

The background of the cover is a photograph of a power substation at dusk or dawn. The sky is a mix of blue and orange. In the foreground, a person wearing a hard hat and dark clothing is silhouetted against the bright light of the setting or rising sun. Several high-voltage power line towers are visible, with many power lines stretching across the frame. On the left side, there are several horizontal blue bars of varying lengths, creating a decorative element.

**edenor**  
SUSTAINABILITY  
REPORT  
FOR 2021



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## LETTER FROM THE PRESIDENT & CEO, NEIL BLEASDALE

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With great pleasure, I share a new edition of **edenor's** sustainability report with all the information about the economic, governance, social and environmental performance during 2021.

This year has been a remarkable and significant period for the organization. We are still going through the impacts of the pandemic on our lives, and in that trip, since the changes in the shareholding structure, this new leadership team that I have the honor of chairing has guaranteed **edenor's** uninterrupted path as an organization of excellence in utilities.

Our Company maintained a firm investment policy, a strong bet on technological development, and a committed presence in the communities to bring energy so essential to our lives to an important part of the territory of one of the most significant metropolitan regions in Latin America. It should also be emphasized that we are proud to continue redoubling our efforts to facilitate access for citizens in the most vulnerable areas of the concession area.

**edenor** is the leading Company in the socially responsible service of distribution and commercialization of electrical energy to improve people's quality of life, the

development of business, and the community. Guaranteeing the quality of the service has required significant efforts to take care, more than ever, of all the Company's collaborators and all the people of each supplier and contractor. It is a complex challenge that would not be possible without the commitment of each member of the organization, to them, my special thanks.

On the way to celebrating **edenor's** 30th anniversary, all that remains is for me to invite you to go through the pages of this report that reflects all the commitment of our shareholders, management and employees, with each stakeholder group.

**Neil Bleasdale**  
**edenor's** President and CEO



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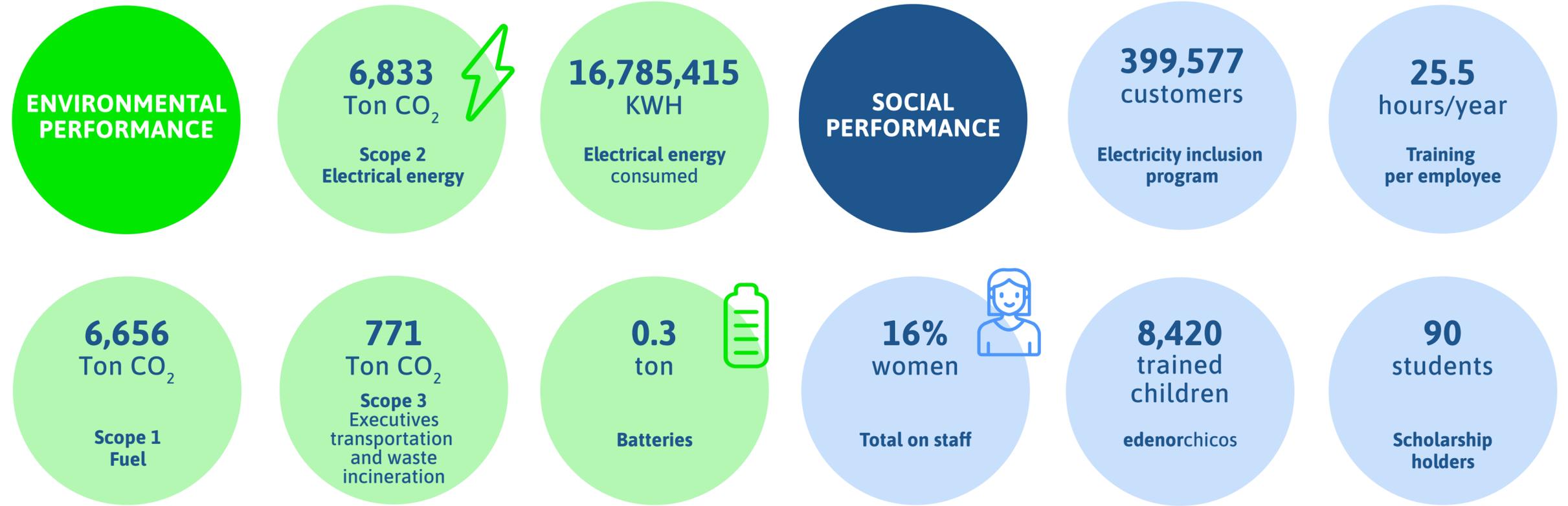
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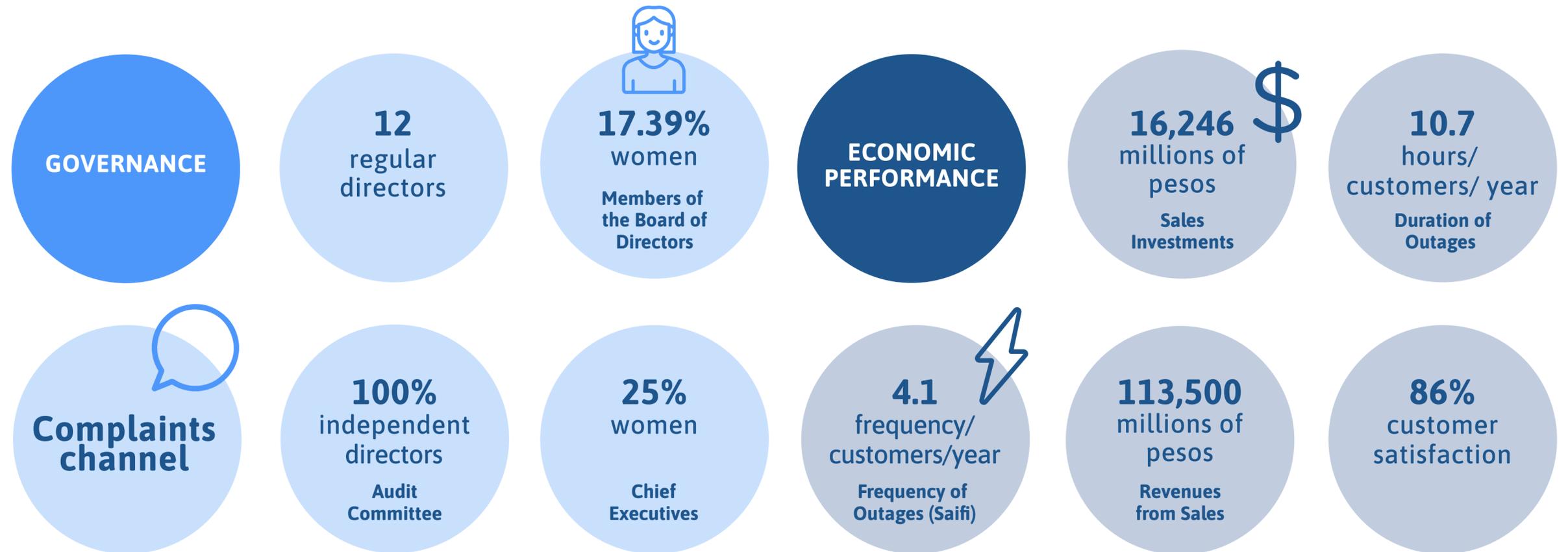
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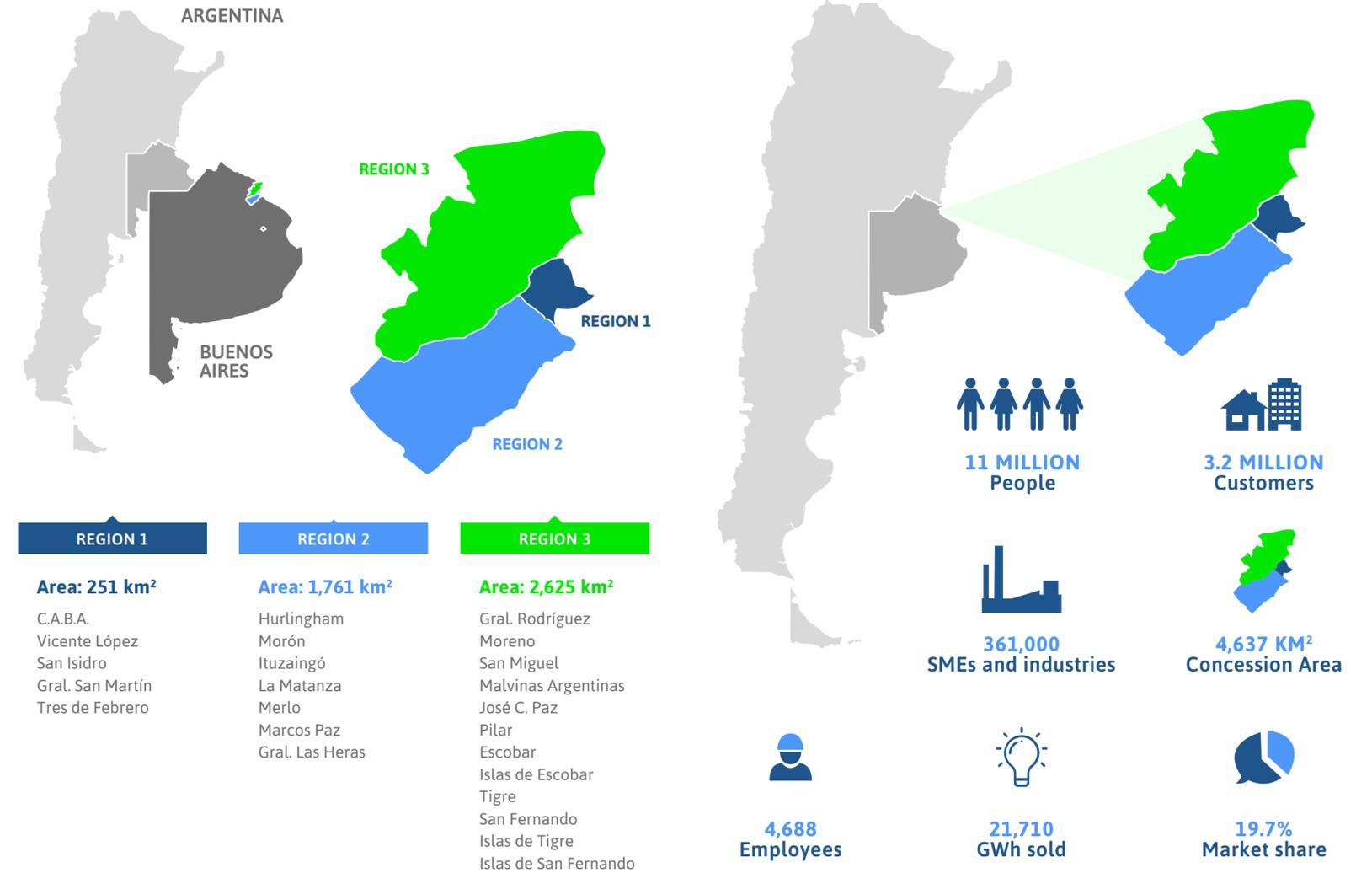


## 1.2 ABOUT US

**Empresa Distribuidora y Comercializadora Norte S.A. (edenor) is Argentina's largest distribution company in terms of number of customers and electricity sold.**

Our concession area includes 20 municipalities in the northwestern zone of Greater Buenos Aires and the northwest area of the Autonomous City of Buenos Aires, covering an area of 4,637 km<sup>2</sup>, within which we provide service to 3.2 million customers representing a population of more than 11 million inhabitants and 370,000 SMEs and industries.

Our market share is 19.6% of the national electricity demand.



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## 1.3 MISSION, VISION, AND VALUES

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### MISSION

Deliver a socially responsible service of distribution and commercialization of electrical energy, which contributes to people's quality of life, the development of business, and the community, assuring the growth of the Company, employees, and shareholders.

### VISION

To become an excellence model for a public service company.

### VALUES

#### Safety

- Our priority is the respect for life

#### Focus on customers

- Through customer experience, we privilege the excellence of the service provided.

#### Professionalism

- We apply our technical skills and promote the development of individuals to play a leading role in new challenges.

#### Proactiveness

- We develop a constructive, results-oriented attitude to achieve and exceed the Company's goals.

#### Improvement and Innovation

- We promote continuous improvement through our Integrated Quality, Safety and Environment Management System, and we promote innovation in the processes, and services rendered to our customers.

#### Responsibility

- Our action is conducted with a high level of responsibility for the achievement of **edenor's** objectives by taking care of the company's resources and assets as if these were own resources.

#### Commitment

- We assume our duty towards the population and the country to contribute to their development.

#### Ethics

- Our action is based on integrity, respecting individuals, rules, and ethical principles.



## 1.4 STRATEGIC PRIORITIES

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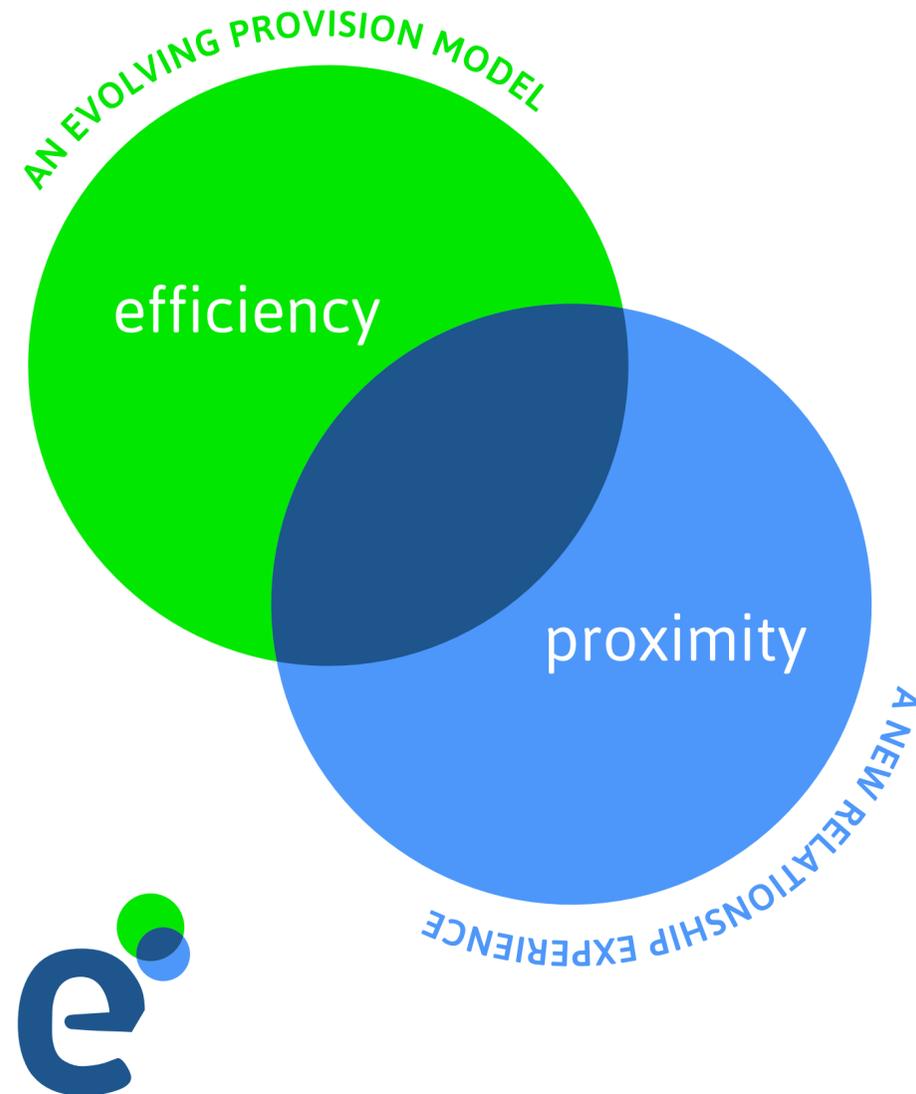
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### EFFICIENCY

We manage the Company's resources with efficiency by maximizing results, continuously improving the processes and quality of the services rendered to our customers, and by strengthening the infrastructure through investments in the network and technology.

### PROXIMITY

Our progress is focused on a Company that is increasingly near to its stakeholders: customers, employees, shareholders, intermediary organizations, the community, the government, and suppliers.



## 1.5 ADHERENCE, COMMITMENTS, AND AWARDS

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### GOLD EIKON AWARD

For our campaigns “The best energy” and “edenordigital”.

### SIGNATORY TO THE UNITED NATIONS (UN) GLOBAL COMPACT SINCE 2014.

### “CONNECTING COMPANIES WITH THE SDGS” PROGRAM OF CEADS

(Argentine Business Council for Sustainable Development.) As part of our Company’s commitment to the 2030 Agenda, we are a member of this initiative that seeks to accompany companies in aligning their agendas with the 17 goals.



\* **YOUR ENERGY**  
The best energy in  
Argentina

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# 02 SUSTAINABILITY

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## 2.1 OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

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Our mission is “to deliver a socially responsible service of electricity distribution, leading the energy transition that contributes to improve people’s quality of life, the development of business and the community, as well as that of our employees and shareholders.” The Company is a major player in providing an essential service within the framework of a new energy paradigm and in the fight against climate change, seeking to lead this transition by trying to have a smart grid, encourage energy efficiency and inclusion programs, and help to develop the electromobility industry in the country.

## 2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

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As signatories of the United Nations Global Compact for 7 years, our sustainable management guides our organizational performance in addressing the Company's triple impact: economic, social, and environmental, which includes 18 material sustainability issues at **edenor**:

### ECONOMIC AND GOVERNANCE ASPECTS:

- Fight against corruption
- Indirect economic impacts
- Economic performance

### ENVIRONMENTAL ASPECTS:

- Emissions
- Energy transitions
- Materials
- Effluent and waste
- Environmental compliance

### SOCIAL ASPECTS:

- Occupational health and safety
- Training and Education
- Employment
- Diversity and equality
- Human rights assessment
- Local communities
- Customer health and safety
- Safety Practices
- Electricity inclusion
- Efficient consumption

\* **Do you know how much energy each appliance in your home uses?**  
Find out **using edenor consumption simulator**

### CALCULATE YOUR ELECTRIC ENERGY CONSUMPTION

Try it now



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## 2.3 EDENOR AND THE SDGs

The 2030 Agenda for Sustainable Development offers a shared plan for peace and prosperity for people and the planet now and in the future. The 17 Sustainable Development Goals (SDGs) and an urgent call for action addressed to all countries and communities are at the heart of the agenda. Upon entering the Decade of Action, the 5Ps of the SDGs are considered: People, Planet, Prosperity, Peace, and Pacts (alliances).

**It is especially imperative for our Company to manage its contributions to the following Sustainable Development Goals (SDGs) through its 18 material issues. A series of specific goals within the SDGs was established, as shown below:**

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 <p><b>3 GOOD HEALTH AND WELL-BEING</b></p> <p><b>HEALTH AND WELL-BEING</b></p> <ul style="list-style-type: none"> <li>  Infrastructure contribution and adaptation to the COVID-19 operation of hospitals and care centers.</li> <li>  Support the scientific community and its research tasks by strengthening its technical skills.</li> </ul>	 <p><b>4 QUALITY EDUCATION</b></p> <p><b>QUALITY EDUCATION</b></p> <ul style="list-style-type: none"> <li>  edenorchicos Educational program.</li> <li>  Scholarships and tuition for technical high schools and universities together with Fundacion Pampa, Fundacion Conciencia, and COPRET.</li> <li>  Professional practices.</li> <li>  Scholarship Program together with Fundacion RESIDUCA.</li> <li>  Training of our teams.</li> <li>  Collaboration for the formation of contractors.</li> <li>  Internship Program.</li> </ul>	 <p><b>5 GENDER EQUALITY</b></p> <p><b>GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>  Include women in the energy industry and the Company.</li> <li>  Promote staff diversity and inclusion.</li> </ul>	 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> <p><b>AFFORDABLE AND CLEAN ENERGY</b></p> <ul style="list-style-type: none"> <li>  Distributed generation of renewable energy.</li> <li>  Electricity inclusion.</li> <li>  Self-administered MIDE meter.</li> <li>  Feasibility of transformers insulated in vegetable oil.</li> <li>  Electricity inclusion in popular neighborhoods.</li> <li>  Education about the efficient use and cost of energy.</li> <li>  Expansion and adaptation of the network to allow customers access to safe electricity and a better service.</li> <li>  Customers registered, regularized, and integrated into the system securely.</li> </ul>	 <p><b>10 REDUCED INEQUALITIES</b></p> <p><b>REDUCED INEQUALITIES IN ACCORDANCE WITH THE FOLLOWING IMPACTS</b></p> <ul style="list-style-type: none"> <li>  Access to a quality utility, improving the safety of people and the network.</li> <li>  Possibility of opening an account in a bank or accessing other services.</li> <li>  Possibility of managing consumption (energy load) according to the flow of family income.</li> <li>  Digitalization of the service adapted to the needs of the customer.</li> <li>  Improvement in the quality of life as to food and health.</li> <li>  Access to social tariff .</li> <li>  Access to education, work, and business development.</li> <li>  Access to consumer credit.</li> </ul>	 <p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <p><b>RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <ul style="list-style-type: none"> <li>  Full waste management.</li> <li>  Carbon footprint calculation.</li> </ul>	 <p><b>17 PARTNERSHIPS FOR THE GOALS</b></p> <p><b>PARTNERSHIPS FOR THE GOALS</b></p> <ul style="list-style-type: none"> <li>  To achieve these goals, it is essential to make alliances with different civil society players, including NGOs, private.</li> </ul>
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# 03 CORPORATE GOVERNANCE, ETHICS, AND INTEGRITY

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### 3 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY

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GOVERNANCE	
<b>Audit Risk</b>	
INDICATOR	METRIC / QUANTITY
Supervisory Committee (Regular Members)	Yes
Audit Committee	Yes
Percentage of Independent Directors at the Audit Committee	100%
Complaints Channel	Yes
<b>Board Structure</b>	
INDICATOR	METRIC / QUANTITY
Number of Regular Members	12
Number of Non-Executive Regular Members	10
<b>Diversity</b>	
INDICATOR	METRIC / QUANTITY
Female Members of the Board	17.39%
Female Chief Executives	25%
<b>Independence</b>	
INDICATOR	METRIC / QUANTITY
Number of Independent Directors (regular and alternate members)	15
<b>Rotation</b>	
INDICATOR	METRIC / QUANTITY
Term Duration of Directors	1 year



### 3.1 SHAREHOLDING STRUCTURE

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**edenor's** Share Capital is represented by a total of 906,455,100 non-endorsable, registered ordinary shares, with a par value of AR\$1 each, entitled to one vote per share. The share capital is divided into three classes of stock: Class A shares, held by the Controlling Group; Class B shares, held by the market (float) and Class C shares, of the Employee Stock Ownership Plan (or PPP).

The ownership of the Company's ordinary shares as of December 31, 2021, is as follows:

**edenor** is listed on the Buenos Aires Stock Exchange (BCBA), the New York Stock Exchange (NYSE) and BYMA, in which it is part of the Sustainability Index.

The BYMA Sustainability Index evaluates the performance of issuers under four pillars:

- 1. Environment
- 2. Social
- 3. Corporate Governance
- 4. Development (contribution to the SDGs)

SHAREHOLDERS	CLASS	NUMBER OF SHARES	PERCENTAGE OF VOTES AND RESULTS
Empresa de Energía del Cono Sur SA (EDELICOS)	A	462,292,111	51%
Sustainability Guarantee Fund/ANSES	B	242,999,553	26.80%
Float	B	168,076,412	18.54%
Equity ownership program	B	31,134,420	3.43%
PPP	C	1,952,604	0.22%
<b>TOTAL</b>		<b>906,455,100</b>	<b>100%</b>



## 3.2 BOARD OF DIRECTORS

edenor’s administration is entrusted to the Board of Directors, which, per the Bylaws, comprises twelve regular directors and up to twelve alternate directors, with a one-year term and the possibility of re-election. Holders of “Class A” ordinary shares will be entitled to appoint seven regular directors and seven alternate directors, while holders of “Class B” and “Class C” ordinary shares will be entitled to appoint five regular directors and five alternate directors jointly.

The Board of Directors, in turn, delegates specific duties to an Executive Committee, which, like the Audit Committee, is made up solely of regular members of the Board of Directors. The Audit Committee is made up entirely of independent directors.

At the Ordinary Shareholders’ Meeting held on April 27, 2021, the regular and alternate members of the Board of Directors for the year 2021 were appointed. However, due to the Company’s change of control, at the Ordinary Shareholders’ Meeting held on August 10, 2021, new members of the Board of Directors elected by Class A shareholders were appointed.

The list of the Board of Directors is transcribed below.

NAME	POSITION	CLASS	TYPE
Bleasdale Neil Arthur	Regular	A	Non-independent
Macek Esteban Gabriel	Regular	A	Independent
Mallo Huergo Ricardo Nicolás	Regular	A	Non-independent
Vila Eduardo Marcelo	Regular	A	Non-independent
Volosin Edgardo Alberto	Regular	A	Non-independent
Zin Federico Claudio	Regular	A	Independent
Lucero Mariano Cruz	Regular	A	Independent
Ferrera Hernán	Regular	B y C	Independent
Bernal Federico	Regular	B y C	Independent
Fraschina Juan Santiago	Regular	B y C	Independent
Navarro Benjamín Andrés	Regular	B y C	Independent
Ramírez Maximiliano	Regular	B y C	Independent
Quevedo Víctor Hugo	Alternate	A	Non-independent
Cuneo Libarona Mariano	Alternate	A	Non-independent
Pino Diego Hernán	Alternate	A	Non-independent
Álvarez Sebastián	Alternate	A	Non-independent
Grieco María Teresa	Alternate	A	Independent
Maletta Mirta Silvia	Alternate	A	Independent
Mazer Pedro Iván	Alternate	A	Independent
Grosso María Josefina	Alternate	B y C	Independent
Juárez Emilse Alejandra	Alternate	B y C	Independent
Carmona Facundo	Alternate	B y C	Independent

In addition, the list of directors who held the position during 2021 and have resigned after the change of control of the Company is transcribed below:

NAME	POSITION	CLASS	TYPE
Salaverri Diego Martín (1)	Regular	A	Non-independent
Sigwald María Carolina (1)	Regular	A	Non-independent
Wetzler Malbrán Germán (1)	Regular	A	Non-independent
Hitce Victoria (1)	Regular	A	Non-independent
Pérez Bello Carlos (1)	Regular	A	Independent
Iglesias Carlos Alberto (1)	Regular	A	Independent
Wuille Bille María José (1)	Regular	A	Independent
Montero Leandro Carlos (1)	Alternate	A	Non-independent
Flaks Daniel Eduardo (1)	Alternate	A	Non-independent
Maggi Eduardo Abel (1)	Alternate	A	Non-independent
Tabakman Gerardo Rubén (1)	Alternate	A	Non-independent
De La Fuente Mariana (1)	Alternate	A	Non-independent
Paz Gerardo Carlos (1)	Alternate	A	Non-independent
Penta Mauricio (1)	Alternate	A	Non-independent
López Osornio Santiago (2)	Regular	B y C	Independent
Rozengardt Diego (3)	Alternate	B y C	Independent

(1) Position held until June 30, 2021

(2) Position held until August 22, 2021

(3) Position held until December 16, 2021

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### 3.3 SUPERVISORY COMMITTEE

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**edenor** has a Supervisory Committee responsible for supervising compliance with the Company’s Bylaws, shareholder resolutions, and applicable laws. In addition, and without prejudice to the role carried out by the External Auditor, the Committee must submit a written report on the reasonableness of the information included in the Annual Report and the Financial Statements presented by the Board of Directors at the Ordinary Shareholders’ Meeting.

According to the Bylaws, the Supervisory Committee comprises three regular auditors and up to three alternate auditors elected by shareholders in the Ordinary Shareholders’ Meeting, with a one-year term and the right to re-election. Holders of “Class A” ordinary shares will be entitled to appoint two regular auditors and two alternate auditors. Holders of “Class B” and “Class C” ordinary shares will be entitled to appoint a regular auditor and an alternate auditor jointly.

At the Ordinary Shareholders’ Meeting held on April 27, 2021, the regular and alternate members of the Supervisory Committee for the year 2021 were appointed. However, due to the Company’s change of control, at the Ordinary Shareholders’ Meeting held on August 10, 2021, new members of the Committee elected by Class A shareholders were appointed.

**Composition:**

- 3 regular auditors and up to 3 alternate auditors
- Elected by the shareholders at the Ordinary Shareholders’ Meeting
- One-year term with the right to re-election
- Holders of Class A shares may elect two regular members and two alternate members
- Holders of Class B and C shares have the right to choose one regular member and one alternate member.

List of members of the Supervisory Committee is transcribed below:

NAME	POSITION	CLASS
Cvitanich Carlos Esteban	Regular Auditor	A
Errecondo Javier	Regular Auditor	A
Pardo Jorge Roberto	Regular Auditor	B y C
Borgatello Carlos	Alternate Auditor	A
Ortega Armas Federico Matias	Alternate Auditor	A
Auditore Sandra	Alternate Auditor	B y C

Additionally, the list of the members of the Supervisory Committee who held the position during 2021 and have resigned after the change of control of the Company is transcribed below.

NAME	POSITION	CLASS
Abelovich José Daniel (1)	Regular Auditor	A
Fuxman Marcelo (1)	Regular Auditor	A
Fernández Dussaut Martín (1)	Alternate Auditor	A
Cohn Noemí (1)	Alternate Auditor	A

(1) Position held until August 10, 2021



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## 3.4 AUDIT COMMITTEE

- Made up entirely of independent directors.
- The “financial expert of the Audit Committee” is one of its members, in compliance with SEC regulations.
- Members:
  - Esteban Gabriel Macek and Federico Claudio Zin, representing Class A.
  - Benjamín Andrés Navarro, representing Class B and C.
  - Mr. Macek is the financial expert on the Company’s Audit Committee and Chairman of the Committee.

### Executive Committee

- Members:
  - Neil Arthur Bleasdale
  - Eduardo Marcelo Vila
  - Edgardo Alberto Volosín



### 3.5 CHIEF EXECUTIVES

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NAME	POSITION
Neil Arthur Bleasdale	CEO
Miguel Farrel	Technical Director
Pablo Pérez	Customer Operations Director
Germán Ranftl	CFO
Cristina Canzani	IT and Telecommunications Director
Neil Arthur Bleasdale	HR Director*
Maria José Van Morlegan	Director of Legal and Regulatory Affairs
Ricardo Luttini	Internal Audit Director
Fabiana Colombo	Purchasing, Logistics, and Supply Director

(\*) Position temporarily held



### 3.6 REMUNERATION POLICY

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The global remuneration of the Board of Directors and the Supervisory Committee is set annually by the Ordinary Shareholders' Meeting. The Board of Directors makes a proposal based on the provisions of the Argentine Business Entities Law and the Regulations of the Argentine Securities and Exchange Commission (CNV).

According to the provisions of Law No. 26.831 (Capital Markets), the fee proposal for Board members is assessed by the Audi Committee for it to judge on its fairness.

Once the global remuneration has been approved by the Ordinary Shareholders' Meeting, the Board of Directors, based on the power delegated by the Shareholders' Meeting, will allocate the remuneration of each director.

In addition, the Shareholders' Meeting is empowered to authorize the Board of Directors and/or the Executive Committee to pay advance fees to directors and auditors, subject to the approval of the Shareholders' Meeting that approves the financial statements of the fiscal year under consideration.

The remuneration policy for executive directors and managers establishes a fixed remuneration system related to the level of responsibility required for the position and its skills compared to similar positions in the market and a variable remuneration system associated with the business goals and its respective degree of compliance.

The Company's Board of Directors has not appointed a Remuneration Committee, delegating to the Human Resources Department the approval of the general policy on employee remuneration, as well as the responsibility of proposing options and subsequently implementing the specific decisions and policies on these issues.



## 3.7 ETHICS AND INTEGRITY

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### CODE OF ETHICS AND CORPORATE GOVERNANCE CODE

In 2021, the Code of Ethics was updated, and the Corporate Governance Code was incorporated. These codes apply to all employees and members of the Board of Directors and the Supervisory Committee and govern the conduct and relationships in the Company's work environment.

### ETHICS AND CORPORATE GOVERNANCE COMMITTEE

During the reporting period, the Ethics Committee became the Ethics and Corporate Governance Committee, which comprises the President and CEO, the Human Resources Department, and the Legal and Regulatory Affairs Department. In addition, the relevant Rules for its operation were approved.

### PROMOTION OF THE CODE OF ETHICS

- As part of the actions carried out by **edenor** to reinforce the Code of Ethics, a series of initiatives were carried out. The following stand out:
- **Adherence to the Code of Ethics digitally by all employees.**

- **Internal communication campaigns to reinforce knowledge of its contents. The channels used were diverse, and the publications in "Edenorcerca," a trivia contest, mailing, and digital billboards, stood out.**
- **Extended to contractors: digitalization the work to reinforce their Ethical Commitment.**

### ETHICS LINE

Following the best corporate practices, the ethics line is a channel to be used by our collaborators, suppliers, and other related parties to facilitate the reporting of possible breaches of the Code and the filing of complaints anonymously and under strict confidentiality.

Through this tool, various **edenor** stakeholders have the possibility of alerting on issues such as:

- Violations of Company Policies
- Accounting and/or financial problems
- Fraud, theft, or irregular conduct
- Workplace conduct issues.

### How to make a complaint?

#### For employees and suppliers:

- Calling the line: 0800-999-4636
- Through the web: [www.resguarda.com/es](http://www.resguarda.com/es)
- Via email: [reportes@resguarda.com](mailto:reportes@resguarda.com)

#### For customers:

- Calling the line 0800-666-4001/2/3

### ANTI-CORRUPTION

At **edenor** we have adopted measures to avoid any type of irregularity that could arise in the development of our activity. Committed to ethical practices, we implemented the Policy to Facilitate the Reporting of Alleged Irregularities (P-59) that establishes the mechanisms for the proper processing and follow-up of the complaints received by the Internal Audit Management, referring, among other topics, to

- Questionable accounting practices
- Controls over accounting information or audit matters
- Corruption
- Embezzlement and misuse of assets



### 3.8 RISK MANAGEMENT

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Our Company has a risk management standard, describing the risk management process (ERM) implemented, presenting the methodology used to identify and periodically update the risks that could affect the Company.

The standard is aligned with the Company’s internal control policy and considers the framework established in the document “COSO Enterprise Risk Management - Integrated Framework” issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) in June 2017.

The Senior Management of the Company carries out the implementation of the ERM. The Internal Audit Department provides the necessary support to keep the risk document updated, collaborating with Senior Management in their identification and evaluation.

Additionally, the Company has a policy referring to the internal control system, which describes the various components of its control system and the responsibilities for its proper operation.

On the other hand, once a year or where circumstances so require, the Internal Audit Department presents the risk management map and management results to the Audit

Committee. In addition, the Company discloses the risks in its Financial Statements, pursuant to the provisions of the International Financial Reporting Standards. In the notes to the Financial Statements, the Company shows the “Financial Risk Management” in which the associated risks are detailed, expressing in each case the position adopted. Likewise, it performs a detailed analysis of them in the annual report filed with the SEC through form 20F.

Regarding fraud prevention, the Issuer has a policy to facilitate reporting alleged irregularities within it.

In this regard, the Audit Committee, in compliance with its duties and as established in Section V of its Rules, oversees the application of the information policies about the Company’s risk management and reports on it in its annual report. The Committee is made up of experienced and qualified members to audit and assess the risks faced by the Company, internal controls, and corporate governance processes to direct the Company towards its goals competently.



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# 04 FINANCIAL PERFORMANCE

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## 4. FINANCIAL PERFORMANCE

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### ECONOMIC

#### Financial

INDICATOR	METRIC / QUANTITY
Revenues from Sales	113,500 millions of AR\$
Investments	16,246 millions of AR\$
Energy Sold	21,710 GWh
Energy Purchases	69,800 millions of AR\$

#### Operating

INDICATOR	METRIC / QUANTITY
Customers	3,229,000
Transformer Centers	19,590
Remote network points	3,031
Substations	81
Accounts registered in Edenor Digital	2,000,000
New adherence to digital invoice	485,000
Digital invoice over total customers	61.94%
Customers with distributed generation	199
Measurement readings	17,000,000
Maneuvers carried out in medium voltage	591,178
Network kilometers	548,884 km.
Street work teams	1,000
Change of poles	110,100
Duration of outages (saidi)	10.7 Duration/Hours/Customers/Year
Number of outages (saifi)	4.1 Frequency/Customers/Year
Customer satisfaction Authorized	86%
Registered providers	756
Local suppliers	99%

edenor's results reflect the effects of the inflationary context, pandemic, and freezing of rates. However, we have managed to improve the quality of service during 2021, improving SAIDI and SAIFI indices, which refer to the duration and frequency of service outages, as well as obtaining the highest level of general customer satisfaction since 2011 (86%).

FINANCIAL INFO.	UNIT	2020	2021
Revenues from Sales	Millions of AR\$	137,728	113,500
Equity	Millions of AR\$	94,902	73,694
Investments	Millions of AR\$	16,704	16,246
Net results	Millions of AR\$	-26,704	-21,344

For more information about the financial performance during the years 2020 and 2021, we invite you to read our Annual Report available on our website [edenor.com](https://www.edenor.com)



## 4.1 RESULTS FOR 2021

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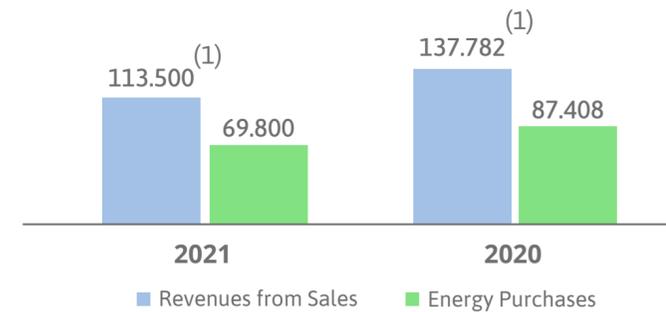
The operating result for the year 2021 shows a loss of \$4,397 million compared to a loss of \$30,049 million in the previous year. This is mainly due to the recognition of the Company's depreciation in property, plant, and equipment (PP&E) for \$26,248 million in the financial year 2020, according to the analysis carried out by management under IAS 36.

The result for the 2021 financial year shows a 20% decrease in the loss compared to the previous financial year. This is mainly due to the fact that fiscal year 2021 is not affected by the impact of PP&E depreciation mentioned above, partially offset by higher financial costs resulting from the accrual of interest corresponding to **edenor's** debt with CAMMESA and by a more significant impact on the income tax line of the adjustment of the deferred liability of fixed assets, which implied taking the liabilities from an average rate of between 25% and 27% to one of 35% due to the change in the income tax rates and also due to the impact in the fiscal year 2021 of the recorded tax inflation adjustment.

Through Resolution No. 107/2021, the ENRE established an average increase in the tariff scheme of 9% for new users, effective as of May. This implied an increase from \$137,782 million in 2020 to \$113,500 million in 2021. In

addition, energy purchases reached \$69,800 million in 2021, falling by 20% compared to the previous year. The energy demand increased by 5% in GWh, and losses decreased by 6%.

Revenues from Sales and Energy Purchases (in millions of AR\$)

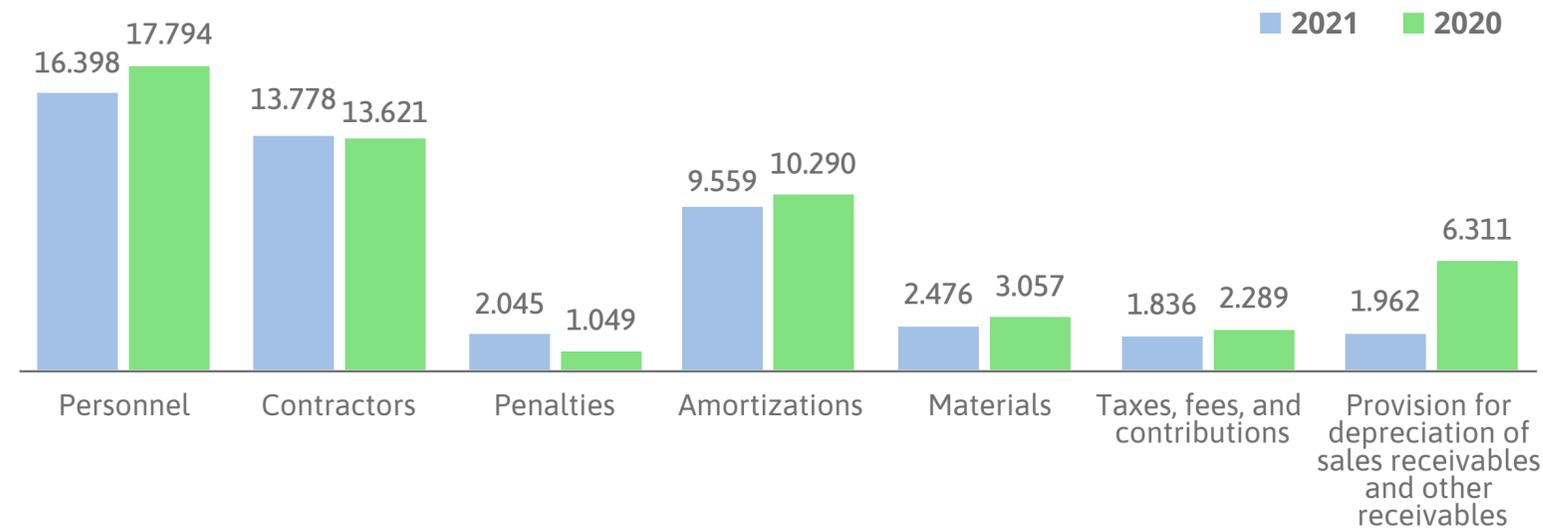


(1) Includes the right to use poles for \$ 702 million and \$ 635 million for the year 2021 and 2020, respectively, and charges for connections and reconnections for 73 million and 81 million, respectively.

## 4.1 RESULTS FOR 2021

Regarding operating costs, there has been a decrease of approximately 12% compared to the fiscal year 2020, mainly due to a decrease in the charge for bad debts, which in 2020 was affected by the uncertainty caused by the COVID-19 pandemic.

**Transmission and distribution, marketing, and administration expenses (in millions of AR\$)**



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## 4.1 RESULTS FOR 2021

On the other hand, other operating income and expenses (including the depreciation of property, plant, and equipment) amounted to a loss of \$45 million in 2021, compared to the loss recorded in 2020 of \$26,012 million. Without considering the impairment, other operating income and expenses would amount to a profit of \$236 million for 2021, observing an increase in the net loss of \$281 million due to the increase in the provision for contingencies and retirement bonuses.

The net financial results during 2021 showed a loss of \$25,155 million, compared to a loss of \$16,765 in 2020. This increase in a net loss of 50% can be explained mainly by the increase in commercial interest due to the debt kept by **edenor** with CAMMESA as a result of the tariff delay and the financial difficulty in meeting operating costs, partially offset by lower losses from exchange differences and results from changes in the fair value of financial assets.

Financial Results (in millions of AR\$)	2021	2020
Financial Income	4,615	2,201
Financial Expenses	(29,770)	(18,966)
Financial Expenses, Net	(25,155)	(16,765)

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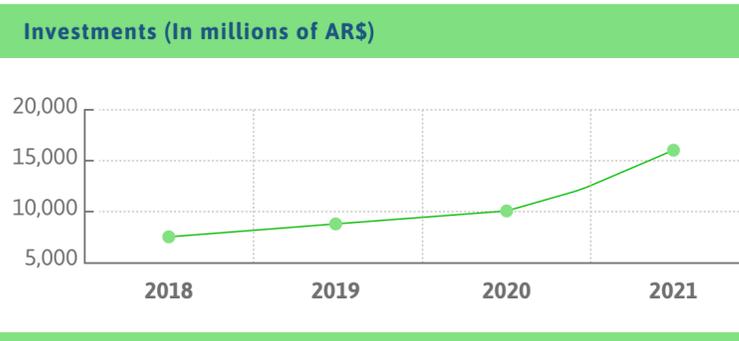
## 4.2 INVESTMENTS

The investments made during the year 2021 reached \$16,246 million. **edenor** prioritized them over other expenditures since it is a way of maintaining the provision of the public service under concession in safe conditions. To achieve these investments, various protocols and organizational forms had to be adapted as a result of the impact of COVID-19.

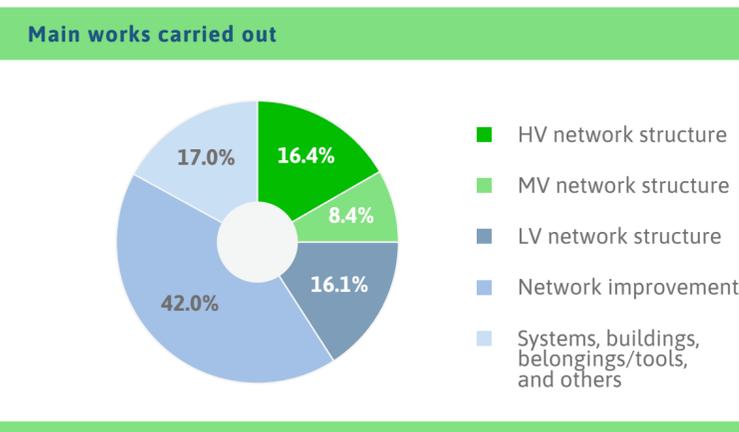
To satisfy demand, improve service quality and reduce non-technical losses, most of the investments were allocated to:

- **Increase capacity**
- **Increase the installation of remote control equipment in the medium voltage network**
- **Generate the connection of the new supplies**
- **Installation of self-managed energy meters**

In comparative terms, there has been an increase in the level of investment in recent years:



The investment was allocated to the following items during 2021:



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## 4.3 OPERATIONS

The operational tasks carried out daily are of the utmost importance and require us to carry them out with high quality and safety standards and an efficient management level. It constantly challenges us in search of new technologies to meet our customers' needs.

### THE MANAGEMENT OF OUR OPERATIONS IN NUMBERS:

- 3,229,000 customers
- 199 customers with distributed generation
- 17 million meter readings
- 3,031 remote network points
- 81 substations
- 19,590 transformer centers
- 2,000,000 accounts registered in Edenordigital
- 485,000 customers receive their digital invoice
- 2,700,000 digitally paid invoices
- 591,178 maneuvers carried out in medium voltage
- 54,884 network kilometers
- 1,000 street work teams
- 110,100 pole changes
- Energy sold: 21,710



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## 4.4 OUR CUSTOMERS

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The users of our service and their satisfaction are at the center of **edenor's** decisions. We work daily to achieve the highest quality standards in service and in the satisfaction of more than 3,229,000 million customers, a figure that represented an increase of 2.3% of the electoral register in relation to the previous period.

Strengthening the Customer Service Model included the consolidation of digital channels and the facilitation of the procedures management through the following pillars:

- Operating efficiency
- Automation and digitalization
- Customer knowledge
- Communication with customers
- More payment channels
- Customer segmentation

In 2021, still in the context of the pandemic, we deepened our efforts to digitalization, making more flexible and adapting all the processes that facilitate the relationship and communication with our customers, highlighting the following:

- Suspension of actions for delinquency: The electricity supply is not interrupted due to non-payment or debts.

- Reopening commercial offices in September 2021, providing customer service through an appointment system. Similarly, we implemented telephone calls for those who made on-site appointments to anticipate their request and reduce customer service at offices.
- Content generated for 11.8 million users on social networks.
- Improvements in **edenordigital** by including automation and new procedures such as managing new supplies.
- Incorporation of customer satisfaction surveys in the Contact Center and social networks.
- Development of communication campaigns to promote the digitalization of customers.
- Implementation of new service channels such as WhatsApp to carry out relevant procedures easily, agilely, and simply.
- Implementation of an interoperable QR code, being **edenor** the first utility company in Argentina to implement it.
- We reinforced the differentiated service channel for the real estate developers and investors segment with an entire service team and a direct channel in the Contact Center.

### COMMUNICATION WITH OUR CUSTOMERS

We have various tools and communication channels available to keep a close and accessible relationship with customers, as shown below:

- **Commercial offices**
- **Web**
- **Contact Center**
- **edenordigital**
- **Social networks:**



65,180  
18.9% ↑



89,396  
78.9% ↑



11,735  
13.4% ↑



149,506  
6.9% ↑



## 4.4 OUR CUSTOMERS

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### EDENORDIGITAL

During 2021, our customers' migration towards digital channels continued. We accompany this process, incorporating improvements in edenordigital and the 24-hour online office.

The most significant improvements were the following:

- **Management automation**
- **Communication of the estimated time of service replacement through alert messages and email**
- **Detail of the invoice and explanatory information step by step of the customer's invoice**
- **Chosen name (gender identity)**
- **Simplification of procedures**

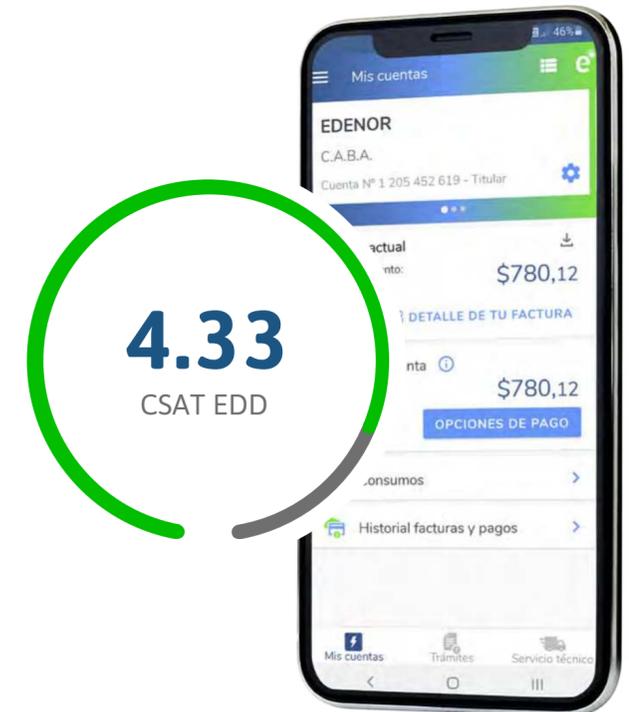
TOTAL TRANSACTIONS DURING 2021	QUANTITY
Adhered customers	2 M
Download/detail of invoices	9.7 M
Adherence to digital invoice	485 K
Payments	3 M
Procedures and claims	607 K

On the other hand, we launched the "beta" version of the "edenordigital premium" project, an exclusive management and consultation tool for customers who have Smart technology meters.

A group of customers from different service segments - governmental, industrial, and commercial- agreed to test the application. We obtained very good feedback and suggestions that were taken to enhance the development of the tool.

In addition, digitalization with the surveys in edenordigital, which were aimed at knowing customer satisfaction, the browsing experience, the accessibility to find what they were looking for, and the ease of use on a scale of 1 to 5, where 5 is the maximum satisfaction.

### edenordigital SATISFACTION RESULTS



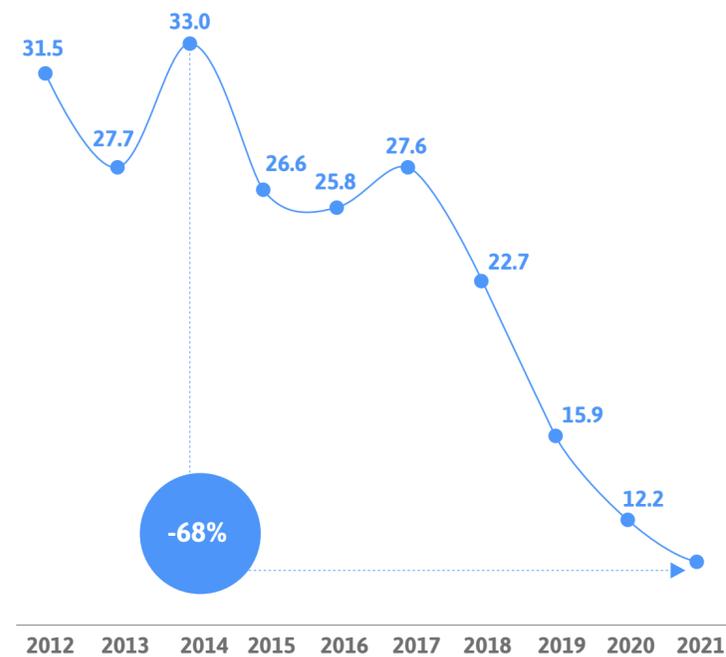
## 4.4 OUR CUSTOMERS

### QUALITY OF SERVICE

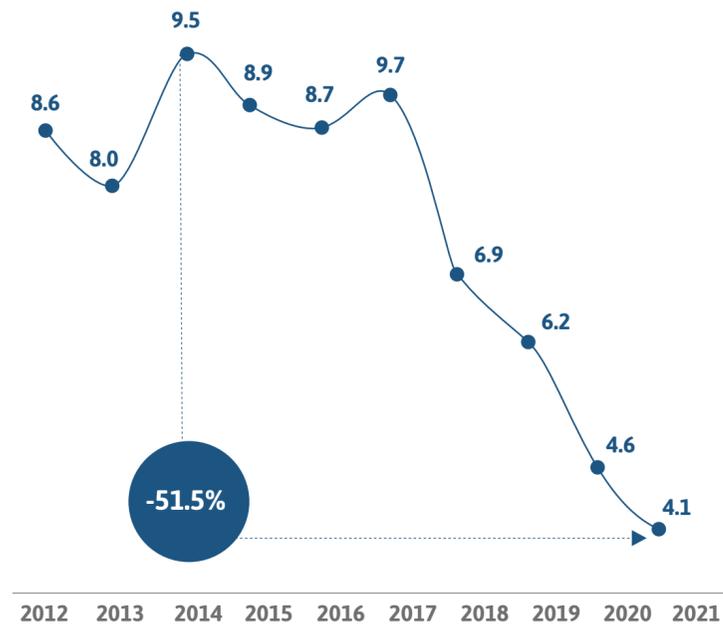
In 2021 we maintained the trend of improvement in the frequency indicator compared to the previous year, which reflects in the real-time indicators, with a slight improvement in the average interruption times.

These improvements in service quality were achieved through investment in distribution networks and their maturation over time. In turn, we ran various significant projects in different areas where we have also encouraged innovation in our work teams with agile methodologies, and digital transformation to consolidate an Intelligent Network with effective data management.

**DURATION OF OUTAGES: HOURS/CUSTOMERS/YEAR**



**NUMBER OF OUTAGES: FREQUENCY/CUSTOMERS/YEAR**



### ELECTRICITY-DEPENDENT CUSTOMERS

In 2021, we installed 286 smart meters for electricity-dependent customers, allowing us to find out the supply status online.

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## 4.5 CUSTOMER SATISFACTION

Measuring customer satisfaction is key to assessing the organization's overall performance and promoting the formation of a corporate culture in search of management efficiency, always putting the customer at the center.

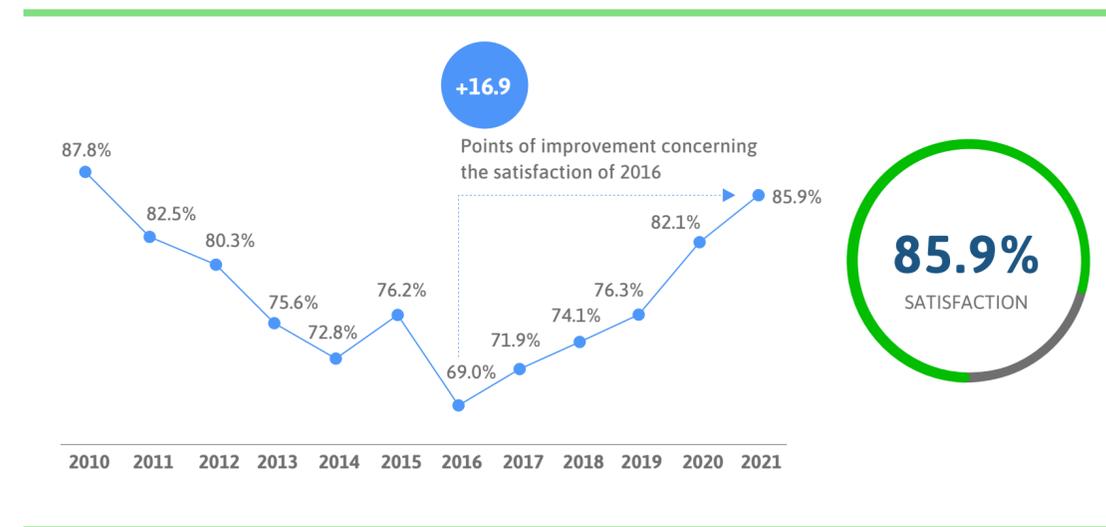
Since 1993, at **edenor** we have carried out various studies every year to identify the image, customer service, requirements, needs, and expectations of our customers.

In the reporting period, the satisfaction of residential customers was 85.9%, the highest value since 2011, with a positive increase of 3.8% compared to 2020.

### GENERAL SATISFACTION BY TARIFF SEGMENT

#### Transactional Studies

- Goal: Get to know the voice of the customer and find out what their experience with **edenor** is like in its different interaction channels.
- The average value of satisfaction with service channels 2021 = 4.36



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## 4.5 CUSTOMER SATISFACTION

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### RESPONSIBLE COMMUNICATION

We keep constant, proactive, and exciting communication with our customers. During the pandemic, our priority was to keep customers informed about the changes that have taken place to customer service channels, payment, management requirements, and new regulations.

In 2021, we developed an attractive communications plan to inform and warn customers about the principal risks and aspects of public safety in general, as well as tips to consider when faced with weather alerts.

In addition, we continue to fulfill the health promotion and dissemination aims through digital channels such as the **edenorcerca** website. On **edenorsalud**'s website, periodic updates were made, and topics related to health and the prevention of heart disease, nutrition, flu, asthma, and hypertension were discussed, among others, as

“Topics of Interest.” We continued in 2021 with communications through digital channels recommending COVID-19 prevention measures and reminders of preventive actions at home and the Company.

Finally, we devote efforts to guarantee the most reliable information. This included the report of different profiles on Facebook that promoted methodologies to reduce consumption or manipulate electrical installations. The management was carried out jointly by **edenor** and AD-EERA with the aim of combating fraud, managing to report and cancel more than 445 publications.



## 4.6 SUPPLY, SERVICES, AND LOGISTICS

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In 2021, the second phase of Materials/Services SharePoint and the fleet management App for vehicle maintenance was developed and implemented.

The objectives were the following:

**Development of the second phase of Materials/Services SharePoint:**

- Reduction of manual tasks (automation)
- Request monitoring
- Information validated by a person in charge
- Obtaining data and management reports

**Development and implementation of the second phase of the fleet management App for vehicle maintenance:**

- Unify the communication channel between internal customers, fleet management, and suppliers
- The only way to manage all kinds of requests
- Improve the management times of the requests generated by internal customers
- Generate accurately and real-time indicators in all

- the procedures carried out within the application
- Optimize fleet management resources
- Traceability of all requests generated by internal customers
- Improve feedback with internal customers

### CONTROL OF SUPPLIER COMPANIES

At edenor we are committed to monitoring compliance with labor, social security, and health and safety obligations of companies that provide services under the terms of Section 30 of Law 20,744.

In compliance with this goal and on a monthly basis, the service companies contracted by our Company must present the documentation that guarantees compliance in a timely manner with the requirements imposed by law in relation to their company and their personnel.

In addition, we continue to improve and streamline technological tools, such as the digital platform, so that companies can report on a daily basis the assignment of their personnel and tasks by location in the concession area.

The contractor companies presented the protocols and follow-up of the COVID-19 cases, and at the request of edenor, they continued training the personnel to minimize the risks and continue with the provision of tasks safely. In addition, they were asked to reinforce training in safe work.



## 4.6 SUPPLY, SERVICES, AND LOGISTICS

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### EDENOR ENCOURAGES THE PARTICIPATION OF SMALL SUPPLIERS OR SMES.

On **edenor's** website, within the "Institutional" section, there is a link to the Supplier Registry, where all types of suppliers can register and form part of the database. Once the supplier is registered, it will be authorized to participate in bids or price consultations, if the purchasing area requires it.

### PRIORITY IS GIVEN TO THE PURCHASE OF NATIONAL SUPPLIERS.

Our Company complies with the Argentine Purchase Law. Said law gives national suppliers priority in public bids and promotes technology transfer processes in favor of local companies, offering the possibility of inserting them into global value chains and favoring their access to international markets.

In 2021, 756 authorized suppliers were registered. The total amount paid corresponds to the following:

- **National suppliers: \$112,053 million**
- **Foreign suppliers: \$343 million**

### HIGHLIGHTS IN 2021

- **756 registered authorized suppliers**
- **99% of local suppliers**



## 4.7 INNOVATION

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At **edenor** we are constantly innovating and applying the latest available technology to improve our infrastructure and provide a better service to our customers.

### INTELLIGENT NETWORK

- A technological replacement plan for smart meters for more than 4,800 customers in the medium and large segments, using components of the current smart meter architecture.
- Telemetry in High Voltage and Medium Voltage Substations, 182 internal boundaries measurements, and 190 low voltage balance measurements, among others.
- Energy purchase system to reduce process time, minimize errors and store information in centralized databases, and FAE module in GELEC System, through which the management of alternative energy sources for electricity-dependent customers is facilitated.
- To reduce energy losses, we implemented the security seal registry, thus taking advantage of the technical visit to detect eventual fraud situations.
- We are implementing a tool to bring the latest technological innovation to the workforce management process (Field Service Management). In fact, by incorporating Geocall, one of the leading tools in the market, an updated system will be available with better performance in response times, stability, and speed

for handling customer complaints. Production is scheduled for 2022.

### NEW MEASUREMENT LAB

During the reporting period, **edenor** acquired and put into operation a new Measurement Laboratory, which is an essential element for any Energy Distribution company that seeks to be at the forefront of Smart Grid technologies. Among its primary functions, the following stand out: management of electricity consumption through meter tests, programming, fraud analysis, and verification of new measurement equipment. This lab can also test different smart devices in a controlled environment.

### ENERGY RECOVERY

- Application of Success Fee methodology to improve the customers' behavior with MIDE meters that did not register energy purchases. 47,000 Customers reached.
- Mulcon secure network for MIDE customers: The new type of anti-fraud network continued to be installed in areas of new settlements, avoiding clandestine connections and regularizing the facilities that improve the quality of supply in the neighborhood. 12,300 customers reached.
- Implementation of remote management in MIDE meters. Expanded installation of hubs to monitor ener-

gy loads, consumption, and fraud alarm reporting in MIDE Hexing meters. 45,000 customers reached.

- Use of Machine Learning in Inspections. The development of analytical tools and artificial intelligence continued to improve the effectiveness of inspections targeting to reduce energy theft.
- The installation of measurements in geographical concentrations of high consumption (private neighborhoods and buildings) was expanded, to carry out automatic energy balances. 19,000 customers were reached.



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### ANALYSIS OF DATA

- We started the implementation of the new Big Data & Analytics architecture to generate information promptly.
- We consolidated the Data Lab, a multidisciplinary team that seeks to answer business questions by working with different use cases, applying new data discovery methodologies, and predictive and prescriptive analytics.
- We implemented TER (Estimated Replacement Time) based on “machine learning” techniques for Medium Voltage and Low Voltage outages. Using this same technique, we worked on demand projection and a collectability index, in the testing stage.

### ELECTRIC VEHICLE

- **edenor** became the first Company to use a 100% electric vehicle commercialized in Argentina. It is a Renault model, “Kangoo Z.E.,” that does not emit polluting gases. It has a range of 270 kilometers and a capacity of up to 650 kilograms and 4.6 cubic meters.

With this acquisition, the Company continues to commit to implementing clean and healthy energies through a work vehicle that adapts to daily traffic needs and cares for the environment. In 2022 **edenor** plans to add more units to the fleet.



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### TELECOMMUNICATIONS

During this reporting period, 2,744 transformer centers were remotely controlled, with 1,150 controlled through Fiber Optic. In addition, a new Radio Base was added for better coverage in the concession area, with a total of 12 Radio Bases. 225 kilometers of Fiber Optic were also commissioned to improve user communication between buildings and substations.

The Contact Center Platform's use continued to improve the customer experience. For this reason, all active digital channels such as Twitter, Facebook, and Mail were integrated, and WhatsApp was added as a new channel. Additionally, voice and/or digital channels were added to the customer satisfaction survey.

In addition, an operational communications system was implemented through a Trunking DMR II system. This system covers the needs of mobile communications for the Company's operation within the concession area, adding 11 repeater sites and 610 devices distributed in the area.

During the year, the installation of new sites with an electronic security system continued, including the in-

tegrated IP video surveillance system adding 320 cameras, access control, and perimeter intrusion detection.

In turn, the capacity of the corporate network was expanded up to 10 times its speed in a 10 GB ring network with the latest generation router. Improvements were made to the WIFI network, installing 25 Access Points, generating better coverage and performance of the wireless network.

Regarding the network of meters, the installation of border meters was carried out in 20 Substations, as well as the pilot test of IP meters. On the other hand, NOC 24 was implemented with 7 x 24 services to see the status of Telecommunications.

Finally, they made improvements to the safe power system in Delta and in the new Agronomy Network Control Center, making electrical adjustments with UPS and generator systems to provide significant autonomy in the event of power outages.

**\* Manage your service by WhatsApp, it's easy and fast!**  
*Anywhere and anytime you want*



## 4.8 CYBERSECURITY

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### CYBERSECURITY

- We finished the cybersecurity response program (stage 2). Security event detection has been improved through increased security event logging capabilities. Work was done to regular the organization of the enveloping and/or safeguarding of high-privilege accounts. Different surveys were made to improve the strategy and design of the disaster recovery plan.
- We continued with the improvements in the physical and logical security of the OT network, and as part of the implementation of the new Scada-IDMS solution, a network segmentation process was completed with the aim of reducing the probability of attacks on said network.
- We implemented a new cybersecurity control process for third parties, which allows us to have greater visibility in the management of **edenor**'s information handled by critical suppliers. Additionally, we have a new control of digital certificates, which allows for minimizing service interruptions generated by the expiration of certificates, achieving proactive control 30 days before their expiration date.
- Development of indicators on the management of access to information systems, managing to reduce the resolution times of access requests made by internal customers and reducing the number of canceled orders from 12% to 5%.

- We continue with the implementation of the annual "Cybersecurity Awareness" program. Through Phishing Drills, Newsletters, and Interactive Modules, all employees were aware of various issues related to security and protection of information.

### IT INFRASTRUCTURE

A new infrastructure was implemented under the cybersecurity regulations issued by NIST, under which the new Scada-IDMS solution was deployed together with the rest of the OT systems. To support the implementation, a specialized team was created and focused on the infrastructure and applications that make up the solution with exclusive dedication and coverage seven days a week, 24 hours a day. All this new infrastructure and systems are monitored, allowing real-time measurement of the performance and availability of society's critical systems. Adapting to the new modality of hybrid work (onsite and offsite), we continue to equip the Company with more video conference rooms, which allows us to improve the interaction of our collaborators and considerably increase the quality of communication to arrive at better ideas, decisions, and solutions.

We have also equipped more than 1,500 employees with the latest generation notebooks to contribute to the best performance of their activities.

In addition, the implementation of the ITIL (Information Technology Infrastructure Library) processes for IT&T management continued, which had an impact on the management of **edenor**'s technological assets.



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# 05

## ENVIRONMENTAL PERFORMANCE

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## 5 ENVIRONMENTAL PERFORMANCE

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ENVIRONMENTAL	
<b>Climate change</b>	
INDICATOR	METRIC / QUANTITY
Scope 1 (Fuel)	6.656 Tons CO2
Scope 2 (Electrical energy)	6.833 Tons CO2
Scope 3 (Executives transportation and waste incineration)	771 Tons CO2
<b>Energy</b>	
INDICATOR	METRIC / QUANTITY
Electrical energy consumed	16.785.415 KWH
<b>Material and Waste</b>	
INDICATOR	METRIC / QUANTITY
Materials (regenerated oil)	215.000 tons
Waste (paper, plastic caps, non-special ind. waste)	318 tons
Waste (used oils)	110 tons
Waste (reconditioned used oils)	352 tons
Inert waste	1.947 tons
Batteries	0.3 tons
YG waste	463 tons
Soils contaminated with OH oils	34 tons

(\*) Scope 3 is partially shown, including only those items mentioned in the table.

At **edenor** we have a permanent commitment to the environment, where we comply with environmental legislation and operate under the best practices, convinced of identifying, evaluating, and mitigating the impacts generated by our activities on the environment.

Since 1994, we have had an Environmental Management System established as a fundamental pillar for Sustainable Development with the aim of making economic performance compatible with social and environmental actions, and to care for and preserve the environment and the communities where we operate.

To consolidate our performance, we have included caring for the environment within the Quality, Environmental, Safety, and Occupational Health Policy as a central management value which gives precise results to our adherence to the UN Global Compact and the Sustainable Development Goals.

The Environmental Management System gives us an orderly and systematic work framework that favors credibility, reliability, and transparency. Through these practices, we can detect potential impacts and respond to these challenges comprehensively.



## 5.1 INTEGRATED MANAGEMENT SYSTEM

Our Integrated Management System orders and grants credibility and transparency to our operation. We have an **Annual Integrated Management Plan**, where actions related to training, thematic controls, and specific environmental and pollution control actions are consolidated.

In 2021, the certifications of the standards were maintained:

- **ISO 9001: Quality Management Systems**
- **ISO 14001 (2015 version): Environmental Management Systems**
- **ISO 45001:2018, Occupational Health and Safety, replacing OSHAS 18001:2007.**



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## 5.2 INITIATIVES TO CARE FOR THE ENVIRONMENT

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### PREVENTION OF IMPACTS

We use preventive maintenance-oriented procedures to establish continuous and permanent control of facilities with a risk of impact on the environment. These procedures consist of verifying the status of all the facilities and correcting the anomalies detected before they cause potential damage. Therefore, we avoid having facilities out of service, with damage to customers, the Company, and eventually the environment.

### FACILITIES CONTROL

We carry out various environmental controls in our facilities, highlighting the management of solid and semi-solid waste, liquid effluents, and emissions into the atmosphere. We are committed to reducing the disposal of inert waste destined for landfills through recovery practices.

### ELECTROMAGNETIC FIELDS

A priority aspect of our environmental management is the control of electromagnetic field emissions. A cross-sector team from **edenor** contemplates all the necessary steps for mitigation and/or remediation in the event of deviations.

The World Health Organization establishes values of 100

μT for magnetic fields and 5 kV/m for electric fields as a precautionary measure. Argentine legislation is more rigorous in this regard, establishing values of 25 μT and 3 kV/m, respectively, which must be measured on the perimeters of electrical facilities.

### NOISE LEVEL

Electrical facilities can generate noise as a result of their operation. For this reason, since 1997, the levels of environmental noise generated in areas close to Substations and Transformer Centers have been monitored.

The measurements are carried out following an Annual Monitoring Plan, although others are made based on requests from the ENRE, customers who feel affected or as a result of the modification of a substation, to determine if the changes introduced have modified the ambient noise level.

These procedures follow the directives of the IRAM 4062 standard, which indicates that the difference between the background noise and the noise emitted by the equipment must not exceed 8 (eight) dB.

The following table shows the values recorded in these controls in 2021:

2021				
SUBSTATION		MAXIMUM REGISTERED VALUE OF ELECTRIC FIELD (kV/m)	MAXIMUM REGISTERED VALUE OF MAGNETIC FIELD (μT)	Daytime noise level (difference between measured and calculated)
CODE	NAME			
067	Morón	0,5710	5,31	-11,2
053	Victoria	0,0181	5,8	1,5
061	Castelar	2,0350	9,41	3,2
047	Agronomía	0,5344	6,13	2,1
065	La Matanza	0,0871	1,687	3,4
063	Casanova	0,4392	9,73	-5,2
069	Caseros	0,0021	1,73	6,9
262	Rotonda	0,3354	4,03	7,1
156	Nordelta	0,4131	1,31	-11,1
366	San Alberto	0,0856	1,49	0,8
164	San Justo	0,0237	9,96	7,1
168	G. Catán	0,1526	2,142	-0,5

\*The IRAM 4062 Standard establishes the most restrictive situation between the measured and/or calculated background value for the comparison of the Delta, so that the real situations in the facilities locations are not contemplated.



## 5.2 INITIATIVES TO CARE FOR THE ENVIRONMENT

### ENVIRONMENTAL IMPACT ASSESSMENT

It is a detailed analysis of all the tasks involved in building or modifying an electrical facility. The analysis identifies the possible negative and positive impacts that both the execution of the work and the exploitation of the facility bring about, evaluating and quantifying said impacts to obtain the most favorable alternative to the surrounding environment.

In 2021, the following environmental impact assessments were carried out:

- **New electrical duct 623/694: Tesei - Morón.**
- **New electrical duct 619/620: Aero club - Pantanosa.**
- **Expansion of Substation 451 Aero club**
- **Linking electrical duct CAT 115/116.**



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## 5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

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ENERGY			
Energy consumption within the organization			
INDICATOR	2021	2020	VARIATION
Fuel [liters]	2.453.529	2.109.116	↑ 16%
Electrical Energy [kWh]	16.785.415	17.608.211	↓ 7%
Electrical energy sold by the organization			
INDICATOR	2021	2020	VARIATION
Electrical energy [GWh]	21.072	19.574	↑ 8%
MATERIALS			
INDICATOR	2021	2020	VARIATION
Regenerated oil [liters]	215.000	173.690	↑ 24%

EMISSIONS INVENTORY			
Scope 1			
INDICATOR	2021	2020	VARIATION
Fuel (Liters)	2.453.529	2.109.116	
Fuel (Ton CO2)	6.656	5.832	↑ 14%
Scope 2			
INDICATOR	2021	2020	VARIATION
Electrical Energy (KWh)	16.785.415	17.608.211	
Electrical Energy (Ton CO2)	6.833	9.383	↓ 27%
Scope 3 <sup>3</sup>			
INDICATOR	2021	2020	VARIATION
Ton CO2	771	263	↑ 193%

<sup>3</sup> Emissions due to personnel transfer for executive trips and waste incineration are included.



## 5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

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### WASTE MANAGEMENT

#### Waste by type and disposal method

TYPE OF WASTE	DISPOSAL METHOD	2021	2020	VARIATION
Paper, plastic caps, and non-special industrial waste	Recycling	318	530	↓ 40%
Used Oils	Regeneration	110	21	↑ 434
Reconditioned oils	Recovery, including energy recovery <sup>4</sup>	352	217	↑ 63
Inert waste	Landfill	1.947	1.618	↑ 20
Batteries	Security landfill <sup>6</sup>	0,3	1,3	↓ 79
Waste Y9	Land farming <sup>7</sup>	463	333	↑ 39
Land contaminated with OF	Land farming + Reuse	34	45	↓ 24

<sup>4</sup> Oils not in a condition to be reused are reconditioned by a licensed operator and later used as fuel in cement kilns.

<sup>5</sup> Wood, debris, glass, and roofs, among others.

<sup>6</sup> Before they are disposed of in Security Landfills, they are rendered inert.

<sup>7</sup> Biological treatment in the soil.



## 5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

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### RECYCLE, REDUCE AND REUSE

The recycling of materials is present in all the Company's operational and administrative processes. The waste generated from the activities carried out at **edenor** is classified as follows:

- **Special Industrial Waste: oils and oil-impregnated materials. Solvents, paints, and resins. Fluorescent tubes and energy-saving lamps. Batteries.**
- **Non-Special Industrial Waste: scrap, remnant, and inert waste material.**
- **Household waste: wet and recyclable.**
- **Waste Electrical or Electronic Equipment.**

According to this classification, each type of waste is treated according to its distinctive characteristics. The form of storage, the adequate conditions that the warehouses must have, and the handling of containers and/or vessels are managed and controlled by the Supervisors of the Integrated Management System (SGI) of each Area.

At the same time, the Environment area carries out follow-up and monitoring tasks through systematic thematic controls.





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### SOCIAL

#### Community

INDICATOR	METRIC / QUANTITY
edenorchicos - number of trained pupils	8,420
edenorchicos - number of schools	60
Scholarship holders	90
Tuitions	135
Professional Practices	70
% of MIDE customers that improved hygiene conditions	99.5%
Number of customers under the electricity inclusion program	399,577

#### Diversity

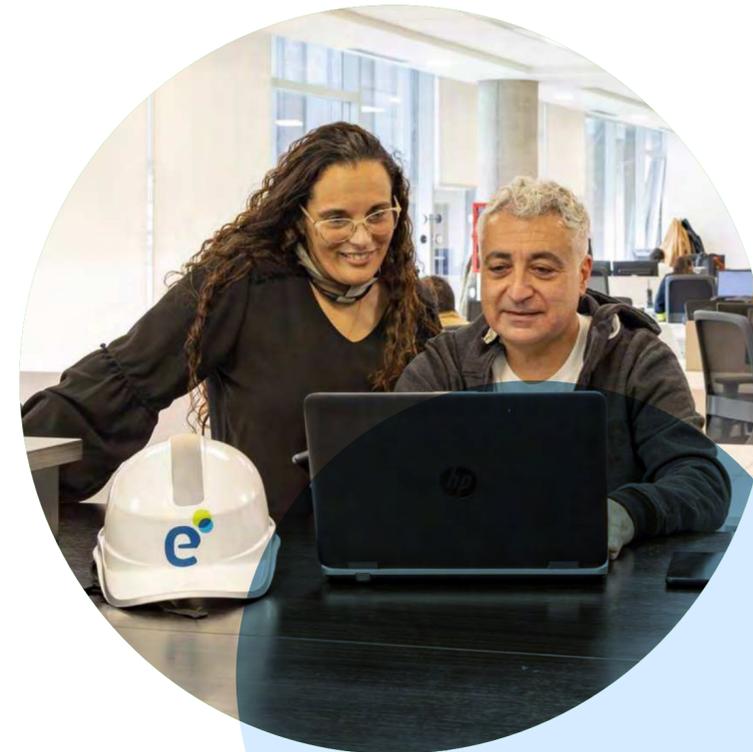
INDICATOR	METRIC / QUANTITY
Total percentage of women on staff	16%
STEM courses promotion- "Women with Energy" Program/Number of scholarship holders	10

#### Occupational Health

INDICATOR	METRIC / QUANTITY
Recordable accident frequency rate	121
Personnel who performed the periodic medical health examination	94%
Personnel exposed to contaminants who performed the relevant medical examination.	100%

#### Human Capital

INDICATOR	METRIC / QUANTITY
Training hours per employee	25.5 hours



6.1 OUR TEAM

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We are convinced that our team is edenor’s greatest strength, which is why we promote the best labor practices applied throughout the organization, and we promote equal opportunities, diversity, and respect among our collaborators in a healthy and productive work environment.

Education, training, and well-being policies and programs that guarantee the best workplace are an axis for the development and well-being of our collaborators and, in turn, a fundamental pillar to achieving the levels of quality in the service rendered at **edenor**.

Consolidating inclusive and participatory management is the general guideline of the actions promoted for our teams, with open communications and a balance between achievements and the quality of working life.

Aligned with this commitment, we developed a value proposition for the development of our teams and all those who want to join the Company:



## 6.1 OUR TEAM

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On the other hand, our social focus combines the development of the communities in which we operate; therefore, we continue to engage with universities and schools throughout our coverage area to consolidate our positioning as an employer brand and strengthen alliances that allow us to bet on technical training and be able to provide job opportunities. We have reached over 10,000 students and young professionals participating in events and job fairs.

Among the people incorporated in 2021, many technological profiles stand out, which have joined to promote edenor's digital transformation process.

### WE ARE EDENOR:

- **4,701 members**
- **16% women**
- **We increased the number of women in Management and the Board of Directors by 8%**
- **81% of employees covered by collective bargaining agreements<sup>8</sup>**
- **120,074 hours of training**
- **70% increase in training hours**
- **100% job retention of fathers and mothers after paternity and maternity leaves**



<sup>8</sup> We maintain a permanent dialogue with unions that represent our workers, mainly with the Luz y Fuerza Union, and the Association of Senior Personnel of Energy Companies (APSEE)

## 6.2 OUR EMPLOYABILITY PERFORMANCE

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### FREEDOM OF ASSOCIATION

At **edenor**, we maintain permanent relationships with the unions representing a portion of our work team.

Based on the Human Resources Policy, the Company generates equitable employment opportunities and promotions without discrimination.

It is the Company's policy to consider the Trade Union Representatives as legitimate interlocutors in negotiating collective issues.

81% of our team are included in two Collective Bargaining Agreements. Production workers belong to Luz y Fuerza Union, while Supervision Personnel belongs to the Association of Senior Personnel of Energy Companies (APSEE).

### COMMUNICATION WITH OUR EMPLOYEES

To ensure the communication flow within the organization and for it to be a critical element that contributes to alignment, collaborative work, commitment, and motivation, we have various internal communication channels:

- **edenorcerc**a in person: It is a space that includes self-management terminals, digital billboards, and a place for HR Management representatives to approach the personnel who work in the different Company buildings in an advisory role. Likewise, this channel facilitates access to communication, management systems, and self-management by employees without computers access and improves response times.
- Digital **edenorcerc**a: We created a digital relationship, communication, and management platform for all staff which can be accessed from a mobile application, PC/Notebook, or any digital device. The purpose of this platform is to provide employees with access to information about our Company in real-time, relevant news for the internal public, and information to connect, such as birthdays, and announcements, among other functionalities.



## 6.2 OUR EMPLOYABILITY PERFORMANCE

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- **Digital billboards in our buildings:** We have digital billboards in our buildings, ensuring that all staff has access to them in places with high traffic since news from our Company is transmitted throughout the working day.

- **Turecibo.com platform:** Certain relevant communications are included in the “billboard” of the digital pay stub platform.

- **Mailing:** Although we reduced massive mailing, it is still used to communicate on specific occasions.

- **Communication Meetings:** Follow-up and coordination of meetings are carried out between Managers and operating personnel, Directors and Heads and Assistant Managers, the President and Experts, Analysts,

Supervisors and Heads, and the President and Managers and Assistant Managers. The objective is that all employees have the opportunity to exchange opinions with other levels of the organization and learn about the Company’s relevant facts and particular areas.

- **The Active Network:** It is a group of employees who spontaneously applied to be part of a team whose function is to share information, be multipliers of ideas and content, build ties and create spaces for dialogue, perform active listening and add innovative ideas to improve how we communicate at **edenor** every day.

**\* What is active network?**

*It is a network of guides that encourages and promotes close and efficient communication among all of those who are part of the company.*

*Please join the edenorcercera group, active network section, and meet the members.*



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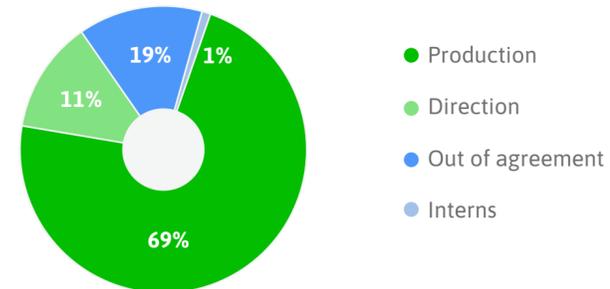
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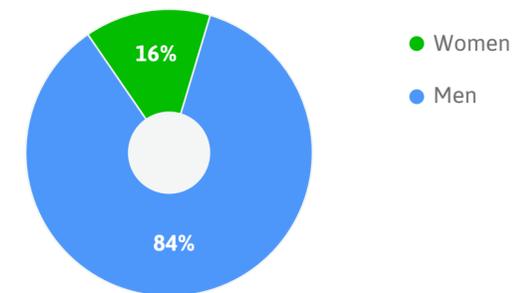
STAFF	2021	2020
Management	925	991
Analysts and Operating Personnel	3,776	3,805
Total	4,701	4,796

### STAFF BY AGE RANGE AND JOB CATEGORY

STAFF: 4,776



### GENDER



### INCLUSION OF PERSONS WITH DISABILITIES

They represent 1.5% of the total workforce.

PERSONS WITH DISABILITIES	2021		2020	
	W	M	W	M
	8	64	6	59
	72		65	

## 6.3 FOCUS ON PERMANENT TRAINING

**edenor** is responsible to its community by providing an essential public service. To meet the standards required by society in terms of service, employee training is vital for them to be able to perform the tasks right “the first time” and make this differential knowledge sustainable.

We develop a comprehensive training plan with various initiatives to enhance the skills and knowledge of our workers.

### DEVELOPMENT OF OUR WORKERS

We remain committed to the training and specialization of our employees. In 2021 we reached an average of 25.5 hours of training per year for each employee, 11 hours more than in 2020.

### TOTAL TRAINING HOURS

120,074 (2021)  
25.5 hours per employee (2021)



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### YOUNG ENGINEERS PROGRAM

The Program offers specialization in Electrical Distribution and Transmission Management. It provides the necessary management tools for the role of Supervisors before beginning their experience in the Company.

In March 2021, the 9th edition of the Program ended with 32 new professionals, reaching 12,480 hours of training. Due to the context, it was carried out 70% online and 30% in person inside **edenor** buildings and substations, mainly with internal facilitators. Torcuato Di Tella University was in charge of the leadership management skills module.

### YOUNG TECHNICIANS PROGRAM

During 2021, 4 editions of the program were carried out, training 87 participants who joined the Company. The development of the 4 editions amounted to a total of 10,332 hours. For those who had previously participated in our professional internship program, a 60-hour training session was carried out with a focus on the primary needs of the operation. The rest of the editions had 120 hours. Adapted to the context, the program was delivered theoretically and practically under a hybrid modality (virtual and in-person) at our training center, maintaining the necessary protocols and focus-

ing on the operation's needs for developing its future technicians.

### LEADERS PROGRAM

In 2021, a new edition was held to promote **edenor's** Leader model, thus developing new skills in coordination with CEMA University, promoting academic achievements, and integrating new experiences and training.

- “Master’s degree in Management” for Managers. 30 participants attended. 88% attendance and 8,200 training hours.
- “Management Certification” for Assistant Managers, Heads, Leaders,, and Supervisors. A modality of 14 classes of 2.5 hours each. A total of 3,022 participants attended. 85% attendance and 8,675 training hours were achieved.



## 6.3 FOCUS ON PERMANENT TRAINING

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### KNOWLEDGE MANAGEMENT:

#### Technical:

This initiative seeks to contribute to the efficiency, productivity, and quality of work of our technical-operational teams (more than 3,000 employees) who execute and supervise tasks in the electrical network throughout the concession area to improve the service quality provided to our customers.

- **1,716 participations in the Distribution and Transmission areas**
- **7,495 training hours**
- **More than 180 task evaluations with the participation of the Company's critical areas.**

#### Customer Service

The purpose of this initiative is the following:

- **Standardize customer service management in the different channels and interactions.**
- **Strengthen the knowledge and skills of employees to execute customer service tasks.**
- **Achieve organizational capacity to obtain customer satisfaction and efficiency in obtaining business results.**

- **More than 8,000 hours in training for Customer Services management**
- **Reached 513 people.**

#### Knowledge Management - Technical Direction

The design and facilitation of the Substation Design Program were completed together with the Technical Direction.

Its main objectives were the following:

- **Design a compendium of HV Substations design criteria at edenor with all the knowledge acquired in the last 30 years**
- **Obtain a supporting document that allows its updating and expansion.**
- **Train all parties involved in both technical management and the operation.**
- **During 2021, a total of 104 participants were trained virtually with online teachers, which totaled 4,530 training hours.**



## 6.3 FOCUS ON PERMANENT TRAINING

### EDUCATION COMPLETION

We continue with the project started in 2018, together with the Board of Adults of the Province of Buenos Aires, in a literacy plan for a group of illiterate employees who experienced difficulty reading and writing. Eight out of 15 participants who attended during 2021 obtained their primary education degree. The program encouraged the individual performance of each of its participants.



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## 6.4 OCCUPATIONAL HEALTH AND SAFETY

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### THE HEALTH AND SAFETY OF PEOPLE ARE OUR PRIORITY.

In 2021 we deepened our commitment to Occupational Safety. An outstanding milestone was the achievement of the ISO 45001 (2018) certification, which required the effort and dedication of **edenor** members. Likewise, we reinforced the Occupational Safety teams, which allowed a greater rapprochement and to the Company's operational areas. We also continue with training on safety at work, covering the following:

- **Operation of mobile elevating work platforms**
- **Safe handling of truck cranes**
- **Safe driving of forklifts**
- **Prevention of traffic accidents in the workplace**
- **Safety at work – Electrical Risk**
- **Work and Rescue at height**
- **Use of climbers and height rescue with climbers**
- **Safe operation of lifting equipment**

- **Course for evacuation leaders and substitutes**
- **Detection and Fire Alarms**
- **Lectures on Lessons Learned**

All these actions translated into greater safety management efficiency reinforcing the trend towards reducing accidents in recent years.



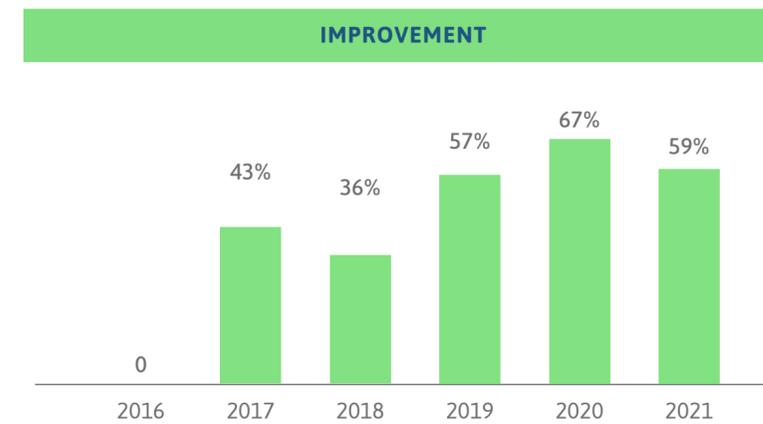
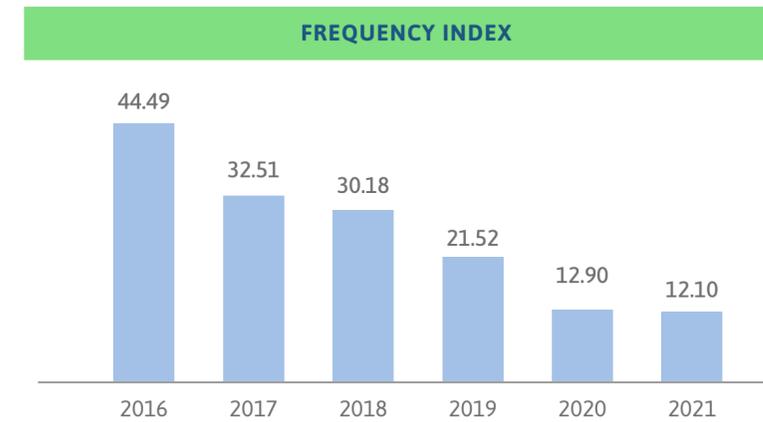
## 6.5 OUR HEALTH AND SAFETY PERFORMANCE

In 2021, we continued to work based on COVID-19 protocols to maintain our operational functions. We conducted field visits to work teams, during which more than 4,000 Safety inspections were carried out on Public Roads.

Compared to 2020, in 2021, there was a decrease in the total absenteeism rate due to illness, including COVID-19 and blameless origin. However, there was a slight increase in the latter, given the epidemiological changes, especially with the return of workers from risk groups or who suffer from chronic conditions.

### ACCIDENTS

TOTAL EDENOR						
	2016	2017	2018	2019	2020	2021
Frequency index	44.89	32.51	30.18	21.52	12.90	12.10
Improvement	Base 100	28%	33%	52%	71%	73%



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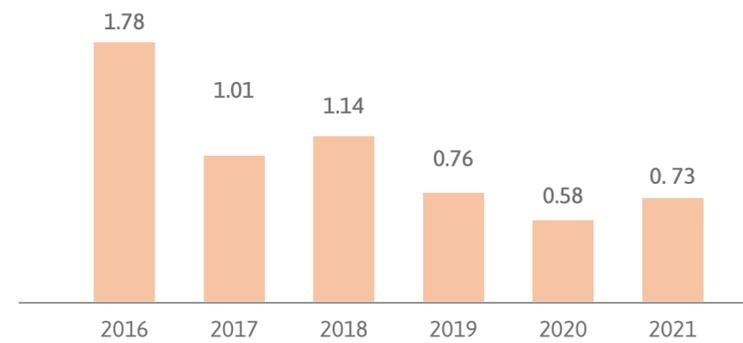
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### SEVERITY INDEX



### 2021

Absenteeism based on blameless illness without COVID-19	2.94%
Absenteeism based on Covid-19*	5.04%
Absenteeism based on blameless illness plus COVID-19	7.98%
Occupational Diseases	85 cases
Days lost due to Occupational Illnesses	297 days
Days lost due to work accidents	6,014

(\*) The total number of confirmed cases of COVID-19 in the personnel of the whole Company as of December 31, 2021, including those not related to the workplace, was 885 cases.

### 2016 2017 2018 2019 2020\* 2021

Work-related accidents	378	269	254	196	107	99
Lost days	14,368	8,008	9,257	6,566	4,821	6,014

\*Year in which the COVID-19 pandemic occurred.

### 2016 2017 2018 2019 2020\* 2021

Work-related accidents	378	269	254	196	107	99
Lost days	14,368	8,008	9,257	6,566	4,821	6,014

\*Year in which the COVID-19 pandemic occurred.

### TOTAL EDENOR

	2016	2017	2018	2019	2020	2021
Frequency index	44.89	32.51	30.18	21.52	12.90	12.10
Improvement	Base 100	28%	33%	52%	71%	73%

## 6.6 RESPONSIBLE MANAGEMENT DURING THE PANDEMIC

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The Crisis Committee to address the impacts of the pandemic continued its operation in 2021 with a focus on different actions to care for our employees and guarantee the continuity of the operation. This included using technological platforms to monitor each work team's symptomatic and/or suspected cases. We have the advice of medical experts to validate and continuously review various protocols and measures.

For the staff who had to continue providing on-site tasks on the electrical network, work was done to guarantee compliance with the various organizational and prevention measures in health and safety implemented since the previous year.

In addition to the round of talks covering topics related to the pandemic context, in March 2021, we completed the **"Healthy Energy"** program. These were weekly spaces for adopting healthy habits in terms of nutrition, physical activity, disease prevention, and health care. Prestigious professionals, such as **Doctor López Rossetti** and **Fundacion Cormillot**, participated in the program.

\* **Healthy energy**  
Health program



## 6.7 WE CARE FOR THE HEALTH OF OUR MEMBERS

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We make significant efforts to care for the health of all **edenor** members. We have 11 medical services to provide immediate assistance and advice to staff and video consultation services. We dedicate special attention to the segment of employees who work with electrical risk. Their medical examinations are carried out to eradicate the possible factors associated with electrical accidents and to obtain the relevant authorization to work in these positions. We exceed the requirements of the periodic and occupational exams required by law since we add audiometry, electroencephalograms, lumbosacral x-ray, ergo metric test, and psychological exams. In addition, since 2020, we have added the suitability process for tasks in the electrical network through the Virtual Reality modality. This allows the participant to practice and experience the theory in a safe and risk-free environment.

### HIGHLIGHTS FOR 2021:

- **94% of edenor's employees underwent periodic health examinations with a preventive focus on psychological and physical control.**
- **100% of personnel exposed to contaminants underwent the relevant medical examinations. There were 1,271 people from the Distribution and 141 from the Transmission sectors.**
- **450 doses of flu vaccines were supplied.**



## 6.8 THE COMMUNITIES WHERE WE OPERATE

### SOCIAL INCLUSION: ELECTRICITY INCLUSION AND SMART CONSUMPTION

Since 2017, through the Electricity Inclusion and Smart Consumption Program, we intend that more homes in vulnerable neighborhoods access energy and provide them with education on its efficient use.

#### MIDE: INTEGRATED ENERGY METER

**edenor** created the Integrated Energy Meter (MIDE) as another possibility for social inclusion. Through MIDE, people have a new way of consuming, saving, and paying for electricity. There is no installation cost, and it is safe, easy, and tailored to each family.

**399,577 customers benefited in 11 municipalities of our concession area.**

#### BENEFITS OF MIDE



##### THE LOWEST TARIFF

The MIDE customer consumes the lowest rate in the tariff scheme.



##### SAVING

The customer administers the consumption and the energy load that he needs.



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**OWN LIGHT**

The MIDE customer has the same benefits as a client with a traditional meter. The recharge ticket serves as an address verification document to access other services.



**FREE INSTALLATION**

There are no additional charges of any kind.



**SAFETY**

Edenor specialists install the service and leave the MIDE operating with a 150 kWh charge.



**EMERGENCY CREDIT**

The MIDE customer has 150 kWh of emergency credit.



**WIDE AVAILABILITY**

The customer has more than 5,000 charging stations and several digital applications.



**USEFUL**

The recharge ticket serves as an address verification document to access other services.



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### MIDE RESULTS FOR 2021

- **399,577 customers benefited from the 141,775 MIDEs installed between 2019 and 2021**
- **Presence in 11 municipalities**
- **26.5% reduction in energy consumption**
- **99.5% of customers improved their hygiene conditions**
- **89% of customers managed to access entrepreneurship or education**
- **3.65/5 satisfaction**
- **4.2/5 ease of use**

Additionally, we work in partnership with Fundación Pro-Vivienda Social to carry out different training sessions and informative talks for customers residing in vulnerable neighborhoods in the concession area, mainly related to the intelligent and safe use of electricity, the operation of MIDE and advice on how to access the social tariff.

### MIDE: SOCIAL IMPACT

- Possibility of opening a bank account or accessing other services since the recharge ticket serves as a document to verify the address
- Possibility of self-managing consumption (energy load) according to the flow of family income
- Training for customers in the rational use of energy
- Reduces accidents resulting from illegal manipulation of power lines and clandestine connections
- Improvement in the electrical safety of homes by incorporating thermal and circuit breaker
- Provides access to a channel to be able to make complaints before the Company or state authorities
- Improvement in the quality of life due to access to the possibility of using a refrigerator, and electric oven for cooking, among others
- Allows access to the social tariff and/or access to the lowest rate in the tariff scheme



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### SCHOLARSHIP AND TUITION PROGRAM

**Edenor** considers education and employment as a priority axis in its Sustainability strategy.

With the Scholarship and Tuition Program we developed in partnership with Fundación Reciduca, our Company is present in technical high schools and university courses related to Electrical Engineering and Data Sciences.

The program aims to promote permanence in the educational system of young people, completing their studies, and subsequent employment. The support consists of financial aid and assistance during the courses through individual tuition.

### TECHNICAL SCHOOLS

During this reporting period, 90 students from technical schools in our concession area (Morón, San Martín, Muñiz, and the City of Buenos Aires) received scholarships totaling 135 individual lessons.

### UNIVERSITIES

In 2021, the program was launched with the participation of 24 scholarship holders from the following universities where the course of Electrical Engineering is delivered:

- UTN Regional General Pacheco
- UTN Regional Buenos Aires
- UNAHUR
- UBA Data Sciences
- FIUBA

### PROFESSIONAL PRACTICES

They are a crucial and essential instance for technical school students to finish their secondary studies.

- **70 students from technical schools did their internship at edenor.**
- **3 technical schools specializing in Electronics, Electromechanics, and Mechanics (Morón, San Martín, and the City of Buenos Aires.)**



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### YOUNG ENGINEERS

This program focuses on the specialization of entrants in Electrical Distribution and Transmission Management, where the necessary management tools are provided for their new role as Supervisors before beginning their experience in the Company.

In March 2021, the 9th edition of the program that began in December 2020 ended, forming 32 new professionals. Due to the pandemic context, it was carried out 70% online and 30% in person inside **edenor** buildings and substations, mainly with internal facilitators, and Torcuato Di Tella University was in charge of the leadership management skills module.

PJI	TOTAL HOURS	NUMBER OF PARTICIPANTS
N° 9 – 2020/2021	12.480	32

Additionally, a special program (PICC) for the six new supervisors of the Control Center was designed and implemented beginning in February 2021. The program lasted three months with an important focus on the

field trip, so that the new entrants could learn about the different tasks carried out in the operation. This program also included a module for developing interpersonal skills necessary for developing its future role. The training involved a total of 3,024 training hours and field visits.

### YOUNG TECHNICIANS

During this reporting period, four editions of the Young Technicians program took place, which contributed to the training of 87 participants who joined the Company. For those who had previously participated in our professional internship program, a 60-hour training session was carried out with a focus on the main needs of the Operation. The rest of the editions had 120 hours. The development of the four editions amounted to a total of 10,332 hours. Adapted to the health context, the program was delivered theoretically and practically under a hybrid modality (virtual and in-person) at our training center, maintaining the necessary protocols and also focusing on the needs of the Operation for the development of its future technicians.

With the “Women with Energy” Program, **edenor** seeks to generate interest in STEM (Science, Technology, Engineering, and Mathematics) university courses to seek greater equality of gender among students and graduating professionals. In addition, it seeks a greater supply of professional women who can join the Company.

In 2021, 10 female scholarship holders participated in this program.



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### ENERGY EDUCATION

At **edenor**, we seek to make everyone aware of responsible and safe energy use. With a focus on children, customers, and the general public, we carry out the following initiatives:

#### EDENORCHICOS

It is a program that has been executed uninterruptedly since 1998. Aimed at primary schools located within the concession area, its purpose is to explain to boys and girls about electrical energy, its operation, how it reaches their homes, how to use it intelligently and safely, and the care that must be taken.

The initiative is developed through the creation of virtual or in-person learning spaces.

- **+ 2,700 schools**
- **+ 11 municipalities within our concession area**
- **+ 8,420 students were trained (1,350,000 accumulated since the inception of the program)**

### VIRTUAL AND FORMATIVE ARTISTIC PLAY “FAMILY CHALLENGE: SUPER ENERGETIC.”

The activity consists of educational, live, and interactive play. It is intended for students in the second cycle of primary school (4th, 5th, and 6th grade.) Its purpose is to spread knowledge about the intelligent and safe use of electrical energy.

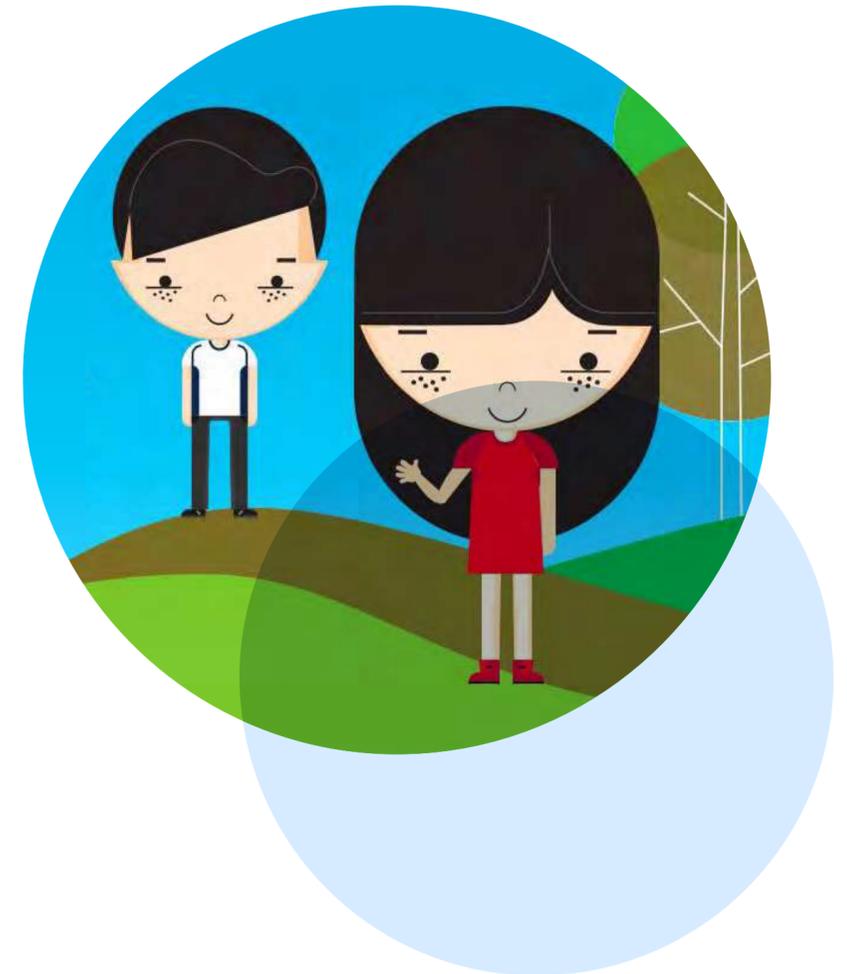
In 2021, the activity was carried out in virtual modality through the Zoom platform (50-minute shows that allow up to 250 spectators.)

- **10 municipalities**
- **60 shows**
- **8,000 students**

#### “EDENORCHICOS” WEB

It is a space aimed at the youngest, with playful and educational content that addresses issues of electricity and safe and efficient energy use. In addition, it contains a glossary with special terms to refer to electrical phenomena, games, coloring pages, and a section on the environment.

[www.edenorchicos.com](http://www.edenorchicos.com)



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### CAMPAIGN ON ENVIRONMENTAL AWARENESS: “THE LAMPARINIS”

In 2021 we launched “The Lamparinis” campaign through email marketing, videos, digital media advertising, an exclusive web section, and social networks publications. It is about an Argentine family that takes care of energy with good habits that let us know how to save on the bill, how to understand it or how much energy appliances use.

The campaign included a series of interactive proposals, such as a trivia quiz, so that, playfully, users can incorporate and learn key concepts to optimize electricity consumption.

The United Nations sponsored the trivia (if the whole trivia quiz was answered correctly, customers obtained a certificate of efficiency).

\* **The Lamparinis**  
*Efficient Family*



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### CORPORATE VOLUNTEERING

The Volunteering Program is part of **edenor's** Corporate Social Responsibility and Sustainability initiatives, and with employees and the Company working together, significant contributions are made to the development of the community in which we are immersed. A more significant impact on the community and the environment can be achieved through collective actions.

In 2021, together with the "Haciendo Lio" Association, we developed a new initiative within our Volunteering Program. More than 175 bags of clothing were collected, and a donation of fabric rolls was made to make approximately 700 blankets distributed to people who attended charity canteens in our concession area.

At the annual closing of the program, on December 5th, International Volunteer Day, we carried out an activity in which we collected 686 liters of milk for the food bank.

### RELATIONS WITH PUBLIC INSTITUTIONS

We generate bonds with municipalities, schools, and universities to develop academic activities such as

- **Talks with the Company's Experts**
- **360° virtual visit to the Anniversary Substation:** We were the first utility Company to develop this tool. In 2021, we made 2 visits with 5,430 attendees.
- **First Job Workshop:** We provide tools and knowledge so that young people can enter the labor market more quickly. In 2021, 30 attendees from the Hurlingham district participated.
- **Talk on Electrical Risk:** We provide information about the different aspects of electrical risk and its 5 golden rules. In 2021, we delivered 2 talks at technical schools of the City of Buenos Aires and the Province of Buenos Aires, with 414 attendees.



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This is **edenor's** eighth sustainability report running from January 1, 2021, to December 31, 2021, submitted annually.

The Standards of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standard Board (SASB) have been used. Their content is also related to the Principles of the United Nations Global Compact.

To define the material issues of our Company, we follow the assumptions made by GRI for their determination:

### Identification – Prioritization – Validation – Review

We inquired about the expectations of the stakeholder groups identified by the Company:

**Shareholders - Employees - Media - Customers - Suppliers - Contractors - Government - Unions - Non-Governmental Organizations - Chambers and Associations**

In 2022, the Materiality Analysis will be updated with the matrix of material issues, considering the challenging context of sustainability for our industry and stakeholders' expectations.

If you want to contact us, please write to [edenorsustentable@edenor.com](mailto:edenorsustentable@edenor.com)



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### SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)

Table 1 – Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	2021 COMPLIANCE REPORT
IF-EU-110a.1	Greenhouse Gas Emissions & Energy Resource Planning	(1) Global Scope 1 Emissions Percentage covered under (2) emissions limiting regulations and (3) emissions reporting-regulations	YES	YES
IF-EU-110a.2		Greenhouse gas emissions associated with power deliveries	N/A	N/A
IF-EU-110a.3		1) Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	YES	NO
IF-EU-110a.4		1) Number of customers served in markets subject to renewable portfolio standards, and (2) percentage fulfillment of RPS target per market	N/A	N/A
IF-EU-120a.1	Air Quality	Air emissions of the following pollutants: 1) NOx, 2) SO2, 3) Particulate matter, 4) Lead, 5) Mercury.	YES	NO
IF-EU-140a.1	Water Management	(1) Total water withdrawn, (2) total water consumed	YES	NO
IF-EU-140a.2		1) Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	N/A	N/A
IF-EU-140a.3		Description of water management risks and discussion of strategies and practices to mitigate those risks	N/A	N/A

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Table 1 – Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	2021 COMPLIANCE REPORT
IF-EU-150a.1	Coal Ash Management	Amount of coal combustion residuals (CCR) generated, percentage recycled.	N/A	N/A
IF-EU-150a.2		Total number of CCR impoundments, broken down by hazard potential classification and structural integrity assessment	N/A	N/A
IF-EU-240a.1	Energy Affordability	The average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	YES	YES
IF-EU-240a.2		The typical monthly electric bill for residential customers for (1) 500 kWh and (2) 1,000 kWh of electricity delivered per month	YES	YES
IF-EU-240a.3		Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	YES	YES
IF-EU-240a.4		Discussion of the impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	YES	YES
IF-EU-320a.1	Workforce Health and Safety	(1) Total recordable incident rate (TRIR) (2) Fatality rate (3) Near miss frequency rate (NMFR)	YES	YES
IF-EU-420a.1	End Use Efficiency & Demand	Percentage of electric utility revenues from rate structures that (1) are decoupled and (2) contain a lost revenue adjustment mechanism (LRAM)	YES	YES
IF-EU-420a.2		Percentage of electric load served by smart grid technology	YES	YES
IF-EU-420a.3		Customer electricity savings from efficiency measures, per market	YES	YES

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IF-EU-540a.1	Nuclear Safety & Emergency Management	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	N/A	N/A
IF-EU-540a.2		Description of efforts to manage nuclear safety and emergency preparedness	N/A	N/A
IF-EU-550a.1	Grid Resiliency	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	YES	UNKNOWN
IF-EU-550a.2		(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of significant event days	YES	YES

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IF - EU- 000 B	Total electricity delivered to: (1) residential, (2) commercial, (3) industrial, (4) all other retail customers, (5) wholesale customers
IF - EU- 000 C	Length of transmission and distribution lines
IF - EU- 000 D	Total electricity generated, Percentage by significant energy source, and percentage in regulated markets
IF - EU- 000 E	Total wholesale electricity purchased





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