55% of consolidated generation capacity comes from hydroelectric sources, 44% from thermal sources and 1% from wind generation.

Installed capacity per country [EU1]

Country	Type	Hydraulic		Thermal		Wind	
	Total (MW)	(MW)	(%)	(MW)	(%)	(MW)	(%)
Chile	5,571	3,456	62.04%	2,028	36.40%	87	1.56%
Colombia	2,926	2,482	84.83%	444	15.17%	0	0.00%
Peru	1,842	746	40.50%	1,096	59.50%	0	0.00%
Brazil	997	665	66.70%	332	33.30%	0	0.00%
Argentina	4,522	1,328	29.37%	3,194	70.63%	0	0.00%
Total	**15,858**	**8,677**	**54.72%**	**7,094**	**44.73%**	**87**	**0.55%**

Electricity Distribution

The Enersis Group distribution business is carried out through Edesur in Argentina, Ampla and Coelce (owned by Endesa Brasil) in Brazil, Chilectra in Chile, Codensa in Colombia and Edelnor in Peru. During 2013, the main affiliates and related distribution companies sold 75,443 GWh.

[EU3] Currently, Edesur, Ampla, Coelce, Chilectra, Codensa and Edelnor service the main cities in Latin America, delivering electric services to around 14.3 million clients.

During 2013 these companies mad important investments in their networks, both to satisfy growing electric energy demand as well as for the renewal of their installations.

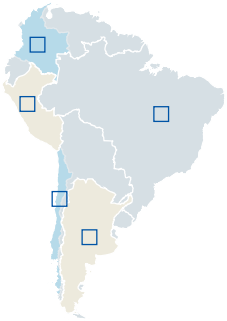
Electricity Transmission

The electric power transmission business for the Enersis Group is carried out through an interconnection line between Argentina and Brazil, CIEN, affiliate of Endesa Brazil, with a transportation capacity of 2,100 MW.

Countries and companies where the Enersis Group operates [EU1] [EU2] [EU3] [2.7]

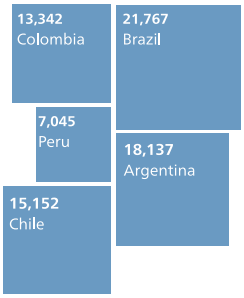
The countries and companies through which the Enersis Group operates are as follows:

DISTRIBUTION



Energy sales (GWh) [2.7]

Total: **75,443**

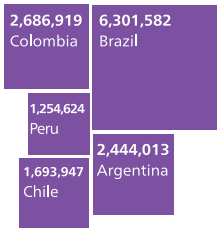


Number of workers

Total: **8,087**

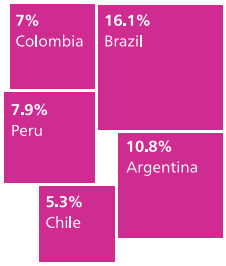
Number of clients [EU3]

Total: **14,381,085**



Energy losses

Total: **9.4%**



GENERATION

Energy sales (GWh) [2.7]

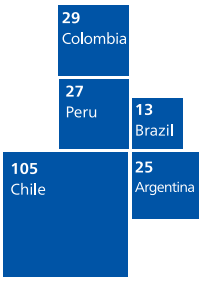
Total: **69,368**

Number of workers

Total: **2,853**

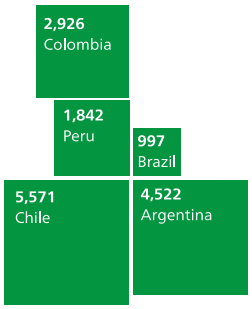
Number of generating units

Total: **199**



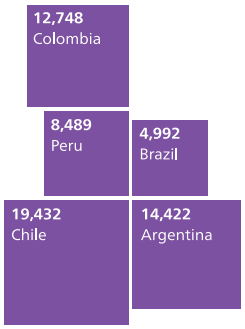
Installed capacity (MW) [EU1]

Total: **15,858**



Electric enegy (GWh) [EU1]

Total: **60,083**



Business lines per country [2.3] [2.7]

Argentina

Generation

Enersis participates in electric power generation in Argentina through Endesa Costanera and Hidroeléctrica El Chocón and from April 2013, the affiliate Docksud.

These companies jointly have 4,522 MW installed capacity. Such power represented at the end of 2013, 14.4% of the installed capacity of the Argentinean National Interconnected System (SIN, Sistema Interconectado Nacional).

Electric generation of such companies reached 14,422 GWh, 11.1% of the total country's generation. In turn, physical energy sales reached 16,549 GWh, 13.2% of the total sold.

- Endesa Costanera: www.endesacostanera.com

- Hidroeléctrica El Chocón S.A.: www.hidroelectricaelchocon.com

Distribution

Enersis participates in electric power distribution through its affiliate Edesur, which has, directly or indirectly, 71.6% ownership. Market share of this affiliate, in terms of physical sales, was allocated at approximately 20%.

Edesur's main objective is electric power distribution and commercialization in the southern zone of the great Buenos Aires, comprising two third parties of the city of Buenos Aires and twelve parts of the province of Buenos Aires, comprising 3,309 km^2, for a period of 95 years starting from August 31, 1992.

[EU3] In 2013, Edesur delivered electric power services to 2.444.013 clients, figure that showed practically no variation in comparison to the prior year. From the total, 87.6% are residential clients, 11.1% commercial, 1.0% industrial and 0.3% other users.

Energy sales amounted to 18,137 GWh, figure that represented an increase of 2.2% in comparison to the prior year. Sales were distributed in 43.3% in the residential sector, 24.4% to the commercial segment, 7.8% to the industrial sector and 24.5% in others.

The energy loss index reached 10.8% during 2013

- Edesur: www.edesur.com.ar

Brazil

Generation

Enersis participates in electric generation through Endesa Brasil and its affiliates Endesa Cachoeira and Endesa Fortaleza. These two power plants, a hydroelectric one and the other thermal, add a total power of 987 MW, representing close to 1% of the Brazilian National Interconnected System, SIN (Sistema Interconectado Nacional) capacity.

In 2013, the Enersis Group's electric generation in Brazil reached 4,992 GWh, achieving close to 1% of the total generated in this country, being hydroelectric production 48% of the total generated by the Enersis Group en Brazil. In turn, physical energy sales reached 6.827 GWh, close to 1.5% of the total sold In the Brazilian system.

- Endesa Cachoiera and Endesa Fortaleza: www.endesabrasil.com.br

Distribution

Enersis participates in electric power distribution through Endesa Brasil and its affiliates Ampla and Coelce. Enersis has direct and indirectly 70.2% and 35.2% ownership of such companies, respectively. Market share of these affiliates in Brazil, in terms of physical sales was allocated at approximately 5%.

[EU3] Ampla has a performance of 73.3% of the land of the State of Río de Janeiro, which corresponds to an area of 32,613 km^2, with a population of approximately 8 million people. During 2013, the company delivered electric power services to 2,801.427 clients, of which 90.5% correspond to residential clients, 6.1% commercial and 3.4% to other users. The company distributed 11,049 GWh to its end clients, which represented an approximate increase of 2.2% in comparison with 2012.

In turn, Coelce comprises a concession zone of 149 mil km2 in the State of Ceará and services a population of more than 8 million people. Energy sold in 2013 was of 10,718 GWh, representing growth of 8.5% in comparison with 2012 sales.

- Ampla: www.ampla.com
- Coelce: www.coelce.com.br

Transmission

The Enersis Group also participates in electricity transmission and commercialization in Brazil through an interconnection line between Argentina and Brazil, through, the company CIEN, where it owns 54.30% ownership.

Endesa Cien (Compañía de Interconexión Energética S.A.) has a complex formed by two frequency conversion stations, Garabi I and Garabi II, which convert in both respects the frequencies of Brazil (60 Hertz) and Argentina (50 Hertz) and the transmission lines. In the Argentinean side are administered by two subsidiaries: la Compañía de Transmisión del Mercosur S.A. (CTM) and the Transportadora de Energía S.A. (TESA). In both, Endesa CIEN has 100.0% equity control.

[EU4] The interconnection system consists of two transmission lines, with a total extension of 1,000 kilometers and the Conversion Station of Garabi.

Endesa Cien: www.endesabrasil.com.br

Chile

Generation

Enersis participates in the electric generation sector through Endesa Chile and its affiliates, becoming the most important electric generation company in the country in terms of installed capacity, in which Enersis directly has 60% ownership.

Endesa Chile and its affiliates and joint control companies, in Chile, have a generating units formed by 103 units distributed all along the Central Interconnected System (SIC, Sistema Interconectado Central), and 2 units in the Great North Interconnected System (SING, Sistema Interconectado del Norte Grande), adding an installed capacity of 5,571 MW.

Electricity generation of the Enersis Group in Chile reached 19,675 GWh in 2013, being 51% in hydroelectric power. In turn, physical energy sales in Chile reached 20,406 GWh, equal to 29% of the total sold by the Group in Latin America.

-Endesa Chile: www.endesa.cl

Distribution

Enersis participates in electric power distribution through its affiliate Chilectra, in which it owns directly 99.1% ownership. The consolidated market share of the distribution affiliates in Chile, Chilectra, Luz Andes and Colina were allocated at around 40%.

Chilectra is the largest electric power distribution company in Chile in terms of energy sales. It operates in 33 districts of the Metropolitan Region and its concession zone comprises more than 2,118 km2, including the areas comprised by its affiliates, Empresa Eléctrica de Colina Ltda. and Luz Andes Ltda.

In 2013, the company delivered electric power services to 1,693.948 clients, 2.1% more than in 2012. Of the total, 89.5% correspond to residential clients, 7.8% commercial, 0.7% industrial and 2% to others. Similarly, during 2013, Chilectra sold 15,152 GWh to its end clients, which represented an increase of 4.9% in comparison with 2012.

- Chilectra: www.chilectra.cl

Other Businesses

Inmobiliaria Manso de Velasco: This company reported consolidated overall earnings for the 2013 period of $15,442 million. As of December 31, 2013, the company and its affiliates had a total of 41 employees.

ICT Servicios Informáticos Limitada (ICT) during the 2013 period focused its dealings on improving the continuous operation of the Enersis Group IT Systems. At the same time it worked in the development and implementation of new projects in Latin America that allow the Enersis Group to have available state-of-the-art technology to face new strategic challenges.

Colombia

Generation

Enersis participates in electric energy generation through Emgesa, Endesa Chile affiliate, which indirectly controls, 37.7% ownership.

This company has installed power that represented in 2013, 20% of the electric generation capacity of Colombia.

The Enersis Group electric generation in the country reached 22% of the total generated in such market. In turn, physical energy sales represented 18% of the total sold.

- Emgesa: www.emgesa.com.co

Distribution

Enersis participates in electric power distribution through its affiliate Codensa, which has, directly or indirectly 48.4% ownership.

Market share of the affiliate in terms of physical sales was allocated at approximately 16%. Codensa distributes and commercializes electric energy in Bogota and 103 municipalities of the departments of Cundinamarca, Boyaca and Tolima, in an area of 14,087 km^2.

[EU3] The company delivered in 2013 its electric energy service to 2,616,909 clients, 2.7% more than the prior year. From the total, 88.6% correspond to residential clients, 9.6% to commercial, 1.6% to industrial and 0.2% to others.

Energy sales reached 13,342 GWh that represented an increase of 2.9% in comparison with 2012. This was distributed in 33.7% in the residential sector, 16.1% to the commercial segment, 6.5% to the industrial sector and 43.7% to others.

- Codensa: www.codensa.com.co

Peru

Generation

Enersis participates in electric energy generation through Endesa Chile's affiliate, Edegel, which it controls, directly and indirectly, 37.5% ownership.

In addition, Enersis controls in a direct manner 96.5% of the company Empresa Eléctrica de Piura (EEPSA)

Through its other two affiliates, Enersis has installed power of 1,842 MW in Peru, figure that represented 24% of the country's installed capacity, which totals 7,814 MW. In terms of energy generation, the Enersis Group reached 21.4% of the total generated in Peru.

- Edegel: www.edegel.com

Distribution

Enersis participates in electric power distribution through its affiliate Edelnor, which it controls, directly and indirectly, 57.5% ownership. Edelnor's market share, in terms of physical sales, was allocated at around 19%.

The concession zone granted to Edelnor comprises a total of 1,517 km^2 that correspond in its most part to the northern part of Lima and Callao.

[EU3] In 2013, Edelnor delivered electric power services to 1,254,624 clients, which corresponds to an increase of 4.3% in comparison with 2012. From these, 94.5% are residential, 3.3% commercial, 0.1% industrial and 2.1% of other clients.

Physical energy sales in the 2013 period reached 7,045 GWh that represented an increase of 2.7% in comparison with 2012.

- Edelnor: www.edelnor.com.pe

Effective projects and exploration of new businesses

"Challenge is growth. Development in an efficient and compatible manner with the growing social and environmental demands of projects in the portfolio, ending projects being built respecting times and budgets, and investing in increasing our presence in Distribution."

Massimo Tambosco
Enersis General Assistant Manager

In a growth scenario, where the energy has become a priority issue of economies, such as those in South America, the Enersis Group has the challenge of strengthening their leadership in each country where it is present.

This growth will in the region, in addition to responding to the interest of recovering market quotas, is coherent with the investment requirements of the new resources injected in Enersis in 2013, and a greater interest, present in the sustainability alignments of the parent company: foster projects in emerging countries in order to contribute to their growth and development.

In order to do so, the development of new projects, mainly those that are in the region's folder, is paramount.

Colombia

El Quimbo Hydroelectric Power Plant

Project being constructed, whose start of operations is forecasted for the end of 2014. It is located south of the Department of Huila, southeast of Colombia and will be mainly fed, from the flow of the Magdalena River. It is a dam 400 MW installed power hydroelectric power plant, with annual average generation of 2.216 GWh. At the end of 2013, it registered progress of close to 60% in its main works.

www.proyectoelquimboemgesa.com.co

Salaco Project

Project being developed, with an estimated investment of US$43.7 million, which considers the rehabilitation of 6 generating units of the Salto II, Laguneta and Colegio Power Plants, recovering 144.8 MW from the old chain of the Bogotá River increasing total power up to 260 MW. The main project activities started in February 2013 and are foreseen to be concluded at the start of 2015.

Peru

Curibamba Hydroelectric Power Plant

The project considers the construction of a run-of-river power plant with 192 MW power, a design flow of 86 m^3/s, production of 1,013 GWh/year and a transmission line up to the Pachachaca Substation, 135 km long in 220 kV simple circuit line. It will be located upstream from the intake of the Chimay Hydroelectric Power Plant, in the Department of Junín and will take advantage of the flow of the Comas and Uchubamba Rivers. In December 2013 process started for obtaining the definite generation concession.

Land reserved for future projects

Land, 10 hectares, belonging to the company Siderperu was acquired, located in the Province of Santa, Ancash Department with the objective of analyzing a thermal generation project.

Brazil

Lands reserved for future projects

In the city of Caucaia, State of Ceará, there is land, 34 hectares, reserved for the development of the Carnaúba UTE. Endesa Fortaleza owns the land, which assigned the use rights to Endesa Brasil as a revolving loan, with a time period of 30 years starting 2013. On the other hand, in the city of Macaé, State of Río de Janeiro, there is a 75 hectare land, owned by Endesa Brasil, for a new thermoelectric project.

Chile

Los Cóndores Hydroelectric Power Plant

The project consists on the construction of a run-of-river hydroelectric power plant located in the District of San Clemente, Talca Province, of 150 MW installed power, with an annual average generation of 560 GWh. The power plant will take advantage of the waters of the dam Laguna del Maule, through an abduction of 12 km. long. The power plant would be connected to the Central Interconnected System (Sistema Interconectado Central, SIC), through a double circuit link at 220 kV between the Los Cóndores Power Plant and the Ancoa Substation, with an approximate length of 90 kms.

The generation project has the environmental approval since November 2011. In terms of transmission, in May 2013 a modification was obtained of the environmental approval for the line that links the generating power plant to the SIC. Whereas, in November 2013 the Hydraulic Works Permit was obtained that authorizes the flows for the construction of the power plant.

Neltume Hydroelectric Power Plant

The Neltume hydroelectric power plant project is located in the district of Panguipulli, Los Ríos Region and foresees the construction of a 490 MW installed capacity run-of-river hydroelectric power plant, with an annual average generation of 1,885 GWh that would take advantage of the energy potential existing between the Pirehueico and Neltume Lakes. The power plant would be connected to the SIC in the zone of Pullinque, through a 220 kV double circuit transmission line.

The project is currently with basic engineering completed and the environmental assessment is in process by the Region's Environmental Assessment Service (SEA, Servicio de Evaluación Ambiental).

During the second semester, the indigenous inquiry process to the territorial communities present in the zone started complying with ILO No. 169 Agreement. (There are more details in the (Chapter Development of Companies in which we Operate)

Punta Alcalde Thermoelectric Power Plant

The project Central Termoeléctrica Punta Alcalde is located in the Atacama Region, Huasco Province and District, 15 km. south of this locality. The initiative foresees the construction of a thermoelectric power plant that will use sub-bituminous coal as main fuel. It will have two 370 MW installed power blocks, each. The power plant will be connected to the trunk Maitencillo substation through a double circuit transmission system at 220 kV and with an approximate length of 40 kilometers.

On December 3, 2012, by unanimous vote, the Ministers' Committee decided to revert the Atacama Region Environmental Assessment Commission's decision, environmentally approving the project. Towards the start of 2013, four judicial actions (protection recourses) were filed against the resolution of the Ministers' Committee, which were accepted by the Court of Appeals in August 2013. As of December 2013, the legal case is in the Supreme Court, waiting for sentencing, which finally was in favor of the project according to the January 17, 2014 sentence.

On the other hand, at the start of July 2013, the transmission project that would connect the generating power plant to the SIC Maintencillo Substation was submitted to environmental assessment.

Closing of Combined Cycle Power Plant, Taltal

This project is located in the district of Taltal, Second Region and consists on installing a gas turbine to complete a combined cycle in the Taltal Power Plant that is currently in service. The combined cycle operation of this power plant has a favorable an Environmental Qualification Resolution (RCA, Resolution de Calificación Ambiental). In December 2013, an Environmental Impact Statement (DIA, Declaración de Impacto Ambiental) was presented for processing that environmentally optimizes the project, substituting the cooling system with sea water that was originally considered for a dry cooling system with aero coolers.

The Combined Cycle Conversion Project will use the two existing gas turbines, 123 MW each, and will add a steam turbine of approximately 120 MW, with that the Taltal Power Plant will be enabled with a net total power of around 370 MW, and with an increase in efficiency from the current 35% to 50% approximately. The combined cycle power plant's energy injection will be carried out through an existing double circuit line at 220 kV, from Paposo to Diego de Almagro.

HidroAysén (Company)

HidroAysén is a company formed to develop the project of the same name, consisting on the construction and operation of five hydroelectric power plants, two in the Baker River and three in the Pascua River, located in the Eleventh Region of Chile, with a total surface of 5,910 hectares, equal to 0.05% of the Aysen Region. This power complex will contribute 2,750 MW to the Central Interconnected System (SIC, Sistema Interconectado Central), with an annual average generation capacity of 18,430 GWh contributing energy independence for Chile on using a clean, renewable and Chilean resource, as is water.

The HidroAysén S.A. shareholders are Endesa Chile and Colbún S.A., with 51% and 49% share ownership, respectively.

In the project its relations policy with the community can be highlighted that includes successful action such as the experience of the dialogue Door to Door ("Casa a Casa") and its commitment with education in the region, with the delivery of 100 annual scholarships for technical higher education to young people in the region.

The project has the Environmental Qualification Resolution (RCA, Resolution de Calificación Ambiental) approved since 2011. In April 2013, the environmental approval was obtained for the five power plants and the respective necessary technical and engineering studies for this phase, and the favorable and definite Supreme Court sentence, leaving pending the objections of the Ministers' Committee for Sustainability, which met at the end of January 2014 and after two years and a half of waiting, decided to request new background information and studies. With them, the Ministers' Committee will once again assess part of the claims and will issue its final decision in comparison with the project. The new administration of President Michelle Bachelet has annulled the prior decision of the Ministers' Committee and has established a time period of 60 days to analyze the claims.

www.hidroaysen.cl

Lands reserved for future projects

Endesa Chile has real estate properties (lands) for an approximate total surface of 250 hectares, allocated to be used in new projects. This property is located in the Atacama Region (208.9 Ha) and in the Los Lagos Region (42 Ha).

Guiding principles in the performance of the Enersis Group companies

Our Mission, Vision and Corporate Values

[4.8] The Enersis Group mission, vision and values are focused on contributing through its performance, on complying with the strategic objectives of Endesa (Spain) and the Enel Group and to consolidate the position of the companies that form it in South America, as references in the energy market, always considering the benefit of its stakeholders and the creation of value for its shareholders.

Mission

The Enersis Group makes its own the mission of generating and distributing value to the international energy market, in benefit of client's demands and expectations, maximizing investment of shareholders, competitiveness in countries where it operates and complying with the expectations of its workers and collaborators.

Vision

The Enersis Group acts in a responsible, efficient and competitive manner, servicing the community, committed with the safety and health of people and the environment.

Values

The company shares the same values in all its divisions and affiliates, going beyond geographical and cultural borders. These values are the pillars that keep the enterprises forming the company united:

Respect

Respect is the main commitment with the safety of a person who works for us and with us. It is the on-going consideration of clients' demands.

Customer Service

Customer Service is considering talents and hopes of the persons who work in the company. It is awarding the merit of whomever places their own talent at the company service.

Focus on Results

Focus on results is the stamina for continuous improvement in order to guarantee best results and respond to the shareholders' expectations.

Ethical Rigor

Ethical rigor is the competition and capacity of doing our job well in order to achieve excellence without shortcuts.

Social Responsibility

Social responsibility is the individual and group accountability with the society in which we live, specially towards the environment. It is the importance of making all our actions transparent and verifiable.

Human Rights Policy

Starting 2013, the Enersis Group route map to foster a business inspired in social responsibility, extends it commitment framework to approve the Human Rights Policy. This policy is global and transversal for all the Group companies.

In its presentation, the document establishes that: "This Policy collects Enersis S.A.'s commitment and responsibilities in relation with all human rights and specially with those affecting our entrepreneurial activity and the operations developed for all Enersis S.A.'s workers"

In turn, it states that the Group Companies fosters respect of human rights in all commercial relations, along with actively seeking adhesion to the principles of the Policy of its contractors, suppliers and commercial associates.

All the Enersis Group companies are subject to these guidelines and must guarantee their strict compliance through their disclosure, inclusion in training programs and workshops, along with adapting its complaints preventive and management programs in the Policy.

Along these lines, during 2013 work was actively done in the Policy Implementation Process in Latin America, participating in work groups regarding:

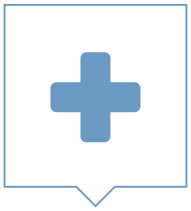
- Identifying risks per country and giving priority to relevant issues.
- Compliance analysis of human rights and associated impacts.
- Study of contents and development of management manuals for assessing investment projects.

Human Rights Policy Principles

Rejection of forced or compulsory work and child labor

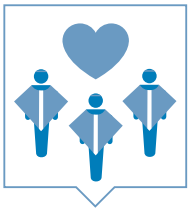
Respect of diversity and non-discrimination

Freedom of association and group bargaining



Safety and labor health

Fair and favorable work conditions



Respect to the rights of communities

Integrity: Zero Tolerance of corruption

Privacy and communications

Sustainability Context

Current energy scenario in Latin America

Latin America is going through a favorable economic period that is configuring the region as an engine of the world economy. With an annual average growth of 5.3%, in general countries where the company is present have been kept isolated from the economic conflicts affecting the United States and countries in the Eurozone.

This sustained growth is translated in greater electrical energy demand: the countries where the Enersis Group operates forecast average growth of 4.2% demand between 2014 and 2018, which means the need of increasing installed capacity in more than 834 MW (mainly Colombia and Chile) an increase in the number of end clients of more than 400,000 per year.

The investment and development scenario for energy projects necessary to cover forecasted demand shows characteristics and challenges that are similar in the South American countries where the Enersis Group is present.

A change axis in societies has been the increase of social-environmental sensitivity, characterized by a critical posture when facing new large projects, whether mining, energy or of any kind where there is an intervention of the environment. Opposition by certain stakeholders has even fostered intervention of contentious instances because of new investment projects, as is the case of Chile, where there is the so-called "judicialization" of projects, given that the filing of causes in Courts of Law has been increasing in order to stop the development of projects that have obtained authorization by relevant institutions (as is the case of the Servicio de Evaluación Ambiental, SEA, or even the Ministers Council itself, etc.) operational since 2010, when the new environmental institutionalism was implemented.

A factor that empowers this growing critical mass when facing project development is the massification of social networks, whose immediacy and the series of IT and critical links it fosters, adds a new challenge to managing organizations and companies. Any event that happens today in one place; happens in the world in terms of information, which forces incorporating strategies that adapt to change and allow a transparent and harmonious development of companies.

It is thus that how the Enersis Group has placed focus in the interests and demands of its stakeholders, focused on its actions regarding timely transparency and information. Similarly, in relation to the development of projects, the focus has geared towards early insertion with the neighboring communities in their zones of activity, allowing the prevention of conflicts and timeliness of making concrete contributions to the development and well-being of communities. On the other hand, in localities where there are operations prior to the alignment of early insertion, as the Group strategy, actions are developed within the framework of Entrepreneurial Social Responsibility, in order to make a contribution in the social-economic development of the collectivities where it operates.

In this scenario, the company challenge is to adapt to new environmental and social demands and judicial acts, in order to satisfy the growing power demand, with good service quality, security of supply and at a reasonable price for end consumers.

Other external factors are added to these challenges, such as hydrological conditions in some countries where there is operation, or regulatory challenges such as reduction in rates in Brazil or the price system in Argentina that does not foster profitability for energy companies, in general. These are relevant challenges that the Enersis Group and its affiliates face in order to achieve the objective of working with cleaner, safer, economic and sustainable energy.

Sustainability Strategy

Despite the different uncertainties in the economic, social and regulatory scenarios in the countries in which the Enersis Group develops its activities, the company has reached the objectives it has proposed for itself when facing the market, both in terms of EBITDA and net debt.

In 2013, the Enersis Group had an EBITDA of 2,251,489 million Pesos a result in line with the objectives informed to the financial community, reaching 15.6% more than in 2012.

This has been achieved thanks to geographic diversification, a balanced technological mix, a balanced portfolio between regulated and non-regulated activities, selective and flexible investment decisions and concern for costs. Thanks to this it was possible to protect margins and generate dividends, while keeping financial stability and a solid asset base.

In relation with future expectations, related to the company's performance, the Enersis Group will be concentrated in the development and increase of installed capacity in South America, due to its high growth potential. Focus is centered in the transparent relation with local communities, based on Social Corporate Responsibility, Service Quality offered to clients and the creation of value for shareholders.

In this line, innovation is also configured as a relevant management focus for the Enersis Group. Electricity, understood as an intelligent resource, technologically advanced, accessible and environmentally sustainable that supports the growth of economies and societies. The company will continue to extend its investments with this vision, in order to make production and energy consumption more efficient and responsible in countries where it is present.

Enersis Group Sustainability Policy

For the companies of the Enersis Group, sustainability is responsible growth, i.e., the integration of social and environmental opportunities in its management strategy and model. The aforementioned enables the achievement of business objectives to maximize the creation of long-term value, with respect to companies in which it operations, through generating social progress and greater ecological balance.

In this respect, Enersis Group has a Sustainability Policy that is materialized in its objectives and specific goals defined for the Group companies and its affiliates for the coming years.

Corporate Sustainability Plan Guidelines

Global Compact Implementation Principles

The Enersis Group, through its affiliates, voluntarily participates in the United Nations Global Compact, showing its commitment towards promoting sustainable development. Through this, the company is forced to respect and protect the ten principles established by the organization, related to Human Rights, labor and environmental scopes, in addition to fighting corruption.

During 2013 the following activities were carried out in order to support implementing the Global Compact principles:

- Participation in the initiative "I am here and I act" ("Aquí estoy y actúo"): The Enersis Group participated in this Global Compact Program, in order to identify and mitigate risks of child labor, specifically in the value and supply chain. Work consisted in a self-diagnosis of the company, and establishing activities for the action plan after knowing results. Consequently, Chile and Colombia reached category "D", being "A" the highest.
- GC Advanced CoP: In 2013 the Enersis Group presented its Communication on Progress (CoP), through its 2012 Sustainability Report. In this instance the progress of applying Global Compact's Ten Principles is shown and for the sixth consecutive year, the company got a maximum distinction, qualifying within the GC Advanced CoP.
- Global Compact Lead: Since 2011, the parent company Endesa España along with Enel form part of this initiative that includes the 54 best sustainability companies worldwide.
- Executive Committee: The Enersis Group continued to participate as an active member in this instance.
- Environment Committee: Through the Environment Management, the company continued to participate in this committee.

Membership to Associations

[4.12] [4.13]

The Enersis Group participates in different groups and social programs in the different countries where it operates:

Chile

- Asociación Gremial de Generadores (Generators Trade Association).
- Asociación de Empresas Eléctricas AG (ASEL) (Electric Companies Association).
- Cámara Chilena de la Construcción (CChC) (Chilean Chamber of Construction).
- Cámara Chileno Brasileña de Comercio (Chilean Brazilian Chamber of Commerce).
- Cámara Chileno Peruana de Comercio (Chilean Peruvian Chamber of Commerce).
- Cámara Chileno Italiana de Comercio (Chilean Italian Chamber of Commerce).
- Cámara Oficial Española de Comercio de Chile (Official Spanish Chamber of Commerce of Chile).
- Cámara Chileno Argentina de Comercio (Chilean Argentinean Chamber of Commerce).
- Centro de Despacho Económico de Carga (CDEC) del Sistema Interconectado Central (SIC) (Load Economic Dispatch Center of the Central Interconnected System).
- Comisión de Integración Energética Regional (CIER) (Regional Energy Integration Commission) and Comité Chileno (CHICIER) (Chilean Committee).
- Club de la innovación (Innovation Club).
- Cámara de la Producción y del Comercio de Concepción (CCPC) (Concepción Chamber of Commerce and Production).
- Comité Chileno del Consejo Internacional de Grandes Redes Eléctricas (CIGRÉ) (Chilean Committee of the International Council of Large Electric Networks).
- Corporación del Desarrollo de las Comunidades de Puchuncaví y Quintero (Development Coorporation of the Communities of Puchncaví and Quintero).
- Corporación Industrial para el Desarrollo Regional del Biobío (CIDERE BIOBIO) (Industrial Cooperation for the Regional Development of Biobío).
- Corporación para el Desarrollo de la Región de Atacama (CORPROA) (Corporation for the Developmentof the Region of Atacama).
- Comité Nacional Chileno de Grandes Empresas (ICOL) (Chilean National Committee of Large Companies).
- Fundación Acción Empresarial (Entreprenurial Action Foundation).
- Instituto Chileno de Administración Racional de Empresas (ICARE) (Chilean Institute of Rational Companies Administration).
- Instituto de Ingenieros de Chile (Chilean Engineers' Institute).
- International Hydropower Association.
- Meters and More.
- Prohumana.
- RedEAmerica.
- Red Chilena Pacto Global (Global Compact Chilean Network).
- Sociedad de Fomento Fabril (SOFOFA) (Manufacturing Promotion Association).

Argentina

- Asociación de Administradores de Riesgos y Seguros (ADARA) (Association of Risk and Insurance Administrators).
- Asociación de Comercializadores de Energía Eléctrica de la República Argentina (ACEERA) (Association of Electric Energy Commercializers of the Republic of Argentina).
- Asociación de Dirigentes de Recursos Humanos de Argentina (ADRHA) (Association of Human Resources Leaders of Argentina).
- Asociación de Distribuidores de Energía Eléctrica de la República Argentina (ADEERA). (Association of Electric Power Distributors of the Republic of Argentina).
- Asociación de Empresas de Servicios Públicos (ADESPA) (Association of Public Utility Companies).
- Asociación de Generadores de Energía Eléctrica de la República Argentina (AGEERA) (Association of Electric Power Generators of the Republic of Argentina).
- Asociación de Investigación de Grandes Redes Eléctricas de Integración Regional (CIGRE) (Association of Research of Large Electric Networks of Regional Integration).
- Asociación Electrotécnica Argentina (AEA) (Argentinean Electro technical Association).
- Asociación Empresaria Argentina (Argentinean Entrepreneurial Association).
- Cámara Argentina de Comercio (Argentinean Chamber of Commerce).
- Cámara de Comercio Argentino-Chilena (Argentinean-Chilean Chamber of Commerce).
- Cámara de Sociedades Anónimas (Chamber of Closely-Held Companies).
- Consejo Empresario Argentino para el Desarrollo Sostenible (CEADS) (Argentinean Entrepreneurial Council for Sustainable Development).
- Cámara Española de Comercio de la República Argentina (Spanish Chamber of Commerce of the Argentinean Republic).
- Instituto Argentino de Ejecutivos de Finanzas (IAEF) (Argentinean Institute of Finance Executives).
- Comité Argentino de la Comisión de Integración Eléctrico Regional (CACIER) (Argentinean Committee of the Regional Electric Integration Commission).
- Instituto Argentino de Racionalización de la Materia (IRAM) (Argentinean Material Rationalization Institute).
- Comité Argentino de Presas (CAP) (Argentinean Dam Committee).
- Instituto de Auditores Internos de Argentina (IAIA) (Internal Auditors Institute of Argentina).
- Instituto para el Desarrollo Empresario Argentino (IDEA) (Argentinean Entrepreneurial Institute for Development).
- Pacto Global, Naciones Unidas (United Nations Global Compact).

Brazil

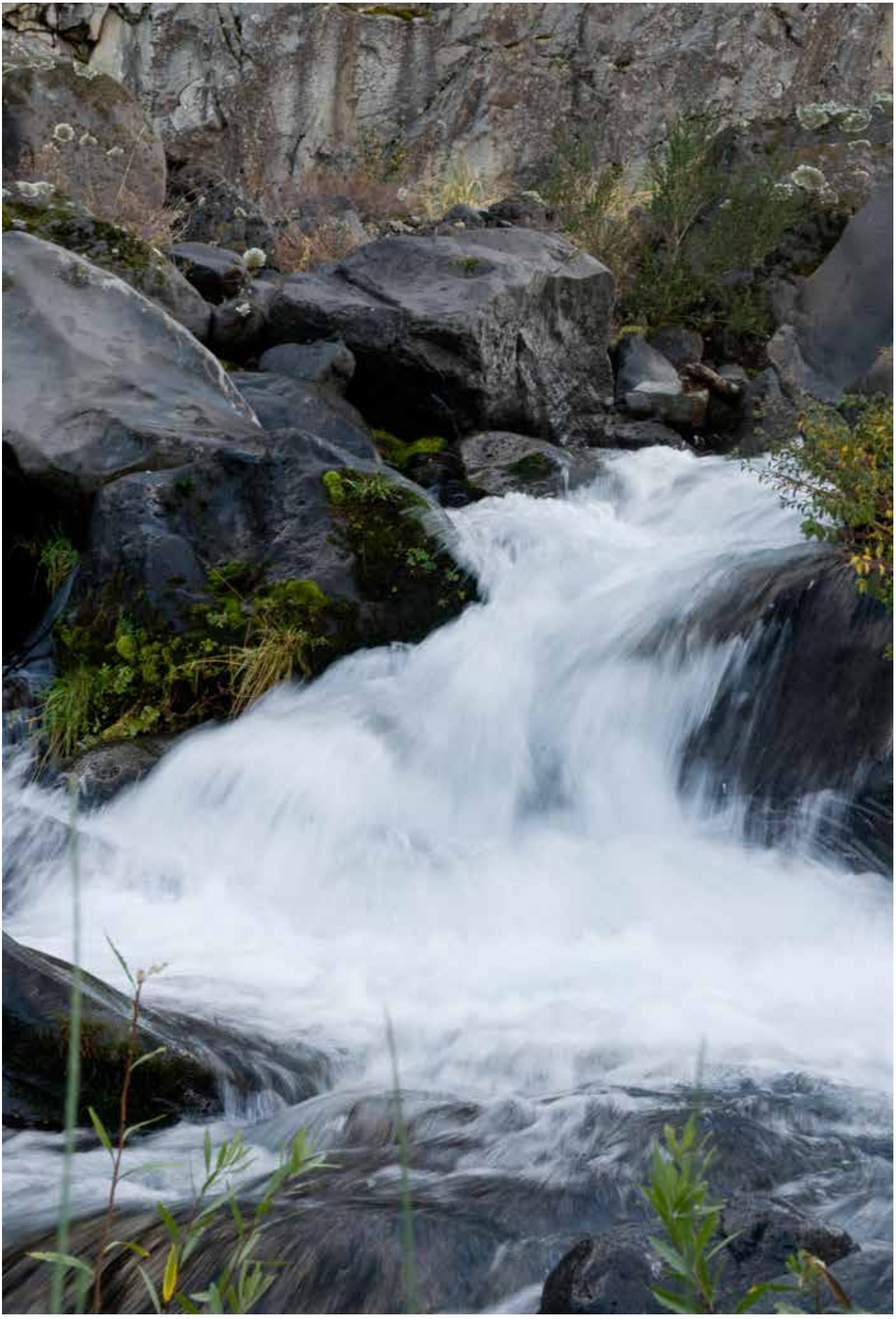
- ABERJE (Asociación Brasileña de Comunicación Empresarial) (Brazilian Association of Entrepreneurial Communication).
- ABRACEEL.
- ABRACONEE (Associaçao Brasileira dos Contadores do Setor de Energia Elétrica) (Brazilian Association of Accountants of the Electric Energy Sector).
- ABRADEE (Asociación Brasileña de Distribuidores de Energía Eléctrica) (Brazilian Association of Electric Energy Distributors).
- ABRAGE (Associaçao Brasileira das Empresas Geradoras de Energia) (Brazilian Association of Energy Generating Companies).
- ABRAGET (Associaçao Brasileira de Geradoras Termelétricas) (Brazilian Association of Thermoelectric Generating Companies).
- ABRASCA.
- ACEC (Associação do Conselho Empresarial da ciudadania) (Association of Citizens' Entrepreneurial Council).
- APIMEC (Associação de Analistas and Profissionais de Investimentos do Mercado de capitais) (Association of Capital Markets Investment Analysts and Professionals).
- APINE (Associação Brasileira dos Produtores Independentes de Energia) (Brazilian Association of Independent Energy Producers).
- Asociación Brasileña de Calidad de Vida (ABCV) (Brazilian Quality of Life Association).
- Asociación Brasileña de Fabricantes de Juguetes por el Derecho de los Niños (Brazilian Association of Toy Manufacturers for Children's Rights).
- Asociación Brasileña de Vehículos Eléctricos (ABVE) (Brazilian Association of Electric Vehicles).
- Asociación Cearense de Emisoras de Radio (Cearense Association of Radio Broadcasters).
- BM&FBOVESPA (Obligación legal) (Legal Obligation).
- Cámara Italiana (Italian Chamber).
- Cámara Oficial de Comercio de España en Brasil (Official Spanish Chamber of Commerce in Brazil).
- CREA - Consejo Regional de Ingeniería y Arquitectura (Regional Engineering and Architecture Council).
- CVM (Comissão de Valores Mobiliários) (Legal obligation) (Commission of Real Estate Properties).
- Instituto Acende Brasil (Acende Institute of Brazil).
- Instituto Akatu por el Consumo Consciente (Akatu Institute for Conscious Consumption).
- Instituto Ethos de empresas and responsabilidades social (Ethos Institute for Companies and Social Accountability).
- Meters and More.
- Pacto Global - Comité Brasileño del Pacto Global (Global Compact – Brazilian Committee for Global Compact).

Colombia

- ACOLGEN (Asociación Colombiana de Generadores de Energía Eléctrica) (Colombian Association of Electric Energy Generators).
- ACRIP (Asociación Colombiana de Gestión Humana) (Colombian Association of Human Management).
- ANDESCO (Asociación Nacional de Empresas de Servicios Públicos Domiciliarios y Actividades Complementarias e Inherentes) (National Association of Residential and Activities Public Utilities).
- ANDI (Asociación Nacional de Empresarios de Colombia) (Colombian National Association of Entrepreneurs Management).
- ASOCODIS (Asociación Colombiana de Distribuidores de Energía) (Colombian Association of Energy Distributors Management).
- ASOMUÑA (Asociación de Empresarios de Sibaté, Soacha y Sur de Bogotá) (Entrepreneurs Association of Sibaté, Soacha and South Bogota).
- CAMACOL - Regional Bogotá y Cundinamarca (Bogotá and Cundinamarca Regional Association).
- Corporación Conect Bogotá Región (Bogota Region Connect Corporation).
- Cámara de Comercio Italiana para Colombia (Italian Chamber of Commerce for Colombia).
- Foro de Presidentes (Presidents' Forum).
- CIDET (Centro de Investigación y Desarrollo Tecnológico del Sector Eléctrico) (Technological Development and Research Center of the Electric Sector).
- Instituto de Auditores Internos (Internal Auditors Institute).
- CIER (Comisión de Integración Eléctrica Regional) (Regional Electric Integration Commission).
- Círculo de Afiliados Cámara de Comercio de Bogotá (Affiliates Circle of the Bogota Chamber of Commerce).
- Instituto Colombiano de Derecho Tributario (Colombian Institute of Taxing Rights).
- Comité Colombiano del WEC (WEC Colombian Committee).
- Cámara de Comercio Hispano Colombiana (Colombian Spanish Chamber of Commerce).
- Cámara de Comercio and Industrial Colombiana - Chilena (Colombian – Chilean Chamber of Commerce and Industry).

Peru

- Asociación de Fomento de Infraestructura Nacional (AFIN) (National Infrastructure Promotion Association).
- Asociación Peruana de RRHH (Peruvian Human Resources Association).
- Cámara de Comercio de Italia (Italian Chamber of Commerce).
- Cámara Oficial de Comercio de España (Official Spanish Chamber of Commerce).
- Club Empresarial (Entrepreneurial Club).
- Instituto Peruano de Economía (Peruvian Institute of Economy).
- Museo de Arte de Lima (Lima Art Museum).
- Sociedad Nacional de Minería, Petróleo y Energía (National Association of Mining, Petroleum and Energy).



Good Governance and Ethical Behavior

Management focus

Corporate values for the Enersis Group are a fundamental axis of its management and guide the actions of its workers. These are: respect, attention to people, focus on results, ethical rigor and social responsibility.

These values are reflected in the delivery of timely and reliable information, efficient handling of risk and an ethical behavior focused on building relations based on dialogue and mutual trust with clients, shareholders, workers, suppliers, contractors, authorities and its entire influence environment.

The company has established norms and regulations that make instrumental these values and rigorously guide the performance of its workers and corporate governance. In order to achieve this, the following tools are available: Ethical Code, Zero Corruption Tolerance Plan, Ethics Code for Employees, Human Rights Policy, Information Handling Manual of Interest for the Market and the Governing Statute.

These guidelines are transversal to all the companies comprising the Enersis Group and collect the commitments and ethical responsibility in business management and entrepreneurial activities of employees and contractors, according to the regulation of each country and best international practices.

The corporate governance of the Enersis Group is represented by its Board of Directors, maximum local governing entity.

Corporate Governance Structure

Board of Directors

[4.1] [4.7] Enersis is managed by a Board of Directors formed by seven members, who remain in office for a three-year period, being able to be re-elected. The procedure for election of the Board Members is contained in legal regulations and effective by-law. The Board of Directors currently in office was elected in the Regular Shareholders' Meeting dated April 16, 2013.

[4.10] Despite the fact that there is no express standard that establishes a periodicity so that the Board of Directors can assess the performance of the company in matters pertaining to Sustainability, the company has a Sustainability Committee that was implemented to report to Top Management regarding compliance of the Sustainability Policy.

Board of Directors

1. PRESIDENT
Pablo Yrarrázaval Valdés
President of the Santiago Stock Exchange
Rut: 5710967-K
Starting 7/26/2002

2. VICE-PRESIDENT
Borja Prado Eulate
President of Endesa (Spain)
Law Studies
Universidad Autónoma de Madrid
Passport: AAC809697
Starting 4/16/2013

3. DIRECTOR
Andrea Brentan
Mechanical Civil Engineer
Politécnico di Milano
Másters in Applied Sciences
University of New York
Passport: YA0688158
Starting 7/29/2009

4. DIRECTOR
Luigi Ferraris
Graduate in Economy and Trade
Universidad de Génova
Passport: YA2600789
Starting 4/16/2013

5. DIRECTOR
Hernán Somerville Senn
Attorney
Universidad de Chile
Másters of Comparative Jurisprudence
University of New York
Rut: 4132185-7
Starting 7/29/1999

6. DIRECTOR
Leonidas Vial Echeverría
Entrepreneur
Vice-President of the Santiago Stock Exchange
Rut: 5719922-9
Starting 4/22/2010

7. DIRECTOR
Rafael Fernández Morandé
Civil Industrial Engineer
Pontificia Universidad Católica de Chile
Rut: 6429250-1
Starting 4/22/2010

SECRETARY OF THE BOARD OF DIRECTORS
Domingo Valdés Prieto
Attorney
Universidad de Chile and Masters of Law
University of Chicago
Rut: 6973465-0
Starting from 4/30/1999

Enersis is administered by a Board of Directors formed by seven members, who remain in office for a period of three-yeas, being able to be reelected. The Board of Directors was elected in the Regular Shareholders' Meeting dated April 16, 2013.

Remunerations of the Board of Directors

[4.5] In conformance with what is established in Article 33 of Law No. 18,046 on Closely-Held Companies, the Regular Shareholders' Meeting held agreed the fees that the Enersis Board of Directors would receive for the 2013 accounting period. In this respect, the company does not consider incentive plans for its Board of Directors.

The total expenses due to fees during 2013 were of $409,854,602 and is detailed in the following table. The Board of Directors, did not incur in additional expenses in external consulting.

Amounts in en Ch$ Name	Position	Fixed Fee	Regular and Extraordinary Sessions	Committee's Fixed Fee	Committee's Regular and Extraordinary Sessions	Variable Fee	TOTAL 2013
Pablo Yrarrázaval	President	55,759,468	54,563,615		-	-	110,323,083
Borja Prado Eulate	Vice-president	29,700,991	22,822,191		-	-	52,523,182
Hernán Somerville	Director	27,879,734	25,758,205	10,489,405	5,786,397	-	69,913,741
Leonidas Vial	Director	27,879,734	22,718,701	10,489,405	5,369,050	-	66,456,890
Rafael Fernández	Director	27,879,734	27,281,808	10,489,405	6,201,925	-	71,852,871
Andrea Brentan [2]	Director	-	-		-	-	-
Luigi Ferraris [2]	Director		-		-	-	
Rafael Miranda[1]	Director	8,079,073	10,559,674		-	-	18,638,747
Eugenio Tironi[1]	Director	8,079,073	12,067,014		-	-	20,146,087
Total		**185,257,807**	**175,771,207**	**31,468,215**	**17,357,372**	**-**	**409,854,602**

NOTE:
(1) Messrs, Rafael Miranda and Eugenio Tironi, held office as Enersis Director up to April 16, 2013.
(2) Ms. and Mr. Andrea Brentan and Luigi Ferraris resigned to the payment of compensation for their positions as company Directors.

Board of Director's Committee

[4.2] [4.3] Enersis has a Board of Directors' Committee formed by three members. This Committee has been established according to what is provided for in Article 50 bis of Law No. 18,046 on Closely-Held Companies and acts in conformance with the faculties and duties considered in such article and those delegated by the Board of Directors, which are evident in the Board of Directors' Committee Regulation.

The Board of Directors, in the session held on April 23, 2010 appointed as members of the Enersis Board of Directors' Committee:

- Hernán Somerville Senn (independent).
- Rafael Fernández Morandé (independent).
- Leonidas Vial Echeverría (independent).

In the aforementioned session, the Board of Directors appointed Leonidas Vial Echeverría as Financial Expert. It is worth mentioning that none of the members of Enersis S.A.'s Board of Directors hold positions in the company.

Main executives

1. GENERAL MANAGER
Ignacio Antoñanzas Alvear
Mining Engineer
Universidad Politécnica de Madrid
Rut: 22298662-1
Starting 10/26/06

2 ASSISTANT GENERAL MANAGER
Massimo Tambosco
Graduate in Business Administration
Universidad Comercial Luigi Bocconi
Rut: 23535550-7
Starting 10/1/10

3 INTERNAL AUDIT MANAGER
Alain Rosolino
Graduate in Business Administration
Universidad Internacional de Estudios Sociales – LUISS– "Guido Carli"
Rut: 24166243-8
Starting 12/12/12

4 ADMINISTRATION, FINANCE AND CONTROL MANAGER
Eduardo Escaffi Johnson
Civil Engineer
Universidad de Chile
Rut: 7984912-K
Starting 8/31/12

5 PLANNING AND CONTROL MANAGER
Marco Fadda
Graduate in Economic and Entrepreneurial Sciences
Universidad de Génova
Rut: 24271056-8
Starting 4/1/13

6 LEGAL COUNSEL AND SECRETARY OF THE BOARD OF DIRECTORS
Domingo Valdés Prieto
Attorney
Universidad de Chile
Master of Laws
University of Chicago
Rut: 6973465-0
Starting 4/30/99

7 HUMAN RESOURCES AND ORGANIZATION MANAGER
Carlos Niño Forero
Attorney
Universidad Externado de Colombia
Rut: 23014537-7
Starting 12/17/10

8 PROCUREMENT MANAGER
Eduardo López Miller
Business Administration Mayor
Pontificia Universidad Católica de Valparaíso
Rut: 7706387-0
Starting 1/11/10

9 GLOBAL SERVICES MANAGER
Jaime Sánchez - Cano Torres
Graduate in Economic and Entrepreneurial Sciences
Universidad Complutense de Madrid
Rut: 24191937-4
Starting 8/30/13

10 COMMUNICATIONS MANAGER
Daniel Horacio Martini Morales (*)
Graduate in Journalism of the Universidad Nacional de Lomas de Zamora
Rut: 24499646-9
Starting from 1/28/2014

(*) Was appointed by the Board of Directors in session held on January 28, 2014

Administration of main affiliates

ARGENTINA

Endesa Costanera
José Miguel Granged Bruñen
Industrial Engineer
Escuela Técnica Superior de Ingenieros Industriales de Zaragoza

Hidroeléctrica El Chocón
Fernando Claudio Antognazza
Public Accountant
Universidad de Buenos Aires

Edesur
Antonio Jerez Agudo
Industrial Engineer
Universidad Politécnica de Barcelona

BRAZIL

Endesa Cachoeira
Guilherme Gomes Lencastre
Civil Engineer
Pontifícia Universidad Católica Río de Janeiro

Endesa Fortaleza
Manuel Rigoberto Herrera Vargas
Electrical Industrial Engineer
Pontifícia Universidad Católica de Santiago

Endesa CIEN
Guilherme Gomes Lencastre
Civil Engineer
Pontifícia Universidad Católica Río de Janeiro

Ampla
Marcelo Llévenes Rebolledo
Business Administration Mayor
Universidad de Chile

Coelce
Abel Alves Rochinha
Mechanical Engineer
Pontifícia Universidad Católica Río de Janeiro

CHILE

Endesa Chile
Joaquín Galindo Vélez
Higher Industrial Engineer
Universidad de Sevilla

Chilectra
Cristián Fierro Montes
Electrical Civil Engineer
Universidad de Chile

COLOMBIA

Emgesa
Lucio Rubio Díaz
Graduate in Economic and Entrepreneurial Sciences
Universidad Santiago de Compostela

Codensa
David Felipe Acosta Correa
Electric Engineer
Universidad Pontificia Bolivariana

PERU

Edegel
Francisco Javier Perez Thoden
Industrial Engineer
Universidad de la Escuela Técnica Superior del ICAI
Universidad Pontificia Comillas en España

Edelnor
Ignacio Blanco Fernández
Industrial Engineer
Licenciado en Ciencias Económicas y Empresariales
Universidad de Zaragoza

Corporate Governance Good Practices

In March 2013, Enersis' Board of Directors approved the form regarding the adoption of Corporate Governance Practices in response to the General Nature Standard No. 341 of the Superintendence of Securities and Insurance (Chile's SEC).

The document details compliance regarding these practices in relation to the functioning of the Board of Directors; relation between the company, shareholders and the public in general; substitution and compensation of main executives; definition, implementation and supervision of internal control policies and procedures and risk management in the company; and other practices adopted in a voluntary manner by the company.

Communication

[4.4] One of the company priorities is to keep open and efficient communication channels with its stakeholders:

- **Shareholders:** They can provide their opinion in the manner established in applicable regulations and the company by-laws.
- **Workers:** Through the corresponding management, their recommendations can be channeled to the maximum government entity. In addition, they have the Ethics Channel to communicate concerns and irregular situations that affect them.

Shareholders' Meeting

The Shareholders' meetings are called by the company's Board of Directors and can be of different types:

- Regular Meetings: These are held once a year within the quarter following the publication date of the Balance Sheet in order to decide regarding the matters pertaining to their knowledge, without it being necessary list them in the respective call to meet.
- Extraordinary: This type of meeting is held at any time, when it is thus demanded by company needs, in order to decide regarding any matter that the Law or By-laws provide for the knowledge of the Shareholders' Meetings and always providing that such matters are stated in the corresponding call to meet.

The topics mainly touched on in the Regular Shareholders' Meetings are:

- Company situation through the approval or rejection of the Annual Report, Income Statements and Financial Reports presented by the Board of Directors.
- Distribution of profits and dividends.
- Election of Board of Directors members, establishing their fees and approving the Investment and Finance Policy the Board of Directors proposes.
- Appointment of external auditors.

[4.9] In the Annual Shareholders' Meeting the Annual and Sustainability Reports are made available, documents that include information regarding the company performance during the prior accounting period.

Sustainability Report

The Enersis Group, through its Ethics Code, it takes on the commitment of promoting in its respective affiliates the annual preparation of a Sustainability Report, in conformance with the best national and international standards, comprising dimensions of economic, social and environmental accountability.

Similarly, it commits to promote that the respective Sustainability Reports offer a clear, truthful, and correct report of the management development.

In this line, the Enersis Group presents its consolidated report at the Latin American level in addition to the reports that are presented per affiliate and country.

Participation in public policies

[SO5] In relation with the participation of public policies, the Ethics Code of the Enersis Group explicitly mentions that relations with State or international institutions will be exclusively based In forms of communication allocated to assessing the implications of the company's legislative and administrative activity, on answering formal demands and acts of inspection entities (inquiries, appeals) or, in any way, to make known their position regarding relevant topics for the Enersis Group.

Regarding the study and analysis of new regulations, communication with public authorities, implications of changes in the industry's scenario and identification of risks and opportunities, the Enersis Group has a Regulation and Environment Area formed by a specific management in Chile and an Administration that coordinates work In the region.

In turn, affiliates have a different degree of participation in committees, associations, work sector groups and other organization from where opinions are Issued that are directly related with the energy sector (See in the Profile Chapter Belonging in associations and memberships).

Internal control mechanisms

Enersis has an Internal Audit function that provides services based on a methodology according to Group alignments.

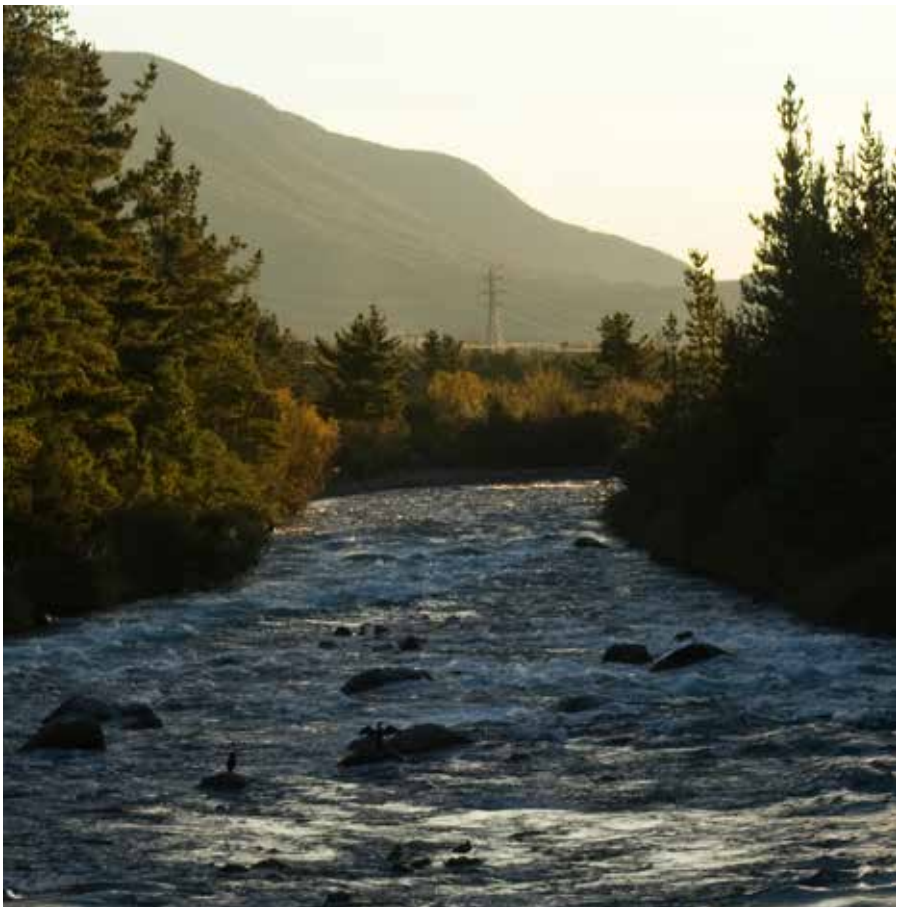
Internal Audit is responsible for supervising and monitoring the correct conception and administration of internal control systems, which must contribute towards achieving the objectives proposed through an adequate risk management.

Internal Audit annually drafts a plan considering the following:

1. Residual risks in identified processes;
2. Strategic priorities;
3. Process coverage.

In each audit management points were identified, for which each process creator defines action plans that the Board of Directors monitors in a periodic manner.

Always providing within the scope of the Audit Plan, people's safety and the Criminal Risk Prevention Model are fundamental pillars integrated in each activity, allowing monitoring and continuous control of functions in charge and of relevant Corporate governance entities.



Risk management

[1.2] The Enersis Group has formal policies for risk management in the different matters that comprises its management.

Risk policies and procedures compliance control is a matter of the Regional Planning and Control Management, of the Compliance Area; of the Internal Audit Management that reports to the Board of Directors its audit plans and its conclusions and the Risk Control Area.

Without detriment to the above, such topics form part of the regular activity of the Board of Directors, on examining different topics that are submitted to its consideration that include all those of relevance for the company. It Is agreed that the Board of Directors will review once a year the risk matrix identified and updated by Management.

The Enersis Group has identified the main risks for achieving its objectives that are mainly associated with the volatility of hydrology, fines and paralyzing operations and cancelling or slowing down projects.

Risk identification is performed through Risk Management, which generates the Risk Matrix presenting the most relevant of them and prioritizes those that are estimated to have a greater economic aspect in a 10-year horizon.

Ethical Behavior

[4.6] The Enersis Group has behavior norms and codes that force all its members to behave in an upstanding manner in relation to their performance and with stakeholders. This constitutes the ethical base that gives sense to the business sustainability.

Ethics Code

The transparency and ethical behavior values are the fundamental pillars that guide the acting of all members of the Enersis Group companies.

The company has an Ethics Code that governs for the direct and indirect affiliates and that states ethical commitments and responsibilities in business management and entrepreneurial activities. Its application scope is extended to directors, administrators and employees or collaborations of any type in such companies.

The Ethics Code has 16 principles, it expressed commitments and responsibilities of the Group companies in performing their activities, aligning the behavior of all their employees. In addition, it states that its compliance is the responsibility of the Audit Management, who is in charge of receiving reports of assumed violations to the Ethics Code.

Claims reception and investigation

The Enersis Group, as part of its commitment with transparency, opens instances to file claims against improper conducts that are contrary to what is established in the Ethics Code.

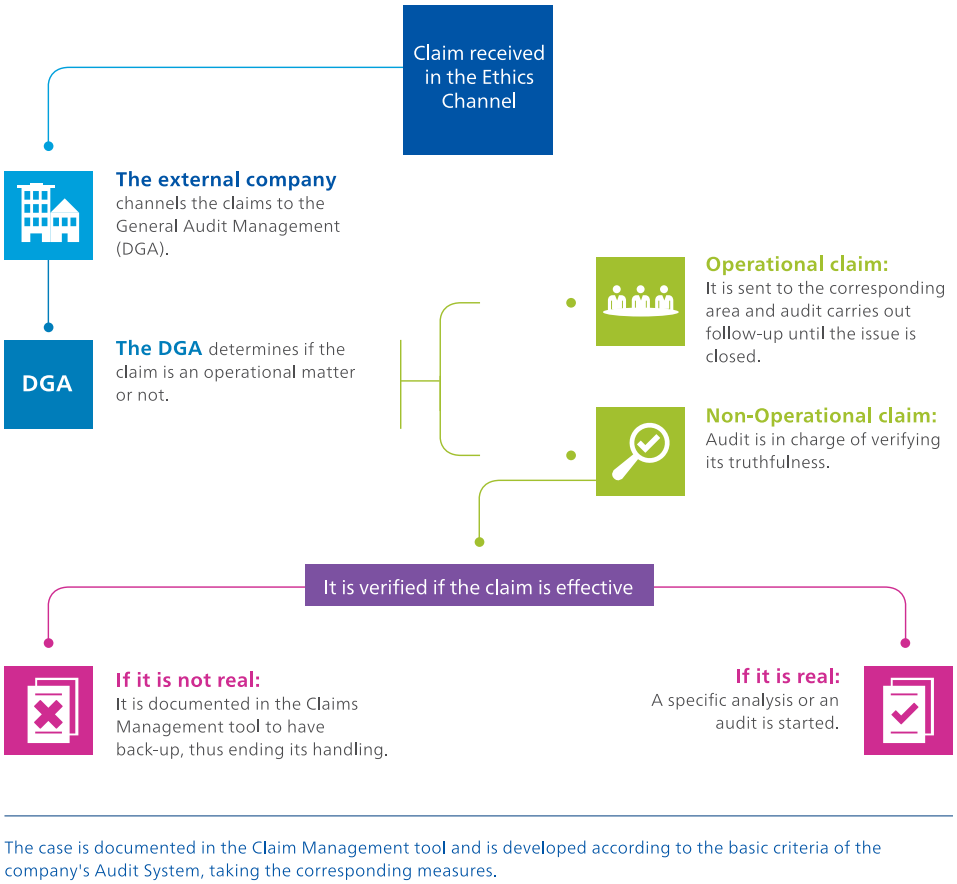
Ethics Channel

The Ethics Channel is a claim mechanism enabled for all the Group affiliates through the company's web site, Intranet or by telephone. In order to safeguard anonymity of those filing claims, this channel has an external administration and restricted access to contents.

Other communications channels

Telephone, letter or e-mail are other means through which stakeholders can make claims. These can be communicated to any member of the General Audit Management (hereinafter DGA) or third parties.

Received claims management system in the Ethics Channel



The case is documented in the Claim Management tool and is developed according to the basic criteria of the company's Audit System, taking the corresponding measures.

Claims received

[SO4] During 2013, the Enersis Group received a total of six claims through the Ethics Channel. These claims were related to the following:

- Undue treatment to collaborators by two company managers.
- Leak of information during the course of a bidding process.
- Lack of payment of works performed by subcontractors.
- Crime against Consumers' Law.
- Increase of billing by a client due to a rate change.
- Preferential treatment of a manager towards a worker.

In case of "Non-operational" claims received, Audit started a review, in order to evidence the validity of the grounds for the claim. In case of "Operative" claims, they were given to the area involved, responsible for carrying out analysis and adopting relevant measures, avoiding the reiteration of the situation described in the claim.

Similarly, Internal Audit is responsible to carry out a periodic follow-up of action plans or opportunities for defined improvements, in order to avoid these types of situations in the future. It is worth noting that both claims as well as the actions adopted are made known to the Board of Directors' Committee.

[HR4] [HR11] In comparison with discrimination incidents, in 2013 Enersis received a claim through the Ethics Channel, which was verified and solved. There were no claims reported during the year regarding claims related with transgressions to Human Rights; period in which the Enersis Board of Directors and each one of its affiliates approved the Human Rights Policy that picked up commitment and responsibilities in relation to them and, particularly, with those affecting entrepreneurial activity and the operations developed by all company workers.

Similarly, the Human Rights Policy promotes respect of Human Beings, in all company commercial relations in terms of including its contractors, suppliers and commercial associates in the same principles, providing particular attention to situations of conflict and high risk.

Zero Tolerance on Corruption Plan

[4.6] To avoid conflicts of interest, the Enersis Group has developed norms and procedures that exceed the obligations that local legislations establish in the different countries of influence.

In compliance of the tenth principle of the with the tenth principle of the United Nations Global Compact, according to which "companies are committed to battling corruption in all its forms, including extortion and bribery" and in the stipulations of its Ethics Code the company has defined the Zero Tolerance on Corruption Plan. The plan is applied through the transparency criteria recommended by Transparency International and In it the activities most exposed to the risk of corruption are identified, committing measures in relation to the following items:

- Bribery.
- Donations to political parties.
- Donations to benefit organizations and sponsorship.
- Favoritism.
- Gifts, lodging and expenses.

The Ethics Code and the Zero Tolerance on Corruption have been incorporated, as they are mentioned, to the Internal Regulation of Order-Hygiene and Safety.

Information of Interest Handling Manual for the Market

In relation to Article 18 of the Security Markets Law, the company's main managers and executives must Inform the Board of Directors on their position in securities of the company's most relevant suppliers, clients and competitors, whether directly or through third parties.

On February 26, 2010 Enersis S.A.'s Board of Directors approved the Information of Interest Handling Manual for the Market (MMIIM, Manual de Manejo de Información de Interés para el Mercado) that, among other matters, touched on resolution of conflicts of interest mechanisms.

231 Guidelines

[4.8] 231 Guidelines represent the point of reference for identifying the behaviors expected for all employees, advisors, official auditors, managers and third parties (contractors, agents, suppliers) of companies forming the Group.

231 Guidelines originate from the passing of Legislative Degree 231 by the Government of Italy on June 8, 2011, which introduces in Italy's legal system direct responsibility of companies and other legal entities on crimes committed by directors, executives, their subordinates and others, acting on behalf of the company, when the illegal behavior has been carried out in benefit of the referred to company.

The Group was the first company In Italy in adopting compliance of 231 In 2002 and, in 2010, it approved Internal Guidelines that were made extensive to all the Group's non-Italian affiliates. These Guidelines are integrated with those of the Ethics Code and the Zero Tolerance Plan against Corruption approved by the Enel Group.

Criminal Risk Prevention Model

[SO2] The company has a Criminal Risk Prevention Model that establishes a control system in order to prevent the commission of the following crimes within the company: money laundering, financing terrorism and bribery of a national or foreign public official.

In Chile, where the parent company of the affiliates in Latin America, the Criminal Risk Prevention Model responds to Law No. 20.393, dated December 2, 2009 establishing the criminal liability of companies in crimes of money laundering, financing terrorism and bribery of a national or foreign public official.

Without detriment to applicable legislation, in the prior paragraph, the Criminal Risk Prevention Model is based on the so-called 231 Guidelines, governing the expected behavior of workers, collaborators and third parties of the Enel Group and its affiliates.

As a signal of interest for the Enersis Group of being a reference point of corporate behavior, the company received on December 12, 2013 the voluntary certification of the Criminal Risk Prevention Model under Law No. 20.393.

After reviewing the background information presented by the Group, the certifying company ICR Clasificadora de Riesgo Ltda., extended certification of the Criminal Risk Prevention Model for an 18-month time period, effective between December 1, 2013 to May 31, 2015.

The Model's certification allows the Enersis Group to perfect its operation, underscoring the observations detected by the certifying agency.

Criminal Risk Prevention Plan 2013 Milestones

Criminal Risk Prevention Model Review

According to the criteria adopted, during 2013 100% Criminal Risk Prevention Model (MPRP) control activities were reviewed, mitigating risk scenarios that could give place to the crimes specified in the 231 Guidelines and Law No. 20.393.

Actually, the Enersis Group has a total of 83 control activities, of which 18 are new (implemented in October 2013) and 65 existing ones, which were reviewed overall In each Group company.

Criminal Risk Prevention Model Integration Process – Focus on Bribery

[SO2] In addition to identifying the risks associated with corruption, carried out in 2010, during the 2013 first semester an updating process was performed of the Prevention Model, focusing on the crime of bribery and traffic of influences of the company. This process consisted in:

Identification of areas that deal with Public Administration

Meetings with all the company managements, where the top line (managers and assistant managers) identified the assistant managements, areas and units where interaction is kept with Public Administration.

Identification of people that deal with Public Administration

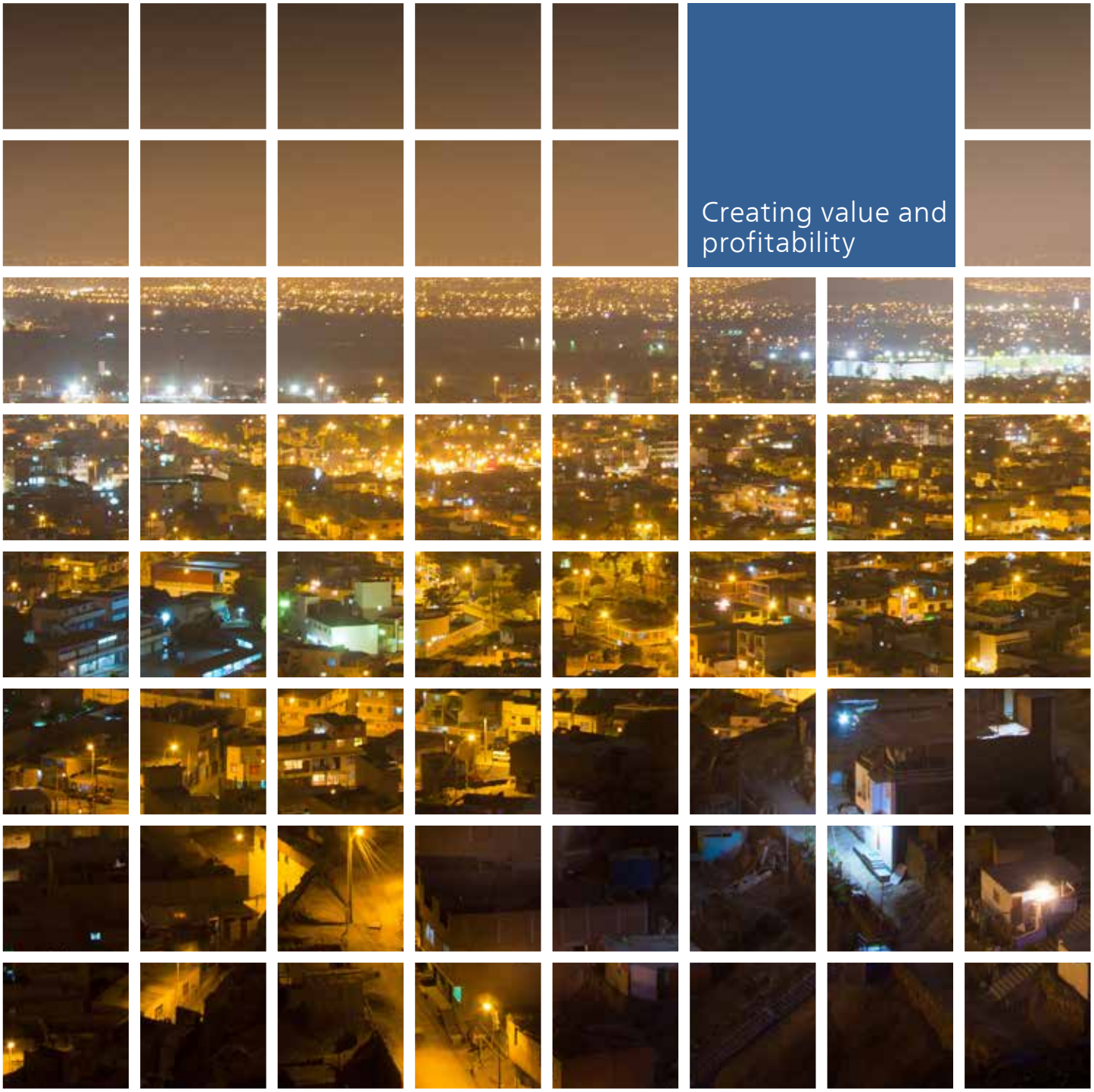
Meetings with all the company managements, where the top line (managers and assistant managers) identified people who have relations with Public Administration.

Analysis of the existing control system

Analysis of control points (assessment of design) stated by the assistant managements and areas where relations are kept with Public Administration.

Definition and start-up of a **specific control system** for bribery

Establishing new points of control, such as defining responsible and assistant sub-responsible parties for MPRP, signing the compliance declaration of MPRP, among others.



Creating value and profitability

Management focus

For the Enersis Group, growth and profitability of its projects and operations consider management based on ethical and transparent processes, incorporating In this line the scopes of environmental protection and social development in order to guarantee their sustainability.

Within this framework, the company seeks to be positioned long-term in the electric sector, implying development of a business and investment strategy within a climate of collaboration with different public, private and social players, along with adapting to the strict compliance of the effective legislation in each country.

Thus, the Enersis Group companies seek the maximum efficiency of their electric generation and distribution processes through supplying power and related services with high quality standards, in addition to applying a planning and management system that allows maximizing the investment performance and a risk management strategy assuring harmonious development.

Main 2013 results

Financial performance

Despite the uncertainties of the economic, social and regulatory scenarios of the countries in which the Enersis Group develops its activities, the company has reached the objectives proposed when facing the market, both in terms of EBITDA as well as in net debt.

In 2013, the Enersis Group reached an EBITDA of $2,251,489 million, or its equivalent to US$4,547 million, amount representing an approximate increase of 15.6% and that is along the lines of the objectives informed to the financial community.

It Is worth noting that this indicator was allocated for the fifth consecutive year over US$4,000 million, which reflects the success of the company strategy that in general terms, has led towards geographic diversification, a balanced technological mix, a balanced portfolio between regulated and non-regulated activities, investment decisions that are selective and flexible and the concern for costs. Along with that, it also contributed to the incorporating capital increase assets, concluding in March 2013 with 100% of subscribed shares.

In relation to the Group's main business lines, the 2013 positive results are mainly explained by the following:

- In Generation through reducing supply and services costs in Chile, due to greater revenues received by the combined-cycle availability contract of Endesa Costanera in Argentina and a greater spot sales price in Colombia.
- In Distribution, due to the positive impact on the business results that Resolution SE No. 250/2013 had in Edesur, in Argentina.
- The contribution of participations of Endesa España grouped in the Southern Cone, within the framework of capital Increase. The entrance of these companies to the consolidation perimeter of the Enersis Group meant an increase in the financial situation status.

In 2013 the growing trend of electric demand in the markets where the Enersis Group operates in South America, with an average growth of 3.8%. Particularly, Peru, Chile and Brazil, showed increases of 5.9%, 5.2% and 4.5%, respectively.

As of the closing of the reported period, the number of distribution business clients reached 14.4 million with 44% of clients in Brazil, 19% in Colombia, 17% in Argentina, 12% in Chile and 9% in Peru. The aforementioned, meant an increase of 3% in comparison with the 14.01 million there were in December 2012.

In terms of the Group's installed capacity in the region, it went from 15,173 MW in 2012 to 15,858 MW, showing a 4.4% increase. This is mainly explained by the acquisition of new affiliates such as Dock Sud, in Argentina, contributing a total installed capacity of 870 MW and the Empresa Eléctrica de Piura S.A. (Eepsa), in Peru.

In the period revenues reached $6,264,446 million, decreasing 3.6%, however, it is worth noting that the contribution margin increased 13.4% to $3,175,305 million due to the decrease of 16.4% in the costs of provisioning and services, to which $3,089,141 million were added.

Financial expenses decreased 22.4% due to a lower debt stock in relation with 2012 and greater financial risks, mainly derived from Enersis capital increase and the positive regulatory effect in Edesur's revenues.

The Group's operating result (EBIT) was allocated in $1,741,138 million, meaning an increase of 18.4%.

The net benefit of the Enersis Group increased in 74.5% during 2013, added to the closing of the accounting period for a total equal to US$ 1,330 million.

Main results per business line

The Enersis Group's financial performance in 2013 was positive and was mainly explained by the operational improvement of the generation business in Chile.

This result is relevant for offsetting the draught effect, mainly in Chile, phenomenon that was extended for the fourth consecutive year.

In relation to its main business lines, the company kept balanced contributions to the EBITDA per type of business: 52% in Generation and 48% in Distribution.

Generation

The Generation Business is mainly through the affiliate Endesa Chile. In this segment, the Enersis Group has operating affiliates in Argentina, Brazil, Chile, Colombia and Peru.

In total, the company's installed capacity increased to 15,847 MW to December 2013 and consolidated electric production reached 60,083 GWh.

Energy generation is achieved through different sources, being the main ones hydroelectric (55%) and thermal (44%), with a minimum percentage for wind generation. The business segmentation is carried out according to diverse economic, social, and environmental variables, considering the variability of costs among the different manners of production.

In 2013, Energy sales reached los 69,368 GWh, representing an increase of 5.2% in comparison with 2012.

Country	Energy sales (GWh)
Argentina	16,549
Brazil	6,826
Chile	20,406
Colombia	16,090
Peru	9,497
Total Generation	**69,368**

Distribution

Enersis Group's distribution developed through Edesur in Argentina, Ampla and Coelce (owned by Endesa Brasil) in Brazil, Chilectra in Chile, Codensa in Colombia and Edelnor in Peru.

During 2013, Energy sales of the distribution segment increased approximately 3.8%, to 75,443 GWh, thanks to the increases shown mainly in Brazil, Colombia and Chile.

Country	Energy Sales (GWh)
Argentina	18,137
Brazil	21,767
Chile	15,152
Colombia	13,342
Peru	7,045
Total Distribution	**75,443**

Transmission

The electric energy transmission business is performed through the interconnection line between Argentina and Brazil, CIEN, affiliate of Endesa Brasil, with a transportation capacity of 2,100 MW.

Main expenses and investments per business line

Generation

Capital expenses in generation totaled $368 billion in 2013, of which $135 billion were incurred in Chile and $233 billion in the South American affiliates.

In Colombia, the main expansion investment was concentrated in the construction of the El Quimbo Hydroelectric Project, of 400 MW of power and start-up of the first unit of the Cadena Salaco Project that will extend in 145 MW the complex power.

In Peru, investments were mainly concentrated in the start-up of the Reserva Fría Project with capacity of 183 MW. In addition, Investments will continue for the studies and development of the pipeline for studies and development of the project pipeline both hydraulic and thermal electrical In Chile and the Region.

Distribution

During 2013 investments were made for $455 billion, mainly to service consumer needs, due to demographic growth and new clients, through investments not only In connection to them, but also increases in capacity and reinforcement of the installations in High Voltage (A/T), Medium Voltage (M/T) and Low Voltage (B/T) of companies. From the total, $55 billion were incurred in Chile and $400 billion in the South American affiliates.

In Chile, during 2013, Chilectra carried out investments for a total of $55 billion, which were mainly allocated towards satisfying energy demand increase, service quality, security, information systems and remote control and losses. The most significant (see detail in Annex I) are as follows:

- Extension in transformation capacity in the stations of the Metropolitan Region.
- Re-power of the A/T networks.
- Construction of three new feeders in M/T networks.
- Automation increase in the M/T network.

In Argentina, Edesur carried out investments of close to $96 billion, mainly related to the investment plan presented by the Argentinean government according to obligations of Resolution 347/2013. This plan implied carrying out important electric infrastructure works allowing to extend and renew medium and low voltage networks. The remote control project of the medium voltage network continued that had started in 2011, and service technical quality.

In Brazil, total investment reached $173 billion. In particular, Ampla carried out investment for a total of $106 billion, mainly concentrated in losses reduction projects, quality of the distribution networks and connection of new clients.

In case of Coelce, investments totaled $67 billion, mainly in network and connection projects allocated to incorporating new clients. Also, necessary investments were made to support sustained growth of demand presented by the State of Ceará during the last few years.

In Colombia, investments made totaled $72 billion in projects directed to expansion, to service new clients and satisfy growth of the demand in a comprehensive manner in the different distribution network voltages.

Investments made by Codensa were mainly focused in connections to new clients and in networks to improve Service Quality.

In Peru, Edelnor carried out investments for a total amount of $58 billion mainly focused on satisfying growth of demand, always seeking to reinforce security in the medium and high voltage feeders.

Relevant facts in 2013 financial management

Enersis Capital Increase

On March 28, 2013, after the subscription of 100% of the shares offered, the operation was concluded in a total and successful manner. The amount collected in the most significant capital increase operation performed to date in the country, is broken down as follows: on concluding the preferred option periods in Chile, the United States and in Spain, the company shareholders subscribed a total of 16,284,562.981 shares, corresponding to 99.04% of the total authorized for its issue, adding US$5,961 million (of these shares, Endesa Spain, through contributing its participations grouped In the Southern Cone, subscribed 9,967,630,058 shares). In turn, the remaining 157,043,316 shares that were left at the end of the preferred option periods were placed in an overall manner in an auction held on March 28 in the Santiago Stock Exchange, collecting US$60.6 million, auctioning off the overall total of packages at $182.30 per share. Due to the result of the capital Increase, in Enersis all the participations of Endesa Spain in South America were unified, and the company was given the necessary resources to carry out a significant growth and expansion plan in the region through the purchase of minority shares and M&A. In addition, and given that the Group balance has been reinforced, this will allow accelerated development of generation projects.

Enersis incorporates participations in companies operating in electric Generation, Transmission and Distribution in South America, which assumes an increase of a net result of approximately US$360 million without incurring In transaction costs or incremental risks, since we are dealing with companies that almost all, are already managed by Enersis. The contribution of participations in Emgesa and Codensa, both from the Colombian market, will allow Enersis to consider these investments by its own right. The addition of Piura (Eepsa) implies an increase of the company's presence n the Generation sector in Peru, through an asset that shows attractive growth opportunities and that in addition carry out the construction of a 200 MW power plant, unit that will start its operations during the second 2013 quarter. Incorporating of Cono Sur, will rebalance Enersis' net profit, reinforcing weight of Colombia and Brazil, countries that are growing at very

relevant rates, which in terms of the market, the company will be consolidated as the main electric company listed in South America, increasing Its weight in the IPSA, on going from the eighth position to third place in trade market capitalization.

Starting from the second quarter of 2013, the Enersis Group companies: Generalima S.A.C., Eléctrica Cabo Blanco S.A.C., Empresa Eléctrica de Piura S.A., Endesa Cemsa S.A., Inversora Dock Sud S.A. and Central Dock Sud S.A. entered the perimeter of consolidating all of them contributed by Endesa España, grouped in Cono Sur Participaciones S.L.U., as part of the capital increase process carried out by the company. The entrance of these companies to the consolidation perimeter of the Enersis Group assumed an increase in the financial status situation consolidating M$110,222,618 in current assets, M$163,196,934 in non-current assets, M$180,637,895 in current liabilities and M$54,241,781 in non-current liabilities.

In October and considering the company simplification process of capital increased closed and approved on December 20, 2012 by the Enersis Extraordinary Shareholder's Meeting, the company acquired company shares from its affiliate Inversiones Sudamérica Ltda., consequently producing the end of this company. Thus, producing the end of this last company. In this manner, Enersis acquired the company participations that had been contributed by Endesa España as payment of shares of the capital increase, becoming the direct title holder of the company participations contributed, a fact that has produced legal effects since October 1, Inversiones Sudamérica Ltda. had absorbed In a prior manner, during last July, in the company Cono Sur, company that originally grouped the company contributions that Endesa España grouped within the framework of the capital increase operation. The assets acquired by Enersis during the operation generated during the second quarter 2013, an additional increase of approximately 20%, or the equivalent of $52,531 million, in the company's net benefit, which was added to a total of $322,356 million as of the first semester this year.

Electric supply award for regulated clients in Chile, 2013-2014 Period

The Enersis Group, through its affiliate Endesa Chile, had an active participation in the electric supply bidding process called by the Government of Chile, in order to have new contracts that allow satisfying the needs of supply of the distributing companies.

Endesa Chile was awarded the new supply contracts offered In the bid by the public authority and the electric distributors for the 2013-2024 period. It is worth noting that both companies were the only ones that participated in the process.

These contracts correspond to close to 5,000 GWh annually, which will be entered into the Sistema Interconectado Central (SIC) in a scaled manner. Endesa Chile presented an offer for 70% of energy in this process, equal to 3,900 GWh annually. The remaining 22% will be offered in a bid again during el primer semester 2014.

Endesa Chile's participation in this bid process responds to the company's commitment with sustainable development, taking on the challenges present in the industry and is in tune with the Enersis Group's will and that of all its companies to respond to the energy demand in Latin America through energy supply services subject to high quality, safety, continuity, and operational efficiency at a low cost.

Bonds Issue

During 2013, important bond issue processes were carried out in order to achieve reductions in financial expenses, more profitability and greater value for shareholders.

In Chile, the Enersis Group kept available for the all the local bonds program for UF 12.5 million, a program registered in the Securities Register of the Superintendence of Securities and Insurance in February 2008.

In Colombia, Emgesa issued local bonds for US$293 million in a six and twelve year periods, and made formal refinancing of a syndicated loan for US$158 million. Whereas Codensa, issued local bonds for US$195 million at a five and twelve year period. (See detail in Annex I)

In Peru, Edelnor carried out local bond issues for US$88 million and has formalized banking loans for US$39 million. In addition, it is the first Peruvian corporation to contract banking lines committed within a time period of two years for US$39 million. Edegel structured a corporate bond program for US$350 million.

The solidness of the company is also expressed in the rating obtained for Its bond programs, its long-term perspectives and corporate performance.

These solvency ratings are supported in the diversified asset portfolio that the company has, strong credit parameters, adequate debt structure and extensive liquidity. Enersis' geographic diversification in Latin America provides natural coverage when facing the different regulations and weather conditions.

Ratings

On February 28, 2012, Humphreys ratified the rate "AA" of Enersis local bonds, "AA/level 1" to the commercial notes program and "1° class level 1" to the company shares.

On July 1, 2013, Feller Rate confirmed in "AA" the local effective rating for the bond, shares and securities programs, also ratifying stable perspectives.

Similarly, on August 2, 2013, Standard & Poor's confirmed the international rating for Eneris in "BBB+" with stable perspectives.

On August 9, 2013, Fitch Rating ratified the rating in local and foreign currency for Enersis at "BBB+", as well as its long-term rating at a national scale at 'AA (cl)'. The perspectives are "stable".

Finally, Moody's ratified the corporate rating at Baa2 for Enersis with stable perspectives on September 30, 2013.

Management of demand [EU7]

Management of demand in a drought situation

The hydrological scenario in Chile and in other countries where the company operates, where there has been a drought scenario in the recent past, imposes challenges for competitiveness.

The drought produces a double detrimental effect regarding the results of the electric companies. On the one hand, the lower hydraulic generation must be compensated with an increase in gas and diesel production, which increases generation costs. On the other, drought produces an increase in market prices, increasing the costs of spot market purchases.

Considering this scenario and with the object of reducing risk in situations of extreme drought, the Enersis Group has designed a commercial policy, defining sales commitment levels according to generating power plants in a dry year, and including risk mitigation clauses in some contracts with non-regulated clients, and in case of regulated clients submitted to long-term bidding processes, determining indexation polynomial that allow reducing exposure to price variance of determined commodities such as diesel.

The increase of installed capacity of the Enersis Group that went from 15,173 MW in 2012 to 15,847 MW in 2013 must be added, increase that is explained with the start-up of new power plants such as Bocamina II (350 MW) of Endesa Chile and the acquisition of new affiliates such as Docksud, in Argentina that contributes a total installed capacity of 870 MW.

Foreseen capacity to face long-term electricity demand [EU10]

Contents		Argentina	Chile	Brazil	Peru	Colombia	Total
Energy capacity of power plants in construction (MW)	2011	0	370	0	183	400	**953**
	2012	0	370	0	183	400	**953**
	2013	0	150	0	0	545	**714**
Energy capacity of planned investments (MW)	2011	0	2,701	1,062	188	157	**4,108**
	2012	0	2,828	1,232	236	157	**4,453**
	2013	0	1,490	0	208	160	**1,858**

(1) This indicator attempts to show if the organization is planning the installation of sufficient energy capacity to satisfy future demands.

Investment Plan: More presence in South America

[EU6]

The Enersis Group coordinates the global financing strategy of its affiliates and credits among companies, In order to optimize the debt administration and financing terms and conditions. The affiliates develop independent capital investment plans that are financed based on the internal generation of funds or direct financing.

One of the company goals is underscoring those investments that give long-term benefits, such as projects to reduce energy losses.

The investment plan of the Enersis Group is sufficiently flexible to adapt to changing circumstances on granting different priorities to each project according to profitability and strategic matching. Investment priorities are currently focused on developing the works plan in Chile, Peru and Colombia.

In 2013, through capital increase some companies are incorporated to the Enersis Group that contributed their respective projects (e.g., Reserva Fría in Peru).

2014-2018 Strategic Lines

The 2014-2018 Strategic Plan will focus its objectives on consolidating the leadership position of the company in South America, through capturing growth opportunities through capturing growth opportunities for an average increase of 4.2% in energy demand.

The every greater challenges of the electric sector in South America require companies capable of facing energy requirements, care of the environment and respect for communities.

Enersis and its affiliated companies have the necessary tools, knowledge and commitment of more than 11,000 workers to lead and face these challenges. The company commits its greater efforts on maintaining its leadership position in South America and continue delivering safe, reliable and competitive electric supply, to more than 50 million people. In this context strategic lines for its affiliates in South America for the coming years are:

	Actions	Objectives
Generation and commercialization activities	• Demand supported in solid economic grounds.	• Country demand: TACC of 4.2% (2013-18).
	• Increase of installed capacity.	• 840 MW of new capacity along the Strategic Plan (Chile and Colombia).
	• Increase in efficiency.	• 15% reduction cash-cost (€/MWh 1) in 2018.
	• Launching of new businesses.	• Taking advantage of gas opportunities.
Distribution activities	• New connections.	• > 400.000 new clients /year.
	• Development and growth of SVA's portfolios.	• Increase of Contribution Margin.
	• Service quality improvement.	• Ambitious objective to reduce the TIEPI(2).
	• Reduction of losses.	• Focus on Brazil.
	• Increase in efficiency.	• 6% reduction cash-cost (€/client (1)) in 2018.
Group solid growth platform		

(1) In actual terms and considering the 2013 rate of Exchange
(2) TIEPI: interruption time equal to installed power

New business sources

Commercialization of Natural Gas

In May, 2013, Endesa Chile made concrete an agreement with British Gas Group (BG) whose conditions allow assuring their Liquid Natural Gas (LNG) Supply long-term, due to the fact that it will allow the company to access better prices along with increasing flexibility in the amounts to be requested and points of destination.

Eco-Energy Products and Value Added Services

In 2013 the Value Added Products and Services portfolio related to energy efficiency continued to be strengthened (PSVA, Productos y Servicios de Valor Añadido). This allows commercializing the company among homes, small businesses and large and mid size companies a series of products and services that make possible responsible and efficient energy consumption.

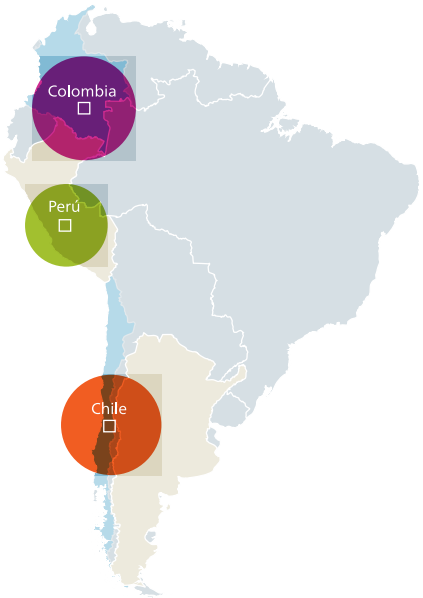
These are relevant products and services that add value from the shareholder's point of view but also from the client's point of view.

It can be highlighted that in 2013 Chilectra's success in mass sale of electric heating equipment, in relation to other energies, which accounts to a greater understanding of citizens regarding efficiency and less contamination in relation with fossil fuels.

Surveys in South America conclude that clients that purchase some service or product of the arrays offered in the different companies (from life insurance to installing air conditioning, products and services for large clients, etc.) improve their perception regarding the companies' customer service. The PSVA are very relevant specially in Colombia, Codensa Hogar and in Chile.

Effective projects and exploration of new businesses

On responding to its commitment of taking electricity to most people, it faces challenges of a growing energy demand required for developing countries where it operates and In tune with the objective of keeping and extending its leadership in South America, the Enersis Group has a diverse projects portfolio that is presented as follows:



To know more details of the projects, review the Profile of this report.

Peru

Hydroelectric Curibamba Power Plant

Run-of-river 192 MW power plant with 1,013 GW/h and a single circuit transmission line 135 kilometers long at 220 kV.

Colombia

Hydroelectric El Quimbo - Emgesa Power Plant

192 MW dam hydroelectric power plant with 1,013 GW/h and a 135 kilometer long single circuit transmission at 220 kV.

Salaco-Emgesa Project

Reconditioning of 3 generating units of the Salto II, Languneta and Colegio Power Plants, increasing power for a total of 260 MW.

Chile

Hydroelectric Los Cóndores Power Plant

Run-of-river 150 MW installed power plant and anual average generation of 560 GW/h.

Tal Tal combined cycle power plant

Closing operation Combined cycle closing operation utilizing two existing gas turbines of 123 MW each, and will add a steam turbine 120 MW, being enabled with a net power of 370 MW and an increase of efficiency of up to 50%

HidroAysén Company

Construction and operation of five hydroelectric power plants, two in the Baker River and three in the Pascua River, located in the Region of Aysén. Annual average generation capacity of 18,410 GW/h.

Land Reserve

208.9 hectares in the Region of Atacama and 42 hectares in the Los Lagos Region, allocated to new projects.

Punta Alcalde Thermoelectric Power Plant

Thermoeloectric power plant that will contact two power bolcies of 370 MW installed power each.

Neltume Hydroelectric Power Plant Reserve

Run-of-River 490 MW installed power Hydroelectric Power Plant, with an anual average generation of 1,885 GW/h.

To know more details on the projects, review the Profile Chapter.

Regional regulation

Regulatory variances in the region

Regulation in generation companies in Argentina

In March 2013, the Argentinean government made official through Resolution of the Secretary of Energy No. 95 de 2013 (hereinafter the "Resolution"), a series of modifications to the remuneration regime of generating agents, co-generators, and auto-generators of the Wholesale Electric Market (MEM, Mercado Eléctrico Mayorista), with the exceptions foreseen in Article 1 of the Resolution (hereinafter "Committed Generators"). This Resolution establishes that the new conditions have a retroactive effectiveness starting from the corresponding economic transaction corresponding to February 2013, prior to the commitment of each generator committed to abandon all complaints that have been made against the National Stadium, Secretary of Energy and/or the Administrating Company of the Wholesale Electric Market (CAMMESA, Compañía Administradora del Mercado Mayorista Eléctrico) referring to the 2008-2011 Generation Agreement and S.E. Resolution No. 406/2003, and to waive making administrative and/or judicial claims against the National Stadium, Secretary of Energy and/or CAMMESA referring to the aforementioned Agreement and the resolution.

Regulation in Distribution Companies in Argentina

In May 2013, the Secretary of Energy approved Resolution 250/2013, which determines the MMC (Mecanismo de Monitoreo de Costos) amounts to be collected up to February 2013 and that allows offsetting them with debts corresponding to the Electric Energy Rational Use Program (PUREE, Programa de Uso Racional de Energía Eléctrica) and other debts that Edesur accumulated in the system. In the development of this important Resolution, on November 6, the Secretary of Energy published Note 6852 that authorizes Edesur to carry out the compensation of the MMC with debt generated starting from the PUREE program for the March to September 2013 period.

Regulation in Distribution Companies in Brazil

Due to the fact that some generators do not renew concessions and also other factors (such as delays in the construction of thermal power plants, low hydrology, etc.), during the first months of 2013 distributing companies suffered a lack of balance between regulated demand and energy offer, being involuntarily exposed to the sport market price to cover their energy needs in this context, on March 8, 2013, Presidential Decree No. 7.945/2013 was passed authorizing financing based on federal resources so that distributors can pay part of the over cost of energy. The non-paid over cost part through State resources will be covered by regulated rates in 2014 and 2015, duly restated by the SELIC Index of the Central Bank of Brazil.

Regulation in Generation in Chile

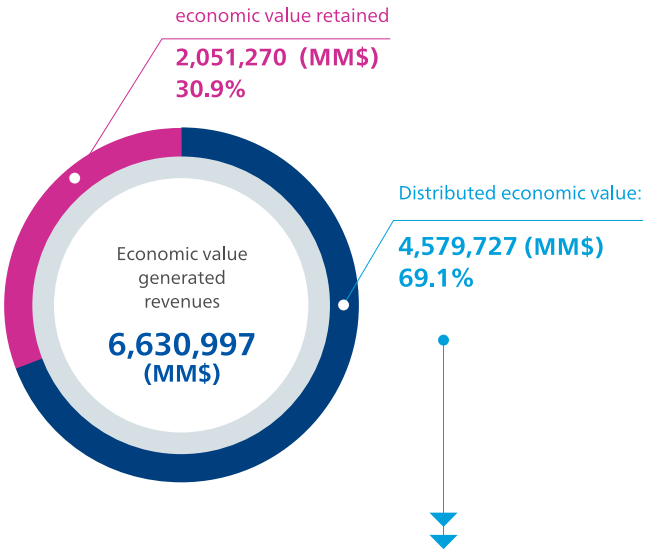
Dated October 22, 2013 Law No. 20.698 was published that modified Law No. 20.257 on ERNC. In its main aspects, a new supply obligation is defined with ERNC that implied increasing from 10% the supply obligation with ERNC of commercialized energy, which had to be reached in a gradual manner, on 2024, a new value was defined of 20% that must be reached, also in a gradual manner, in 2025. In addition, an annual and public bid mechanism is established exclusive for ERNC in order to comply with the annual supply obligation with ERNC. Such bids will be under the Ministry of Energy each year and the ERNC participants will compete for price (energy price) for the blocks that are offered in bids, which will allow them to sell at a stabilized price, with a maximum cap defined in the law itself. This new standard allows fostering the incorporation of these generation technologies and to do so in a more competitive manner.

Regulation in Transmission in Chile

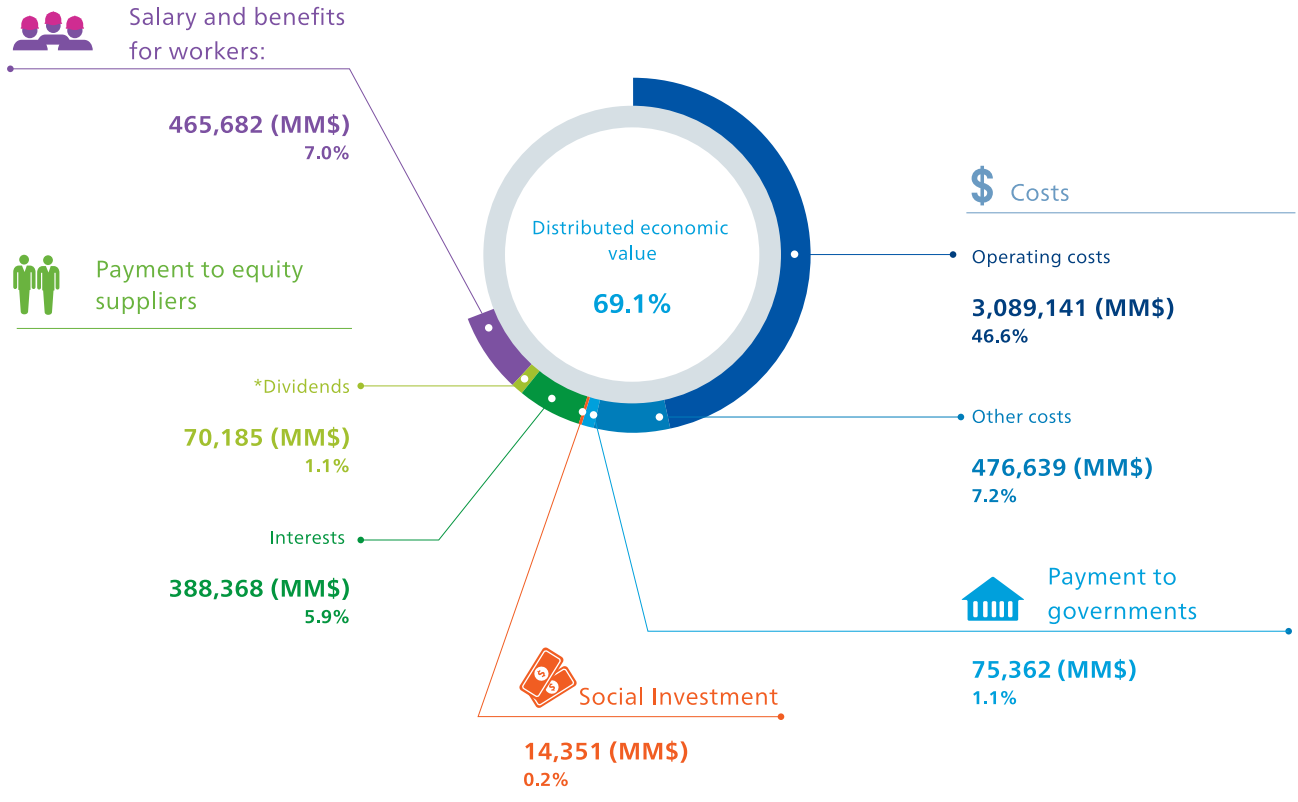
On October 14, 2013 Law No. 20.701 was published in the Official Gazette called "Procedure to Award Electric Concessions" that has the objective of making more agile the processing of electric concessions. The new law simplifies that provisory concession process, narrows down the processing times, makes more precise possible observations and oppositions to projects, modifies the notification process, establishes summary judicial procedures, introduces the possibility of dividing the concessions request, modifies the appraisal procedure of property and solves conflicts between different types of concessions.

In Transmission, it is also necessary to underscore the passing on January 30, 2014, Law 20.726 of Independent Interconnected Electric Systems, optimizing the system's joint operation giving greater backup.

Creating value in 2013 among stakeholders [EC1]

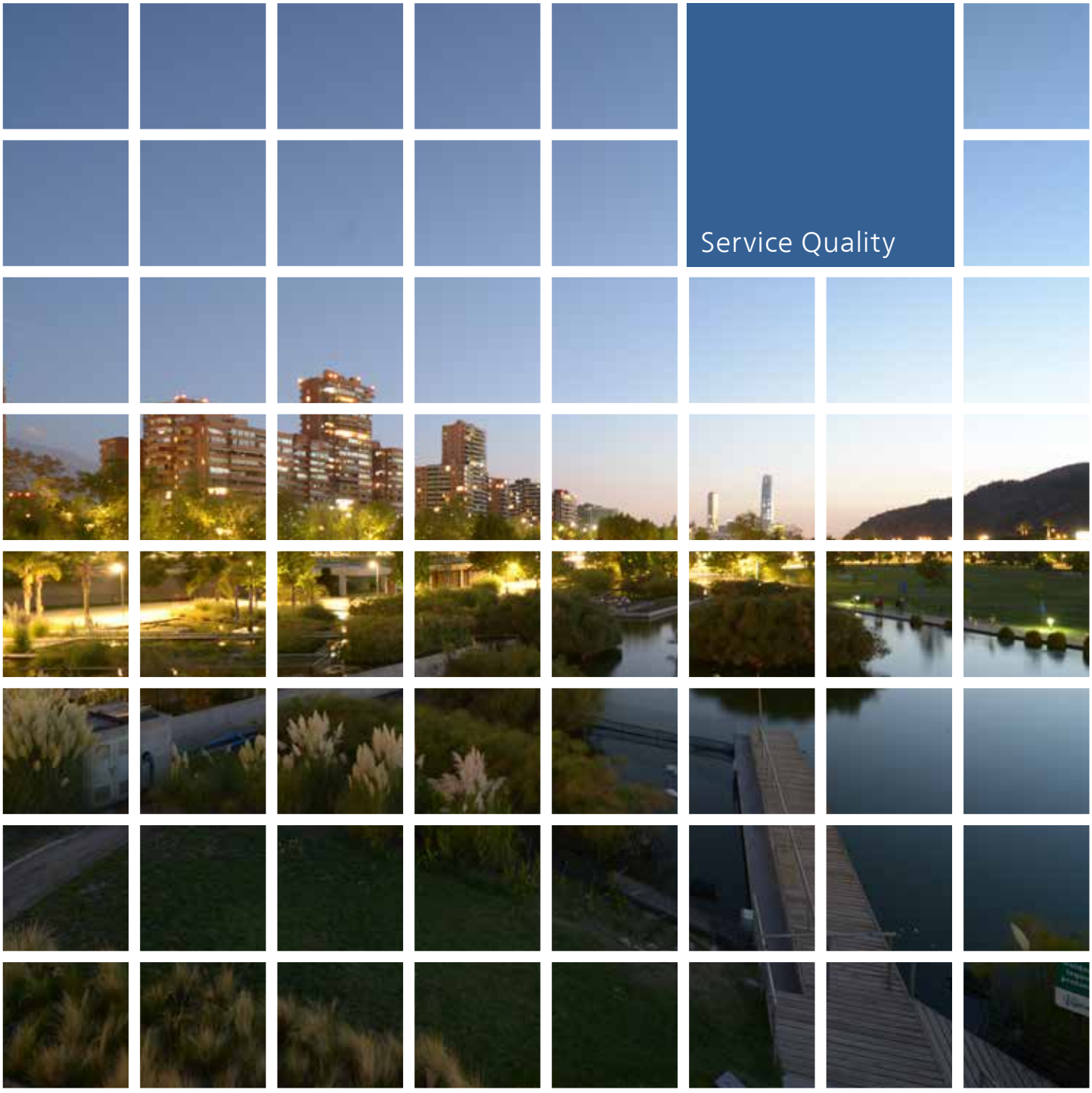


Economic value break-down distributed per type:



*Provisory dividends

**Developed based on consolidated financial statements corresponding to the accounting period ending on December 31, 2013 of Enersis and affiliates


Service Quality

Management Focus

Customer satisfaction is the essence behind the success of the Enersis Group in territories where it operates as an energy generator and distributor, and therefore, it is a priority objective for the Group companies in those countries. The company has the commitment of providing energy in a reliable, continuous and safe manner, contributing to the localities where it is present, in addition to innovating the delivery of new products and services that help improving quality of life promoting a more efficient energy use.

In the framework of this management, the Enersis Group seeks to guarantee access to electricity to a greater number of persons in South America considering the highest quality, safety and efficiency standards; where there is transparency and a sense of efficacy in each stage of relations with the client.

This implies, among other things, considering internal regulations, differences in consumers, existing infrastructure and the culture of each country in Latin America where the Group develops its business.

Clients of the Enersis Group

The Enersis Group is the first electric private company in South America, and is allocated as a leader of the sector in Chile, Argentina, Colombia and Peru, and as the third most important utility in Brazil.

In 2013, 357 new thousand users were registered in the region. The demand of all clients serviced has increased 4.6% in comparison to 2012.

[EU3] In 2013, the company guaranteed access to electricity to 14,381,085 clients in the territories where It operates as a distributor in South America, materialized in energy sales of 75,443 GWh.

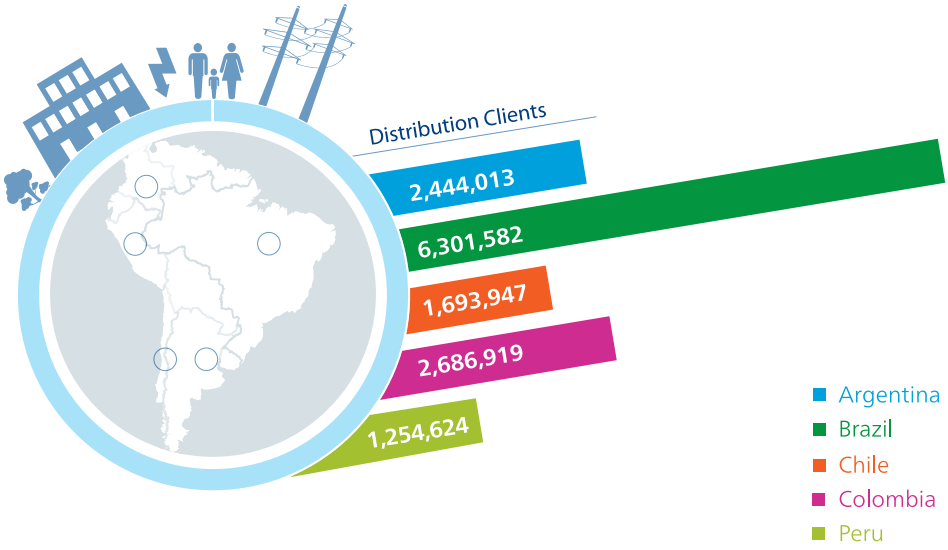
Supply quality: A priority

Electricity is essential for the economy and society, but particularly, for people's everyday activities. Due to this, companies of the Enersis Group have the responsibility of guaranteeing that in the territories where it operates as a distributor they have continuous and safe power supply.

Quality of supply is tightly linked to the reliability and infrastructure of the efficiency of the Transmission and Distribution infrastructure that must be capable of supporting the required loads at the demand level.

To do so, the companies forming part of the Enersis Group work in a continuous manner on improving the infrastructure of Its operations and on developing a more efficient distribution network.

An example of the aforementioned, in relation with the existing infrastructure is shown with the implementation of innovations tending to modernize and make a more efficient network, mainly to deliver their service in a more efficient and continuous manner to its clients, even when facing contingencies, as is the case of the Energy Control Center, in Peru.



Peru: Enersis Group Has Available Energy Control Center in Lima

Edelnor has a Control Center that monitors, supervises and addresses in a centralized manner all operations of the High and Medium Voltage Electric System that provides electric service to all clients in the metropolitan area. The center is active 24 hours a day, every day of the year, assuring continuous supply to all the Edelnor concession zone.

A 14 people team make possible the functioning of this control unit and has modern infrastructure capable of doing most work in real time, so that when an important interruption is produced, the performance protocol is activated including people and resources, allowing the replacement of the electric system in the least time possible.

Emergency Plans

Added to the efforts in infrastructure, the company establishes action systems with the purpose of managing and facing contingent events which go from increase in voltage to short-term supply interruptions that Impact the end user.

In case of disasters or incidences, emergency plans will be implemented as the one activated in Chile in May 2013, to face incidents caused by a bad weather front.

Chile: Enersis Group Assure Supply Despite Bad Weather Front

A bad weather front affected most of the country during the fourth week of May. Specifically, in the Metropolitan Region, the unusual amount of rainfall in a short period of time meant facing more than 1,400 events in barely 24 hours.

Despite the fact that the distribution networks functioned without problems, attention was centered in low voltage, despite the action radius of the company's equipment:

In Distribution, the activation of the Emergency Plan meant having more than 150 crews act on-site formed by close to 800 own workers and contractors, who allowed the quick reestablishing the electric energy service where it was interrupted.

[EU21] In generation, however, although the bad weather conditions did not represent on their own contingency plans, the effects they could have in operations and maintenance operations are effectively the focus of attention. In order to do so, each power plant has general and specific plans, associated to their geographic zones, and with trained and committed professionals to face adversities through crews, special shifts, cleaning works of pieces and zones that could represent complexities and in an on-going coordination with government authorities.

This level of preparation and commitment, responds to corporate alignments that govern all the Enersis Group affiliates to assure adequate access to the electricity of its clients and the communities where it operates.

Development and improvement of the Distribution Infrastructure

In order to reduce the risk of interruptions of supply, the Group's distributing companies are making an on-going effort in the constant maintenance and modernization of networks, substituting inadequate technological components and increasing the decree of automation and remote supervision that allows identifying incidents quicker and in a more precise way.

This work additionally allows reducing losses in the network (energy that is dissipated all along the lines, without reaching the final user) with a positive impact in the increase of the general efficiency of the distribution system. In the recent past, a key role has been for advanced network monitoring system improving the efficiency of the distribution networks.

Intelligent Command Control Measuring System

The Integrated System for measuring and managing electric counters remotely allows the continuous modernization of network loads and intervention in real time to optimize them. "Smart meters" are mainly installed in Italy and Spain (Enel and Endesa S.A.). In South America there are projects being developed in Chile and Brazil, whose implementation continued in 2013.

Smart Grids

A smart grid is the one capable of integrating the actions of all agents, producers or consumers to distribute energy in an efficient, sustainable, profitable and safe manner.

The electric network is formed by transportation and distribution lines, substations and transformers that supply electricity from the electric power plant to the end customer. What makes intelligent the digital technological network is that it allows bidirectional communication between the electricity supplying company and its clients.

The smart grid uses innovative products and services such as advanced monitoring, control and communications technologies that contribute benefits both to the environment as well as to clients:

- They increase the reliability level and quality of supply in the electric energy supply.
- Facilitate instruments for clients that allow them to optimize its own electric consumption and improving the functioning of the global system (active demand management). They allow contributing to maintaining environmental sustainability, including renewable energies and sustainable transportation, reducing emissions in renewable energies and sustainable transportation, reducing CO_2 emissions.
- Improve efficiency in distribution of energy flows and flexibility in managing covering demands.

Currently, two projects have been developed in South America that confirm the company's strategic support for developing and researching intelligent electric distribution networks as the base of the new energy model.

Smartcity Buzios

"Cidade Inteligente Búzios" is the first smart city in Latin America. Búzios is a municipality of 28,000 people in which a project is being developed based in a intelligent electric distribution network (Smart Grid) for the most sustainable energy management. The project started in November 2011 and comprises, among other innovations, automating of the transmission lines, wind and solar renewable energy generators in parks and roofs, installation of digital command counters in offices, stores, hotels and homes, LED public lighting, quick recharge points for electric vehicles and energy efficiency measures in public building. (See more Information in the Chapter Innovation and Energy Efficiency)

Smartcity Santiago

Smartcity Santiago is the first prototype of the intelligent city of Chile, in the capital's sector "Entrepreneurial City". There the integration of technologies are tested at an actual scale such as smart metering, network automation, electric vehicles, public lighting and distributed generation, assessing economic, technical and social aspects. (See more information in Chapter Innovation and Energy Efficiency)

Service Quality

In all countries where it operates, such a distributor or seller, the Enersis Group monitors customer satisfaction in relation to the perception associated to energy quality of supply and the efficiency of its Service Quality to the client, in order to collect and identify aspects that can be perfected and its specific causes of dissatisfaction in order to remedy them.

During 2013 continuity was given to the project "Best Practice Sharing", corporate initiative that is born in 2012 in order to share and integrate, at the global level, the methods used for recording customer satisfaction and commercial quality.

The elements that come out of the customer satisfaction work with clients are the grounds for planning and carrying out specific improvements in plans and programs of the companies forming the Enersis Group.

Customer Satisfaction [PR5]

The Enersis Group's energy selling companies, who work facing the client monitoring in an on-going manner satisfaction levels in what refers to main services, through interviews, surveys and direct visits.

Colombia

Two measurements models are applied, the first measures the operational performance of processes when facing the client Perceived Quality System (Sistema de Calidad Percibida - SCP) and the second assesses the level of relationship between the processes and the client (Sistema de Relacionamiento con Cliente - SRC).

In terms of the SCP, Codensa has coverage of residential energy processes, entrepreneurial energy, public lighting and leasing of infrastructure. They also consider value added products and services (PSVA), in which credit, insurance, publications and new products are measured.

In all measurement models, the sales process is assessed, the product delivery and total post-sales has 23 measurement instruments and average 1,500 surveys a month are performed.

For SRC measurement was supported in the methodology of the secret client, assessing service protocols and the solution at times of client - company. There is coverage of service processes for present and non-present clients technical and commercial operational processes with high Interaction with the client and the PSVA sales processes, In total there are 12 measurement instruments.

During 2013, 375 measurements were performed for the selected processes.

Customer Satisfaction Index: In 2013, the customers' satisfaction index in the regulated market was allocated at 86.4% in the released market in 87.50%. The average response time to complaints 11.46 days in the regulated market and 3 in the non-regulated one. The NIEPI Index (Number of interruptions equal to the installed power in medium voltage) was allocated at 10.408.

Brazil

In 2013, Coelce was ranked fifth place in companies with the most satisfied customers of Brazil, according to the study carried out by the Brazilian Association of Electric Energy Distributors (Abradee), reaching a Perceived Customer Quality Satisfaction Index (ISQP, Índice de Satisfacción de Calidad Percibida), of 86.9%, superior to the Brazilian measure.

Consequently, the company was qualified again as the Best Electric Power Distribution Company in the Northeast.

In performance assessment per region, the energy distributor got 100% success, being ranked first. The company was also finalist In social responsibility, operational management, economic and financial management.

Customer Satisfaction Index: In 2013, the Customer Satisfaction Index was allocated at 69.8% in Ampla and 86.9% in Coelce. The average response time to claims was defined at 4,83 days in Ampla and 2.86 days in Coelce and the NIEPI Index was allocated at 9.79 in Ampla and in 4.57 in Coelce.

Peru

In order to measure customer satisfaction in Distribution, from June 2012 the regional service was established that has the objective of knowing the opinion of clients In issues regarding energy supply, billing, payment cash flow information and communication with the client, customer service and image, which offers obtaining the perceived customer service satisfaction index (ISCAL, indicador de satisfacción de la calidad percibido). The at random sample considers 100 direct and personal monthly surveys to homes within the concession zone. At the closing of 2013, with the perceived customer service satisfaction index (ISCAL) and the results of the survey on general residential customer satisfaction (ER) accrued up to December 2013, the company was allocated within the established goal with 65.2%.

Customer Satisfaction Index: In 2013, the customer satisfaction index in the regulated market was allocated at 65.2%, the average response time to claims was ranked at 19.54 days and the NIEPI Index was allocated at 3.01.

Chile

Chilectra has a customer satisfaction measurement program that monitors monthly different instances of service and contact with clients that comprises from surveys to present and remote service channels, going from sales processes to electric supply quality and service emergencies, among others.

In 2013 the company continued extending its measurement program incorporating during this period a study to know customers satisfaction that are serviced by its Written Customer Service Area (Área de Atención Escrita)in charge of answering customers complaints. During the last months of 2013 work was done in the design and methodology of the study to start with surveys in January 2014.

The residential satisfaction study results for the 2013 period allocate the indicator goal for the company in 72.5%, showing a sustained improvement throughout the year. The main drivers of this growth are the dimensions “Customer Service”, “Information and Communication” and “Image” which experienced starting from the second semester significant Improvements of their results. The other three study dimensions “Supply”, “Bill” and “Payment Cash Flow”, behaved relatively stable throughout the year, sustaining the ISCAL in the hardest months for the company in relation to “Customer Satisfaction”.

Customer Satisfaction Index: In 2013, the Customer Satisfaction Index was allocated at 72.5%, the average response times to claims were 11.60 days and the NIEPI Index at 1.16.

Argentina

In 2013 no customer satisfaction studies were performed. The average response time to claims was of 14 days and the NIEPI Index was allocated at 3.07.

Customer's perception

CIER is the Integration of Regional Energy Commission, organization located in Uruguay, which leads the customer satisfaction with the residential customers service in Latin America. This annual survey, applied to residential clients from 56 distributors at the Latam level measure the perception of the service provided by the energy distributing companies.

The international customer perception survey developed by CIER, (of which Enersis Group is a part) reported excellent results for the company in 2013. The survey measures the customers satisfaction in the following quality areas: energy supply, image, information and communication, energy bill and customer service.

In the Colombian case, Codensa, has participated since 2003 with the objective of being one of the best evaluated companies by its clients in 2015. In 2013, the company got a score of 86.4% that allowed growth of 120% when facing the planned goal. A milestone that was achieved thanks to the sum of actions developed by all the company areas.

Claims management

In all countries where the Enersis Group operates, clients have different channels available through which claims can be made or information can be requested, such as e-mail, web page, customer service centers and call free telephone numbers. Information received is monitored in order to know customers perception and problems in process to place into immediate practice due corrective measures.

In Brazil's case, the Ampla Customer's Defense Channel and Coelce have the objective of guaranteeing the service quality provided and improving client's perception of these companies.

Research conducted in 2013 by the Vox Populi Institute, with a sample of 171 clients filed complaints, showed an improvement in the quality of customer service perceived of the defense of Ampla and Coelce. In Ampla, while 45.6% of clients rated 61.1% of the process which represent an increment of 15.5 percent points. Coelce's Customer Defense shows an increase in clients' satisfaction of 7.5 percent points, from 56.3% to 63.8%.

In case of Codensa, in Colombia, the project Client's Frequent Voice Project was developed whose objective is identifying and developing knowledge regarding the causes that led clients to filing a complaint before the customers service channels in a reiterative manner due to different reasons. Some results obtained in 2013 are:

- Reduction of re-contacts of clients due to claims of consumption going from 27% to 3%.
- A new customer service level is generated for claims referring to kilowatts invoiced that do not correspond, based on active listening and questioning clients.
- The conscious use of power made 100% of persons sensitive to receiving customers complaints, so that this can be transferred to attention.

[PR8] Claims serviced are derived from Control Entities such as: Superintendence of Public Services, Superfinanciera, Superintendence of Industry and Commerce, Comptrollers, Veeduria, People's Defense, among others.

* During 2013 the Enersis Group's clients filed complaints against different Control Entities seeking a definite solution for their claims. These amounted to 648 complaints, 7.3% less than the prior year. The cause of such complaints were due to different reasons, specially lack of continuity in providing the service, with 110 complaints, representing growth of 43% in comparison to 2012. The order of complaints in order were lack of maintenance and non-compliance of technical standards, such as the Technical Regulation of Electrical Facilities, RETIE.

Support of vulnerable clients

In all countries where the Enersis Group is present, there are forms of support (frequently tied to state initiatives) that help some segments of the population in paying electricity costs, in order to allow equality of access to power. These offers are directed to clients who are considered "vulnerable", such as senior citizens, people with health problems or with low income and it allows them to adopt a lower fee basic or extended payment conditions.

In Brazil, for example, low-income residential and rural clients are benefited with up to 100% over the traditional rates thanks to the program "Subsidy payment" of the Federal Government.

Another example is "Vale FISE" that Edelnor, in Peru, distributes to 75 thousand beneficiaries. It is the first electricity distributor that adds an electronic discount voucher through which clients whose average electricity consumption during the last 12 months is equal or less than 30 kW/hour, can access one a month for getting a discount voucher of S/16 (S/=new Peruvian sol), in order to acquire a domestic gas tank of up to 10 kilos. The FISE is the Energy Social Inclusion Fund (Fondo de Inclusión Social Energético) created by the Peruvian government to allow the most vulnerable sectors both urban or rural, to have access to domestic Petroleum Liquid Gas (GLG).

Supply in remote areas

Carrying energy to the different territories where it operates, through the development of technologies that consolidate the Enersis Group as a leading company in the electric sector, it is a premise that forms challenges for companies that form the Group, since in several companies in South America there are clients in rural places and of difficult access.

When facing this challenge, in 2013 numerous initiatives were developed in order to take electricity In a sustainable manner to the most remote homes.

Peru: Electricity for Uchubamba, San José de Villano and Marancocha

Edegel, generator, developed interconnection works of the community of Uchubamba to the Chimay hydroelectric power plant– with the participation of the local distributor (Electrocentro), thanks to which 1,208 persons of the jungle areas of Uchubamba, San José de Villano and Marancocha have safe supply.

Works consistent in building an approximate 2.7 kilometer transmission line that joins the local network of these communities with the delivery point In the power plant.

Colombia: Sustainable Cabling for Jungle Areas

Codensa within its infrastructure has close to 19,600 kilometers of medium voltage network, 84% corresponding to overhead networks where 8% of incidences caused are due to eventualities with trees, which assumes an extra effort in maintenance tasks. In this scenario is where factors such as innovation that, hand in hand with research work by the employees of Endesa Colombia with the support of collaborating companies has consolidated the development of projects such as ecological cable; an alternative for forestry zones that have difficult access.

This driver that means living with nature in a harmonious way, guarantees that in case a tree falls over the network, it does not brake but rather gets unattached from the structure and the circuit is kept in service. In addition, trees do not receive any type of discharge.

Communication and Relation with Clients

Transparency of Communication Channels

In terms of communication with clients, all companies of the Enersis Group are not governed only by complying with effective laws and regulations in each country but also based on what is provided for, in the Group's Ethic Code, which is why all contracts, advertising or communications addressed to clients must be:

- Clear and simple, using a language that is the closest possible for the spokespersons -thus avoiding for example, difficult clauses to understand - indicating prices In a transparent manner and clearly explaining costs.
- Complete, without disregarding important data in order to make decisions of clients.
- Must comply with effective legislations.
- Must be available in the corporate web sites.

New Communications Channels and Application of Information Technology

Commitment with transparent communication is also materialized in placing at clients availability different channels and information and management instruments of topic relative to their supply contracts, such as smart phones and tablets applications, such as Chilectra mobile application.

Chilectra APP

Compatible application with all mobile devices that allow access to the Chilectra services such as:

- Status of the supply bill.
- Register of requests or inquiries to Chilectra.
- Report disconnections or residential electrical failures or in the networks (public lights, etc.)
- Denounce energy thefts.
- Subscription of warnings due to the issue of the bill, maturity date or suspension of the service due to past due debt.
- Information of commercial offices and their office hours.
- Access to "Fonoservicio" (Telephone Service)with a click.
- Direct access to emergency warnings on line, through the twitter account twitter @Alertachilectra

These instruments facilitate better knowledge of clients of their own consumption (e.g. through comparison of energy consumption in several periods of the year) and making informed decisions and with knowledge in comparison with its supply contract..

Information accessibility

So that communication with clients be truly transparent, correct and effective, it is necessary to assure that there are not barriers that annul the equality of access to information for clients.

Due to this, company communications are established In the language of the country where it operates, and in the specific case of disability, many Group companies have foreseen solutions to help clients with hearing, moving or vision problems.

2013 Initiatives of access for persons with disability [EU23]

Colombia: In line with the corporate commitment of servicing people with different needs, currently, in the Codensa Service Centers, there are services that are differentiated for servicing people with some type of physical disability, the elderly or pregnant women, among them those that have available differentiated signaling, exclusive service cues, preferential clues for customer service and payment and access ramps that are remodeled and there is a bathroom for persons with disability or that use a wheel chair.

Brazil: There were accessibility improvements of eight service offices to serve clients with special needs. In addition, the Facebook customer service was initiated in Ceará and it reactivated the service through a chat channel in Río de Janeiro; the two channels provided an easy access to clients its special communication or transportation needs.

Peru: All of the offices provided for customer service comply with the agronomical standards and warmth of its installations, in addition of being adapted for servicing people with disabilities (access ramps, hygienic services, teller modules, and others). People with special needs, the elderly and pregnant women have preferred special attention. In addition, Edelnor annually issues more than 400 receipts in the Braille System, free, for clients who are blind or have visual limitations.

Chile: Remote and fluid attention has been empowered through its channels: Express payment in tellers, APP Chilectra for cell phones, web page, among others.

Argentina: Issue of invoices in the Braille System for blind clients and an SMS system for deaf and hypoacustic clients.

Disclosure of conscious and efficient use of energy

In coherence with its commitment with the environment and with the well-being of its clients, the companies that form the Enersis Group developed a series of initiatives tending to make known to its clients information regarding their Rights and Duties, responsible use of power and energy efficiency.

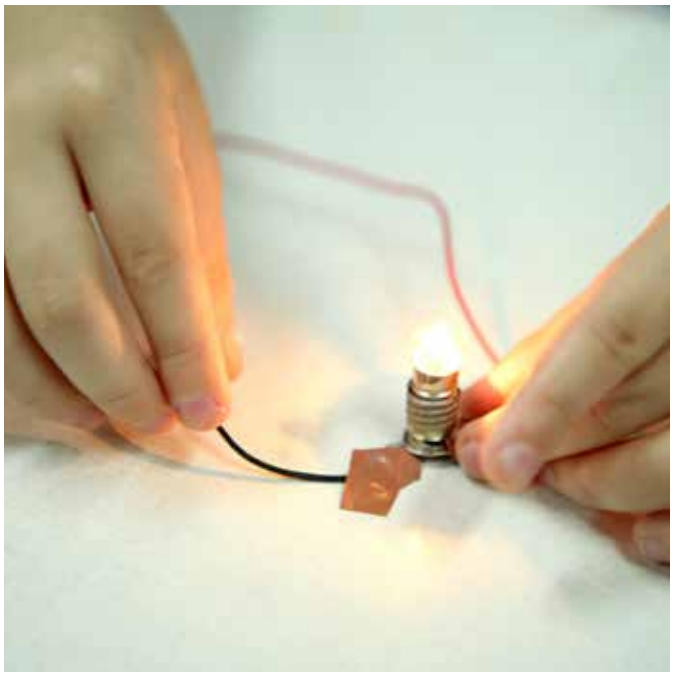
Colombia

In 2013, Codensa continued developing an Energy Watch program, specially directed towards children. Through it, training is given regarding the conscious, safe and efficient use of electric power, forming multipliers of the message. Similarly, the program "Siembra Energía" (Sow Energy) has the objective of sensitizing and educating citizens In the adequate consumption of electric power and promoting a culture that uses energy in a sustainable manner. This program also includes substituting incandescent light bulbs for low consumption ones.

Brazil

The distributors Ampla and Coelce have energy efficiency programs that have as main objective educating in conscious consumption and reducing non-compliance in payments of low income clients. In addition to residential clients, these programs are also addressed to institutions and public powers. In 2013, the Program Efficient Ampla Consciousness, executed in Río de Janeiro, benefited 11,027 clients through the change of old refrigerators to more efficient ones. The Program Troca Eficiente (Efficient Bartering), in Coelce, Ceará, benefited 8,232 clients through substituting refrigerators and some 15,000 clients through substituting lamps. An efficiency project was also developed In the lighting system of the Central Library of the Universidad Federal Fluminense, in order to reduce electric power consumption and reducing demand in power during peak hours.

Similarly, in 2013 the program Vigías de la Energía continued, involving 134 schools, through which 612 training talks were developed on the conscious and efficient use of electric power and electrical appliances and certified 44,790 children and Vigías de la Energía (Energy Lookouts).



Peru

Edelnor has in all offices information panels with data on the costs of different rates and services and main regulations and/or instructions of the regulatory entity. In 2013 quality control measures have been increased for the actual and timely delivery of electric power consumption bills to clients. All attention centers provide leaflets with explanations regarding the efficient use of energy, as well as advice on safety. In addition, at the time of acquiring a new supply information is given to the client regarding their rights and duties.

Chile

During 2013, the company drafted a series of three Consumer Notebooks regarding issues of informed and responsible consumption, administration of personal finances and Chilectra client's rights and duties. The dissemination process of the three volumes is scheduled for 2014. These publications, drafted under the framework of the Consulting Council of the Consumer that Chilectra promotes Is In charge of framing the contents that are provided in workshops for neighborhood associations.

In addition, workshops were held by the Chilean Uniformed Police Department (Carabineros de Chile) and the Fire Department, which included energy efficiency. Similarly, in schools talks are given on energy efficiency, choosing energy monitors in each educational facility. Along these lines, in 2013 a contest was held of projects participated by Community Organizations focused on the issue of "Safe and Efficient Use of Electric Power" and the care of the environment, taking on another topic "Recycling".

Argentina

In 2013 the project "El Viaje de la Energía" (The Energy Trip) continued, directed to schools in Buenos Aires and zones of its province belonging to the concession area of Edesur. Its main objective is to create consciousness and advise the educational community in the safe and efficient use of energy looking towards a sustainable development, offering teachers a teaching recourse that allows developing the topic of energy and particularly electric power to understand the energy concept; knowing the electric energy process since the sources to the consumption places; and thus educating young generations on the rational, safe and efficient use of electric power.

Chile: Chilectra Consumer Notebooks

Within the framework of the Chilectra Consultation Consumer Council that have the participation of the Consumers and Users Organization (Odecu, Organización de Consumidores y Usuarios), the National Consumers and Users Corporation (Conadecus, la Corporación Nacional de Consumidores y Usuarios) and the National Consumer Service (SERNAC, Servicio Nacional del Consumidor), Notebooks for Consumers were developed. This is an initiative to contribute that clients are each day more informed and conscious of their rights and duties:

Notebook No. 1 How to be a Responsible and Informed Consumer?

- Consumers Rights and Duties.
- Important aspects in domestic economy.

Notebook No. 2: How to Manage Personal Finances?

- Budgets: How to draft an annual expense plan?
- Debts: Efficient handling of debts.

Notebook No. 3: Rights and Duties of the Chilectra Client.

- What can we demand from the electricity company? (rights and duties).
- How to take the maximum advantage of energy? (energy efficiency).

Emotional Ties with the Client (VEC, Vínculo Emocional con el Cliente)

The development of the business through improving relations and positive contacts with clients allocates the Enersis Group as a set of companies that underscores their social function, the approach to customers and the creation of a determined strategy seeking customer's loyalty and satisfaction, since a satisfied client is one of the most valued sources of business.

This is the path that the company has defined to achieve strengthening the client-company relation, where the concept of "being closer to clients" is imposed as an unavoidable maxim to offer quality service.

Under this framework, the company has strongly unfolded during last year the project "Vínculo Emocional con el Cliente" (Emotional Ties with Customers), work that, in addition to being focused on those aspects of service that present lower performance in satisfaction, it has the main objective to seek and develop instances of contact with clients from the closeness and emotional perspective, achieving that clients not only feel satisfied with the service provided by also building a more power and loyalty tie.

In Chile, this project is one of the company's strategic pillars and is in charge of generating actions and fostering projects based on those items of the customer satisfaction survey that have a weaker performance, focusing the task in three large topics:

1. Communication with the client: it seeks establishing communication that allows generating trust, taking into consideration the messages the client demands, with a clear and transparent language.
2. Positive contacts with the client: through the contact that we have today and where the company for different reasons, contacts clients, actions are carried out to generate positive instances allowing to create a tie and improving our image.

3. Management requirements: it seeks to service and resolve In a manner, deadline and with empathy customers requirements as well as going deeper and analyzing the causes generating problems, proposing solution designed from the clients' outlook.

Through VEC, the realization and follow-up of actions focused on a positive customer satisfaction survey, improving relations with the client and some company commercial processes.

In Colombia, generating an emotional tie with clients is also a great strategic axis, in this respect, a campaign was run in different communications platforms, showing the company as a facilitator and enabler of life's every day routine and emotional parts of life that appreciate having power: hitting the light switch and giving a surprise happy birthday, having the possibility of reading to a child a night time fairy tale before going to sleep, seeing for the first time your child in an ultrasound, setting up a business or constructing a building, are just some of the examples that have been part of the campaign that has been presented on television, radio and Internet, with an excellent acceptance: only days before its launching it received more than 1,300 "I Like it"; the commercial was shared more than 300 times and 110 comments were published in the fan page of Condensa Energy in Facebook.

Excellence in commercial attention

In order to offer clients the best service possible, the Group company has since 2003 a Commercial Excellence Customer Service Plan, whose objective is to improve the main Indicators of customer satisfaction year after year.

The Commercial Excellence Plan focused its 2013 activities in quality of commercial service (on the telephone, online and in presence, as well as managing complaints) and in the development of new invoicing models and more agile measurement systems of clients' perception.

Commercial Customer Attention Segments

In general, commercial attention is divided into three main segments:

- **Mass clients:** Residential clients and some countries include small commercial clients
- **Large Clients:** Industrial and large commercial clients
- **Government clients** (or municipal ones)

According to the particularities of each country, other subdivisions or segments are carried out, per client size or in the case of Brazil that is a federate country, there are segments for federal, state and municipal clients, within the framework of interest of the Enersis Group to deliver adequate attention to specific requirements of each client type.

Attention platforms and standards

Clients' attention is standardized at the South American level.

- **Present Attention:** Attention of commercial and mobile offices, initiative that is replicated in all the South American companies (there is a detail in the inserted chart).
- **Remote or Non-Present Attention:** Remote attention through the Call Center, e-mail and attention via web, that takes on a more outstanding role with the inclusion of social networks such as Twitter and Facebook, and the penetration of smart phones as a way of Attending the Customer.
- **Written Attention:** relevance of this type of communication with the client depends on the country's culture. In Chile, for example, printed communication is not relevant and is focused on a specific attention segment: mainly regulatory and government agents. While in Colombia, for example, letters cover greater importance in communicating with customers.

Attention to clients is standardized by the Enersis Group companies and are analyzed on hard and soft indicators: The first are measurable management indicators such as:

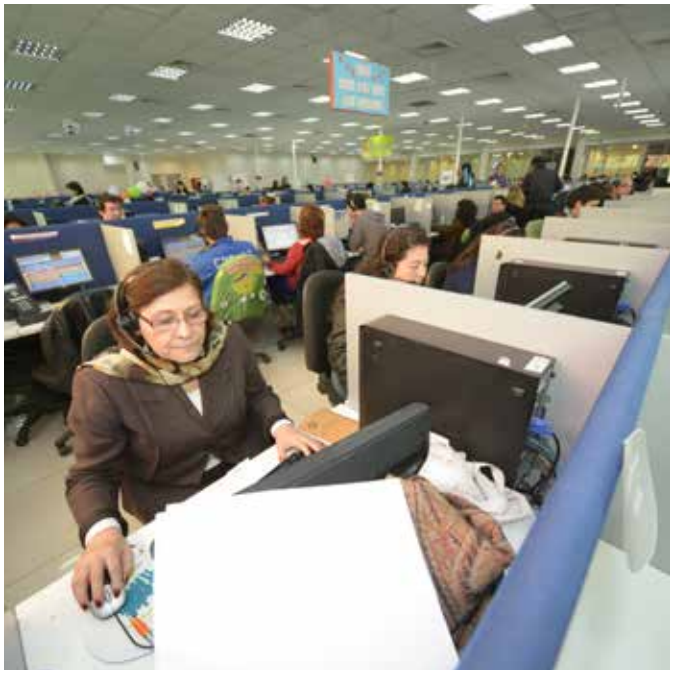
- The written attention time has been determined to be in 20 days in the resolution of the information collected.
- An attention standard is applied in call centers of 85/30, implying that 85% of clients must be serviced before 30 seconds from the time the telephone starts ringing.
- In relation with present attention indicators in commercial offices, the main aspect is the client's waiting time to be serviced, which has reached 80/10, indicating that at least 80% of clients must be serviced in 10 minutes.

All the Enersis Group companies are complying with these indicators.

Soft indicators, are focused on the clients perception and are generated by through surveys and general perception measures of the client per channel and per attention through letters. Surveys are also performed as outgoing opinions "bocas de salida", consisting on asking clients on their way out of the attention offices regarding the quality perceived.

Customer attention management tools

During 2013, the Enersis Group developed, implemented, and perfected tools and systems that facilitate compliance of their commitment with close, efficient and reliable attention. In this respect, the scope of their initiative of mobile offices has been extended, integrated management systems have been implemented among other initiatives, as well as the following examples.



Outsourcing Call Center Service

Except in Argentina, remote customer attention is performed by third parties, but with the continuous observation and measurement of companies. Strategy is generating a strict relationship with a specialized company in remote attention, expert in servicing and administrating these areas, allowing to make more efficient customer service, but under corporate standards.

Regarding the matter, Enersis has created a solid management structure with strong tools for choosing and controlling performance of contractors. In addition, an on-going review and performance indicators relation is maintained, managing all inputs and outputs shown.

The Enersis Group implements Sap Is-U Tool in Colombia

A 2013 milestone from the point of view of customer service, was implementing the new SAP IS-U system, complex system that impacts the improvement of the commercial cycle, through the application of a tool that enables all processes and sub processes that are performed by the company in order to provide service to large customers, non-regulated clients and those that contribute who have Individual negotiations for energy sales.

Through implementing this model, Codensa and Emgesa, acquire a proven and standardized tool worldwide that supports its commercial cycle, which provides a high degree of control in multiple levels, in addition to allowing integrity, reliability and availability of information.

Enersis Group on Wheels: Mobile Offices

Strengthen customer focus means being more centered on clients' needs and being better prepared to satisfy their expectations. Due to this, the Enersis Group has sought new forms of interacting with its clients, developing new services and establishing unique connections with them. Providing timely attention, present and on-line, in different city sectors and In large remote areas, thus avoiding the transfer of clients to ask questions, requirements or complaints at established offices, these are some of the benefits of mobile offices.

- **CHILECTRA, CHILE:** In 2013 Chilectra inaugurated the second Sustainable Mobile Office that will benefit more than 11 thousand families, comprising 550 remote places of the power plants' offices, as part of the program "Chilectra in tu Barrio" (Chilectra in your Neighborhood). It has two customer attention executives, a teller and a host, added to the two self-inquiry teams and the most advanced technology, allowing this unit to be on-line with the company systems.
- **EMGESA, COLOMBIA:** As part of the company commitment and the hydroelectric El Quimbo project with responsible social, environmental and technical development, starting January 2013 attention to the population of the El Quimbo area of influence is reaching each municipality with two mobile offices that have had more than 660 attentions. Every week, this vehicle moves to sidewalks and urban centers to provide information and respond to concerns from 9:00 a.m. to 5:00 p.m., servicing an average of 55 people per week.
- **COELCE, BRAZIL:** The Coelce vessel is a modern piece of equipment specially designed to promote environmental consciousness in public school students in the Ceará State. The project links information technology with the environment in a teaching and innovative manner. The vehicle has available a projection room where videos are shown, and a play room with playful and interactive activities.
- **AMPLA, BRAZIL:** The Ampla Conscience Program on wheels invites the community to learn regarding the energy Generation and Distribution process, receiving direction on conscious and safe consumption, in addition to giving environmental preservation advice. The program is directed to public education professors and students and to the families of the communities serviced by Ampla social projects.
- **Another initiative is AMPLA's MOBILE COMMERCIAL ATTENTION**, which offers clients the possibility of solving commercial requests derived from on-site activities, especially in the low income communities far away from the customer service offices established, through two vehicles that service a total of 14 cities.

Colombia: Customer service with LEED standards

In February 2013 the fifth Codensa customer service center opened its doors, renewed under the criteria of the Green Building Council LEED international standard. It is a world strategy headed towards the creation of sustainable spaces, with efficient use of electricity and water, as well as the use of alternate energy sources.

To date and with an investment of close to $8,500 million Pesos, the company has already transformed five customer service centers that comply with the characteristics of the LEED regulation: Avenida Suba, San Diego, Venecia and Soacha in Bogota, as well as Madrid in Cundinamarca.

In addition to generating comfortable and friendly spaces, the service centers are pioneers in including people with physical disabilities, since they have access ramps, signaling and preferred cues, as well as special modules in order to guarantee an easy access for short people or people using wheelchairs.

Similarly, for 2014 the construction or renewal of other two service centers are scheduled and before the end of 2015 all the ones planned will be covered.

New sources of business in commercialization

Natural gas commercialization

Measures have been taken to relax and extend the company's role as a gas operator in South America.

In Chile, the sale of Liquid Natural Gas is being implemented through a Virtual Pipeline. The system consists on discharging liquid gas directly in Quintero, without passing through the re-gasification plant and transporting it towards the zones where industrial clients require. In Colombia the Group has the intention of starting gas commercialization, making use of existing pipelines.

Eco-energy products and value added services

In 2013 the portfolio of Value Added Products and Services (PSVA) related with energy efficiency continued to be strengthened. This allows commercializing among homes and small and large companies a series of products and services making possible responsible and efficient energy consumption.

These are relevant products and services that add value from the shareholders' point of view, but also from the clients' perspective.

Surveys in South America show that the clients buying any service or product of the array offered in the different companies (from life insurance to installing air conditioning, products and services for large clients, etc.) improve their perception regarding the company's attention of clients. The PSVAs are very relevant specially in Colombia, Codensa Hogar and in Chile.


endesa

Innovation and Energy Efficiency

Innovation

Management focus

Innovation is a key element for the Enersis Group, in order to respond in an effective and sustainable manner the energy market challenges and to anticipate new technological trends.

Innovation for the company is transforming knowledge in value for its companies, collaborators, shareholders and other stakeholders, generating sustainable solution to improve businesses and create new future opportunities.

Under this context, the Enersis Group is fully conscious that energy efficiency is part of the urgency of countries where it operates and that it is directly related to the innovation capacities and initiatives that countries and companies are capable of developing.

The Enersis Group's performance in innovation is fostered and coordinated through the I+D+i (Investigation Development and Innovation) corporate management and the business lines innovation teams, under a structured model, always considering the regulatory and business particularities of each country.

In relation with corporate objectives, innovation seeks:

- Maximizing value and generating a sustainable competitive advantage;
- Developing technological knowledge and fostering the application and dissemination of better technologies;
- Developing solutions to improve Service Quality, promote and disseminate the intelligent use of energy to end users;
- Keep its international leadership in technological development of intelligent networks and generating low emissions energy;
- Creating and supporting collaboration ties with research and development centers.

For the Enersis Group, innovation and energy efficiency are fundamental pillars to achieve its objective: sustainable power for all.

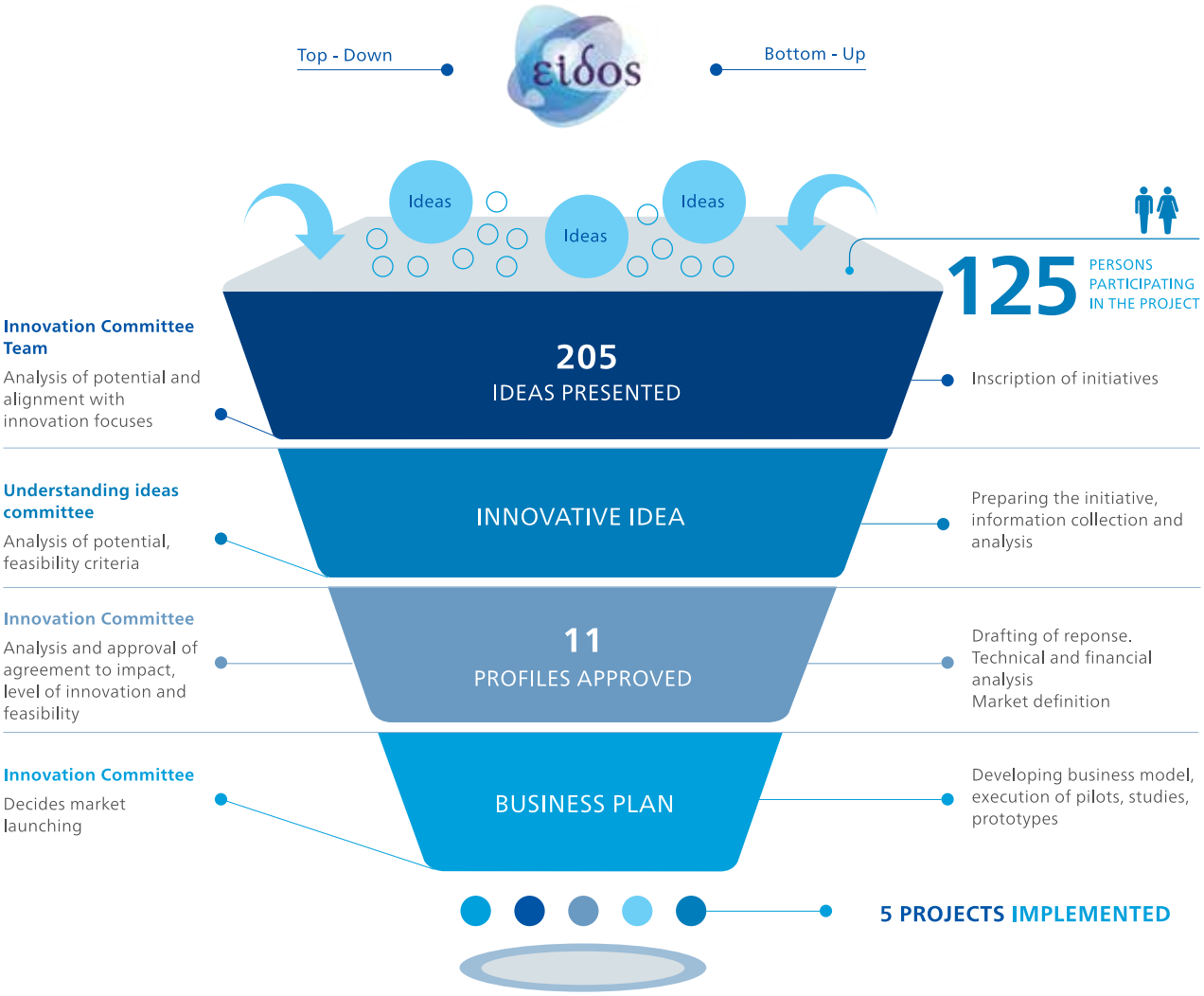
Innovation Culture [EU8]

Eidos Market

Eidos Market is the global application for managing the ideas of the Enersis Group's collaborators. This pioneer initiative started in 2012 and has managed to collect more than 1,400 ideas proposed by workers of all the Group, through crowd sourcing or "Predictive Markets" techniques in capturing ideas to maximize innovating potential reaping the collective intelligence of the employees' social network.

Thus, the different affiliates disclose and call on their collaborators to participate in the Eidos Market, incorporating new ideas directly through each Group company's Intranet, at this corporate tool's website: www.eidosmarket.com

Management of ideas and projects



Technological Innovation Project, Edelnor

In 2013, Edelnor developed a technological innovation program that allows applying the use of tablets in maintenance and distribution activities, as well as the quick attention of emergencies in medium and low voltage for works to be carried out in electric distribution. Given its success, innovation started to be applied in the rest of the Group countries starting from December that same year.

IDEO Innovation System, Colombia

The IDEO Innovation System developed by the companies Codensa and Emgesa is one of the most advanced in its type in Colombia, to manage innovation. IDEO seeks to implement projects for the energy sector, with the joint support of the Colombian academy and public research entities.

It generates around 300 innovating ideas a year, some of which have already obtained national and international patents and acknowledgements. It has risk capita contributed by the company of 4,300 million Colombian pesos.

Endesa Group Colombia Patents "Trípode" Project

The initiative: Temporary safety support for works in wooden poles with rupture risk, "Trípode", was born three years ago as the idea of Camilo Torres Vega, Responsible of Risk Work Prevention and Health Latam, Armando Gómez, Mechanical Engineer, Fernando Murcia Quijano, Head of the Labor Risk Prevention Division and Víctor Manuel Suárez, Head of Quality Division.

The idea arose as a solution to the risk of having workers fall from heights that were operating in wooden poles in rural areas.

The idea is based on a metal structure formed like a tripod that neutralizes the risk that the pole can fall or break apart.

The initiative, that ended the patent process in 2013, has been a solution in Colombia and is being also tested in Brazil.

Alliance program with universities, Argentina

Edesur has established and Alliance Program with Universities to develop I+D+I initiatives. Through this, in 2013 It developed an Innovation Program formed by 18 projects presented by the company workers, among them the Ohmic Phase Locator can be highlighted that allows establishing the Client-Network Link and the development of research regarding Mitigation of Magnetic Fields that is carried out with the National Technological University.

Of these projects, six correspond to the Endesa Safety Program, a corporate program where preventing labor accidents is paramount.

Inspire Program, Brazil

In 2013 the Endesa Brazil Innovation Area was modified starting the Inspire Program that integrates the different existing initiatives in the Group: Deu Certo, Bolsa Coelce de Inovação, Inova, Lean and Eidos. This program also provides the opportunity of expanding innovative projects to Geração and Prátil.

Inspire is formed by three innovation environments: Inspire Novas Ideas that has weekly meetings to present new ideas to the executive committee; Inspire Deu Certo, when the creation of the product in the practice happens; and Inspire Multiplique, time of replicating projects.

I+D+I Global: Enel Foundation

[EU8] Enel Foundation develops research studies and dissemination of knowledge over energy, social-economy, sustainable development and innovation.

The Foundation seeks to represent the overall geographical total where the Enel Group operates. In this respect, the International Scientific Committee, designated by the Foundation's Executive Council, has two South American experts: Manlio Coviello (ECLAC, Chile) and Annie Dufey (Fundación Chile, Chile).
The organization develops, among many others, research regarding the compared regulation of the electric market in Latin America and another over the universal access to energy in Latin America and Africa. Both projects were carried out with the Universidad de Comillas, Spain.

On the other hand, the Foundation will carry out with the Universidad Autónoma de Barcelona (UAB) research in sustainable urban development topics and interaction between energy and territory planning. In addition, it is organizing a project regarding the development of new business models that can integrate sustainability principles.

Leadership in innovation

[EU8]

The innovation process of the Enersis Group in South America is a mature process with several years of implementation that has been creating a culture that understand innovation as part of the business of each one of its affiliates.

Chilectra, the Chilean Distribution affiliate has more experience in the area, given that it is the Group company that takes longer–approximately eight years - in the process of internalizing innovation as part of the business, Due to this, it has received awards and recognition for its achievements and innovation culture.

In Brazil, Colombia, Argentina and Peru, the innovation process implied implementation work between 2006 and 2008, with a team of consultants dedicated to making the concept concrete as part of the company's activities.

Due to this work, there is an area and professional fully dedicated to innovation in each one of the countries where the Enersis Group operates.

This effort is demonstrated In the Group's milestone principles of innovation, energy efficiency and technological state-of-the-art, such as Smart Grids and Smartcity which have marked a transformational axis in the energy market and in the concept of electric networks (smart grids).

Smart Grids

The current electric grid was developed more than 100 years ago, when electricity needs were basic. Energy generation had a local focus and development around communities and the residential and industrial use of energy were minimum in comparison to its current intensive use.

The network was designed to allow electric services companies to supply energy to consumers and thus be able to invoice for the corresponding service. This one-directional interaction has limitations and makes difficult the capacity of the network to respond to the growing need for current energy, subject to continuous changes.

Under this context and in response to its commitment towards sustainable energy, innovation and energy efficiency, the Enersis Group is developing intelligent network projects or smart grids, which incorporate a bidirectional dialogue in which an exchange of electricity and information between the electricity supply company and its clients is produced that incorporates a bidirectional dialogue in which an exchange of electricity and information can be established between the electric services company and its clients.

It deals with a communications development grid, controls, computing systems, automation systems, new technology and tools that interact among each other in order to make the grid more efficient, viable, safe and friendly towards the environment.

The smart grid integrates new technologies such as remote management of electric controls, renewable non-conventional energies (ERNC, energías renovables no convencionales), storing of electricity, intelligent distribution, sensors and electric mobility.

As a way to study the feasibility of these technologies and improving them for their later massive use, the Enersis Group Is developing two "Smart cities", where the intelligent grid technologies are unfolded: "Cidade Inteligente Búzios" in Brazil, and Smarcity Santiago, located in the Ciudad Empresarial, in Huechuraba, Chile.

As a corporate matter, these projects are added to those already being developed in Málaga and Barcelona by Endesa España.

Smartcity Brazil

www.cidadeinteligentebuzios.com.br

"Cidade Inteligente Búzios" is the first smart city of Latin America. Búzios is a municipality of 28,000 people where a project is being developed based on an intelligent electrical distribution grid (smart grid) for a more energy sustainable management. The project started In November 2011 and comprises, among other innovations, transmission lines automation, wind and solar renewable energy generators in parks and roofs, installation of digital remote counters in offices, stores, hotels and home, LED public lighting, quick recharge points for electric vehicles and energy efficiency measures In public buildings.

Installations in the Intelligent City

- Intelligent Public Lighting: 60 LED lamps installed around Lake Usina and will get to 150 LED lamps installed at Avenida Central in 2014, some remotely managed, besides light points with micro wind and solar generation. The LED lamp has a duration of approximately 60,000 hours, when facing the 2,000 hours of the steam sodium or mercury lamps. It Is possible with then to achieve energy savings of up to 70% in comparison with traditional lamps.
- Intelligent Meters: Close to 4,000 intelligent meters have been installed. The remote management project will be extended to 10,000 clients in 2014. Today it is possible to do consumption follow-up of 500 clients.
- Network automation: in order to improve clients' Service Quality, the project will carry out renewal of the electric grid and an experimental pilot with the most innovative network automation technologies based on the Group's knowledge and experience.
- Wind Turbine Generator: monthly generation is 600 KWh/ corresponding to 15% of the monitoring and research center.
- Consciência EcoAmpla Point Project: Buzios selective elimination and collection point of residues.
- Intelligent vehicles: The city has four electric automobiles working, in addition to 20 electric bicycles that, through and alliance with nine inns in Búzios can be leased for taking bike trips. Additionally, there are four points of electrical charging and a water taxi with an electric engine that besides not contaminating, the environment is six times more economical than a vessel that operates with fuel oil.
- Recharging points: a recharging point is already available in the Monitoring, Research and Installation Center of three recharge points for vehicles and two points for vessels in 2013.
- Solar generation: The Monitoring and Research Center has solar panels that generate 900 KWh per month, equal to 23% of the Center consumption.
- Internet: Rua das Pedras Street already has a free wifi network, available for all clients and visitors.

Smartcity Chile

www.smartcitysantiago.cl

Smartcity Santiago is the first prototype of an intelligent city of Chile, in the "Ciudad Empresarial" sector of Santiago. There the integration of technologies at a real scale is tested such as smart metering, network automation, electric vehicles, LED public lighting and distributed generation assessing economic, technical and social aspects.

Electric mobility

The Enersis Group leads electric mobility research and management, with the objective of reducing the issue of contaminant gases into the environment, improve energy efficiency and decrease operating costs of urban transportation system. The company seeks to develop, apply and promote sustainable transportation that introduces improvements in the quality of life of people, for which a series of programs and activities are developed:

Colombia

Electric Taxis in Bogotá

In September 2013 the electric taxi program was started in Bogotá, in its first phase, with 50 manufactured units for the Chinese company BYD, the Bogota Mobility Secretary, Fundación Clinton and the Enersis Group companies, Codensa and Emgesa, seek to develop with this project the first electric taxis program in South America.

Zero Emissions Mobility Program

Innovation program with environmental objectives consisting in two implementation sub innovation programs with the environmental implementation of electric transportation for transporting collaborators:

E-Bike to Work

This program has been implemented since 2011 and has 48 electric cycles that can be used by employees to go from their office to their houses and vice versa. To date, 318 collaborators have been acquired by a company in Colombia, within a fossil fuel consumption for electric cars. They are 16 Mitsubshi i-MiEV vehicles to provide transportation services to the personnel.

Electric Vehicles

The fleet of electric vehicles owned by Codensa and Emgesa is the largest, as well as first to be acquired by a Colombian company as part of a plan to replace fossil fuel powered cars with electric ones. These 16 vehicles are Mitsubshi i-MiEV to work as personnel transport vehicles.

Chilectra

Electric Taxis Bid in Santiago

Chilectra collaborated with the Regional Ministerial Transportation Secretary of Santiago in defining technical aspects of the bid terms and conditions for basic taxi slots, which were published in October 2013 and include 50 slots for electric taxis in the Metropolitan Region.

Santiago Smart City Electric Bus

Presented in 2013 in the Chilectra Smartcity Santiago context, the bus incorporates electric energy in all Its functions and provides transfer services to Universidad Mayor students between the Escuela Militar of the Santiago Metro and the Huechuraba Campus of the educational institution.

Argentina

First loading station for electric cars

Edesur, affiliate of the Enersis Group in Argentina, presented in the VIth Internacional Automobile Salon the first loading station In the country. It is a unit provided by the Enel Group, in the framework of its actions to promote energy efficiency at the global level and care of the environment through electric mobility.

Peru

The Enersis Group takes electric bus to Peru

The companies Endesa and Edelnor, took to Peru an electric car that does not emit CO_2 and Is nine times more economic that the gasoline models. It is the Mitsubishi i-MiEV that was presented in the 50th Executives Annual Conference (CADE) as a way to disseminate innovation and electric mobility. The "Entrepreneurial leaders, commitment with Peru", entered into in December 2013, and the attendance of more than 1,200 entrepreneurs.

Chilectra wins IDDEO award for innovation

Chilectra was awarded first place in the category "Business Services" in the IDDEO 2013 (Innovation in Businesses and Organizations) competition, organized by the Ministry of Finance of Chile. The purpose of this award is to highlight the analysis, creativity and innovation of people to get specific solutions that have a positive impact on the results of their business or organization, and therefore, the country.

The winning project, "Actired: Self-Reconfiguration of TM Network," is to provide the distribution network of the ability to make autonomous decisions before failure events. A distributed intelligence algorithm was implemented, which allows to isolate sections automatically and re feed problems and areas of consumption which, being outside the fault would be affect in their normal operation by means of operating equipment installed in the network. Everything is done in less than a minute and without intervention of the operator.

Energy Efficiency

Management focus

A pillar parallel to innovation, to meet the objective of achieving sustainable energy for all, is energy efficiency.

For Enersis, dissemination and management of new technologies for an efficient use of energy are essential to meet the growing demand and the need to mitigate climate change. Energy efficiency is a key element in a global economy characterized, increasingly by the scarcity of resources.

The Group's strategy to reduce energy consumption expects to increase efficiency investments in all company activities, from generation to distribution, and also aims to spread awareness on consumption.

For the Enersis Group, energy efficiency is a corporate and social strategy, for which it sets the following focus.:

- Maximize efficiency in the generation mix;
- Improve the distribution system to avoid loss of significant amounts of energy along power lines;
- Encourage the development of smart grids;
- Promote efficiency in end users.

Efficiency in generation

[EN6] [EU6] Within the scope of the generation, the medium and long term target is to increase the diversity of energy sources, adding more efficient technologies.

Increasing the efficiency and flexibility of their generation is one of the essential activities to improve the generation and the environmental performance of the companies in the Enersis Group.

[EN5] Another important point is the optimization and improvement of power plants operating today. In this regard, the Enersis Group is developing projects with a high degree of innovation, such as the case of the cooling pond of the San Isidro plant, a pioneering project to be launched in Chile.

The Only Cooling System of its Kind in the World

In 2013, Crystal Lagoons and Endesa Chile announced the construction of the first crystalline cooling pond in the world, to be built to serve the combined cycle power plant of San Isidro, located 8 kilometers from Quillota in Region V. This project changes the paradigm of conventional cooling systems, which reduce the temperature using the sea or natural watercourses. It is the first system of closed loop sustainable cooling, which also allows the installation of power far from plants from the sea and close to consumption centers.

Ventanilla Power Plant implements ISO 50001

The ventanilla Thermal Power Plant, owned by Edegel began implementing the ISO 50001 standard, which describes the requirements for establishing, implementing, maintaining and improving an energy management which allows those entities that adopt it, to improve their energy performance.

Thus, it will become the first generation plant owned by Endesa in Peru to obtain this certification and probably will be the first in the country.

The implementation of the Energy Management System allows establishing, implementing, maintaining and improving a system resource management, in order to enable the organization to have a systematic approach to achieving continuous improvement in energy performance, including energy efficiency, the use and consumption of energy. It will also allow to timely detect the causes originating the deviations of energy, increasing the reliability and availability of the power plant.

Increasing the efficiency of the plants in the Group also depends on the progress of research and development, aimed at an increased automation in order to increase the reliability, safety and efficiency of networks standards.

[EN5] In order to improve and verify compliance with these standards, the companies in the group comply with the most stringent international standards. Thus in 2012 the Quintero power plant, Endesa Chile, which operates in the Valparaíso Region, became the first plant of the Group worldwide, and the first in South America to have a Energy Management System (SGE) certified under the ISO 50001 standard.

Meanwhile, Peruvian generator Edegel, conducted in 2013 the evaluation of the Ventanilla thermoelectric Power Plant as part of the implementation process of the ISO 50001 standard.

Programs and systems for process efficiency

Energy optimization in thermal power plants

[EN5] The Enersis Group has an Online Optimization System and Energy Production Accounting, SOLCEP is a control and local monitoring software that allows the company to manage and drive operational excellence in its different levels, quantify their significant operating losses and optimize its energy resources among others.

Endesa Chile implemented this online performance control system of their thermoelectric units since 2006.

In 2013 the system was implemented in the two gas turbine units of the Quintero power plant, in addition to the Tarapacá, Gas Atacama, San Isidro, San Isidro II and two units of Bocamina plants that already have the control system.

In November 2013, an expert level training on the analysis of deviations of operational efficiency of the SOLCEP system was conducted The event, conducted in Chile, was attended by specialized staff at all plants of the company in South America, that have SOLCEP.

Daily operational efficiency control (CEOD)

[EN5] The Enersis Group has established a process monitoring and control of operational efficiency of the power generation plants in South America, in order to quantify the estimated economic losses from deviations in daily operational management, and identify opportunities for improvement in the operation of power plants, among other featured things.

The implementation of this initiative has displayed the most significant issues affecting the operational efficiency of the plants allowing a rapid response and corrective preventive action against economic losses due to operational deviations or abnormalities.

Energy efficiency projects [EN5]

Diagnosing of Heat Rate Optimization in Chile

In 2013, Endesa Chile developed two diagnostics to identify opportunities for optimization of the Heat Rate on two power plants of different technology.

The study identified opportunities to reduce energy, thermal and electrical losses in the Tarapaca and San Isidro II power plants, of which the following projects arose:

- **Project in the San Isidro II Thermal Electric Power Plant (Turbo gas combined cycle unit):** Operational upgrade activities on the gas turbine (TG) and increased insulation in gas pipelines, among others.
- **Project in the Tarapacá Thermal Electric Power Plant (Conventional turbo steam unit):** Installation of variable frequency drives on major motors of the air-gas line, modernization soot blower system, among others.

  In 2014 the identified options will be commercially evaluated and the best projects resulting from the analysis will be managed.

Project LEAN in Chile [EN5]

After the completion of the implementation of the operational improvement initiatives raised in the pilot stage of the LEAN project, applied to the San Isidro and San Isidro II power plants in Endesa Chile in 2013, new working procedures were prepared.

The major efficiency improvements implemented are:

- The use of additional fires for a higher income for the payment of firm power
- Ensure decision making with a better economic case to determine the appropriate timing for the washing of the Gas Turbine Compressor
- Management of the purges of the heat recovery boiler (from continuous to discretionary)

Efficiency in the end-use of energy

[EN5] [EN6] [EN7] [EN18] The Enersis Group offers a wide variety of products and services to improve energy efficiency. The company believes that the sale of these products and services can achieve savings between 15 and 85 percent.

Chile and Brazil stand out in the implementation of new products and services for energy efficiency and solutions for energy management and control in homes, energy efficient lighting or electric heating.

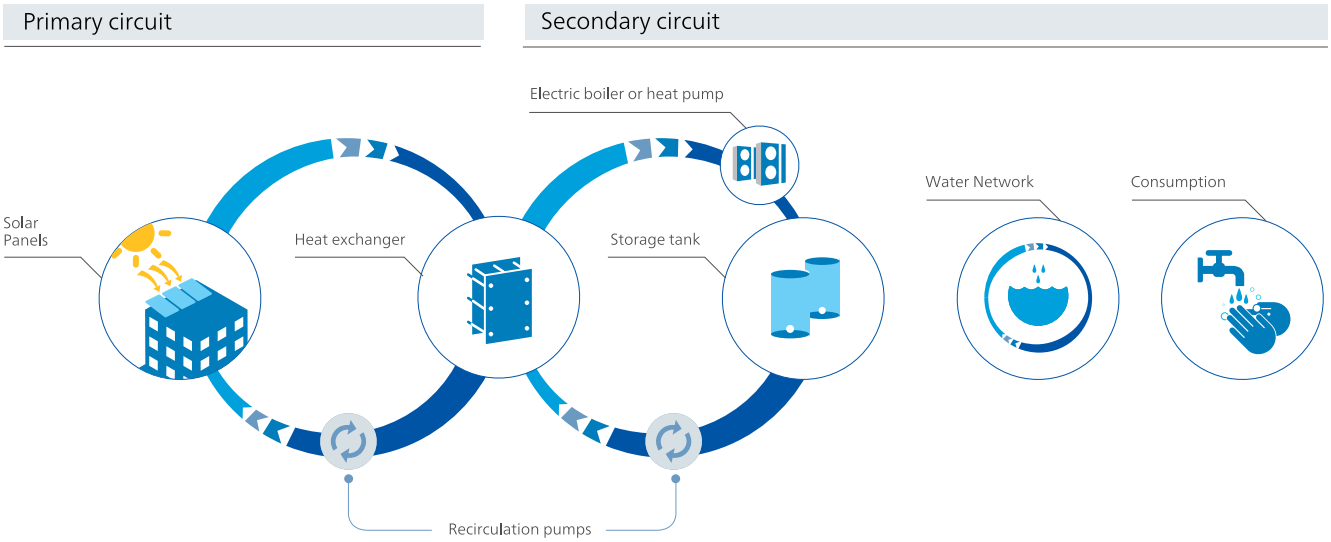
Eco-energies

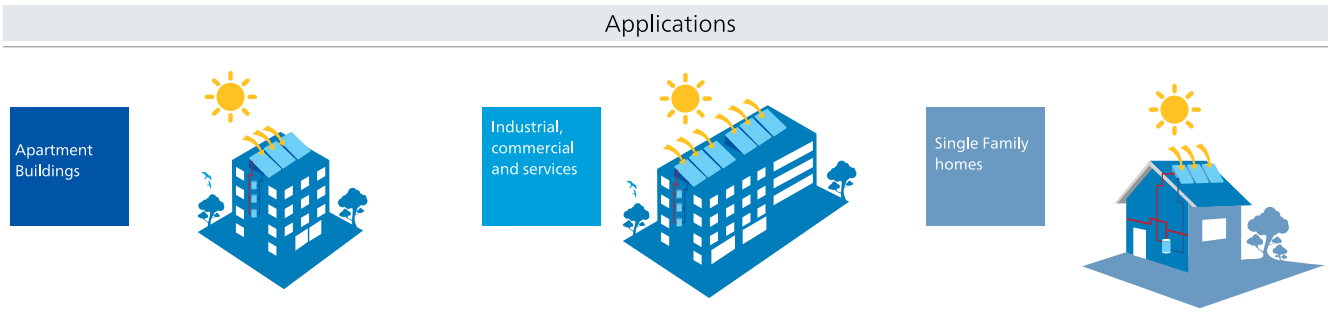
EcoEnergías (Ecological Energies) is the business line in distribution that seeks to provide solutions to residential and industrial customers to reduce their consumption levels, including Solar Electric -channeling solar energy for water heating and heating- and Ecothermics - also intended for sanitary and heating uses-, energy audits, high-efficiency electrical products, among others.

Solar Electric

Solutions for heating water and fluids through the mix of solar and electric energy developed by Chilectra.

The company installed in 2013 over 265 m2 of solar thermal collectors for the industrial and real estate sectors, on projects such as the Dialum Crystals Industrial Plant and the Avansalud Clinic in the Metropolitan Region. Furthermore, the municipal segment, developed the project "Dragones de la I.M. de la Reina Hydrotherapy heated Pool" which included the construction of a 120 m2 hydrotherapy pool equipped with a Solar Electric System.





Heat pumps

Heat pumps are thermal devices that can transfer energy using heat from one environment to another. The equipment recovers energy from the environment (land, air, water bodies) and adds it as useful energy for different processes, such as air conditioning and water and / or fluids heating.

These solutions are aimed at productive and service sector customers, construction processes and intervention of thermal power plants.

In 2013, this business line was expanded for use in heated swimming pools (residential segment), which involved the implementation of 35 teams divided into different districts of the Metropolitan Region, Coquimbo and Valparaiso, a figure that represented an increase of 120% compared to 2012; in addition, the company entered the market offering heat pumps integrated to a storage pond for supplying sanitary hot water.

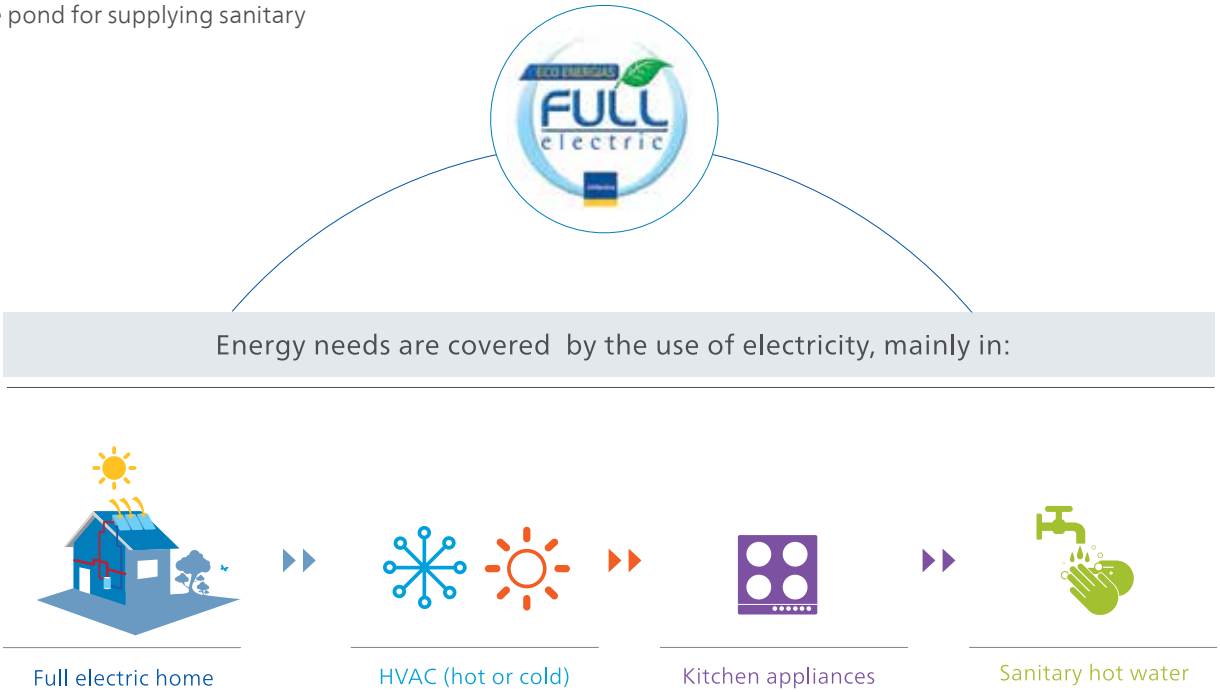
Evaporative cooling

This is a service that allows cool areas without keeping them closed, from the cold air discharge through a ventilation system that is connected to a water and electricity mains. The system is energy efficient, emits no noise and is easy to operate and install.

Full Electric

Full Electric is a system that meets all the needs of air conditioning, operation of equipment and supply of hot water for any property, through electricity. To implement this, the company established supply agreements with real estate companies, according to the specific needs of each case.

In 2013, services under the Full Electric modality were incorporated into 11,913 new residential apartments built in communes located mainly in the central and eastern areas of the metropolitan region, adding power of 48,615 kW. Accumulated in the period 2002-2013 the total reached 72,560 units, representing 43.6% coverage in this market.



Efficient products and Services

[EN6] [EN7] [EU8]

Efficient HVAC

In order to deliver better quality of life for people with less cost and less environmental impact, the Enersis Group offers efficient HVAC products. In Chile, Chilectra led the market in electric air conditioning in 2013, increasing its share in the sale of equipment from 62% to 70% in the retail category within the metropolitan area, which implied an increase in the installed capacity of 380,000 kW as per independent study by GfK Consumer Choices.

Efficient lighting

In the search for improved and innovative energy efficiency alternatives, the Enersis Group has incorporated and made available to its customers, LED lighting, an advanced technology for energy saving.

In this context, during 2013 Chilectra was awarded five Maintenance contracts of Municipal LED Street lights, highlighting Lo Prado, Pudahuel and Macul in Chile.

Moreover, since 2012 Bogotá is developing a pilot project for street lighting with LED technology, in flagship sectors.

Energy Efficiency Solutions for Communities

[EU24] During 2013, Chilectra launched a business model aimed at apartment communities to implement energy efficiency projects. The company arranged a credit line of processes focused on water heating and heating to review technical and energy performance risks as well as establishing action plans that generate savings for the community. Once the deadline of the established investment plan of the company was complete, this agreement may be extended by maintaining and monitoring programs according to specific needs.

Education on Energy Efficiency [EU24]

For Enersis, progress at the institutional level and energy efficiency technologies are not enough. it is necessary to drive a cultural change that will install energy efficiency as part of the life of people. For this, it develops a series of initiatives such as:

Participation: Presence at major energy efficiency broadcast events, such as the participation of Chilectra in the third version of the Energy Efficiency Expo 2013 in Chile. On the occasion, the company had a stand where it unveiled the smart grid technologies and specifically, the Santiago SmartCity project. On the same occasion, it displayed to the visitors and authorities the electric car, taxi and bus, under the framework of the smart city project.

Dissemination and Education: Dissemination and delivery of printable material on efficient use of energy through social networks and websites, for example, downloadable teaching materials on the Chilectra web site on the energy efficiency workshops developed under the framework of the "Education for responsible consumption. "

In the context of these workshops, the "Consumer notebooks" was published (See detail in Quality of Service Chapter). The third notebook is themed: efficient use of energy.

The talks in schools and neighborhood associations, in addition to other activities such as Energy Efficiency contests in industrial schools and Competitions of Energy Efficiency University Thesis.

Twenergy: Corporate portal that promotes worldwide energy efficiency and responsible energy consumption. Twenergy (www.twenergy.es), recorded in 2013 more than one million views and has surpassed 36,000 registered users, with an average of 4,000 users per month who regularly consult and browse the website.

In South America, the online platform is present in Argentina and Colombia, and in 2013 recorded an average of over 15,000 visits per month and around 3,000 registered users.

Consciencia Ampla(Ampla Awareness), Brazil: Program focused on education for conscentious consumption. This program brings together ten short and long term specific projects for each public served, children, youths and adults in the cities served by Ampla.

Ecovisitas, Chile: The "Ecovisitas" (eco-visits) aim to disseminate operational projects that have been developed under the ecoEnergías program of Chilectra. During 2013, this area of dissemination and communication was especially aimed at strengthening mutual understanding between customer groups and sales executives.

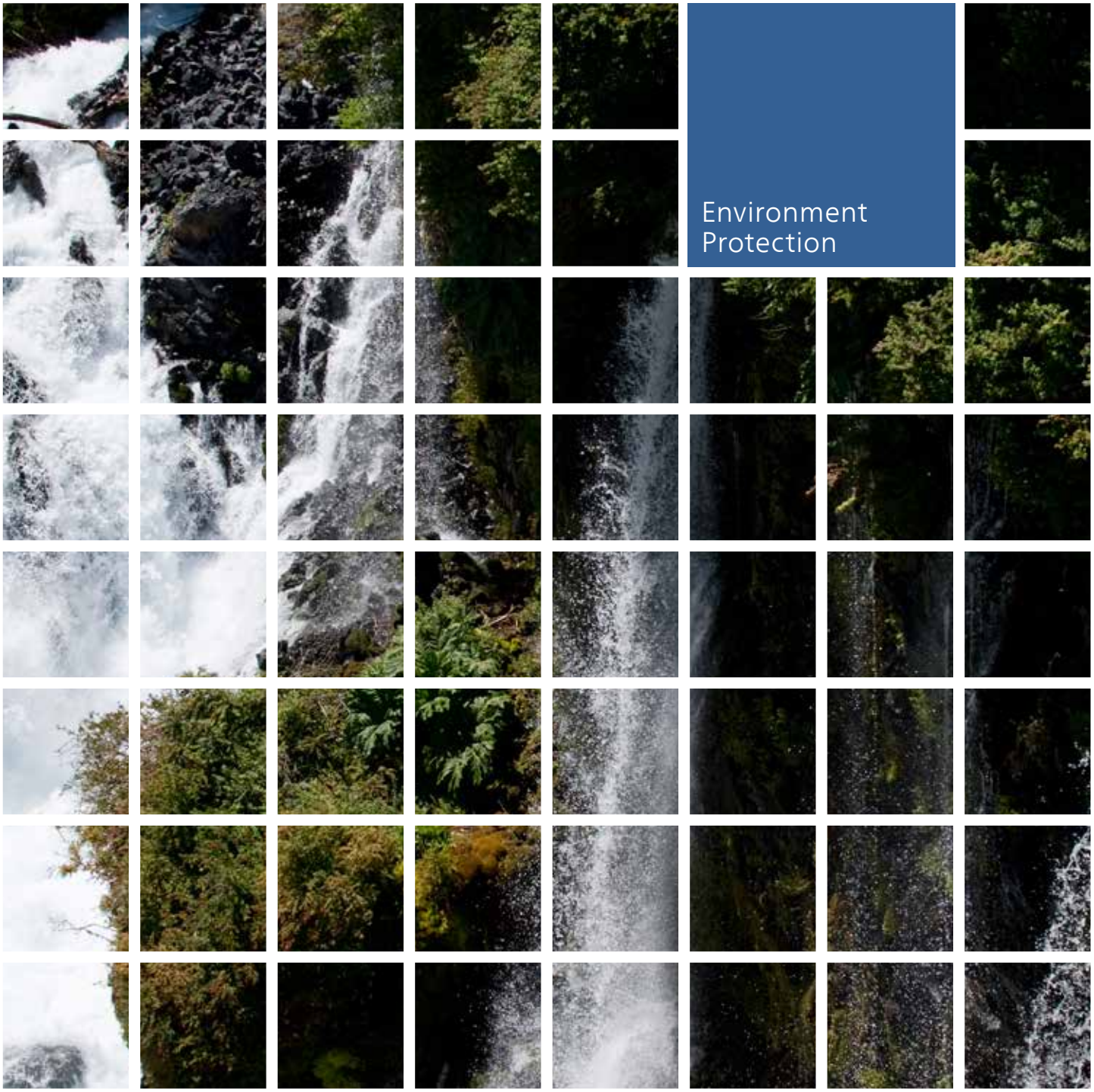
[EU24] This initiative provides access to current and potential clients to offer ecoEnergías services.

Chilectra Obtained the Energy Efficiency Label

In October 2013, the Ministry of Energy awarded Chilectra the Energy Efficiency Seal, which aims to annually identify and reward leading companies in the development and ongoing implementation of projects in this area.

This recognition is granted due to the compliance with a number of technical and business requirements that are defined according to the guidelines of the National Energy Strategy 2012-2030.

The Seal of Energy Efficiency is an element of market differentiation since it publicly disseminates the work and achievements of Chilectra in this matter towards its stakeholders.



Environment Protection

Management Focus

[4.11] [EC2] The Enersis Group considers respect for the environment, combating climate change and sustainable development as strategic factors for the development and expansion of its activities and as key factors of the strengthening of its leadership in the energy markets.

The Group's environmental policy is based on three fundamental principles:

- Protect the environment through the management of those most important environmental variables.
- Improve and promote the environmental characteristics of the products and services provided by the Group.
- Create corporate value.

Enersis Environmental management arises on two levels, which are:

- Regional: role of coordinating all countries.
- Local: activity in each country, area of operation and facilities.

This organizational structure is replicated in parallel in the generation and distribution business, with independence in their areas of responsibility.

Regarding local environmental management, according to the particularities of the location and impact of the various companies and projects, each subsidiary has a specific Environmental Management System that takes as its core the corporate environmental policy.

Strategic Objectives of the Environmental Policy

- Integration of environmental management and the sustainable development concept in the corporate strategy of the company.
- Rational use of resources and reducing waste, emissions, discharges and environmental impacts.
- Permanent Control of regulatory compliance and environmental performance and safety of the facilities.
- Protection of the natural environment where the facilities are located.
- Leadership in innovation, research and development of clean and efficient technologies, promoting the use of renewable energies.
- Promotion of environmental protection by means of internal training and collaboration with authorities, institutions and civic associations..
- Requirement of environmental standards for suppliers and contractors, consistent with the principles of the Enersis Group.
- To promote the rational use and saving of energy among the users and society in general.

Environmentally committed management

Regulatory Compliance [EN28]

The environment has become one of the most important issues for the Chilean society, particularly in recent years. Thus in 2010 the Superintendence of the Environment (SMA) was created in order to run, organize and coordinate the monitoring and control of relevant environmental aspects.

However, given the differences in the constitution and the applicability of environmental regulations in the countries where the Enersis Group is inserted, the company has taken on the challenge of going beyond compliance, establishing procedures to ensure the rational use of resources, minimization of negative effects and environmental protection.

Environmental Regulations for the Electrical Sector

Argentina: Electrical facilities are subject to environmental laws and federal and local regulations, including Law No. 24,051, or the Hazardous Waste Act and its related regulations. It is required to report and monitor certain emissions standards, which if breached will generate penalties. Law No. 26,190, enacted in 2007, set a goal of an 8% market share for renewable energy in the mix, within 10 years.

Brazil: Most environmental regulations in Brazil are held at the level of state government, although there are federal and local definitions. For hydroelectric plants, it is required to obtain concessions of water rights and environmental approvals. Thermal generation, transmission and distribution companies must obtain environmental approval from the environmental regulatory authorities.

Chile: The Chilean environmental regulations, and which also apply to electrical projects, is basically composed by law 19,300, General Law on the Environment, and its regulations. The law was enacted in 1994 and was extensively revised in 2010. Likewise, its new regulations came into force in December 2013.

As a specific industry standard, is the emissions standard (DS No. 13), enacted in January 2011 and published in June of that year.

Moreover, in 2010 Law 20,417, which creates a new environmental institutionality was enacted: the Ministry of the Environment, the Environmental Assessment Bureau and the Environmental Superintendence, all of which are operating today.

Finally, Law 20,600 of 2012 came to complete the environmental institutions, creating the Environmental Tribunals, special courts, subject to the directive superintendence, and the correctional and economic supervision of the Supreme Court, whose function is to resolve environmental disputes within its competence.

Colombia: Law 99 of 1993, created the Ministry of the Environment, which was amended in 2011 when Decree 3,570 established a new structure, creating the Ministry of the Environment and Sustainable Development. Environmental regulation for the electricity sector has been focused on issues related to regulating emissions from plants, hydro policies (including water discharges and watershed organization) and environmental licenses and penalties. Regarding NCRE, there is an indicative roadmap of a 3.5% participation in 2015 and 6.5% in the energy matrix in 2020, and a bill pending that would regulate the integration of this energy.

Peru: The environmental legal framework applied to energy-related activities in Peru, is detailed in the Environmental Law (Law No. 28,611) and the Environmental Protection Regulations for Electrical Activities (Supreme Decree 029-94-EM). In 2008, the MINEM enacted Supreme Decree 050-2008 to incentivize the generation of electricity by means of NCRE, which stipulates that 5% of SEIN demand must be supplied with renewable energy, which could be increased every five years.

Internal promotion of environmental care

The areas of the environment corresponding to each of the Managements of the countries where the Enersis Group is inserted, periodically develop training and awareness activities, as well as annual meetings of key professionals in each country to exchange experiences on the solution to the major environmental concerns, the analysis of implementation of environmental regulatory requirements and joint planning of goals, objectives and programs, for Generation and Distribution.

96.78% of the energy generated by Enersis Group companies in South America is produced in compliance with ISO 14001

Environmental management excellence

A strategic environmental objective for the Enersis Group is to implement, certify and maintain the ISO 14001 certification for Environmental Management Systems in all of its facilities.

In the field of Generation, as a way to represent the actual proportion of operating facilities with Environmental Management Systems (EMS) certified under ISO 14001, the company manages and reports as a representative indicator the "percentage of certified installed power" reaching, at the end of 2013 a 98%. The exception is the second unit of the Bocamina Power Plant, located in Chile, because they entered the generation area in October 2012 and it is in the process of having its EMS certified.

In Colombia, the Environmental Management System implemented at all Emgesa generation facilities underwent recertification by Bureau Veritas Certification firm. Thus, the EMS certification was extended until January 3, 2017. Regarding the Colombian distribution certification for its facilities, the Codensa certification is valid until December 28, 2015.

In the particular case of Brazil (Ampla and Coelce) each year the perimeter of the scope of their respective certificates (lines and substations) progressively increases, with a time horizon for completion ending in 2023.

Environmental risk management [4.11]

Environmental risks in Enersis facilities are primarily managed by means of the following tools:

- **Environmental Management Systems certified according to ISO 14001 standards:** These systems include specific technical procedures and instructions in the event of environmental incidents; aspects and impacts assessment; emergency plans in the event of environmental incidents; environmental emergency drills so that the personnel in the facilities is sufficiently prepared to intervene quickly and effectively in case an event of this kind occurs; and periodic internal / external audits.
- **MapEC Methodology (Mapping of Environmental Compliance):** Annual assessment of environmental risks, according to corporate Map EC methodology common to all facilities. This allows assessing a risk level index of the facility and its critical points regarding the occurrence of critical events. In addition to assessing the criticality of impact, it also assesses the availability of control measures to mitigate the effects of these potential incidents.

  In 2013, the self-assessment of environmental risks of all generation facilities in the region (with the exception of the Atacama plant in Chile) and all distribution companies were completed. From the operational point of view, 32 generation facilities, six distribution and transmission companies have been assessed, for a total of 39 self-assessments. Regarding the corporate management of environmental issues, the 14 companies to which the aforementioned facilities belong have been evaluated. The assessment results are recorded in a collaborative computer platform that will automatically calculate the "residual risk levels" In addition, we have developed a tool for graphical analysis of the results of self assessment, with updated data until 2013 and comparative results with data obtained in 2012.
- **Training:** Staff training and awareness on safety and environment issues.
- **Reports:** In South America we have implemented monthly environmental reporting (IMMAL) which reflects month to month, events and the most environmentally relevant topics of the five countries of the generation and distribution business lines.

Environmental inspections

These are conducted in order to verify continued compliance with environmental legislation and voluntary environmental commitments of the facilities, detecting environmental hazards and promoting best practices among generation plants.

In Codensa a program of environmental inspections of the warehouses of the collaborating companies considered of high environmental impact for the Environmental Management System was developed. In addition, an evaluation and technical analysis of Comprehensive Management Plans of Hazardous Waste produced by each partner company was conducted.

Similarly, during 2013, 12 EMF level monitoring were conducted, finding them, within the limits established by environmental regulations. Also, tracking and monitoring of 23 noise complaints generated by transformers was performed, finding 11 cases exceeded the maximum sound pressure levels, established in Ruling 6918 of 2010 of the District Department of the Environment during the night, the correction was managed by the maintenance areas responsible.

In South America, the program of environmental risk assessment was completed in all companies and facilities, with the implementation of the MapEC methodology in 100% of the facilities.

Prevention and mitigation of environmental impact [EU21]

Reducing self consumption

The company does not set targets for reducing consumption in its facilities, however, looks for initiatives which allow organizations to facilitate the optimization of operations such as through the application of best practices, use of best available technologies, among others. (See detail in Quality of Service Chapter)

Water Management [EN8] [EN9] [EN10] [EN25]

The sustainable management of water resources by the Enersis Group and its subsidiaries in South America focuses on three fundamental aspects:

- Rational and efficient use of this resource.

- Quality Conservation.

- Minimizing the effects of potential spills on the receiving environment.

Rational use of water resources

The company is working on the implementation of a methodology for calculating the "water footprint" of its facilities, which aims to characterize the different flows of water in order to identify improvements to the entire water use process (either naturally occurring, well, public network, etc.).

In addition to the maximum allowed volumes of uptake for power plants (which often are defined as a condition of their respective environmental licenses) in the regulatory framework of some South American countries, a maximum volume of water use under the concept of "ecological flow" is established".

The volume of water used for cooling the power plants is the biggest impact on the system. In South America, power plants with open loop cooling systems are the most relevant on these values, and take the water of rivers (1,462.25 hm^3) or the sea (708.05 hm^3). In 2013 there was an increase in water use when compared to the previous year, due to a higher thermal production.

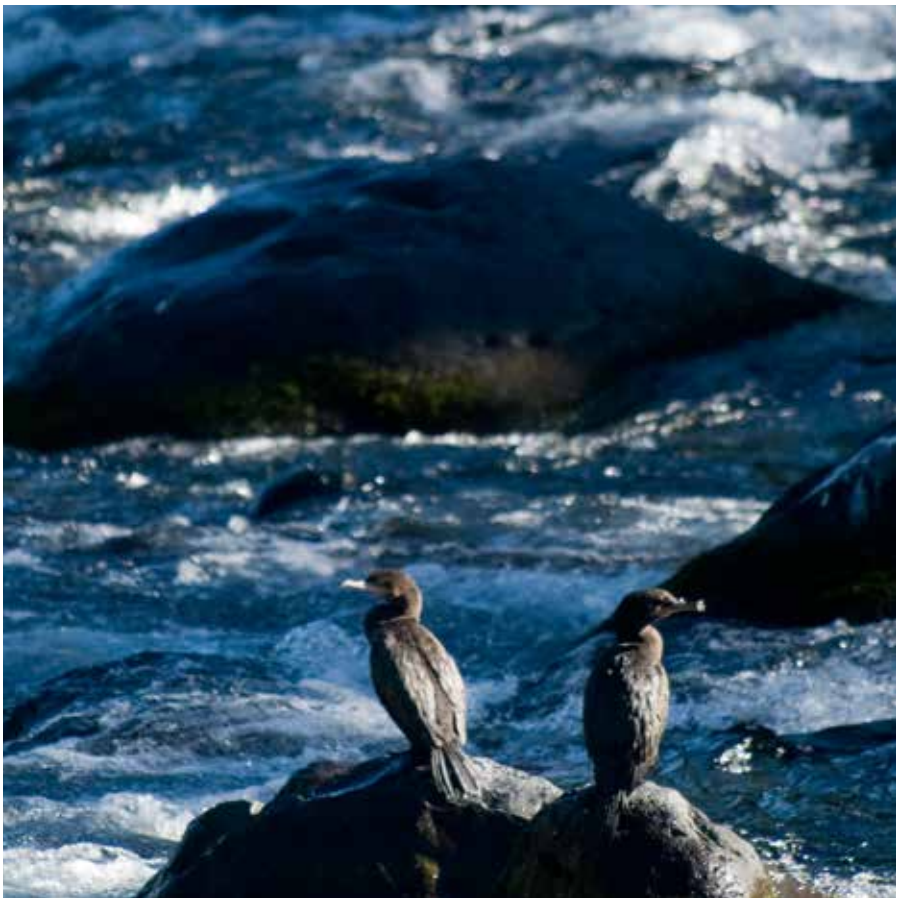
The Enersis group must contribute to the achievement of the corporate objective for 2020 of achieving a reduction in specific water consumption of 10% (when compared to 2010 levels). This concept includes the consumption of cooling water for closed-cycle cooling and other industrial uses, excluding its use for open-cycle cooling.

To this end, the company is investing in the development of new technologies such as the construction of the first cooling crystalline lagoon to be developed in Chile, to serve the San Isidro combined cycle power plant. It is estimated that implementation of this technology to generate a closed cycle cooling system, which reduces energy consumption, reduces water consumption, and does not generate blow down, being a sustainable alternative cooling system.

	Process water consumption (Hm^3)
South America	16.48

[EN9] Until the end of 2013, facilities located in areas of water stress, or that negatively contribute to the depletion of natural water resources being used, have not been detected.

In all installations and companies of the perimeter of the Enersis group, there are environmental programs (with varying degrees of detail as to the activities to be performed and objectives to be achieved) for the conservation of natural water resources and to control and improve the quality of the discharges generated.

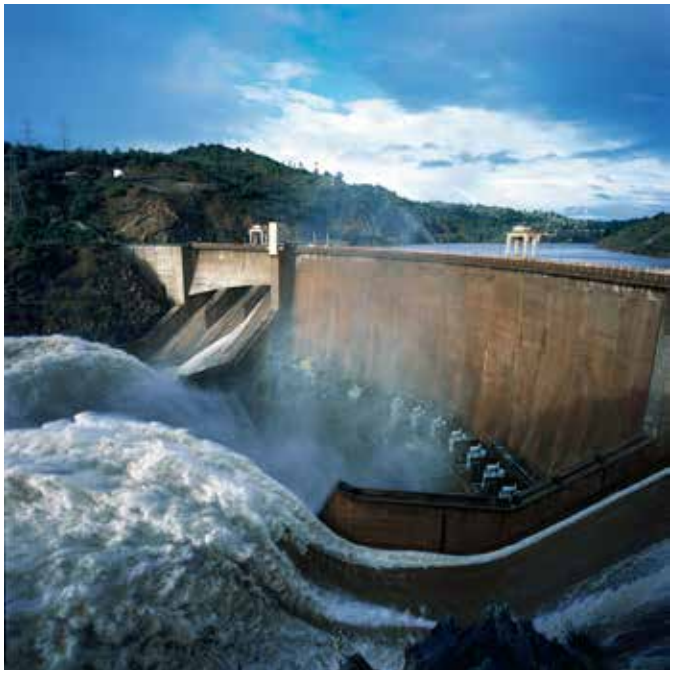


Minimizing the effects of possible spills [EN21]

For the company it is doubly important to control and improve the quality of the discharges, given the concern to limit the impact generated on the natural water masses receiving discharges (rivers, seas) and because the receiving matrix is used "downstream" for human use, agriculture, etc.

The company has set a target of reducing discharges linked to the percentage of recovery (reuse) of them, but so far, a specific quantitative target has not been defined.

The applicable regulatory framework in this area is proving to be increasingly strict in countries where the Group is located, so the company must at all times have the technological and operational solutions that allow it to meet the pollutant concentration limits in its discharges.



Waste management [EN22]

Within the Environmental Policy of the Enersis Group, an efficient waste management (hazardous and non-hazardous) is included as a fundamental principle. Since all plants and distribution companies have ISO 14001 certification, all have appropriate procedures and practices for waste management, always based on the commitment of regulatory compliance.

To verify compliance with these procedures, regular inspections and internal audits are conducted in the different Enersis facilities:

In addition, the company has developed other action areas relating to sustainable waste management: recycling programs and waste recovery that contribute to a net reduction effect.

Evolution of waste in Enersis Group companies in South America (ton)

	Hazardous waste (RP)		Non-hazardous waste (RnP)	
	Produced	Valued	Produced	Valued
Thermal production units (UPT)	1,250.3	19.6	19,881.6	1,318.5
Hydro production units (UPH)	121.4	31.6	1,353.3	176.8
Renewable	3.7	0.0	0.0	0.0
Distribution	1,922.1	1,915.1	148,909.2	46,577.5

Recycling Awareness

For the Enersis Group, recycling is an important concept, which is also present in its operational processes, it must permeate the entire population as an activity incorporated to everyday life.

This is how we implement flagship projects such as Ecoelce and Ecoampla, in Brazil, and Ecochilectra in Chile, where customers can save on their energy bill, thanks to home recycling. (See detail in the **Development of Societies in which we operate Chapter**)

Non-hazardous waste

Non-hazardous waste with potential to be reused or recycled (such as newspaper, white paper, cardboard, glass, wood packaging and scrap iron) are given to external companies for its further valuation. Thus, there are specific programs related to the optimization of the management of this type of waste, which acts mainly on parameters such as the duration of temporary storage, characterization and separation at the source in some facilities, and the disposal to the final manager, among others.

When compared to the previous year, a decrease in non-hazardous waste produced in power plants can be observed. This decrease is due to a lower production of sludge from the dredging conducted by Costanera in Argentina, from 68,830 tons in 2012 to 17,700 tons in 2013.

In distribution, there were 148,909 tons of non-hazardous waste produced, a little less than in 2012. In this case, the greatest contributions were due to materials from construction and demolition in Chilectra (Chile), Codensa (Colombia) and Edelnor (Peru). In total, the three distributors produced 113,215 tons of this type of non-hazardous waste.

Hazardous waste

The Enersis Group conducts waste management in its facilities in accordance with current regulations and the provisions of its environmental management system. This operation involves the temporary storage of waste in temporary storage warehouses (BAT) for hazardous waste until its collection and disposal by specialist companies which are licensed by the respective health authority. In the distribution business, companies develop environmental programs geared specifically to recycle as a way of optimizing (and therefore minimize) of the hazardous waste generated. Among the most outstanding are the following:

- Scheduled plans for removal of PCBs and asbestos.
- Regeneration processes of used oil in the equipment maintenance activities.
- Recycling of material from obsolete facilities in overhead lines (copper and aluminum).

Regarding hazardous waste, a decrease has been observed whe compared to 2012. Regardless of a slight increase of this waste in thermal production, there is a large decrease in the distribution. It went from 21,540 tons in 2012 to 3,338 tons in 2013.

Waste valorization [EN2]

When compared to 2012, an increase of non-hazardous waste from the combustion of coal plants, i.e., ash, slag and gypsum has been observed. In total there were 235,805 tons, of which 217,280 tons are ash and slag and 18,525 tons are gypsum from desulfurization of Bocamina II in Chile. Another factor was the increased production of Termozipa in Colombia, where 140,557 tons of ash were valued.

Environmental liabilities [EN26]

In Chile, during 2013 Chilectra managed the environmental liabilities of all its substations, removing debris from them. This helps facilities to be friendlier to the environment.

In Colombia, at the Guavio hydroelectric plant, 13 disused buildings and in the Cartagena thermal power plant, the spares warehouse and the old electric maintenance shop were demolished.

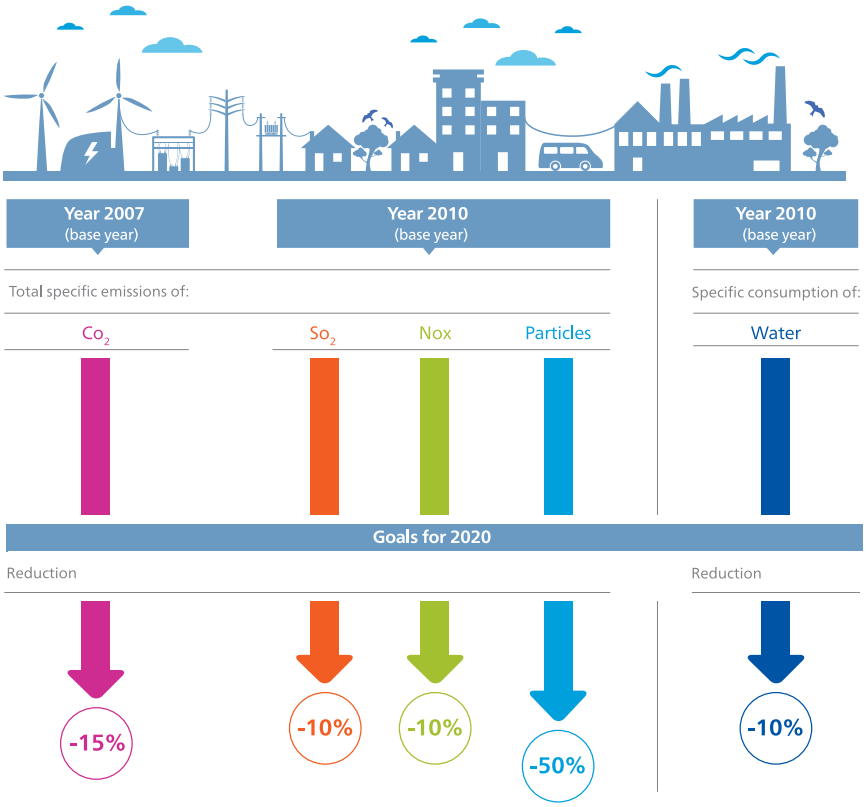
[EN24] Meanwhile, Codensa identified 39.5 tons of PCB in 2013 and exported to Spain (Befesa power plant) 118.4 tons for disposal, in compliance with national and international environmental regulations related to this type of waste. In addition, through the in use equipment replacement program with a high probability of containing PCBs, 306 pieces of equipment have been removed and an equal number of equipment which has been found to be free of this substance.

Emission Control and Monitoring

[EN16] [EN17] [EN20] The maximum limits for particulate emissions into the atmosphere from the facilities of the Enersis Group are determined by current environmental regulations in each country or by the requirements of the environmental licensing of the plants.

In this way, the Group has set specific targets for reducing emissions on a voluntary basis, with a time horizon of 2020, which you can see by category, in the following chart:

Global Environmental Objectives



Emissions Regulation of thermoelectric power plants

Emissions of air pollutants in thermal facilities are regulated either by the emission standard of the country or the environmental license that was approved under the applicable law in each country.

In the event of having an environmental license, the plants must comply with the operating conditions established therein, such as the maximum pollutant emission limits for particulate material (PM), nitrogen oxides (NOX), carbon dioxide (SO2), carbon monoxide (CO), mercury (Hg) and volatile organic compounds (VOCs) among others, as well as the manner and frequency of monitoring.

Of the 17 thermal power plants owned by the company in South America, 10 have emission limits in its environmental license.

- Chile: Bocamina (Units No. 1 and 2), Taltal, Quintero, San Isidro 2 Tarapacá steam, San Isidro and Atacama.
- Colombia: Termozipa.
- Peru: Santa Rosa (Units No. 5, 6, 7 and 8) and Ventanilla.

Operational impacts [PR1]

Being inserted in society, the relationship the Enersis Group companies with the communities has been in the process of being established for years. Therefore, the design of company projects has included the interests of the impacted community from the beginning.

This has been reflected in initiatives related to landscaping projects, studies to mitigate noise from substations, among others.

Some actions listed in 2013 are shown below:

Chile

- Measurements of electromagnetic fields (EMF) and Radio Interference in the following lines and substations: 110 kV Line Tap San Jose, 110 kV Line Chena - Cerro Navia, 220 kV Line Polpaico - El Salto, 110 kV lines Tap Macul, 110 kV Line Tap La Cisterna, 110 kV Line Lord Cochrane-Club Hípico, Macul Substation and 12 kV Medium Voltage Line.
- Reduction of environmental liabilities by means of debris removal at various substations.
- Environmental Impact Statement submission to the SEA, for the project "Modification of 110 kV Line Cerro Navia - Lo Aguirre, ENEA Sector".
- Monitoring of sound pressure levels (NPS) in the most sensitive areas of influence of the Andes, Lampa, La Cisterna, Pajaritos, La Reina, Vitacura, San Pablo, Santa Marta, Santa Raquel, Santa Rosa South, Malloco and Santa Elena substations.
- Diagnosis of compliance with the new noise emission standards to determine the steps to regularize those substations which may be above the standard, determine the type of area in which each substation is located record noise measurements performed in substations to date and develop a Plan of Special Measurements, which will be the basis for determining investment in sound screens to be considered in the Five-Year Plan for Environmental investments 2015 - 2019.
- Obtaining the Environmental Qualification Ruling for the Project "220 kV Power Line Tap to Substation Chicureo", "Power Expansion of 110 kV Line Tap Lo Boza" and "220/110 kV Substation Chena, Installation of Transformers Bank # 2 ".
- Signing of Agreement with the Metropolitan Park to reforest 0.6 hectares in the San Cristobal hill and 1.4 hectares in Chena hills.
- Adoption of the Forest Management Plan for the "220 kV Power Line to Substation Chicureo Tap" project, Civil Works Management Plan and Management Plan for the Preservation of Vulnerable Species.
- Preparation of two Forest Management Plans: Forest Management Plan for Civil Works and management plan to preserve vulnerable species in the San Cristobal hill.
- Basic services in substations, developing public engineering project for drinking water in the new Chicureo substation.
- Authorization of waste generated by construction: Seremi (Regional Ministerial Secretariat) of Health authorized the temporary storage of construction rubble for the 220 kV Power Line Tap to Substation Chicureo Project.
- Noise Mitigation System in Substations, in substation Santa Elena.
- Electric charge of 34 Environmental qualification rulings in the website of the Superintendence of the Environment.
- Construction of Oil Collection System: by the construction of a moat and oil collecting pools in the Santa Rosa Sur Substation.

Brazil

At all stages of the service, Endesa Brazil companies maintain the safety of the customers and the population:

- Planning phase of energy resources: In the development of projects, studies are carried out and environmental impact reports made, that are submitted to each government environmental agency for review and approval.
- Research and development phase - a) Safety of the Population inclusion in strategic planning and the establishment of indicators to monitor management. b) Discussion of the topic at the monthly meetings of the maintenance area. c) Projects for energy supply technologies that provide more safety to the service (insulated networks, electronic metering, among others). d) Prior surveys (pre-tests) on concepts of the campaign and surveys to assess customer perception regarding the safety of field personnel.
- Concept development phase of the product and / or service - evaluation of technological innovations on the provision of the service, as well as the preparation of the working groups - with adequate training - for the implementation and maintenance of these groups. Continuous population and employee awareness of the risks and hazards associated with the product and the communication of innovations adopted.
- Power distribution Phase - a) Inspections and preventive maintenance to reduce the duration and frequency of power interruption, which may affect the health and safety of the population being serviced; b) Inspections on distribution networks to identify anomalies in the electrical system that minimize risks to the safety of the population; c) Identification and reporting to the competent authorities of civil works close to the grid that represent risks to the safety of the population.
- Power generation Phase - Inspections and preventive maintenance to ensure operation stability and avoidance of risks.
- Energy use phase - a) Messages in energy bill; b) Education Folders; c) Educational talks in communities through corporate social responsibility programs (Consciência Ampla, Coelce nos Bairros); d) advertising campaigns; e) campaigns in social networks. Periodic campaigns highlighting aspects such as the risk of flying kites or conduct civil construction works, roof repair, etc.. Close to power grids.
- Certification Phase - Certification of processes, standards and safety and health in the work of the Planning and Engineering areas, Technical and Commercial Operation according to OHSAS 18001.
- Marketing and Promotion Phase - a) Messages in energy bill; b) Educational Folders; c) Educational talks in communities; d) advertising campaigns; e) campaigns in social networks.
- Disposal Phase, reuse or recycling - Decontamination of bulbs in our own buildings and public lighting, recycling of equipment received in energy efficiency programs (Ampla Eficiente, in Ampla and Troca Eficiente in Coelce) and proper conditioning of gases of cooling equipment for internal use and the refrigeration equipment replaced in the energy efficiency projects.

Colombia

- Codensa and Emgesa assess risks on the safety and health of its customers in the stages of storage, distribution and supply, utilization and energy service. To prevent any risk to their clients, it develops communication programs on the safe use of energy. Codensa takes measurements of electromagnetic fields.

The challenge of climate change

In response to the challenge of climate change, the Enersis Group participates and contributes by means of the implementation of its Climate Change Program, focusing on five priority action lines covering both businesses (Generation and Distribution):

- Active participation in the development of renewable energies.
- Leadership of new technological developments that contribute to lower CO_2 emissions and a shift of the energy model, the development of combined cycles and the installation of state of the art capacity.
- Development of opportunities from energy efficiency and cogeneration in all areas of the business (generation, distribution and marketing).
- Leadership in the development of sustainable transport model, based on the electric vehicle.
- Development of a Clean Type Development Mechanism Portfolio (CDM).

Promoting renewable energy and energy efficiency

The company promotes the implementation of renewable energies through prefeasibility and feasibility studies for subsequent mass application in the "Smartcities". These are real full-scale laboratories where smart grid technologies are deployed "Intelligent Cidade Búzios" in Brazil, and the smartcity located in the Business City of Huechuraba, Santiago de Chile, are two of the most prominent examples in this area.

In the Distribution business line, the Enersis Group has set to play a role as marketer Agent of renewable energy in Chile and Brazil. Thus, in both countries, it has developed a line of business based on renewable energy, which seeks to provide solutions to residential and industrial customers to reduce their consumption levels. It is the ecoEnergías business line, which includes technologies such as Solar Electric - which channels solar energy for water heating and heating- and Ecotermia - intended for sanitary and heating use, among others.

Reducing the carbon footprint

[EN18]

In order to expand the knowledge and gradually reduce its greenhouse gases emissions, Enersis measured the carbon footprint of its power plants in Latin America.

During 2013 Endesa commissioned AENOR, an external company to verify its inventory of greenhouse gas emissions (GEI) 2012 based on the UNE-EN ISO 14064-1:2012 standard.

The scope of the carbon footprint of the company considered the generation and distribution business lines, specifically included the following systems associated to business:

• Thermal generation: coal, fuel/oil, natural gas.

• Hydroelectric power generation.

• Wind generation.

• Transport and distribution.

• Offices.

• Sumps.

Similarly, in Peru, a methodology was developed and their own carbon footprint was calculated in the hydraulic and thermal technology power plants, and at the corporate headquarters in Lima. Chilectra meanwhile, measured its carbon footprint and published the results since 2007 in its Sustainability Report.

2012 GEI emissions verified by country include:

GEI 2012 Emissions (kton CO_2e)

Country	Scope 1	Scope 2	Scope 3	Sinkhole
Argentina	8,024.37	214.2	3,427.78	0
Brazil	852.63	281.79	1,194.91	-3.98
Chile	5,379.87	33.3	1,170.26	-164.07
Colombia	779.63	20.3	440.98	0
Peru	1,955.99	0.91	179.43	0

Moreover, the company applies defined goals for reducing emissions of greenhouse gases which include among others, the development in renewable energy and technological development that contributes to lower CO_2 emissions and a shift of the energy model, energy efficiency, implementation of MDL projects.

In the case of distribution companies of the Enersis Group, the most important initiatives to reduce emissions of greenhouse gases are the following:

- Control of sulfur hexafluoride (SF6) emissions and replenishment process in case of leaks.
- The development of sustainable transportation based on the electric vehicle.

Electric mobility [EN6]

The Enersis Group maintains a firm commitment to promote electric mobility as a key tool in the fight against climate change. For example, the company has strengthened its leading position in this field with the installation of new electric charging points, such as those installed in the smart cities of Buzios, Brazil, and Santiago de Chile.

Another example of this commitment, is the initiative developed in Colombia by Enersis called: Zero Emission Mobility Program, which involves the implementation of a fleet to transport personnel, consisting of 16 vehicles and 48 electric bicycles for internal use. Codensa and Emgesa have invested $ 1,830 million Colombian pesos in the purchase of vehicles, bicycles and the adequacy of infrastructure for electric charging, among others. Currently, there are 48 charging points for electric bicycles and 15 vehicle charging points, located in the offices of companies in Bogotá. Through this initiative, more than 32 tons of carbon dioxide (CO_2)[1] emissions have been reduced in the close to 300,000 kilometers driven since the new program was implemented in 2011. Besides reducing air pollution, this fleet does not generate noise pollution.

1 Reduction of CO_2 emissions was calculated taking into consideration that each conventional vehicle produces 2.3 kilograms of CO_2 per liter of gasoline and that with this liter, on average, a little less than 10 kilometers are travelled. .

Commitment with the protection of biodiversity

[EN11] [EN12] [EU13] [EN13] [EN14] [EN15] The protection, conservation and promotion of biodiversity are strategic environmental objectives of Enersis, embodied in the formal establishment in 2009 of a Biodiversity Committee for its operations in South America..

The Committee regularly meets with key people in biodiversity matters, from different countries and businesses, along with the top managers of the company in order to identify, collect and track the portfolio of relevant biodiversity projects that are carried out by the company or through partnerships with other institutions and organizations.

Lines of action

The Enersis group instrumentalizes the conservation of biodiversity objectives through two focus of activity:

Research

- Studies of biological characterization of company property and environment.
- Continued analysis of inventoried information.
- Scientific publications.
- Developing of biodiversity action plans.
- Collaboration with agencies and institutions and participation in forefront forums and working groups.
- Internal and external dissemination of information relevant to biodiversity.
- Training of staff in biodiversity.

Conservation

- Participation in biodiversity indices.
- Implementation of plans for biodiversity conservation.
- Inventory of fauna and flora.
- Environmental restoration.
- Internal and external dissemination and communication of relevant information on biodiversity.

Measurement and Monitoring

Each biodiversity project has specifically defined monitoring indicators to measure their results based on the type of initiative in question. These indicators can be for example: number of species (protected, threatened, etc.), Number of individuals, surface area, volume, etc. These should be objectified, measurable indicators, so as to allow to be monitored with appropriate frequency and conveniently quantified as a measure of the success of the programs.

Continuous improvement

The information on environmental incidents is shared between different countries, facilities and companies, so that operation best practice guidelines are developed.

San Ignacio del Huinay Foundation

For the San Ignacio de Huinay Foundation, 2013 was a year of high productivity, fulfilling its mission to contribute to the knowledge and conservation of the area of the Patagonian fjords of Chile.

In scientific matters, 23 articles were published in prestigious international scientific journals, more than doubling the number of publications of the preceding year; the number of presentations at worldwide conferences and the number of visits to the Huinay Research Station increased. In total, 90 researchers stayed at Huinay.

In October 2013, under the framework of the 2014 renewal of the cooperation agreement signed with the Superior Council of Scientific Research of Spain, CSIC, Spain's Endesa Foundation and the San Ignacio del Huinay Foundation in 2011, the researchers benefited from this agreement in Madrid announced the preliminary results of their research, highlighting the wonderful opportunity to contribute to the knowledge of one of the most pristine areas of the planet which preserves unique natural values.

Conservation projects and activities of the San Ignacio del Huinay Foundation:

- Protected Marine Area in the Comau Fjord.
- Ecological Restoration project of the Huinay Forest.
- Community support and outreach to stakeholders.

Health, safety and personal and professional development of the workers and contractors

Management focus

For Enersis, workers who are part of their businesses are the motor of success. That is why health, safety, and enhancing talents, supporting creativity and innovation, the balance between work and personal life, benefits and a good environment for the development of life skills, are key issues for the company.

This commitment is reflected in the adoption of the Policy on Human Rights in the Workplace, which was ratified by the Boards of Enersis Group companies in South America.

In this line, people management is transverse to the Enersis Group companies and is based on the following foci:

• Talent management.

• Development of people.

• Working environment.

• Industrial relations.

These Management foci respond to the Senda Plan, the Human Resources social responsibility program, which provides guidelines on integration, diversity, conciliation, volunteerism and socially responsible investment.

Senda Plan

The Senda Plan highlights the objective of the Enersis Group to advance in the development of a culture of social responsibility in the management of people. This is a Global Plan, which is deployed at the local level through plans in Argentina, Brazil, Chile, Colombia and Peru. Annually, objectives are set which include monitoring indicators to measure results. The plan sets five axes, contained in the focuses of of the management in all branches:

- Integration of persons with disabilities and at risk of social exclusion.
- Management of diversity and equal opportunities.
- Conciliation of personal, professional and labor flexibility.
- Promotion of volunteering.
- Socially accountable investment.

Workers of the Enersis Group [LA1] [LA13] [EU17]

The permanent staffing of the Enersis Group and its subsidiaries is shown in the box below. For more detail, see section Annexes:

Staffing

Description	Argentina	Chile	Brazil	Peru	Colombia	Total
Staff to December 31st 2013	3,953	2,412	2,672	938	1,599	**11,574**
Average staff	3,688	2,404	2,693	937	1,580	**11,302**
Worked hours in 2013 (Includes overtime and travel)	7,278,671	5,399,569	5,340,644	1,941,092	3,236,668	**23,196,644**

Staff per professional level

Description	Year	TOTAL Women	TOTAL Men	Total
Total	2011	**2,242**	**8,566**	**10,808**
	2012	**2,329**	**8,680**	**11,009**
	2013	**2,413**	**9,161**	**11,574**
Directors	2011	21	194	215
	2012	18	174	192
	2013	**22**	**174**	**196**
Medium management	2011	1234	3,457	4,691
	2012	1298	3,545	4,843
	2013	**1333**	**3,629**	**4,962**
Administrative and office personnel	2011	986	4,899	5,885
	2012	1012	4,952	5,964
	2013	**1057**	**5,349**	**6,406**
Operators	2011	1	16	17
	2012	1	9	10
		1	**9**	**10**

* Companies that report using this indicator are:
Argentina: Edesur, SA, Endesa Costanera SA CEMSA, Mercosur transmission company, Hydro The Chocón, SA, Conveyor Energy, SA, Central Dock Sud, SA
Brazil: C.E. Cachoeira Dourada, Cía.Intercon. Energetica, Cia. Ceará Energy, Energy Ampla e Servicos SA, CG Term Fortaleza, In-Brazil Comércio e Serviços.
Chile: Enersis SA, Chilectra SA, Empresa Eléctrica de Colina, SA, Endesa Chile, Empresa Eléctrica Pehuenche SA, Compañía Eléctrica Tarapacá SA Luz Andes, SA, Inmobiliaria Manso de Velasco, Construction and Project Los Maitenes, Aguas Santiago Poniente, Tunnel Melon SA, ICT Computer Services.
Colombia: Codensa SA ESP, Emgesa SA ESP.
Peru: Edelnor SAA, Edegel SAA, Empresa Electrica Piura, Generalima SAC.

[EU17] Regarding contractor personnel, 37,970 workers conducted activities for the Enersis Group companies, with greater involvement in Colombia. In total, these contractors worked 9,108,991 days, with 50% dedication to operating, 27% to maintenance and 23% to construction.

Companies	Total Contractor Staff in 2013
ARGENTINA	4,698
BRAZIL	11,611
CHILE	4,761
COLOMBIA	11,688
PERU	5,212
Total Staff of the Enersis Group	**37,970**

To see more detail of the figures, review Annex I.

Human Resources Management

Voluntary turnover reduced By **29%** In 2013

Rated **11th** among the best Companies for working parents

In Chile **55%** of job openings were covered through internal mobility

Talent management

Talent Enrollment and Retention [EU14] [LA2]

The action plan for talent management in 2013 was aimed at attracting and retaining human capital, which is a major concern for the company in the various countries where it operates.

In this sense, it stands out as a landmark the reduction of voluntary turnover rate in South America. The figure fell by 29% when compared to the previous year. Voluntary turnover in 2013 was 1.92%, while that of 2012 was 2.70%.

This demonstrates the success of the talent retention strategy of the group, where internal mobility and training are key factors.

In the talent management context, some specific programs were developed:

- **Junior Executive Training Program:** Young Professionals Program. It was developed in Rome and more than 40 professionals of the Enersis Group were trained.
- **Mentor Program:** In 2013 this program was created, which monitors the transfer of knowledge from top experts of the Enersis Group to new generations. This experience meant about 10 thousand hours of training for the young professionals.
- Also, the Skills Training Program for Managers was consolidated and two specialized courses in talent management were conducted.

Internal mobility

The Enersis Group incorporates the best people in the available positions, giving priority to the internal competitions to fill vacancies. With this, it promotes lateral movements, promotions and additions of internal applicants between subsidiaries in South America.

In Chile, during 2013 a total of 155 positions were opened, of which 85 were covered by internal processes. Of these 30% were women.

New recruitment [LA2]

During 2013 1,370 new employees joined the Enersis Group companies, of which 36% corresponded to subsidiaries from Argentina. New enrollments per country are displayed below:

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Total of employees which joined the workforce during the year	2011	375	278	244	68	164	**1,129**
	2012	227	238	192	120	140	**917**
	2013	498	210	209	52	196	**1,165**

As mentioned, the company prioritizes conducting internal competitions to fill vacancies. For the selection process, a flowchart has been developed and implemented to ensure an instance of feedback with the candidates at each stage.

11% of the external labor force that entered the Group corresponds to student interns who were considered as candidates and were finally hired after their period ended.

Internship Program

The Enersis Group incorporates practitioners and memoirists (interns) belonging to the best universities, and provides them with an opportunity to consolidate a gradual learning of the complexity and style of Enersis.

The Internship Program is conducted permanently, with an increase in participants during the summer. During 2013, 53 students were admitted.

People Development [LA11]

Training Plan

The training offer for 2013, is aligned with the Strategic Plan of the Group, it was organized into two major lines of action: A Transverse Plan, themed on Career Development, and other Functional Technical Training.

Furthermore, in order to increase opportunities for development within the company, scholarships were awarded to workers so that could access this benefit. This program has been sustained over time and aims to support workers in their development studies or continuing their undergraduate and graduate studies.

Training activities

Electricity markets diploma

This training is organized exclusively in conjunction with the University of Chile for the Development of Group employees. Its aim was to deepen the electricity business and empower professionals on topics such as negotiation, procurement of electricity supply, and complementary service offerings. 34 Group employees attended.

Control and Management diploma

This first version was developed at the University of Chile with the participation of 30 employees of the Group. Aimed to provide tools and skills to understand business resource management, designing and maintaining controls on the various organizational processes.

Post Performance Review, PPR

It was implemented with focus on the development of behaviors defined by the Leadership program of the company. 29 courses were conducted and 630 employees attended.

Training for young professionals

This program was conducted at the Center for Executive Education at the Adolfo Ibáñez University, Chile, which sought to expand the vision of the Enersis Group for career development within the organization. 39 Professionals of the Group attended the trainings.

Training in management abilities

Developed in the ESE Business School of the University of Los Andes, Chile, aimed to strengthen leadership skills, strategic thinking, decision making, innovation and coaching. It was attended by 38 employees of the Group.

Change management workshop

Final activity of the Training for Young Professionals and Management skills. It was aimed to understand change as a constant element, with a personal and organizational approach; identify facilitators of change processes, and provide concepts and methods for change management.

Training for managers in Human Resources Topics

Program aimed at the headquarters, with the goal deeper understanding of in issues related to the role of leadership, personnel management, compensation, benefits and talent management. 61 managers attended.

Derivatives Assets Course

Delivered by Adolfo Ibáñez University in Chile, aimed at strengthening skills for the use of derivatives as tools to protect the organization against currency risks, volatility in the price of products and factors or changes in interest rates. 15 employees of the company attended.

Training in Key Saving Issues, Via Allocation and Appia

The training was aimed at buyers to use the system to reflect the savings correctly and properly associated purchases planning. 30 company workers attended.

Campus Latam

Campus Latam is a continuous virtual education platform, which allows e-learning training courses to reach collaborators of the Enersis Group in a massive and simultaneous manner on topics such as business knowledge, re-induction in Occupational Health and Safety, Plan Senda, information Security and Criminal Risks Prevention Model.

In 2013, health and safety issues were specially addressed, trainings were conducted on matter such as, Leadership Program in Occupational health and safety; Prevention of commuting and public road accidents; Management and Use of Fire Extinguishers; Cardio Pulmonary Resuscitation; First Aid; Safety Training Goal and One Safety Navigators, among others.

In 2013, 546,169 hours of training were conducted for Enersis Group workers in Latin America. 79% of these hours were taught to men, and on average, 65.1 hours of training per employee were taught.

Quality of life

For the Enersis Group, the welfare and development of people who collaborate with their operation and development is of paramount importance. Reconciliation practices such as teleworking actions aimed so that officials and workers have a harmonious relationship between personal, family and work life have become inherent to the corporate culture.

Telecommuting

It is a fundamental pillar for the reconciliation of personal and family life, which contributes to the retention and loyalty of people. This work system provides control and results methodologies to ensure productivity and accomplishment, and cuts across all lines of business and subsidiaries of Enersis.

During 2013, 304 workers in South America participated in this initiative.

Welfare and Benefits [LA3]

The Enersis Group provides workers and their families, with a range of benefits designed to enhance thier quality of life:

Health and Social Security: Aware of the responsibility in health matters of the workers, Enersis Group companies make medical insurance and agreements with relevant health institutions in each country available to their employees (Isapres in Chile) that can optionally extend to their corresponding families. Also, in all countries where the company operates, there are benefits in welfare in accordance with applicable local laws and collective negotiations.

Education: Education is a cornerstone for improving the development of individuals and society, therefore, Enersis Group companies have developed partnerships with universities and business schools in the region, with the aim of facilitating access for employees to specialization programs and post graduate studies.

Children Education: Educational benefits with economic aid to cover expenses for children education, more incentives for all high achieving students, soft loans to finance higher education, pre-university and summer school refunds.

Extension, sports, culture and special activities: The Enersis Group provides activities that encourage healthy living and recreation, such as "Knowing the work of my parents", "Come to my birthday," summer and winter camps for children, family trips, training courses for family and others, seeking to balance working and personal lives of its employees.

Electricity Rates: There are various forms of benefits associated with electricity rates in each country.

Agreements: The Enersis Group has agreements with leading companies in various fields, facilitating access to products with preferential prices.

Best practices: To the aforementioned benefits, best practices such as decrease of hours on special dates prior to holidays, new year celebrations, national holidays, among other actions to give better quality of life for the workers.

Family Friendly Company

Family Friendly Company (EFR) is a seal that is awarded by the globally recognized More Family Foundation (Fundación Más Familia), and is a certification reserved for companies with a management model that privileges the working and personal lives of its employees, but also promote labor flexibility, gender equality, good labor practices and the development of their employees and their families.

Obtaining this seal is a sign of the commitment of the Enersis Group with the welfare of their workers and to execute policies that reconcile personal, working and family life of all employees, as well as for subsidiaries operating in Chile and Colombia.

Chile: The three companies of the Enersis Group (Enersis, Endesa Chile and Chilectra) obtained certification as a Family-Friendly Company under the EFR 1000 - 1 Standard, Edition 3. It is the first group to be certified in the country, an achievement that is to ratify the maturity and robustness achieved in this area, in Chile by the company.

Colombia: In March the awarding to Emgesa of the International Certification as a Family Friendly Company by the Spanish More Family Foundation was formalized. This certification was awarded to the Company due to its quality of life policy, that promotes the welfare of workers and is based on a management model designed to positively impact the quality of life of workers, to promote balance between personal, family and professional life.

The Enersis Group ranks 11th among the Best Companies for Working Parents

This is the eleventh version of the single measurement study on reconciling family and work taking place in Chile, implemented by Fundación Chile Unido and Ya Magazine.

This initiative identifies and highlights those private and public organizations that have established policies that facilitate the integration of working life and family life. This seeks to promote the balance between work, family and personal lives of workers within organizations.

In 2013 131 organizations signed up, of which 114 reached the final stage. The Large Business category involved 66 companies, among which the Enersis Group obtained the 11th place among the best companies for working parents.

Equality, inclusion and diversity

For the Enersis Group it is essential to have various work teams and create an inclusive work environment. This translates into efforts to develop a working space of respect and appreciation for individual differences. For example, the entrance program was launched in pilot phase, and it seeks to incorporate interns and students with a physical disability in technical careers, for such a program, working alliances are made with different foundations. Furthermore, within the course developed in Latam Campus on the Senda Plan, the issue of disability is addressed.

Women Energy Award

The annual award of the Women Energy Award reflects the commitment of Enersis and its subsidiaries Endesa Chile and Chilectra with sustainable development, reaffirming the role of women and their contribution to society from different fields of action. The winners of the Enersis Woman Energy Award 2013 were:

- Paz Bascuñan (Art, Music and Lyrics).
- Maria Emilia Correa (Environment, Energy Efficiency and Sustainability)
- María José Canales (Education).
- Carolina Echeñique (Entrepreneurship).
- Fernanda Hansen (Journalism).
- Julia Piñaleo (Community Work).
- Javiera Contador (Entertainment).
- Monserrat Alvarez (Social Communication).
- Francisca Florenzano (Public Service).
- Matilde Pérez (Women Energy Award).
- Cherie Padilla (Enersis Group Women Energy Award).

Working Environment

From the results of working environment surveys of the Great Place to Work conducted in 2012, a Plan of Working Environment was designed, that included two management axes:

Leadership: Emphasizes the "Close Manager and Head" initiative that aims to generate spaces of rapprochement between management and workers. In this context, various activities such as breakfast with workers and visits to the power plant were organized.

Meritocracy and Development: In 2013 actions of recognition for workers were continued. An initiative to be mentioned is the Recognizing ourselves ceremony, in which workers who represent the values of Enersis are elected by popular vote among their peers and heads to receive awards.

In this area, it is noteworthy the priority the company grants to the completion of internal competitions to fill vacancies, and the implementation of a feedback flowchart that keeps candidates informed at every stage of the process.

Enersis Group companies are Recognized as Best Places to Work

Ampla, Coelce and Endesa Geraçao in Brazil, and Chilectra in Chile were selected among the best companies to work in their countries, according to the Great Place to Work consulting firm.

The three Brazilian companies received this award for the second time, while Chilectra was awarded for the first time.

The Great Place to Work ranking recognizes companies that work for the achievement of a good working environment, which develop activities aimed at fostering camaraderie, to strengthen ties as well as benefits programs focused on compatibilizing working time with family activities.

The awarded companies stand out because they understand the importance of maintaining a relationships of trust with their employees, who are the primary responsibility of each company. This is reflected in the development of policies and management practices that help people managers to promote professional development, team spirit and the care of its employees, which leads to greater long-term profitability for the company and greater effectiveness in retaining its collaborators.

Ampla, Coelce and Endesa Geraçao in Brazil also received their second consecutive recognition of the S/A Exame-Guide - 150 Best Companies to Work, guide that evaluates the management practices of organizations and also of their employees. Furthermore, Ampla and Endesa Geraçao were also included among the Best Companies in Rio de Janeiro by the Epoca Magazine.

Main working environment survey results

	% of participation 2012
South America	74%
Chile	89%

Regarding the results of the 2010 working environment Survey, progress has been seen in the following areas:

- **Personal goals:** more realistic and consistent with the objectives of the team are appreciated.
- **Operational Excellence:** More efficient processes and transfer of best practices
- **Collaboration:** Collaboration within the team and between teams is very significant.
- **Innovation:** People are willing to experiment with new ways of working
- **Identification:** The sense of belonging to the company and the level of involvement and motivation of the people remains high.
- **Management:** Employees indicate that the person directly responsible communicates in a more effective manner and expresses greater recognition for work well done. Improvements in meritocracy and change management are detected..

Awards to suppliers and contractors

In 2013, the Enersis Group conducted a new version of its annual awards to suppliers and contractors, with the aim of acknowledging the excellent work of the collaborating firms at the corporate level. On the occasion, the support of the suppliers in the daily work conducted by the company in generation tasks, and the transverse distribution services throughout the Group are highlighted.

On the occasion, 18 companies were recognized, which were evaluated and selected by a special committee which considered the following categories: Operational Excellence, Safety, Innovation, Global Supplier, Working Environment and Environmental Care.

Also, in the award instance, the company presented the results of the 2013 program that promotes innovation and operational efficiency of contractors and their workers.

The results of the working environment survey yielded the following opportunities for improvement:

- **Personal development:** Only 56% of the employees believe they have opportunities for personal development in the company (62% know the criteria used to evaluate their performance)
- **Alignment of the Group's strategy:** Only 54% believe that the strategy is in the right direction. You need to increase the level of understanding and knowledge of the One Company philosophy.
- **Confidence in senior management:** Only 57% of employees trust the decisions of the senior executives of the Enel group and 53% believe that senior management has a clear vision of the future.
- **Diversity and equality of opportunities:** The survey also shows the need to support a policy of equal opportunities and ensure a working environment that values cultural and lifestyle differences..

Workplace environment and personal development in contracting companies

The strong commitment of the Enersis Group with health, safety, personal and professional development of all its employees, is transverse, whether it's for its own workers or subcontracted workers. Some of the specific activities regarding the working environment, people development and reconciliation, conducted in 2013, are the following:

Working environment survey

The survey, led by the Global Business Services area of the Enersis Group, was applied in November 2012 to more than 1,500 workers from 13 Contractor companies, with the aim of implementing a Continuity Program Working to enable enhancing the working environment in contractor companies providing services to the Group in Chile.

Contractors in action

In December 2013 the finals of the "Contractors in Action" activity sporting competition bringing together the contractors of five generation plants of the Enersis Group in Chile took place in the institutional arena. The teams who participated in the various disciplines, were accompanied by their families, for whom recreation and food services were provided.

2013 Painting contest

With the theme "Safety and Health at Work" this competition for the children of contractor workers was conducted. Over 70 drawings were received, which participated for the award of a grant to support schooling which consisted of school uniforms and school supplies.

Labor and union relations [LA4] [LA9]

The Enersis Group held the program of regular meetings with the unions during 2013. This line of work has consolidated an open, frank and unfettered dialogue with employee representatives, with the benefit of improving working conditions and working environment of the Group's employees. It is noted that 80.5% of the staff of our own employees in South America is covered by a collective agreement.

The health of the workers and their families is guaranteed through the Collective Agreements and Contracts. Protecting the health and safety of workers and improving working conditions is an essential part of the organizational culture of the Enersis Group. This commitment is reflected in the effort placed in working on their plan of Zero Accident Tolerance which aims to eliminate risks which may cause incidents and injuries during work.

Occupational Health and Safety

The Enersis Group understands safety as the result of "zero accidents" and Health as a full personal wellness, working with the purpose that both objectives are an inalienable aspiration which should be available to all those working in and for the group companies. In this area, Health and safety management is performed transversely to both company employees as well as contractors.

Because of its strategic importance, the company drives leaderships which incorporate safety and prevention as inherent management foci, encouraging the active participation of the different management levels of the company to manage the risks of workers in different activities.

This is accomplished by means of the review of preventive management in the safety committees, review of onsite safety conditions in workers and contractors through programs such as Ipal and Safety Walks, Risk management training plans and safety campaigns.

Plan One Safety

The company promotes initiatives that contribute to reducing accidents and promoting a culture of Health & Safety at Work, primarily through the Safety One program and the different activities of the medical services.

In 2013, the company has continued to implement the Health and Safety at Work Plan (Safety Plan 2011-2015), covering all countries in which it operates. The Plan has five challenges:

- Reduction of the severity of accidents and elimination of fatal incidents.
- Improved accident index on communing.
- Alignment of the Enersis Group and its contractor companies regarding the safety culture and outcomes of occupational health.
- Reducing legal risk.
- Strengthening the commitment with workers safety in the partner companies.

Workplace health and safety Leadership

The goal of Zero Accidents and the personal welfare of its employees and contractors are inalienable aspirations for the Enersis Group.

The company aims not only to be recognized for their work in Occupational Health and Safety in all the countries in which it operates, but to be regarded as the leading company in this field, beyond any sector border. In this context, developing a series of cross-sectional and local activities in its various subsidiaries. For example:

Safety Leadership Training: Aims to strengthen skills and abilities of the managers (managers, assistant managers and heads) to advance in a culture of safety that consolidates the company as a world benchmark in labor risk management.

Safety Goal Training: Aimed at area heads directly related with contractor personnel. This program provides a methodology for analysis of the mistakes made in the daily work, with the help of a facilitator and support materials to further define action plans to improve integration between safety and productivity. In addition, the participants undertake to replicate in their respective teams, the model presented in both generation and distribution.

ON-SITE Audits: In order to certify the level of implementation of the Occupational risks Management System, during 2013 the "On Site Audit" project for suppliers who provide Works and Maintenance in medium and low voltage grids for the Distribution companies of the Group in Latin America was conducted. This activity was carried out by a multidisciplinary team of professionals in the Technical area of occupational health and safety and Supplier Rating.

Safety Campaigns: Development activities in the framework of the safety week in April and November 2013, in order to raise awareness and strengthen preventive actions to avoid the occurrence of accidents.

Safety Walks: Activity developed by the executives in the workplace, consisting of field inspections in order to verify compliance with procedures and use of equipment, and adequate tools and machinery.

Implementation of Standards for Working in Heights: Definition and implementation of equipment for working in heights.

Dissemination of Lesson Learned: Project which considers the delivery of a folder with information for consultation, training and a document with the analysis of each of the serious and fatal accidents in the Enel Group.

Implementation of Working Standards in Activities Associated With the Electrical Area: Definition and implementation of equipment for work on electrical systems, with the delivery of fire retardant clothing and face shields.

Leadership Course in Health & Safety for Executives and Managers: Development of a study to identify the characteristics of leadership in risk management directors and managers, with the aim of developing an intervention program to establish improvements in preventive actions.

Development of Training Programs: Implementation of training programs on the rescue of workers in emergency situations.

Safety Week 2013: Week devoted specifically to promote safety. During those days, the various units of the Enersis Group conducted emergency drills, awareness days "Zero accidents" with contractors, presentations to seed the Enel safety culture with top and middle management, first aid courses and safety walks, among other initiatives.

Distinction of Safety and Risk Management

Chilectra (Chile) received an award from the National Safety Council for their continued efforts in safety and risk management, this distinction lies with the companies that are able to reduce by 25% or more the frequency rate of accidents. Another distinction was the National Safety Council Award, granted to whom submits the lowest accident frequency rate in its group-category.

Trainings for contractors [EU16] [EU18]

During 2013, 30,808 contractors of the Enersis Group participated in health and safety training for the development of their business. 36% of these trainings were conducted in Brazil, which has the largest number of operations in the group.

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Total contractor and subcontractor employees who have received health and safety training (units)	2011	5,298	6,951	13,448	4,522	12,154	**68,190**
	2012	2,245	4,926	11,968	5,228	8,296	**50,083**
	2013	1,550	4,710	11,611	4,243	8,694	**30,808**

The performance of the Enersis group to raise awareness on Occupational Health and Safety in its suppliers and contractors has been positive in recent years. However, during 2013 we had to regret the deaths of five contractor collaborators, proving that there is still a large gap to achieve the zero accident goal.

Safety Performance in 2013 [LA7]

Although the results in Health and Safety 2013 have yielded positive results in relation to previous years, the figures are unsatisfactory to the extent that the Enersis Group aims to improve the way percentage every year and no recorded accidents resulting in death. Colombia, Brazil, Peru, Chile and Argentina: Unfortunately, in 2013, an accident resulting in death in each country where the Group operates was recorded. In this regard, 3 spots were identified incident:

CHILE: The standards of the Azeta contractor were in accordance with Group standards, but results were not in line with corporate goals. This focus will not be part of the company scenario in 2014 due to the financial failure of the contractor.

COLOMBIA: El Quimbo project considered as an important occupational hazard the large number of workers, which is about 3,800 people. As a preventive measure, we have generated self-care initiatives, lectures, planning of resting breaks, among others, which allowed to reach a level of 1-2 accidents per month, despite the substantial number of workers.

ARGENTINA: In 2013, contractor employees have joined the workforce, with the challenge to adapt them to the safety standards of the Group. For this, they have been trained appropriately.

Health and Safety Performance

		Argentina	Chile	Brazil	Peru	Colombia
Absenteeism rate: Total number of days lost due to absenteeism during the year compared to the total number of days worked by the group during the same period multiplied by 200,000	2011	7,110.14	2,131.92	3,348.63	2,467.00	1,509.15
	2012	7,302.89	2,605.70	1,246.58	1,701.28	1,766.95
	2013	6,944	1,879	799	1,603	1,896
Total number of days lost due to absenteeism during the year (1)	2011	29,958	7,003	14,649	3,001	2,757
	2012	33,995	7,496	4,293	2,037	3,269
	2013	34,499	6,444	2,396	3,108	2,329
Occupational disease rate.	2011	0.00	37.09	57.91	0	185.59
	2012	1.05	0	0	0	0.17
	2013	0.65	0.07	0.00	0	0.44
Total number of occupational diseases	2011	0	1	2	0	3
	2012	37	0	0	0	3
	2013	24	2	0	0	8
IF=(number of accidents / total hours worked)*1.000.000 (2)	2011	5.26	0.19	1.30	0.00	1.23
	2012	6.68	0.72	0.36	0.53	1.73
	2013	4.76	0.71	0.37	0.52	0.27
IR=(number of accidents / total hours worked)*200.000 (GRI standard) (2)	2011	1.05	0.04	0.26	0.00	0.25
	2012	1.34	0.14	0.07	0.11	0.35
	2013	0.95	0.14	0.07	0.10	0.05
IG = (number of accidents / total hours worked contractors)*1.000	2011	0.22	0	0.17	0	0.08
	2012	0.28	0.01	0.01	0.01	0.04
	2013	0.27	0	0.01	0.05	0.01
Total contractor accidents (3)	2011	**31**	**100**	**66**	**21**	**199.1**
	2012	**24**	**60**	**53**	**16**	**131.2**
	2013	**32**	**59**	**43**	**16**	**139.29**
Total contractor fatalities	2011	**1**	**1**	**0**	**0**	**1**
	2012	**0**	**1**	**3**	**0**	**1**
	2013	**0**	**1**	**1**	**2**	**1**

(1) The days lost due to absenteeism do not include holidays or vacations, or authorized absences for family reasons (maternity, paternity, etc.), Or absences for training
(2) Fatalities are included
(3) Includes fatal, serious and non-serious

OHSAS 18001

Approximately 59% of the workforce of the Enersis Group (6,919 employees) working in workplaces under an environment of OHSAS 18001 certification.

Number of employees working in OHSAS environments

Countries	Number of people
Argentina	1,068
Brazil	1,610
Chile	1,881
Colombia	1,488
Peru	932
Latin American Total	**6,979**

Labor Health management [LA8]

Health Promotion and Outreach 2013

The objective of this program is to provide, educate and train workers in the company by means of activities in regard to promoting quality of life and bio-psychosocial wellbeing. Contemplates Mass Promotion, posters, graphic material and lectures by specialists regarding thematic cycles of interest, such as:

- Prevention of breast cancer.
- Prevention of prostate cancer.
- Prevention of colorectal cancer.
- Prevention of skin cancer.
- Prevention of STD and HIV transmission.
- Mental health and quality of life.
- Prevention of cardiovascular risk "Heart Month."

Psychosocial Risk Assessment Program 2013

The purpose of this program is to identify psychosocial risk factors present in labor conditions and organization and its impact on the worker health. This has expanded the program to all Enersis managements. The stages of the project are the quantitative and qualitative identification of psychosocial factors with greater presence; data management; preparation of reports; presentation and collection of proposals from hotlines, evaluated managers and staff; preparation of a final report and closing of the process.

Immunization Program 2013

Immunization of workers is a preventive measure that seeks, through a medical process, to generate an immune memory in people in order to form protective antibodies against the antigen to which the person may be exposed. Therefore, the objective of the implementation of the program in Enersis workers alludes to prevent onset of recurrent massive contagion diseases infection that can cause high absenteeism if they affect the subject and cause damage to the quality of life of the person. This program is aimed at all employees of the company.

Healthy Woman Program 2013

The objective of this program is to reduce the occurrence of death from breast cancer and cervical cancer in women, acting preventively through outreach, education and regular checks. Examination periods, and medical monitoring controls are conducted, with the purpose of achieving the earliest possible detection of this diseases among women. This program is intended for all workers in the company.

Periodic Preventive Examination Program 2013

The purpose of this program is to conduct periodic medical examination according to the risks of the occupation to which workers are exposed, so as to decrease the probability of occurrence of events or severe alterations or pathologies without control or treatments for potential damage to the health of people. This program is aimed at all employees of the company and is carried out through a protocol defined by gender, age and occupation.

Working with Joint Committees

A key task is the one developed by the Joint Committees, through specific actions that seek to promote the prevention of accidents and generate leadership in this area.

The acting, scope, composition and work of the joint committees that are part of the Enersis Group companies, are contained in the Order, Hygiene and Safety Rules.

The company has formal health and safety committees in which all employees of the Company are represented. The committees existing in each country, regarding issues of health and safety are listed below:

Argentina

In the distribution line 70, safety committees with technical and commercial managements were conducted, plus 13 safety meetings with the general manager and directors of the company. Also, at least one monthly meeting with Health and Safety representatives of the Union is held to address various issues pertaining safety.

In generation, there are Health and Safety Committees comprising representatives of the employees (Base unions and guild supervisors), company representatives and heads of SSL as consultants, which have been operating for over 15 years, meet in a monthly basis between March and December. About 20 meetings are held per year.

Chile

The company has formal health and safety committees in which all employees of the Company are represented. Consultation and participation of workers is carried out through integrated prevention delegates in the following organizations:

- Joint Committees on Site Health and Safety in Chile
- Committees of Safety Management in Chile
- Safety Groups in Chile
- Managers Committee in Chile
- Assistant Managers Committee in Chile

Peru

In Peru the following committees are held:

- Occupational Health and Safety Executive Committee
- Monthly contractors Committee
- Safety Committee-Conference Call
- Joint Panel
- Committee on Technical and Business Management in Distribution and Operations and Maintenance Committee in Generation

Brazil

Endesa Brazil has several safety committees:

- Endesa Brazil Executive Committee
- Brazil Distribution Committee
- Occupational Health and Safety Directory Meeting
- Technical Board Meeting
- Business Directory Meeting
- Human Resources, P & C Meeting
- Endesa Brazil results Meeting
- Monthly contractors meeting

Colombia

In Colombia 36 Health and Safety Committees in power plants, and 72 Emgesa meetings in Alto Río Bogotá, Bajo Río Bogotá, Termozipa, Guavio, Betania and Cartagena power plants were performed in addition to the meetings of the Mutual Aid for the Termozipa and Alto Río Bogotá.

Acknowledgements

Acknowledgements

- In Peru, Edelnor received an award in the "2012 Successful Experience" contest organized by Seguros Rimac in which more than 40 companies took part. Work for prevention, occupational health and control of occupational hazards and the excellent results obtained in the development of new solutions, were acknowledged, in addition, also the work on prevention and awareness of electrical hazards and responsible use of electricity is also emphasized not only responsible use of electricity at home which the company is promoting in coordination with municipal participation and community agencies.
- In Chile, Chilectra received the Award for Effort in risk management, in recognition of the efforts on safety and accident risk management. In addition, it was awarded the National Safety Award for the lowest accident frequency rate in its group-category.
- In Brazil, Endesa Fortaleza was the third best company in accident statistics in the Brazilian Electric generation Sector and was awarded by the Brazilian Association of Concessionaires of the Brazilian Electrical Sector. Also, The Fleet cameras project was also chosen by the Management Committee of the Brazilian Electric Sector (Fundação coge) Foundation as the best in Occupational Safety and Health Management of the Brazilian Electric Sector in 2013. Meanwhile, Coelce received the highest recognition in the National Health and Safety at Work Competition, on the Day of SESI / SENAI Health and Safety at Work, at the Federation of Industries of the State of Ceará (Fiec) in Fortaleza.
- South America received a "safety award" from Enel in the category of innovation in safety under the 6th International Health and Safety Week (IHSW) for its "Ideo for Safety program".
- For its part, Spain received another "safety award" in the category of the project One Safety due to their good management in the implementation of the methodology of the program in the Cas power plant Tresorer de Palma de Mallorca.
- Regarding the area of worker acknowledgement, Brazil focused on the group of electricians who excelled in the field of safety. In Chile the Inser company was awarded due to achieving 1 year without accidents and the Consorcio company for achieving a zero accident rate. Also, workers and supervisors received awards, Featured in risk management and environment. In Colombia, the safest workers received recognition.

Development of the societies in which we operate

Management Approach

For the Enersis Group, the development of the communities where it operates serves an essential purpose from the genesis of its projects. It is an inherent value in their relationship with society and the environment.

The company focuses its efforts to work with transparency from the initial stages of any activity. This, through a strategy of engagement or early entry into the areas where it is present, which is applied in all Group subsidiaries.

The strategy is, first, to foresee potential externalities or disagreements with society and second, be a proactive company in building and strengthening relationships with stakeholders acting in the society.

An interest of the company is that its presence in certain areas will translate into benefits for it, with particular focus on the most vulnerable societies, which display social and economic gaps when compared to the rest of the country.

That's why the company establishes a strategy of relating with society which has two major objectives:

- Contribute to the reduction of social gaps in the countries where it operates, through increased educational opportunities.
- Facilitate access to electricity, to a sustainable and affordable energy for all.
- Promote a responsible energy culture.

"The Enersis Group has taken as a challenge that Corporate Social Responsibility is part of its vision for this business and has made conducted initiatives linked to the community, environment, welfare of its workers and business transparency.

This has materialized on specific policies, with the understanding that as a company, we are part of the society in which we operate, and that along with providing the best service in the field of generation, transmission and distribution of electrical energy, it is necessary to make it a better place for everyone".

Ignacio Antoñanzas Alvear
CEO
Enersis

Community relations [SO1]

For Enersis, links with the territories in which it operates is a base goal, because of this it has a continuous improvement process to establish communication links, dialogue and joint work with the social players in its different areas of influence.

The company considers these factors from the construction stage of the projects, which are designed and developed on the basis of the dynamics of "early entry" and "mitigating design".

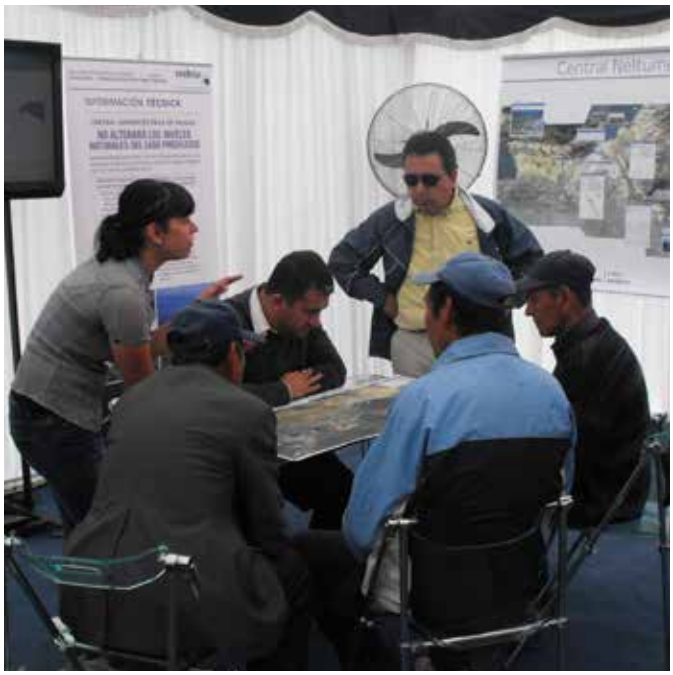
Community engagement strategies have enabled the involvement of communities in order to prevent potential conflicts, allowing to develop a relationship that aims to generate benefits for these groups regarding their actual needs.

The projects listed below are examples of the work that the Enersis group developed in recent years in terms of community relations:

Neltume Hydroelectric power plant, Chile

[EU19] Under the framework of the Neltume project, the strategy of community outreach was initially the activation of existing social organizations, which previously had little activity recorded.

Relationships with neighborhood associations, sports clubs, among other groups were established, reaching over 90 organizations with which community relations roundtables were established.



[EC9] **Worktables:** From the linking product of the worktables of Puerto Fuy, Neltume, Choshuenco and the indigenous communities Juan Quintumán and Valeriano Callicul 51 development and local entrepreneurship projects have been launched in specific topics such as community facilities, tourism, social promotion and craftsmanship, etc..

Open house: Since 2007 information offices and "Open Houses" of the company acting as information and community dialogue spaces have been established in places near the project area.

Indigenous consultation: During the second half of 2013, the SEA initiated the process of consultation with indigenous communities territorially present in the area, both for the power plant and the transmission line, in order to know their position on both projects and apply the ILO No. 169 Convention.

Los Condores Hydroelectric power plant, Chile

[EC9] In 2013 Endesa Chile worked in the area of establishing community relations, in order to establish a plan for territorial involvement in designing and validating a work program and an administrative and physical structure which maintains a more effective, direct and close contact with the people and communities.

Open house: The permanent presence of a community relations team was established to have direct and regular contact with communities and work together on local and regional public and private institutions, in order to carry out projects of common interest, in addition to conduct the adequate dissemination of the project.

Participation in programs and worktables:

- Participation in a rainfall stimulation program for the Maule basin in conjunction with the Regional Ministerial Secretariat of Agriculture, Colbún S.A. and the Supervisory Board of the Maule River.
- Participation in the Regional Bureau of Energy by the Chilean Economic Development Agency (CORFO), Regional Ministerial Secretariat (SRM) and Colbún, Arauco and Transnet energy companies.
- The Energy for Education Program targets four schools of the Colorado, Paso Nevado, Los Alamos and La Mina sectors.

Support of Agencies and Organizations: :

- Signing of CSR 2014-2016 Cooperation agreement with the City of San Clemente.
- Support to local organizations for projects related to access to drinking water.

Punta Alcalde Thermoelectric power plant, Chile

During 2013, Endesa Chile worked on updating the registration of social, territorial and functional organizations in the communities of Huasco and Freirina, located in the area of influence of the project, in order to have a more effective communication with them.

[EU19] **Dissemination**

The characteristics of the project have been published, highlighting the high environmental and efficiency standard considered in all stages of development. In addition, we attempted to collect the questions, concerns and needs of the population regarding the project in order to assess economic, social or environmental risks.

Social benefits associated with project construction [EC9] [EC8]

- Boosting the local economy by means of increased demand for services (food, lodging, construction and transportation, among others).
- Generation of employment opportunities in the local area during the construction phase.
- Developing and encouraging local employment and job programs.
- Works to improve coastal access to southern Huasco.

Citizen participation

As part of the compliance process in environmental assessment matters, the company has conducted public participation processes in Huasco and the Freirina, Maitencillo and Caleta Los Bronzes localities.

El Quimbo Hydroelectric power plant, Colombia

[EU20] The project has an Environmental and Social Management Plan which progressed significantly in 2013. Emgesa has implemented measures to compensate for the owner resident population and has had a social project team. Progress has been made in the relocation process, labor and productive reconversion, with socioeconomically sustainable projects which promote individual autonomy.

[EU19] [EU22] **Relocations:** The project has developed a comprehensive relocation, considering not only homes, but also the delivery of initial capital, technical assistance and monitoring of the development and impact of new entrepreneurship ventures. So far, 1,039 people have been relocated as part of this project.

In 2013 the communities defined places for collective resettlement, reaching a 64.4% progress in signing conciliation proceedings.

New homes contemplate basic services (drinking water, energy and wastewater treatment), social infrastructure in accordance with the previous places of residence and a district system of gravity irrigation for crops.

Until 2013 18 families have been resettled, who received in addition to their homes and properties, technical support for the implementation of plans for agricultural production and psychosocial support to facilitate adaptation.

Compensations: The company delivered 61 new monetary compensations to families who did not accept resettlement.

In 2013, 525 compensations in initial capital for construction were delivered to the people who worked on the acquired land, reaching an increase of 75.9%. This has allowed beneficiaries to receive training and develop productive projects.

Communication channels: The project provides information tools relevant to the execution of the El Quimbo project permanently to all stakeholders through virtual platforms, social networks, a radio program, service offices, briefings and printed media.

Management of social conflict: During 2013, some trouble spots were submitted, specifically land occupations. In late 2013 Emgesa managed to lift all recourses and were released -on a voluntary basis with a commitment of Emgesa to review the requirements of the occupants, the land needed to continue the process of collective resettling and the adaptation of the of the reservoir basin.

Power plants in operation

Bocamina II thermal power plant, Chile

The construction of the second unit of the Bocamina Thermoelectric power plant -commissioned in late October 2012 - located in the town of Coronel in the Biobío Region, began operations in 2008. Since then, Endesa Chile has set its efforts in developing initiatives that meet the requirements of development and community relations with the communities of the sector.

[EU19] **Worktables:** Since 2011 there is a table with representatives of six organizations of fishermen in the Bay of Coronel in addition to the participation of various public authorities and the Municipality of Coronel.

In August 2013, a partnership with these organizations was signed, through which Endesa Chile will contribute $ 4,890 million in seven years to finance productive individual and / or group projects, along with supporting social actions designed to foster scholarships for fishermen children who attend higher education.

In this line, the Coronel Development Corporation, an entity formed by the town of Coronel, Endesa Chile and 14 other private companies was established. This organization will be responsible for managing the financial resources to be granted to fishermen, along with coordinating the “artisanal fisheries program.”.

[EU19] [EU22] **Relocation:** There has been a relocation process comprising public-private agreements for a solution of high standards. At the end of 2013, 448 families had been relocated (about 1,800 people). Shipments include delivery of better quality homes to which they had at their place of origin, in cost and materials in urban developed land.

Meanwhile, on November 19, 2013 a notary certified the signed the agreement establishing the terms of the process of relocation and housing program associated with El Esfuerzo settlement. To reach this agreement, joint work was needed from Endesa Chile, the families involved, Serviu authorities, the municipality and the companies selected to perform construction and infrastructure work.

Moreover, with the worktable of the El Mirador settlement, the land and the families living in the area were recorded, which corresponds to 91 families, which defined a public-private eradication process.

Managing Social Conflict: During 2013 specific conflicts with some dissident sectors whose relocation is pending were identified, motivated by the requirement of additional benefits to those provided for in the agreements. The disturbances consisted in seizing the plant stack in protest. In addition to legal lawsuits for the peaceful withdrawal of dissidents, the company established measures for the protection of the occupants, providing food, water and protection elements, since they were in high altitude.

Assistance and Continuity Plan Ralco, Chile [EU20]

As of 2000, Endesa Chile implemented the relocation plan for the benefit of the Pehuenche families living in the flood zone of the Ralco reservoir. This plan includes several stages, the most relevant is the Continuity Assistance Plan (CAP), with a duration of 10 years and benefiting 81 families of the Ayin Mapu and El Barco communities.

The CAP has four subprograms: productive, social, cultural and tourism, where although it is true the latter two are completed, it will continue to develop support activities in the production and social fields.

During 2013, Endesa Chile continued to develop the activities involved in the CAP, fulfilling the commitments established by the Environmental Qualification Resolution (RCA N°10/97).

Endesa Chile Cooperation Agreement – PROdeMU Foundation [EC4]

From an alliance between Endesa Chile and the Foundation for the Promotion and Advancement of Women (PROdeMU) during 2013, the programs "They Search for Work" and "Learning Entrepreneurship" were conducted, whose objectives were to strengthen the job skills and employability of vulnerable women. From them, 157 women participated in a process that considered enabling them for work, job training and financial intermediation.

Pehuén Foundation, Chile

As part of the construction of the Pangue hydroelectric power plant, Endesa Chile established this non-profit organization in 1992, with the purpose of promoting programs for the improvement of quality of life, sustainability and base development of the Pehuenche communities located on the area of influence of the operation.

These communities are the following: Callaqui, Pitril, Quepuca Ralco and Ralco Lepoy, to which El Barco and Ayin Mapu were later added, from the realization of the Ralco hydroelectric plant. There are more than 800 families benefiting from Foundation programs.

All projects managed by the Foundation require a commitment from the families, by means of contributions in labor, material, financial or other alternative that means a closer relationship with the initiative. Regional activities are agreed by community assemblies, prior to their approval by the Board of the Foundation.

The Board, in turn, is composed of 13 members, seven of whom are representatives of the communities, this promotes the cultural relevance of implemented policies, plans and programs.

More information at www.fundacionpehuen.cl

Corporate Social Responsibility focused on Education [SO1]

The performance of the company for the development of education in subsidiaries in Latin America, is aligned with the challenges and guidelines in this area which is promoted by three specialized international organizations, which are: UNESCO, UNICEF and the Global.

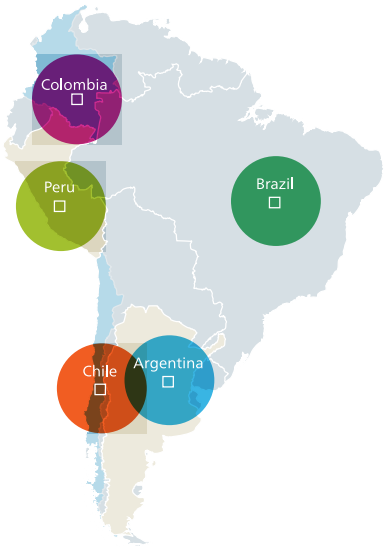
For the Enersis Group, corporate social responsibility (CSR) is synonymous with business investment and a constant effort in the social area.

CSR is developed as a way to continue the community relationship when the projects are completed and as a way to incorporate development activities and supporting communities where the Enersis group has been linked in later stages.

The Group has defined the field of education as the main focus of its commitment to sustainable development of the communities in which it operates. Several studies detail how crucial the advances in education are to achieve development, to contribute to the formation of the productive profile of a country, improve future incomes and reduce gaps between different social sectors.

Thus, actions that promote community education are embodied in programs which are implemented in all Group companies, in line with corporate objectives: Endesa Educa and the programs to drive access to electricity.

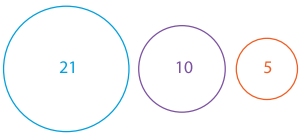
Programs developed in each country



- Endesa Educa: **47**
- Programs to drive access to electricity: **18**
- Play Energy: **11**

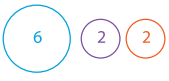
Argentina

Brazil

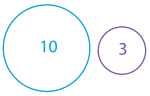


Chile

Colombia



Peru



Endesa Educa: Education for development

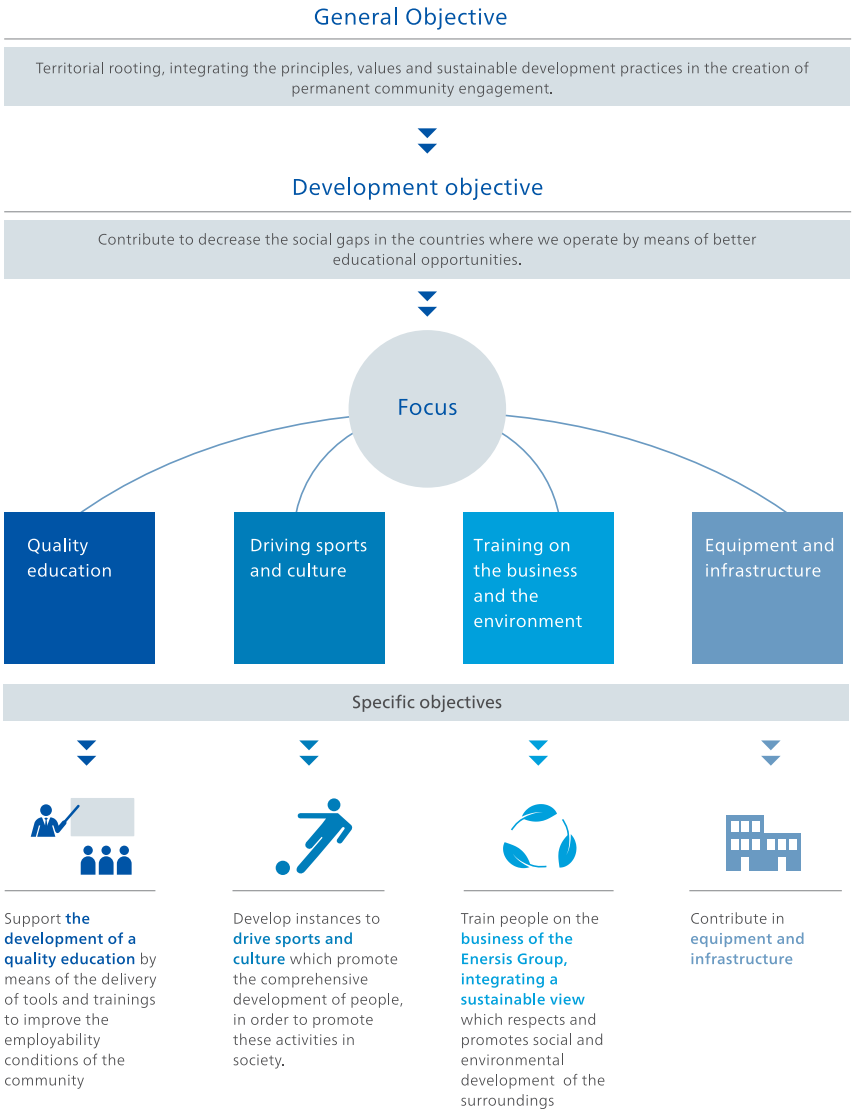
For the company, education is a priority to contribute to the progress of the communities in which it operates. This strategic definition is based on the crucial role of education as a pillar of sustainable development.

In this regard, the company sees education in a transverse plane, which covers not only the academic activities but incorporates working with social organizations and communities, voluntary, recreational, sports and cultural actions, as well as training on topics ranging from regulatory issues to reading ballots, among other actions.

Endesa Educa is a cornerstone of the Strategic Plan for Corporate Social Responsibility (CSR) that gathers all projects supporting education in the various countries in which the Enersis Group is present in Latin America, which are applied according to the different characteristics of each place.

The program was created to encourage and contribute to the improvement of education in Latin America and contribute to the reduction of social gaps by means of increased educational opportunities, creating permanent links with communities in the countries where it operates.

Its overall objective is divided into four management foci, which establishes specific objectives on which activities and developed programs are instrumentalized.

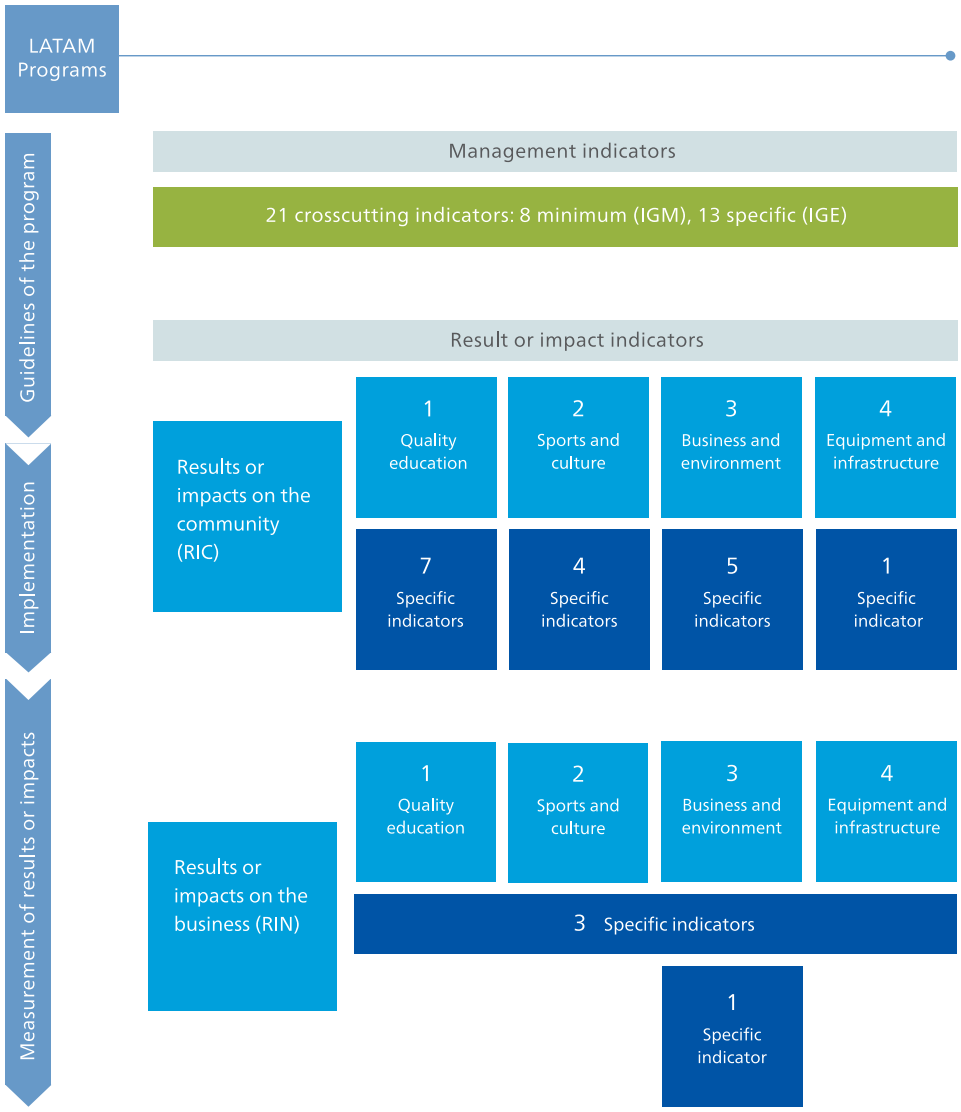


Projects included

- Chile: "Cátedra Chilectra, Pasantía Docente, Energía para la Educación, Copa Chilectra, Cine Chilectra, Campaña educacional Navidad Segura, Campaña educacional Volantín seguro" and "Chilectra en tu Barrio".
- Colombia: "El Mundo de la Energía, Conéctate con la Educación, Formación técnica en electricidad, Educación Ambiental, Vigías de la Energía (Siembra Energía)" and support to local basic infrastructure.
- Brazil:"Conciencia Ampla; Proyecto Endesa Brazil Oportunidad" and "Baúl de Lectura".
- Peru: "IST Pachacutec, Escuelas Sociodeportivas, Institución Educativa Santa Elena de Piedritas".
- Argentina: "El viaje de la Energía; Proyecto Envión; Edesur por los chicos; Edesur y la cultura; Viaje de alumnos de Villa El Chocón a la Capital, Biblioteca Popular Dock Sud" and "Libro de la energía".

Measurement of social impacts

Endesa Educa comprises the active participation of all community stakeholders in order to promote autonomy in decision-making and responsibility for the results. At the same time, the company applies a management system aimed at continuous improvement in meeting program objectives, and the identification of positive impacts generated on participating people and families.



Some initiatives in 2013

Integration Tournament of the Real Madrid Foundation

The Endesa Cup- Real Madrid is a football (soccer) tournament for children between 12 and 15 years old in the areas where the Group is present through the dDistributors. It aims to promote healthy living and to have neighbors to make use of available public spaces.

In 2013 Brazil joined the group of participant countries, Chile and Peru. It is expected that in 2014 the initiative will incorporate Colombia.

Thanks to a partnership with the Real Madrid sports club, the winners in each country travel to Spain to play the Integration tournament, where a triangular football tournament is held between children from Chile, Peru and a team of Real Madrid youth.

Over 7,000 children participate each year in some of the stages of this tournament.

The integration tournament received the team winner of the district of Recoleta Chilectra Cup in 2013 which has been organized for the last eleven years, and the team of the Municipal School of Talara, winners of the Cup Endesa in Peru which has been held in the country since 2011.

Sports for peace, Brazil

In July 2013 the Sport for Peace initiative was launched, linking sports to various social and educational activities for human and civic education, with the aim of promoting the comprehensive development of children and adolescents.

Sport for Peace benefits approximately 200 children and adolescents, aged between seven and 17, who are in a situation of social vulnerability in the city of Niteroi, in the Metropolitan Region of Rio de Janeiro.

This initiative, which has as its "godfather" the soccer player Marcelo Vieira, who plays wing position in the Brazilian team and the Real Madrid team, it will run for two years and use techniques of soccer football to promote values in children and youngsters, such as solidarity, spirit team, respect for others and non-discrimination.

Sports for Peace is a project of Endesa Brazil, in partnership with the Real Madrid Foundation, Salesian Missions of Madrid and the Inspectoría São João Bosco (ISJB).

Ampla Awareness, Brazil

Program focused on education for conscious consumption, which brings together ten long and short term projects specific to each public served, children, youth and adults in the cities served by Ampla in Brazil.

Endesa Brazil Culture and Education Program

Initiative that seeks to contribute to the education of Brazil, by means of a qualification process of literacy and reading comprehension of children in public schools. It benefits students of all areas where Endesa Brazil is present, aimed at primary school students.

"Chilectra en tu Barrio" (Chilectra in your neighborhood), Chile

Community relations program whose main objective is to establish a direct and close relationship with customers from the districts of the distributor concession area to get to know them and to obtain relevant information to detect possible conflicts.

Culture and film access programs, Chile and Brazil

The Enersis Group understands cinema as a vehicle for relating to people. Cinema in your school by Endesa Chile and Chilectra Cinema are two examples of this, bringing cinema to people in their own environment so they can relive, and in many cases live this experience for the first time.

Chilectra Cinema, aims to benefit families living in the communes of the Santiago concession area, which are part of the concession area of the company, in the Metropolitan Region. In recent editions, the social aspect of the activity was given a strong environmental overtone because like Cinema in your School, in addition to entertainment, the cycle includes measuring the carbon footprint of the event, in order to offset emissions by purchasing carbon credits, a process certified by Fundación Chile.

In the case of Brazil, both Coelce and Ampla have initiatives among their CSR program that bring people close to cinema.

Consciencia Ampla on Screen is a project that showcases the best of Brazilian cinema to people of all ages and social status of the State of Rio de Janeiro, in a traveling cycle through several locations carrying a giant screen which is installed in schools and public places.

Meanwhile, Coelce Cinema is a project that provides educational activities for children in low-income communities by creating animated designs on issues related to social and environmental responsibility. The idea is that children who participate in the workshops exercise creativity, concentration and the importance of teamwork.

Energy for Education, Chile

Energy for Education was created in 2006 in response to the special educational needs of students from families in poverty conditions surrounding the generation plants, and works with 40 local municipal schools in 17 locations.

[EC8] By means of the Energy Education Program, from 2007 to date local initiatives have been supported Neltume schools (Escuela Tierra Esperanza y Francisco de Asís), Puerto Fuy (Escuela Lago Azul), Choshuenco (Escuela La Rinconada y Rural Punahue) and Juan Quintumán community (Escuela Rural Lago Neltume). During 2013, training projects, student transportation, technological resources, construction and improvement of infrastructure were developed, among others.

Children's Orchestras Program, Peru

Endesa Peru and Enel Cuore Program, in agreement with the Symphony Association for Peru, led by Peruvian tenor Juan Diego Flórez. The initiative is the creation of a musical node formed by underprivileged children with musical talent to form a Children and Youth Orchestra. More than 100 children participate in this social program initiated in 2012, with the participation of Enel Cuore by means of the donation of musical instruments.

Ist Pachacutéc, Peru

This program provides low-income youth with the opportunity to study to achieve a technical degree in Electricity, sponsored by Endesa Peru at the Nuevo Pachacutec Superior Institute of Technology, opening new opportunities that will later improve their quality of life.

The main impacts are related to the labor market, women's participation in the career and the development of an area of extreme poverty.

Currently, 160 students attend technical degree studies in Electricity. This project has won four major awards for CSR in Peru.

Access to electricity programs: Energy for all

[EU23] [EU24] Currently, about 1,2 billion people worldwide lack access to electricity and 2,8 billio rely on wood or other biomass for cooking and heating their homes, according to a report published in May 2013 by the Global Tracking Framework.

According to a World Bank report, providing electricity to those 1,2 billion people who lack access to reliable sources of energy, is a key component to ending extreme poverty worldwide by 2030. To achieve this goal, the growth of electric expansion would have to double.

In this context, the Group established as part of the Enersis Corporate Social Responsibility Strategy, programs promoting access to electricity, which aim to ensure access to energy where it is not currently available.

These programs focus on two groups: people living in remote areas and communities with low purchasing power of the outlying, rural and suburban areas.

There are three types of projects

1. Projects to facilitate access to energy through distributed generation technology and the development of the network infrastructure, as well as the integration of solar panels and the provision of small renewable energy power plants in communities and vulnerable areas with no access to electricity, as some initiatives framed in the Lights for Learning program.
2. Projects aimed at removing economic barriers to energy access in different regions like Latin America. In Brazil and Chile there are recycling programs that offer discounts on electricity bills for those who deliver their waste at established centers. These programs depend on Ampla and Colece, Brazilian distributors, and Chilectra, Chile.
3. Projects in which the Enersis Group works with the local community to promote capacity-building for the poor, for example through the training of young people in technical schools or the support and driving of the development and improvement of productive activities in vulnerable communities or with poor access to jobs.

Projects it includes

- Projects that provide access to electricity through new technologies and infrastructure: Light for All Program (Brazil); electrification of human settlements (Peru); Electrification of Reserva fría and Curibamba (Peru); lighting of sports slabs (Peru); Lights for Learning Program (Colombia) and Multicourt Lighting Program (Chile).
- Projects that remove economic barriers for population of the low income strata: Ecoelce and Ecoampla in Brazil, Chile and Ecochilectra customers reintegration project in Peru.
- Projects that develop key skills and knowledge building capacities in the field of electricity: New Pachacutec (Peru), Catedra Chilectra (Chile), Teaching Internship (Chile), Technical Training in Distribution and Marketing of electricity (Colombia) and Coelce nas Escolas (Brazil).

Some initiatives in 2013

Lights for learning, Brazil y Colombia

Electrification program designed to provide access to electricity to rural schools in Brazil and Colombia through the use of renewable energy. To date, more than 300 thousand people have benefited from access to energy.

In 2013, for example, five educational institutions in the Alta Guajira in Colombia accessed electricity through a photovoltaic system under this program. Students of indigenous communities in the area may also access audiovisual and computer equipment, thanks to the power supply.

Recovery of public spaces, Peru and Chile

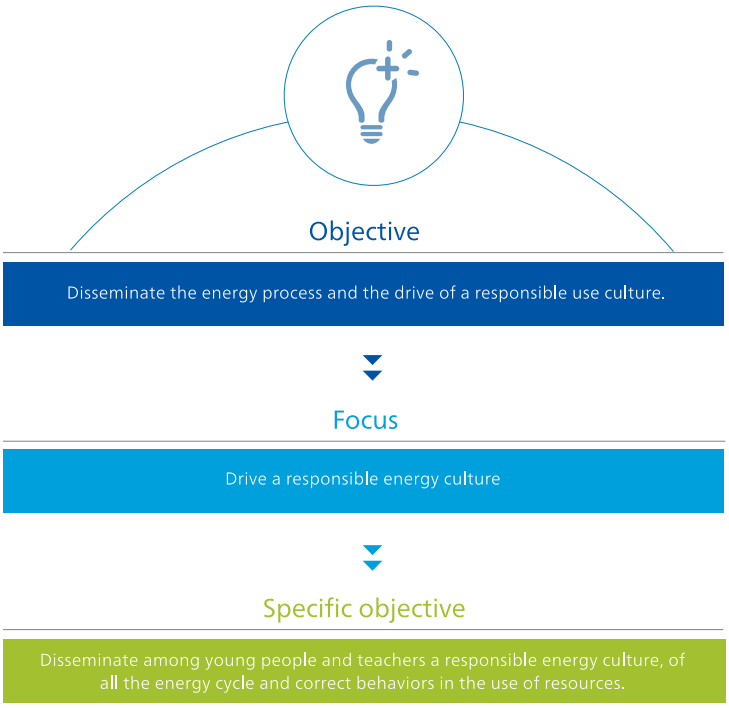
Lighting programs for public squares and sports outdoor facilities. This program is developed in Peru and Chile benefiting more than 300,000 people who now have safe places for social and sporting activities in their communities.

Cathedra Chilectra

This is a program to promote the employability of students specializing in electricity in six professional technical schools. The training model is based on comprehensive academic excellence, considering updated content, regular practices and strengthening the competences and performance in this skill area. As a commitment to Cathedra Chilectra, workers of the company act as teachers and volunteer tutors for the students in workshops that take place once a week in company facilities.

Play Energy: Conscious and sustainable consumption

A third strategic area of Corporate Responsibility in the Enersis Group's Energy Plan, which since its formation includes initiatives to build a responsible energy culture among people.



Projects included

Play Energy is a free educational and fun project that Enel provides to schools with the aim of spreading a responsible energy culture among children and young people, from the knowledge of energy sources to its distribution, and the correct behavior in the use of the resources.

Some initiatives 2013

Free educational material

Play Energy is a completely free platform where teachers and students can access content, multimedia, computer graphics, experiments, teaching materials and activities for children and young people to be motivated both in their schools and in their homes, to learn about various subjects from the world of energy and sustainability.

Contests

In 2013, the Energy Play 2013 contest took place in Chile, with the theme "My smart Commune", which attracted students from 7th and 8th grade to create their own version of city using innovative solutions for a more efficient use of the energy. Moreover, in Brazil, the contest was held under the name: Criativa Energia and 7th and 8th grade students participated with the theme "How to reconcile the need for development of the world with sustainability?"

In addition to the initiatives developed under Play Energy, the Enersis Group develops a series of actions based on the goal of generating and disseminating a culture of responsible and efficient energy consumption (See detail in Quality of Service Chapter).

Corporate volunteering

Through the encouragement and support of corporate volunteering, the Enersis Group cooperates with the development of the communities where it is present and involves its employees, who have a choice in this comprehensive development initiative and channel their social role. This contribution to the social, environmental, educational and cultural development of the communities is developed through various programs, according to the more specific and urgent needs of the communities surrounding the Enersis Group subsidiaries, such as:

Endesa Peru Corporate volunteering

It began in 2006 and seeks to contribute to the development of the most disadvantaged populations. The current focus of management are senior citizens.

Adopt a little angel program, Colombia

For five years the Enersis company in Colombia held the volunteer program "Adopta un Angelito", which is released every December and allows workers and Emgesa Codensa the option to adopt poor children or elderly people to deliver them a Christmas present.

Endesa Costanera Solidarity Network, Argentina

This initiative has been operating for five years in Argentina and has established contributing to the development of several institutions which have as a priority the development of children and their subsequent social integration.

Network of Good Volunteering Program, Brazil

Endesa Brazil volunteering program, Network of Good, approaches workers to the communities. Joint relief work is performed involving educational, environmental, social support activities, in addition to remodeling of social institutions.

We are energy, Chile

Corporate Volunteering of the Group companies in Chile was re-launched in 2013 under the name "We are Energy". This is part of the company strategy and combines elements of social action with the interests of the workers themselves, including encouraging corporate values that define how the company relates to the communities in which it is inserted.

During the year, workers were able to participate in various activities such as a mentoring program with students from Liceo Industrial II, Vicente Pérez Rosales, Quinta Normal by means of reforesting the Renca hill, funds allocated for projects that benefit the community and the volunteer committee, totaling 50 participants.


Annexes

Annex I. Complementary information

Good Governance and Ethical Behavior

Ethics Training in Chile

[SO3] In September 2013 he set out on the platform of "Campus Latam" online course for the Criminal Risk Management Model (MPRP), which incorporated issues pertaining to the Code of Ethics and the Zero Tolerance against Corruption Plan (TCC Plan). This course was attended by 157 workers in e-learning mode, with a duration of 3 hours.

In addition, 143 workers attended a course in Information Security in e-learning mode, with a duration of 4 hours, at Campus Latam.

Security of information	MPRP	Total	DOT	%
5	5	**10**	25	40%
30	28	**58**	60	97%
64	80	**144**	180	80%
10	8	**18**	17	100%
34	36	**70**	75	93%
143	157	**300**	357	84%

[HR3] In addition, 26 Enersis workers attended the Plan Senda course, the Strategic Plan for Sustainability of Human Resources and the commitment to the people of the company. This course was conducted in e-learning mode in Latam Campus, with a duration of 4 hours.

Legal Compliance

[SO7] Monopolistic court cases: In 2013 only one case related to monopolistic practices occurred in Chile. In August, Chilectra was notified of the decision of the National Economic Prosecutor (FNE) of the beginning of an investigation related to the "commercialization and installation of air conditioning equipment and heating systems." In November 2013 the FNE requested further information on the above concepts, for the Home and Real Estate segments, which was answered in December 2013.

[PR9] Significant fines for noncompliance with laws and regulations concerning the provision and use of products and services of the organization:

Chile:

For Endesa Chile the cost was $609.622.944 (1.246 UTA) and for Pehueche S.A was of 205.980.144 (421UTA).

For Chilectra the cost was $146.779.200 (300 UTA), due to an interruption of supply in the Central Interconnected System (SIC) occurred in July 2010, and 280 UTA due to an interruption of supply in the SIC on March 2010.

Colombia:

The penalty was filed by the Superintendent of Public Services for breach of power quality indicators, on the occasion of the complaint filed by the company Tubotec SAS.

Peru:

Edelnor paid a fine for breach of the rules relating to the power supply, which amounts to $ 291,841,140 (1,432,940 new soles).

[SO8] Until the date of preparation of this Sustainability Report, the significant penalties and fines paid by the Enersis Group were the following:

Ampla S.A. due to payment term of the taxes on circulation of merchandise and services (ICMS): In 2002, the State of Rio de Janeiro established that the ICMS (equivalent to value added tax, VAT, (IVA in Chile)) should be determined and paid on the 10th, 20th and 30th of the same month of accrual, but Ampla SA continued paying under the previous system (up to the fifth day of the month following its accrual). In 2004, the State of Rio de Janeiro raised a complaint against Ampla SA to collect the fine for the delayed payments. The complaint was appealed repeatedly. The unfavorable ruling on Ampla SA was notified in August 2012, so the company decided to request the State Treasury (Superintendence of Collection) a review of the decision of the Tribunal on the basis of the Amnesty Law (review procedure contemplated in the Amnesty Act in 2006). Ampla SA has not received a response to its request for review, therefore the debt should be suspended, but in November 2012 the State of Rio de Janeiro registered the debt in the public record as if it were due, which has been implied to provide a guarantee of 140% of the tax debt in November 2012 in order to continue to receive public funds. Upon the receipt of the decision, if unfavorable, Ampla will go to court. The amount in dispute amounts to 71 million Euros.

Endesa Brazil-Public Estate: In 2005 the Brazilian tax authorities notified Ampla SA, now Endesa Brazil, as a result of a merger, of a tax assessment which was appealed, understanding that the special tax regime, which exempts from taxation in Brazil to interest received by the subscribers from an issuing of "Fixed Rate Notes" by Ampla SA in 1998, is not applicable. Following the success of Ampla in the second administrative instance, the tax authorities introduced a special Superior Council of Tax Appeals that ruled against Ampla SA, based on this, the company requested a motion for clarification from the same bureau. On January 15, 2014 Endesa Brazil SA was notified of the dismissal of the motion for clarification and on January 17, 2014 an appeal with the Court of Rio de Janeiro was filed. The disputed amount is 260 million Euros.

Arbitration Process Empresa Nacional de Electricidad S.A. –Tecnimont-SES: Arbitration proceedings before the International Chamber of Commerce (ICC) between Empresa Nacional de Electricidad SA (Endesa) and the Consortium formed by: Engineering and Construction Tecnimont Chile Limited company, Tecnimont SpA, Tecnimont do Brazil Construcao e Administracao de Projetos Ltda, Slovenske Energeticke Strojarne a.s. SES (SES) and Construction and Engineering SES Chile Limitada, based on the contract signed in 2007 to supply a turnkey thermal coal fired generation plant "Bocamina power plant Expansion Project" located in Coronel, Chile. Given the serious breaches of the Consortium, by not completing the work in accordance with the terms and conditions agreed upon on October 16, 2012 Endesa proceeded to collect bank guarantee ballots established by contract, issued by Banco Santander Chile for U.S. $ 94 million and Credit Agricole U.S. $ 19 million. At the date of preparation of these consolidated financial statements, Endesa could collect only guarantees issued by Banco Santander Chile. After the collection of the aforementioned guarantees, Endesa filed before the Chamber (Role 19015/ CA) a request for arbitration to obtain forced compliance of the contract plus compensatory damages and, in subsidy, also its termination with compensation for damages. In both cases, Endesa reserved the right to litigate on the amount and extent of the damages at a later stage. Meanwhile, SES initiated proceedings in the Chamber (Role 1924/CA) requesting do declare illegal the collection of collateral, a process which was consolidated with the aforementioned arbitration. On January 4, 2013 Endesa notified the Consortium of the early termination of the contract for material breach of its obligations, as stipulated in the contract. In January 2013, the members of the Consortium, separately, proceeded to answer the request for arbitration and have reconventionally sued for an amount close to U.S. $ 1,294 million in the case of Tecnimont SpA, and $ 15 million in the case of SES. On March 26, 2013, Endesa filed counterclaims to those filed against it, requesting the rejection. Regarding the procedure initiated by SES (Role 1924/CA)it was consolidated with the arbitration described above. On December 2, 2013 the parties exchanged lawsuit briefs. Endesa requested in them that the arbitration court declares the breach of contract by the defendants, attributable to intent or gross negligence on thier part or in subsidy to gross negligence and the termination of the contract is recognized on the grounds of "Defaulting Contractor". Based on the above, it requests that the submission to collect is declared in accordance with the law, and to allow to collect the bank guarantees by Endesa and requests the sentencing of the defendants to fines and damages, which in total amount to $ 373 million.

Pressing of charges by the Superintendence of the Environment against Empresa Nacional de Electricidad S.A. (Endesa): In August 2013 Endesa was charged with a series of breaches of Exempt Ruling No. 206 of August 2, 2007 and its supplementary and explanatory rulings that environmentally qualify the "Bocamina Thermal Power plant Expansion Project." On November 27, 2013, the Superintendence of the Environment reformulated the charges, adding two. Endesa filed its defense, in December 2013, it partially recognizes certain offenses, opposing the rest. It is awaiting the decision of the Superintendence of Environment. On January 28, 2014 the environmental authority, as an interim measure, temporarily paralyzed the operation of Unit I, the order was removed on February 6, 2014 due to Endesa having taken the measures ordered by the authority. Furthermore, in December 2013 and January 2014, unions of fishermen and seaweed gatherers in Coronel (Chile), among others, filed three actions for protection against Endesa before the Court of Appeals of Concepción. In the first of these actions a cautionary measure was obtained by the plaintiffs, an injunction which ordered to stop operations of the Bocamina Generating Unit II. Endesa requested voiding this injunction, a request that was rejected by the Court. It also filed its response to these actions, providing the background for their rejection. To date pending to be heard by the Court of Appeals of Concepción and therefore, Unit II is still stopped.

[EN28] Environmental Processes

Chile

On December 20, 2013, the Department of Environmental Assessment (SEA) of the Bio Bio Region agreed to hear the Environmental Impact Assessment (EIA) "Bocamina Thermoelectric Expansion" project. Through the presentation of this report, the company seeks to regularize the adjustments made on the original plan, which aim to optimize the operation of the plant in terms of location and characteristics of some of the works originally stated. At the end of 2013 Endesa Chile had an open sanction process, opened by the Superintendence of Environment (SMA) for the second unit of the Bocamina power plant, for which Endesa Chile in December submitted a letter of partial compliance for the formulated charges. Regarding thereto, in December 2013, several unions of independent workers and fishermen of Colonel in the Bio Bio Region, filed an injunction in the Court of Appeals of Concepción against the company, requesting the suspension of operations in the second Thermoelectric unit at Bocamina. As a result, the Court ordered the suspension of the operation of the works of the project "Expansion of the Bocamina II Thermoelectric Power Plant". In late December, the Court decided to reject the request for voiding the injunction, maintaining the stay order filed by Endesa Chile, thus maintaining the cease of operations order. The court also ordered to subpoena the SMA and the Environmental Assessment Service (SEA) in order to have them inform the type of injunction and on the report issued by Endesa Chile.

On December 27, 2013, the SEA of the Antofagasta Region agreed to hear the Environmental Impact Statement (EIS) "Optimization of the Combined Cycle of the Taltal Thermal Power Plant" project. The objective of this presentation is to have the approval of the environmental authority for a number of proposed adjustments to be made to the project originally approved for its operation in combined cycle. On the other hand, the Superintendence of the Environment (SMA) began a sanctioning process, which is founded on the breaches that Celta would have incurred in during the operation of the "Patache Thermal Power Plant and Associated Transmission System" qualified as environmentally friendly by exempt Ruling N ° 806/1432, of December 16, 2006, of the Regional environmental Commission of Tarapaca (RCA 806/1996), identified by the authority in an environmental inspection visit to the facility during the first days of February 2013. Based on the above, in November 2013 the SMA conditionally accepted the compliance program submitted by Celta, and also decided that it must also submit a revised, coordinated and systematized compliance program, which includes the new conditions outlined in the relevant document, which was submitted by the company at the end of the year.

Colombia

Pollution of the El Muña Reservoir: In 2001 a lawsuit was filed against the Emgesa subsidiary, Empresa de Energia de Bogota SA ESP. and the Regional Autonomous Corporation by the people of Sibaté, Cundinamarca Department, which seeks the defendants are found severally liable for damages caused by the pollution in the El Muña reservoir, a result of the pumping of Emgesa of the polluted Bogotá river water. Faced with this lawsuit, Emgesa has opposed the claims, arguing that the company has no responsibility for these events and receives polluted water, among other arguments. The initial claim of the plaintiffs was 3,000,000 million Colombian pesos (approximately 1,158 million Euros).

Emgesa requested relating about 80 public and private entities that discharge wastewater into the Bogotá River or in one way or another have competence in the environmental management of the basin of this river, therefore the file was sent to the State Council, which ruled on April 5, 2011 confirming the ruling of the Administrative Tribunal of Cundinamarca of having as defendants the companies mentioned in the ruling, including the defendants.

The State Council also ordered to send the case to the Administrative Courts of the Circuit of Bogotá, to continue with the processing. The transfer of proceedings to the Fifth Administrative Court of Bogotá was ordered in June 2011, which in turn returned it to the State Council to rule an appeal which is pending ruling.

In 2013, a court hearing was held with the Council of the Government, with the presence of the judge, in order to confirm the position of the Water and Sewerage Company of Bogotá. The alternative for the decontamination of the Bogotá river is one that considers the Canoas pumping station, the above stated by the legal representative of the company. Currently the final decision by the Council of the Government is pending.

Ecological damage to fish in the Betania Reservoir:
The plaintiff, Piscicolas Nueva York, filed three direct compensation lawsuits at the Huila Administrative Court against Emgesa SA ESP. and others in February 2009 due to the mortality caused on the fish of the Betania Reservoir, produced, according to the plaintiff, by the mismanagement of the reservoir water. The amount of this ruling amounts to 4,500,000 Euros. Two of these lawsuits are pending in the court of first instance and the other lawsuit is in the preliminary stages.

Accidents to third parties [EU25]

Content	Years	Argentina	Chile	Brazil	Peru	Colombia
Total accidents to third parties (1)	2011	7	45	61	20	37
	2012	0	0	0	7	1
	2013	14	14	5	15	11
Total fatal accidents	2011	0	4	20	4	7
	2012	0	0	0	1	0
	2013	2	1	5	2	2

(1) Includes fatal, serious and non serious

Contributions to political parties

[SO6] The Code of Ethics explicitly states the disinterest of the Enersis Group in funding, political parties, candidates or representatives, in Chile or abroad except as strictly in accordance with the existing law, especially Law No. 19,884 on Transparency, Limits and Electoral expenditure Control Law No. 19,885, or the rules that modify or replace it and that is approved by the Board of directors. Neither sponsors, conferences or parties that have the sole purpose of political propaganda and refrains from any direct or indirect political pressure to politicians (e.g. through public concessions to Enersis, accepting suggestions for contracts, consulting contracts).

In 2013, the company authorized by its board of directors, made a contribution during the parliamentary and presidential elections, in the first and second round in Chile. This, under the provisions of Law No. 19,884 on Transparency, Limits and Electoral Expenditure Control.

Human Rights [HR1]

	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Number of significant contracts that include human rights clauses or have been evaluated in the matter (*)	2011	3	39	90	27	77	**236**
	2012	4	65	110	35	62	**276**
	2013	**7**	**54**	**81**	**42**	**65**	**249**

(*)Correspond to 100% of the significant contracts

[HR2]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Suppliers, contractors and business partners significant evaluated on human rights issues	2011	1	2	11	5	8	**27**
	2012	1	2	8	2	1	**14**
	2013	1	1	5	2	4	**13**
Total of significant suppliers, contractors and business partners	2011	3	41	76	30	68	**218**
	2012	6	66	108	37	60	**277**
	2013	11	58	74	51	65	**259**
Percentage of suppliers, contractors and business partners evaluated on significant human rights issues	2011	33.33	4.88	14.47	16.67	11.76	**12.39**
	2012	16.67	3.03	7.41	5.41	1.67	**5.05**
	2013	9.09	1.72	6.76	3.92	6.15	**5.02**

[HR8]

Content	Argentina	Chile	Brazil	Peru	Colombia	Total
Total number of security personnel contracted directly by the reporting organization	23	21	38	12	13	**107**
Percentage of the security personnel who have received specific training on human rights policies and procedures of the organization, and their application in security.	40%	100%	0%	67%	0%	**100%**

Creating Value and Profit

Prominent Investment by Chilectra in 2013

- Expansion of 150 MVA in transforming capacity, particularly in the Chacabuco (110/23 kV), San Cristobal (110/12 kV) and Recoleta (110/12 kV) substations, each with an expansion of 50 MVA.
- Re-empowerment of the AT networks with high capacity investments in reinforcing the 110 kW lines of Chena - Cerro Navia in Tap stretch San Jose - Pudahuel, and in two 110 KV taps in Substation Lo Boza and San Jose.
- Construction of three new feeders in MT networks: Magdalena Feeder (12 KV) in the Alonso de Cordova Substation; Chiloe Feeder (12 KV) in the Equestrian Club Substation; and the Huelen Feeder (12 KV) in the San Cristobal Substation. And to supply large customers the Santa Clara Feeder (12 KV) in the Recoleta Substation. Progress was also made in the construction of two power supplies to be put into service during 2014.
- Increased automation of the Chilectra SA M.T. network, where 91 new remotely controlled equipment to the exploitation were incorporated, and a special plan on 127 existing equipment in the network with remote control capacity were implemented, allowing you to add 100 of these to the SCADA during 2013 by completing 191 new units in operation; well, a second project of the self-reconfiguration in the Portezuelo MT network and the Portezuelo and Aguas Claras feeders materialized to improve the quality of the service in the Lampa sector, which is added to the one implemented in Colina in 2012; and the physical works on the MT network and the installation of equipment at the Smart City project in Ciudad Empresarial, Santiago; whose commissioning was completed in 2014 with the implementation of a centralized STM monitoring platform, scheduled for the first quarter was completed.

Issue of Bonds of the Enersis Group companies in Colombia

Emgesa

Emgesa conducted a successful bond issue in 2013 in the Colombian capital market in the amount of $ 565,000 million, with maturities of 6 to 12 years, framed within its issuance and placement program approved by the Superintendence of Finance of Colombia.

The issue had a total demand of 2.2 times the initial value offered, reaching $ 880,750 million and was allocated as follows:

$ 201,970 million Subseries B6 for a period of six years with a coupon rate of CPI + 4.25%.

$ 363,030 million for the B12 Subseries within 12 years with a coupon rate of CPI + 5.00%.

The placement was conducted through Dutch auction through the Electronic System of the Stock Exchange of Colombia and had Corredores Asociados, Serfinco, BBVA Securities and Valores Bancolombia SA as underwriters.

In May 2013 Fitch Ratings Colombia rated AAA National long-term rating of Emgesa and the bond issue of the issue and placement program.

Codensa

The Codensa subsidiary conducted an issue of ordinary bonds for 275,000 million pesos in November 2013, with the possibility to expand it to a total of 375,000 million pesos ($ 194 million) to refinance its obligations. The bonds have a AAA rating from Fitch Ratings Colombia.

The company, which is also owned by Empresa de Energia de Bogota, offered bonds for five to 12 years maturity and it was part of an overall quota of 600,000 million pesos (310.5 million dollars), of which the company had already placed 225,000 million pesos by February 2010.

The proceeds from the issuance will be used to address the maturities of bonds that the company has scheduled in the months of December 2013 and March 2014.

The operation comes at a time of dynamism of the Colombian market, after a pause between the second and third quarter by the turmoil in international markets and the uncertainty about the outlook for monetary policy of the U.S. Federal Reserve.

Local suppliers [EC6]

Much of the activities conducted by the Enersis Group and its subsidiaries are held by suppliers and contractors. Therefore these largely contribute to the generation of local employment in areas where there is any activity undertaken by its generation and distribution subsidiaries, either through projects or power plants.

Country	N° of local suppliers	Expenditure in local suppliers (MM$)
Chile	3,750	211,997
Argentina	528	49,444
Peru	1,829	94,707
Colombia	1,508	229,811
Brazil	4,674	274,775

Service quality

Percentage of population with no service in the areas of distribution of the company [EU26]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Distribution areas of the company where there is no distribution network or other alternatives outside the network both in rural and urban areas. (*)	2011	285,000	5,330	7,180	321,029	na	**618,539**
	2012	290,000	5,928	8,000	175,872	74,245	**554,045**
	2013	15,550	5,442	3,725	169,058	na	**193,775**
Total population in the areas of distribution (*)	2011	7,500,000	5,330,124	14,768,388	5,240,375	na	**32,838,887**
	2012	7,612,500	5,389,141	14,768,388	5,510,741	10,652,092	**43,932,862**
	2013	6,851,656	5,969,721	15,347,335	5,582,381	na	**33,751,093**
Percentage represented by the population with no service in distribution relative to the total population distribution in these areas	2011	3.8%	0.1%	0.0%	6.1%	na	**1.9%**
	2012	3.8%	0.1%	0.1%	3.2%	0.7%	**1.3%**
	2013	0.2%	0.1%	0.0%	3.0%	na	**0.6%**

(*) Estimated data

Disconnections for non-payment, broken down by duration of disconnection

[EU27]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Total number of residential customers disconnected for non-payment	2011	203,337	307,623	854,513		191,779	**2,042,368**
	2012	190,802	356,984	1,006,334	483,101	250,519	**2,812,554**
	2013	200,234	283,848	937,260	570,316	189,033	**2,533,326**
Number of residential customers disconnected for non-payment where from power disconnection to the payment agreement took less than 48 hours	2011	138,032	230,704	497,948		113,418	**1,206,087**
	2012	114,367	283,930	555,838	515,794	139,595	**1,880,138**
	2013	173,535	226,098	562,842	346,240	112,281	**1627336**
Number of residential customers disconnected for non-payment where from power disconnection to the payment agreement took between 48 hours and one week	2011	na	24,244	14,155		34,109	**120,430**
	2012	na	27,510	179,784	75,211	40,303	**375,525**
	2013	na	20,546	144,871	93,165	35,951	**326,524**
Number of residential customers disconnected for non-payment where from power disconnection to the payment agreement took between one week and one month	2011	na	26,010	121,307		27,569	**220,680**
	2012	na	25,292	120,018	88,917	32,720	**328,306**
	2013	na	19,459	127,945	81,344	29,778	**304,552**
Number of residential customers disconnected for non-payment where from power disconnection to the payment agreement took between one month and one year	2011	na	20,950	11,069		9,354	**109,825**
	2012	na	18,696	120,018	7,269	12,989	**178,745**
	2013	na	14,981	101,574	49,567	11,022	**245,422**
Number of residential customers disconnected for non-payment where from power disconnection to the payment agreement has taken more than a year	2011	na	1,617	34		0	**1,651**
	2012	na	2,508	109	0	3	**2,620**
	2013	na	2,074	28	0	1	**2,103**
Number of domestic customers who once they agreed to pay reconnection is performed within 24h	2011	136,652	214,586	1,090,951		255,078	**1,957,408**
	2012	113,223	215,942	1,173,858	459,635	287,647	**2,539,071**
	2013	153,071	178,096	1,139,128	542,854	229,051	**2,443,202**
Number of domestic customers who once they agreed to pay the reconnection took place between 24 hours and one week later	2011	1,380	4,305	20,445		1,683	**185,008**
	2012	1,144	1,962	44,863	4,983	420	**168,507**
	2013	20,464	6,280	23,055	9,853	1,586	**154,111**
Number of domestic customers who once they agreed to pay the reconnection occurred more than a week later	2011	0	2,740	493		0	**3,608**
	2012	0	194	4,006	926	0	**5,676**
	2013	0	7,479	841	6,521	0	**15,334**

Length of transmission and distribution lines [EU4]

Content	Unit	Year	Argentina	Chile	Brazil: Ampla	Brazil: Coelce	Peru	Colombia: Codensa	Colombia: Cundinamarca	Total
Percentage of medium and low voltage lines	%	2011	95.35%	97.76%	93.06%	96.55%	98.08%	97.18%	99.62%	**96%**
		2012	95.33%	97.79%	93.15%	96.56%	98.14%	97.41%	99.62%	**96%**
		2013	95.46%	97.82%	93.22%	96.42%	98.08%	97.45%	99.63%	**96%**
Total length of low voltage lines	km	2011	15,985	10,476	17,459	46,115	19,826	23,586	5,473	**138,920**
		2012	16,007	10,655	17,600	48,217	20,731	27,285	5,528	**146,023**
		2013	16,021	10,838	17,858	48,951	21,402	27,825	5,565	**148,461**
Length of low voltage lines with buried cable	km	2011	6,034	1,887	9	10	11,058	907	39	**19,944**
		2012	6,041	1,946	9	160	11,184	2,497	43	**21,880**
		2013	6,052	2,000	9	160	11,347	2,665	46	**22,279**
Length of low voltage insulated cable on surface	km	2011	9,951	4,597	4,329	5,173	8,768	22,679	5,435	**60,931**
		2012	9,966	4,910	4,373	5,392	9,547	24,788	5,485	**64,461**
		2013	9,969	5,049	4,451	5,474	10,055	25,160	5,518	**65,677**
Total cable length of low voltage line	km	2011	15,985	6,484	4,338	5,183	19,826	-	5,473	**57,290**
		2012	16,007	6,856	4,381	5,553	20,731	-	5,528	**59,055**
		2013	16,021	7,049	4,459	5,635	21,402	-	5,565	**60,131**
Total length of medium voltage lines	km	2011	7,346	4,993	33,078	79,763	3,854	19,276	3,724	**152,033**
		2012	7,373	5,070	33,642	81,611	4,064	19,563	3,706	**155,030**
		2013	7,417	5,112	34,000	82,244	4,191	19,902	3,752	**156,618**
Length of medium voltage with buried cable	km	2011	4,025	946	2	4	1,876	2,970	15	**9,838**
		2012	4,044	987	2	4	1,998	3,071	16	**10,122**
		2013	4,083	1,013	2	4	2,114	3,187	13	**10,416**
Long lines of medium voltage insulated cable in surface	km	2011	3,321	1,201	17	40	1,978	16,306	-	**22,862**
		2012	3,329	1,282	17	50	2,066	16,492	-	**23,237**
		2013	3,334	1,340	17	50	2,077	16,715	3,739	**27,273**
Length of cable medium voltage line	km	2011	7,346	2,146	18	44	3,854	-	3,724	**-**
		2012	7,373	2,270	19	55	4,064	-	3,706	**17,486**
		2013	7,417	2,353	19	55	4,191	-	3,752	**-**
Total length of power lines	km	2011	1,139	355	3,769	4,504	464	1,246	35	**11,512**
		2012	1,146	355	3,769	4,628	471	1,247	35	**11,651**
		2013	1,115	356	3,769	4,875	501	1,247	35	**11,897**
Length of buried cable high voltage lines	km	2011	593	11	-	-	40	-	-	**643**
		2012	600	11	-	-	50	-	-	**661**
		2013	569	11	-	--	-82	-	-	**662**

Average plant efficiency of power plants [EU11]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Net efficiency of coal plants	2011	na	37.26	na	na	25.32
	2012	na	35.50	ba	na	25.64
	2013	na	36	na	na	26.40
Net efficiency of combined cycle plants	2011	51.20	50.97	43.37	51.91	na
	2012	52.10	51.90	49.30	50.71	na
	2013	50.62	51	49.86	50.55	na
Net plant efficiency of fuel-gas	2011	33.20	29.04	na	32.25	25.61
	2012	33.91	27.10	na	32.28	25.85
	2013	33.65	31		32.83	25.90
Average efficiency of thermal power plants	2011	46.70	47.51	43.37	44.95	25.46%
	2012	47.93	43.50	49.30	43.44	25.74%
	2013	44.19	44.00	49.86	43.98	26.15

Average unavailability of power plants [EU30]

Description		Year	Argentina	Chile	Brazil	Peru	Colombia
Unavailability of coal plants	(%)	2011	na	5.83	na	na	5.64%
		2012	na	0.00%	na	na	9.87%
		2013	na	20	na	na	12.55%
Unavailability of combined cycle plants	(%)	2011	11	2.85	7.9	5.02%	na
		2012	16	0.00%	1.1	16.04%	na
		2013	13.15	3	1.19	11.39%	na
Unavailability of fuel-gas plants	(%)	2011	32	0.20	na	4.36%	8.73%
		2012	52	0%	na	3.50%	11.06%
		2013	41.3	5	na	13.62	6.93%
Average unavailability of power plants	(%)	2011	16.40	2.48	7.91	4.67%	7.09%
		2012	23.97	0%	1.07	9.43%	10.43%
		2013	23.82	8	1.19	13.00%	9.74%

Losses in the electrical network [EU12]

Content		Year	Argentina	Chile	Brazil: Ampla	Brazil: Coelce	Peru	Colombia: Codensa	Colombia: Cundinamarca
Losses in the electrical network	(%)	2011	10.50%	5.46%	19.66%	11.92%	8.16%	7.78%	20.22%
		2012	10.60%	5.36%	19.63%	12.59%	8.19%	7.31%	13.39%
		2013	10.80%	5.31%	19.76%	12.48%	7.95%	7.03%	10.83%

Frequency of power outages [EU28]

The SAIFI indicator shows the average number of interruptions that a customer suffers is during a period of one year, originating in the distribution segment, excluding force majeure typified in the corporate scheme. 2013 corresponded to 1.68 times, which means a decrease of 11% when compared to 2012 (SAIFI certified the Enel Group in 2012: with 1.85 times), mostly due to the incorporation of projects in 2012 and 2013 relating to network segmentation, so that fewer customers are impacted per interruptions, in addition to setting 2013 particularly the optimization of areas to be disconnected against programmed disconnections due to network growth and incorporation of new customers.

In 2013 a series of activities also had as a focus on reducing the impact on the index of average frequency of power outages per unit of installed capacity (FMIK), which was achieved largely by: (a) Systematic work in Scheduled disconnections, reducing blocks of KVA affected in every opportunity; (b) incorporate and increase the network switching equipment (all types), so that the affected areas are reduced in events longer than 3 minutes; (c) Other actions on events longer than 3 minutes. This largely justifies the significant reduction of the indicator

Average duration of power outage [EU29]

The SAIDI, indicator that shows the duration of interruptions per customer over the period of a year originating in the distribution segment, excluding force majeure typified in the corporate scheme, corresponded to 225 minutes in 2013, experiencing an increase of 2 % over the previous year, mainly due to adverse weather episodes (05/27/2013 for 5 days and 06/27/2013 for 4 days), increased activity of scheduled works and growth of networks (SAIDI certified the Enel Group 2012: with 220 minutes).

2013 corresponded to a good year from the point of view of the management focusing on: programmed disconnections normal network operation during faults, incorporating remote switching and control equipment to the network. Notwithstanding the actions taken during the year, spells of extreme weather conditions occurred (27.05.2013 for 5 days and 06.27.2013 for 4 days), which caused an importan increase in indicators when compared to the previous year; work activity at the request of clients and network growth projects also impacted as a result of Scheduled disconnections, so that although the improvements in service quality did occur, these did not reach the expected levels. However, a reduction was achieved when compared to the end of 2012.

Environmental protection

Total environmental investments and expenditure [EN30]

Investment in environmental activities	$22,476.5 million
Environmental expenditure	$25,388.4 million

Total water capture by sources (Hm^3) [EN8]

Use	Source	Group companies in South America
Industrial use	Fresh water uptake	16.5
	Surface water	3.4
	Wells	9.8
	Municipal network	3.0
	Seawater uptake	0.4
	Sea water uptake (desalinated)	0.4
	Wastewater collection (internal)	0.0
Cooling use	Seawater (open loop)	708.1
	Surface water (open loop)	1.615.8
	Water (closed loop)	8.9

Atmospheric emissions [EN20]

An increase in emissions of SO_2 and NO_x emissions was observed, particle emissions remained stable in 2013. In this area we should take into account the increase in thermal generation compared to 2012 and specifically from coal.

Specifically, the observed increase in NOx emissions, relative to 2012, is due to a rise in emissions of the Buenos Aires power plant, although work continued during 2013 to decrease emissions. Also in 2013 an increase of NO_x emissions from power plants in Chile was recorded.

Evolution of specific emissions of SO_2, NO_X and particles in the Enersis Group

	2011	2012	2013
SO_2 (g/kWh)	0.33	0.34	0.37
NO_x (g/kWh)	0.40	0.34	0.46
Particles (g particles /kWh)	0.04	0.02	0.02

Emissions of substances that destroy the ozone layer, by weight [[EN19]

In Group companies in Latin America, a total 2.57 tons of substances that destroy the ozone layer have been emitted, which correspond to 0.99 tons of CFC, 0.52 tons of HCFC, 1.00 tons of R22 and 0.06 tons of Freon. This sums emissions equivalent to 1.13 tons of HCFC11. The emissions are mainly produced by losses of HVAC equipment.

To reduce emissions of Freon, due to losses in air conditioning equipment, it is being attempted to replace these gases for others without CFC, as in the case of Endesa Chile.

Health, Safety, Personal and professional Development of Workers and Contractors

Own worker staff: Staffing [LA1]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Staff to December 31st	2011	3,430	2,268	2,764	863	1,483	**10,808**
	2012	3,560	2,332	2,658	938	1,521	**11,009**
	2013	3,953	2,412	2,672	938	1,599	**11,574**
Average staff	2011	3,344	2,400	2,780	915	1,526	**10,965**
	2012	3,473	2,320	2,737	910	1,517	**10,957**
	2013	3,688	2,404	2,693	937	1,580	**11,302**
Total hours worked in the year (1)	2011	**6,404,370**	**4,992,913**	**6,649,452**	**1,848,930**	**2,777,220**	**22,672,885**
	2012	**7,044,215**	**5,245,363**	**6,762,342**	**1,889,128**	**3,126,363**	**24,067,411**
	2013	**7,278,671**	**5,399,569**	**5,340,644**	**1,941,092**	**3,236,668**	**23,196,644**

(1) Includes overtime and travel

Staffing per type of contract [LA1]

Content		Argentina	Chile	Brazil	Peru	Colombia	Total
Employees with full-time contract	2011	3430	2268	2764	863	1483	**10,808**
	2012	3,560	2,332	2,658	938	1521	**11,009**
	2013	3,953	2,412	2,672	938	1,599	**11,574**
Employees with part-time contract	2011	0	0	0	0	0	
	2012	0	0	0	0	0	
	2013	0	0	0	0	0	
Total	2011	**3430**	**2268**	**2764**	**863**	**1483**	**10,808**
	2012	**3,560**	**2,332**	**2,658**	**938**	**1521**	**11,009**
	2013	**3,953**	**2,412**	**2,672**	**938**	**1,599**	**11,574**

(1) Employees with part-time contract of the total employees.

2) For indexes, it is recommended to provide only the data for each area / country.
* Companies that are reported in the following indicators are:
Argentina: Edesur,S.A., Endesa Costanera, S.A., CEMSA, Compañía transmisión del Mercosur, Hidroeléctrica El Chocón, S.A., Transportadora de Energía, S.A., Central Dock Sud, S.A.
Brazil: C.E. Cachoeira Dourada, Cía.Intercon. Energetica, Cía. Energética do Ceará, Ampla Energía e Servicos S.A., C.G. Term Fortaleza, En-Brazil Comércio e Serviços.

Chile: Enersis S.A., Chilectra S.A., Empresa Eléctrica de Colina, S.A., Endesa Chile, Empresa Eléctrica Pehuenche S.A., Compañía Eléctrica Tarapacá, S.A., Luz Andes, S.A., Inmobiliaria Manso de Velasco, Constructora y Proyecto Los Maitenes, Aguas Santiago Poniente, Túnel el Melón S.A., ICT Servicios Informáticos.

Colombia: Codensa S.A. ESP, Emgesa S.A. ESP.

Peru: Edelnor S.A.A, Edegel S.A.A., Empresa Eléctrica Piura, Generalima SAC.

Staffing by professional level and gender [LA1] [LA13]

Women

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total women
Total	2011	**481**	**456**	**678**	**226**	**401**	**2,242**
	2012	**527**	**485**	**661**	**241**	**415**	**2,329**
	2013	**570**	**496**	**667**	**240**	**440**	**2,413**
Directors	2011	2	5	6	4	4	**21**
	2012	2	4	5	4	3	**18**
	2013	4	6	4	4	4	**22**
Middle Management	2011	97	300	422	108	307	**1,234**
	2012	96	317	441	124	320	**1,298**
	2013	99	318	443	129	344	**1,333**
Administration and office personnel	2011	382	151	250	114	89	**986**
	2012	429	164	215	113	91	**1,012**
	2013	467	172	220	107	91	**1,057**
Operators	2011					1	**1**
	2012					1	**1**
	2013	0	0	0	0	1	**1**

Men

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total Hombres
Total	2011	**2,949**	**1,812**	**2,086**	**637**	**1,082**	**8,566**
	2012	**3,033**	**1,847**	**1,997**	**697**	**1,106**	**8,680**
	2013	**3,383**	**1,916**	**2,005**	**698**	**1,159**	**9,161**
Directors	2011	35	92	27	16	24	**194**
	2012	27	86	22	15	24	**174**
	2013	24	91	22	15	22	**174**
Middle Management	2011	401	1,235	842	387	592	**3,457**
	2012	400	1,218	885	432	610	**3,545**
	2013	392	1,259	888	431	659	**3,629**
Administration and office personnel	2011	2,508	485	1,212	234	460	**4,899**
	2012	2,602	543	1,090	250	467	**4,952**
	2013	2,963	566	1,095	252	473	**5,349**
Operators	2011	5		5		6	**16**
	2012	4				5	**9**
	2013	4	0	0	0	5	**9**

Staff by age group [LA13]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Average age of the staff	2011	43.3	43.1	40.9	44.9	40.1
	2012	43.5	43.4	41	45.2	40.6
	2013	42.5	43.5	40.8	45.6	40.2
Under 28 years old	2011	448	113	261	30	101
	2012	437	111	231	57	86
	2013	488	79	230	42	92
Directors	2013					
Middle Management		4	44	136	38	38
Administration and office personnel		483	35	94	4	54
Operators		1				
Between 28 and 34	2011	489	525	702	98	387
	2012	567	538	670	95	378
	2013	693	553	657	91	391
Directors	2013			1		
Middle Management		36	436	387	72	289
Administration and office personnel		657	117	269	19	102
Operators						
Between 35 and 44	2011	867	697	662	347	552
	2012	852	719	675	345	578
	2013	953	757	709	319	604
Directors	2013	2	26	7	5	6
Middle Management		122	559	484	213	427
Administration and office personnel		829	172	218	101	171
Operators						
Between 45 and 54	2011	992	554	975	235	348
	2012	1047	553	893	254	370
	2013	1146	572	862	276	387
Directors	2013	16	42	10	10	16
Middle Management		182	311	233	158	184
Administration and office personnel		948	219	619	108	183
Operators						4
Between 55 and 59	2011	355	177	141	85	74
	2012	343	184	158	98	87
	2013	328	198	172	118	96
Directors	2013	6	21	6	2	3
Middle Management		69	92	66	39	47
Administration and office personnel		252	85	100	77	45
Operators		1				1
More than 60	2011	279	202	23	68	21
	2012	314	227	31	89	22
	2013	345	253	42	92	29
Directors	2013	4	8	2	2	1
Middle Management		78	135	25	40	18
Administration and office personnel		261	110	15	50	9
Operators		2				1
Total	2011	**3,430**	**2,268**	**2,764**	**863**	**1,483**
	2012	**3,560**	**2,332**	**2,658**	**938**	**1,521**
	2013	**3,953**	**2,412**	**2,672**	**938**	**1,599**

Contract termination [LA2]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Total	2011	**202**	**927**	**426**	**403**	**534**	**2.492**
	2012	**95**	**174**	**298**	**45**	**95**	**707**
	2013	**104**	**164**	**195**	**52**	**94**	**610**
Dismissals	2011	4	2	0	2	0	**8**
	2012	3	11	127	0	0	**141**
	2013	6	10	95	0	5	**116**
Voluntary resignations	2011	24	170	0	31	36	**261**
	2012	18	92	0	28	52	**190**
	2013	8	70	78	20	51	**227**
Incentivized resignations	2011	0	68	0	11	3	**82**
	2012	0	0	0	0	0	**0**
	2013	2	6	0	7	5	**20**
Retirements and others	2011	174	687	426	359	495	**2.141**
	2012	74	71	171	17	43	**376**
	2013	88	78	22	25	33	**247**

Contractor worker staff [LA1]

Content		Argentina	Chile	Brazil	Peru	Colombia	Total
Full time	2011	5,266	6,951	13,448	4,527	11,219	**41,411**
	2012	no information	no information	12,580	no information	10,784	**23,364**
	2013	4,698	4,510	11,611	5,278	12,226	**38,323**
Part time	2011	353	0	0	0	0	**353**
	2012	0	0	0	0	0	**0**
	2013	0	0	0	1	0	**1**
Total	2013	**4,698**	**4,510**	**11,611**	**5,279**	**12,226**	**38,324**

Own workers covered by collective agreements [LA4]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Number of employees covered by collective agreements	2011	2,734	1,801	2,641	787	806	**8,769**
	2012	2,882	1,798	2,521	800	838	**8,839**
	2013	3,351	1,870	2640	788	870	**9,519**
Total number of employees	2011	3,437	2,397	2,764	863	1,599	**11,060**
	2012	3,569	2,461	2,658	938	1,644	**11,270**
	2013	3,963	2,507	2,672	938	1,746	**11,826**
Percentage of employees covered by collective agreements	2011	79.55	75.14	95.55	91.19	50.41	**79.29**
	2012	80.75	73.06	94.85	85.29	50.97	**78.43**
	2013	84.56	74.59	98.80	84.01	49.83	**80.49**

Days worked by contractors or subcontractors involved in construction, operation and maintenance * [EU17]

Description		Year	Argentina	Chile	Brazil	Peru	Colombia	Total
Total days worked by contractors or subcontractors involved in construction, operation and maintenance	Days equivalent to full time **	2011	1,456,005	2,663,186	4,230,986	1,323,179	3,882,095	**13,555,452**
		2012	1,363,132	1,859,542	3,911,725	1,445,646	3,658,200	**12,238,245**
		2013	1,351,382	1,672,223	3,645,403	1,568,775	4,692,896	**12,930,679**
Construction activities	Days equivalent to full time **	2011	631,175	631,175	1,002,744	313,593	920,057	**3,498,744**
		2012	301,455	968,578	537,442	330,670	864,826	**3,002,971**
		2013	269,193	333,104	726,159	312,498	934,818	**2,575,772**
Operation activities	Days equivalent to full time **	2011	503,778	921,462	1,463,921	457,820	1,343,205	**4,690,186**
		2012	451,185	415,731	1,613,696	617,055	1,583,155	**4,680,820**
		2013	461,268	570,780	1,244,286	535,470	1,601,828	**4,413,632**
Maintenance activities	Days equivalent to full time **	2011	607,154	1,110,549	1,764,321	551,766	1,618,834	**5,652,624**
		2012	610,492	475,234	1,760,587	497,921	1,210,220	**4,554,454**
		2013	620,921	768,339	1,674,958	720,807	2,156,251	**5,941,276**

* Report an estimate, based on the contractual terms or the actual time worked, of the Days equivalent to full time that contractors and subcontractors are dedicated to work in the organization (operations of generation, distribution, transmission).

** The Full time equivalent day is defined as total number of hours worked by employees contractors and subcontractors regarding the work schedule divided by 8.

Origin of Senior Executives [EC7]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Number of senior managers hired from the local community	2011	0	0	0	0	0
	2012	0	1	0	0	0
	2013	0	1	0	0	0
Total number of senior managers	2011	0	3	0	0	0
	2012	1	4	1	1	1
	2013	1	4	1	1	1
Percentage of senior managers hired from the local community	2011	-	0.00	-	-	-
	2012	0.00	25.00	0.00	0.00	0.00
	2013	0.00	25.00	0.00	0.00	0.00

Employees with individual pension fund [EC3]

The Enersis Group is a promoter of pension plans in Brazil, with a contribution made during 2013 of $ 11,712 million. In all countries where the Enersis Group operates, there are benefits in terms of social welfare consistent with the applicable legislation in each country and the local collective negotiations.

	Year	Brazil
Total number of employees with individual pension fund sponsored by the company	2011	2,586
	2012	2,539
	2013	2,534
Company contribution to the pension plan (in million pesos)	2011	9,943
	2012	12,663
	2013	11,711

Report of salaries per position, and gender, by country [LA14]

Content		Year	Argentina	Chile	Brazil	Peru	Colombia
Directors	(%)	2011	74.1	69.9	104.6	106.8	81.5
		2012	70.9	71.8	89.8	82.6	79.1
		2013	82.0	60.7	73.1	70.1	56.8
Middle Management	(%)	2011	86.9	80.3	93.6	79.3	89.6
		2012	89.3	79.8	90.7	88.2	83.0
		2013	78.0	81.2	84.8	85.4	83.7
Administration and office personnel	(%)	2011	90.8	86.7	75.3	97.6	104.6
		2012	88.2	93.2	81.4	79.2	98.2
		2013	85.0	91.1	98.7	82.3	103.9
Operators	(%)	2011	64.9	0.0	66.6	142.8	89.3
		2012	0.0	0.0	0.0	0.0	64.0
		2013	0.0	0.0	0.0	0.0	56.2
Average	(%)	2011	91.5	70.8	102.0	92.1	109.7
		2012	103.0	84.3	94.0	77.5	95.4
		2013	87.0	72.0	99.6	78.8	96.6

(1) Average wages of women divided by the average wages of men

Own Workers ability to access retirement in the next 5 Years per professional category [EU15]

Next 5 Years

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Directors (1)	2011	12.82%	12.37%	3.03%	0.00%	3.57%
	2012	21.88%	10.30%	7.41%	10.53%	7.28%
	2013	15.63%	7.72%	7.69%	10.53%	3.71%
Middle Management (1)	2011	10.84%	7.55%	1.19%	6.91%	1.67%
	2012	14.72%	7.63%	1.73%	7.55%	1.80%
	2013	15.89%	8.27%	1.95%	7.14%	1.66%
Administration and office personnel (1)	2011	7.53%	11.67%	0.48%	9.77%	0.55%
	2012	8.89%	14.76%	0.92%	13.50%	0.90%
	2013	7.57%	14.26%	1.14%	13.93%	1.46%
Operators (1)	2011	60.00%	0.00%	0.00%	0.00%	28.57%
	2012	50.00%	0.00%	0.00%	0.00%	16.67%
	2013	50.00%	0.00%	0.00%	0.00%	5.79%
Total	2011	**8.15%**	**8.43%**	**0.83%**	**7.88%**	**1.31%**
	2012	**9.86%**	**9.91%**	**1.39%**	**9.91%**	**1.58%**
	2013	**8.71%**	**10.09%**	**1.61%**	**9.81%**	**1.66%**

(1) Percentage calculated on the total number of employees in this occupational category
(2) In Percentages, omit the total or consign a weighted average

Next 10 Years

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Directives (1)	2011	23.10%	11.30%	27.30%	15.00%	17.90%
	2012	28.13%	20.61%	22.22%	15.79%	10.91%
	2013	37.50%	28.00%	30.77%	21.05%	14.83%
Middle Management (1)	2011	15.10%	5.70%	5.30%	6.10%	4.00%
	2012	14.31%	5.96%	5.43%	6.47%	4.88%
	2013	29.94%	13.91%	6.91%	14.11%	6.05%
Administration and office personnel (1)	2011	9.40%	12.50%	4.50%	14.90%	5.80%
	2012	8.59%	9.97%	7.74%	19.01%	6.74%
	2013	15.02%	25.27%	8.75%	35.38%	9.37%
Operators (1)	2011	20.00%	0.00%	0.00%	0.00%	0.00%
	2012	25.00%	0.00%	0.00%	0.00%	16.67%
	2013	75.00%	0.00%	0.00%	0.00%	28.60%
Total	2011	**10.40%**	**7.40%**	**5.10%**	**9.90%**	**4.60%**
	2012	**9.58%**	**7.76%**	**6.73%**	**11.51%**	**5.78%**
	2013	**17.11%**	**17.99%**	**8.05%**	**22.39%**	**7.58%**

(1) Percentage calculated on the total number of employees in this occupational category
(2) In Percentages, omit the total or consign a weighted average

Employees receiving regular performance evaluations [LA12]

Content	Year	Argentina	Chile	Brazil	Peru	Colombia
Percentage of employees receiving regular performance and career development evaluations	2011	85.5	89.7	96.2	97.1	90.6
	2012	83.0	92.2	99.2	96.4	92.0
	2013	84.4	95.1	96.6	99.6	98.9
Percentage of employees receiving regular performance and career development evaluations (men)	2011	84.0	80.0	76.0	73.0	73.0
	2012	84.3	79.2	75.1	73.8	72.5
	2013	84.1	79.4	75.6	74.5	72.7
Percentage of employees receiving regular performance and career development evaluations (women)	2011	16.0	20.0	24.0	27.0	27.0
	2012	15.7	20.8	24.9	26.6	27.5
	2013	15.93	20.58	24.41	25.48	27.32
Total of employees evaluated	2011	**2,937**	**2,150**	**2,660**	**838**	**1,449**
	2012	**2,963**	**2,270**	**2,636**	**904**	**1,513**
	2013	**3,345**	**2,293**	**2,581**	**934**	**1,581**
Evaluated directors	2011	35	76	27	15	23
	2012	32	92	26	18	26
	2013	32	97	26	19	26
Evaluated Middle Management	2011	472	1,466	1,200	474	878
	2012	478	1,498	1,316	526	932
	2013	455	1,509	1,280	556	990
Evaluated Administration and office personnel	2011	2,428	608	1,428	349	541
	2012	2,451	680	1,294	360	549
	2013	2,856	687	1,275	359	559
Evaluated Operators	2011	2	0	5	0	7
	2012	2	0	0	0	6
	2013	2	0	0	0	6

Average hours of training per employee [LA10]

Content			Argentina	Chile	Brazil	Peru	Colombia
Average hours of training per employee	(h / person)	2011	15.0	62.7	91.2	33.8	61.2
		2012	8.5	59.9	62.6	38.8	64.5
		2013	11.2	62.1	76.3	30.4	65.1
Average hours of training per employee (men)	(h / person)	2011	15.6	78.6	89.9	35.1	64.5
		2012	9.1	61.3	61.9	38.4	65.6
		2013	12.0	65.0	77.4	31.6	68.5
Average hours of training per employee (women)	(h / person)	2011	11.2	30.6	95.5	30.2	53.5
		2012	4.9	54.3	64.8	40.0	61.9
		2013	6.6	50.8	72.8	26.9	56.4
Total hours of training	(h / person)	2011	**50,269.0**	**158,143.5**	**253,568.8**	**30,901.1**	**100,504.3**
		2012	**30,242.0**	**147,355.0**	**166,423.3**	**36,434.0**	**106,055.2**
		2013	**44,487.3**	**155,632.5**	**203,813.6**	**28,537.0**	**113,699.0**

Average return to work and retention after maternity or paternity, disaggregated by sex [LA15]

Content		Argentina	Chile	Brazil	Peru	Colombia	Total
Employees who accepted the right of paternity leave	2011	nd	0	nd	16	62	**78**
	2012	na	1	na	14	67	**82**
	2013	0	0	2	13	29	**44**
Employees who accepted the right of maternity leave	2011	nd	25	nd	14	28	**67**
	2012	1	35	27	8	25	**96**
	2013	2	38	44	6	19	**109**
Employees who accepted the right of paternity leave	2011	nd	0	nd	16	62	**78**
	2012	1	1	na	14	42	**58**
	2013	0	0	2	13	29	**44**
Employees who accepted the right of maternity leave	2011	nd	25	nd	14	28	**67**
	2012	28	35	27	8	25	**123**
	2013	2	38	44	6	19	**109**
Employees who returned to their jobs after completion of paternity leave	2011	nd	0	nd	16	62	**78**
	2012	na	1	na	14	42	**57**
	2013	0	0	2	13	29	**44**
Employees who returned to their jobs after completion of maternity leave	2011	nd	25	nd	14	28	**67**
	2012	27	24	17	8	67	**143**
	2013	2	15	31	6	19	**73**
Indicate the number of employees who returned to work after the end of their paternity leaves continuing in their work during the twelve months after returning to work	2011	nd	0	nd	15	0	**15**
	2012	na	1	na	14	38	**53**
	2013	0	0	nd	13	28	**41**
Indicate the number of employees who returned to work after the end of their maternity leaves continuing in their work during the twelve months after returning to work	2011	nd	25	nd	12	0	**37**
	2012	27	23	nd	8	23	**81**
	2013	2	15	nd	6	18	**41**

Contractor workers (contractors and sub-contractors) covered by collective agreements by country [LA4]

Description	Year	Argentina	Chile	Brazil	Peru	Colombia
Contractor workers (contractors and sub-contractors) covered by collective agreements	2011	4,839	752	13,448	104	0
	2012	3,904	942	12,580	0	0
	2013	4,698	354	11,611	0	0
Total Contractor workers (contractors and sub-contractors)	2011	5,619	6,951	13,448	4,527	11,219
	2012	2,245	4,926	11,968	5,228	8,296
	2013	4,698	4,510	11,611	5,279	12,226
Percentage of Contractor workers (contractors and sub-contractors) covered by collective agreements over the total contractor employees (%)	2011	86	11	100	2	0
	2012	174	19	105	0	0
	2013	100	8	100	0	0

Workers represented on health and safety committees [LA6]

Details	Year	Argentina	Chile	Brazil	Peru	Colombia
Total number of workers	2011	3,437	2,397	2,764	863	1,599
	2012	3,480	2,446	2,735	910	1,632
	2013	3,963	2,507	2,672	938	1,746
Workers represented in formal health and safety committees with joint representation	2011	3,437	2,397	2,764	863	1,599
	2012	2,663	2,446	2,735	910	1,632
	2013	3,922	2,439	2,678	932	1,746
Percentage of Workers represented in formal health and safety committees with joint representation (1)	2011	>75%	>75%	100%	100%	100%
	2012	>75%	>75%	100%	100%	100%
	2013	99%	97%	100%	100%	100%

(1) In cases where there is no exact percentage reported, it is indicates which band is the percentage of workers represented. The stripes are defined by GRI are: none, less than 25% Between 25 and 50% Between 50 and 75%, more than 75%.

Developing of the Societies in which we operate

Impacts of the construction phase in communities and its mitigation [SO9] [SO10]

Impacts	Initiatives	Countries
Increase in population density	• Establish specific programs to support municipal management and local public services, when it is considered that the increase of the floating population will generate changes in access to goods and local services..	Chile Colombia
Changes in spatial concentration of human groups	• Implement a relocation plan for the residents directly affected by the project works. • Program to strengthen institutional governance of the territory	Chile Colombia
Modification of migratory processes	• Educate and sensitize workers to avoid possible conflicts with the local community. • Establish ongoing communication programs for the concerns of the neighbors. • Program to restore living conditions.	Chile Colombia
Effects on the economically active population	Measures to enhance the positive impacts: • citizen participation and information program. • Prefer, if they have the same level of training, hiring local labor. • Conduct training activities with local communities so that they can develop activities during project construction. • Program of labor concentration.	Chile Colombia
Alteration in infrastructure	• Establish a coordination program with the authorities to transport large equipment or weights. • Prefer if there are similar levels of safety, low traffic flow routes for transport of materials, supplies, equipment and machinery. • Infrastructure restitution Program.	Chile Colombia
Loss of sites or elements part of the cultural heritage	• Inform and train workers through talks on what to do in the event of findings cultural or heritage property during the works. • Conduct an archaeological rescue of those elements or devices which may be conserved ex situ. • Preventive archeology Program. • Archaeological management Program.	Chile Colombia
Increase in noise levels	• Construction of acoustic panels • Noise emission monitoring	Peru Brazil
Interruption of supply	• Registry of customers with special situations, to whom the lack of energy can mean health risks, including hospitals, health clinics and consumers using vital equipment.	Brazil
Risk of electrical shock or fire	• Implementation Procedures (PEXs) Operating (POPs) and Environmental (PAs), along with Environmental Standards (NTAs), social projects in order to guide the public in the safe and efficient use of energy and energy efficiency projects to reduce the impact of the energy bill in the household budget.	Brazil

Annex II. GRI Guiding Principles

Materiality or relevance

For this report, the topics and indicators that reflect the significant social, environmental and economic impacts of the organization or those that could have a substantial influence on the assessments and decisions of stakeholders are taken into consideration.

Comprehensiveness

This principle, which is directly related to the quality of this report is essential. The concept includes mainly the scope, coverage and time. Completeness can also refer to the practices of collecting information and determine if the presentation of the information is appropriate and reasonable..

Sustainability Context

By means of this report it is sought to evaluate how the organization contributes to the improvement or deterioration of the economic, environmental and social trends and advances at the local, regional or global level. This analysis considers the performance of the organization in the context of the limits and demands placed on environmental or social sector, local, regional or global resources,

Participation of stakeholders

The Content and topics included in this report take into consideration the interests and expectations raised by various stakeholders.

These groups are defined as those entities or individuals that may significantly affect the activities, products and / or services of the organization. Between them, individuals or entities that have a financial relationship with the organization (employees, shareholders, suppliers) are taken into consideration, as well as those external agents.

Annex III. GRI Table [3.12]

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
1. Strategy & Analysis					
1.1	Declaration of top level responsible for decision-yaking in the organization (chief executive, chairman or equivalent) on the relevance of sustainability for the organization & its strategy.	-	-	6.2	6
1.2	Description of the principal impacts, risks & opportunities.	-	-	6.2	61
2. Profile of the organization					
2.1	Name of the organization.	-	-	-	17, 27
2.2	Principal trademarks, products &/or services.	-	-	-	32
2.3	Operative structure of the organization, including the principal divisions, operative entities, subsidiaries & joint ventures.	-	-	6.2	17, 30, 32, 36
2.4	Location of the head office of the organization.	-	-	-	17, 27
2.5	No. of countries in which the organization operates and name of countries in which it has significant activities or which are specifically relevant to aspects of sustainability referred to in this report.	-	-	-	17, 27, 32
2.6	Nature of ownership & legal structure.	-	-	-	28
2.7	Markets served (including a geographic detail, the sectors supplied & type of customers/beneficiaries).	-	-	-	35, 36
2.8	Dimensions of the organization, including: • No. of employees. • Net sales (for organizations in the private sector) or net revenues (for public-sector organizations). • Total capitalization, detailed in terms of debt & equity.	-	-	-	27
2.9	Significant changes during the period covered by the report in the size, structure & ownership of the organization.	-	-	-	32
2.10	Prizes & distinctions received during the period reported.	-	-	-	10
EU1	Installed capacity, analyzed by source of energy & regulatory regime	-	-	-	27, 33, 35
EU2	Net energy production, detailed by source of energy & by country or regulatory regime	-	-	-	33, 35
EU3	No. of residential, industrial, institutional & commercial customers	-	-	-	27, 34, 35, 36, 37, 38, 86
EU4	Length of transmission lines & distribution by voltage.	-	-	-	36, 192
EU5	Assignment of CO_2 emission certificates analyzed by regulatory regime.	-	-	-	Not applicable, because the company is not listed as Annex I of the Kyoto Protocol.
3. Parameters of the report					
PROFILE OF THE REPORT					
3.1	Period covered by the information contained in the report (e.g. fiscal year, calendar year).	-	-	-	18
3.2	Date of most recent previous report (if any).	-	-	-	17
3.3	Cycle of report presentation (annual, bi-annual, etc.).	-	-	-	17
3.4	Point of contact for questions relating the report or its content.	-	-	-	Back Cover Page
3.5	Process of definition of the contents of the report, including: • Determination of materiality. • Priority of aspects included in the report. • Identification of the stakeholders that the organization expects will use the report.	-	-	-	19

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
SCOPE AND COVERAGE OF THE REPORT					
3.6	Coverage of the report (e.g. countries, divisions, subsidiaries, installations rented, joint ventures, suppliers). Consult ths protocol in coverage of the report 25 of GRI, for more information.	-	-	-	18
3.7	Indicate any limits to the scope or coverage of the report.	-	-	-	18
3.8	The basis for including information in the case of joint ventures, subsidiaries, leased installations, sub-contracted activities & other entities that may significantly affect comparability between periods &/or organizations.	-	-	-	18, 33
3.9	Data measurement techniques and bases for the calculations, including underlying assumptions & techniques to the estimates applied in the gathering of indicators & other information for the report.	-	-	-	18
3.10	Description of the effect that the re-expression of information relating to previous reports might have, together with the reasons causing such re-expression.	-	-	-	18
3.11	Significant changes relating to previous periods in the scope, coverage or valuation methods applied in the report.	-	-	-	18
INDEX OF GRI CONTENTS					
3.12	Table indicating the location of the basic content of the report. Identifies the page numbers or web links where the following information can be found: • Strategy & analysis, 1.1–1.2. • Profile of the organization, 2.1–2.8. • Parameters	-	-	-	207
VERIFICATION					
3.13	Current policy & practice in relation to the request for external verification of the report. If the verification report is not inlcuded in the sustainability report, the scope & basis shopuld be explained of any other external verification in existence. The relationship should also be clarified between the organization & the supplier(s) of the verification.	-	-	7.5.3	19
Governance, commitments and participation of stakeholders					
GOVERNANCE					
4.1	The governance structure of the organization, including the highest levels of governance committees responsible for tasks like defining the strategy or supervision of the organization.	-	-	6.2	54
4.2	It should be indicated whether the chairman of the top organ of governance also occupies an executive position (and if so their function within the management of the organization and the reasons justifying this).	-	-	6.2	56
4.3	In organizations having a unitary management structure, indicate the number & gender of the members of the top organ of governance who are independent and not executives.	-	-	6.2	56
4.4	Mechanisms of shareholders & personnel for communicating recommendations or indications to the top level of governance.	-	-	6.2	59
4.5	Links between the remuneration of the members of the top organ of governance, senior managers & executives (including agreements for leaving the position) and the performance of the organization (including social & environmental performance).	-	-	6.2	56
4.6	Procedures introduced to avoid conflicts of interest in the top level of governance.	-	-	6.2	62, 64

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
4.7	Procedure for determining the composition, training & experience required of members of the top level of governance & its committees, including any consideration of gender & other indicators of diversity.	-	-	6.2	54 The procedure for election of directors is contained in the current legal regulations and statutes.
4.8	Declarations of mission & valued developed internally, codes of conduct & principles relevant for the economic, environmental & social performance, and the state of its implementation.	-	-	6.2	43, 64
4.9	Procedures of the top level of governance for supervising the identification & management by the organization of the economic, environmental & social performance, including related risks & opportunities, and the adherence or compliance.	-	-	6.2	59
4.10	Procedures for evaluating the performance of the top level of governance, especially with respect to economic, environmental & social performance.	-	-	6.2	54 There are no requirements in the company on training or experience in topics specific to sustainability.
COMMITMENTS WITH EXTERNAL INITIATIVES					
4.11	Description of how the organization has adopted a precautionary suggestion or principle. Article 15 of the Principles of Río introduced a precautionary focus. A response to point 4.11 could include the focus of the organization on environmental matters.	-	-	-	127, 131
4.12	Economic, environmental & social principles or programs developed externally, and any other initiative that the organization subscribes to or approves.	-	-	-	48
4.13	Principal associations to which it belongs (such as sector associations) &/or national & international entities in which the organization participates.	-	-	-	48
PARTICIPATION OF STAKEHOLDERS					
4.14	Relations of stakeholders that the organization has included.	-	-	6.2	23
4.15	Basis for the identification & selection of stakeholders with which the organization is committed.	-	-	6.2	23
4.16	Focuses adopted for the inclusion of stakeholders, including the frequency of their participation by stakeholder type & category.	-	-	6.2	24-25
4.17	Principal concerns & aspects of interest that have arisen through the participation of stakeholders and the way in which the organization has responded to them in the preparation of the report.	-	-	6.2	22
Economic performance					
DMA EC	Economic focus	-	-	6.2,6.8	68, 69, 71, 73, 75, 78, 80, 83, 86, 107
Availability and reliability					
EU6	Management for ensuring the short & long-term availability & reliability of electricity.	-	-	-	76, 117
EU7	Demand management programs, including residential, commercial, institutional & industrial programs.	-	-	-	75
Research and development					
EU8	Research & development activities directed to providing reliable & attainable electricity and promoting sustainable development.	-	-	-	108, 110, 111, 123
EU9	Provisions for dismantling sites with nuclear energy plants.	-	-	-	The Enersis Group has no nuclear power plants, the power generation is based on hydro, thermal and wind powered plants.

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Economic performance					
EC1	Direct economic value generated & distributed, including revenue, cost of sales, personnel remuneration, donations & other investments in the community, undistributed earnings & payments to suppliers of capital & governments.	-	1 al 8	6.8 6.8.3 6.8.7 6.8.9	83
EC2	Financial consequences & other risks & opportunities for the activities of the organization due to climate change.	-	-	6.5.5	127 The Enersis Group performs a periodic analysis of the risks associated with climate change and its impact on production, operation and energy trading in the region, which are integrated into the company forecasts.
EC3	Coverage of the organization's obligations due to social benefit programs.	-	-	-	200
EC4	Significant financial assistance received from governments.	-	-	-	170 In 2013 tax credit corresponding to training (SENCE) was obtained for an amount of $52.470.250
Market presence					
EC5	Range of differences between the initial standard wage and the local minimum wage by gender in places where significant operations are carried out.	-	-	6.4.4 6.8	In 2013, the minimum wage paid in an Enersis company to men was $ 420,000 and $ 363,194 to women; this represents a 200% and a 173% respectively above the minimum wage of $ 210,000.
EC6	Policy, practices & proportion of expense relating to local suppliers in places where significant operations are carried out	-	-	6.6.6 6.8 6.8.5 6.8.7	190
EC7	Procedures for local contracting and proportion of senior management from the local community in places where significant operations are carried out	6	-	6.8 6.8.5 6.8.7	200
Indirect economic impacts					
EC8	Development & impact of investments in infrastructure and the services provided mainly for the public benefit under commercial commitments, pro bono or In specie.	-	1 al 8	6.3.9 6.8 6.8.3 6.8.4 6.8.5 6.8.6 6.8.7 6.8.9	168, 176
EC9	Understanding & description of significant indirect economic impacts, including the scope of the impacts.	-	1	6.3.9 6.6.6 6.6.7 6.7.8 6.8 6.8.5 6.8.6 6.8.7 6.8.9	166, 167, 168

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Availability and reliability					
EU10	Planned capacity against projected long-term demand for electricity, analyzed by source of energy & regulatory regime.	-	-	-	75
Efficiency of the system					
EU11	Average efficiency of thermal generating plants by source of energy & regulatory regime.	-	-	-	193
EU12	Transmission & distribution losses as percentage of total energy.	-	-	-	193
Environmental performance					
DMA EN	Environmental management focus	-	-	6.2 6.5	116, 121-122, 127, 128, 132, 134, 136, 142
Materials					
EN1	Materials used, by weight or volume.	8	7	6.5 6.5.4	Given the nature of the business, there is no material to report in a consolidated form as the Enersis Group.
EN2	Percentage of materials used that are reutilized materials.	8.9	7	6.5 6.5.4	135
Energy					
EN3	Direct energy consumption by primary sources.	8	7	6.5 6.5.4	Given the nature of the business, there is no material to report in a consolidated form as the Enersis Group.
EN4	Indirect energy consumption by primary sources	8	7	6.5 6.5.4	Given the nature of the business, there is no material to report in a consolidated form as the Enersis Group.
EN5	Energy saving due to conservation & improvements in efficiency.	8.9	7	6.5 6.5.4	117, 118, 119, 120, 121
EN6	Initiatives for providing efficient products & services in the consumption of energy or based on renewable energies, and reductions in energy consumption as a result of such initiatives.	8.9	7	6.5 6.5.4	117, 121, 123, 141
EN7	Initiatives to reduce the indirect consumption of energy and the reductions achieved by these initiatives.	8.9	7	6.5 6.5.4	121, 123
Water					
EN8	Water catchment by sources.	8	7	6.5 6.5.4	132, 195
EN9	Water sources that have been significantly affected by water catchment.	8	7	6.5 6.5.4	132, 133
EN10	Percentage & total volume of water recycled & reused.	8.9	7	6.5 6.5.4	132
Biodiversity					
EN11	Description of adjoining land or that located within natural protected spaces or areas of large unprotected high biodiversity. Indicate the location & area of land owned, leased or managed of high biodiversity value in areas outside protected areas.	8	-	6.5 6.5.6	142
EN12	Description of the most significant impacts on biodiversity in protected natural spaces or in areas of unprotected areas of high biodiversity, deriving from the activities, products & services in protected areas & in areas of high biodiversity value in zones outside the protected areas.	8	-	6.5 6.5.6	142
EU13	Comparison between the biodiversity of the habitats affected and the biodiversity of the habitats displaced.			-	142
EN13	Protected or restored habitats.	8	7	6.5	142
EN14	Strategies & actions introduced & planned for the management of impacts on biodiversity.	8	7	6.5 6.5.6	142
EN15	Number of species, identified as a function of their danger of extinction, included in the Red List of the IUCN and in national lists and whose habitats are in areas affected by the operations, according to the degree of threat to the species.	8	-	6.5 6.5.6	142

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Emissions, dumps and waste					
EN16	Total emissions, direct & indirect, of greenhouse gases, by weight.	8	-	6.5 6.5.5	136 In 2013, the Carbon Footprint calculation was certified in Latin America for 2009, 2010 and 2011, by having the corresponding Carbon Footprint Report verified by AENOR.
EN17	Other Indirect emissions of greenhouse gases, by weight.	8	7	6.5 6.5.5	136
EN18	Initiatives to reduce greenhouse gas emissions & reductions achieved.	7,8,9	7	6.5 6.5.5	121, 141
EN19	Emissions of substances destructive of the ozone layer, by weight.	8	7	6.5 6.5.3	195
EN20	NOx, SOx & other significant emissions to the air, by type & weight.	8	7	6.5 6.5.3	136, 195
EN21	Total discharge of waste waters, by nature & destination.	8	7	6.5 6.5.3	133
EN22	Total weight of waste managed, by type & method of treatment.	8	7	6.5 6.5.3	122
EN23	Total number & volume of most significant accidental spillages.	8	7	6.5	Given the nature of the business, there is no material to report in a consolidated form as the Enersis Group.
EN24	Weight of waste transported, imported, exported or treated considered as hazardous, according to the classification of the Basle Convention, appendices I, II, III & VIII and percentage of waste transported internationally.	8	7	6.5 6.5.3	136
EN25	Identification, size, state of protection & biodiversity value of water resources & related habitats, significantly affected by discharges of water & slag waters of the organization.	8	7	6.5 6.5.4 6.5.6	132
Products and services					
EN26	Initiatives for mitigating the environmental impacts of the products & services, and degree of reduction of this impact.	7,8, 9	7	6.5 6.5.4 6.6.6 6.7.5	136
EN27	Percentage of products sold & their packaging materials that are recoverable at the end of their useful lives, by category of products.	8, 9	7	6.5 6.5.4 6.7.5	No Aplica
Regulatory compliance					
EN28	Cost of significant fines & number of non-monetary sanctions for non-compliance of regulatory standards.	8	-	6.5	128, 186
Transportation					
EN29	Significant environmental impacts of transportation of products & other goods & materials used for the organization's activities, plus the transportation of personnel.	8	-	6.5 6.5.4 6.6.6	Not applicable, due to its lack of significance in company operations.
General					
EN30	List by type of all environmental expenses & investments.	7,8,9	-	6.5	195
Labor performance					
DMA LA	Labor management focus				145, 147, 149-150, 153, 157, 201

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Employment					
EU14	Processes for retaining & renewing talent.	-	-	-	147
EU15	Percentage of employees with right to retire in the next 5 & 10 years, by job category & region.	-	-	-	201
EU16	Policies & requirements relating to employee safety & health, and of contractors & sub-contractors.	-	-	-	159
LA1	Workforce by type of employment, contract & region, according to gender.	-	1 y 3	6.4 6.4.3	146, 196, 197, 199
LA2	Total number of new employees & average turnover of workers, by age group, gender & region.	6	1 y 3	6.4 6.4.3	147, 148, 199
EU17	Contractor & sub-contractor workers involved in construction, operation & maintenance activities.	-	-	-	146, 200
EU18	Contractors & sub-contractors who have received relevant training in matters of health & safety.	-	-	-	159
LA3	Social benefits for full-time workers that are not offered to temporary or party-time workers, detailed by the principal operating locations.	6	1, 2, 4, 5, 6	6.4.3 6.4.4	151
LA15	Average reinsertion to work & retention after paternal tights, by gender.	-	-	-	203
Company / Worker relations					
LA4	Percentage or employees covered by a collective agreement.	1, 3	-	6.3.10 6.4 6.4.3 6.4.4 6.4.5	157, 199, 204
LA5	Minimum periods of advance notice relating to organizational changes, including whether such notices are specified in the collective agreements.	3	-	6.4 6.4.3 6.4.4 6.4.5	The communication of any organizational change at a management level is disseminated by means of internal media and do not consider lieu time.
Health and safety					
LA6	Total percentage of workers represented on joint safety & safety committees established to help control & advise on occupational safety & health programs.	1	6	6.4 6.4.6	204
LA7	Rates of absenteeism, professional illnesses, days lost & number of fatalities related to work, by region & gender.	1	-	6.4 6.4.6	159
LA8	Programs of education, formation, advising, prevention & control of risks applied to workers, their families or members of the community with serious illnesses.	1	4 al 6	6.4 6.4.5 6.8 6.8.3 6.8.4 6.8.8	161
LA9	Health & safety matters covered by formal agreements with unions.	1	5	6.4 6.4.6	157
Formation and education					
LA10	Average hours of formation per annum per employee, detailed by gender & job category.	-	3	6.4 6.4.7	203
LA11	Programs for the management of skills and continual formation that promote the employability of the workers and that support them in handling the end of their professional careers	-	1 y 3	6.4 6.4.7 6.8.5	149
LA12	Percentage of employees receiving regular performance & professional development evaluations, by gender.	-	3	6.4 6.4.7	202

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Diversity and equality of opportunities					
LA13	Composition of corporate governance organs and details of job categories according to gender, age group, belonging to minorities and other indicators of diversity.	1,6	3	6.3.7 6.3.10 6.4 6.4.3	146, 197, 198
LA14	Relationship of men's base wage and remuneration with respect to women's, detailed by professional category and by the principal operational locations.	1,6	3	6.3.7 6.3.10 6.4 6.4.3 6.4.4	201
Human rights					
DMA HR	Management focus relating to human rights				44, 137, 165, 172, 190
Investment and procurement practices					
HR1	Percentage & total number of investment agreements & significant contracts that include clauses incorporating human rights matters of have been the subject of analysis in terms of human rights.	1,2,3,4,5,6	1 y 3	6.3 6.3.3 6.3.5 6.6.6	188
HR2	Percentage of the principal suppliers, contractors & other commercial partners that have been analyzed in terms of human rights, and measures taken as a consequence.	1,2,3,4,5,6	1	6.3 6.3.3 6.3.5 6.4.3 6.6.6	188
HR3	Total hours of formation of employees in policies & y procedures relating to those aspects of human rights relevant to their activities, including the percentage of employees formed.	1,2,3,4,5,6	-	6.3 6.3.5	183
Non-discrimination					
HR4	Total number of incidents of discrimination and corrective measures adopted.	1,2, 6	3	6.3 6.3.6 6.3.7 6.3.10 6.4.3	63
Freedom of association and collective agreements					
HR5	Principal operations & suppliers in which the right to freedom of association & collective bargaining may be violated &/or run important risks, and measures.	1, 2, 3	-	6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5	There are no activities that endanger the rights or freedom of the workers to collective bargaining or association.
Child exploitation					
HR6	Principal operations & suppliers that have been identified as of significant risk of child labor, and measures adopted to contribute to the effective abolition of child labor.	1, 2, 5	2	6.3 6.3.5 6.4.3 6.6.6	There are no operations where there is risk of child labor or of young workers being exposed to forced labor
Forced labor					
HR7	Principal operations & suppliers that have been identified as of significant risk of originating from incidents of forced or non-consented labor, and measures adopted to contribute to the elimination of all forms of forced & non-consented labor.	1, 2, 4	3	6.3 6.3.5 6.4.3 6.6.6	There are no operations identified which consider risk of generating forced labor.
Security practices					
HR8	Percentage of security personnel who have been formed in the organization's policies or procedures in human rights aspects relevant to their activities.	1, 2	-	6.3 6.3.5 6.4.3 6.6.6	188

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Indigenous rights					
HR9	Total number of incidents related to violations of the rights of indigenous people and measures adopted.	1, 2	3	6.3 6.3.6 6.3.7 6.3.8 6.6.7	There were no formal complaints related to indigenous rights violations during 2013.
Evaluation					
HR10	Percentage & total number of operations that have been subject to human rights revisions &/or evaluations of impact.	-	-	-	All operations have been subject to reviews regarding human rights issues.
Remediation					
HR11	Number of complaints relating to human rights that have been classified, directed & resolved through complaint mechanisms.	-	-	-	63
Society					
DMA SO	Management focus in relation to society	-	-	6.2 6.6 6.8	60, 62, 132, 165
Community					
SO1	Percentage of operations with programs implemented through agreements with the community, impact evaluations & development of programs.	1	1 to 8	6.3.9 6.3.9 6.6.7 6.8 6.8.5 6.8.7	166, 172
SO9	Operations with significant present or potential negative impacts on local communities.	-	-	-	205
SO10	Prevention & mitigation measures implemented in operations with significant present or potential negative impacts on local communities	-	-	-	205
EU19	Participation of stakeholders in decision-taking processes related to the planning of projects and the development of infrastructure.	-	-	-	166, 168, 169, 170
EU20	Engagement to manage displacement impacts (local residents).	-	-	-	168, 170
EU22	Number of people displaced by the expansion of or new project related to the generation installations and transmission lines, analyzed for physical & economic displacement.	-	-	-	168, 170 In Brazil, 51 owners received compensation due to the interference of the easement strip with their respective properties necessary for the sectioning work of the Cien -Transmission Line, in Rio Grande do Sul. The project provides compensation for 51 owners, and 48 negotiations were completed in 2013.
Disasters, emergencies and response plans					
EU21	Contingency planning measures, disasters or emergencies management plan & training programs, and recuperation & restoration plans.	-	-	-	88, 132
Corruption					
SO2	Percentage & total number of business units analyzed with respect to risks related to corruption.	10	-	6.6 6.6.3	64, 65 6 Business units have been analyzed in the Enersis Group, equivalent to a 38%.
SO3	Percentage of employees formed in the organization's anti-corruption policies & procedures.	10	-	6.6 6.6.3	183
SO4	Measures taken in response to incidents of corruption.	10	-	6.6 6.6.3	63

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Public policy					
SO5	Position in public politics & participation in their development and lobbying activities.	1, 2, 3,4, 5,6,7,8,9,10	-	6.6 6.6.3	60
SO6	Total amount of financial contributions & in specie to political parties or related institutions, by countries.	10	-	6.6 6.6.4	188
Unfair competition					
SO7	Total number of actions for cases related to monopoly practices or against free competition, and their results.	-	-	6.6 6.6.5 6.6.5	184
Regulatory compliance					
SO8	Monetary value of significant sanctions & fines and total number of non-monetary sanctions deriving from non-compliance with laws & regulations.	-	-	6.6 6.6.7 6.8.7	184
Liability for products					
DMA PR	Management focus related to product liability	-	-	6.2 6.6 6.7	85, 95, 96, 97
Access					
EU23	Programs, including those jointly with the government, for improving or maintaining access to electricity & customer support services.	-	-	-	97, 177
Provision of information					
EU24	Practices for tackling the little culture, language, spelling & disability associated with limitations of access & safe use of electricity by customers	-	-	-	123, 124, 177
Customer health and safety					
PR1	Phases of life cycle of products & services in which are evaluated, with a view to improvement, their impacts on the health & safety of customers, and percentage of significant product & service categories subject to such evaluation.	1	4	6.3.9 6.6.6 6.7 6.7.4 6.7.5	137
PR2	Total number of incidents deriving from non-compliance with legal regulations or voluntary codes related to the impacts of the products & services on health & safety during the life cycle, distributes as function of the type of result of such incidents.	1	-	6.3.9 6.6.6 6.7 6.7.4 6.7.5	Given the nature of the business, there is no material to report in a consolidated form as the Enersis Group.
EU25	Number of injuries & fatalities to the public involving the company's assets, including legal actions, establishments & cases pending for illnesses.	-	-	-	188

Indicator	Description	Global Compact principles	Millennium development objectives	ISO 26000	Page
Labeling of products and services					
PR3	Types of information on products & services that are required by current procedures & regulations, and percentage of products & services subject to such information requirements.	8	-	6.7 6.7.3 6.7.4 6.7.5 6.7 .6 6.7.9	The distribution subsidiaries have the prices of all services not consisting of power supply, associated with power distribution, available in all their commercial offices. Both the generation and distribution comply with the characteristics defined in the current regulations of each country.
PR4	Total number of non-compliances with regulation & voluntary codes relating to information & labeling of products & services, distributed by type of results of such incidents.	8	-	6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	The company does not record relevant breaches of regulations and voluntary codes concerning the delivery of information on its products and services in 2013.
PR5	Practices with respect to customer satisfaction, including the results of customer satisfaction surveys.	-	-	6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	90
Communications and marketing					
PR6	Programs of compliance with laws or adherence to standards & voluntary codes mentioned in marketing communications, including advertising, other promotional activities & sponsorships.	-	-	6.7 6.7.3 6.7.6 6.7.9	Not applicable due to the type of product being marketed. However, corporate advertising meets the standards of the International Code of Advertising Practices of the International Chamber of Commerce of Paris.
PR7	Total number of incidents resulting from non-compliance with regulations relating to marketing communications, including publicity, promotions & sponsorship, distributed by type of result of such incidents.	-	-	6.7 6.7.7	In 2013 the company did not receive legal sanctions, fines or warnings, by any stakeholder due to any breach of the regulations concerning communications, advertising and marketing.
Customer privacy					
PR8	Total number of duly-founded complaints with respect to privacy & the leakage of personal data on customers.	1	-	6.7 6.7.7	During 2013 there were no claims received due to violation of the privacy or customer Personal data leaks.
Regulatory compliance					
PR9	Cost of significant fines resulting from non-compliance with regulations relating to the supply & se of the organization's products & services	-	-	6.7 6.7.6	184
Access					
EU26	Percentage of the population not served within the service areas.	-	-	-	190
EU27	Number of residential disconnections due to non-payment, detailed by duration of the disconnection & regulatory regime.	-	-	-	191
EU28	Frequency of energy interruptions	-	-	-	194
EU29	Average duration of energy interruptions.	-	-	-	194
EU30	Average availability factor of the plant by source of energy & regulatory regime.	-	-	-	193

Annex IV. Declaration of GRI application level control

Global Reporting Initiative™

Statement
GRI Application Level Check

GRI hereby states that **Enersis S.A.** has presented its report "Sustainability Report Enersis 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 1 April 2014

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative

A+ GRI REPORT GRI CHECKED

The "+" has been added to this Application Level because Enersis S.A. has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

***Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 19 March 2014. GRI explicitly excludes the statement being applied to any later changes to such material.*

Annex V. External Verification Report

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Building a better working world

Limited Assurance Statement of Enersis Chile S.A.´s Sustainability Report 2013 (free translation from the original in Independent spanish)

To the President and Directors of
Enersis S.A.

Scope

We have performed an independent limited assurance engagement on the information and data presented in Enersis S.A.´s 2013 Sustainability Report. In addition, we have performed an independent limited assurance engagement on the following indicators that are included in the consolidated information of the south American subsidiaries, which consider Argentina, Colombia, Brazil and Peru: EU2, EU3, EU7, EU20, EU22, EU23, EU24, EU26, EU27, PR1, PR3, PR5, PR8 and SO1.

Preparation of the Sustainability Report is the responsibility of the Management of Enersis S.A. The Management of Enersis S.A. is also responsible for the data and affirmations included in the Sustainability Report, definition of the scope and management and control of the information systems that have provided the reported information.

Standards and Assurance Procedures

Our review has been performed in accordance with the International Standard on Assurance Engagements ISAE 3000, established by the International Auditing and Assurance Board of the International Federation of Accountants and the version G3.1 of the guidelines for the preparation of sustainability reports under the Global Reporting Initiative (GRI) and its respective 2010 version of the Electric Utilities Sector Supplement.

We conducted our assurance procedures in order to:

- Determine whether the information and data presented in the 2013 Sustainability Report are duly supported by evidence.
- Verify the traceability of the information disclosed by Enersis S.A. in its Sustainability Report 2013.
- Determine whether Enersis S.A. has prepared its 2013 Sustainability Report in accordance with the Content and Quality Principles of the GRI G3.1 guideline and its Electric Utilities Sector Supplement.
- Confirm Enersis S.A.´s self-declared application level of the GRI 3.1 guidelines to its report.

Work Performed

Our assurance procedures included enquiries to the Management of Enersis S.A. involved in the development of the Sustainability Report process, in addition to other analytical procedures and sampling methods as described below:

- Interviews with key Enersis S.A. personnel, in order to assess the 2013 Sustainability Report preparation process, the definition of its content and its underlying information systems.
- Review of supporting documents provided by Enersis S.A.
- Review of formulas and calculations by recalculation.
- Review of the 2013 Sustainability Report in order to ensure its phrasing and format does not mislead the reader regarding the information presented.

Our Responsibility

Our responsibility is limited to the procedures mentioned above, corresponding to a limited assurance which is the basis for our conclusions.

Conclusions

Subject to our limitations of scope noted above and on the basis of our procedures for this limited assurance of Enersis S.A.´s Sustainability Report and the following indicators that are included in the consolidated information of the south American subsidiaries, which consider Argentina, Colombia, Brazil and Peru: EU2, EU3, EU7, EU20, EU22, EU23, EU24, EU26, EU27, PR1, PR3, PR5, PR8 and SO1, we conclude that nothing has come to our attention that would cause us to believe that:

- The information and data disclosed in Enersis S.A.'s 2013 Sustainability Report and the following indicators that are included in the consolidated information of the south American subsidiaries, which consider Argentina, Colombia, Brazil and Peru: EU2, EU3, EU7, EU20, EU22, EU23, EU24, EU26, EU27, PR1, PR3, PR5, PR8 and SO1, has not been prepared in accordance with the G4 version guideline for the preparation of sustainability reports under the Global Reporting Initiative and its Electric Utilities Sector Supplement.
- Enersis S.A.'s self-declared A+ application level does not meet the GRI 3.1 version requirements for this level.

Improvement Recommendations

Without affecting our conclusions as set out above, we have detected some improvement opportunities for Enersis S.A.´s Sustainability Report 2013, which are detailed in a recommendations report presented to Enersis S.A.´s Administration.

Truly Yours,

Ernst & Young Ltda.

Miguel Angel Salinas B.
March 11th, 2014.
I-00499/14

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