



edenor

SUSTAINABILITY
REPORT
2023



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LETTER FROM THE CHAIRMAN AND CEO, NEIL ARTHUR BLEASDALE

[GRI Contents: 2.13; 2.22]

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I'm absolutely delighted to share a new edition of **edenor's** Sustainability Report, and the second to be externally audited, with all the information regarding economic, governance, social and environmental performance during 2023.

Edenor is the leading Company that provides the public service of distribution and commercialization of electrical with social responsibility to improve people's quality of life, business, and community growth.

This year has been a special and significant period for the organization, continuing with the improvements in our operations, which is reflected in the quality indicators. I am especially grateful for the teamwork of all of us who proudly make up **edenor**, who day by day show the commitment to be part of an organization of utilities' excellence.

In 2023, we updated our Materiality Matrix again, reviewing and developing our sustainability strategy that will reflect those key issues in our commitment and contribution to the Sustainable Development Goals (SDG).

The investment plan launched by **edenor** in 2013 and the sustained improvements in our management have been

maintained in 2023, which, as stated before, is reflected in our service quality and customer satisfaction levels.

We will continue working in this line, to develop with responsibility, transparency and commitment the task of providing a better service to all our customers, while caring for the interests of our shareholders and the community to which we belong, leading the transformation of the power grid, with technology and innovation.

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 Arthur Bleasdale
Chairman and CEO **edenor**



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[GRI contents: 2.1; 2.6; 2.16. SASB: IF-EU-550a.2]



1.1 EDENOR IN NUMBERS

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**ENVIRONMENTAL
PERFORMANCE**

8,049
Ton CO₂
Scope 2
Electrical Energy
(internal power
consumption)



68,007,732
Giga Joules
Electrical energy
consumed

6,318
Ton CO₂
Scope 1
Oil
(use of the fleet)

162
Ton CO₂
Scope 3
Executives
transportation and
waste incineration

**SOCIAL
PERFORMANCE**

237,333
active accounts
of MIDE
as of December
31, 2023

22.06
hours/year
Training hours
per employee

17.35%
women
in staff



25,254
invited
children
edenorchicos

210
Scholarship
Holders

1.1 EDENOR IN NUMBERS

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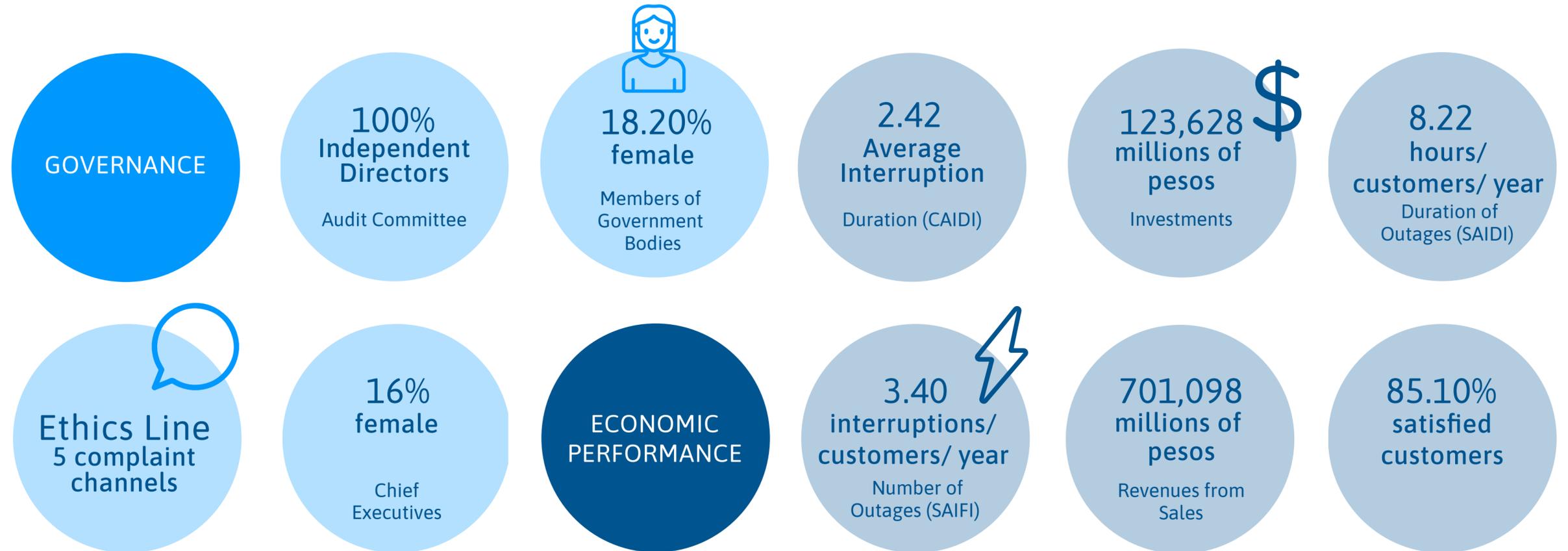
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1.2 ABOUT US

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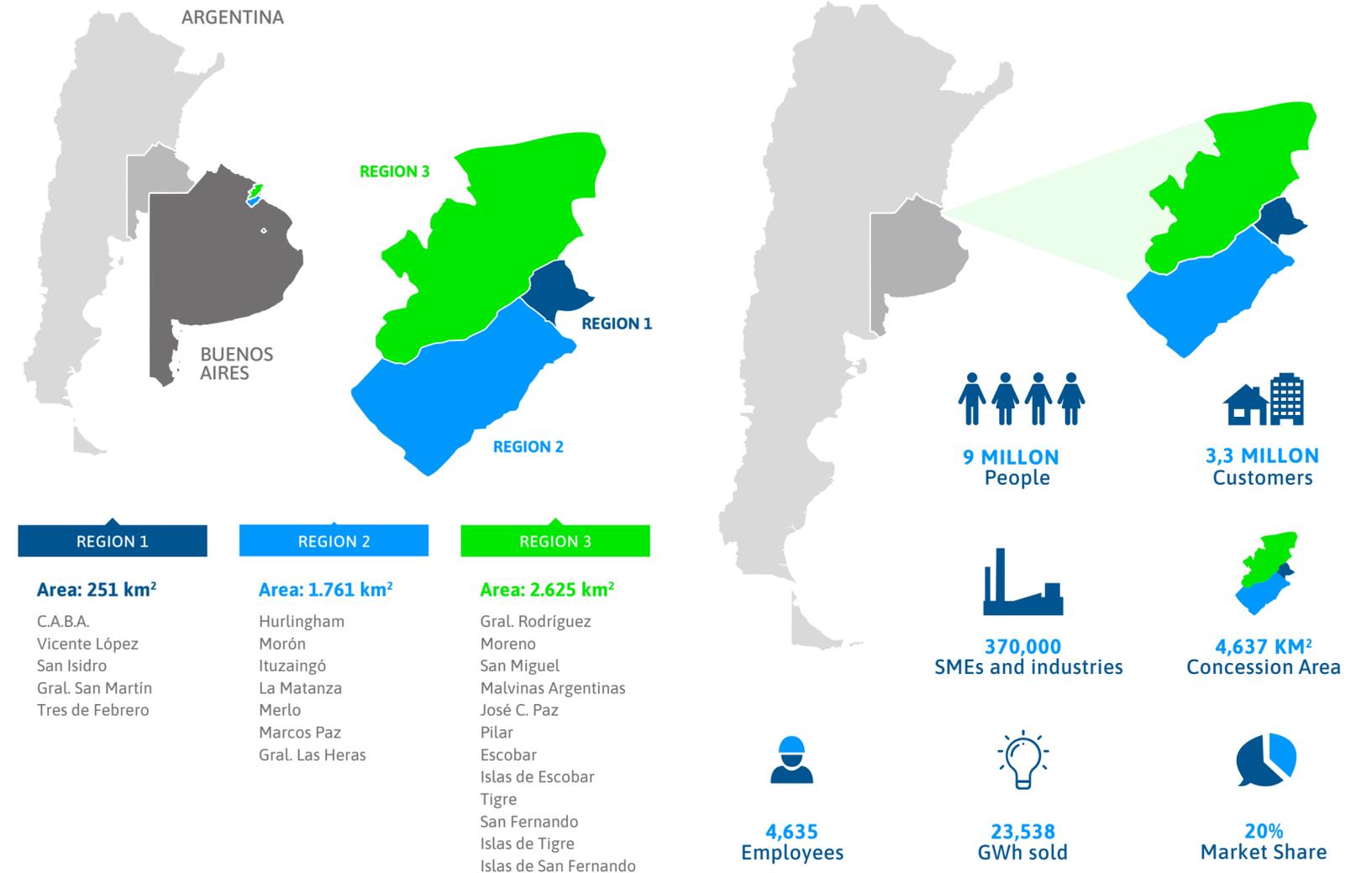
Empresa Distribuidora y Comercializadora Norte S.A. (edenor) is Argentina's largest electricity distribution company in terms of number of customers and electricity sold.¹

Our concession area includes 20 municipalities in the northwestern zone of Greater Buenos Aires and the north-west area of the Autonomous City of Buenos Aires, covering an area of 4,637 km², within which we provide service to 3,3 million customers² representing a population of more than 9 million inhabitants and 370,000 SMEs and industries.

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

The electricity distribution and commercialization service is provided exclusively to all customers who connect to the grid within the scope of the following areas:

1. The company distributes electrical energy to end users, which it purchases from the wholesale market through CAMMESA. They operate in the distribution sector with high, medium and low voltage lines.
2. **Edenor** provides service to customers located within its concession area, which include residential, commercial, industrial, general and official customers.



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1.3 MISSION, VISION AND VALUES

[GRI Contents: 2.23]

VISION

To become an excellence model for a public service.

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.

VALUES

Safety

- Our priority is the respect for life.

Focus on customers

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

Professionalism

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

Proactiveness

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

Improvement and Innovation

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

Responsibility

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

Commitment

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

Ethics

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



1.4 STRATEGIC PRIORITIES

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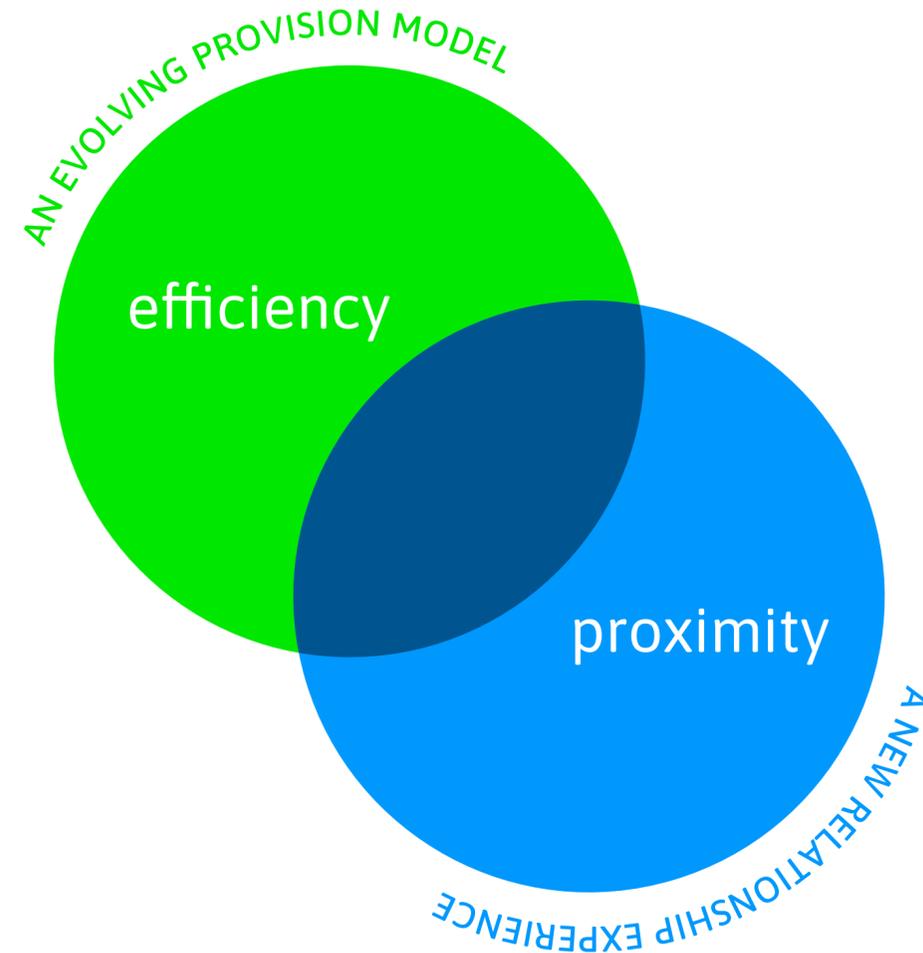
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EFFICIENCY

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

PROXIMITY

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

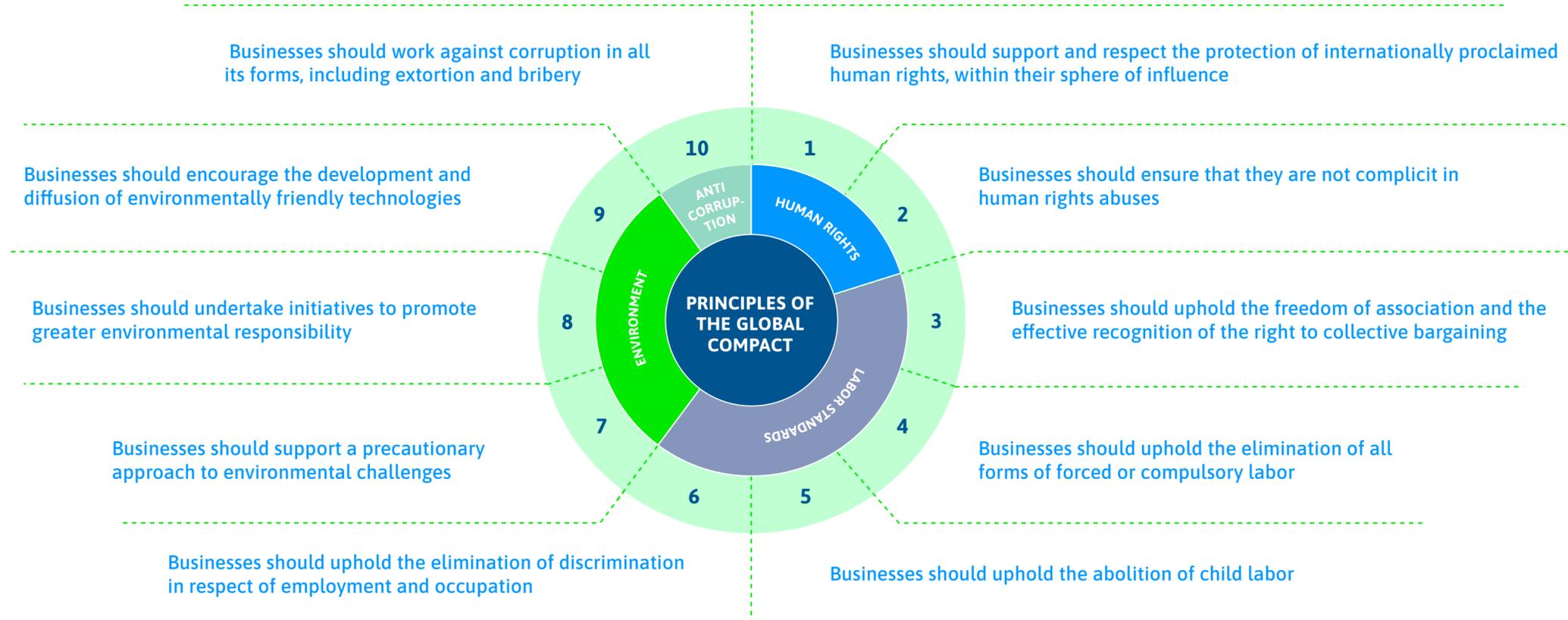


1.5 ADHERENCE, COMMITMENTS AND AWARDS

[GRI CONTENTS: 2.28]

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

- We participated in Argentina Global Compact Roundtables
- We adhered to the Ten Principles of the Global Compact:



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1.5 ADHERENCE, COMMITMENTS AND AWARDS

[GRI CONTENTS: 2.28]

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 “Connecting Companies with the SDGs” Program promoted by CEADS (the Argentine Business Council for Sustainable Development) local chapter of WBCDS, that seeks to accompany companies in aligning their agendas with the 17 SDGs. **In 2023, we came up with nine initiatives that prove our contributions, five of them being new.**



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02 SUSTAINABILITY

[GRI contents: 2021: 2.12; 2.16; 2.29; 3.2]



2.1 OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

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At **edenor** we provide a socially responsible service of electrical distribution, leading the energy transition that contributes to improving people's quality of life, the development of businesses and the community, as well as our employees, bondholders and shareholders.



2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

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



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2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

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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 (Global Reportive Initiative), SDG (Sustainable Development Goals), World Economic Forum, ISO (International Organization for Standardization), NYSE (New York Stock Exchange), BYMA (Stock Markets and Argentine Markets), among others.
- 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.

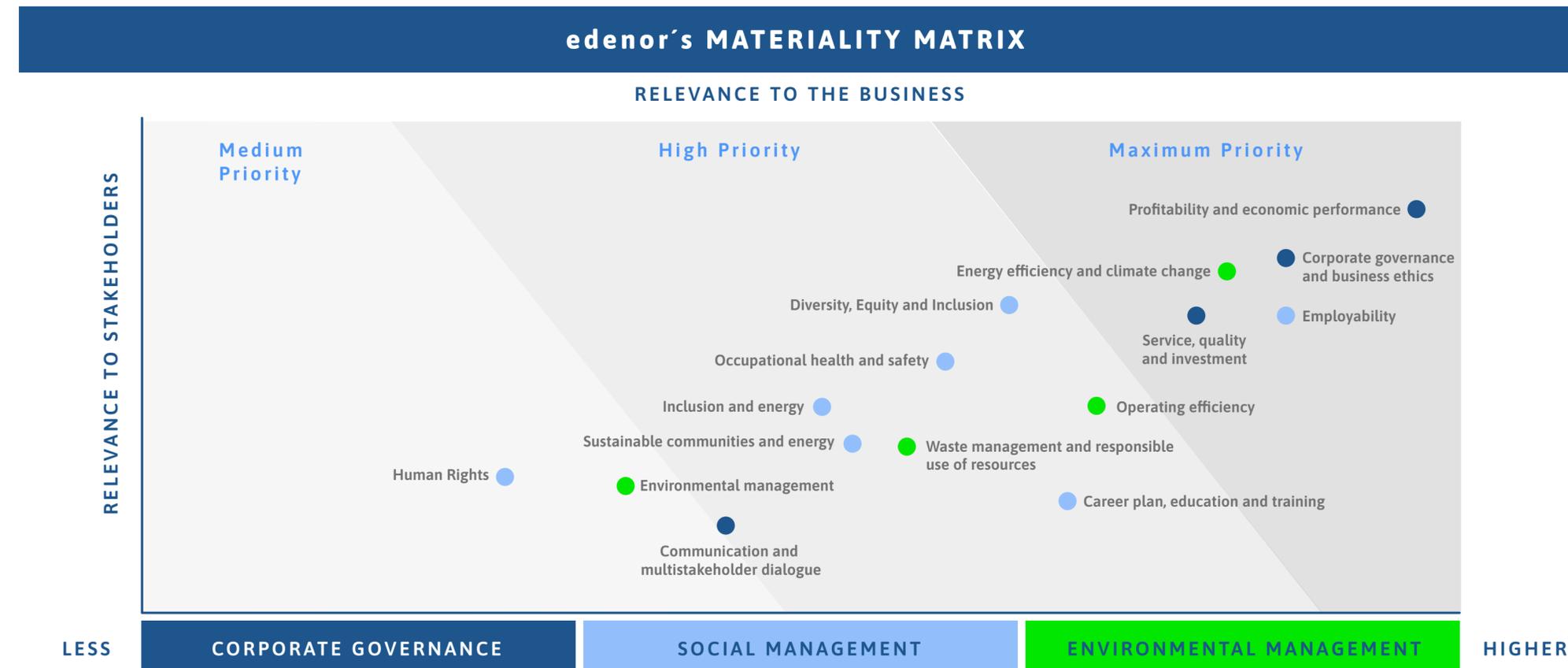
In 2023, we updated this matrix, by interviewing internal stakeholder groups, with the analysis of authorities in Sustainability, and evaluating the degree of maturity reached by edenor in the last year of management.

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



2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

Our materiality matrix is composed of the following:



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2.2 MATERIAL ISSUES RELATED TO SUSTAINABILITY

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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		



2.3 EDENOR SUSTAINABILITY STRATEGY AND THE SDGS

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The 2030 Agenda for Sustainable Development offers a shared plan for peace and prosperity for people and our 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).

During 2023, with the Materiality update, two additional SDGs were added: SDG 8 Decent Work and Economic Growth, and SDG 16 Peace, Justice and Strong Institutions.

We determined that the contributions made by **edenor** through SDG 3 were linked to the COVID19 Pandemic stage, and therefore, it is no longer a priority SDG for **edenor**, which focuses its contributions on 10 SDGs, working steadily on the goals of each SDG.

During 2024, we will continue working with the goals of each of the priority SDGs for **edenor**.



2.3 EDENOR SUSTAINABILITY STRATEGY AND THE SDGS

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SUSTAINABLE EDENOR	MANAGEMENT SOCIAL	EMPLOYABILITY AND LEADERSHIP			Goals 5,5; 8,5	
		CAREER PLAN, EDUCATION AND TRAINING			Goals 4,3; 4,4	
		DIVERSITY, EQUITY AND INCLUSION				Goals 4,3; 4,4; 4,5; 4b; 5,5; 10,2
		SUSTAINABLE COMMUNITIES AND ENERGY				Goals 7,b; 11,1
		INCLUSION AND ENERGY				Goals 7,1; 7,b; 10,2
		OCCUPATIONAL HEALTH AND SAFETY				Goals 8,8
		HUMAN RIGHTS				Goals 5,5; 10,2
	MANAGEMENT ENVIRONMENTAL	ENVIRONMENTAL MANAGEMENT				Goals 13,1
		WASTE MANAGEMENT AND RESPONSIBLE USE OF RESOURCES				Goals 12,2; 12,4; 12,5
		OPERATING EFFICIENCY				Goals 13,1
		ENERGY EFFICIENCY AND CLIMATE CHANGE				Goals 7,1; 7,b; 13,1
	GOVERNMENT CORPORATE	COMMUNICATION AND DIALOGUE				Goals 17,16; 17,19
		SERVICES, QUALITY AND INVESTMENT				Goals 10,2; 17,17
CORPORATE GOVERNANCE AND ETHICS IN BUSINESS					Goals 16,5; 16,6	
PROFITABILITY AND ECONOMIC GROWTH					Goals 8,2; 8,4	



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03 CORPORATE GOVERNANCE, ETHICS AND INTEGRITY

[GRI Contents: 2.2; 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)

edenor



3.1 SHAREHOLDING STRUCTURE

Edenor's Share Capital is represented by a total of 906,455,100 non-endorsable, registered ordinary shares, with a face 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, 2023 is as follows:

SHAREHOLDERS	CLASS	NUMBER OF SHARES	PERCENTAGE OVER THE VOTES AND THE RESULTS
Empresa de Energia del Cono Sur (EDELCOs)	A	462,292,111	51%
Sustainability Guarantee Fund/ANSES	B	242,999,553	26.81%
Float	B	168,714,526	18.61%
Treasury Stock	B	30,852,251	3.40%
Equity ownership program (PPP)	C	1,596,659	0.18%
TOTAL		906,455,100	100%

(*) *Edenor is listed on the Argentine Stock Exchanges and Markets (BYMA) under the symbol EDN and is part of the Merval Index. In addition, the Company markets its ADSs, representing 20 common shares, on the New York Stock Exchange (NYSE).*

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3.2 BOARD OF DIRECTORS

Edenor’s administration is entrusted to the Board of Directors, which, per the Bylaws, comprises twelve regular directors, and up to twelve alternate directors, with a one-year term and the possibility of 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 (to date there are five Class A alternate directors, and one Class B/C alternate director.)

The Board and its committees are made up of 19 non-executive members, and 3 executive members, being 18 men and 4 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 20, 2023, the regular and alternate members of the Board of Directors for the year 2023 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
Quevedo Víctor Hugo	Regular	A	Non-independent
Ferrera Hernán	Regular	B and C	Independent
Bernal Federico	Regular	B and C	Independent
Vanoli Long Biocca Alejandro	Regular	B and C	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
Lago Marianela	Alternate	B and C	Independent

* On November 30, 2023, Federico D’Angelo Campos and Lucas Gobbo resigned as Regular Directors for Classes B and C, and Gabriela Gugliari, Matías Romero Fernandez, Luis Angelo Vergara and Pablo Pereira resigned as Alternate Directors for the same classes. In addition, on December 7, 2023, Mariano Cuneo Libarona resigned as Alternate Director for Class A. Therefore, as of December 31, 2023, there are two vacancies for regular directors and five for alternate directors.

Government bodies (Board of Directors and its committees)	MALE	FEMALE
Less than 30 years	0%	0%
Between 30 and 50 years	18.2%	4.6%
More than 50 years	63.6%	13.6%
TOTAL	81.8	18.2

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

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3.3 SUPERVISORY COMMITTEE

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Edenor has a Supervisory Committee, responsible for overseeing 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 in the Financial Statements presented by the Board of Directors at the Ordinary Shareholders’ Meeting.

According to the Bylaws, the Supervisory Committee must consist of three regular members and up to three alternate members elected by shareholders at the Ordinary Shareholders’ Meeting, to serve one-year term and may be re-elected. 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 20, 2023, the regular and alternate members of the Supervisory Committee for the year 2023 were appointed.

Composition:

- Three regular members and three alternate members
- Elected by the shareholders at the Ordinary Shareholders’ Meeting
- One-year term with the right to reelection

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

NAME	POSITION	CLASS	TYPE
Cvitanich Carlos Esteban	Member	A	Independent
Errecondo Javier	Member	A	Independent
Vázquez Giménez Lisandro	Member	B and C	Independent
Borgatello Carlos	Alternative member	A	Independent
Romero Carranza Marcos	Alternative member	A	Independent
Stenghele Vivian Haydee	Alternative member	B and C	Independent



3.4 AUDIT COMMITTEE

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- 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

(1) President and Financial Expert.

* On November 30, 2023, Mr. Angelo Campos Federico submitted his resignation, with a vacancy existing as of December 31, 2023.



3.5 EXECUTIVE COMMITTEE

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Members:

- Neil Arthur Bleasdale
- Eduardo Marcelo Vila
- Edgardo Alberto Volosin



3.6 CHIEF EXECUTIVES

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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	Supply and Services Director
Ricardo Luttini	Internal Audit Director



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3.7 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.



3.8 ETHICS AND INTEGRITY

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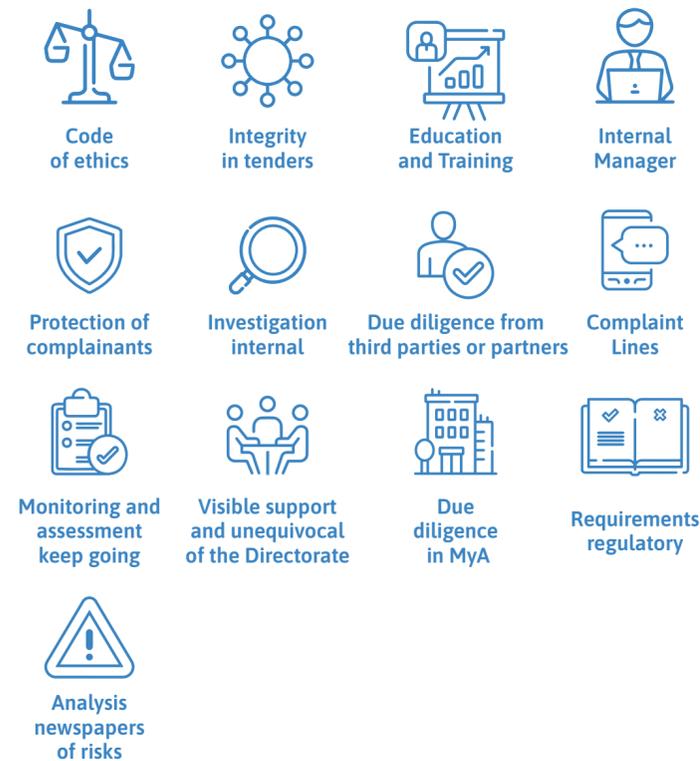
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INTEGRITY PROGRAM

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.

The Company has an Integrity Program following the terms provided for in Law No. 27,401 on Criminal Liability of Legal Entities and the related guidelines issued by the Anti-Corruption Office, which includes a set of internal mechanisms and procedures that promote integrity, supervision and control, aimed at preventing, detecting and correcting irregularities and illegal acts. The Ethics and Corporate Governance Committee, created by the Board of Directors, among other duties, ensures compliance with said program and the completion of the relevant training.

The Program includes the following elements:



In this regard, the Area of Compliance, which reports to the General Management, has been assigned the task of continuing with the training activities and the dissemination of the Integrity Program components, among which it is worth mentioning the training carried out by the company's leadership team, which included directors, managers and assistant managers, in which different topics were addressed, such as the Law on Criminal Liability of Legal Entities, the Integrity Program, risk management, the Code of Ethics, the Ethics Line and the structure of the Ethics and Corporate Governance Committee, as well as matters related to Corporate Governance. With the active participation of more than 100 people and the opening of the CEO, the commitment and participation of Senior Management in the subject was clearly evident.

The training had an acceptance of 82%, with responses ranging from "excellent" to "very good", and without negative responses.

Additionally, in line with the work started last year on the Integrity Program, and for the sake of continuous



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improvement, the Company, with the approval of the Ethics and Corporate Governance Committee, carried out an evaluation of the program at the end of this year. This evaluation, made with the collaboration of an experienced consulting firm, identified areas for improvement that will be integrated into a plan to be executed in 2024.

It should be noted that the Area of Compliance periodically reports to the Audit Committee, as a direct representative of the Board, about the progress in the different points mentioned, maintaining constant and transparent communication.

EDENOR ETHICS LINE

In accordance with current legislation, best corporate practices and the Integrity Program, **edenor** makes the **edenor** Ethics Line available to employees, suppliers, customers, contractors and other related parties, a safe and confidential channel to report behaviors contrary to our Code of Ethics, which is signed before each update by the interested parties.

The complaints, which may be anonymous, if the complainant prefers, are received by a third party (an internationally experienced certified external provider) and

managed and investigated by the Internal Audit Department impartially and independently, according to an established protocol, standardizing the treatment methodology and providing a systemic and comprehensive vision of the process.

The Policy for reporting behaviors contrary to the Code of Ethics and Corporate Governance, updated in 2023, promotes the reporting of real or potential violations of the Code of Ethics and establishes **edenor**'s commitment to maintaining the confidentiality of complainants and reported individuals, and the principle of non-retaliation. The Internal Audit Department reports to the Audit Committee, which is part of **edenor**'s Board of Directors, the Company's highest administrative body. Therefore, the Internal Audit Department, the only area independent of Management, has unrestricted and direct access to said Committee, thus ensuring that the activities related to the management, treatment and resolution of complaints are carried out effectively and independently.

In this same line, the Internal Audit Department annually submits the administration and management program of **edenor** Ethics Line to the Audit Committee for its consideration and, at least quarterly, informs it about all the cases received, the analyses carried out and the resolutions adopted. Additionally, the Internal Audit Department periodically provides the Ethics and Corporate

Governance Committee with information on the operation of the Ethics Line.

In 2023, we carried out a mass communication campaign for the Ethics Line to ensure that employees, suppliers and customers were aware of the tool, and to raise awareness throughout the value chain about its importance and usefulness. Posters were placed in all the Company's buildings and on fleet vehicles, the tool was disseminated on the website for suppliers and also on invoices for customers, while a digital campaign was launched with videos, emails and posts on different internal websites and social networks of the Company. The impact of and trust in the channel was measurable not only through the increase in complaints received in the second half of 2023, but also by the quality of the information provided when making them, and also by the fact that a large number of complaints were not anonymous, which evidenced trust in the complaints management process. At the same time, a survey was carried out to measure the success of the communication campaign, which yielded very good results in terms of information clarity.

Although around 30% of the complaints received were confirmed, the findings proved were not relevant in terms of money or impact on the Company's operations. However, the results of the investigations gave rise to



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WHAT CAN I REPORT?

- « Theft or fraud involving employees or suppliers
- « Failure to comply with laws, regulations and standards
- « Alteration of financial information and/or accounting records
- « Harassment, mistreatment or discrimination behavior towards customers, employees or suppliers
- « Disclosure or misuse of Company information
- « Other behaviors contrary to our Code of Ethics
- « Conflicts of interest
- « Bribery or irregular business practices

the implementation of action plans such as disciplinary sanctions, economic recoveries and process improvements, among others.

How to make a complaint?

The complaint channels are available at <https://lineaetica.edenor.com> 24 hours a day, 365 days a year, and have been expanded since 2022, now having free telephone lines with customized assistance and an answering machine, WhatsApp, e-chat, email and web form.

Other complaint channels

- <https://lineaetica.edenor.com>
- E-Chat
- +54 11 7700-4773
- lineaetica.edenor@resguarda.com
- 0-800-999-4636 | 0-800-122-7374



3.9 RISK MANAGEMENT AND INTERNAL CONTROL

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RISK MANAGEMENT MODEL

Edenor's Risk Management Model is an integral part of the culture and all organizational activities, being present at all levels, processes and projects of the Company. It is integrated into management and internal control systems to achieve organizational effectiveness and efficiency and rational decision-making. It is aligned with the best practices in the matter (ISO 31000:2018, COSO 2013 and COSO-ERM 2017.)

Even though the implementation of the Company's Risk Management Model is carried out by Senior Management with the assistance of the Risk Management Department, it is important to highlight that risk management is a responsibility shared by the Board of Directors, the Senior Management and each of the employees, regardless of the duties of the respective positions.

The Risk Management Department is responsible for a) collaborating in the development and maintenance (monitoring and administration) of the Risk Management Model, its regulatory framework and methodology; b) accompanying and advising on the identification of the Risks Universe and its evaluation; c) advising business areas on risk mitigation activities and design of controls in processes and projects; d) reporting periodically to the Risk Committee and annually to the Audit Committee

on the results of risk management; among others duties.

The Company considers the risk management process as an iterative management tool that is useful for the following purposes:

- **Have better information and make decisions in a timely and strategic manner;**
- **Recognize threats and take necessary actions before problems occur;**
- **Identify the opportunities generated and take advantage of them to achieve the goals;**
- **Achieve a strong commitment of all Company's personnel to risk management.**

The Company's current Risk Management Model has two levels:

1. Level 1 - Strategic

Risks that could arise from business decisions, the application of decisions or the ability to respond to industry changes. Considered high-level and dependent on Senior Management, their impact usually affects the Company in general. This level includes four pillars:



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- Strategic Risks
- Financial Risks
- Operational Risks
- Ethics and Compliance Risks

2. Level 2 - Operational

risks that may cause an impact as a result of human performance, the design and effectiveness of internal processes and/or systems and as a consequence of external events. Its impact is usually limited to specific activities, since they are related to specific and defined processes and projects.

This level includes risks linked to legal, regulatory or statutory compliance issues, such as Fraud and Irregular Behavior risks, risks linked to the issue of financial information (considered in the SOx Certification), Environmental risks, Industrial Safety and Occupational Health risks, Safety risks on Public Roads, among others.

The identified risks are analyzed and valued based on the probability of occurrence and impact, to obtain their severity/criticality value. Additionally, we identify existing control activities and determine complementary mitigating actions and their respective supervisors.



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The Risk Management Model is interactive. Therefore, the Company constantly monitors the internal and external contexts with the aim of verifying that the evaluation of the identified risks and the established mitigating actions remain in force. At the same time, it monitors the emergence of new events that could become emerging risks.

On the other hand, the Risk Management Model considers at a strategic level the events that can collaborate (opportunities) with the goals achievement. The Board of Directors and Senior Management evaluate these opportunities to determine their feasibility and potential positive impact on the Company's business, as well as its framework within the Concession Contract and current regulations.

In relation to reporting, the Risk Management Department periodically submits reports on risk management to the Risk Committee and once a year or whenever circumstances make it necessary, it presents the risk management results and the risk map 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. Like-

wise, 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, oversees the application of the information policies about the Company's risk management, and reports on it in its annual report. The Committee is made up of experienced and qualified members to audit and assess the risks faced by the Company, internal controls, and corporate governance processes to direct the Company towards its goals competently.

INTERNAL CONTROL SYSTEM

Edenor's Internal Control System is a fundamental pillar to guarantee integrity, transparency, reliability and efficiency in all operations. For this purpose, it has selected as control frameworks the criteria established in the documents "Internal Control - Integrated Framework" (COSO 2013), issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO), and "Control Objectives for Information and Related Tech-



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nology” (COBIT 2019), issued by the Information Systems Audit and Control Association (ISACA). Its approach is based on five essential components: control environment, risk assessment, control activities, information and communication, and monitoring.

Our Internal Control System is not only limited to COSO 2013 and COBIT 2019, but also is effectively integrated with our Integrated Management System (IMS). This integrated approach allows us to consolidate and optimize processes related to quality, environment, occupational health and safety, and social responsibility, among other crucial aspects.

The Internal Control System is built by identifying the associated risks, setting strategic compliance points and establishing mechanisms for detecting deviations in order to evaluate and correct them, respecting and complying with the legal framework, corporate governance rules, codes and policies to which the Company is subject to.

On the other hand, it is important to highlight that the Company’s securities are listed in the United States, so we have had to ensure that the business processes and financial information integrate the control framework required by local and international regulations.

Within these regulations, compliance with the 2022 Sarbanes-Oxley Act (“SOX”), regulated by the Securities Exchange Commission (SEC), becomes essential. For this reason, **edenor** has a continuous process of surveying, documenting and testing risks and controls that allows us to evaluate the effectiveness of the internal control system in the generation of financial economic information, issuing the relevant annual certification.



3.10 CYBERSECURITY

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In relation to information security, considering the increase in crimes worldwide, we have worked on several fronts to strengthen the Company's cybersecurity.

We highlight the implementation of a Security Information and Event Management System (SIEM) to access databased information, combat threats, protecting the business and mitigating risks at scale with analytics based on Machine Learning.

We have developed and implemented security standards, based on the best CIS control cybersecurity practices, for the servers and communication equipment operating systems (switches and routers).

We improved the user authentication, the process that verifies and confirms the identity of a user attempting to access a system, a database or the operating system through secure authentication, which provides a hierarchical and centralized security structure over users, groups and other network objects.

Our security position was strengthened, based on Zero Trust, which is centered on the belief that organizations should not automatically trust anything, even if it comes from internal sources; this for the management of cloud services.

In addition, security in the OT network was strengthened, defining new and more secure architectures for substations connectivity, and incorporating electrical protection networks into the OT cybersecurity model, increasing the security and segregation of the networks.

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

We implemented a solution to manage and optimize security rules and policies for Firewalls policy management, which is a network security component that acts as a barrier between the network and possible external threats that allows us to improve Compliance and reduce the exposure risks.

We defined and implemented a new continuous Vulnerability Management process that allows us to identify, evaluate and treat security vulnerabilities in the systems and the software that runs on them.

We took out cybersecurity insurance to cover the Company from residual risks and costs associated with cybersecurity events.

The cybersecurity process KPIs were developed and implemented; this allowed us to measure the Company's position as well as the efficiency of our protection measures.

We implemented a platform for the protection of digital risks centered on the early detection of incidents and fraud prevention, using artificial intelligence and automated processes to monitor the digital assets of organizations.

Technological solutions

During 2023, we continued with improvements in the NNSS (New Supplies) management and monitoring process, particularly in the instances and stages supported in CC&B. The improvements that were identified and implemented aim to streamline management and automate instances of the process, particularly for customers under T2/T3 category.

To ensure the quality of the billing process, we implemented the first phase of a new control mechanism that seeks to identify at an early stage deviations in concepts of electrical and non-electrical charges and fines for estimation and periodicity associated with Regulations and Penalties imposed by the regulator. This new control will evolve continuously to adapt and accompany future business and regulatory changes.

In 2023, we complied with the regulatory requirements that impacted commercial systems, including ENRE Resolution No. 622, which required us to adapt the CC&B and



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printing systems to include in our invoices information for our customers about variations in consumption and costs related to changes in consumption habits, housing context, seasonality, change of activity, change of ownership, thus improving communication with our community.

At the same time, we updated the **edenordigital** app, with new features to improve user experience. Notable improvements include the renewal of login and registration functions, advanced consumption simulation tools, self-management of payment plans, among others. At the same time, we highlight the development of the unified procedures section, which simplifies the search for users with multiple accounts, consolidating the app as a comprehensive tool for customer needs.

Another significant milestone in 2023 was the implementation of the Distribution Monitoring System (DMS), which, based on a robust platform already in use in other company solutions, allows us to manage the settings of the electrical protections of the distribution network and obtain metrics regarding the number of implementations over time, as well as requests for change. All this results in an improvement in the operational management of the Distribution Engineering and Standardization sector.

On the other hand, the export of Nexus data to the SIN-CAL power system planning and analysis software was automated, which has simplified the electrical calcula-

tion process of the Medium and Low Voltage network, necessary for planning works, so that they meet the demands of customers' energy. Among the advantages of the new tool, we can highlight the time optimization, greater availability of data, the elimination of manual tasks and the alignment with the most modern practices in the industry.

In 2023, we began with the Technical Product Quality implementation project, aimed at automating the process, centralizing information and covering all business flows through a single solution that will allow us to have greater governance, traceability, auditing and compliance with regulations.

In addition, the Nexus Platform Evolution project started, which will upgrade the product and improve functional aspects, stability, availability and response times, since this application is of vital importance for the operation.

At the same time, several initiatives were carried out to address the Company's technological support and optimization processes. We also continued with and completed the processes standardization, replacing non-standard SAP (Z) transactions.

Another very important milestone was the implementation of a platform to manage the complete contract process at **edenor**. It is integrated with DocuSign, an elec-

tronic signature platform, and in a next phase, it will be integrated with SAP.

A new advanced version of "Networks" recognition program was also implemented, which provides the possibility of recognizing and granting benefits to all the Company's staff.

The construction of the new supplier portal began, which will replace the current portal on the SUS tool. With this new implementation, it will be possible to improve the interaction of suppliers with the system and with different areas of **edenor**.

On the other hand, the development of apps testing automation continued, seeking to ensure the quality of the software and contribute to optimizing its implementation times, accompanying it with agile initiatives, reaching 2,337 test cases. During 2023, the focus was on automating CC&B and FSM tests.

Additionally, we continued with the implementation of bots to make business processes more efficient (Robotic automation of RPA processes). Eleven new bots were developed during the year. Maintenance works were carried out on more than 45 robots that were productive due to changes in processes and other techniques such as browser changes and licensing modes of the tool used.



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[GRI Contents: 2.6; 2.16; 201.1; 204.1; 418.1. SASB: IF-EU-000.A]



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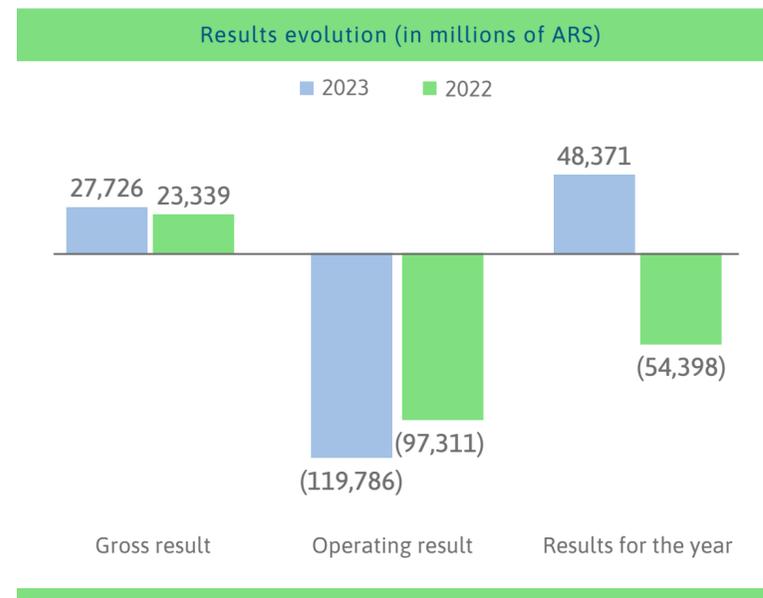
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4.1 RESULTS FOR 2023*

Financial year 2023 shows a profit of \$48,371 million, compared to a loss of \$54,398 in financial year 2022. The results evolution is as follows:



The operating result for the year 2023 shows a loss of \$119,786 million compared to a loss of \$97,311 million in the previous year. This is mainly due to the delay in electricity tariffs and the Company's added distribution value during said year, and the constant increase in op-

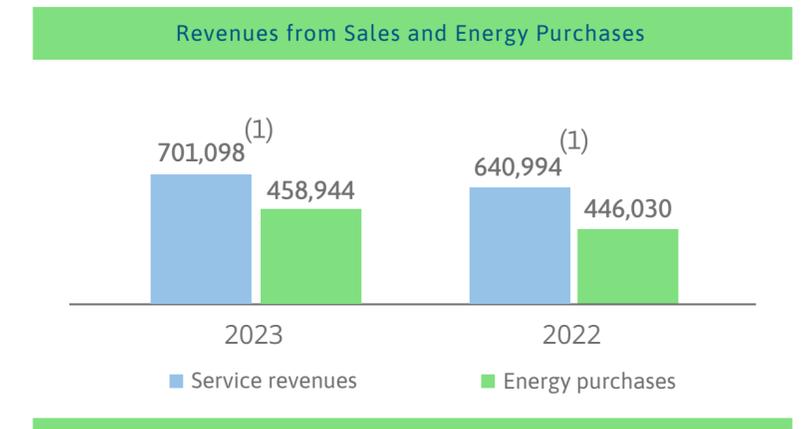
3. Expressed in millions of pesos in constant currency

erating costs necessary to maintain the service level. Gross margin in 2023 and 2022, including transmission and distribution expenses, was 4%.

The result for the 2023 financial year shows a 197 % 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 financial 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 services and energy purchases during the fiscal year 2023, various resolutions were issued by the SE (Secretariat of Energy) and the ENRE (National Electricity Regulatory Entity) regarding the company's tariff schedules and seasonal reference prices (Stabilized Energy Price and Power Reference Price). The issuance of these resolutions resulted in tariff updates with increased CPD (Cost Per Demand) during April and June 2023.

The energy demand achieved by **edenor** in 2023 was 27,676 GWh, which represents an increase of 2% compared to 2022. The mobile annual rate (TAM) of total losses for 2023 was 14.95%, showing a decrease of 15.94% compared to the previous year.



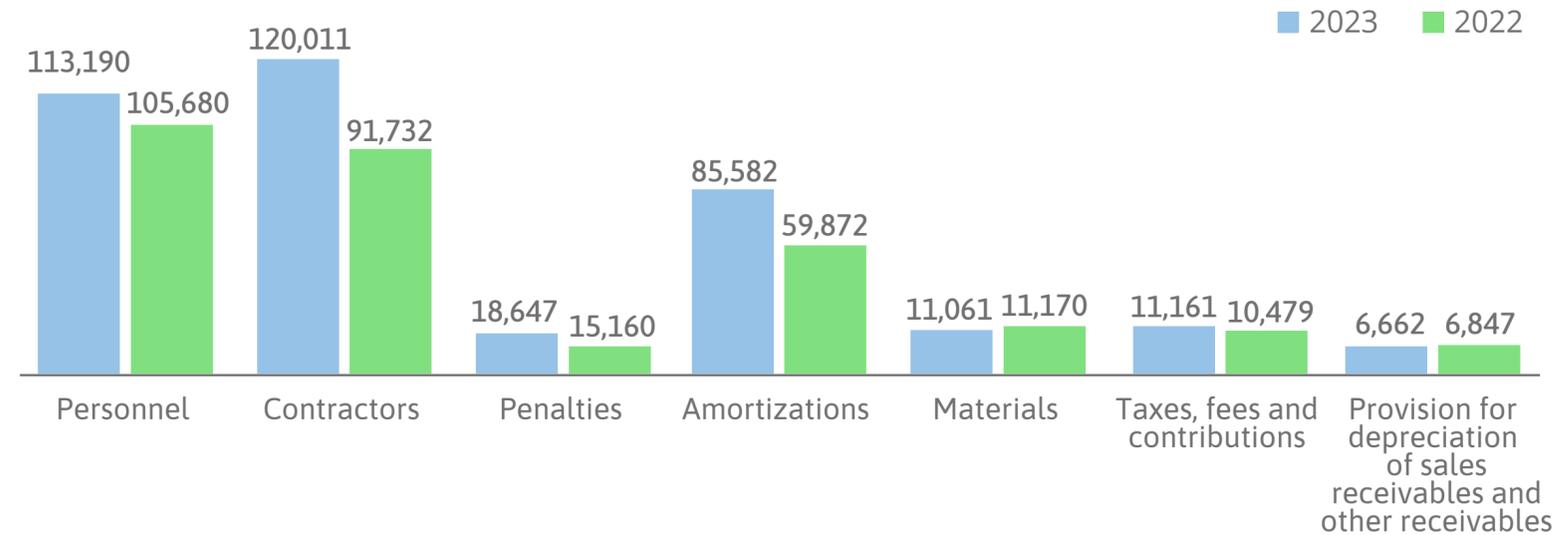
(1) Includes right to use poles for \$2,934 million and \$3,472 million for the years 2023 and 2022, respectively, and charges for connections and reconstructions for \$ 418 million and \$ 377 million, respectively.



4.1 RESULTS FOR 2023

As regards operating costs, there has been an increase of approximately 22% in constant values compared to financial year 2022, mainly due to the increase in contractors and staff salaries.

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



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4.1 RESULTS FOR 2023

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Other operating income and expenses amounted to \$4,384 million (profit) in 2023, compared to the profit recorded in 2022 of \$8,682 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, in 2022.

The net financial results during 2023 showed a loss of \$350,354 million, compared to a loss of \$277,584 million during 2022. This 26% 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\$)	2023	2022
Financial Income	34,145	13,606
Financial Expenses	(384,499)	(291,190)
Financial Expenses, Net	(350,354)	(277,584)

3. For more details about the economic performance during 2023, we invite you to read our Annual Report available on our website edenor.com



4.2 INVESTMENTS

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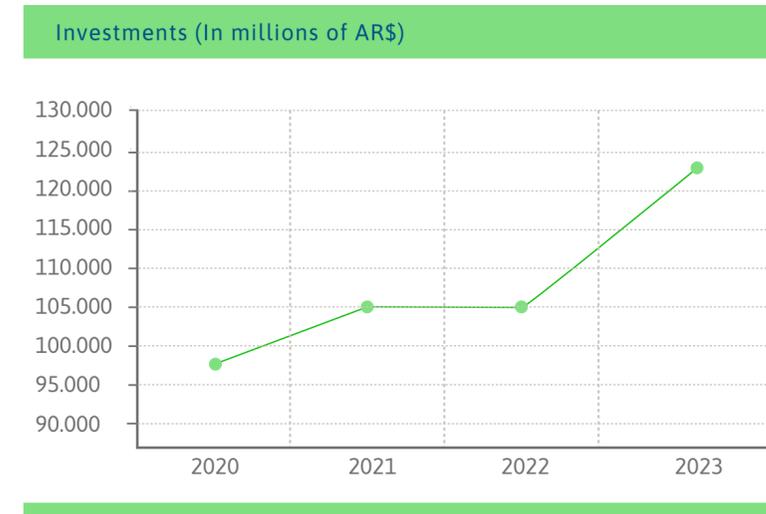
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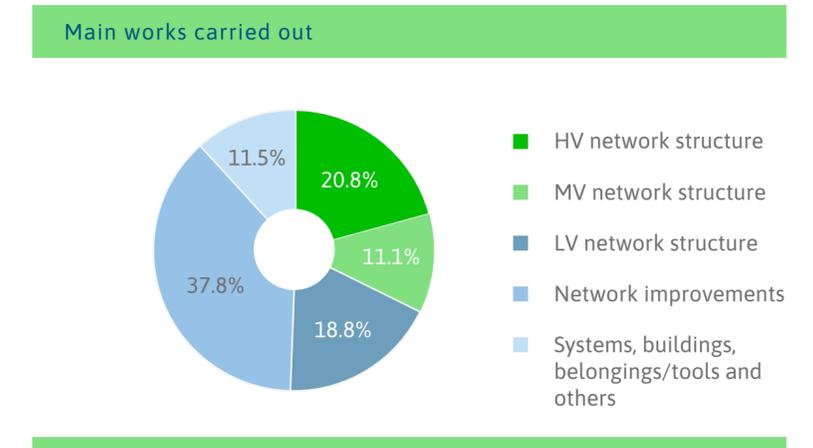
The investments made during 2023 reached an amount of \$123.628 million in constant currency. **Edenor** gave priority to them over other expenditures, since it is as a way of maintaining the provision of the public service under concession in safe conditions.

To 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 2023:



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A highlight of 2023 was the enhancement of infrastructure with the aim of improving and ensuring the capacity, efficiency and resistance of systems and assets.

We carried out the stabilization and optimization of the Storage and the Virtualization environments (Hyper-V and Red Hat) that allow multiple operating systems to run on a single physical hardware.

In line with the evolution of storage needs and for enhanced performance, we added a new PMAX equipment to expand storage capacity, and an exclusive Storage for SCADA, both in the facilities of the new data center in Cirion. File servers (servers for shared directories) were also centralized, dedicated to providing centralized and shared access to files and folders on a network.

We carried out the expansion and segmentation of the Storage Area Network (SAN), a specialized network that connects servers and storage systems, and the expansion of the Computing capacity through 12 new Blades that allow the user to manage multiple servers in a small space.

In 2023, we can highlight the migration of the Nexus Database to the corporate network, the total migration of

Oracle Databases with versions out of support, as well as the migration of PowerCenter and KTA (Digitalization of images).

Another important advance is the implementation of the CMDB tool (Configuration Management Data Base) that allows us to inventory the technological elements, applications and equipment, as well as classify and associate all computer events with the assets.

In the Services Area, the internal service channels were upgraded (Chat and WEB Forms), the printer fleet was optimized, the telephone fleet for FSM and the equipment for contractors of the new reading system were updated.

The Cloud Infrastructure sector was created, in charge of managing Cloud resources and services, providing greater flexibility and agility in cloud adoption.

We optimized the infrastructure of the Institutional Sites, and we implemented the ROSA platform, which is an open source container platform that runs on AWS for the integration of applications. A new connection channel with Cloud environments was defined (new VPN in high availability) and various reorganization actions

were carried out at the cost and account management level on the Amazon platform.

Then, we continue to have technological partners such as the company Atos, which provides us with customized assistance at CDS, CPDO and CIM Help Desks, and has achieved the category of low-carbon service provider (Green Supplier) for its digital workplace services.

Also, our partner AWS for our management and analysis, continues to provide us with carbon footprint reduction reports based on our strategy of making workloads available in its cloud.



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THE MANAGEMENT OF OUR OPERATIONS IN NUMBERS:

- 3,299,278 customers⁴
- 2,410,519⁴ accounts registered in edenordigital, 115,090⁵ of which were new accounts registered in 2023
- 70% (27,937,490) of the total invoices were paid digitally
- 885,087⁴ customers receive their digital invoice, 96,641⁶ of which adhered in 2023
- 408⁷ customers with distributed generation
- 18,386,359 million meter readings
- 2,724 remotely supervised points on our network
- 83 substations
- 20,440 transformer stations
- 502,324 maneuvers carried out in medium voltage
- 41,896 kilometers in total network³ (1,563 high voltage, 12,173 medium voltage and 28,160 low voltage)
- 29,778 mega million volt ampere (MVA) of total installed power
- 1,143 street work teams
- 66,360 pole changes
- Energy sold: 23,538 GWh

4. We include active customers as of December 31, 2023.

5. Calculated as the difference between the total number of customers registered as of December 31, 2022 and December 31, 2023

6. Calculated as the difference between the total number of customers registered as of December 31, 2022 and December 31, 2023.

7. We include active customers as of December 31, 2023.



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CUSTOMERS*	QUANTITY
Number of residential customers	2,925,049
Number of commercial customers	173,610
Number of industrial customers served	93,265
Regular costumers	96,281
Official costumers	11,073

*We have included active customers as of December 31, 2023.
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.

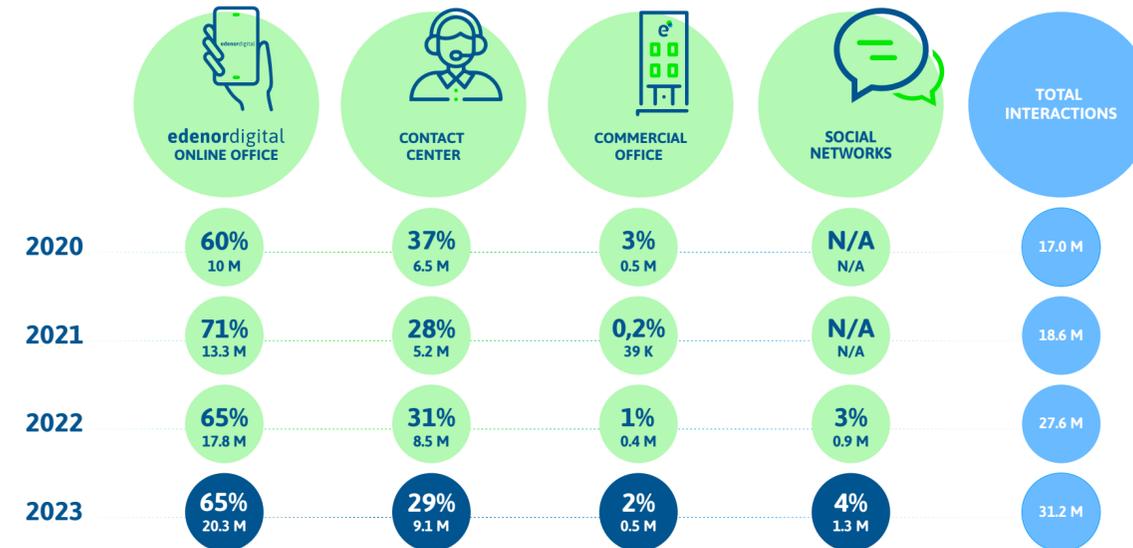
The evolution of our customers' number in recent years is detailed below:

Evolution of Customers' Number (In Thousands)



In 2023, we continued with the customer service digital transformation, expanding the functionalities available in our virtual office and promoting self-managed chats on WhatsApp and Facebook. Our focus continues to be promoting digital service, taking care of every detail in customer service. We have adjusted our channels with a renewed emphasis on service excellence, agile transaction resolution, personalization of experiences and proactive service to guide our customers towards the most efficient service channels, helping them make more informed consumer decisions.

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



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COMMUNICATION

Edenor is a company in constant evolution and development. In line with this commitment, it moves forward in its consolidation as an efficient, close and sustainable company, due to its sustained innovation policy, which constitutes a distinguishing factor and a driving force of change.

In this manner, **edenor** promotes an educational culture with innovative awareness. With different degrees, it crosses the different levels of the company, where new alternatives for optimizing the service experience, permanent improvement in different aspects of the network, provision processes and the introduction of smart grid systems stand out. In addition, as Argentina’s largest distributor, we have outstanding programs, initiatives and agreements to educate and encourage all Argentines to reflect on and prioritize efficient consumption to promote a better world.

Within the framework of **edenor**’s communication evolution during 2023-24, we have set four guiding axes that define the company’s strategic planning.

The positioning strategy is based on a general line of communication, an umbrella discourse, which encompasses these axes and also establishes the evolution of the company’s positioning through an educational position.

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.

The communication axes on which we worked during 2023 were the following: institutional, digitalization, payment strategy and educational and relational.

In the institutional axis we can highlight 2 campaigns:

Let’s value energy

This campaign, launched in 2022, continued during the first months of 2023, reinforcing the distinguishing fea-

tures of efficiency and closeness, and prioritizing, in the context of its constant evolution, the attributes of innovation and sustainability.

Edenor’s goal is to highlight its energy, showing its service as essential for the development of life, work, education and health, and as a driving force of the country’s development.

This campaign included television and radio spots, street advertising, digital advertising, and advertising on web portals, cinema and social networks.

Join efficient consumption

in the second half of the year, and as a continuation of “Let’s value energy”, we launched a new institutional campaign whose advertising slogan is “Join efficient consumption”

In this way, we seek to generate a cultural transformation, both internally and externally, focusing on essen-



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tial aspects of **edenor**'s management: works, innovation, efficient use of energy and sustainability.

This campaign included television and radio spots, street advertising, digital advertising, and advertising on web portals, cinema and social networks.

In addition, using social networks, e-mail marketing and digital advertising as dissemination channels, we inform our customers about the new substations that the company is building in the concession area. By doing so, we reinforce the commitment to quality of service and innovation in the distribution of electrical energy.

The digitalization axis focuses on promoting the use of digital management channels, and in 2023 the main campaigns were the following:

Promotion of the digital invoice

So that customers get to know this simple, fast and sustainable way to access the invoice and the steps to join.

Online balance check

consists of promoting online balance check through the institutional website or WhatsApp, discouraging

telephone contact for this reason, making it faster and easier.

Promotion of WhatsApp

the goal is to advertise the new channel and its main functionalities (steps / procedures) that can be carried out in a simple and agile way 24 hours a day.

Invoice download

it promotes the option to download the invoice through Facebook.

Payment from edenordigital

This campaign promotes this bill payment method.

The payment strategy axis aims to advertise payment channels and/or migrate customers to the most convenient channels. The campaign themes were:

Virtual wallets

Customers are provided with a new form of payment through virtual wallets using the QR code that appears on the invoice.



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Automatic debit

It promotes adherence to this payment system that allows customers to forget about expiration dates and avoid late payments.

When we talk about the educational and relational axis we are referring to the campaigns in which we provide information about steps, procedures, regulatory aspects, etc.

Change of account's name

The goal is to promote the updating of the account's name.

Rate segmentation

A campaign to inform and help our customers register and thus be able to maintain the National Government subsidy, when applicable.

Safe energy

Covers the topics of energy theft and climate events. We seek to raise awareness about care on public roads in weather warning situations (storms, rain, winds, and

extreme temperatures), and provide information to make claims for outages or during emergencies. Regarding energy theft, we warn about the risks that this practice entails and the channels to make complaints.

Energy education

These campaigns are aimed at providing advice for energy care and are in line with the institutional campaign "Join efficient consumption".



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MEDIA

The main goal of the Media area during 2023 was to continue positioning **edenor** in the media as an excellence model for a public service company, through actions that contribute to the improvement of its corporate image.

The thematic axes of the period were mainly linked to the news about the tariff scheme and the development of the company's investment plan. In all cases, we worked proactively to disseminate key messages and address concerns raised by the media.

In addition to the aforementioned, and in accordance with the communication plan developed for 2023, we worked to strengthen the Company's image, showing it as a socially responsible, innovative and job-generating company.

As an innovative fact within the area, we generated a metrics platform that allows us to observe the daily media mention volume of the company.

RELATIONSHIP

During the year, we worked to strengthen the relation-

ship with those journalists who lead the coverage of the strategic aspects of the business. The focus was mainly on opinion leaders specialized in energy and, more broadly, in economics and business.

FIGHT AGAINST FRAUD ON MARKETPLACE

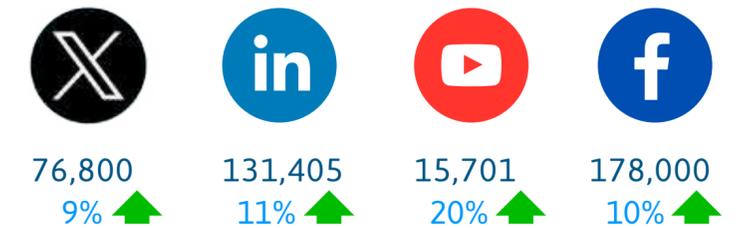
We continued with the process of reporting profiles on Facebook that promoted electrical fraud through Market Place to reduce consumption or manipulate the facilities. Nine Hundred Sixty-Seven posts were reported with the aim of combating fraud and preventing the promotion of energy theft on that social network. Compared to 2022, the total number of complaints made increased by 67%. This task was carried out jointly by **edenor** and ADEERA.

SOCIAL NETWORKS

The Company's social networks continued their in-depth path as strategic contacts channels. During the year, we began to use the advertising format to generate sustained growth in due scope of communication.

We reached more than 130 million profiles through different posts.

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



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Sustainability and educational content exceeded 11M impressions and views on Social Networks.

SOCIAL NETWORKS	QUANTITY
Youtube - Views	9,990,260
Facebook - Impressions	1,084,648
X - Impressions	96,225
Linkedin - Impressions	94,680
TOTAL SOCIAL NETWORKS	11,265,813

EDENORDIGITAL

In 2023, we continued with the migration of our customers to digital channels, strengthening and improving the virtual office in both its Web version and its mobile application.

To achieve this, we upgraded the user experience on the platform, which includes a new unified procedures section.

We incorporated the consumption optimizer, which is a tool that allows us to know the impact of different

electrical devices on household consumption billing.

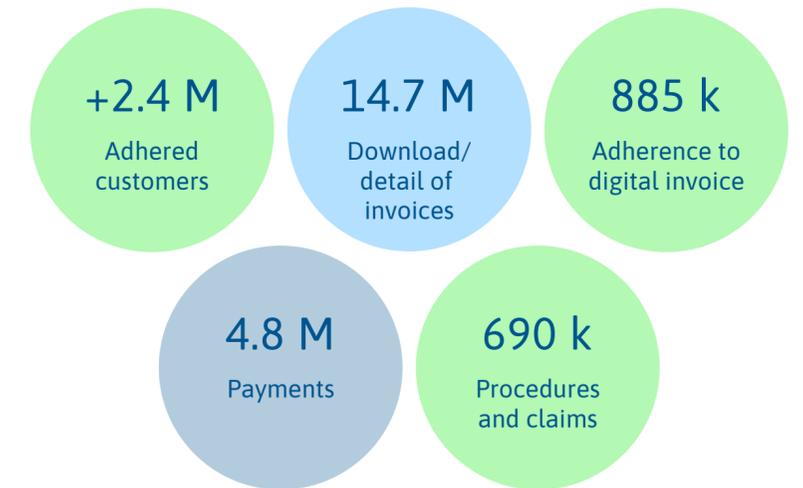
We also included the “Consumption Calculator”, which allows us to simulate the projected value of the invoice based on partial consumption.

We incorporated a new functionality that allows customers to request payment facilities.

We generated a new scheduled outage query that allows customers to check if their service has a scheduled outage.

For customers with **edenordigital** premium version, Carbon Footprint Information is added, which details a graph of the carbon footprint impact of their consumption.

The total number of transactions during 2023 was:



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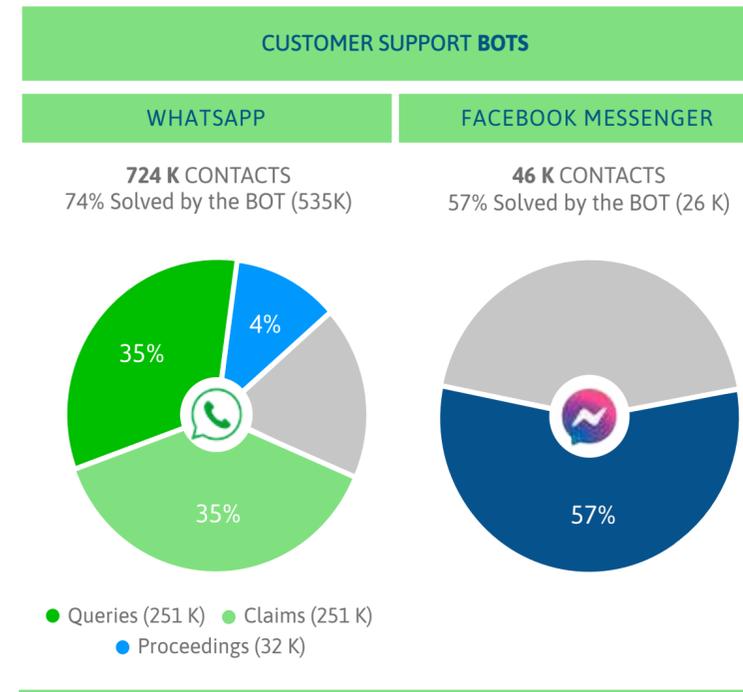
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INTELLIGENT CHAT (BOT)

To encourage the use of automatic management chats, promoting continuous assistance 24 hours a day, 7 days a week, we implemented a Bot with first-generation artificial intelligence on Facebook, and we continued to add functionalities to WhatsApp. Among the most relevant developments, we can highlight the user experience customization, the last bill download, and the latest consumption query.



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QUALITY OF SERVICE

In 2023, we could improve the quality of service by continuing with the plans and projects implemented in previous years. The results obtained represented a significant improvement in the SAIFI and SAIDI service quality indicators.

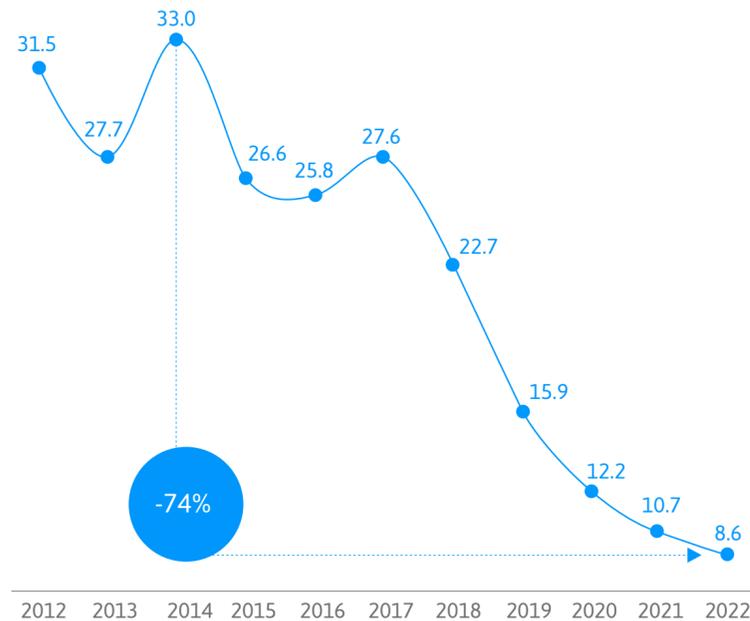
As can be seen in the evolution of these indicators, we have achieved a significant reduction, with the duration of outages being 8.22 hours and the frequency of outages 3.40. This was reflected almost in equal proportion in the reduction of the total time indicator, since the average interruption time has practically remained the same compared to the previous period.

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.

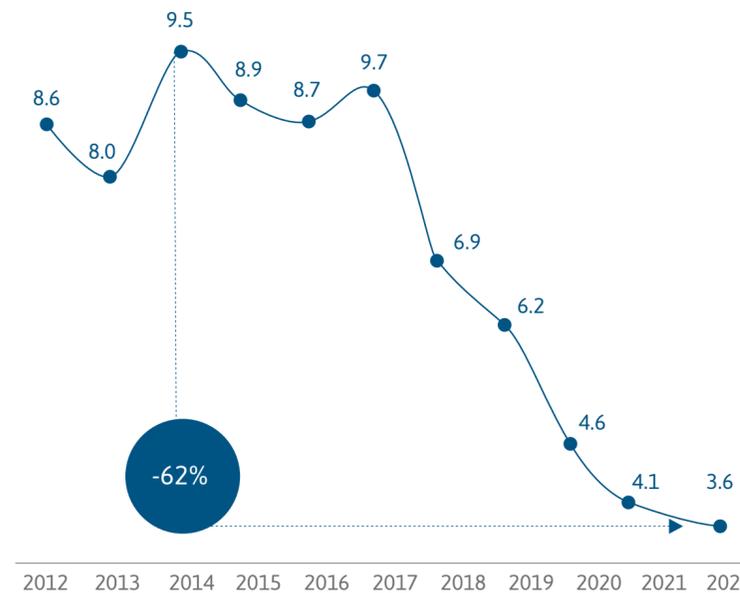
ELECTRICITY-DEPENDENT CUSTOMERS

During 2023, **275 smart meters** were installed for electricity-dependent customers, making a total of 818, allowing them to know in all cases the supply status via online.

DURATION OF OUTAGES: HOURS/CUSTOMERS/YEAR



NUMBER OF OUTAGES: interruptions/CUSTOMERS/YEAR



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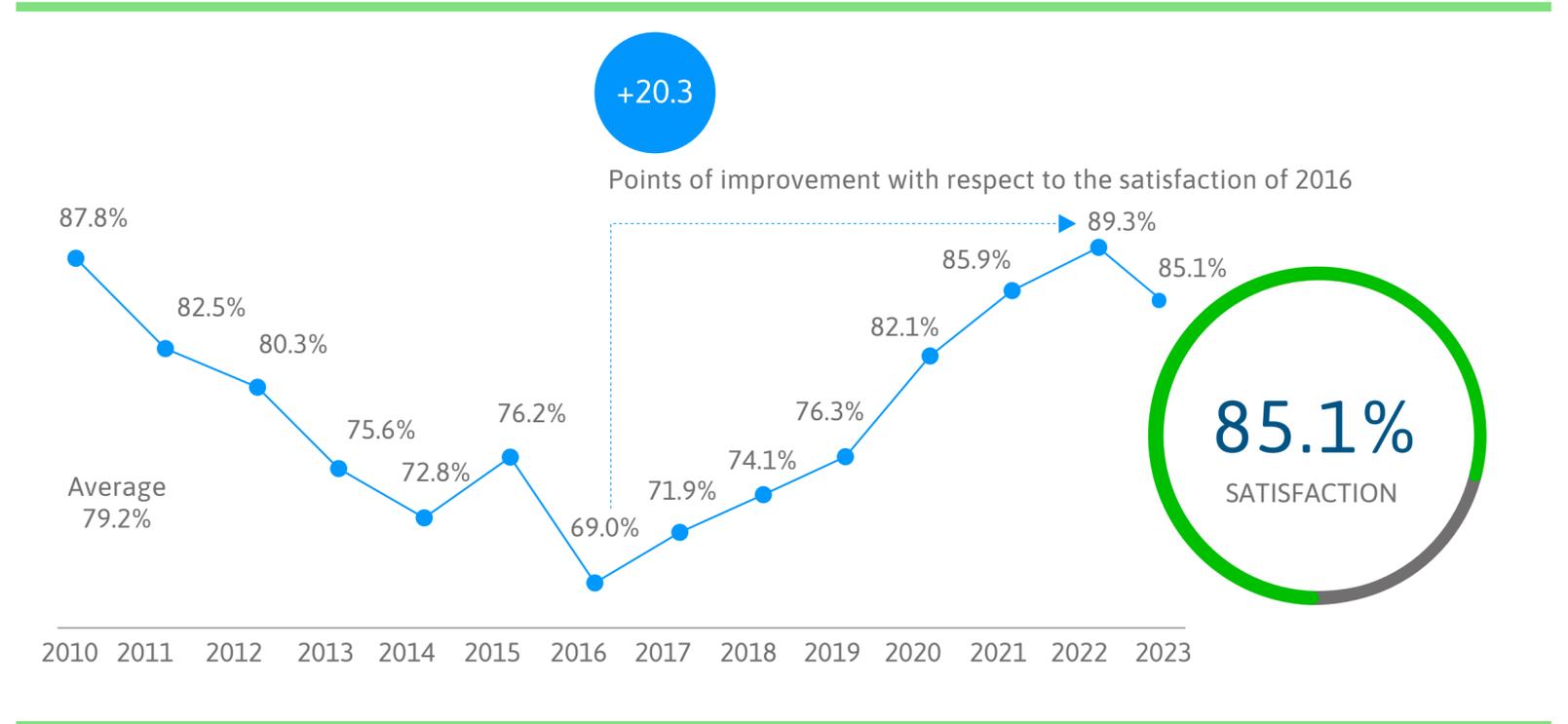
4.5 CUSTOMER SATISFACTION

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.

The General Satisfaction Study aims to reflect the opinions of customers, taking into account that they may or may not have interacted with the Company. It is the customer's perception towards the different aspects of the service.

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.

In 2023, the satisfaction survey of our residential customers resulted in **85.1%**, which is among the leaders of other public services.



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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, social networks and WhatsApp, which was incorporated in the last year.

The analysis of all these surveys allows us to detect points of improvement, good practices and efficiency in management, with the purpose of improving the service.

The satisfaction value is calculated on a scale from 1 to 5, where 5 is the maximum satisfaction.

The average satisfaction value of the customer service channels in 2023 was the following::

Call Center	4.53
edenordigital	4.17
Social Networks	4.47
Commercial Offices	4.06

SATISFACTION RESULTS
average



* CSAT: Customer Satisfaction Score

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REAL ESTATE

During 2023, we carried out relevant works for the Company, among which we can highlight the following:

- We began with a comprehensive remodeling of the Offices and Bathrooms of Guzman building, Region 1 head. The works, covering 4,550 m2 on the building in operation, are being executed in a phased plan with partial deliveries and completion in 2025.
- **We remodeled offices at Estomba, Pilar and Moron buildings. The works included updating the layout, changing carpets, painting, relamping, and renovating furniture. With these improvements, the IT Department was moved from the Libertador building to the Estomba building, and the distribution of personnel in Pilar was optimized. In parallel, a new locker room for female technical personnel was built in Pilar.**
- We carried out works involving voltage activities (TCT) at its headquarters in Matanza and Moron Substations. The works included new material warehouses, renovation of staff clothing, expansion and improvements to the hydro parking.
- We carried out various renovations within the Libertador building in response to functional changes of

the company. Among these works, we can mention the new Management room and Meeting room on the fourth floor, the new Pressroom on the 2nd floor, the new Private room for the President, furniture adaptations and various office removals.

- We began with sanitary installation works in Moron substation to connect the property to the water and sewer network services.
- We are carrying out perimeter works on the land of the future Polledo substation. Likewise, in the property attached to the Moron sector, the work included cleaning, perimeter wall, security booth, access gate, and lighting.
- **We installed electrical generation systems using photovoltaic panels at Moreno and 3 de Febrero commercial office buildings. This allows the reduction of energy consumption, the use being practically supplied by their installation.**
- Comprehensive levelling of Pontevedra and Libertador substations, contemplating different aspects among which we can highlight the following: adaptation of interior and exterior lighting (change to LED



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technology), comprehensive renovation civil works at healthcare centers, modifying the layout for mixed use, adaptation of thermomechanical installations, replacing obsolete equipment with new Data Center line equipment, which involves gas with lower environmental impact and energy consumption.

- We continued with the lighting adaptation plan for Substations venues, covering four properties in the current year, which involved the replacement with LED technology. In addition to lighting improvement, this allows the reduction of energy consumption and facilitates operation night in said facilities. Likewise, progress was made with the interior lighting adaptation plan in Substations, covering nine properties in the current year, and normalizing deviations to correct them according to current regulations.
- We continued with the relamping plan in sixteen commercial buildings, replacing existing fixtures with new ones that involve LED technology, and we adapted the lighting level to reach the required values according to current regulations.
- Enhancement of walls on public roads in Colegiales Substation, including adaptation of graphitized surfaces and subsequent painting of 1,300 m2 of masonry and carpentry.

- **Progress was made with the creation of units available for mothers, preparing spaces for Breastfeeding at Libertador building. Progress will soon be made in the main buildings.**



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CONTROL OF SUPPLIER COMPANIES

At **edenor** we are committed to monitoring compliance with labor, social security, and health and safety obligations of companies that provide services under the terms of Section 30 of Law 20.744.

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

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

EDENOR 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

All suppliers that are registered on the web portal comply with the Company’s Code of Ethics.



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SUPPLY PROCESS

The supply process starts with the detection of needs within the organization and/or the use of a market opportunity, and concludes with the instrument for this purpose.

The identification and evaluation of opportunities constantly feeds back this process with the purpose of guaranteeing Customer satisfaction, minimizing costs and creating value in the supply chain.

The supply process can be centralized or decentralized.

The Supply, Services and Logistics Management will prepare the biennial review of the process to guarantee its continuous improvement; however, other modifications or updates may take place before the aforementioned period.



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If we detect situations that do not comply with the requirements specified in this Standard or its application procedures, or situations that could potentially lead to non-compliance with these requirements and/or proposals for improvements to the process, they will be channeled through **edenor's** integrated management system.

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 2023, 1,271⁸ authorized suppliers were registered. The total amount paid corresponds to the \$319,358 million⁹:

- National suppliers: \$317,272 million
- Foreign suppliers: \$2,036 million

HIGHLIGHTS IN 2023

- **1,271 registered authorized suppliers**
- **1,222¹⁰ registered authorized suppliers with which commercial activity was maintained**
- **12,280¹¹ total supplier base**
- **96.48% of local suppliers and 3.52% of foreign suppliers**

8. For the calculation, we considered the suppliers that appear on the **edenor** Supplier Base as of December 31, 2023. The following suppliers are excluded from the calculation:

- Internal payments without Tax Id No. (CUIT)
- Non-commercial supplier
- **Edenor** cancellation
- Provisional supplier cancellation

- Foreign cancellation
- Foreign provisional
- Not renewed
- Provisional

9. Donations included. The payment recognition date is taken as a reference. For the conversion from foreign currency to pesos, we used the Banco Nación value for the

dollar currency on the business day prior to payment.

10. For the calculation, we considered the suppliers that appear on the **edenor** Supplier Base as of December 31, 2023. The following suppliers are excluded from the calculation:

- Internal payments without Tax Id No. (CUIT)
- Non-commercial supplier

Considered commercial activity is the payment to suppliers.

11. For the calculation, we considered the suppliers that appear on the **edenor** Supplier Base as of December 31, 2023. The following suppliers are excluded from the calculation:

- Internal payments without Tax Id No. (CUIT)
- Non-commercial supplier



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4.7 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 2023, the own Measurement Laboratory, located on Azcuena 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 auto-

matic energy balances. 35,022 customers reached.

TELECOMMUNICATIONS

During 2023, the Company's data network was enhanced and expanded through the renewal of technologies and equipment. This effort included an increase of 37 kilometers in the fiber optic network, reaching a total of 2,837 km extended throughout the concession area. We implemented new links to buildings, commercial offices and substations through state-of-the-art fiber optics and radio links.

One hundred state-of-the-art routers were replaced, in addition to the 10 Backbone equipment, forming a new MPLS network to improve the performance and efficiency of the networks, especially in data transmission, which allows us to virtualize IT and OT networks, have more WAN connections (used to facilitate communication between devices located at considerable distances), improve performance and security. The telecommunications rooms were adapted for this deployment.

Twelve teleprotection devices were implemented on high voltage lines. With the need to expand more teleprotection services, we worked on the validation of new forms of communication through the MPLS network



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(Nokia SAR8 Equipment Network) that will impact future plans.

We continued with the deployment of advanced MPLS equipment for low-speed TDM services used in traditional telephone networks (Nokia SAR8 and HC) for the replacement of equipment such as telephone modems.

The LAN network (system for interconnecting electronic devices within a limited area) of the buildings was equipped with Poe switches to power cameras / IP telephony and new industrial software designed for substations was deployed.

In addition, progress was made with the implementation of the new WiFi6 technology, to optimize the performance and capacity of the wireless network, and it is already deployed in the Tronador, Estomba, Austria, Tigre, San Justo and Rolon buildings.

Progress was also made in the migration and expansion of the Contact Center platform, with the installation of new servers for the migration to R10 (Release 10), which is an evolution of mobile telephone technology. We also supported the implementation of interaction campaigns such

as With/ Without Light, POM – MAIL Messenger Facebook, and new procedures were introduced in WhatsApp.

In line with the expansion of the Company, we are carrying out the modification of Guzman operational building: 350 network outlets were installed for the 240 workstations. A WiFi system with seven access points was implemented to cover the work progress.

At the electronic security level, 24 IP cameras were incorporated, replacing existing ones and adding new ones.

To provide safe power supply to critical positions, a 60 kVA UPS was installed that powers the telecommunications rooms and strategic workstations.

The building's new data center was equipped, connected to the telecommunications rooms by fiber optics and UTP cable. It has an intelligent power supply and equipment monitoring system.

We continued with the Telecontrol of Transformation Centers plan, adding 202 new centers and thus totaling 3,343 Telecontrolled Centers throughout the MV Network. 129 connections were migrated to the fiber optic

network, further expanding the infrastructure.

Direct connectivity was provided to 2,620 new smart meters, adding a total of 12,717 of different tariffs. 235 MIDE Meter Concentrators were added, expanding remote management to 88,596 meters.



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DIGITAL ARCHITECTURE, DATA ANALYTICS AND DATA GOVERNANCE

During the year, we continued with the implementation of data management and governance practices, which allow us to standardize, document and guarantee the traceability and quality of data throughout its life cycle, for the different organizational processes that support decision-making at all levels.

With these practices, we executed the Asset Base and Regulatory Capital project, which allows us to have a validated and reliable data source with the Company's Asset Inventory, a source used for the comprehensive tariff review.

Also with the data governance strategy, we continued with the analysis, documentation and design of consolidated data models that allow us to perform descriptive, prescriptive and advanced analytics for daily management.

The Big Data & Analytics architecture was consolidated, allowing us to address the different data processing and consumption needs. We worked on the implementation of different data solutions.

In 2023, we started the migration of data, intermediate processes and biller models of CC&B Company from the Qlik analytical platform to the new Big Data platform. This benefits the generation of information in a timely manner and allows us to enjoy the advantages of advanced analytics, information self-service and data democratization.

New use cases were also implemented for the different Departments, such as JIRA-owned Dashboard and Supply (Trafos). We continued with KPI Telemangement and FSM, which is the system that allows the organization, coordination and optimization of operational and human material resources.

We continued to strengthen a multidisciplinary team that raises and resolves business questions, working with different use cases, applying new data discovery methodologies, predictive and prescriptive analytics and already introducing GenIA.

On the other hand, we carried out the survey of the different server operating systems and database versions to keep the health status of the IT&T applications updated, be able to annually control the updates of the existing resources in our platforms and have timely visibility of obsolescence.

In 2023, we could document and inventory 30 new integrations. In addition, we remediated 21 previous cases, thus strengthening our ability to comply with information requirements in both internal and external audits.

We carried out an exhaustive evaluation of a Data Integration Tool, where renowned providers such as Amazon Web Services, IBM, Oracle, Talend and IT participated, with the central purpose of providing essential data to make strategic decisions in line with the planned evolution of the current Informatica Power-Center (IPC) tool.



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



5.1 INTEGRATED MANAGEMENT SYSTEM

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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 9001:2015: Quality Management Systems**
- **ISO 14001:2015: Environmental Management Systems**
- **ISO 45001:2018: Occupational Health and Safety**

There is a Policy following the 3 standards criteria.

In October 2023, we carried out the recertification of the Integrated Management System, through an external audit carried out by IRAM in which eight Strengths were highlighted.



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COMMITMENT TO THE ENVIRONMENT

The environment can be analyzed as a complex system that involves a multiplicity of relationships between elements of different origin, coming from nature (air, water, soil, fauna, flora, etc.) and elements of anthropic origin (population, urban infrastructure, agricultural production systems, services, industries, etc.)

To demonstrate its commitment, **edenor** has included within the Company's Strategic Vision, respect for the Environment as a central management value, reinforcing it with adherence to the United Nations Global Compact and its 10 principles.

Thus, since 1994, with the objective of being sustainable, we implemented the Environmental Management System, aimed at caring for and preserving the environment and mitigating or minimizing the impacts that may be caused.

The Environmental Management System generated an orderly and methodical way of working that promotes credibility, reliability and transparency.

With this System, **edenor** is in a position to detect potential negative impacts and respond to these challenges in a comprehensive manner.

Being part of the Integrated Management System, the IMS manager for each Management Area, is in charge of introducing the internal procedures for environmental protection to the rest of the staff, identifying and managing the environmental aspects and actions of the activities or services, and training in all activities related to the aforementioned IMS.

On the other hand, every year, the environment area collaborates in the development of the Annual Integrated Management Plan, through which we consolidate actions related to training, thematic controls and specific environmental and pollution control actions.

INITIATIVES TO CARE FOR THE ENVIRONMENT

Any activity or organization may have an impact on the environment. Environmental impacts refer to all those changes in the environment, whether adverse or beneficial, that result from the activities, products and services of the organization.

Companies have a fundamental role in caring for the

environment. Thus, since our beginning as an electrical service provider, we support initiatives that within the organization promote values such as:

- The rational use of energy
- The preventive approach to environmental impacts
- Research and development of new technologies, and
- Permanent and documented environmental monitoring of all processes.

For this purpose, we communicate alternatives to effectively manage electrical energy consumption and care for the environment through the web and dissemination actions to the community. At the same time, all employees are encouraged to learn the environmental aspects of their activities and the best way to prevent negative impacts. In this task, those IMS managers of each area work together, training the rest of the staff.

The identification of environmental aspects is reviewed annually, ensuring a constant update of the potential impacts of facilities, equipment and activities. This activity constitutes the basis for defining the annual environmental management objectives, being the core on which continuous improvement efforts must be focused.



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PREVENTION AND CONTROL OF NEGA-TIVE IMPACTS

At **edenor** we use preventive maintenance-oriented procedures. This type of maintenance has an environmental objective, by establishing continuous and permanent control of facilities with a risk of impact on the environment. These procedures consist of verifying the condition of all facilities and correcting the anomalies detected before they cause potential damage. Therefore, we avoid having facilities out of service, which may affect customers, the Company and eventually the environment.

Control of our facilities

At **edenor** within our facilities, we control:

The management of solid and semi-solid waste, liquid effluents and emissions into the atmosphere.

Electromagnetic fields:

It is important for the Company to control electromagnetic field emissions. For this purpose, we have a work team made up of the Environment, Distribution Engineering and Standardization areas and the technical Departments of Distribution and Transmission.

This team considers all the necessary steps for mitigation and/or remediation in the event of deviations, that is, control, monitoring and verification (Environment), analysis and design of adaptation in facilities (Distribution and Standardization Engineering) and execution remediation (Technical Departments of Distribution and Transmission), thus closing the circuit for the actual resolution of possible problems.

The World Health Organization establishes, as a precautionary measure, values of 100 μ T for magnetic fields and 5 kV/m for electrical fields. Argentine legislation is more rigorous in this regard, establishing values of 25 μ T and 3 kV/m respectively, which must be measured at the perimeters of electrical installations.

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.



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The following table shows the values measured in these controls in 2023:

2023				
SUBSTATION		MAXIMUM REGISTERED VALUE OF ELECTRIC FIELD (kV/m)	MAXIMUM REGISTERED VALUE OF MAGNETIC FIELD (µT)	DAYTIME NOISE LEVEL (difference between measured and calculated) [dB]
CODE	NAME			
159	Nogues	0.024130	1.3460	-1.8
44	Puerto Nuevo	0.05204	1.9880	3.4
46	Colegiales	0.026900	3.3930	-4.8
163	La Reja	0.197400	9.519	-1.7
165	Vicente Lopez	0.1087	6.1850	-25.3
166	Hurlingham	0.02605	12.550	-7.2
160	General Rodriguez	0.18	13.1300	1.3
167	Ciudadela	0.446100	4.3640	-8.3
261	Pontevedra	0.560900	2.9600	2.3
252	Tortuguitas	0.05277	2.801	-7.3
251	Del Viso	0.268400	1.8830	-5.4
256	Catonas	0.321200	1.0950	3.6
265	Muñiz	0.673200	3.7370	1.9

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

In addition to these measurements in substations, during 2023 electromagnetic field measurements were carried out in 13 High Voltage lines/cables and in 58 transformer centers. The results met the limits required by the regulations for this type of facilities.

Likewise, we carried out electromagnetic field measurements to obtain the granting of administrative easement for the Company's transformer centers, ensuring compliance with the law in all cases. Not only was regulatory compliance analyzed in accordance with the requirements of the Secretariat of Energy, but also the uses given to the premises adjacent to the centers were taken into account, to determine the possibility of current or future incidence of electromagnetic emissions from electrical equipment.

Cases detected with anomalies are referred to the technical area, in charge of maintenance or design of facilities, where an evaluation and solution proposal is carried out, within a period stipulated by the Environmental Management Plan. This solution, which is particular to each situation, is executed and subsequently verified.



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ENVIRONMENTAL IMPACT ASSESSMENT (EIA)

What is this assessment and why is it required?

It is a detailed study of all the tasks that involve the construction or modification of an electrical facility, identifying the possible negative and positive impacts that come with both the execution of the work and the operation of the facility, evaluating and quantifying these impacts to obtain the most favorable alternative to the surrounding environment.

Those impacts linked to the base environment are taken into account, such as:

- Visual intrusion
- Noise and vibrations
- Electromagnetic fields
- Threat to cultural heritage
- Threat to flora
- Threat to fauna
- Public security
- Space occupation; Soil damage
- Threat to surface waters
- Threat to air quality
- Threat to vehicular traffic
- Impact on pedestrian traffic

- Threat to other services
- Threat to commercial activity
- Employment generation
- Waste management
- Energy supply

Each impact assessment takes at least 45 business days for the final preparation of the study. This study is submitted to local environmental authorities who certify the environmental suitability of the work.

EIA's carried out in 2023:

- **Expansion of substation No. 258 Paso del Rey and linking electrical duct – High Voltage Line No. 614 Substation No. 369 Zappalorto – Substation No. 258 Paso del Rey**
- **- New Substation No. 453 Moreno and linking electroduct No. 637/639**
- **- Expansion of Substation No. 365 Panatanosa**
- **- Expansion of substation No. 160 General Rodriguez**
- **- Expansion of substation No. 254 J.C. Paz**
- **- Linking electrical duct – Replacement of High Voltage Line No. 114/418**

In addition, for the year 2023, **edenor** obtained the Certificate of Environmental Suitability issued by the Ministry of the Province of Buenos Aires, for the following construction projects:

- **Linking electrical duct - High Voltage Line No. 619/620: Substation No. 451 Aeroclub – Substation No. 365 Panatanosa**
- **Linking electrical duct - High Voltage Line No. 046: Interconnection Post Malaver - Substation No. 068 Malaver**
- **Linking electrical duct - High Voltage Line No. 680: Substation No. 367 Tesei – Substation No. 061 Castelar**
- **Linking electrical duct – High Voltage Lines No. 098/099: Substation No. 160 General Rodriguez – Substation No. 254 J.C. Paz**
- **Transclor delivery station and linking electrical duct – High Voltage Lines No. 689/690.**
- **Expansion of substation No. 369 Zappalorto**

And the Certificate of Environmental Suitability granted by the Environmental Protection Agency of the City of Buenos Aires for the following work:



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- **Linking electrical duct – High Voltage Line No. 161: Substation No. 129 Aguas – Substation No. 221 Nuevo Puerto**

CONTINUOUS IMPROVEMENT

We actively participated in the Argentine Business Council for Sustainable Development (CEADS), the Argentine Society for Continuous Improvement (SAMECO), the Association of Electrical Energy Distributors of the Argentine Republic (ADEERA), the Global Compact and Professional Council of Civil Engineering (CPIC), in working groups and commissions for exchanging experiences in environmental matters. Likewise, we participated in the development of the Environmental protocol that is part of the Safe Buildings Manual edited by the Professional Council of Civil Engineering (CPIC, for its acronyms in Spanish).

Additionally, we received training related to the Environment: “Environmental Awareness”, “Waste Management”, “Management of Environmental Pollutants” and “Management of Environmental Emergencies”.

These trainings registered a total of 400 participants.

Management Fleet

Continuing with the upgrade and digitalization of the Fleet Management Area processes, and in relation to the vehicle maintenance application that we use to manage all requests, during 2023 we made the following improvements:

- Insurance certificates were incorporated for the entire fleet, to reduce the use of paper by 100%. Users can view or download them in PDF format.
- Dynamic indicators on all requests within the application.
- Incident reports may be completed by users through a web form, speeding the process.
- Users will be able to upload an event form if applicable so that the mechanic workshop can continue with the repair of the vehicle. This form allows you to have information on cases such as theft, failures due to impacts, etc., being part of the continuous improvement process of the Fleet Management Area.
- The application manuals were developed through an e-learning platform, so that it is part of the training of new entrants to the company, and to efficiently train the 4,000 users we currently have.
- Users can view their personal fuel loading codes.

Vehicle incorporation

During 2023, we added 172 0km units to our operational fleet (17 15m hydrolifts, 10 vans, 6 double cab 4x4 pickups, 115 single cab 4x4 pickups, 2 light utility vehicles and 22 hydro pickups)

Hydrolift pool

One of our most important indicators is the SLA with the internal client, in which we have defined 90% in the light fleet and 80% in the heavy fleet (hydrolifts). To improve the latter, we created an active pool of hydrolifts available to the internal client to ensure the quality service.

Electric vehicles

- We incorporated two electric Renault Kangoo ZEs into operations (with four **edenor's** electric vehicles in total)
- We participated with the Nissan Leaf in the Sustainable Mobility Congress held at the School of Engineering of the University of Buenos Aires (UBA).
- We installed two new charging points and adapted the parking for electric vehicles in Guzman Building.
- We are installing two charging points for electric ve-



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hicles, one in the Rolón building located in San Isidro and another in the Tigre building located in Tigre. Both chargers are 11kw alternate current, with an average charging time of between 6 and 8 hours.

- We visited the Volkswagen bus division plant to learn about and test the VW e-Delivery electric truck produced in Brazil.
- We made an awareness video for the entire company focused on electromobility and commitment to the environment.

Future of electric vehicles

Expand the vehicle charging network in the company's main buildings

Carry out tests with all electric vehicles sold in the country.

Evaluate the purchase of electric vehicles to incorporate into the operational fleet. Among the models analyzed during 2023, we expect the entry of the Renault KWID, Kangoo ZE, 6 ton Foton e-Aumark truck, and DFSK small van.

Management of scrap metal and decommissioned vehicles

We sold seventy vehicles. Eleven of them were sold through auction, 19 were sold directly and 40 were disposed of as scrap equivalent to 17.5 tons.



5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

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EMISSIONS INVENTORY

Energy consumption within the organization

INDICATOR	2022	2023
Electrical energy consumed (Giga Joules)	63,370,000	68,007,732

Scope 1 - Direct GHG emissions

INDICATOR	2022	2023
Fuel (Ton CO ₂)	6,165	6,318

Scope 2 - Indirect GHG emissions associated with energy

INDICATOR	2022	2023
Electrical energy (Ton CO ₂)	7,501	8,049

Scope 3 - Other indirect emissions

INDICATOR	2022	2023
Executive transportation and waste incineration (CO ₂)	86	162

- Energy purchase: 27,676.24 GWh
- Energy sale: 23,538 GWh
- Energy loss: 4,116.74 GWh (1,754,142.91 tCO₂) *

* The energy loss consists in the energy necessary for the operation (technical losses) and the energy that was not billed due to theft (non-technical losses).



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WASTE MANAGEMENT

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: oils and oil-impregnated materials. Solvents, paints and resins. Fluorescent tubes and energy saving lamps. Batteries. In the calculation, waste whose certificates were received during 2023 is considered, including treatments carried out in 2022.**
- **Non-Hazardous Industrial Waste: scrap, remnant and inert waste material**
- **Household waste: wet and recyclable**
- **Waste Electrical or Electronic Equipment**

According to this classification, each type of waste is treated according to its distinctive characteristics.

The form of storage, the adequate conditions that the warehouses must have and the handling of containers and/or vessels, is managed and controlled by the Supervisors of the Integrated Management System (SGI) of each Area.

At the same time, the Environment area carries out follow-up and monitoring, through systematic thematic controls. Although these duties are clearly established, each one of us is responsible for properly segregating and disposing of the waste generated by our activity.

OF Oil contamination (in tons)	2022	2023
Land contaminated with OF oil	31	32

WASTE (metric tons)		
HAZARDOUS INDUSTRIAL WASTE (RIE)		
	2022	2023
RIE: Total	481.87	412.5
RIE: For disposal	96.89	11.9
RIE: Regenerated	83.20	145.4
RIE: Recovered	301.78	255.3
NON-HAZARDOUS INDUSTRIAL WASTE (RINE)		
	2022	2023
RINE: Total	3,362.74	4,522.3
RINE: Total for disposal	2,967.05	4,131.2
RINE: Total revalued	395.69	421.8
RECYCLABLE WASTE		
	2022	2023
Total recyclable waste	62.16	22.8

* The waste has documentary traceability from the moment it leaves the company's facilities until its final destination (transport receipts, manifests issued by the environmental authority, weighings, certificates of final disposal, etc.).



5.3 EDENOR'S ENVIRONMENTAL PERFORMANCE

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Biodiversity

At **edenor**, through various actions and initiatives, we prevent the degradation of the natural world due to our activity.

Paper usage

The Technology, IT and Telecommunications Department implemented actions for the efficient use of printers, which translates into energy savings and the avoidance of unnecessary printing.

The methodologies applied are the following:

- **Secure printing: to withdraw papers it is necessary to identify yourself with the network user**
- **Remote: the printers have been configured so that by default the papers come out in black and white on both sides**

YEAR	UNUSED SHEETS	LITERS OF WATER SAVED	APPROX. SAVED TREES	UNUSED REAMS
2022	763,477	7,634,770	96	1,527
2023	708,799	7,087,990	89	1,418

*References: 1 sheet = 10 liters of water, 1 ream = 500 sheets, 1 tree = 8000 sheets



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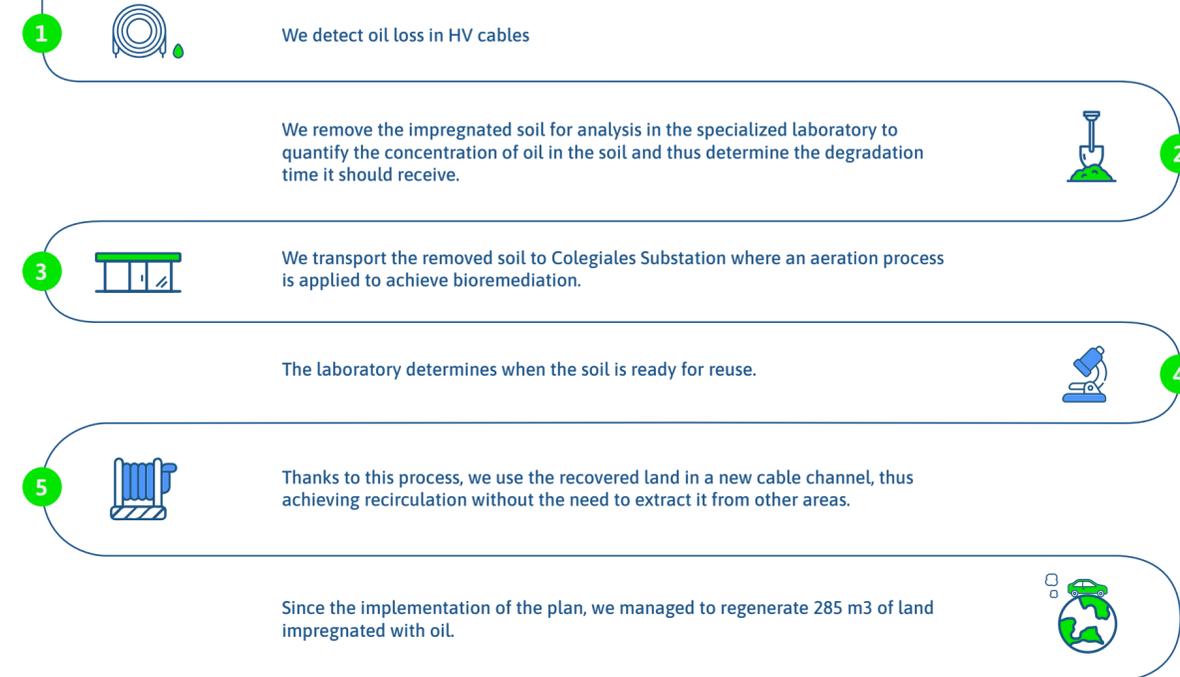
Land management

The OF (Oil Filled) high voltage cables existing in the **edenor** network have a particular electrical insulation, which consists of multiple layers of paper impregnated with biodegradable oil (they have a low toxicity to fish, mammals and humans, and they can also degrade naturally under aerobic conditions.)

The center of the conductor has a passage for this fluid, which diffuses through the conductor to the paper insulation, with a lead sheath acting as an outer containment. A deterioration in the lead sheath produces a loss of insulating fluid, a decrease in insulation and electrical failure of the cable, with the consequent interruption of the electrical service. Therefore, the requirements of the electrical service and the environmental ones are strongly linked.

These cables are permanently monitored online so that in the event of a reduction in pressure, the warning is immediate, allowing an early intervention of the cable.

Soil Management System by Oil Loss



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Wooden poles

Committed to the community and the environment, we organize donations of disused wooden poles with different organizations. This action allows us to mitigate one of the environmental impacts associated with our activity and simultaneously generate a positive social impact by allowing organizations to carry out projects related to the improvement of their infrastructure.

During 2023, a total of 26 tons of wooden poles were donated, thus avoiding disposing of this waste through a landfill site.

SF6 gas management

SF6 gas, or sulfur hexafluoride, is the main electrical insulator and is widely used in the electrical industry to prevent short circuits and accidents.

This gas is characterized as being non-toxic, colorless and odorless, but it has an adverse effect on global warming. The release of 1 kg into the environment is equivalent to 23,500 kg of CO2. Furthermore, its persistence in the atmosphere is more than 1,000 years, because it is a gas that is not generated naturally and degrades very slowly.

At **edenor**, unlike other companies, since September 2020 we have begun to put this gas in regulated tubes, through a safe process, to prevent any leaks into the atmosphere. Since the beginning of this process, a total of 455 kg of SF6 gas has been extracted from equipment removed from the network.

In the future, **edenor** wants to continue reducing the disposal of inert waste through landfill sites by means of recovery practices.



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[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, 405-1, 407-1, 413-1. SASB: IF-EU-320a.1]



6.1 OUR TEAM

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



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

Among the people incorporated in 2023, many technological profiles stand out, which have joined to promote **edenor's** technological transformation and innovation process.

WE ARE EDENOR¹²

- **4,635 employees**
- **17.35% women**
- **7 women in management positions**
- **79% employees covered by collective bargaining agreements¹³**
- **22.06 average hours of training per employee**



12. To obtain the number of employees, we used the list of active employees as of December 31, 2023. The distinction between men and women is obtained from the information uploaded by employees at the time of joining the company. Interns are not included. **Edenor** does not have temporary employees or employees with non-guaranteed hours. **Edenor** operates within a single region.

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

6.2 OUR EMPLOYABILITY PERFORMANCE

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FREEDOM OF ASSOCIATION

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

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

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

79 % of our team are included in two Collective Bargaining Agreements. The operational staff belongs 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:

- **edenorcercas**: It is a space that includes self-management terminals and digital billboards..
- Digital **edenorcercas**: 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.



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

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

- **Mailings:** 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..

- **Recognition on NETWORKS:** Network Program or Network Recognition Program, through a new platform that allows the Extra Mile recognition with points, and also with the option of everyday pins to spontaneously send to co-workers or teams that you wish to highlight.

VOICES THAT INSPIRE

To work on the motivation and development of our collaborators, we implemented the Voices that Inspire program: A space to share and highlight personal growth stories, with life learning from our collaborators opening a space of inspiration.

The aim is to focus on the human side, on the person behind each collaborator, generating a feeling of belonging and loyalty on their part, create new spaces for integration and interrelation between areas, and provide tools linked to public speaking and presentation skills to those who apply as participants, through a specialized coach who will accompany them in the process.

The initiative had an audience of 200 company employees.



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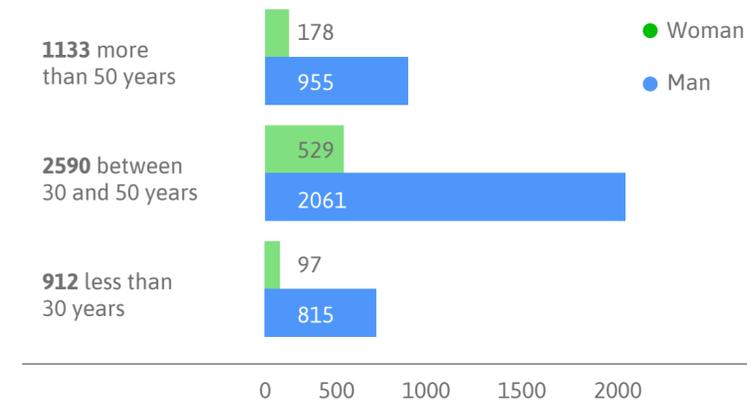
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STAFF ¹⁴

STAFF BY AGE RANGE 2023

EMPLOYEES	Man	Woman	TOTAL
Less than 30 years	815	97	912
Between 30 and 50 years	2,061	529	2,590
More than 50 years	955	178	1,133

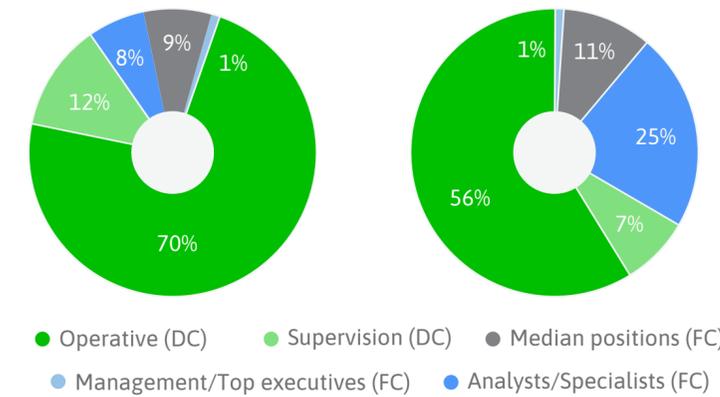
STAFF:	3,831	804	4,635
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WORKFORCE BY JOB CATEGORY

MALE

FEMALE



DOTATION	MALE	FEMALE
Operative	86%	14%
Supervision	89%	11%
Analysts/Specialists	61%	39%
Median positions	80%	20%
Management/Top executives	85%	15%

INCLUSION OF PERSONS WITH DISABILITIES

EMPLOYEES WITH DISABILITIES



PERSONS WITH DISABILITIES

14. Active employees as of December 31, 2023 are included. Interns are not included. edenor does not have temporary employees or employees with non-guaranteed hours. Edenor operates within a single region. To obtain the number of employees, we used the list of active employees as of December 31, 2023. The distinction between men and women is obtained from the information uploaded by employees at the time of joining the company.

6.3 FOCUS ON PERMANENT TRAINING

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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.

TRAINING OF OUR WORKERS

We remain committed to the training and specialization of our employees. In 2023, we reached an average of 22.06 hours of training per year for each employee.

GENDE CLUSTER	AVERAGE HOURS PER EMPLOYEE TRAINED/ANNUAL*
FEMALE	
Management (FC)	17.07
Median Positions (FC)	34.44
Analysts/Specialists (FC)	29.76
Supervision (DC)	27.02
Operational (DC)	8.16
Total female	17.85
MALE	
Management (FC)	25.89
Median Positions (FC)	37.81
Analysts/Specialists (FC)	44.81
Supervision (DC)	30.36
Operational (DC)	17.23
Total male	22.94
TOTAL GENERAL	22.06

*For the calculation, we considered all training hours over the total number of active employees as of December 31, 2023, by gender and job category.

TOTAL LABOR CATEGORY	AVERAGE TRAINING HOURS
Management	24.55
Median Positions	37.12
Analysts/Specialists	38.95
Supervision	29.98
Operational	15.93



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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 2023, **128 participants** were trained.

LEADERS PROGRAM

We carried out the ninth edition of the “**Leaders Program**”. We sought to strengthen the expected attitudes of the role based on the competencies defined by the company, in addition to providing them with tools for the new challenges that may arise. We work together with Modo Beta and Let Me Know, reaching more than 390 leaders of the organization and 50 Analysts. Through a survey, we evaluated the interest of our leaders in the topics to be addressed, and we co-create such topics based on their needs.

We worked in training and development meetings combining in-person and virtual classes. We developed the following topics: Communication, Talent Management, Neurodiversity, Leaders 4.0, Emotion Management, Simplicity, Positive Conversations, Protagonism, Presentations, Collaboration and Autonomy, and Foresight.

We conveyed the contents through practical exercises under a playful and experiential modality **exceeding 7,800 hours of training in total.**

KNOWLEDGE MANAGEMENT

Technical

During 2023 we began with updates in the designs of the Operational **Knowledge Management** videos to train the TECHNICAL TO BE. We updated eight tasks with 27 videos and 20 associated communications pills. In addition, we made four new videos on MV cable splicing tasks. There were **757 participations** from the Distribution and Transmission areas in all the trainings. Since the beginning of the project, we have had **7,239 participants.**



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Customer service

In 2023, we carried out a recycling of different already designed e-learning modules that required updating. On the Digital Media module, we updated the e-learning modules of **edenor** digital, WhatsApp and agent view. In the same line, on the Reading module, we updated e-learning regarding inspection points in the meter reading process. We also redesigned three e-learning modules of the NNSS (New Supplies) module, which were designed in 2022, and made available to the audience in 2023. Taking these three modules into account, a total of **841 people** were trained, which involved **308 hours of training**. In addition, we carried out a recycling of the Assistance Protocol webinar at the commercial offices, with a total of **111 people trained** and **222 total hours**.



6.4 OCCUPATIONAL HEALTH AND SAFETY

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THE HEALTH AND SAFETY OF PEOPLE ARE OUR PRIORITY

In 2023, we continued to deepen our commitment to Safety at Work. 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 approach 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

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ACCIDENTS

In 2023, there were no deaths resulting from work-related injuries, neither employees nor independent contractors.

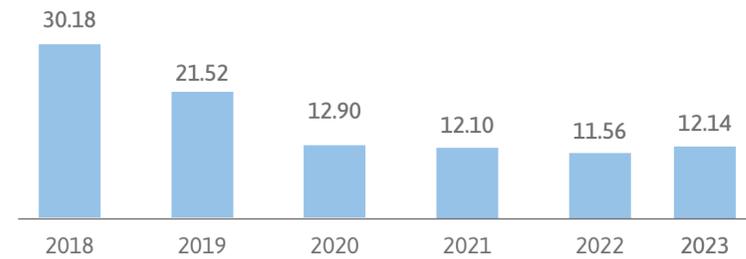
To achieve the goals set, we have carried out various prevention activities. Workplace accidents have been reduced by 6.2%, but attacks by third parties have tripled compared to the previous year; this affects the indices. We started to work with the Heritage Protection area to analyze and execute actions that lead to the protection of street teams from violence by third parties.

The frequency and severity rates of accidents in recent years are detailed below:

TOTAL RECORDABLE INCIDENT RATE (TRIR)	MORTALITY RATE	NEAR MISS FREQUENCY RATE (NMFR)
2.81	0	0.13

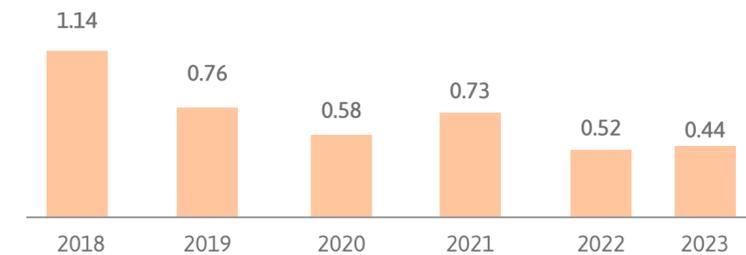
Employees and contractors are included.

FREQUENCY INDEX



Calculated per 1,000,000 working hours.

SEVERITY RATE



Calculated per 1,000 lost days.

Among the main causes of accidents are impacts with objects and improper movement, resulting in the most common types of injuries being bruises and traumas, both in legs and arms.

	EDENOR'S EMPLOYEES	CONTRACTORS
Rate of recordable workplace injuries Rate x 200,000	2.43	3.18
Rate of recordable workplace injuries Rate x 100,000	12.14	15.91
Number of recordable workplace injuries	98	132
Number of hours worked	8,070,623	8,297,423

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



6.6 WE CARE FOR THE HEALTH OF OUR MEMBERS

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

HIGHLIGHTS 2023

- **82 % 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**
- **350 doses of flu vaccines were supplied**



6.7 THE COMMUNITIES WHERE WE OPERATE¹⁵

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We carried out environmental impact assessments of new projects. These include social and demographic aspects. This task is framed within different legal compliance standards according to the different jurisdictions in which the project has to be executed. 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 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).

15. **Edenor** has different contact channels, including Social Networks, Contact Center, Commercial Offices, **edenordigital**, WhatsApp and SMS that receive claims and/or complaints.



6.7 THE COMMUNITIES WHERE WE OPERATE

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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

The **Integrated Energy Meter** was created by **edenor** as another possibility for social inclusion. Through MIDE, people have a new way of consuming, saving and paying for electricity. It has no installation cost and is safe, easy to use and tailored to each family.

3,098 customers benefited, 2,805 trainings in popular neighborhoods and 293 in the rest of the concession area.¹⁶

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.

16. In a context of increasing difficulties in imports, the MIDE meters supply was affected, impacting the planned level of activity.



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OWN LIGHT

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



FREE INSTALLATION

There are no additional charges of any kind.



SAFETY

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



EMERGENCY CREDIT

The MIDE customer has 150 kWh of emergency credit.



WIDE AVAILABILITY

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



USEFUL

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



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MIDE RESULTS IN 2023

- **3,098 customers benefited**
- **7,858 MIDEs installed, reaching a total of 237,333 active accounts as of December 31, 2023**
- **Presence in 10 municipalities**
- **Amount of energy sold in the MIDE customer segment: 736.25 GW/h**
- **11.83 % reduction in energy consumption**
- **98.90 % of customers improved their hygiene conditions¹⁷**
- **90.60 % of customers managed to access entrepreneurship or education**
- **77 % highly satisfied customers**
- **84 % 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 RESULTS IN 2023

- 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 make complaints to 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

17. Considering access to bathroom and sewer services of the MIDE customers interviewed.



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SCHOLARSHIP AND MENTORING PROGRAM¹⁸

Focused on education, diversity, gender and employment, since 2020 we have been running the **edenor** Scholarship and Mentoring Program for high school and university students. Through this program, they receive a monthly allowance, are accompanied by tutors designated by the Reciduca Foundation and have the possibility of carrying out different activities and visits to Company's facilities.

The Program, present at technical high schools and Universities within our concession area, aims to promote permanence of young people in the educational system, supporting their studies completion and subsequent employment. Likewise, it contributes to the development of our country through the promotion of Technical Careers STEM (Science, Technology, Engineering and Mathematics) of vital importance for industrial and technological expansion. It also seeks to encourage the employment of interns at **edenor**.

In total, the program covers 210 students, where 62% of the participants were men and 38% women. One of the goals for 2023 was to increase women's participation.

SCHOLARSHIPS AND MENTORING SESSIONS	2022	2023	2022	2023
Men	140	131	87%	62%
Women	21	79	13%	38%
Total Participants	161	210		
Total Mentoring Sessions	161	210		



18. One of the needs detected by education specialists in the communities in which **edenor** operates, where dropout rates are high, is for students to complete their secondary and university studies and to be able to enter the workforce. The Scholarships and Tuition Program covers this need by promoting the studies completion and job placement at **edenor** or related companies. Another social need in large urban conglomerates is to manage the evolution of electrical demand as much as possible through cultural changes that promote efficient and safe use of electrical energy. The **edenorchicos** program focuses its actions at the primary school level in order to instill this cultural change from an early age. At the same time, the children are good disseminators of these initiatives in their nuclear family. The evaluation of the programs is carried out through surveys of the recipients and the construction of indicators. We are evaluating the possibility of making an impact assessment of the Scholarship and Tuition Program for the year 2024.

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Technical Schools

During this reporting period, 180 students from the last two years of 11 Technical schools in our concession area (Morón, San Martín, Muñiz, Merlo and the City of Buenos Aires) participated in the program. In 2023, 45% of the 12 new scholarship holders were female, resulting today in 33% women and 66% men.

Highlights

- Technical students in their final year, accompanied by **edenor** specialist professionals, visited the Anniversary Substation and the **edenor** Control Center.
- High school students in their penultimate year participate annually in the “CLSS Project” (Creativity, Learning, Service and Sustainability), which consists of devising a sustainable solution to a problem in their community. Once the projects are presented, they are evaluated in different instances. In 2023 edition, the projects of three Technical schools sponsored by **edenor** stood out among the top positions.
 - 1st “Ecoaction” EEST No. 1, 2 and 3, Municipality of Merlo
 - 2nd “Cash Project” EEST N°4, Municipality of San Martín
 - 3rd “Promar” EEST N°8, Municipality of Morón

All the initiatives presented propose to raise awareness about environmental and social problems within each municipality and offer concrete ideas to provide solutions.

Universities

In 2023, 30 students attending the courses of Electrical Engineering, Systems Engineering and Data Sciences Engineering from the National University of Hurlingham (UNAHUR), the National Technological University of Pacheco (UTN FRGP), the National Technological University of Buenos Aires (UTN FRBA), and the University of Buenos Aires (UBA) were part of the Program, with a participation of men and women (37 % and 63 % respectively). As part of its scholarship program, includes the chapter “Women with Energy”, aimed at generating interest in STEM careers with the goal of promoting greater gender equity among students and professionals who graduate. Additionally, it aims to have a greater supply of female professionals who can join the company. In 2023, 19 female scholarship recipients participated in this program, a 90% increase compared to 2022.



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ENERGY EDUCATION

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

EDENORCHICOS

It is a program that has been executed uninterrupted 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.

During 2023 we reached:

- **195 schools**
- **19 municipalities within our concession area**
- **25,254 students participated (1,393,563 accumulated since the beginning of the program)**
- **19,132 students who participated in the program**

VIRTUAL AND IN-PERSON ARTISTIC PERFORMANCES “THE ENERGY ENIGMA”

Performances

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..

During 2023, we had the following numbers:

- **60 virtual performances**
 - **180 schools**
 - **23,134 students were present**
 - **17,074 students participated in the activity**
- **15 in-person performances**
 - **15 schools**
 - **2,120 students were present**
 - **2,058 students participated in the activity**



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Contents of the virtual and in-person theater play: “The energy enigma”

Starring two actors in the roles of two curious friends who go to play in an escape room for the first time, they must first know the rules of the game to solve the puzzles. They will then have to go through different spaces where each of them explains how electricity works, the intelligent use of energy, its safe use at home, safety on public roads and other aspects of electrical energy, resolving each challenge and thus getting the clue that will take them to the next space. Finally, they will be able to reach the exit, win the medal of light and thus become “guardians of energy”.

- **19 municipalities**
- **75 performances**
- **19,132 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



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RELATIONS WITH PUBLIC INSTITUTIONS

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

Talks with Experts – Audience

Participating Universities

- UTN (Regional Universities: General Pacheco, Buenos Aires, Avellaneda, Haedo, and regional universities from some provinces)
- - UNAHUR
- UNLP (University of La Plata)
- Universidad General Sarmiento (UNGS)
- FIUBA (School of Engineering, University of Buenos Aires)
- UNLAM (University of La Matanza)
- UNSAM (University of San Martin)
- UCES
- UADE
- UNTREF
- UCA
- Buenos Aires Technical Schools
- Digital House
- LinkedIn Community

Topics

- Data Culture, given by Julieta Madrigales, Diego Caivano and Carla Conti Martinez.
- Talks about the installation of HV cables
- Network Digitalization
- RPA
- Smart Grid

Total: +300 people

Technical Schools (ET)

In 2023, we hosted First Job workshops in technical schools of the City of Buenos Aires and the Province of Buenos Aires. We organized two meetings, with a two hours' duration each. In addition to the workshop itself, we added a "Group Interview Mock" in the second meeting.

- ET 8 Moron: 38
- ET 1 Muñoz: 17
- 13 de julio: 16
- ET 32: 15
- ET 4 San Martin: 20

Total: 106 participants

We collaborated with the following institutions through contributions and alliances

- Reciduca Foundation
- ALPI
- Margarita Barrientos Foundation
- Cippec
- Institute of Technical Education and Professional Training "13 de Julio" (City of Buenos Aires)
- BACC (British Argentine Chamber of Commerce)
- Council of the Americas
- Institute of the Americas
- Chatham House



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[GRI Contents: 2.3; 2.4; 2.12; 2.14; 2.29; 3.2; 3.6]

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This is edenor's tenth sustainability report running from January 1, 2023, to December 31, 2023, submitted annually.

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

In 2023, 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.

In this report, we intend to reflect the priority material issues. From Pages 13 to 17 you will find the relevant analysis.

According to GRI, 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

The GRI describes 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 14.

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



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Statement of use	Edenor has prepared the present report using the GRI standards as a reference for the period between January 1, 2023, and December 31, 2023.		
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, 7
	2-2	Entities included in the organization's sustainability reporting	21, 97
	2-3	Reporting period, frequency and contact point	97;
	2-4	Restatements of information	No hay
	2-5	External Assurance	113
	2-6	Activities, value chain and other business relationships	5,6 7,43,58
	2-7	Employees	5,6, 76-80
	2-9	Governance structure and composition.	22,23,24
	2-10	Nomination and selection of the highest governance body	22
	2-11	Chair of the highest governance body	3,22
	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	7
	2-17	Collective knowledge of the highest governance body	21-25
2-18	Evaluation of the performance of the highest governance body	21-25	
2-19	Remuneration policies	27	
2-20	Process to determine remuneration	27	
2-22	Statement on sustainable development strategy	3, 19	
2-23	Policy commitments	28-30	

GRI standard	Disclosure		Location
Gri 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	30
	2-28	Membership associations	78
	2-29	Approach to stakeholder engagement	14
	2-30	Collective bargaining agreements	78
GRI 3: Material Topics 2021	3-1	Process to determine material topics	14-17
	3-2	List of material topics	17
ECONOMIC PERFORMANCE			
GRI 3. Material Topics 2021	3-3	Management of material topics	8, 39-42
GRI 201. Economic Performance	201-1	Direct economic value generated and distributed	38, 39, 40
GRI 204. Procurement Practices 2016	204-1	Proportion of spending on local suppliers	58
ENVIRONMENT PERFORMANCE			
GRI 3. Material Topics 2021	3-3	Management of material topics	70-73
GRI 302. Energy 2016	302-1	Energy consumption within the organization	70
GRI 305. Emissions 2016	305-1	Direct (Scope 1) GHG emissions	70
	305-2	Energy indirect (Scope 2) GHG emissions	70
	305-3	Other indirect (Scope 3) GHG emissions	70
GRI 306. Waste 2020	306-1	Waste generation and significant waste-related impacts	71
	306-2	Management of significant waste-related impacts	71
	306-3	Waste generated	71
	306-4	Waste diverted from disposal	71
	306-5	Waste directed to disposal	71



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GRI standard	Disclosure		Location
SOCIAL PERFORMANCE			
GRI 3. Materials Topics 2021	3-3	Management of material topics	76-95
GRI 401. Employment 2016	401-1	New employee hires and employee turnover	77;80
GRI 403. Occupational Health and Safety 2018	403-1	Occupational health and safety management system	84-86
	403-2	Hazard identification, risk assessment, and incident investigation	84-86
	403-3	Occupational health services	84-86
	403-5	Worker training on occupational health and safety	84-86
	403-6	Promotion of worker health	84-86
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	84-86
	403-8	Workers covered by an occupational health and safety management system	84-86
	403-9	Work-related injuries	84-86
	403-10	Work-related ill health	84-86
	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	81-82
Gri 405. Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	22,80
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	58

GRI standard	Disclosure		Location
SOCIAL PERFORMANCE			
GRI 413. Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	5, 87, 90, 91, 93
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	45-50



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SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)

Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2023
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 70
IF-EU-110a.2		Greenhouse gas (GHG) emissions associated with power deliveries	YES	Information not available for present report. We are working on it to be included in the next ones.
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

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Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2023
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 85
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 90
IF-EU-420a.3		Customer electricity savings from efficiency measures, by market	YES	PAGE 90

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Table 1 - Sustainability Disclosure Topics and Accounting Metrics

CODE	TOPIC	ACCOUNTING METRIC	APPLY	REPORT 2023
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 6, 51

Table 2 - Activity Metric

CODE	ACTIVITY METRIC	APPLY	REPORT 2023
IF-EU-000.A	Number of: (1) residential, (2) commercial, and (3) industrial customers served	YES	PAGE 44
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		

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Appendix Indicator	Unit	Data Report 2023
Electrical energy consumed	Giga Joules	68,007,732
GHG Scope 1	CO2 Tons	6,318
GHG Scope 2	CO2 Tons	8,049
GHG Scope 3	CO2 Tons	162
Recyclable waste total weight	Metric Ton	22.8
Hazardous Industrial Waste (RIE) total weight	Metric Ton	412.5
Non-Hazardous Industrial Waste (RINE) total weight	Metric Ton	4,552.3
Hazardous Industrial Waste (RIE): For disposal	Metric Ton	11.9
Hazardous Industrial Waste (RIE): Recovered	Metric Ton	255.3
Hazardous Industrial Waste (RIE): Regenerated	Metric Ton	145.4
Non-Hazardous Industrial Waste (RINE) Total Weight: For disposal	Metric Ton	4,131.2
Non-Hazardous Industrial Waste (RINE) Total Weight: Revalued	Metric Ton	421.8
Land contaminated with OF oil	Tons	32
Number of Schools participating in the EdenorChicos Program	Number	195
Scholarship students participating in the Scholarship Program	Number	210
Number of boys and girls trained under the EdenorChicos Program	Number	19,132
Number of Municipalities participating in the EdenorChicos Program	Number	19
Number of Technical Schools participating in the Scholarship Program	Number	11
Number of shows of the virtual and formative artistic play "Family Challenge: Super Energetic"	Number	75
Number of female university scholarship holders	Number	19
Number of Municipalities of the virtual and formative artistic play "Family Challenge: Super Energetic"	Number	19
Number of sessions under the Mentoring Program	Number	210
Number of students invited to EdenorChicos	Number	25,254



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Pole changes	Number	66,360
Transformer centers	Number	20,440
Street work teams	Number	1,143
Meter readings	Number	18,386,359
Remotely supervised network points	Number	2,724
Substations	Number	83
Customer Satisfaction	Percentage	85
Number of new accounts registered in Edenor Digital	Number	115,090
Average satisfaction of customer service channels (social networks)	Average	4.47
Total customers adhered to digital invoice	Number	885,087
Total accounts registered in Edenor Digital	Number	2,410,519
Total Installed Customers	Number	3,299,278
Sector in which the company operates	n/a	Electrical energy distribution
Accumulated meters of electricity-dependent customers	Number	818
Number of customers with Distributed Generation	Number	408
CSAT: Customer Satisfaction Score	Average	4.29
Number of invoices paid digitally	Number	27,937,490
Total interactions	Million	31.2
Number of smart meters installed for electricity-dependent customers in 2023	Number	275
Number of new adherences to digital invoice	Number	96,641
Average satisfaction of customer service channels (call center)	Average	4.53
Average satisfaction of customer service channels (edenor Digital)	Average	4.17
Average satisfaction of customer service channels (Commercial Offices)	Average	4.06



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Appendix Indicator	Unit	Data Report 2023
Formal complaint processes for the local community	n/a	Edenor has different contact channels, including Social Networks, Contact Center, Commercial Offices, edenordigital, WhatsApp and SMS that receive claims and/or complaints.
Number of Residential customers	Number	2,925,049
Number of Commercial customers	Number	173,610
Number of Industrial customers served	Number	93,265
Number of General customers served	Number	96,281
Number of Official customers served	Number	11,073
Suppliers with whom commercial activities were carried out during the reporting year	Number	1,222
Local suppliers	Percentage	96.48
Total number of authorized and unauthorized suppliers	Number	12,280
Payment monetary value to suppliers	Million of Pesos	319,358
Number of registered authorized suppliers	Number	1,271
Payment monetary value to foreign suppliers	Million of Pesos	2,036
Payment monetary value to local suppliers	Million of Pesos	317,272
% Very satisfied MIDE customers	Percentage	77
% of MIDE customers who consider MIDE to be very easy to use	Percentage	84
Amount of energy sold in the MIDE customer segment	GWh	736.25
Number of training sessions in MIDE popular neighborhoods	Number	2,805
Number of trainings in the rest of the MIDE areas	Number	293
Number of benefited MIDE customers	Number	3,098
MIDE Customers who have access to business development or education	Percentage	90.60
Hygiene conditions in MIDE customers	%	98.90
Active accounts with MIDE meters	Number	237,333



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Appendix Indicator	Unit	Data Report 2023
MIDE meters installed during the calendar year	Number	7,858
Reduction of MIDE energy consumption 2023	%	11.83
Total number of full-time employees	Number	4,635
Number of women employed on a full-time basis	Number	804
Number of men employed on a full-time basis	Number	3,831
Personnel exposed to contaminants who underwent the relevant medical examinations	Percentage	100
Flu vaccine doses given	Number	350
Edenor employees who underwent periodic health examinations with a preventive focus on psychological and physical control	Percentage	82
Main types of work-related incidents in Contractors	n/a	Bruises and blows to upper and lower limbs
Number of injuries - Contractors	Number	132
Hours worked - Contractors	Hours	8,297,423
Injury rate by recordable work-related incident X 200,000 – Contractors	n/a	15.91
Injury rate by recordable work-related incident X 1,000,00 - Contractors	n/a	3.18
Mortality Rate - Contractors	n/a	0
Main types of work-related incidents in Employees	n/a	Bruises and blows to upper and lower limbs
Hours worked - Employees	Number	8,070,623
Injury rate by recordable work-related incident X 200,000 - Employees	n/a	2.43
Injury rate by recordable work-related incident X 1,000,00- Employees	n/a	12.14
Mortality Rate - Employees	n/a	0
Employee average training by gender: total	Hours	22.06
Employee average training by gender: man	Hours	22.94
Employee average training by gender: woman	Hours	17.85
Employee average training by job category: "Management-Total"	Hours	24.55



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Appendix Indicator	Unit	Data Report 2023
Employee average training by job category "Management-Men"	Hours	25.89
Employee average training by job category "Management-Women"	Hours	17.07
Employee average training by job category "Median Positions-Total"	Hours	37.12
Employee average training by job category: "Median Positions-Men"	Hours	37.81
Employee average training by job category: "Median Positions-Women"	Hours	34.44
Employee average training by job category: "Supervision-Total"	Hours	29.98
Employee average training by job category: "Supervision-Men"	Hours	30.36
Employee average training by job category: "Supervision-Women"	Hours	27.02
Employee average training by job category: "Analysts/Specialists-Total"	Hours	38.95
Employee average training by job category: "Analysts/Specialists-Men"	Hours	44.81
Employee average training by job category: "Analysts/Specialists-Women"	Hours	29.76
Employee average training by job category: "Operational-Total"	Hours	15.93
Employee average training by job category: "Operational-Men"	Hours	17.23
Employee average training by job category: "Operational-Women"	Hours	8.16
% of employees by diversity category: "Analysts/Specialists-Men"	%	61
% of employees by diversity category: "Analysts/Specialists-Women"	%	39
% of employees by diversity category: "Management-Men"	%	85
% of employees by diversity category: "Management-Women"	%	15
% of employees by diversity category: "Median Positions-Men"	%	80
% of employees by diversity category: "Median Positions-Women"	%	20
% of employees by diversity category: "Supervision-Men"	%	89
% of employees by diversity category: "Supervision-Women"	%	11
% of employees by diversity category: "Operational-Men"	%	86



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Appendix Indicator	Unit	Data Report 2023
% of employees by diversity category: "Operational-Women"	%	14
Number of employees by diversity category: Persons with disability: Men	Number	41
Number of employees by diversity category: Persons with disability: Women	Number	7
Number of employees by diversity category: Persons with disability: Total	Number	48
KM of High Voltage (HV) transmission lines	kilometer	1,563
KM of Medium Voltage (MV) transmission lines	kilometer	12,173
KM of Low Voltage (LV) transmission lines	kilometer	28,160
Total KM of transmission lines	kilometer	41,896
Total Installed Power (MVA)	Mega Volt Ampere (MVA)	29,778
Maneuvers carried out in medium voltage	Number	502,324
System Average Interruption Duration Index (SAIDI)	hours/customers/year	8.22
System Average Interruption Frequency Index (SAIFI)	outages/customers/year	3.40
Customer Average Interruption Duration Index (CAIDI), which includes the days when severe events occur	hours/outage	2.42
Number of injuries - Employees	Number	98
Frequency rate by recordable work-related injuries	%	12.14
Severity rate by recordable work-related injuries	%	0.44
Near Miss Frequency Rate (NMFR)	%	0.13
Total recordable incident rate (TRIR)	%	2.81
Governance structure and composition. Committees	n/a	Supervisory Committee, Audit Committee
Complaints channel	Qualitative	Yes
Income from Energy purchases	Million of Pesos	458,944
Financial expenses	Million of Pesos	(384,499)
Net financial expenses	Million of Pesos	(350,354)



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Appendix Indicator	Unit	Data Report 2023
Energy sold	GWh	23,538
Contractors	Million of Pesos	120,011
Penalties	Million of Pesos	18,647
Amortizations	Million of Pesos	85,582
Taxes, fees and contributions	Million of Pesos	11,161
Materials	Million of Pesos	11,061
Personnel	Million of Pesos	113,190
Provision for depreciation of sales receivables and other receivables	Million of Pesos	6,662
Financial income	Million of Pesos	34,145
Revenues from Sales and Energy Purchases	Million of Pesos	701,098
Investments	Million of Pesos	123,628
Gross Profit/Loss	Million of Pesos	27,726
Profit or loss for the year	Million of Pesos	48,371
Operating result	Million of Pesos	(119,786)
Executive Members	Number	3
Number of Independent Directors (regular and alternate members)	Number	9
Supervisory Committee (regular members)	n/a	Yes
Audit Committee	n/a	Yes
Independent Directors, Audit Committee	Percentage	100
Regular Directors	Number	10
Term of Directors	Year	1
Composition of the highest governing body and its committees -Men	Number	18
Composition of the highest governing body and its committees - Women	Number	4



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Appendix Indicator	Unit	Data Report 2023
% of women in executive positions	Percentage	16
Composition of the highest governing body and its committees by "Non-executive members"	Number	19
Composition of the highest governing body and its committees by "Number of Regular Non-Executive Directors"	Number	7
Governance structure and composition	n/a	<p>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.</p> <p>According to the Bylaws, the Supervisory Committee comprises three regular auditors and up to three alternate auditors elected by shareholders at 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.</p> <p>Composition:</p> <ul style="list-style-type: none"> • Three regular members and up to three alternate members • Elected by the shareholders at the Ordinary Shareholders' Meeting • One-year term with the right to reelection <p> Holders of Class A shares can choose two regular members and two alternate members</p> <p> Holders of Class B and Class C shares are entitled to choose one regular member and one alternate member.</p> <p>Audit Committee: The "financial expert of the Audit Committee" is one of its members, in compliance with SEC regulations.</p>
% of people in government bodies by gender - Men	%	81.8
% of people in government bodies by gender - Women	%	18.2
% of people in government bodies by age between 30 and 50 years old - Men	%	18.2
% of people in government bodies by age between 30 and 50 years old - Women	%	4.6
% of people in government bodies by age over 50 years old - Men	%	63.6
% of people in government bodies by age over 50 years old - Women	%	13.6
% of people in government bodies by age under 30 years old - Men	%	0
% of people in government bodies by age under 30 years old - Women	%	0
Against child labour	n/a	Signatories of the United Nations Global Compact Network since 2014
Diversity and inclusion	n/a	Code of Ethics and Corporate Governance - 3.10.1. Equality and non-discrimination



Independent practitioner's limited assurance report on Edenor Sustainability Report 2023

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 2023 (the 2023 Sustainability Report) for the fiscal year started on January 1st 2023 and ended on December 31st, 2023. 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 that the 2023 Sustainability Report has been prepared with reference to the GRI Standards ("Global Reporting Initiative"), 2021 version, 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 2023 and ended on December 31st, 2023, included in the 2023 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 2023, and, therefore, do not express any conclusion thereon.

Criteria used for preparing the 2023 Sustainability Report ("Criteria")

Quantitative and qualitative contents detailed in Annex 1 and the statement from the Board of Directors of Empresa Distribuidora y Comercializadora Norte Sociedad Anónima (Edenor S.A.) regarding that the 2023 Sustainability Report has been prepared with reference to the GRI Standards ("Global Reporting Initiative"), 2021 version, 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 2023 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 2023 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.

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 behavior.

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 2023 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 2023 and ended on December 31st, 2023 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 use 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 2023 Sustainability Report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2023 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, March 8th 2024.

PRICE WATERHOUSE & CO. S.R.L

 (Partner)
Diego H. López

Annex 1: List of verified values

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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.	N/A	-
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 km ² , providing a service to 3.3 million customers	N/A	-
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities New Accounts Registered at Edenor Digital	115,090	Amount	Calculated as the difference between the total number of registered clients as of 12/31/2022 and 12/31/2023
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities Total Accounts Registered at Edenor Digital	2,410,519	Amount	Active clients as of 12/31/2023 are included
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities Total Customers Adhered to Digital Invoice	885,087	Amount	Active clients as of 12/31/2023 are included

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities New Adhesions to Digital Invoice	96,641	Amount	Calculated as the difference between the total number of registered clients as of 12/31/2022 and 12/31/2023
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities Customers with distributed generation	408	Amount	Active clients as of 12/31/2023 are included
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's activities, products and services, and markets served; downstream entities Total Installed Clients	3,299,278	Amount	Active clients as of 12/31/2023 are included
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: The entities downstream of the organization and their activities.	Edenor provides service to clients that belong to its concession area, which includes residential, commercial, industrial, general and official clients.	N/A	-
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: 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	N/A	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's supply chain: Registered authorized suppliers	1,271	Amount	For the calculation, the suppliers that appear in the Edenor Supplier Base as of 12/31/2023 have been considered. The following suppliers are excluded from the calculation: - Internal payments without CUIT - NON-commercial Supplier - Edenor Deregistered - Provisional Supplier Deregistered - Foreign Supplier Deregistered - From the Exterior Provisional - Not Renewed - Provisional
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's supply chain: Total Base (Authorized and Non-Authorized Suppliers)	12,280	Amount	For the calculation, the suppliers that appear in the Edenor Supplier Base as of 12/31/2023 have been considered. The following suppliers are excluded from the calculation: -Internal payments without CUIT - NON-commercial Supplier"
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's supply chain: Suppliers engaged in commercial activities during 2023	1,222	Amount	For the calculation, the suppliers that appear in the Edenor Supplier Base as of 12/31/2023 have been considered. The following suppliers are excluded from the calculation: -Internal payments without CUIT - NON-commercial supplier Payment to suppliers is considered a commercial activity.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-6 Activities, value chain and other business relationships	Describe the value chain, including: the organization's supply chain: Monetary value of payments to the 1,222 suppliers	319,358	Millions of pesos	Donations included. The payment posting date is taken as a reference. To convert from foreign currency to pesos, the Banco Nación quote for the dollar currency on the business day prior to payment is used.
GRI	2-7 Employees	The total number of male employees	3,831	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of female employees	804	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of employees	4,635	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-7 Employees	The total number of permanent male employees	3,831	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of permanent female employees	804	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of permanent employees	4,635	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of full-time male employees	3,831	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-7 Employees	The total number of full-time female employees	804	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
GRI	2-7 Employees	The total number of full-time employees	4,635	Amount	Active employees as of 12/31/2023 are included. Interns are not included. Edenor does not have temporary employees or employees with non-guaranteed hours or part-time employees. Edenor operates within a single region.
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 12/31/2023 was used. The distinction between men and women is obtained from the information uploaded by employees when they join the company.	N/A	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
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.	N/A	-
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.	Supervisory Commission, Audit Committee	N/A	-
GRI	2-9 Governance structure and composition	Describe the composition of the highest governance body and its committees according to: Executive Members	3	Amount	-
GRI	2-9 Governance structure and composition	Describe the composition of the highest governance body and its committees according to: Non-executive Members	19	Amount	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	2-9 Governance structure and composition	Describe the composition of the highest government body and its committees: men	18	Amount	-
GRI	2-9 Governance structure and composition	Describe the composition of the highest government body and its committees: women	4	Amount	-
GRI	201-1 Direct economic value generated and distributed	Financial income	34,145	Millions of pesos	-
GRI	201-1 Direct economic value generated and distributed	Financial expenses	(384,499)	Millions of pesos	-
GRI	201-1 Direct economic value generated and distributed	Financial expenses, net	(350,354)	Millions of pesos	-
GRI	201-1 Direct economic value generated and distributed	Energy purchases	458,944	Millions of pesos	-
GRI	201-1 Direct economic value generated and distributed	Investments	123,628	Millions of pesos	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Hazardous Industrial Waste (RIE)	412.5	Metric Tons	Hazardous Industrial Waste includes oil, water with hydrocarbons, paints, solids with hydrocarbons, waste from Electrical and Electronic Devices, solvents, disused lighting and regenerated oil. The calculation considers waste whose certificates were received during 2023, including treatments carried out during 2022.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Destined for disposal	11.9	Metric Tons	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Regenerated	145.4	Metric Tons	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Hazardous Industrial Waste: Recovered	255.3	Metric Tons	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste	4,552.3	Metric Tons	Non-Special Industrial Waste includes metal scraps, disused equipment and materials, porcelain, meters and inert waste. The calculation considers waste whose certificates were received during 2023, including treatments carried out during 2022.
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste: Destined for disposal	4,131.2	Metric Tons	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total Weight of Non-Hazardous Industrial Waste: Revalued	421.8	Metric Tons	-
GRI	306-3 / 306-4: Waste generated / Waste diverted from disposal	Total weight of Recyclable waste	22.8	Metric Tons	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
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.)	N/A	-
GRI	403-9 Work-related injuries	Employees: The number and rate of fatalities as a result of work-related injury	0	Amount	-
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries. Rate x 200,000	2.43	Amount	-
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries; Rate x 1,000,000	12.14	Amount	-
GRI	403-9 Work-related injuries	Employees: The number and rate of recordable work-related injuries; Number	98	Amount	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	403-9 Work-related injuries	Employees: frequency rates	12.14	Amount	Calculated per 1,000,000 working hours
GRI	403-9 Work-related injuries	Employees: severity rates	0.44	Amount	Calculated per 1,000 lost days.
GRI	403-9 Work-related injuries	Employees: The main types of work-related injury;	Among the main causes of accidents are hits with objects and poor movement, which causes the most common types of injuries to be bruises and trauma, both in the legs and arms.	N/A	-
GRI	403-9 Work-related injuries	Employees: The number of working hours	8,070,623	Amount	-
GRI	403-9 Work-related injuries	Contractors: The number and rate of fatalities as a result of work-related injury	0	Amount	Only operating contractor companies are included in the calculation of the reported values; These are understood to be 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	3.18	Amount	Only operating contractor companies are included in the calculation of the reported values; These are understood to be those that carry out work related to the provision of electrical service.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	403-9 Work-related injuries	Contractors: The number and rate of recordable work-related injuries; Rate x 1,000,000	15.91	Amount	Only operating contractor companies are included in the calculation of the reported values; These are understood to be 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	132	Amount	Only operating contractor companies are included in the calculation of the reported values; These are understood to be 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 to upper and lower limbs	N/A	Only operating contractor companies are included in the calculation of the reported values; These are understood to be those that carry out work related to the provision of electrical service.
GRI	403-9 Work-related injuries	Contractors: number of working hours	8,297,423	Amount	Only operating contractor companies are included in the calculation of the reported values; These are understood to be 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 working hours	N/A	-
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	17.85	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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, by gender: men	22.94	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	22.06	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	25.89	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	17.07	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	24.55	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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, Middle management- Men	37.81	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	34.44	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	37.12	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	44.81	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	29.76	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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, Analysts/Specialists- Total	38.95	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	30.36	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	27.02	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	29.98	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	17.23	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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, Operators - Women	8.16	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	15.93	Hours	For the calculation, all training hours are counted over the total number of active employees as of 12/31/2023, by gender and job category.
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	81.8	%	According to Minutes of the Board of Directors and Receivership
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	18.2	%	According to Minutes of the Board of Directors and Receivership
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	0	%	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
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	18.2	%	-
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	4.6	%	-
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	63.6	%	-
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	13.6	%	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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: Analysts/Specialists - Men	61	%	-
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	39	%	-
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	85	%	-
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	15	%	-
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	%	-
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	20	%	-
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Operators - Men	86	%	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include 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: Operators - Women	14	%	-
GRI	405-1 Diversity of governance bodies and employees	Percentage of employees per employee category in each of the following diversity categories: Supervisors: Men	89	%	-
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	%	-
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.	N/A	-
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.	N/A	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
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.	N/A	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Local community development programs based on local communities' needs;	<p>One of the needs detected by education specialists in the communities in which Edenor operates is for students to complete their secondary and university studies, in which dropout rates are high, and to be able to enter the workforce. The Scholarship and Tutoring Program covers this need by promoting the completion of studies and job placement at Edenor or related companies.</p> <p>Another social need in large urban conglomerates is to manage the evolution of electrical demand as much as possible through cultural changes that promote efficient and safe use of electrical energy. The Edenor Chicos program focuses its actions at the primary school level in order to instill this cultural change from an early age. At the same time, the children are good disseminators of these initiatives in their family nucleus. The evaluation of the programs is carried out through surveys of the recipients and the construction of indicators. The possible contracting of an impact evaluation for the year 2024 of the Scholarship and Tutoring Program is under evaluation.</p>	N/A	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Amount of energy sold in the MIDE customer segment	736.25	GW/h	
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Hygiene conditions in MIDE clients	98.9	%	Considering the access to bathroom and sewer of the MIDE clients surveyed
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	MIDE meters installed during 2023	7,858	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Reduction of MIDE energy consumption 2023	11.83	%	-
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 2023)	237,333	Amount	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	EDENOR CHICOS -Trained Students	19,132	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	EDENOR CHICOS - Schools	195	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Scholarship students	210	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Tutorships	210	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Impulse STEM Careers - "Mujeres con Energía": number of scholarship holders	19	Amount	-
GRI	413-1 Operations with local community engagement, impact assessments, and development programs	Formal local community grievance processes.	Edenor has different contact channels. Among them are: RRSS, Contact Center, Commercial Offices, edenordigital, WhatsApp and SMS that allow claims and/or complaints to be received.	N/A	-

Standard	Indicator	Division	Verified value 2023	Unit	Notes to include in the Report
SASB	IF-EU-000.A	Number of: (1) residential customers served	2,925,049	Amount	Active clients as of 12/31/2023 are included. The ISIC code associated with each account is considered
SASB	IF-EU-000.A	Number of: (2) commercial customers served	173,610	Amount	Active clients as of 12/31/2023 are included. The ISIC code associated with each account is considered
SASB	IF-EU-000.A	Number of: (3) industrial customers served	93,265	Amount	Active clients as of 12/31/2023 are included. The ISIC code associated with each account is considered
SASB	IF-EU-320a.1	(1) Total recordable incident rate (TRIR),	2.81	-	Employees and contractors included
SASB	IF-EU-320a.1	(2) fatality rate,	0	-	Employees and contractors included
SASB	IF-EU-320a.1	(3) near miss frequency rate (NMFR)	0.13	-	Employees and contractors included
SASB	IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI),	8.22	Hours / Clients / Year	Cases of Force Majeure are excluded according to ENRE Resolution 527/96 (Table of Cause Codes; Subannex No. 1. Interruptions due to Causes of Force Majeure)
SASB	IF-EU-550a.2	(2) System Average Interruption Frequency Index (SAIFI),	3.40	Interruptions / Clients / Year	Cases of Force Majeure are excluded according to ENRE Resolution 527/96 (Table of Cause Codes; Subannex No. 1. Interruptions due to Causes of Force Majeure)
SASB	IF-EU-550a.2	(3) System Average Interruption (CAIDI), which includes days in which serious events occur	2.42	Hours/ Interruptions	Cases of Force Majeure are excluded according to ENRE Resolution 527/96 (Table of Cause Codes; Subannex No. 1. Interruptions due to Causes of Force Majeure)



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