



edenor^o

SUSTAINABILITY
REPORT
2022



INDEX

LETTER FROM THE PRESIDENT & CEO	
01	WE ARE EDENOR
02	SUSTAINABILITY
03	CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
04	FINANCIAL PERFORMANCE
05	ENVIRONMENTAL PERFORMANCE
06	SOCIAL PERFORMANCE
07	ABOUT THIS REPORT
08	GRI AND SASB CONTENT INDEX

LETTER FROM THE PRESIDENT & CEO	03	3.5 Chief Executives	24	6.3 Focus on permanent training	66
01 WE ARE EDENOR	04	3.6 Remuneration policy	25	6.4 Occupational health and safety	69
1.1 edenor in numbers	05	3.7 Ethics and Integrity	26	6.5 Our health and safety performance	70
1.2 About us	07	3.8 Integrated Management System (IMS)	27	6.6 We care for the health of our members	71
1.3 Mission, vision and values	08	3.9 Cybersecurity	28	6.7 The communities where we operate	72
1.4 Strategic priorities	09	04 FINANCIAL PERFORMANCE	30	07 ABOUT THIS REPORT	81
1.5 The current status of the electricity market in Argentina	10	4.1 Results for 2022	32	08 GRI AND SASB CONTENT INDEX	83
02 SUSTAINABILITY	11	4.2 Investments	35		
2.1 Our commitment to Sustainable Development	12	4.3 Operations	37		
2.2 Material Issues related to Sustainability	13	4.4 Our Customers	38		
2.3 edenor and the SDGs	17	4.5 Customer Satisfaction	43		
03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY	18	4.6 Innovation	48		
3.1 Shareholder Structure	20	05 ENVIRONMENTAL PERFORMANCE	53		
3.2 Board of Directors	21	5.1 Integrated Management System	54		
3.3 Supervisory Committee	22	5.2 Initiatives to protect the environment	55		
3.4 Audit Committee	23	5.3 edenor Environmental Performance	57		
		06 SOCIAL PERFORMANCE	59		
		6.1 Our Team	61		
		6.2 Our employability performance	63		



LETTER FROM THE PRESIDENT & CEO: NEIL BLEASDALE

[GRI Contents: 2.13; 2.22]

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

I'm absolutely delighted to share a new edition of **edenor's** Sustainability Report with all the information about the economic, governance, social and environmental performance during 2022.

This year has been a special and significant period for the organization. We are celebrating **edenor's** 30th Anniversary. This leadership team that I have the honor of chairing continues to guarantee **edenor's** uninterrupted path as an organization of excellence in utilities.

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.

In 2022, we updated our Materiality Matrix, reflecting those key issues in our commitment and contribution to the SDGs, and in our entire strategy.

The investment plan launched by **edenor** in 2013 and the sustained improvements in our management, in terms of service quality, allowed us to reach a historical record, raising our quality index to 8.61 (versus 10.67 in December 2021), and significantly reducing the number

and duration of interruptions suffered by our customers over a year. We have also achieved a significant reduction from 4.1 outages in 2021 to 3.6 outages in December 2022, i.e., a decrease of 13%. The result achieved was reflected in our customers' satisfaction level, reaching 89.3%, and exceeding the value of 85.9% in 2021 by 3.4 percentage points. This operational achievement was a teamwork result by all of us who make up **edenor** and the recognition of this effort by our customers.

From the ESG's perspective, it is important to highlight that, in 2022, after the exchange and cancellation of our Class 9 Corporate Bonds debt, we have issued our first Social (Sustainable) Bond intended for electricity inclusion investments, which is listed on BYMA's SVS (Social, Green and Sustainable) panel.

Our progress is possible thanks to the efforts of all the technical, administrative and management staff who are part of **edenor**. Of course, much remains to be done and improved, but the results speak for themselves, showing us that the path chosen to improve service quality and our customers' quality of life is the right one. We will continue working in this line, to develop with responsibility, transparency and commitment the task of provi-

ding a better service to all our customers, while caring for the interests of our shareholders and the community to which we belong.

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 with each stakeholder group.

Neil Bleasdale
Presidente y CEO de **edenor**



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

01 WE ARE EDENOR

[GRI contents: 2.1; 2.6; 2.16; 201.1]



1.1 EDENOR IN NUMBERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

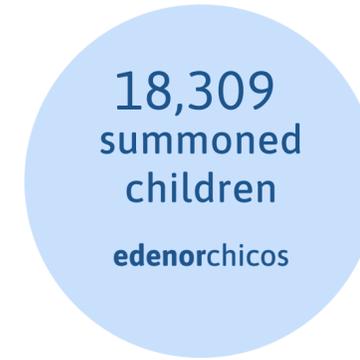
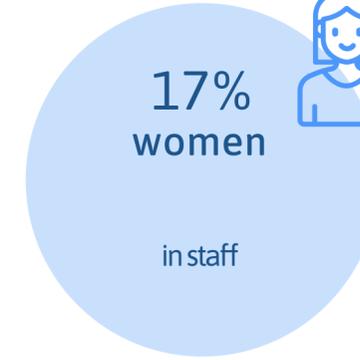
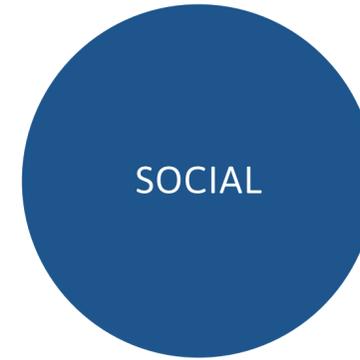
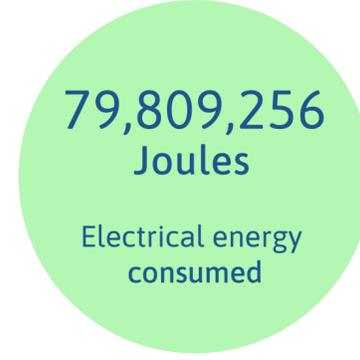
04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



1.1 EDENOR IN NUMBERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

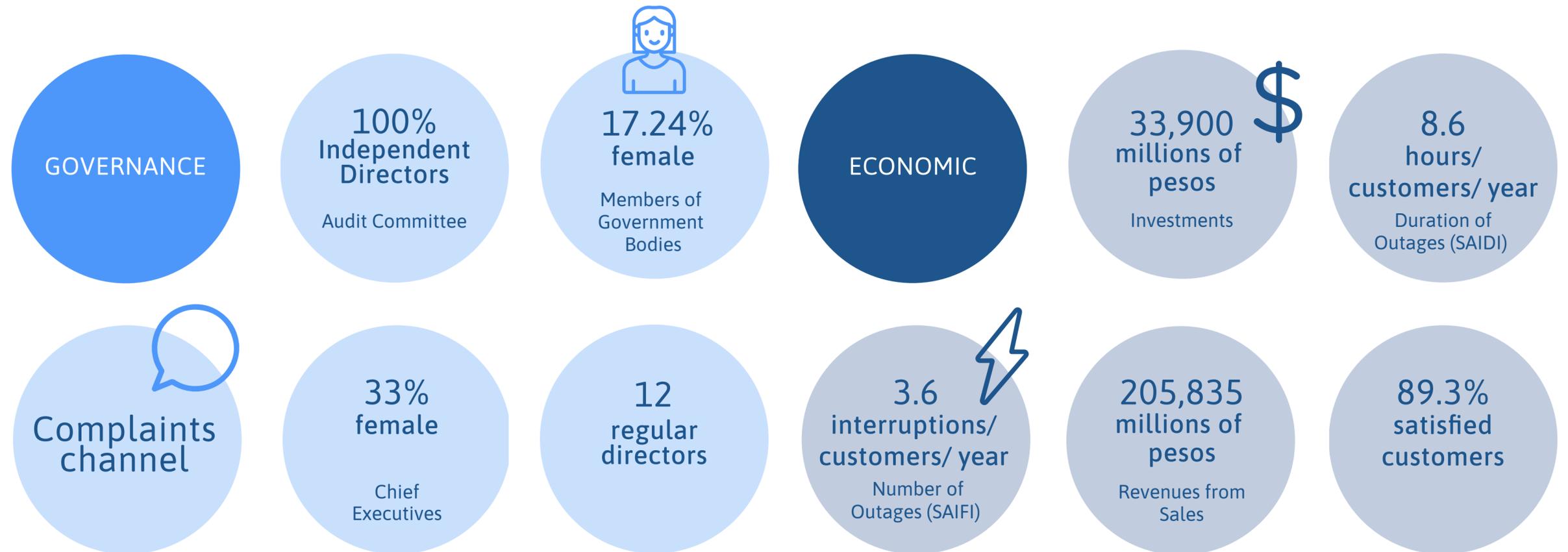
04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



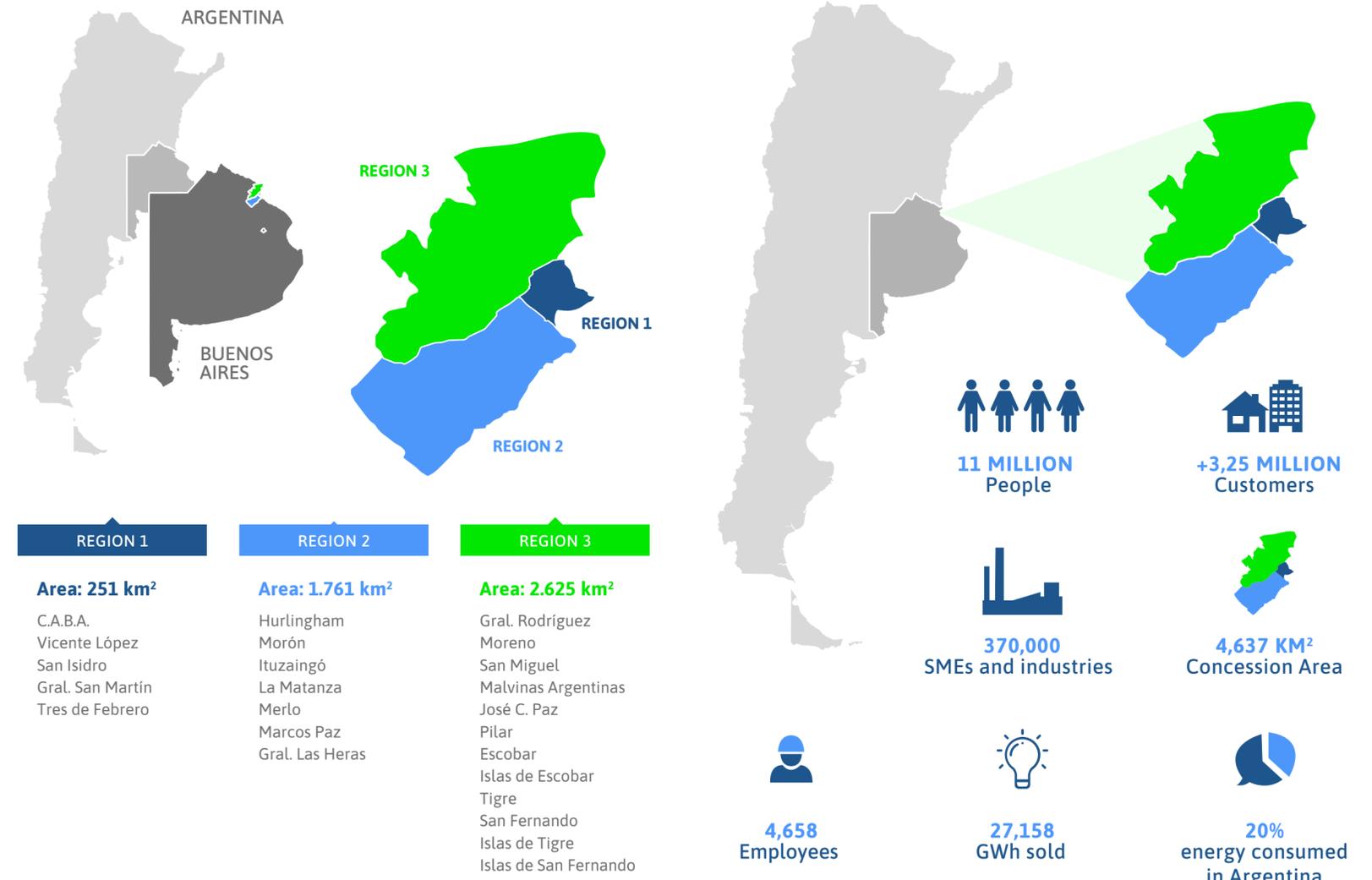
1.2 ABOUT US

Empresa Distribuidora y Comercializadora Norte S.A. (edenor) is Argentina's largest electricity 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 km², within which we provide service to more 3.2 million customers¹ representing a population of more than 11 million inhabitants and 370,000 SMEs and industries.

Our market share is 20% of the national electricity demand.

¹ **Edenor** provides services to customers located within its concession area, which include residential, commercial, industrial, general and official customers.



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR**
- 02 SUSTAINABILITY
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

1.3 1.3 MISSION, VISION AND VALUES

[GRI Contents: 2.23]

MISSION

Deliver a socially responsible service of distribution and commercialization of electrical energy, which contributes to improve 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

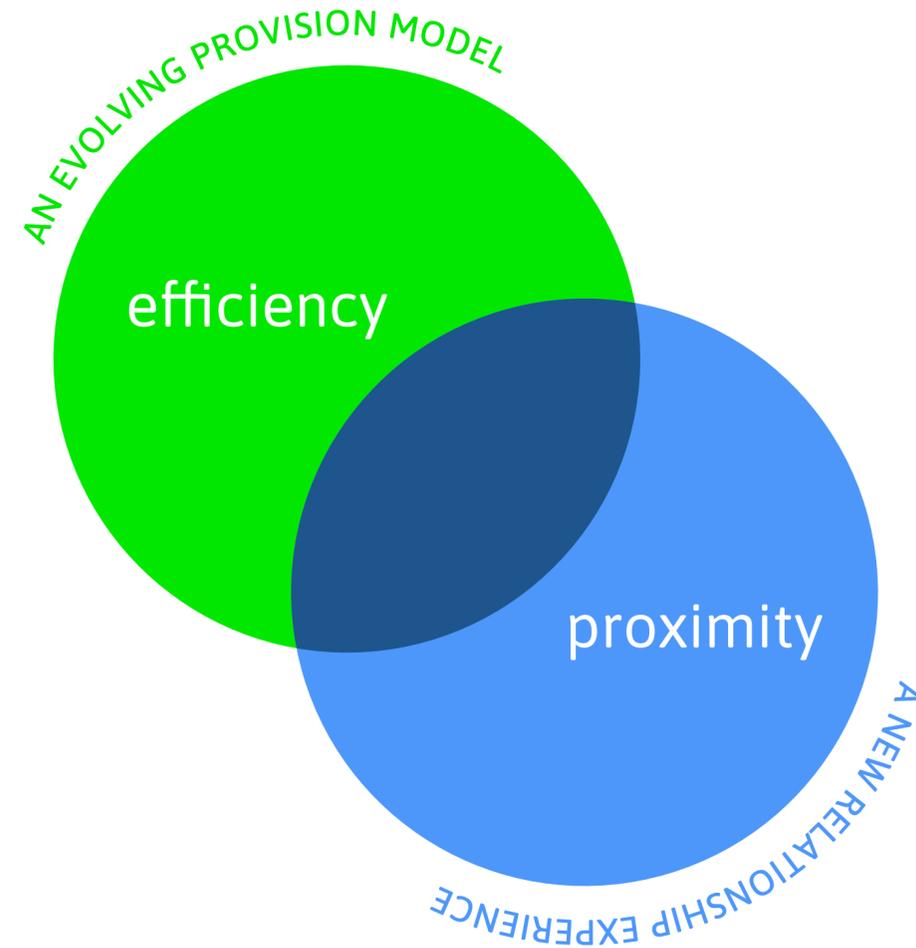
04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



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

[GRI CONTENTS: 2.28]

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

02 SUSTAINABILITY

[GRI contents: 2.12; 2.16; 2.29; 3.2]



2.1 OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



At **edenor** we provide an essential service for the development of communities, which makes us protagonists by supplying quality electricity and within the framework of growing coverage, committed to the rise of a new energy paradigm aligned with the fight against change climate.

2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

In 2022, we updated our Materiality Matrix to define the relevant sustainability strategies for **edenor**, which integrate the needs and expectations of our main stakeholder groups:



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY**
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX



2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

To prepare the materiality matrix, we considered the following issues:

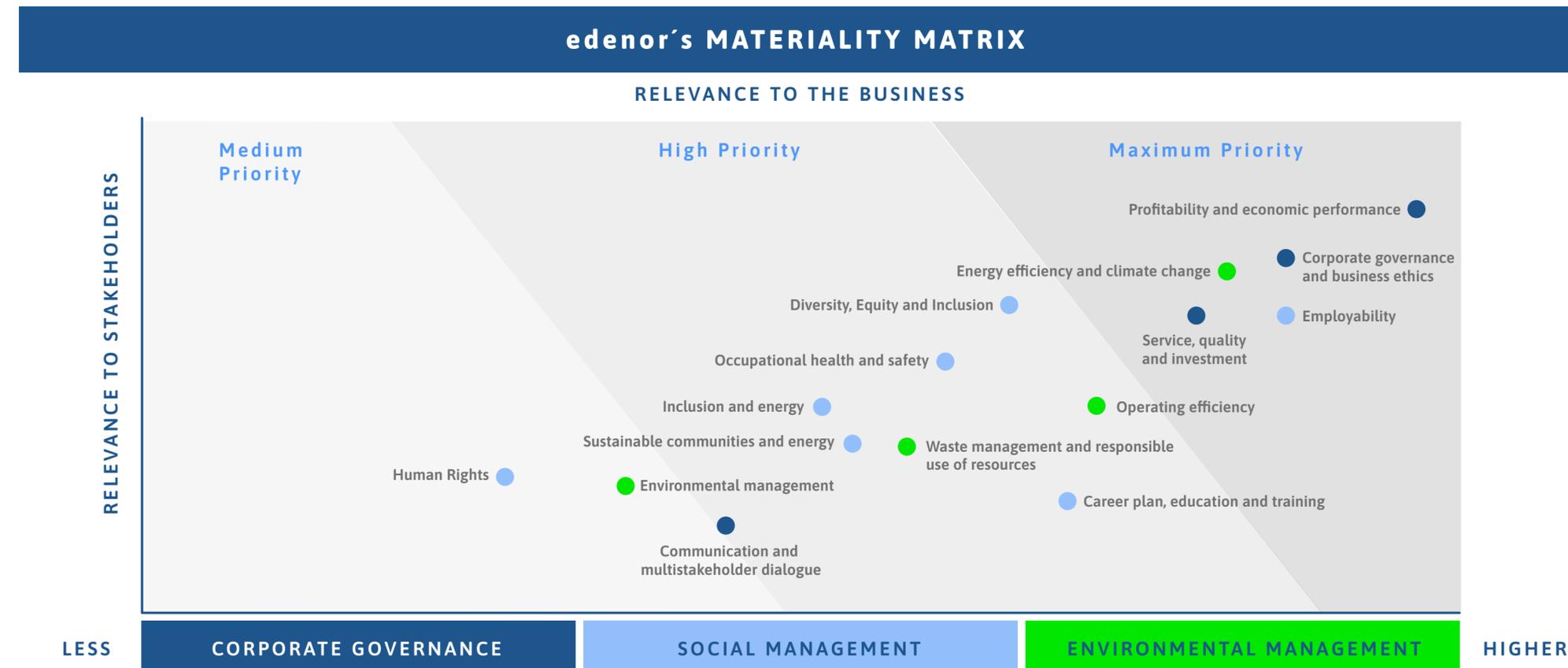
- Benchmarking of the electricity generation and distribution area.
- References in Sustainability covering energy issues: GRI, ESG, SDG, WEFSD, ISO Standards, NYSE, BYMA.
- Dialogue with internal stakeholder groups: interviews and collaborative exercise.
- Dialogues with external stakeholder groups: interviews and surveys.
- Data analysis and prioritization based on frequency and level of impact.

The results obtained help us define the strategic sustainability framework, which is made up of 3 guiding axes: Corporate Governance, Environmental Management, and Social Management crossed by sustainable development; and 15 relevant topics classified into 3 priority levels: maximum, high and medium priority.



2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

Our materiality matrix is composed of the following:



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY**
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX



2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

edenor MATERIAL TOPICS GROUPED BY PRIORITY LEVEL

NO.	MAXIMUM PRIORITY	NO.	HIGH PRIORITY	NO.	MEDIUM PRIORITY
1	Profitability and economic performance	4	Communication and multistakeholder dialogue	8	Human rights
2	Corporate governance and business ethics	6	Career plan, education and training	15	Environmental management
3	Service, quality and investment	7	Diversity, Equity and Inclusion		
5	Employability	9	Sustainable communities and energy		
11	Service, quality and investment	10	Inclusion and energy		
		11	Occupational health and safety		
		12	Operating efficiency		
		14	Waste management and responsible use of resources		



2.4 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).

In 2021 **edenor** had defined 18 material topics with commitments in 7 Sustainable Development Goals (SDGs). With the Materiality update in 2022, we specified the issues in 15 material topics and we added other two SDGs: SDG 11 Sustainable Cities and Communities, and SDG 13 Climate Action.

During 2023, we will continue working on the goals of each of **edenor's** priority SDGs.

- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX

<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>5 GENDER EQUALITY</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>10 REDUCED INEQUALITIES</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>13 CLIMATE ACTION</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>
<p>GOOD HEALTH AND WELL-BEING</p> <ul style="list-style-type: none"> Support the scientific community and its research tasks by strengthening its technical skills. 	<p>QUALITY EDUCATION</p> <ul style="list-style-type: none"> edenorchicos Educational Program. Scholarships and tuition for technical high schools and universities. Training of our team. Internship Program. 	<p>GENDER EQUALITY</p> <ul style="list-style-type: none"> Include women in the energy industry and the Company. Promote staff diversity and inclusion. 	<p>AFFORDABLE AND CLEAN ENERGY</p> <ul style="list-style-type: none"> Distributed generation of renewable energy. Electrical Inclusion. Education about the efficient use and cost of energy. Self-Administered MIDE Meter. Social Bond. 	<p>REDUCED INEQUALITIES</p> <ul style="list-style-type: none"> Access to a quality utility, improving the safety of people and the network. Possibility of managing consumption according to the flow of family income. Digitalization of the service adapted to the needs of the customer. Access to social tariff. Access to consumer credit. Social Bond. 	<p>SUSTAINABLE CITIES AND COMMUNITIES</p> <ul style="list-style-type: none"> Electrical Inclusion in Poor Neighborhoods. 	<p>RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <ul style="list-style-type: none"> Full Waste Management. 	<p>CLIMATE ACTION</p> <ul style="list-style-type: none"> Carbon footprint calculation. 	<p>PARTNERSHIPS FOR THE GOALS</p> <ul style="list-style-type: none"> To achieve these goals, it is essential to make alliances with different civil society play-ers, including NGOs, private companies and states.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY

[GRI contents: 2.2; 2.6; 2.9; 2.10; 2.11; 2.12; 2.13; 2.16; 2.17; 2.18; 2.19; 2.20; 2.22;
2.23; 2.26; 2.28; 405.1)



3 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

GOVERNANCE		
Audit risk		
INDICATOR	2021	2022
Supervisory Committee (Regular members)	Yes	Yes
Audit Committee	Yes	Yes
Percentage of Independent Directors at the Audit Committee	100%	100%
Complaints channel	Yes	Yes
Board Structure		
INDICATOR	2021	2022
Number of Regular Members	12	11
Number of Non-Executive Regular Members	10	10
Diversity		
INDICATOR	2021	2022
Female Members of the Government bodies	17.39%	17.24%*
Female Chief Executives	25%	33%
Independence		
INDICATOR	2021	2022
Number of Independent Directors (regular and alternate members)	15	15
Rotation		
INDICATOR	2021	2022
Term Duration of Board Members	1 year	1 year

*According to minutes of the Board of Directors, and Supervisory Committee.



3.1 SHAREHOLDING STRUCTURE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Edenor's Share Capital is represented by a total of 906,455,100 nonendorsable, registered ordinary shares, with a par value of \$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, 2022 is as follows:

Edenor is listed on the Buenos Aires Stock Exchange (BCBA), the New York Stock Exchange (NYSE) and BYMA, where it was part of the Sustainability Index during 2022.

Such 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 OVER THE VOTES AND THE RESULTS
Empresa de Energía del Cono Sur SA (EELCOS)	A	462,292,111	51%
Sustainability Guarantee Fund/ANSES	B	242,999,553	26.80%
Float	B	168,216,541	18.56%
Equity ownership program	B	30,994,291	3.43%
PPP(*)	C	1,952,604	0.21%
TOTAL		906,455,100	100%

(*) Banco Nación trust. The request for the conversion of 355,945 Class C shares into Class B shares is pending.



3.2 BOARD OF DIRECTORS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Edenor's administration is entrusted to the Board of Directors, which, per the Bylaws, comprises twelve regular directors (with a vacancy in 2022, therefore resulting in 11 regular directors as of December 31, 2022) and up to twelve alternate directors, with a one-year term and the possibility of reelection. Holders of "Class A" ordinary shares will be entitled to elect 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 and its committees are made up of 27 non-executive members and two executive members. Being 24 men and 5 women.

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 6, 2022, the regular and alternate members of the Board of Directors for the year 2022 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 and C	Independent
D'Angelo Campos Federico A.	Regular	B and C	Independent
Bernal Federico	Regular	B and C	Independent
Gobbo Lucas	Regular	B and 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
Mazer Pedro Iván	Alternate	A	Independent
Maletta Mirta Silvia	Alternate	A	Independent
Nuñez Nicolás	Alternate	B and C	Independent
Tolone Soledad Marisol	Alternate	B and C	Independent
Bevilacqua Flavia Vanesa	Alternate	B and C	Independent
Gallino Guido Agustín	Alternate	B and C	Independent
Vergara Guarnizo Luis Ángelo	Alternate	B and C	Independent

Government bodies (Board of Directors and its committees)	MALE	FEMALE
Less than 30 years	3.45%	0%
Between 30 and 50 years	24.14%	6.90%
More tahn 50 years	55.17%	10.34%

According to minutes of the Board of Directors, and Sindicatura.

* The Special Meeting of Class B and Class C Shareholders, held on November 2, 2022, proceeded to appoint the new directors to replace the resigning members Maximiliano Ramirez, Paula Platini, Agustin Lodola and Pablo Salinas. Subsequently, on November 7, 2022, Santiago Fraschina resigned from his position.

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

3.3 SUPERVISORY COMMITTEE

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 reelection. Holders of “Class A” ordinary shares will be entitled to elect 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 6, 2022, the regular and alternate members of the Supervisory Committee for the year 2022 were appointed.

As a result of Federico Ortega Armas not having accepted his position, a Special Ordinary Meeting of Class A Shareholders was held, where Marcos Ambrosio Romero Carranza was appointed.

Composition:

- 3 regular members and up to 3 alternate members.
- 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.

The list of members of the Supervisory Committee is transcribed below:

NAME	POSITION	CLASS
Cvitanich Carlos Esteban	Member	A
Errecondo Javier	Member	A
Pardo Jorge Roberto	Member	B and C
Borgatello Carlos	Alternative member	A
Romero Carranza Carlos Ambrosio	Alternative member	A
Auditore Sandra	Alternative member	B and C



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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:

NAME	TYPE	CLASS
Macek Esteban (1)	Independent	A
Zin Federico	Independent	A
D'Angelo Campos Federico	Independent	B and C

(1) President and Financial Expert

Executive Committee

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



3.5 CHIEF EXECUTIVES

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

NAME	POSITION
Neil Arthur Bleasdale	President and CEO
Germán Ranftl	CFO
Pablo Pérez	Operations and Customer Service
Miguel Farrell	Technical Director
Ignacio Letemendia	HR Director
Diego Poggetti	IT and Telecommunications Director
María José Van Morlegan	Director of Legal and Regulatory Affairs
Fabiana Colombo	Purchasing, Logistics and Supply Director
Ricardo Luttini	Internal Audit Director



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

3.6 REMUNERATION POLICY

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 fees proposal for Board members is assessed by the Audit Committee for it to judge 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 **CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY**

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

CODE OF ETHICS AND CORPORATE GOVERNANCE CODE

Edenor has an Ethics and Corporate Governance Committee, which reports to the Board of Directors and is made up of the President and CEO, the HR Director, and the Director of Legal and Regulatory Affairs.

The Committee performs duties aimed at ensuring the correct application and implementation of **edenor's** Ethics and Corporate Governance Code, with the main objective of creating and maintaining an ethical culture that serves as a defense line in terms of compliance of internal and external standards.

With the aim of continuing to promote a culture of corporate compliance and integrity, the Company's Executive Committee approved the setting up of a Compliance and Process Department, in charge of, among other duties, monitoring and maintaining the Integrity Program; assisting both the Senior Management and the Ethics and Corporate Governance Committee, in the framework of that Program, with issues relating to Internal Control, Processes, Business and Corporate Governance; and promoting training in and dissemination of the Integrity Program's components.

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: we continue 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
- Via e-mail: 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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.

In 2022, the Company set up the Risk Management Department, whose responsibilities, among others, are: a) to cooperate in the development and maintenance (monitoring and managing) of the Risk Management Model, its regulatory framework and methodology; b) to provide support and advice on the identification of the Risk Universe and its assessment; c) to gather information and to advise business units on risk mitigation and control design activities in processes and projects; d) to report the results of risk management to both the Risk Committee on a periodical basis and the Audit Committee on an annual basis.

The Company's Risk Management Model was updated, along with its regulatory framework (policies, rules and procedures) in 2022. The Model is aligned with the best practices in the field (ISO 31000:2018, COSO 2013 and COSO-ERM 2017). In turn, it is linked to the Company's strategy as it considers each and every Strategic Objective defined by Senior Management and identifies the risks associated thereto; which makes it possible to have better information for decision making.

The Risk Management Model is implemented by the Company's Senior Management, with the assistance of the Risk Management Department, and is a management tool for: a) having better information and making decisions in a timely and strategic manner; b) recognizing threats and taking action before problems occur; c) identifying opportunities and taking advantage of them to achieve the objectives; and d) building strong commitment from all the Company's members to risk management.

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 that is filed with the SEC through form 20F.

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

In this regard, the Audit Committee, in compliance with its duties and as established in Section V of its Rules, over-

sees 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.



3.9 CYBERSECURITY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

As regards information security, considering the increase in cybersecurity crimes worldwide, work was done on several fronts to strengthen the level of detection and response to these events. In particular, we can highlight the implementation of a 7 x 24 SOC (Security Operation Center) to monitor security events constantly, do cyber intelligence and establish an Incident Response Team (IRT).

Additionally, another implementation to highlight was the one related to the change in technology and paradigm in browsing control, achieved through a new proxy (Secure Web Gateway) that prevents malware, detects threats, filters websites, protects data and controls applications and services in the cloud.

Likewise, workflows were defined for the enveloping and/or safeguarding of high-privilege accounts and various surveys were made to improve the strategy and design of the disaster recovery plan. At the same time, the cybersecurity control process for third parties continued, achieving greater visibility in the management of edenor's information handled by critical suppliers.

Staff awareness programs about cybersecurity and information protection continued through phishing drills, newsletters, and interactive modules.

The infrastructure of digital certificates was improved incorporating a continuous renewal and updating process.

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. All this new infrastructure and systems are monitored, allowing real time measurement of the performance and availability of society's critical 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 7 days a week, 24 hours a day.

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



3.9 CYBERSECURITY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Technology Infrastructure Library) processes for IT&T management continued, which had an impact on the management of edenor's technological assets.

As a 2022 highlight, it is worth mentioning the implementation of a new Datacenter at world-class facilities, obtaining access to the highest security and availability standards. These facilities allow us to expand our physical capacity to cover contingencies at edenor's Datacenter, operate more securely and continuously 365 days a year, reduce risks, as well as prepare for growth in demand.

In addition to the highlights, the following activities were carried out during 2022:

- Renovation and use of new videoconference rooms, improving equipment and spaces for remote collaborative work, as well as laptops and telephones for staff.
- The ITIL (Information Technology Infrastructure Library) processes continued to be implemented for IT&T management, which have an impact on the management of edenor's technological assets, and a new infrastructure began to be developed and implemented to support edenor sites set up on Amazon Cloud, with DevOps methodology and Infrastructure as Code.
- Automatic technology asset discovery processes (CMDB), based on which we prepared an initial inventory of the configuration items that will make up the CMDB;

- First steps in the Cloud Infrastructure Sanitation and Structuring to be able to transit the growth of this type of implementation more efficiently and safely.
- Start of Windows update on all desktop PCs, leveling the version with all notebooks and thus allowing homogeneous and automatic updating of the entire set of computers.
- Implementation of the Specialized Support Desk for Medium Voltage Dispatch, with operators focused on resolving specific problems in the sector.
- Implementation of a chat as a new contact channel for the Service Center, obtaining a growing use of it over the months. This channel allows a more agile and user friendly service.
- Monitoring incorporation in new platforms and applications aimed at identifying proactively possible unavailability and/or degradation in the different components and the integrations comprising them.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

04 FINANCIAL PERFORMANCE

[GRI contents: 2.6; 2.16; 201.1; 204.1; 418.1]



4. FINANCIAL PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

ECONOMIC		
Financial		
INDICATOR	METRIC / QUANTITY 2021	METRIC / QUANTITY 2022
Revenues from Sales	\$221,091 millions of AR\$	\$205,835 millions of AR\$
Investments	\$16,246 millions of AR\$	\$33,900 millions of AR\$
Energy Sold	21,710 GWh	22,826 GWh
Energy Purchases	\$135,966 millions of AR\$	\$143,228 millions of AR\$
Operating		
INDICATOR	METRIC / QUANTITY 2021	METRIC / QUANTITY 2022
Customers	3,229,000	3,264,829
Transformer Centers	19,590	20,111
Remote network points	3,031	2,656
Substations	81	81
Accounts registered in Edenor Digital	2,000,000	2,295,429
Customers with distributed generation	199	265
Measurement readings	17,000,000	18,000,000
Maneuvers carried out in medium voltage	591,178	423,841
Network kilometers	41,091 km.	44,288 km. (BT and MT)
Street work teams	1,000	1,100
Change of poles	110,100	59,565
Average system outage duration index (Saidi)	10.7 hours/customers/year	8.61 /hours/clients/year
Average system outage frequency rate (saifi)	4.1 interruptions/customers/year	3.6 interruptions/customers/year
Customer satisfaction Authorized	86%	89.3%
Registered providers	756	1,343*
Local suppliers	99%	96.5%

*For the calculation, the suppliers that appear in the Edenor Supplier Registry as of 12/31/2022 have been considered.

Although **edenor's** results for 2022 reflect a 7% drop in revenues and a 26% fall in gross margin in real terms, the update of the tariff scheme, including the Own Distribution Cost, which will be implemented as from April 1 and June 1, will help to trace the path of the sector normalization.

The Company's sustained efforts to maintain the quality levels of the electrical service yielded record results in terms of the perception of its customers regarding the Company's performance, registering the best global quality indicators of technical service since its inception, including SAIDI and SAIFI.

Force Majeure cases are excluded according to ENRE Resolution No. 527/96 (Table of Case File Codes; Sub-Annex No. 1. Interruptions due to Force Majeure Events)

For more information about the financial performance during the year 2022, we invite you to read our Annual Report available on our website [edenor.com](https://www.edenor.com)

4.1 RESULTS FOR 2022

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

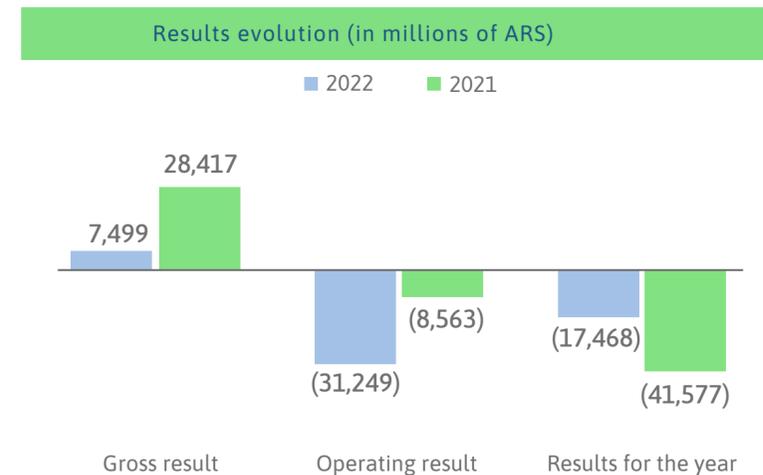
05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Financial year 2022 shows a loss of \$17,468 million, compared to a loss of \$41,577 in financial year 2021. The results evolution is as follows:



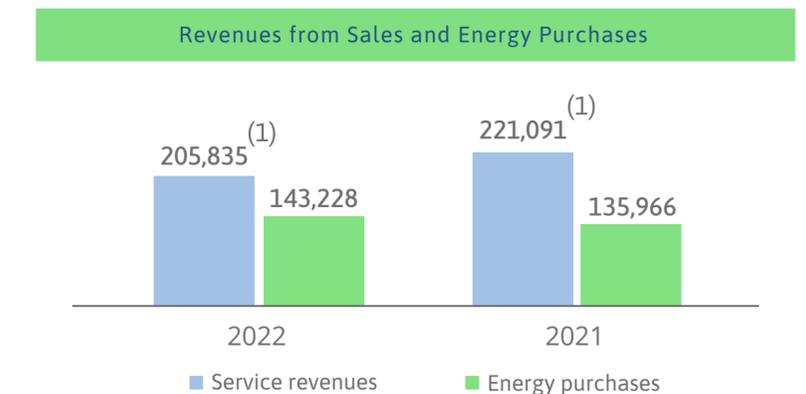
The operating result for the year 2022 shows a loss of \$31,249 million compared to a loss of \$8,563 million in the previous year. This was **mainly due to the fact that the new tariff schemes will be applied as of April an July 2023**, and had no impact in 2022. Gross margin in 2022 and 2021, including transmission and distribution ex-

penses, was 4% and 13%

The result for the 2022 financial year shows a 58 % decrease in the loss, compared to the previous financial year. This is mainly due to the impact of the result from exposure to inflation of the Company's monetary liabilities, the recognition of the credits granted within the framework of the Obligations Regularization Agreement entered into by the Company, the National Government, the ENRE and CAMMESA on December 29, and the lower impact on the negative result of income tax (due to the fact that, in fiscal year 2021, we recorded the adjustment of the deferred liability of fixed assets, by taking the deferred liabilities from an average rate of between 25% and 27% to one of 35% due to the change in the income tax rate.)

Regarding Revenues from Sales and Energy Purchases during 2022, the Secretariat of Energy and the Regulatory Entity (ENRE) issued various resolutions related to the Company's tariff schemes and the reference seasonal prices (Energy Stabilized Price and Reference Power Price). Said resolutions did not represent a significant improvement in the revenues from Company's Own Distribution Cost, but only a transfer of prices and/or elimination of subsidies in the amounts to be billed to

Customers. The energy demand achieved by **edenor** in 2022 was 27,158GWh, which represents an increase of 3% compared to 2021. The mobile annual rate (TAM) of total losses for the 2022 was 15.94%, showing a decrease of 17.62% compared to the previous year.

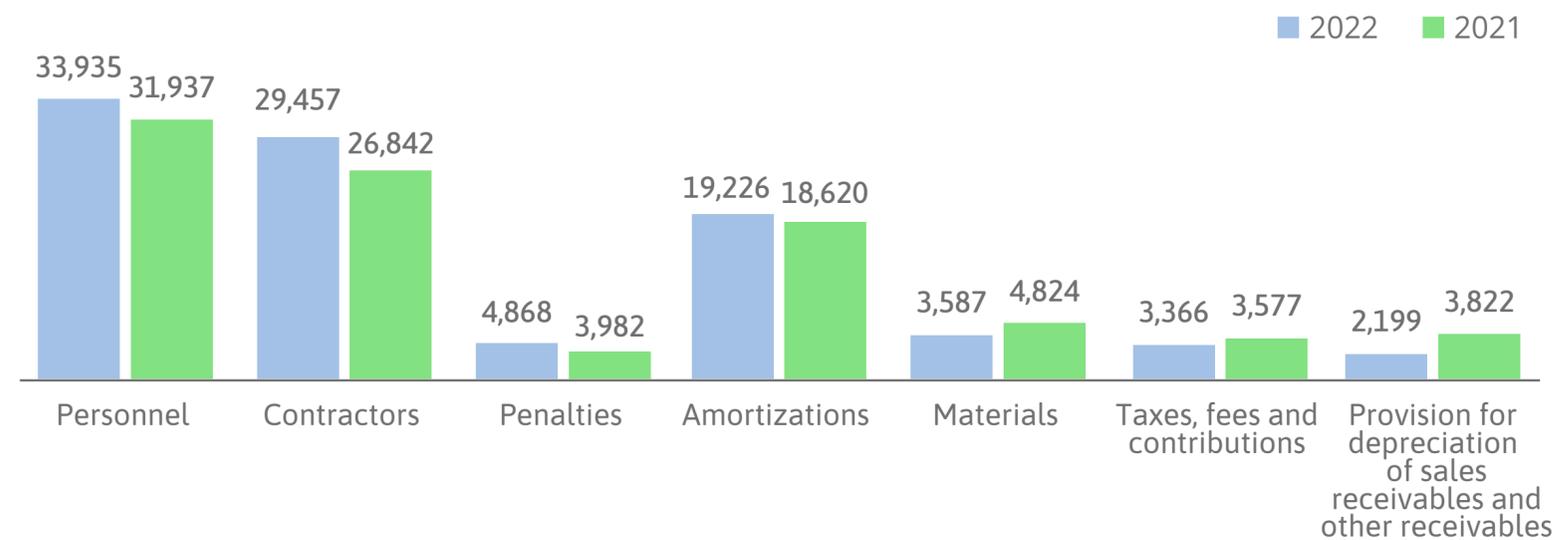


(1) Includes right to use poles for \$ 1,115 million and \$ 1,367 million for the years 2022 and 2021, respectively, and charges for connections and reconnections for \$ 121 million and \$ 143 million, respectively

4.1 RESULTS FOR 2022

As regards operating costs, there has been a slight increase of approximately 3% compared to financial year 2021, mainly due to the increase in contractors and staff salaries given the inflationary context.

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



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE**
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX



4.1 RESULTS FOR 2022

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Other operating income and expenses amounted to \$2,788 million (gain) in 2022, compared to the loss recorded in 2021 of \$88 million. This variation can be explained by the recording of a recovery in the bad debts allowance arising from the recognition of Clause 2 a) of the previously mentioned Obligations Regularization Agreement, and, in addition, to a decrease in retirement bonuses.

The net financial results during 2022 showed a loss of \$89,138 million, compared to a loss of \$48,999 million during 2021. This 82% increase in net loss can be explained mainly by the increase in commercial interest due to the debt with CAMMESA as a result of the tariff delay and the financial difficulty in meeting operating costs.

Financial Results (in millions of AR\$)	2022	2021
Financial Income	4,368	8,991
Financial Expenses	(93,506)	(57,990)
Financial Expenses, Net	(89,138)	(48,999)



4.2 INVESTMENTS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

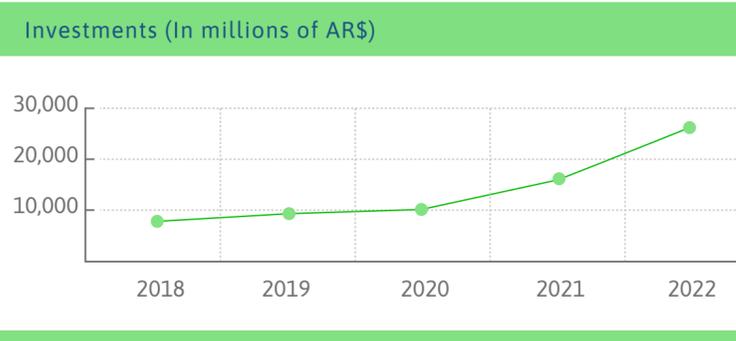
07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

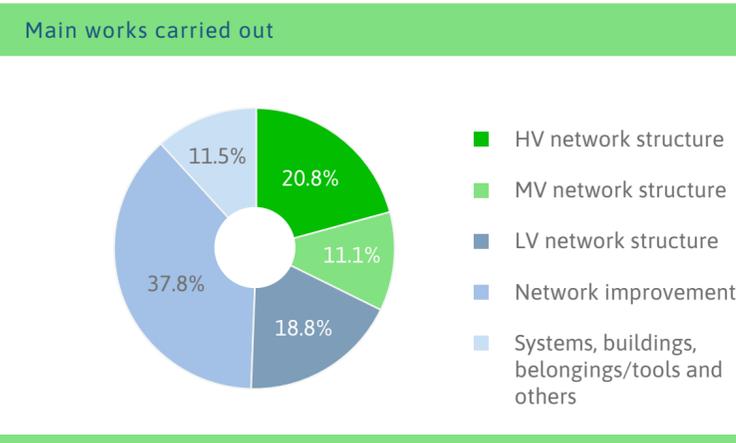
The investments made during 2022 reached an amount of \$33.900 million in constant currency. **edenor** gave priority to them over other expenditures, since it is as a way of maintaining the provision of the public service under concession in safe conditions. To achieve these investments, various protocols 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, install remote control equipment in the medium voltage network, connection of the new supplies and installation of self-managed energy meters. All investments are made prioritizing the protection of the environment and safety on public roads.

In comparative terms, there has been an increase in the level of investment in recent years, in nominal currency. The evolution is detailed in the following graph:



The investment was allocated to the following items during 2022:



During the year, we completed the additional investment plan under the Agreement for the Development of the Preventive and Corrective Work Plan of the electrical distribution network of the metropolitan area of Buenos Aires, entered into by the Ministry of Economy, the Secretariat of Energy, the Regulatory Entity (ENRE) and **edenor** in December 2020. The investment made within this Plan in 2022 reached \$1,222 million, totaling \$3,092 million in the 2021-2022 period, and comprising 354 works.

4.3 OPERATIONS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

As a 2022 highlight, it is worth mentioning the implementation of a new Datacenter at world-class facilities, obtaining access to the highest security and availability standards. These facilities allow us to expand our physical capacity to cover contingencies at **edenor**'s Datacenter, operate more securely and continuously 365 days a year, reduce risks, as well as prepare for growth in demand.

In addition to the highlights, the following activities were carried out during 2022:

- Renovation and use of new videoconference rooms, improving equipment and spaces for remote collaborative work, as well as laptops and telephones for staff.
- The ITIL (Information Technology Infrastructure Library) processes continued to be implemented for IT&T management, which have an impact on the management of edenor's technological assets, and a new infrastructure began to be developed and implemented to support **edenor** sites set up on Amazon Cloud, with DevOps methodology and Infrastructure as Code.
- Automatic technology asset discovery processes (CMDB), based on which we prepared an initial inventory of the configuration items that will make up the CMDB;
- First steps in the Cloud Infrastructure Sanitation and Structuring to be able to transit the growth of this type of implementation more efficiently and safely.
- Start of Windows update on all desktop PCs, leveling the version with all notebooks and thus allowing homogeneous and automatic updating of the entire set of computers.
- Implementation of the Specialized Support Desk for Medium Voltage Dispatch, with operators focused on resolving specific problems in the sector.
- Implementation of the chat as a new contact channel for the Service Center, obtaining a growing use of it over the months. This channel allows a more agile and user-friendly service.
- Monitoring incorporation in new platforms and applications aimed at identifying proactively possible unavailability and/or degradation in the different components and integrations comprising them.



4.3 OPERATIONS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

THE MANAGEMENT OF OUR OPERATIONS IN NUMBERS:

- 3,264,829³ customers
- 265³ customers with distributed generation
- 18 million meter readings
- 2,656 remote network points
- 81 substations
- 20,111 transformer stations
- 2,295,429³ accounts registered in edenordigital, 307,775² of which were registered in 2022.
- 788,446³ customers receive their digital invoice, 183,391² of which adhered in 2022.
- 8,361,006 digitally paid invoices
- 423,841 maneuvers carried out in medium voltage
- 44,288 (LV and MV) network kilometers
- 1,100 street work teams
- 59,565 pole changes
- Energy sold: 22,826

² New registered accounts: Calculated as the difference between the total registered customers as of 12/31/2021 and 12/31/2022.

³ Active customers as of 12/31/2022 are included.



4.4 OUR CUSTOMERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

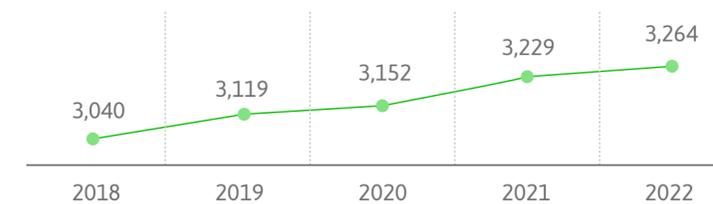
CUSTOMERS*	QUANTITY
Number of residential customers	2,890,217
Number of commercial customers	174,978
Number of industrial customers served	93,579

*We have included active customers as of December 31, 2022.
We have considered the ISIC code associated with each account.

Customer service management kept the focus on customer experience based on process improvement, with the aim of increasing the satisfaction and loyalty of the millions of customers in the concession area.

The evolution of our customers' number in recent years is detailed below:

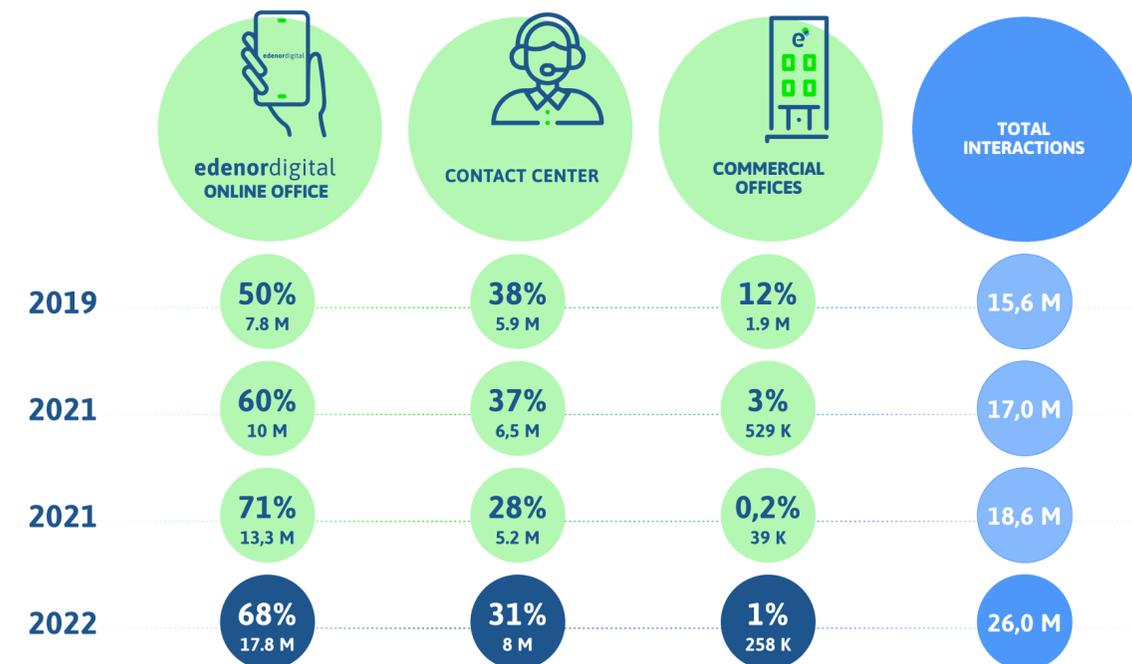
Evolution of Customers' Number (In Thousands)



During 2022, improvements were made in **edenordigital**, incorporating automations and new procedures; satisfaction surveys in all service channels; development of communication campaigns promoting the digitalization of customer management and the implementation of new functionalities on the WhatsApp channel.

Digitalization continued to be key together with the flexibility and adaptation of all processes that facilitate **edenor**/customer relationship.

Below, we show the evolution of the interaction distribution by channel:



4.4 OUR CUSTOMERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

COMMUNICATION

At **edenor** we keep constant, proactive and exciting communication with our customers, offering content that can contribute to improve and strengthen the relationship with them.

Communication continues to play a fundamental role in our relationship with customers to inform them about Company's news, such as new service channels, payment, management requirements, new regulations and the service value.

It is important to highlight that our main communication channels are e-mail marketing, SMS, website www.edenor.com, social networks, **edenordigital** and also mass media for institutional campaigns.

We focus our communication on these axes:

- **Digitalization**
- **Payment strategy**
- **Educational and relational**
- **Institutional**

The main campaigns carried out this year were the following:

DIGITALIZATION

In 2022, the use of digital contact channels continued to be promoted, carrying out different communication campaigns, among which we can highlight the following:

Digital invoice promotion: a simple, fast and sustainable way to access the invoice.

Balance inquiry | Virtual assistant: it promotes online balance inquiries through the Company's website, discouraging telephone contact for this reason, making it faster and easier.

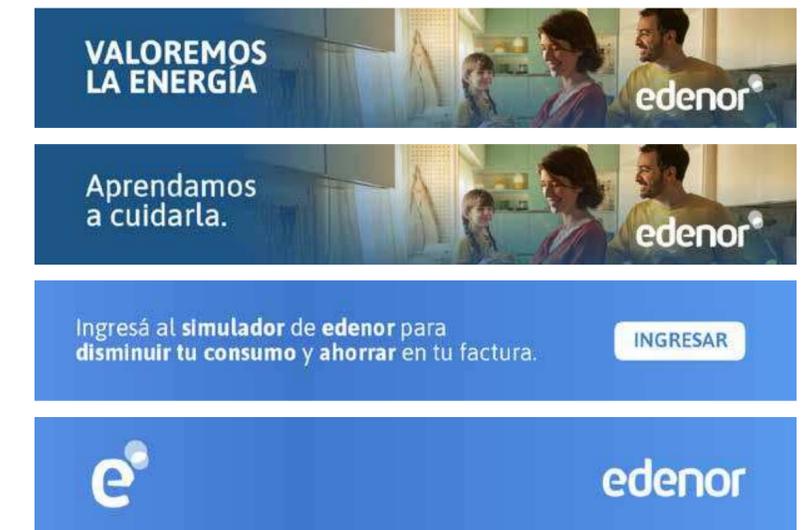
WhatsApp | The new customer service channel: it communicates the new channel functionalities (proceedings / formalities that can be carried out simply and fast.)

LET'S VALUE ENERGY

Within the framework of the **LET'S VALUE ENERGY** campaign and the Company's 30th anniversary, **edenor** reinforces its distinctive attributes of efficiency and proximity, and gives priority, in the context of its constant growth, to innovation and sustainability attributes.

With the idea of creating a story of continuity, and in response to the new tariff scenario, **edenor's** goal is to highlight the value of its energy, by showing its service as vital for the development of life, work, education and health, and as the engine of the country's development.

This campaign included radio spots, digital publicity, digital advertising, on portals and social networks.



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX

4.4 OUR CUSTOMERS

DEFAULT IN PAYMENT AND PAYMENT STRATEGY

- **Virtual wallets: a new payment method for customers through virtual wallets, using the QR code included in the invoice.**
- **Educational and relational.**
- **Change in service title, with the aim of promoting service title update.**
- **Tariff segmentation: at the request of the regulatory body, we notify our customers of the registration option to obtain the state subsidy.**

MEDIA

The main goal of the Media area during 2022 was to continue positioning **edenor** in the media as an excellence model for a public service company and the continuous improvement of its corporate image.

The topics of the year focused on the public hearings dealing with tariffs and regulatory decisions related to tariff segmentation, delinquency, and database updating. In all cases, we worked reactively and proactively to address the concerns of the press, seeking to amplify and maintain the corporate message.

In addition to the aforementioned, and in accordance with the expected communication plan, we worked to strengthen the Company's image, showing it as a socially responsible, innovative and job-generating company.

RELATIONSHIP

During the year, we organized a series of meetings with traffic journalists grouped under the Association of Traffic and Transport Journalists of Argentina (APTTA, in Spanish) and with outdoor journalists (movileros). The meetings were aimed at generating a close and fluent relationship with these stakeholder groups. The value of this relationship lies in the fact that this segment of journalists covers all kinds of incidents affecting the traffic on public roads (protests, demonstrations, roadblocks as a result of incidents, etc.).

Similarly, we worked on the relationship with those journalists who lead the coverage of the strategic aspects of the business.

SAFETY

During 2022, we continued to prepare attractive communications to inform and warn customers about the main risks and aspects of public safety, as well as advice

to take into account in the event of weather alerts.

FIGHT AGAINST FRAUD IN MARKETPLACE

Throughout 2022, we continued with the process of reporting different profiles of Facebook social network that promoted methodologies to reduce consumption or manipulate electrical installations.

The tasks carried out jointly by **edenor** and Adeera could report more than 650 publications.

By the end of the year, different operations were carried out on the web and social networks to support the complaints that were being made through the networks.



4.4 OUR CUSTOMERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SOCIAL NETWORKS

The Company's social networks continued their in-depth path as strategic contacts channels. The Company's profile on LinkedIn reinforced its institutional presence and strengthened **edenor** as an employer brand.

In addition, Facebook was consolidated as the contact channel for customers. In addition to dealing with a full range of queries and claims, commercial information was provided along with advice on the smart use of electricity, sustainability, safety on public roads, and weather alerts.

As regards Twitter, the profile was used to promote strategic issues to be disseminated through journalists, influencers and contacts.

Finally, YouTube continued with its role as an audiovisual content channel for the general public and support for the institutional website.

By the end of 2022, edenor reached more than 16.7 million users with its content on the Company's four social networks.

In addition, among the social networks, a total of 364,168

followers were reached, with LinkedIn being the social network that showed the greatest increase in followers with a total of 118,271 followers and a growth of 32.30% compared to 2021.

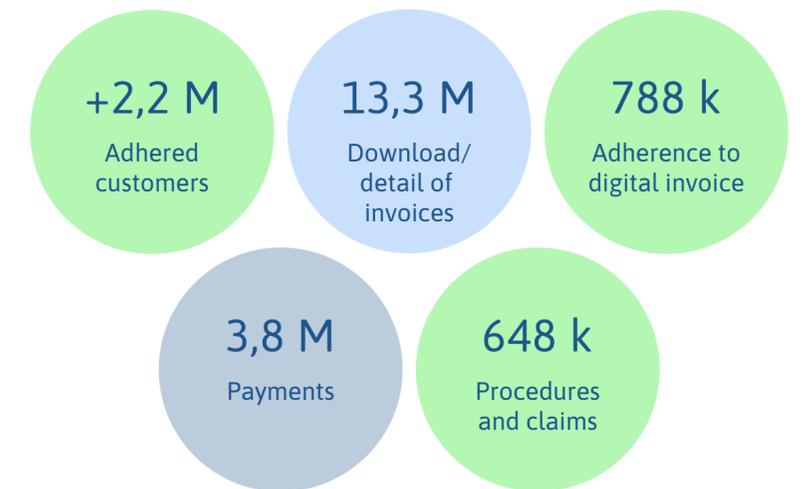
The number of followers and the growth in the last year by social network is divided as follows:



EDENORDIGITAL

In 2022, we continued with the migration of our customers to digital channels, strengthening and improving **edenordigital** tools and the 24-hour online office.

The total number of transactions during the 2022 was:



WhatsApp was implemented as a new customer service channel.

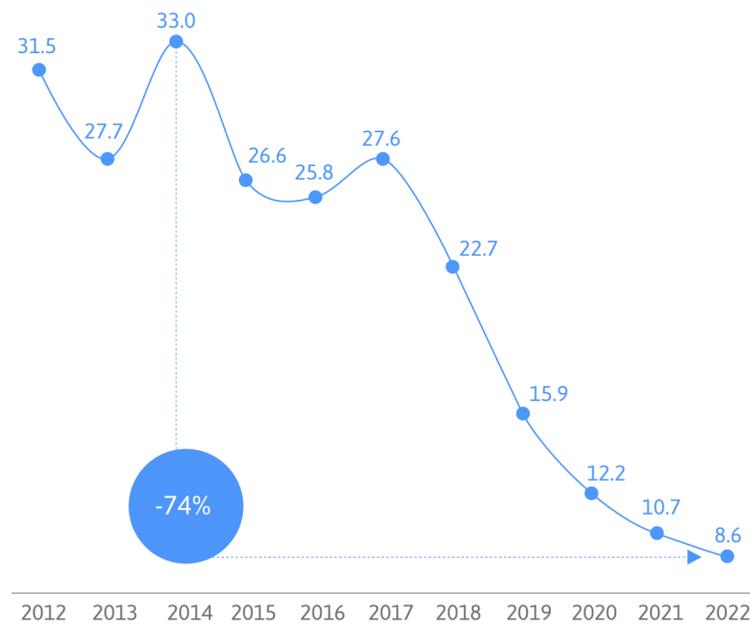
4.4 OUR CUSTOMERS

QUALITY OF SERVICE

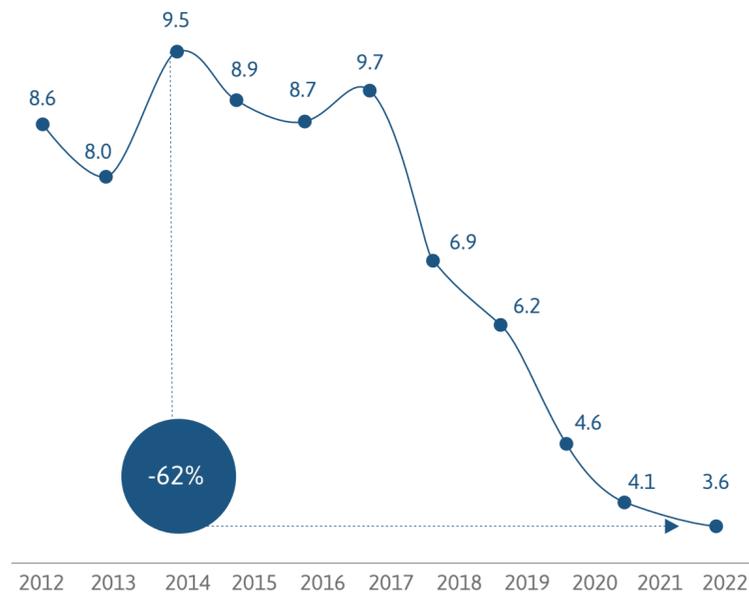
In 2022, we maintained the improvement trend in the frequency indicator and total outage time, with an improvement in interruption times.

As can be seen in the evolution of these indicators, we have achieved a significant reduction, with the duration of outages being 8.6 hours and the frequency of outages 3.6, lowering interruptions by 13.9% between 2021 and 2022.

DURATION OF OUTAGES: HOURS/CUSTOMERS/YEAR



NUMBER OF OUTAGES: interruptions/CUSTOMERS/YEAR



These improvements in service quality were achieved through continued investment in our network, and various significant projects in different areas where we have additionally encouraged innovation in our work teams with agile methodologies, as well as through digital transformation to consolidate an Intelligent Network with an efficient data management.

ELECTRICITY-DEPENDENT CUSTOMERS

During 2022, **257 smart meters** were installed for electricity-dependent customers, making a total of 543, allowing them to know in all cases the supply status via online.

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



4.5 CUSTOMER SATISFACTION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

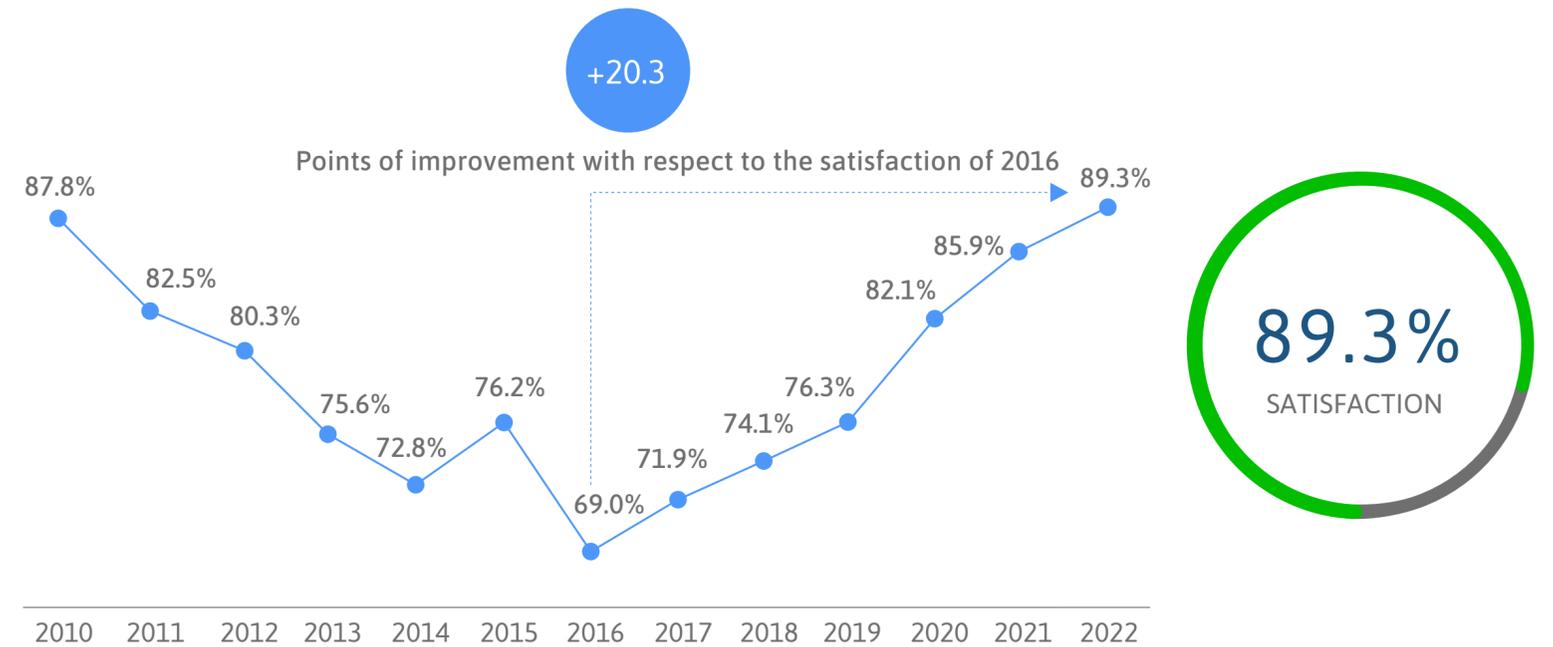
08 GRI AND SASB
CONTENT INDEX

Measuring customer satisfaction is key to assessing the overall performance of the organization and promoting the formation of a corporate culture in pursuit of efficiency in management, always putting the customer at the heart of what we do.

Since 1993, at **edenor** we have carried out various studies on an annual basis to identify the image, service, attention, requirements, needs and expectations of our customers.

The investment plan launched by **edenor** in 2013 and the sustained improvements in our management allowed us to achieve the best customer satisfaction rate in the last 10 years.

The result obtained compared to 2022 period was 89.3%, exceeding the value of 85.9% of the previous year by 3.4 percentage points. It is an achievement of the whole **edenor's** team and the recognition of this effort by our customers.



4.5 CUSTOMER SATISFACTION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

GENERAL SATISFACTION BY TARIFF SEGMENT

Transactional Studies

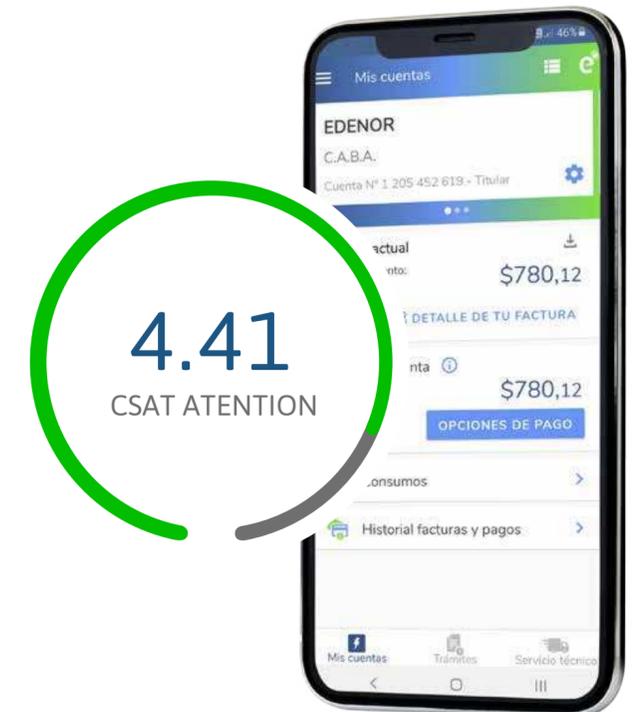
Currently, we have satisfaction surveys for face-to-face customer service at commercial offices, interactions with **edenordigital**, contact center and social networks (Facebook and Twitter). Also, as a novelty, this year we launched the satisfaction survey on the new contact channel: WhatsApp.

The analysis of all these surveys allows us to detect points of improvement, good practices and efficiency in management, seeking an increasing customer satisfaction with the attention provided.

The average value of satisfaction with service channels 2022 was:

Call Center	4.49
edenordigital	4.39
Social Networks	4.23
Commercial Offices	4.12

SATISFACTION RESULTS
average



4.5 CUSTOMER SATISFACTION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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.

Another priority goal for **edenor** is the promotion and dissemination of issues related to health through different digital channels such as **edenorCerca** platform. There, we have an exclusive space called **edenorSalud**, where we share relevant information with employees, Talks and Training, as well as periodic updates, and topics related to health and the prevention of heart disease, nutrition, flu, asthma and hypertension, among others. During 2022, the latest COVID-19 prevention measures continued to be communicated on digital channels, as well as reminders of preventive actions at home and the Company, in accordance with the recommendations of the Ministry of Health.

Throughout 2022, we continued with the process of reporting different profiles on Facebook and Mercado Libre sites that promoted methodologies to reduce consumption or manipulate electrical installations. The tasks carried out jointly by **edenor** and Adeera could report more than **650 publications**.



4.5 CUSTOMER SATISFACTION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

REAL ESTATE

During 2022, the development and construction of several necessary and priority works for the Company have been carried out, among which we can highlight the following:

- Completion and delivery of Tigre building, which concentrates the head of Region III. It has an office space of 2,000 m², a 1,000 m² storage, changing rooms for 300 people, space for 120 vehicles, in addition to all the facilities and technology typical of a building of this size.
- Completion of women's changing rooms in Moron building, completing the plan to provide the main buildings with mixed changing rooms.
- Restoration of the NOC⁴ space in Austria building next to Estomba building, both with new furniture and improvements to the facilities.
- Reconditioning of spaces for the materials testing laboratory in Garin building.
- Beginning of the lighting renovation plan in all our buildings, providing them with LED lighting.

- Civil adjustment of four substations (Casanova, Parque, Austria, San Alberto).
- Lighting adjustment of six substations (Pilar, Parque, Ciudadela, Tapiales, Al-berto, San Justo).
- Por su parte, se ha completado en más del 95% los procedimientos de mantenimiento preventivo en la totalidad de los inmuebles de la Sociedad.

In addition, more than 95% of the preventive maintenance procedures have been completed in all Company's premises.

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 complian-

ce 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 Network Operations Center



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

4.5 CUSTOMER SATISFACTION

OR ENCOURAGES THE PARTICIPATION OF SMALL SUPPLIERS OR SMES.

On **edenor** 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 so requires.

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 2022, 1,343 authorized suppliers were registered. The total amount paid corresponds to the following:

- National suppliers: \$130,986 million.
- Foreign suppliers: \$1,288 million.
- Total Suppliers: \$ 132,274.05 millions ⁵.

HIGHLIGHTS IN 2022

- **1,343 registered authorized suppliers⁶.**
- **1,220 registered authorized suppliers with which commercial activity was maintained⁶.**
- **12,124 total supplier base (authorized and disabled suppliers)⁶.**
- **96.50% of local suppliers and 3.5% of foreign suppliers.**

⁵ Donations are included. The accounting date is taken as a reference of payment. To convert from foreign currency to pesos, the quote is used of Banco Nación of the dollar currency of the business day prior to payment.

⁶ For the calculation, the suppliers that appear in the Registry have been considered of edenor Suppliers as of 12/31/2022.



- LETTER FROM THE PRESIDENT & CEO
- 01 WE ARE EDENOR
- 02 SUSTAINABILITY
- 03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY
- 04 FINANCIAL PERFORMANCE
- 05 ENVIRONMENTAL PERFORMANCE
- 06 SOCIAL PERFORMANCE
- 07 ABOUT THIS REPORT
- 08 GRI AND SASB CONTENT INDEX

4.6 INNOVATION

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

The smart electricity grid is another axis of the Company's Digital Transformation. Along these lines, we have continued the smart meter technological replacement plan using components of the current smart meter architecture.

Among other applications of SMART technology, we have been able to extend the benefits of the smart grid to other segments of our customer base such as Electricity-independent Customers, Residential, and Customers with Distributed Generation.

It is important to mention that internal telemetry has been carried out, such as measurements of HV/MV substations, internal boundaries measurements, and low voltage measurements, among others.

During 2022, the new own Measurement Laboratory, located on Azcuenaga Street in the Autonomous City of Buenos Aires, carried out meter tests, detected fraud analysis,

verified new measurement equipment, both conventional and smart, and programmed computers, among other tasks.

ENERGY RECOVERY

- Application of Success Fee methodology to improve customers' behavior with MIDE meters that did not register energy purchases. 23,882 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. 14,074 customers reached.
- Implementation of remote management in MIDE meters. Expanded installation of hubs to monitor energy loads, consumption and fraud alarm reporting in MIDE Hexing meters. 69,651 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. 35,022 customers reached.

TELECOMMUNICATIONS

During 2022, the Company's data network was strengthened and expanded, which was achieved by renewing technologies and equipment, using telecommunications and increasing the fiber optic network by 45 km, totaling 2,800 km deployed throughout the concession area.

We continued with the remote control plan of Transformer Centers to improve the quality of network service. 404 New Remotely Controlled Transformer Centers were installed, reaching a total of 3091 Remotely Controlled Centers throughout the MV Network.

In addition, the migration of technology and expansion of the Contact Center platform continued, which involved the renewal of infrastructure and systems that support the call center management, integrating all active digital channels, Twitter, Facebook, WhatsApp and Mails. In particular, for the WhatsApp channel, new options were added allowing the management of "Technical Claim", to check the delinquency situation of customers at the time of making or repeating a claim for lack of energy, providing information of the existing outage and the TER (Estimated Resolution Time). As part of the new automatic procedures, the "Know my balance" option was also added, which will provide the customer with



4.6 INNOVATION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

the updated total account balance at the time of making the query. We also added post-WhatsApp queries surveys. It is worth mentioning that the Contact Center was awarded in the simple experience category by Avaya LATAM.

On the other hand, continuing with the expansion of the Trunking DMR System (this system covers the needs of mobile communications for the Company's operation within the concession area), improvements were made to quality and coverage in Delta areas that were not communicated with the Dispatch Center and the operational area, integrating an extension and network modernization into the infrastructure, adding new channels to Region 3. To optimize coverage, 9 repeaters were implemented in Region 3, and additional repeaters in Tronador and Agronomy Network Control Centers. Additionally, a data system was integrated into the network allowing positioning (GPS) for the operating control of boats in Delta.

During the year, the installation of new sites with electronic security systems continued, including the integrated IP video surveillance system, thus adding 94 IP cameras out of a total of 1,250 cameras deployed throughout the network.

As part of the migration to Smart meters, direct connectivity was provided to 2,711 new smart meters, reaching a total of 10,097 of different rates, 341 MIDE Meter Hubs were added, expanding the management of 25,946 MIDE to reach a total of 69,193 remotely controlled MIDE.

Also, as part of the technological replacement, new Smart Ethernet meters were installed in 14 Substations.

Accompanying the Company's expansion, we launched the new operational building located in Tigre district. It was equipped with 360 network ports for 300 workstations, a Video Surveillance System with 40 IP cameras, an Access Control system throughout the building, a WiFi system with 14 AP that covers the entire property. It was also equipped with Video Conference Rooms, and connected to the building through a double Fiber Optic link to the Corporate Network.

As part of the technological replacement and network digitalization, the network was equipped with 120 LAN network switches for Buildings and Substations, 10 Routers and 10 new links to Buildings, Commercial Offices and Substations.

During 2022, progress continued towards the goal of being a strategic pillar for the Company's transformation

through the acceleration of technological changes, processes and work culture. In this sense, digital skills were strengthened and progress was made in the consolidation of a flexible and robust technological architecture with a "cross **edenor**" processes vision, considering a new stage of the Company that brings opportunities and challenges evolution to continue providing an efficient and quality service.

DIGITAL ARCHITECTURE, DATA ANALYTICS AND DATA GOVERNANCE

In recent years, the Information Technology and Telecommunications Department has been formulating and implementing a new strategy for data management. In this sense, in 2022, the implementation of data management and governance practices continued, which make it possible to solve certain existing problems and support consolidated decision-making at all levels of the Company.

With the Data Governance practice, the implementation of various Big Data use cases has been addressed, where it has been possible to cover, explore and generate knowledge from the Company's core systems. Strategic projects such as the Regulatory Asset and Capital Base (BACR, in Spanish) and the HR Data Model have started.



4.6 INNOVATION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

The strategy of being a data-based company continued, incorporating 3 new components in the Big Data architecture, which allows us to meet the different data processing and consumption needs. Added to the components already implemented last year on AWS, mainly, the use of NiFi, Kafka and Redshift was consolidated, achieving substantial improvements in data collection times and availability for the business. For example, data from the trading system can now be updated on a daily basis compared to the weekly update we had under the previous traditional data architecture.

During this year, 7 new use cases were implemented for the different Company's areas, such as: ENRE Reports, Field Service Management (FSM), Account Balance, Delinquent Balance, and Billing, Property, and Account Models.

Likewise, the development of 3 new Advanced Analytics (Data Science) models that implement various Machine Learning techniques continues: Collectability, Demand, Text Analysis.

In addition, the implementation of a business architecture tool was completed, which allows us to improve teamwork and collaboration between areas, sharing accurate information that helps IT and business teams make the best decisions for business growth.

TECHNOLOGICAL SOLUTIONS

In 2022, one of the main projects undertaken is related to the adaptation of the commercial system (CC&B) according to the various regulatory standards issued by the ENRE.

In particular, the already mentioned tariff segmentation, which involved applying differentiated tariffs with an incremental variation for three customer segments, high, medium and low income as of September 1, 2022. To materialize these definitions, we carried out a large amount of changes in configurations and integrations.

On the other hand, we completed the project for the technological evolution of reading devices, including the devices update with a redesign of the data collection portal and its optical sensor, achieving greater efficiency and speed in values measurement.

During 2022, the Collection project was completed, whose goal was to implement a consolidation-reconciliation payment system, thus achieving that all the collection channels managed by **edenor** are administered by and integrated into this application.

As an outstanding milestone in 2022, the new Geocall workforce management tool (Field Service Manage-

ment) was implemented, a leading application in the market. This new system offers a wide range of benefits to the processes of addressing technical claims, maintenance orders, commercial field actions, work certification and materials management, since, in addition to having greater functionalities, it allows a better performance in response times, stability and speed. In addition, it allows the integration of processes, previously distributed, in a single tool, facilitating the data maintenance and integrity.

Moreover, the Energy Sale application was implemented, which makes it possible to determine an energy balance based on the energy values demanded by customers and unbilled energy consumed. This solution, built with modern development tools and tailor-made for **edenor**, replaces the use of non-corporate tools, automates processes and performs online calculations that would otherwise be manual. In this way, more accurate results are obtained, the best audit practices are adopted and the times involved are optimized.

Finally, we continued with the applications testing automation, seeking to ensure the software quality and contribute to optimizing the implementation time, accompanying with agile initiatives, as well as the implementation of bots to streamline business processes (RPA processes).



4.6 INNOVATION

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

OPERATIONAL AND TECHNICAL SUPPORT SOLUTIONS

The smart electricity grid is another axis of the Company's Digital Transformation. Along these lines, we have continued the smart meter technological replacement plan using components of the current smart meter architecture.

Among other applications of SMART technology, we have been able to extend the benefits of the smart grid to other segments of our customer base such as Electricity-independent Customers, Residential, and Customers with Distributed Generation.

It is important to mention that internal telemetry has been carried out, such as measurements of HV/MV substations, internal boundaries measurements, and low voltage measurements, among others.

During 2022, the new own Measurement Laboratory, located at Azcuena building, carried out meter tests, detected fraud analysis, verified new measurement equipment, both conventional and smart, and programmed equipment, among other tasks.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

05 ENVIRONMENTAL PERFORMANCE

[GRI contents: 2.16; 302.1; 305.1; 305.2; 305.3; 306.1; 306.3; 306.4; 306.5]



5 ENVIRONMENTAL PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

ENVIRONMENTAL		
Climate change		
INDICATOR	MÉTRIC / 2021	MÉTRIC / 2022
Scope 1 (Fuel)	6,656 Tons CO2	7,501 Tons CO2
Scope 2 (Electrical energy)	6,833 Tons CO2	7,252 Tons CO2
Scope 3 (Executives transportation and waste incineration)	771 Tons CO2	86 Tons CO2
Energy**		
INDICATOR	MÉTRICA / CANT 2021	MÉTRICA / CANT 2022
Electrical energy consumed	16,785,415 KWH	79,809,256 joules
Material and Waste		
INDICATOR	MÉTRICA / CANT 2021	MÉTRICA / CANT 2022
Soils contaminated with OF oils	34 Tons	31 Tons

*In 2021, the electrical energy consumed was measured in KWH, and in 2022 in joules.

At **edenor** we are constantly committed 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.

Within our Environmental, Quality, and Occupational Health and Safety Policy, caring for the environment is a core value of the company's management which gives clear results in relation to our adherence to the United Nations 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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. This management system allows us to meet customer requirements, with a minimum environmental impact on processes, and with the lowest possible risk to the health and safety of workers.

Edenor has the following Management systems within its Integrated System:

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

There is a Policy following the 3 standards criteria.

In November 2022, we had the second IMS certification, with an IRAM external audit, where no Inconsistencies were found, and 7 Strengths were highlighted.



5.2 INITIATIVES TO CARE FOR THE ENVIRONMENT

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 μ T 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 μ T 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, in order 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 2022:

2022				
SUBSTATION		MAXIMUM REGISTERED VALUE OF ELECTRIC FIELD (kV/m)	MAXIMUM REGISTERED VALUE OF MAGNETIC FIELD (μ T)	DAYTIME NOISE LEVEL (difference between measured and calculated) [dB]
CODE	NAME			
041	Libertador	0.000970	5.4370	-2.9
036	Urquiza	0.000795	2.8640	0.4
162	Tapiales	1.714000	2.0990	4.2
046	Gaona	0.600900	0.6477	-2.8
114	Vidal	0.000274	7.5560	-0.2
054	Migueletes	0.000807	12.220	1.8
266	José León Suárez	0.009768	3.9660	1.7
068	Malaver	0.582400	5.5130	-9.8
066	Ramos Mejía	0.064140	1.5940	-14.9
264	Ituzaingo	0.194600	1.5550	-8.6
169	Malvinas	0.267700	1.7220	-8.6
052	Matheu	0.600000	9.6220	-2.2

* CE: campo eléctrico CM: campo magnético NS: nivel sonoro

*For the comparison of the Delta, IRAM 4062 Standard sets the most restrictive situation between the measured and/or calculated background value; as a result, the real situations in the places where the facilities are located are not contemplated.



5.2 INITIATIVES TO CARE FOR THE ENVIRONMENT

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 in order to obtain the most favorable alternative to the surrounding environment.

In 2022 the following environmental impact assessments were carried out:

- **Electrical duct 046: Malaver Interconnection Post-Malaver Substation.**
- **Electrical duct 680: Tesei Substation–Castelar Substation.**
- **Electrical duct 098/099: Gral. Rodriguez Substation–J.C. Paz Substation.**
- **Transclor delivery post and electroduct.**

- **Zappalorto Substation expansion.**
- **Electrical duct 612: Zappalorto Substation–Merlo Substation.**

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. In 2022, and with the aim of contributing to electromobility development, a new **100% electric vehicle** was added: a Nissan Leaf.

With this acquisition, the Company continues to commit to implementing clean and healthy energies, through work vehicles that adapt to daily traffic needs and cares for the environment.



5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

EMISSIONS INVENTORY			
Scope 1			
INDICATOR	2020	2021	2022
Fuel (Liters)	2,109,116	2,453,529	2,294,113
Fuel (Ton CO2)	5,832	6,656	7,501
Scope 2			
INDICATOR	2020	2021	2022
Electrical energy (KWh)	17,608.211	16,785,415	17,602,869
Electrical energy (Ton CO2)	9,383	7,166	7,252
Scope 3			
INDICATOR	2020	2021	2022
Ton CO2	263	771	86

MATERIALS		
INDICADOR	2021	2022
Regenerated oil (liters)	4,000	4,000



5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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:

- **Hazardous Industrial Waste includes oil, water with hydrocarbons, paints, solid waste with hydrocarbons, waste from Electrical and Electronic Equipment, solvents and regenerated oil.**
- **Non-Hazardous Industrial Waste includes metal remnant, obsolete equipment and materials, porcelain, meters and inert waste. The calculation includes waste whose certificates were received during 2022, including treatments carried out during 2021.**

- 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, is managed and controlled by the Supervisors of the Integrated Management System (SGI) of each Area.

WASTE 2022

HAZARDOUS INDUSTRIAL WASTE (HIW)

Total Weight of Hazardous Industrial Waste (HIW)	481.87 Metric Tons
HIW: For disposal	96.89 Metric Tons
HIW: Regenerated	83.2 Metric Tons
HIW: Recovered	301.78 Metric Tons

NON-HAZARDOUS INDUSTRIAL WASTE (NHIW)

Total Weight of Non-Hazardous Industrial Waste (NHIW)	3,362.74 Metric Tons
Total Weight NHIW: For disposal	2,967.05 Metric Tons
Total Weight NHIW: Revalued	395.69 Metric Tons

RECYCLABLE WASTE

Total Weight of Recyclable Waste	62.16 Metric Tons
----------------------------------	-------------------

* Waste is subject to documentary traceability from the moment it leaves the company's facilities to its final destination (transport delivery notes, cargo manifests issued by the environmental authority, heavy loads, final disposal certificates, etc.).



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

06 SOCIAL PERFORMANCE

[GRI contents: 2.7; 2.16;2.30; 401-1, 403-1, 403-2, 403-3, 403-5, 403-6, 403-7,
403-8, 403-9, 403-10, 404-1, 404-2, 407-1, 413-1]



6 SOCIAL PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SOCIAL		
Community		
INDICATOR	2021	2022
edenorchicos - Number of summoned children	8,420	18,309
edenor chicos – Number of schools	60	113
Scholarship holders	90	161
Mentoring	135	161
Professional Practices	70	71
% hygiene conditions in MIDE customers	99.5%	99.5%
Number of customers under the electricity inclusion program	399,577	414,662
Diversity		
INDICATOR	2021	2022
Total percent-age of women on staff	16%	16.9%
STEM courses promotion- “Women with Energy” Program/Number of scholarship holders	10	10
Occupational Health		
INDICATOR	2021	2022
Recordable accident frequency rate	121	99
Personnel who performed the periodic medical health examination	94%	99%
Personnel exposed to contaminants who performed the relevant medical examination	100%	100%
Human Capital		
INDICATOR	2021	2022
Training hours per employee	25.5 hours	26 hours



6.1 OUR TEAM

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



We are convinced that our team is edenor’s greatest strength, which is why we promote the best labor practices that are 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 achieve 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 more than 10,000 students and young professionals participating in events and job fairs.

Among the people incorporated in 2022, many technological profiles stand out, which have joined to promote **edenor's** digital transformation process.

WE ARE EDENOR⁷

- **4,658 members.**
- **16.9% women.**
- **5 women in management positions and at the Board of Directors.**
- **81% employees covered by collective bargaining agreements⁸.**
- **124,170 hours of training.**
- **26 average hours of training per employee.**
- **100% job retention of fathers and mothers after paternity and maternity leaves.**



⁷ To obtain the number of employees, we used the list of active employees as of December 31, 2022. The distinction between men and women is obtained from the information uploaded by the employees at the time of joining the Company.

⁸ 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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 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** 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**: We created a digital relationship, communication, and management platform for all staff that 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, announcements, among other functionalities.



6.2 OUR EMPLOYABILITY PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

- **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 the use of 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, as well as 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.



6.2 OUR EMPLOYABILITY PERFORMANCE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

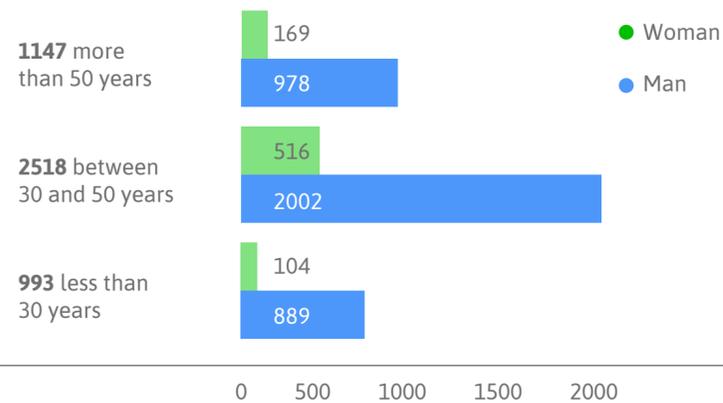
08 GRI AND SASB
CONTENT INDEX

STAFF⁹

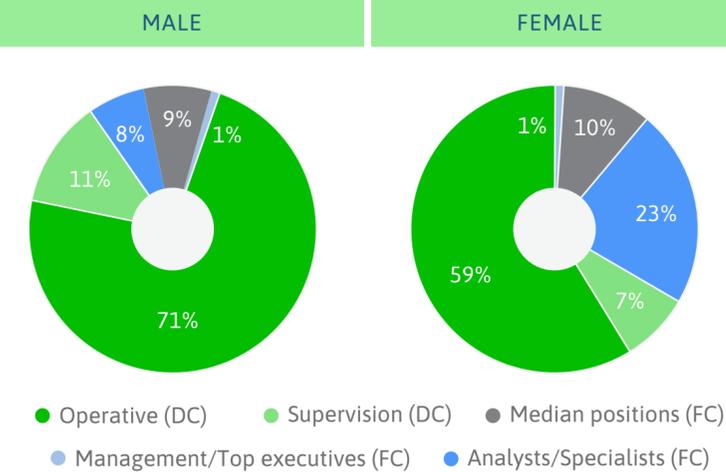
STAFF BY AGE RANGE 2022

EMPLOYEES	Man	Woman	TOTAL
Less than 30 years	889	104	993
Between 30 and 50 years	2,002	516	2,518
More than 50 years	978	169	1,147

STAFF: 4.658



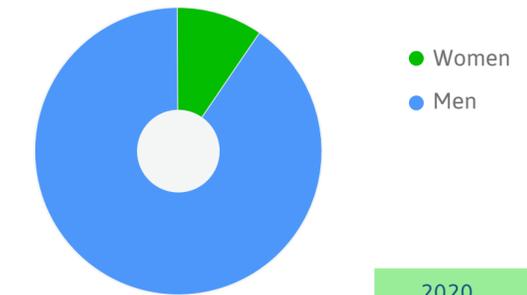
WORKFORCE BY JOB CATEGORY



DOTATION	MALE	FEMALE
Operative	85.55%	14.45%
Supervision	88.37%	11.63%
Analysts/Specialists	62.26%	37.74%
Median positions	80.29%	19.71%
Management/Top executives	89.13%	10.87%

INCLUSION OF PERSONS WITH DISABILITIES

EMPLOYEES WITH DISABILITIES



2020		2021		2022	
W	M	W	M	W	M
6	59	8	64	6	59
65		72		65	

PERSONS WITH DISABILITIES

⁹ Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with unpaid hours guaranteed. edenor operates within a single region.

6.3 FOCUS ON PERMANENT TRAINING

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 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 2022, we reached an average of 26 hours of training per year for each employee, 11 hours more than in 2021.

INDICATOR	2021	2022
Average training hours per employee	25.5	26
Number of training hours for employees	120,074	124,170

GENDER/ CLUSTER	EMPLOYEES AS OF DEC 31, 2022*	TRAINED EMPLOYEES	(ACTUAL) TRAINING HOURS	% TRAINED STAFF	AVERAGE HOURS PER EMPLOYEE TRAINED/YEAR
F					
Management/ Top executives (FC)*	5	5	170	100%	29.71
Median Positions (FC)	83	75	3,570	91%	43.12
Analysts/Specialists (FC)	177	157	4,475	89%	23.36
Supervision (DC)*	57	55	3,573	95%	61.31
Operative (DC)	467	436	7,815	93%	16.71
Total female	789	728	19,602	92%	24.28
M					
Management/ Top executives (FC)	41	28	1001	68%	24.09
Median Positions (FC)	338	322	16,637	95%	50.05
Analysts/Specialists (FC)	292	253	8,987	87%	30.41
Supervision (DC)	433	376	24,306	87%	64.16
Operative (DC)	2,765	2,599	53,636	94%	17.29
Total male	3,869	3,578	104,568	92%	26.46
TOTAL GENERAL	4,658	4,306	124,170	92%	26.09

CLUSTER	Management/ Top executives (FC)	Median Positions (FC)	Analysts/Specialists (FC)	Supervision (DC)	Operative (DC)
Average hours	24.70	48.68	27.75	63.83	17.21

*For the calculation, all training hours are counted over the total number of active employees as of December 31 2022, by gender and job category. Does not include induction for new employees or training for interns. Active employees as of 12/31/2022 are included. Interns are not included. **edenor** does not have temporary employees or employees with unpaid hours guaranteed. **edenor** operates within a single region.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

6.3 FOCUS ON PERMANENT TRAINING

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.

From the third week of the program, internships are carried out in the field, thus providing a quick first approach to their future work reality. The facilitators are mainly internal and UCEMA University was in charge of the leadership management skills module.

37 trained participants joined the Company with a total workload of 14,606.

YOUNG TECHNICIANS PROGRAM

The main objective of the Young Technicians program is for participants to acquire the necessary knowledge about the low, medium and high voltage network, with special emphasis on the correct use of materials, tools and technical provisions that make up the standards, procedures and technical instructions.

The training is given at our training center through a

theoretical-practical methodology, focusing on the main needs of the Operation.

The program has a total duration of 120 training hours. In 2022, 206 participants were trained.

LEADERS PROGRAM

For the eighth consecutive year, the “Leaders Program” was carried out in person and virtually jointly with UCCEMA. We promote **edenor**’s Leader model, developing new skills, promoting academic achievements and integrating new experiences and training.

During 2022, 352 participants from the different areas of the Company were trained, with 172 hours of training, achieving 91% attendance.

The Program is made up of theoretical modules and practical workshops with 12 different topics, 6 of which took the online modality, and the other 6 were given in person. One of the workshops was given more than 10 times, so that the largest number of leaders could participate.

A great key achievement of the Program is having ar-



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

6.3 FOCUS ON PERMANENT TRAINING

ticulated efforts to make a mix between virtual and in person meetings, generating the space to take advantage of these events.

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 in order to improve the quality of service provided to our customers.

- **21,884 training hours.**

Customer service

The purpose of this initiative is the following:

- **Estandarizar la gestión de atención al cliente en los diferentes canales e interacciones.**
- **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 8,100 hours of training for Customer Services management**
- **Reached 492 people.**

Knowledge Management - Technical Direction

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

Its main objectives were the following:

- **Diseñar un compendio de los criterios de diseños de SSEE AT en edenor con todo el conocimiento adquirido en los últimos 30 años.**
- **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 2022, they were trained virtually with online teachers, which totaled 3,610 training hours.**



6.4 OCCUPATIONAL HEALTH AND SAFETY

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

THE HEALTH AND SAFETY OF PEOPLE ARE OUR PRIORITY

In 2022, 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 support to the Company's operational areas. We also continued 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.**
- **Training of IMS internal auditors: quality, environment, safety and health at work.**
- **Descent to Underground Chambers.**
- **Preparation of Environmental Reports.**
- **Autonomous Breathing Equipment and training for its use.**

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

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

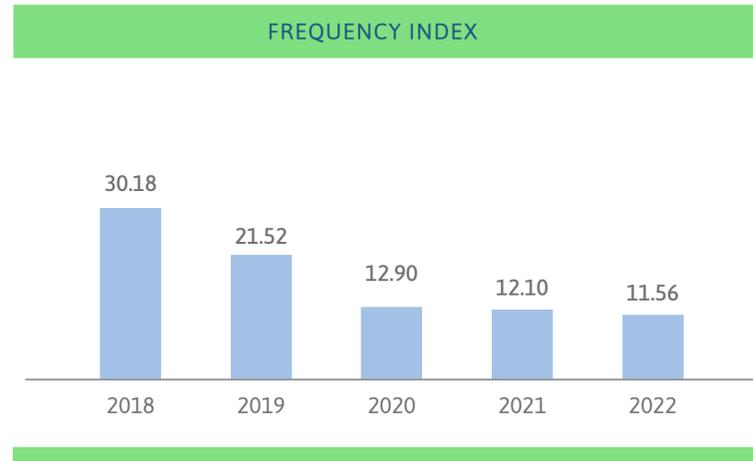
Compared to 2020 and 2021, in 2022, there was a decrease in the total absenteeism rate due to illness, including COVID-19 and blameless origin. However, there was a slight increase in the latter given, the epidemiological changes, especially with the return of workers from risk groups or who suffer from chronic conditions.

ACCIDENTS

In 2022, there were no deaths resulting from work-related injuries, neither employees nor independent contractors.

TOTAL RECORDABLE INCIDENT RATE (TRIR)	MORTALITY RATE	NEAR MISS FREQUENCY RATE (NMFR)
2.62%	0%	0.32%

FREQUENCY INDEX



SEVERITY RATE



The most frequent types of accidents are bruises and blows to the upper and lower limbs.

	EDENOR'S EMPLOYEES	CONTRACTORS
Rate of recordable workplace injuries Rate x 200,000	2.41%	2.91%
Rate of recordable workplace injuries Rate x 100,000	12.06%	14.54%
Number of recordable workplace injuries	99	83
Number of hours worked	8,207,925	5,706,474

(*) The calculation of the reported numbers only includes operating contractors, i.e., those engaged in works related to the provision of electrical service.

	2021	2022
Absenteeism based on blameless illness without COVID-19	2.94%	3.84%
Absenteeism based on Covid-19*	5.04%	0.71%
Absenteeism based on blameless illness plus COVID-19	7.98%	4.55%
Occupational Diseases	85 cases	6 cases
Days lost due to Occupational Illnesses	297 days	20 days
Days lost due to work accidents	6,014	4,223



6.6 WE CARE FOR THE HEALTH OF OUR MEMBERS

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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 2022:

- **99% of edenor's employees underwent their periodic health examinations with a preventive focus on psychological and physical control.**
- **100% of personnel exposed to contaminants underwent the relevant medical examinations.**
- **349 doses of flu vaccines were supplied.**



6.7 THE COMMUNITIES WHERE WE OPERATE¹⁰

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

We carry out environmental impact assessments of new projects, including social and demographic aspects. This task is framed into regulatory compliance standards of the different jurisdictions in which the project has to be carried out. Under the Escazú agreement, these projects are published directly by the relevant environmental authority for public consultation.

SOCIAL BOND

Within the framework of the Global Program for the Issue of Debt Securities in the short, medium and/or long term, and considering the exchange and cancellation of its Class 9 Corporate Bonds debt, edenor issued the New Class N1 Corporate Bonds for a total amount of \$ 55 million, on May 12, 2022, and October 25, 2022. The social nature of the bond issue in the Capital Market was defined following the guidelines of the Social Bond Principles (“SBP”) published by the International Capital Markets Association (“ICMA”).

This Social Bond is listed on BYMA’s SVS (Social, Green and Sustainable) panel. The projects included in the

Social Bond correspond to expenses and investments that expand access to electricity grid, and smart and efficient consumption programs that reach communities and customers with difficulties in accessing electricity within edenor’s concession area.

For this issue, Eligible Projects were defined including the following goals:

- **Provide access to the electricity grid infrastructure in an affordable way.**
- **Improve the life quality of the communities benefiting from the projects, including access to the electricity grid, as a basic public service and the rational use of energy, as a fundamental pillar in the creation of awareness regarding paradigm changes in the future energy matrix, in addition to benefits in terms of food and hygiene, among others.**
- **The communities included were those that currently meet the requirements to access the Social Tariff,**

as well as those poor neighborhoods with economic difficulties, so that they are connected to the electrical network in a safe, efficient and affordable way.

- **Provide education about the smart and efficient use of energy.**
- **Access to education, employment and business development.**

The selection process of eligible projects focused on the electricity inclusion in poor neighborhoods and on the fulfillment of the Sustainable Development Goals (SDG) 7 (Affordable and Clean Energy) and 10 (Reduced Inequalities).

¹⁰ **Edenor** has different contact channels, including social networks, a call center and commercial offices available to both customers and non-customers that allow to receive claims and/or petitions.



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SOCIAL INCLUSION: ELECTRICITY INCLUSION AND SMART CONSUMPTION

Since 2017, through the Electricity Inclusion and Smart Consumption Program, our intention is that more homes in poor 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.

4,418 customers benefited, 1,448 trainings in popular neighborhoods and 2,970 in the rest of the 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.

6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX



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.



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

MIDE RESULTS FOR 2022

- **4,418 customers benefited.**
- **15,087 MIDEs installed, resulting a total of 237,736 active accounts as of December 31, 2022.**
- **Presence in 8 municipalities.**
- **Amount of energy sold in the segment of customers MIDE: 688.41 GWh.**
- **14.7 % reduction in energy consumption.**
- **99.5% hygiene conditions in MIDE clients.**
- **89% of customers managed to access entrepreneurship or education.**
- **75% satisfaction.**
- **87% 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 poor 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, electric oven for cooking, among others.
- Allows access to the social tariff and/or access to the lowest rate in the tariff scheme.



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SCHOLARSHIP AND MENTORING PROGRAM¹¹

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

With the Scholarship and Mentoring 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 mentoring.

¹¹ No impact assessments have been outsourced. We carry out surveys and keep records of the ratio of students who start to work at Edenor after having participated in scholarship and tuition programs.

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, with a total of 137 individual lessons.

PROFESSIONAL PRACTICES

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

- 71 students from technical schools did their internship at **edenor**.
- 4 technical schools with specialization in Electronics, Electro mechanics and Mechanics (Morón, Muñiz, San Martín, and the City of Buenos Aires).



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

PROMOTING DIVERSITY - “WOMEN WITH ENERGY” PROGRAM

Edenor through the “Women with Energy” program, seeks to generate interest in STEM (Science, Technology, Engineering and Mathematics) university courses with the aim of seeking 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 2022, 10 female scholarship holders participated in this program.

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.

- **113 schools.**
- **14 municipalities within our concession area.**
- **18,309 students were summoned (1,368,309 accumulated since the inception of the program).**



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

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

The activity consists of an 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.

- **14 municipalities.**
- **60 shows.**
- **15,205 students trained.**

“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



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

CAMPAIGN ON ENVIRONMENTAL AWARE- NESS: “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 electrical appliances consume.

The campaign included a series of interactive proposals, such as a trivia quiz, so that, in a playful way, 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).



6.7 THE COMMUNITIES WHERE WE OPERATE

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

RELATIONS WITH PUBLIC INSTITUTIONS

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

Talks with the Company's Experts

A total of 8 talks were held and more than 340 students participated.

Universities that participated:

- UTN (Avellaneda Regional, Haedo, General Pacheco and Buenos Aires)
- UNAHUR University of Hurlingham
- UNLP University of La Plata
- UNGS University of General Sarmiento
- FIUBA School of Engineering – University of Buenos Aires

Topics:

- Smart Grid, given by Daniel Moreno.
- Electrical risk, given by Pablo Leiva and Matias Falivene.
- Energy Estimation, given by Adrian Paolini and Gustavo Serrano.
- Public Highway Safety, given by Consuelo Urena and Sergio Lauria.
- Data culture, given by Sabrina Conti, Julieta Madrigale and Diego Caivano.

First Job Workshop

Where the students could learn to prepare their CV, know where to look for job opportunities and prepare to go through interviews. Each meeting lasted 2 hours and a total of more than 55 students from different technical schools of the Province of Buenos Aires (PBA) and the City of Buenos Aires (CABA) participated.

Virtual experiences guided by edenor experts aimed at students from CABA and PBA Technical Schools:

- Network Digitalization Experience
- 360° virtual visit to the Anniversary Substation
- Talk on Electrical Risk

Under the same modality, we carried out the Network Digitalization Experience, but this time, aimed at university students.

There were 4 meetings in total, presented in 288 virtual classrooms, and each classroom had an average of 22 students.



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

07 ABOUT THIS REPORT

[GRI contents: 2.2; 2.3; 2.4; 2.12; 2.29; 3.2]



7 ABOUT THIS REPORT

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

This is **edenor's** ninth sustainability report running from January 1, 2022, to December 31, 2022, submitted annually.

The Report has been prepared in reference to the GRI Standards (Global Reporting Initiative) 2021. In addition, we took into account metrics and criteria defined by the Sustainability Accounting Standards Board (SASB), Electric Utilities and Power Generators division. Their content is also related to the Principles of the United Nations Global Compact.

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

Highlighting the role that sustainability reports play according to the GRI methodology, Materiality is the threshold that determines which aspects are important enough to be informed in the report.

Beyond this threshold, not all material aspects have the same importance; the emphasis placed on the annual report must reflect the priority level of each of these material aspects.

The following approaches should be considered to define Materiality:

- Reasonable estimate of economic, social and environmental impacts
- Interests and expectations of internal stakeholders such as investors and collaborators, and external stakeholders such as communities, suppliers, customers, etc.
- Main issues and future challenges for the business or sector, considering what has been identified by its peers and competitors.
- Laws, regulations, international and/or voluntary agreements (best practices).
- Key organizational values, policies, strategies, operational management systems, goals and objectives.
- Assess the organization's core competencies and the way in which they can contribute to Sustainable Development.
- Business and Sustainability Risks.

We describe a process that allows the organization to define the specific content of the sustainability reports, which is as follows:

- a) Sustainability Context**
- b) Prioritization**
- c) Materiality**

- d) Definition of indicators**
- e) Report**

Stakeholder groups or interest parties are defined as entities or individuals that can reasonably be affected, or directly or indirectly affect the Company. To facilitate the impacts identification, it is important to have a clear overview of the players and organizations involved in the Company's business. For a sustainability strategy to be solid, it is necessary that it hears the voice of stakeholder groups and satisfies its demands.

In this line, AA 1000 SES standard establishes clear parameters on interested parties' consultation, which GRI considers a mandatory element to be included in the materiality analysis and sustainability reports, all of which is reflected in this Report on Page X.

If you wish to contact us, please write to edenorsustentable@edenor.com



LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

08 GRI AND SASB CONTENT INDEX



8 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

Statement of use	Edenor has reported the information cited in this GRI content index for the period 01-01-2022 to 12-31-2022 with reference to the GRI Standards.		
GRI1 used	Gri 1: Foundation 2021		
GRI STANDARD			
GRI standard	Disclosure		Location
GENERAL CONTENTS			
Gri 2: General Disclosures 2021	2-1	Organizational details	5;6
	2-2	Entities included in the organization's sustainability reporting	20;82
	2-3	Reporting period, frequency and contact point	82;
	2-4	Restatements of information	Don't have
	2-5	External Assurance	89;99
	2-6	Activities, value chain and other business relationships	6;7
	2-7	Employees	6;7;61;62;65
	2-9	Governance structure and composition.	21
	2-10	Nomination and selection of the highest governance body	21
	2-11	Chair of the highest governance body	3; 19-24
	2-12	Role of the highest governance body in overseeing the management of impacts	3;
	2-13	Delegation of responsibility for managing impacts	3;
	2-16	Communication of critical concerns	6;
	2-17	Collective knowledge of the highest governance body	19-24
2-18	Evaluation of the performance of the highest governance body	19-24	
2-19	Remuneration policies	25	
2-20	Process to determine remuneration	25	
2-22	Statement on sustainable development strategy	3;	
2-23	Policy commitments	26	

GRI standard	Disclosure		Location
Gri 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	26
	2-28	Membership associations	10;
	2-29	Approach to stakeholder engagement	13-16
	2-30	Collective bargaining agreements	63;
GRI 3: Material Topics 2021	3-1	Process to determine material topics	13;14;15;16
	3-2	List of material topics	15;16
ECONOMIC PERFORMANCE			
GRI 3. Material Topics 2021	3-3	Management of material topics	9;15-17
GRI 201. Economic Performance	201-1	Direct economic value generated and distributed	6;31-34
GRI 204. Procurement Practices 2016	204-1	Proportion of spending on local suppliers	47;
ENVIRONMENT PERFORMANCE			
GRI 3. Material Topics 2021	3-3	Management of material topics	9;15-17
GRI 302. Energy 2016	302-1	Energy consumption within the organization	53.57
GRI 305. Emissions 2016	305-1	Direct (Scope 1) GHG emissions	53;57;
	305-2	Energy indirect (Scope 2) GHG emissions	53;57;
	305-3	Other indirect (Scope 3) GHG emissions	53;57;
GRI 306. Waste 2020	306-1	Waste generation and significant waste-related impacts	53; 58
	306-2	Management of significant waste-related impacts	53; 58
	306-3	Waste generated	53; 58
	306-4	Waste diverted from disposal	53; 58
	306-5	Waste directed to disposal	53; 58



8 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

GRI standard	Disclosure		Location
SOCIAL PERFORMANCE			
GRI 3. Materials Topics 2021	3-3	Management of material topics	9;15-17
GRI 401. Employment 2016	401-1	New employee hires and employee turnover	62; 65
	401-3	Parental leave	62;
GRI 403. Occupational Health and Safety 2018	403-1	Occupational health and safety management system	69;
	403-2	Hazard identification, risk assessment, and incident investigation	70,71;
	403-3	Occupational health services	71
	403-5	Worker training on occupational health and safety	69
	403-6	Promotion of worker health	60;71
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	69;71
	403-8	Workers covered by an occupational health and safety management system	60;71
	403-9	Work-related injuries	70
	403-10	Work-related ill health	70
	GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee
404-2		Programs for upgrading employee skills and transition assistance programs	67;68
Gri 405. Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	60; 62; 65;
GRI 407. Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	62

GRI standard	Disclosure		Location
SOCIAL PERFORMANCE			
GRI 413. Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	72-80
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	28; 40



8 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)

Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2022
IF-EU-110a.1	Greenhouse Gas Emissions & Energy Resource Planning	(1) Gross Global Scope 1 Emissions Percentage covered under (2) emissions limiting-regulations and (3) emissions reporting-regulations	YES	PAGE 38
IF-EU-110a.2		Greenhouse gas (GHG) emissions associated with power deliveries	N/A	N/A
IF-EU-110a.3		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	Information not available for present report. We are working on it to be included in the next ones.
IF-EU-110a.4		(1) Number of customers served in markets subject to renewable portfolio standards, and (2) percentage fulfillment of RPS target, by market	N/A	N/A
IF-EU-120a.1	Air Quality	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, (3) particulate matter (PM10), (4) lead (Pb), and (5) mercury (Hg); percentage of each in or near areas of dense population	YES	Information not available for present report. We are working on it to be included in the next ones.
IF-EU-140a.1	Water Management	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	YES	Information not available for present report. We are working on it to be included in the next ones.
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

Continued on next page

8 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)

Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2022
IF-EU-150a.1	Coal Ash Management	Amount of coal combustion residuals (CCR) generated, percentage recycle	N/A	N/A
IF-EU-150a.2		Total number of CCR impoundments, broken down by hazard potential classification and structural integrity assessment	YES	N/A
IF-EU-240a.1	Energy Affordability	Average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	YES	Information not available for present report. We are working on it to be included in the next ones.
IF-EU-240a.2		Typical monthly electric bill for residential customers for (1) 500 kWh and (2) 1,000 kWh of electricity delivered per month	YES	
IF-EU-240a.3		Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	YES	
IF-EU-240a.4		Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	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	PAGE 70
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	Information not available for present report. We are working on it to be included in the next ones.
IF-EU-420a.2		Percentage of electric load served by smart grid technology	YES	PAGE 75
IF-EU-420a.3		Customer electricity savings from efficiency measures, by market	YES	PAGE 75

Continued on next page



8 GRI AND SASB CONTENT INDEX

LETTER FROM THE
PRESIDENT & CEO

01 WE ARE EDENOR

02 SUSTAINABILITY

03 CORPORATE GOVERNANCE,
ETHICS AND INTEGRITY

04 FINANCIAL
PERFORMANCE

05 ENVIRONMENTAL
PERFORMANCE

06 SOCIAL
PERFORMANCE

07 ABOUT THIS
REPORT

08 GRI AND SASB
CONTENT INDEX

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)

Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2022
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	Information not available for present report. We are working on it to be included in the next ones.
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 major event days	YES	PAGE 31

Table 2 - Activity Metric

CODE	ACTIVITY METRIC	APPLY	REPORT 2022
IF-EU-000.A	Number of: (1) residential, (2) commercial, and (3) industrial customers served	YES	PAGE 38
IF-EU-000.B	Total electricity delivered to: (1) residential, (2) commercial, (3) industrial, (4) all other retail customers, and (5) wholesale customers	YES	Information not available for present report. We are working on it to be included in the next ones.
IF-EU-000.C	Length of transmission and distribution lines	YES	
IF-EU-000.D	Total electricity generated, percentage by major energy source, percentage in regulated markets	YES	



Independent practitioner’s limited assurance report on Edenor Sustainability Report 2022

To the President and Directors of
 Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.)
 Legal address: Avda. Del Libertador N°6363
 City of Buenos Aires (C1428ARG), Argentina
 Tax ID: 30-65511620-2

We have undertaken a limited assurance engagement in respect of the selected sustainability information in Edenor Sustainability Report 2022 (‘the 2022 Sustainability Report’) for the fiscal year started on January 1st 2022 and ended on December 31st, 2022. This engagement was conducted by a multidisciplinary team including public certified accountants, environmental and ESG specialists.

Identified Sustainability Information

Our limited assurance engagement consisted in reviewing the Identified Sustainability Information:

- Quantitative and qualitative contents detailed in Annex 1.
- Statement from the Board of Directors of Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.) regarding compliance with the guidelines from the Global Reporting Initiative (“GRI”), 2021 Standards, “in reference” option, and with the Sustainability Accounting Standards Board (“SASB”), Electric Utilities & Power Generators division.

Our assurance was (only) with respect to the information on the fiscal year started on January, 1st 2022 and ended on December 31st, 2022, included in the 2022 Sustainability Report referred to above. We have not performed any procedures with respect to earlier periods or any other elements included in the Sustainability Report 2022, and, therefore, do not express any conclusion thereon.

Criteria used for preparing the 2022 Sustainability Report (“Criteria”)

Quantitative and qualitative contents detailed in Annex 1 and the statement from the Company’s Board of Directors relating to compliance with GRI guidelines were prepared in reference to the recommendations and principles included in those guidelines, 2021 Standards, and with the Sustainability Accounting Standards Board (“SASB”), Electric Utilities & Power Generators division.

Responsibility of the Board of Directors for the information included in the 2022 Sustainability Report

The Board of Directors of Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.) is responsible for the preparation of the information included in the 2022 Sustainability Report in accordance with the Criteria identified above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of this information that is free from material misstatement, whether due to fraud or error.

Price Waterhouse & Co. S.R.L., Bouchard 557, 8th floor, C1106ABG - Autonomous City of Buenos Aires. T: +(54.11) 4850.0000, www.pwc.com/ar

Inherent limitations

Non-financial information is subject to limitations other than those to which financial information is subject given its nature and the methods used to determine, calculate, take samples or estimate values. Qualitative interpretations of data relevance, materiality and accuracy are subject to individual criteria and assumptions.

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information detailed in “Identified Sustainability Information” based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 issued by the International Auditing and Assurance Standards Board (IAASB), adopted in Argentina through Technical Pronouncement No. 35 issued by the Argentine Federation of Professional Councils in Economic Sciences. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Board of Directors’ use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Holding interviews with the management and senior management to assess the application of GRI and SASB Standards.
- Assessing the design of key procedures and controls to monitor, record and report the selected information; our work does not include testing the operating effectiveness of controls for the period under analysis.
- Performing testing, on a selective basis, to validate the information presented.
- Inspecting, on a selective basis, documents to verify the representations made by the management and senior management in our interviews.
- Reviewing the presentation of the information included in the 2022 Sustainability Report.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Edenor’s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Edenor’s Identified Sustainability Information for the fiscal year started on January 1st 2022 and ended on December 31st, 2022 is not prepared, in all material respects, in accordance with the Criteria.

Use of this report

This report, including the conclusion, has been prepared solely for the used by directors of Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.) as a body. We permit the disclosure of this report within the 2022 Sustainability Report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2022 Sustainability Report.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the directors as a body and Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.) for our work or this report save where terms are expressly agreed and with our prior consent in writing.

City of Buenos Aires, July 4th 2023.

PRICE WATERHOUSE & CO. S.R.L.

 (Partner)
 Diego H. López





Annex 1: List of verified values

Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	2-6 Activities, value chain and other business relationships	The sector or sectors in which it is active.	Electric Power Distribution.	-	
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and the markets served;	Electric Power Distribution. The markets served: Includes 20 municipalities in the Northwest of Greater Buenos Aires and the northwest area of the Autonomous City of Buenos Aires that covers an area of 4,637 km2, providing a service to 3.3 million customers	-	
GRI	2-6 Activities, value chain and other business relationships	New Accounts Registered at Edenor Digital	307,775	Amount	Calculated as the difference between the total registered customers as of 12/31/2021 and 12/31/2022
GRI	2-6 Activities, value chain and other business relationships	Total Accounts Registered at Edenor Digital	2,295,429	Amount	Active clients as of 12/31/2022 are included
GRI	2-6 Activities, value chain and other business relationships	Total Customers Adhered to Digital Invoice	788,446	Amount	Active clients as of 12/31/2022 are included
GRI	2-6 Activities, value chain and other business relationships	New Adhesions to Digital Invoice	183,391	Amount	Calculated as the difference between the total registered customers as of 12/31/2021 and 12/31/2022
GRI	2-6 Activities, value chain and other business relationships	Customers with distributed generation	265	Amount	Active clients as of 12/31/2022 are included
GRI	2-6 Activities, value chain and other business relationships	Total Installed Clients	3,264,829	Amount	Active clients as of 12/31/2022 are included
GRI	2-6 Activities, value chain and other business relationships	The entities downstream of the organization and their activities.	Edenor provides service to clients that belong to its concession area, which include residential, commercial, industrial, general and official clients.	-	
GRI	2-6 Activities, value chain and other business relationships	The organization's supply chain;	The company distributes electricity to end users, which it purchases from the wholesale market through CAMMESA. They operate in the distribution segment with high, medium and low voltage lines	-	
GRI	2-6 Activities, value chain and other business relationships	The organization's supply chain; Registered authorized suppliers	1,343	Amount	For the calculation, suppliers that appear in the Edenor Supplier Registry as of 12/31/2022 have been considered.
GRI	2-6 Activities, value chain and other business relationships	The Organization's Supply Chain; Total Base (Authorized and Non-Authorized Suppliers)	12,124	Amount	For the calculation, suppliers that appear in the Edenor Supplier Registry as of 12/31/2022 have been considered.
GRI	2-6 Activities, value chain and other business relationships	The organization's supply chain; Suppliers engaged in commercial activities during 2022	1,220	Amount	For the calculation, suppliers that appear in the Edenor Supplier Registry as of 12/31/2022 have been considered.
GRI	2-6 Activities, value chain and other business relationships	The organization's supply chain; Monetary value of payments to the 1,220 suppliers	132,274.05	Millions of pesos	Donations are included. The payment posting date is taken as a reference. To convert from foreign currency to pesos, the Banco Nación rate of the dollar currency on the business day prior to payment is used.





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	2-7 Employees	The total number of male employees	3,869	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of female employees	789	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of employees	4,658	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of permanent male employees	3,869	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of permanent female employees	789	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of permanent employees	4,658	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of temporary employees, by gender and region;	Edenor does not have temporary employees	-	
GRI	2-7 Employees	The total number of employees with non-guaranteed hours, by gender and region;	Edenor does not have employees with non-guaranteed hours	-	
GRI	2-7 Employees	The total number of full-time male employees	3,869	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of full-time female employees	789	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of full-time employees	4,658	Amount	Active employees as of 12/31/2022 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region.
GRI	2-7 Employees	The total number of part-time employees, by gender and region;	Edenor does not have part-time employees.	-	
GRI	2-7 Employees	Describe the methods and assumptions used to compile the data and if figures are presented: i. for example headcount, full-time equivalent units, or other methodology; ii. at the end of the reporting period, as an average of the entire reporting period or using another methodology;	To obtain the number of employees, the list of active employees as of 12/31/2022 was used. The distinction between men and women is obtained from the information uploaded by employees at the time of joining the company.	-	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	2-7 Employees	Present the background information necessary to understand the data presented	To obtain the number of employees, the list of active employees as of 12/31/2022 was used. The distinction between men and women is obtained from the information uploaded by employees at the time of joining the company.	-	
GRI	2-9 Governance structure and composition	Describe the governance structure, including the committees of the highest governance body.	The Board of Directors, in turn, delegates specific functions to an Executive Committee, which, like the Audit Committee, is made up solely of regular members of the Board of Directors. For its part, the Audit Committee is made up entirely of directors who are independent. Pursuant to the Bylaws, the Supervisory Committee is made up of three regular trustees and up to three substitute trustees elected by the shareholders in the ordinary Assembly, with a one-year mandate and the right to re-election. Holders of "Class A" common shares will have the right to elect two regular trustees and two substitute trustees. The holders of "Class B" and "Class C" common shares shall have the right to jointly name a regular trustee and an alternate trustee. Formation: 3 regular trustees and up to 3 substitutes Elected by the shareholders in the Ordinary Assembly One-year term with the right to re-election Holders of Class A shares can elect two holders and two substitutes Holders of Class B and C shares have the right to choose one holder and one alternate. Audit Committee: Among its members is the "financial expert of the Audit Committee", in compliance with SEC regulations.	-	
GRI	2-9 Governance structure and composition	List the committees of the highest government body in charge of decision-making and supervising the management of the organization's impacts on the economy, the environment and people.	Syndics' Committee, Audit Committee	-	
GRI	2-9 Governance structure and composition	Describe the composition of the highest governance body and its committees according to: Executive Members	2	Amount	
GRI	2-9 Governance structure and composition	Describe the composition of the highest governance body and its committees according to: Non-executive Members	27	Amount	
GRI	2-9 Governance structure and composition	Describe the composition of the highest government body and its committees: men	24	Amount	
GRI	2-9 Governance structure and composition	Describe the composition of the highest government body and its committees: women	5	Amount	
GRI	201-1 Direct economic value generated and distributed	Financial income	4,368	Millions of pesos	
GRI	201-1 Direct economic value generated and distributed	Financial expenses	-93,506	Millions of pesos	
GRI	201-1 Direct economic value generated and distributed	Financial expenses, net	-89,138	Millions of pesos	
GRI	201-1 Direct economic value generated and distributed	Service revenues	205,835	Millions of pesos	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	201-1 Direct economic value generated and distributed	Energy purchases	143,228	Millions of pesos	
GRI	201-1 Direct economic value generated and distributed	Investments	33,900	Millions of pesos	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Hazardous Industrial Waste (RIE)	481.87	Metric Tons	Special Industrial Waste (RIE by its acronym in spanish) includes oil, water with hydrocarbons, paints, solids with hydrocarbons, waste from Electrical and Electronic Equipment, solvents and regenerated oil.
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Destined for disposal	96.89	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Regenerated	83.2	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Recovered	301.78	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste	3,362.74	Metric Tons	Non-Special Industrial Waste (RINE by its acronym in spanish) includes metallic remnants, obsolete equipment and materials, porcelain, meters and inert waste. The calculation considers waste whose certificates were received during 2022, including treatments carried out during 2021.
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste: Destined for disposal	2,967.05	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste: Revalued	395.69	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total weight of Recyclable waste	62.16	Metric Tons	
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Contextual information necessary to understand the data and how it is collected.	Waste has documentary traceability from the moment it leaves the company's facilities to its final destination (transport remittances, manifests issued by the environmental authority, weighing, final disposal certificates, etc.)	-	
GRI	403-9 Work-related injuries	Employees: The number and rate of fatalities as a result of work-related injury	0	Amount and %	
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries. Rate x 200,000	2.41	%	
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries; Rate x 1,000,000	12.06	%	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries; Number	99	Amount	
GRI	403-9 Work-related injuries	Employees: frequency rates	11.56	%	
GRI	403-9 Work-related injuries	Employees: severity rates	0.52	%	
GRI	403-9 Work-related injuries	Employees: The main types of work-related injury;	Bruises and blows in upper and lower limbs	-	
GRI	403-9 Work-related injuries	Employees: The number of hours worked.	8,207,925	Amount	
GRI	403-9 Work-related injuries	Contractors: The number and rate of fatalities as a result of work-related injury	0	Amount and %	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: The number and rate of recordable work-related injuries.Rate x 200,000	2.91	%	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: The number and rate of recordable work-related injuries; Rate x 1,000,000	14.54	%	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: The number and rate of recordable work-related injuries; Number	83	Amount	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: The main types of work-related injury;	Bruises and blows in upper and lower limbs	-	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: The number of hours worked.	5,706,474	Hours	Only operating contractor companies are included in the calculation of reported values; understanding as such those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	Rates calculated every 200,000 and 1,000,000 hours worked	-	
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, by gender: women	24.28	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, by gender: men	26.46	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, TOTAL	26.09	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Management/Direction - Men	24.09	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Management/Direction - Women	29.71	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Management/Direction - TOTAL	24.7	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Middle management- Men	50.05	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Middle management- Women	43.12	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Middle management- Total	48.68	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Analysts/Specialists- Men	30.41	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Analysts/Specialists- Women	23.36	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Analysts/Specialists- Total	27.75	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Supervisors - Men	64.16	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Supervisors - Women	61.31	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Supervisors - Total	63.83	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Operators - Men	17.29	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Operators - Women	16.71	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	404-1 Average hours of training per year per employee	Average hours of training that the organization's employees have undertaken during the reporting period, employee category, Operators - Total	17.21	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2022, by gender and job category. It does not include induction for new employees or training for interns.
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Gender; Men	83	%	According to Board and Syndic's minutes
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Gender; Women	17.24	%	According to Board and Syndic's minutes
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: under 30 years old; Men	3.45	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: under 30 years old; Women	0	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: 30-50 years old; Men	24.14	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: 30-50 years old; Women	6.90	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: over 50 years old; Men	55.17	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of individuals within the organization's governance bodies in each of the following diversity categories: Age group: over 50 years old; Women	10.34	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Analysts/Specialists - Men	62.26	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Analysts/Specialists - Women	37.74	%	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Management/Direction - Men	89.13	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Management/Direction - Women	10.87	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Middle management - Men	80.29	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Middle management - Women	19.71	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Operators - Men	85.55	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Operators - Women	14.45	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Supervisors: Men	88.37	%	
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Supervisors: Women	11.63	%	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Social impact assessments,	We carry out environmental impact assessments of new projects. These include social and demographic aspects. This task is framed within the different legal compliance regulations in accordance with the different jurisdictions in which the project has to be carried out. Within the framework of the Escazú agreement, these projects are published directly by the corresponding environmental authority for public consultation.	-	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Environmental impact assessments and ongoing monitoring;	We carry out environmental impact assessments of new projects. These include social and demographic aspects. This task is framed within the different legal compliance regulations in accordance with the different jurisdictions in which the project has to be carried out. Within the framework of the Escazú agreement, these projects are published directly by the corresponding environmental authority for public consultation.	-	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Public disclosure of results of environmental and social impact assessments;	We carry out environmental impact assessments of new projects. These include social and demographic aspects. This task is framed within the different legal compliance regulations in accordance with the different jurisdictions in which the project has to be carried out. Within the framework of the Escazú agreement, these projects are published directly by the corresponding environmental authority for public consultation.	-	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Local community development programs based on local communities' needs;	The programs are aimed at the following levels: Primary with Edenor Chicos; Technical Secondary with Scholarships and technical tutorials and University with Scholarships and university tutorials. All in institutions in our concession areas. No impact evaluations have been outsourced. Surveys are carried out and the ratio of students who, after participating in the scholarship and tutorial programs, start working at Edenor, is recorded.	-	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Amount of energy sold in the MIDE customer segment	688.41	GWh	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Hygiene conditions in MIDE clients	99.5	%	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	MIDE meters installed during 2022	15,087	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Reduction of MIDE energy consumption 2022	14.7	%	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Total installed MIDE (Number of active accounts until the end of December 2022)	237,736	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	EDENOR CHICOS -Trained Students	15,205	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	EDENOR CHICOS - Schools	113	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Scholarship students	161	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Tutorships	161	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Professional Practices	71	Amount	





Standard	Indicator	Item	2022 verified value	Unit	Notes to be included in the Report
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Impulse STEM Careers - "Mujeres con Energia": number of scholarship holders	10	Amount	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Formal local community grievance processes.	Edenor has different contact channels, including social networks, a call center and commercial offices available to both customers and non-customers that allow them to receive claims and/or petitions.	-	
SASB	IF-EU-320a.1	(1) Total recordable incident rate (TRIR),	2.62	%	
SASB	IF-EU-320a.1	(2) fatality rate,	0	%	
SASB	IF-EU-320a.1	(3) near miss frequency rate (NMFR)	0.32	%	
SASB	IF-EU-000.A	Number of: (1) residential customers served	2,890,217	Amount	Active clients as of 12/31/2022 are included. The ISIC code associated with each account is considered
SASB	IF-EU-000.A	Number of: (2) commercial customers served	174,978	Amount	Active clients as of 12/31/2022 are included. The ISIC code associated with each account is considered
SASB	IF-EU-000.A	Number of: (3) industrial customers served	93,579	Amount	Active clients as of 12/31/2022 are included. The ISIC code associated with each account is considered
SASB	IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI),	8.61	Hours / clients / year	Cases of Force Majeure are excluded according to ENRE Resolution 527/96 (Table of Cause Codes; Sub-Annex No. 1. Interruptions due to Force Majeure Causes)
SASB	IF-EU-550a.2	(2) System Average Interruption Frequency Index (SAIFI),	3.6	Interruptions / clients / year	Cases of Force Majeure are excluded according to ENRE Resolution 527/96 (Table of Cause Codes; Sub-Annex No. 1. Interruptions due to Force Majeure Causes)





edenor

SUSTAINABILITY
REPORT
2022

