

Subject: Policy of PJSC Enel Russia for Stakeholders Engagement

Application Areas:

Perimeter: *Russia*

Staff Function: *-Sustainability*


Service Function: -

Business Line: - -

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APPROVED BY
GENERAL DIRECTOR OF PJSC ENEL RUSSIA


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1. DOCUMENT AIMS AND APPLICATION AREA

This Policy defines the general principles of identification of stakeholders, as well as approaches and activities of Public Joint Stock Company Enel Russia (hereinafter – PJSC Enel Russia, or the Company) related to management of interaction with stakeholders.

This document applies to all power plants and subsidiaries of PJSC Enel Russia.

This document aims to:

- formalize term "stakeholders" for the purpose of management of sustainability processes;
- declare the general intentions and principles of PJSC Enel Russia regarding stakeholders engagement;
- formalize the processes of analysis of efficiency of stakeholders engagement.

The Policy shall be communicated to all persons working for the benefit of or on behalf of the Company, as well as is provided for familiarization on the website of PJSC Enel Russia.

The Policy is binding for all persons working for the benefit of or on behalf of the Company.

The document is developed for the first time.

The need to amend/correct this Policy is established on a yearly basis.

This Policy shall be applied in the part not contravening the laws of the Russian Federation, constituent documents of the Company, as well as other Company documents based on the foregoing documents.

This Policy shall be applied and interpreted for the benefit of the Company only.

2. DOCUMENT VERSION MANAGEMENT

Version	Date	Main changes description
1	[20/11/2020]	Issue of the first version No 1088of Policy for Stakeholders Engagement

3. UNITS IN CHARGE OF THE DOCUMENT

Responsible for drawing up the document:

- PJSC Enel Russia:Sustainability

Responsible for authorization of the document:

- PJSC Enel Russia.:People and Organization

4. REFERENCES

- Charter of PJSC Enel Russia.
- Code of Ethics of PJSC Enel Russia.
- Zero Tolerance to Corruption Plan Regulation of PJSC Enel Russia.
- Policy of PJSC Enel Russia No. 450 "Anti-Corruption Policy of PJSC Enel Russia".
- Global Compliance Program on corporate criminal liability (Annex No. 2 to the Minutes of the meeting of the Board of Directors of PJSC Enel Russia No. 10/16 dated 23.11.2016).

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- Regulation of PJSC Enel Russia No. 0001-OP-PR "Creating Shared Value (CSV) Process Definition and Management".
- Regulation on the Information Policy of PJSC Enel Russia (approved by the Board of Directors of PJSC Enel Russia, Minutes No. 13/18 dated 30.11.2018).
- Human Rights Policy (approved by the decision of the Board of Directors of PJSC Enel Russia on 25.09.2013).
- Regulation of PJSC Enel Russia No. 564 "Guideline on the Integrated Management System".
- Guideline of PJSC Enel Russia No. 50 "Anti-Corruption Management System Guideline of PJSC Enel Russia".
- Policy of PJSC Enel Russia No. 0276-PL-AUD "Informing about Violations in PJSC Enel Russia".
- International standard ISO 9001:2015 "Quality Management Systems. Requirements".
- International standard ISO 9000:2015 "Quality Management Systems. Fundamentals and Vocabulary".
- International standard ISO 14001:2015 "Environmental Management Systems. Requirements with Guidance for Use".
- International standard OHSAS 18001:2007/ISO 45001 "Occupational Health and Safety Management Systems".
- International standard ISO 50001:2018 "Energy Management Systems. Requirements with Guidance for Use".
- International standard ISO 37001:2016 "Anti-Corruption Management Systems – Application Requirements and Guidelines";
- Enel Group Corporate Governance Guidelines approved by the Company Board of Directors on 27.09.2018.

5. ORGANIZATIONAL PROCESS POSITION IN THE PROCESS TAXONOMY

Process Area: Sustainability

Macroprocess: Sustainability Performance Management and Reporting

6. DEFINITIONS AND ACRONYMS

Acronym and Keywords	Description
Enel Group (Group)	Family of the companies constituting a Group of legal entities that includes PJSC Enel Russia
Stakeholder	They are those individuals, groups of individuals or organizations that affect and/or could be affected by an organization's activities, products or services and/or associated performance with regard to the issues to be addressed by the engagement.
Relevant Stakeholders	Those stakeholders having a relevant degree of influence and dependence with the Company's activities and to which the Company itself has a relevant degree of influence and dependence. For PJSC Enel Russia, all stakeholders without exception are considered significant, according to the inclusivity principle (A1000 SES principle)
Company	PJSC Enel Russia
Context	Combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives (ISO 9000:2015 cl. 3.2.2). External and internal issues that are relevant to the Company's purpose and its strategic direction and that affect its ability to achieve the

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Acronym and Keywords	Description
	intended result(s) of its quality management system (ISO 9001:2015 cl. 4.1).
Materiality Matrix	Graphic scheme of material topics with indication of their priority for the Company and stakeholders.
Media	Mass media, both traditional and digital ones.
Local Communities	Groups of people living in the same area, bound with common interests, and communicating with each other on a continuous basis.
Human Rights	Inherent rights of each person, regardless of his/her nationality, place of residence, sex, ethnicity, skin color, religion, language, or any other attributes.
Risk	Effect of uncertainty while any such uncertainty can have positive or negative effects. Positive deviation arising from a risk can provide an opportunity, but not all positive effects of risk result in opportunities (ISO 9001:2015, cl.0.3.3)
Creating Shared Value (CSV)	Approach emphasizing unification of the Company's aims with the social, environmental, and economical needs of the society in which PJSC Enel Russia performs its activities in order to identify solutions creating value for all parties involved.
Material Topics	Topics that reflect a reporting organization's significant economic, environmental and social impacts; or that substantively influences the assessments and decisions of stakeholders (GRI 2018).
Sustainability	Development that meets the present needs, but, at the same time, does not compromise the ability of the future generations to satisfy their own needs. Sustainability motivates business to make decisions based on the concerns for long-term environmental, social, and economical impact rather than pursuit of short-term benefits.
Value Chain	Tool for analysis of potential sources of increased value for consumers and identification of synergetic effects. The value chain includes all activities of an organization (chain links) aimed at value creation for the end-consumer.

7. PROCESS DESCRIPTION

PJSC Enel Russia aims to establish and maintain long-term, stable relations with all stakeholders. These relationships are based on mutual trust, the complete fulfilment of the obligations undertaken by the Company, transparency and flexibility, experience exchange, mutual support.

PJSC Enel Russia, maintain continuous and open dialogue and aim at building long-term, fruitful, and mutually beneficial partnership relations with stakeholders: shareholders and investors, employees, local communities, suppliers, contractors, financial and business community, public authorities, media representatives, as well as other organizations and groups. Stakeholders may additionally form new stakeholders categories for the Company in future due to transformation of the Company's business interests.

An integral part of the Company approach is the principle of collaboration for the purpose of mutual benefit and creating shared value (hereinafter – CSV). The CSV model underlies the Company's sustainability practices. This is an important aspect of the business that motivates to apply innovative approaches and seek opportunities for creating shared value for the Company and its stakeholders. Thus, the Company may effectively combine the increase of competitiveness and creation of additional economic value with

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improvement of quality of life of local communities. CSV helps to bring together the needs of the stakeholders and the Company's business tasks, as well as focus on dealing with the needs, issues, and tasks that are the most significant for the stakeholders.

This approach, in turn, ensures better stakeholders' understanding of the strategy and position on material topics, as well as the context within which the Company operates.

The basic principles of stakeholders engagement are specified in the Code of Ethics of PJSC Enel Russia and Regulation of PJSC Enel Russia No. 0001-OP-PR "Creating Shared Value (CSV) Process Definition and Management". They include:

- ensure informational and financial transparency and efficient communication;
- comply with the business ethics standards and corporate requirements;
- strictly observe human rights and prohibit any form of oppression or discrimination;
- comply with the provisions of the applicable laws of the Russian Federation and other regulatory acts.

The Stakeholders Engagement Policy of PJSC Enel Russia is based on the best global practices set forth in, among others, the following documents:

- International standard AA1000SES "Stakeholder Engagement Standard";
- Universal Declaration of Human Rights adopted by Resolution 217 A (III) of the United Nations General Assembly dated December 10, 1948;
- United Nations Declaration on the Rights of Indigenous Peoples adopted by Resolution 61/295 of the United Nations General Assembly dated September 13, 2007.
- International standard ISO 26000:2010 "Guidance on Social Responsibility".

7.1 Objectives and targets of interaction

The stakeholders engagement process helps to identify main priorities and expectations of the stakeholders, correlate obtained results with the Company's priorities, adjust risk and opportunities assessment, as well as the Company's sustainability tactics and strategy.

Main objectives and targets of stakeholders engagement.

1. Understanding of the external context:

- collecting of information for the development of the Company's strategy;
- searching for new business opportunities while providing solution to social and environmental issues for business;
- analyzing of new stakeholders engagement trends and broadening of innovation opportunities;
- offering more efficient and sustainable solutions to the stakeholders.

2. Reputation formation and management:

- increasing transparency of the Company's activities and decisions made;
- establishing a value-oriented corporate culture.

3. Mitigation of potential risks:

- identifying and addressing of potential conflict situation before they become risks;
- identifying deviations of results of the Company's processes significant for the stakeholders from the expected results, development of prevention tools and methods to minimize their impact,
- maximizing the use of opportunities created.

4. Promotion of sustainability values:

- increasing integration of the sustainability principles into all stages of the value chain;
- building a long-term strategic partnership for sustainability purposes.

7.2 Principles of stakeholders identification and analysis

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Identification of groups of stakeholders is a part of the annual process of material topics revision and Materiality Matrix preparation. The process is coordinated by Enel Group's Sustainability Planning and Performance unit. In PJSC Enel Russia, the Sustainability takes responsibility for process implementation by engaging the managers of the relevant units of PJSC Enel Russia responsible for interaction with a particular category of the stakeholders for the execution of the assessment.

At the first stage, the Sustainability identifies the relevance of the list of stakeholders approved at the Group level, independently or with the involvement of other units. The list contains all possible stakeholders categories broken down by level: from the general to the specific.

At the second stage, the Sustainability together with the managers of the relevant units of PJSC Enel Russia evaluates each potential stakeholder. The company applies the following principles of stakeholders identification and analysis:

- **Dependence** – groups or individuals who are directly or indirectly dependent on the organization's activities, products or services and associated performance, or on whom the organization is dependent in order to operate;
- **Influence** – groups or individuals who can have an impact on the organization's or a stakeholder's strategic or operational decision-making;
- **Tension** – groups or individuals who need immediate attention from the organization with regard to financial, wider economic, social or environmental issues.

Evaluation of the stakeholders takes into account the extent of mutual influence and interests sharing, as well as the presence of real or potential risk in relations with the stakeholders. On the basis of evaluation, the Sustainability of PJSC Enel Russia updates the *Stakeholders Engagement Plan* and specifies the resources required for its implementation. Thereafter, the persons in charge within particular units specify the set of communication channels which are to be activated for stakeholder engagement.

7.3 Stakeholders engagement methods

PJSC Enel Russia employs the following methods of stakeholders engagement:

1. Information

PJSC Enel Russia regularly and in a timely manner, with respect of cultural diversities, provides coherent and unbiased information to the stakeholders in order to inform them about plans and current activities of the Company to a sufficient extent.

2. Consultation

PJSC Enel Russia regularly collects feedback from the stakeholders via direct interviews, themed polls, and annual surveys for preparation of the *Materiality Matrix*.

3. Involvement

PJSC Enel Russia involves the stakeholders at each stage of activities along the whole value chain in order to guarantee understanding and acknowledgement of their expectations. The Company's interests and stakeholders' expectations are harmonized by the means of the direct dialogue with the representatives of the stakeholders, participation in joint working groups, arrangement and execution of conferences, forums, and meetings, as well as in the course of implementation of the targeted projects.

4. Engagement

The Company is willing to engage the stakeholders at each stage of the decision-making process, including the development of alternative ideas and joint selection of a solution that is the most suitable for all parties involved. The aim is to achieve consensus on the decisions to be made. When agreeing and coordinating joint actions with the stakeholders, the Company holds negotiations allowing each party to express its position and together find a solution satisfying all parties. Fulfilment of the obligations is supported by regular internal monitoring in order to make it possible for each party to evaluate the results of the interaction. The results of

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the execution of the agreements reached are generally discussed with the stakeholders, including during public events.

7.4 Main governing documents of the Company in stakeholders engagement

Document Title	Description
Global Compliance Program*	Enel Global Compliance Program (EGCP) is designed as a tool to reinforce Enel's commitment to the highest ethical, legal and professional standards for enhancing and preserving the Group reputation. For this purpose, it defines the main standards for behavior expected to be followed by all employees of the Company and its subsidiary companies (structures), as well as a number of preventive corporate criminal liability measures.
Code of Ethics*	The Code of Ethics describes the ethical standards and extent of responsibility during labor and corporate activities for the employees (both subordinates and managers) of the Company and its subsidiaries (structures). Compliance with the provisions of the Code is expected at all stages of interaction with all stakeholders. The Code of Ethics identifies specific obligations of the Company with respect to the stakeholders (fiducial obligations), compliance with it is one of the criteria for reputation assessment.
Zero Tolerance to Corruption Plan Regulation*	The Zero Tolerance to Corruption Plan Regulation specifies the main principles and obligations of the Company for prevention of any kind of corruption. According to the Regulation, undertaking of the obligations for corruption prevention by the Company requires participation of all stakeholders. The Plan specifies the actions aimed at fulfillment of the obligation undertaken.
Anti-Corruption Policy of PJSC Enel Russia	Specifies the general intentions and activities of PJSC Enel Russia with regard to efficiency of corruption prevention. The Anti-Corruption Policy is the basis for implementation and improvement of the Company's anti-corruption management system.
Human Rights Policy*	This policy specifies the Company's principles and responsibilities with respect to all human rights, especially those applicable to business, corporate activities, and business relations with the stakeholders.
Enel Group Corporate Governance Guidelines*	The Corporate Governance Guidelines set forth a number of principles constituting a base of Enel Group corporate governance and regulates the following relations in corporate governance: - Conflict of interest; - Intra-group and other related-party transactions.

*The documents are public and available on the official Company website.

7.5 Universal tools for engagement with a wide range of stakeholders

PJSC Enel Russia has a universal set of engagement tools with various groups of stakeholders. The types most frequently used and applicable to all groups are provided below:

- Digital and printed information newsletters;
- Individual and group meetings;
- Direct contact via e-mail or phone;

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- Industry events;
- Presentations and teleconferences;
- Polls and surveys;
- Corporate reporting;
- Official website;
- Media publications;
- Social networks.

Depending on type of the stakeholder, PJSC Enel Russia may add additional engagement tools (see section 7.6 for details).

7.6 Main groups of stakeholders and engagement approach

The Company specifies but not limits to the following main groups of stakeholders**:

Stakeholders group	Examples
Shareholders and investors	Company shareholders, current investors
Financial community	Rating agencies, financial institutes and regulators, potential investors
Business community	Industry representatives, potential partners, professional associations, customers
Suppliers and contractors	Current and potential suppliers of fuel, materials, works, and services
Local community	Residents of the regions of presence, potential and former Company employees, social institutions, non-commercial and non-governmental organizations of local and regional level
Employees	Company employees, trade unions, personnel involved under contracts for temporary personnel provision and services rendering – outstaffing and outsourcing
Public authorities	Representatives of public authorities, control and supervisory bodies at the national and international level
Media	Representatives of traditional media, bloggers

** the approach for main groups identification is consistent with the approach of stakeholder tree identification of the Materiality Analysis process. It was adjusted to the specific country needs and business reality: lack of direct customers and special attention to shareholders and investors.

The tables below list the expectations of the main groups of stakeholders, voluntary obligations of the Company, as well as the employees responsible for engagement, engagement types, and regulatory documents.

SHAREHOLDERS AND INVESTORS

Responsible for engagement

- Head of Legal and Corporate Affairs Investor Relations Manager

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SHAREHOLDERS AND INVESTORS
Documents governing engagement

- Corporate Governance Code recommended for use by joint-stock companies whose securities are admitted to on-exchange trading by letter of the Bank of Russia No. 06-52/2463 dated 10.04.2014.
- Regulation on Dividend Policy of PJSC Enel Russia* approved by the Company Board of Directors on 04.05.2017.
- Zero Tolerance to Corruption Plan Regulation*.
- Regulation on the Internal Control System* approved by the Company Board of Directors on 20.02.2007.
- Regulation on the Internal Audit Group* approved by the Company Board of Directors on 29.09.2016.
- Regulation on Corporate Secretary* approved by the Company Board of Directors on 29.09.2016.
- Regulation on the Committees of the Board of Directors* approved by the Company Board of Directors on 26.06.2019.
- Regulation on the Information Policy* approved by the Company Board of Directors on 30.11.2018.
- Regulation 0200-OP-AUD "Reporting and Cooperation of the Internal Audit Group with Corporate Governance Bodies".

Stakeholders' expectations

- Long-term increase of shareholders' welfare in the form of capitalization growth and payment of dividends
- Stability and predictability of financial results

Company's obligations

- Timely and comprehensive information on the current activities, as well as on the Company's long-term and short-term goals and plans
- Shareholders' interests' consideration in the decision-making process
- Guarantee of growth of shareholders' wealth based on the market conditions in the form of capitalization growth and payment of dividends

Additional types of engagement

- General Shareholders' Meeting
- Capital Markets Day
- Road show
- Quarterly calls with analysts
- Online form for appeal to the Chairman of the Board of Directors on the official Company website

FINANCIAL COMMUNITY
Responsible for engagement

- CFO

Stakeholders' expectations

- Timely and complete fulfilment of the Company's financial obligations
- Transparency and accessibility of financial and non-financial information on the Company

Company's obligations

- Timely and complete fulfilment of the Company's financial obligations
- Timely and comprehensive informing on the current activities, as well as on the Company's long-term and short-term goals and plans
- Mitigation of financial risks by use of the relevant financial instruments
- Quality disclosure of financial and non-financial information

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FINANCIAL COMMUNITY

Additional communication channels and types of engagement

- Capital Markets Day

BUSINESS COMMUNITY

Responsible for engagement

- Head of Energy Management
- Head of Regulatory and Institutional Affairs
- CFO

Stakeholders' expectations

- Openness to dialogue and cooperation
- Participation in industry development initiatives
- Transparency and accessibility of financial and non-financial information on the Company

Company's obligations

- Readiness to cooperate
- Qualitative disclosure of financial and non-financial information
- Participation in industry development working groups

Additional communication channels and types of engagement

- Capital Markets Day
- Industry events
- Representation on the Board of the "Gas" section of the exchange of JSC "SPIMEX"

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SUPPLIERS AND CONTRACTORS
Responsible for engagement

- Head of Procurement
- Head of Energy Management

Documents governing engagement

- Policy of PJSC Enel Russia No. 318 "Integrated Policy in Quality, Health, Safety, Environment, and Energy Efficiency" *.
- Policy of Works Termination (Interruption) of PJSC Enel Russia.
- Regulation of PJSC Enel Russia No.522 "Interaction with Suppliers and Contractors in Health, Safety, Environment and Quality".
- Regulation of PJSC Enel Russia No.793 "Organization of Checks in Health, Safety, Environment and Quality".
- Policy of PJSC Enel Russia No. 298 from 24.12.2019 "Critical Event Management".
- Regulation of PJSC Enel Russia No.1586 "Suppliers Performance Management".
- Regulation of PJSC Enel Russia No.1571 "Supplier Qualification".
- Regulation of PJSC Enel Russia No.0166-OP-PRC "Procurement Management".
- Policy of PJSC Enel Russia No. 0151-PL-PRC "Procurement Planning".
- Operating Instruction of PJSC Enel Russia No. 0221-OI-PRC from 24.04.2015 "Procurement Planning".
- Policy No. 416 from 10.04.2020 "Contract Management Policy of PJSC Enel Russia".
- Organizational Procedure No. 824 "Know Your Supplier in Global Trading"
- Organizational Procedure No. 0267-OP-EM from 15.06.2017 "Process for Management and Accounting of Contracts Under the Competence of Energy Management Directorate".
- Organizational Procedure No. 995 from 25.12.2019 "Fuel Oil Needs and Procurement Planning"
- Organizational Procedure No. 0223-OP-EM from 20.05.2015 "Fuel supply"

Stakeholders' expectations

- Cooperation and agreements on supplies and contractual works
- Responsible fulfilment of financial obligations
- Provision of safe labor conditions for contractors' personnel
- Information security and confidentiality

Company's obligations

- Readiness to cooperate
- Responsible fulfilment of all contractual obligations
- Compliance with the highest ethical standards
- Guaranteed priority of occupational health and safety for contractors and subcontractors similar to that for Company guarantees for its employees

Additional communication channels and types of engagement

- Tenders and RFQs
- Contractual relations
- Supplier Day
- HSEQ Day
- Official website for suppliers (globalprocurement.enel.com)

LOCAL COMMUNITY
Responsible for engagement

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LOCAL COMMUNITY

- Head of Sustainability
- Head of Communications
- Head of Regulatory and Institutional Affairs
- Head of Environmental

Documents governing engagement

- Operating Instruction of PJSC Enel Russia No. 0216-OI-PR "On Charitable Assistance and Implementation of Social Events".
- Operating Instruction of PJSC Enel Russia No. 0209-OI-PR "Interaction with Educational Institutions".
- Regulation of PJSC Enel Russia No.0001-OP-PR "Definition and Management of CSV Process".
- Regulation on the Information Policy of PJSC Enel Russia approved by the Board of Directors of PJSC Enel Russia on 30.11.2018.
- Regulation of PJSC Enel Russia No. 994 "Sponsorship Management in PJSC Enel Russia".
- "Environmental Policy of PJSC Enel Russia" No. 1010*.
- Operating Instruction of PJSC Enel Russia No. 2179 from 01.10.2019 "Environmental Aspects, Impact and Risk Assessment"/
- Policy No. 106 HSEQ - HSEQ Events Classification, Communication Analysis, and Reporting.
- Integrated Policy of PJSC Enel Russia No. 318 in quality, health, safety, environment, and energy efficiency*.
- Guideline No. 564 on the Integrated Management System for Health, Safety, Environment, and Quality.
- International standard "Quality Management System – Requirements" ISO 9001:2015.
- International standard "Environmental Management Systems – Application Requirements and Guidelines" ISO 14001:2015.
- International standard "Occupational Safety and Health Management Systems – Requirements" OHSAS 18001:2007.

Stakeholders' expectations

- Transparent information on the Company's activities
- Reduction of environmental impact, favorable sanitary and epidemiologic conditions
- Trouble-free operation
- Jobs creation
- Development of social infrastructure, support of healthcare and education

Company's obligations

- Guarantee of industrial and environmental safety, favorable sanitary and epidemiologic conditions for the local community, occupational health and safety enforcement
- Timely and complete communication
- Taking of priorities and needs of the local community into account
- Compliance with the status of a large employer in the regions of presence
- Development and implementation of program "Social support and development of the local communities" and other social initiatives

Additional communication channels and types of engagement

- Public hearings
- Events for the wide audience ("Open plant")

EMPLOYEES AND TRADE UNIONS
Responsible for engagement

- Deputy General Director - Head of People and Organization
- Head of Sustainability
- Head of Communications

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EMPLOYEES AND TRADE UNIONS
Documents governing engagement

- Policy of PJSC Enel Russia "Remuneration and Reimbursement of Expenses (Compensations) of the Members of the Executive Bodies and other Key Managers of the Company" approved by the Board of Directors of PJSC Enel Russia from 29.10.2020.
- Regulation of PJSC Enel Russia No. 0279-RG-HRO on awarding and incentive of PJSC Enel Russia employees in connection with holidays and jubilees.
- Regulation No. 846 "On the Types of Bonus Payment Applied in PJSC Enel Russia".
- Regulation No. 0051-OP-HRO "Staffing and Recruiting".
- Collective Agreements of the Company power plants.
- Policy of PJSC Enel Russia No. 0063-PL-HRO on relations with trade unions.
- Regulation of PJSC Enel Russia No. 0215-RG-HRO "On Types of Personnel Education and Training, as well as Responsibility for Their Arrangement".
- Regulation of PJSC Enel Russia No. 665 "Occupational Health Risk Assessment for the Employees during Works Performance".
- Policy of PJSC Enel Russia No. 0301-PL-HRO "Policy for Stress Prevention and Promotion of Well-Being at Workplaces".
- Policy of PJSC Enel Russia No.329 "Zero Tolerance to Consumption of Alcohol, Drugs or Other Intoxicants and Limitations of Smoking at Workplaces Policy".

Stakeholders' expectations

- Stable employment
- Fair labor conditions
- Fair salaries, privileges, and extended employee benefits
- Safe labor conditions
- Equal opportunities for professional growth and development
- Prevention of any forms of discrimination

Company's obligations

- Comfortable labor conditions
- Guarantee of the priority of occupational health and safety
- Openness and willingness to maintain dialogue
- Development of training and human resources development programs
- Adoption of social initiatives and corporate volunteering projects
- Promotion of principles of diversity and inclusion

Additional communication channels and types of engagement

- Corporate information newsletters
- Intranet
- Video terminals
- Staff meeting and meetings with the management
- Corporate sportive and cultural events
- Feedback sessions with manager and People Business Partner

PUBLIC AUTHORITIES
Responsible for engagement

- Head of legal and corporate affairs
- CFO
- Head of HSEQ / Head of Environmental
- Head of Regulatory and Institutional Affairs
-
- Head of Energy Management

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Documents governing engagement

- Procedure 0267-OP-EM Management and Accounting of Contracts under the Competence of Energy

Stakeholders' expectations

- Compliance with the legal requirements
- Projects in social sphere
- Compliance with the environmental requirements and participation in voluntary environmental projects
- Bona fide payment of taxes and non-tax fees
- Cooperation and agreements on supplies and contractual works
- Responsible fulfillment of the Company's financial obligations

Company's obligations

- Arrangement, execution, and supervision of compliance with the applicable laws
- Development and implementation of program "Social support and development of the local communities" and the Agreements on social and economic cooperation
- Compliance with the status of a large taxpayer in the regions of presence
- Readiness for cooperation
- Responsible fulfillment of all contractual obligations
- Adherence to the highest ethical standards

Additional communication channels and types of engagement

- Working groups
- Contractual relations
- Accounting, tax, non-financial, environmental and other public reporting

MEDIA

Responsible for engagement

- Head of Communications

Documents governing engagement

- Regulation on the Information Policy of PJSC Enel Russia approved by the Board of Directors of PJSC Enel Russia from 30.11.2018.
- Regulation No. 781 "Interaction with Mass Media".

Stakeholders' expectations

- Transparency and accessibility of financial and non-financial information on the Company
- Access to exclusive information
- Variety of topics related to the interests of all stakeholders

Company's obligations

- Provision of timely, detailed, and unbiased information
- Openness and willingness to maintain dialogue
- Quality disclosure of financial and non-financial information

Additional communication channels and types of engagement

- Press Releases
- Special events for mass media and bloggers (press tours, blog tours)

7.7 Political participation

According to cl. 3.26 of chapter IV of the Code of Ethics in force, PJSC Enel Russia does not fund political parties, their candidates or delegates in Russia, as well as abroad, and does not sponsor events or festivals

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held only for the purpose of political propaganda. PJSC Enel Russia refrains from exerting any direct or indirect pressure on political figures.

7.8 Public hearings

The public hearings are meetings involving various groups of stakeholders. They are held for presentation of the Company's proposed projects and initiatives with an aim to obtain approval. They are held with the purpose of consideration the interests of the Company and stakeholders, compliance with the legal requirements and human rights observance, including the right for adequate conditions of life, in an environment of a quality that permits a life of dignity and well-being.

Public hearing, as a rule, include projects to obtain a permit for the use of a land plot and land use rules, projects for the development of the territory, reconstruction of capital objects, territorial planning and improvement.

In addition, the Company may organize public hearings for collection of information, clarification of needs, and seeking of an optimal solution for a problem of the local community. In some cases, public hearings can be an effective tool for representing the Company's position on controversial issues.

The procedure for arrangement and holding of public hearings is determined by the charter of a municipal entity and regulatory legal act of the representative body of the municipality, taking into account the provisions of the legislation of the Russian Federation. The public comments may be as well initiated by an executive authority

Informing the population about the possible or upcoming holding of public hearings is carried out in order to ensure the rights of the local community to reliable information about the project, to participate in solving issues affecting their interests.

An information message on holding public hearings is published in the manner prescribed by the regulatory legal acts adopted at the municipal level. The message must contain information on the date, time, place and procedure for holding and determining the results of public hearings. Publication is carried out no later than 30 days before the discussion of the documentation.

The company is responsible for preparing documentation to be discussed at public hearings and making it available for prior review. The documentation must be reliable, understandable and complete. The Company must necessarily provide information in it about potential impacts, including negative ones, on the environment or local community.

At the public hearings, stakeholders have the right to freely express their opinions and make suggestions and comments on a project or an issue brought up for discussion. Based on the results of the past hearings, a protocol is drawn up containing information on the course of public hearings, including on proposals and comments received, on approved recommendations. The protocol, prepared based on the results of public hearings, is sent for consideration to state authorities, local authorities and published in the media and the Internet.

7.9 Receiving complaints

1. HSEQ issues

According to the requirements of the Regulation of PJSC Enel Russia No. 564 "Guideline on the Integrated Management System for Health, Safety, Environment, and Quality", each employee of the Company can send a notification containing information about the occurrence of an accident or containing a warning about the potential for its occurrence, and also send a proposal to improve the IMS, objection or complaint on HSEQ issues.

Subject: Policy of PJSC Enel Russia for Stakeholders Engagement

Application Areas:

Perimeter: *Russia*

Staff Function: *-Sustainability*

Service Function: -

Business Line: - -

Communication channels: at the e-mail address HSEinformation@enel.com, via phone to the HSEQ Department, at e-mail address to the HSEQ employee.

Information about proposals, warnings and complaints in the field of HSEQ is recorded into in the Suggestions, Warnings and Complaints Register. All complaints are subject to investigation. Proposals for improving the integrated management system (IMS) are considered at the IMS Maintenance and Improvement Committee.

2. Violation of the Code of Ethics

The Company has established, constantly available communication channels via which any stakeholder may send (including anonymous option) a message on committed or expected violations of the Code of Ethics to the Internal Audit Group.

By email audit.coe@enel.com	By mail "Enel Russia" PJSC, Internal Audit Group, 7 Pavlovskaya Street, building 1, Moscow 115093, Russia
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The Internal Audit Group of PJSC Enel Russia investigates cases of possible violations and takes measures to ensure that reporting persons are not subjected to any acts of retaliation, i.e. actions that may entail even suspicion of discrimination or punishment (e.g. termination of business relationships for suppliers, the impossibility of promotion for suppliers, etc.). In addition, the person sending an appeal is guaranteed confidentiality unless otherwise required by law.