



2020 Sustainability Report





About this report

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Our Sustainability Report summarizes our performance and our economic, social, and environmental results for the period running from January 1 to December 31, 2020. This document was drafted as part of our commitment of transparency to our stakeholders, and in compliance with our corporate sustainability policy, as a company owned by Grupo Energía Bogotá. It has been prepared in accordance with the GRI Standards: Core option.

The most recent report was published in 2019, and can be found at web page calidda.com.pe

Any questions or requests for additional information regarding this report should be addressed via email to

caliddasostenible@calidda.com.pe

or visit our offices located at

Centro Comercial La Rambla, Torre 2, Calle Morelli 150, San Borja, Lima, Peru.

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Message from the CEO

[GRI 102-14]

Dear shareholders and stakeholders,

In 2020, we faced an unprecedented year that put all of our capacities to the test and posed a challenge to the true spirit of every single part of our society. No one could anticipate the COVID-19 pandemic, and no one had the perfect solution for beating it. This event revealed the true consistency between what our leaders say and what they actually do when it comes to sustainability, empathy, and social awareness. In the face of this difficult scenario, our team's incredible commitment enabled us to successfully reaffirm our purpose of fostering progress and improving quality of life as we quickly adapted to this "new normal" in order to guarantee the continuity of our service, while also supporting our clients and the different actors in our community.

Our business strategy and our vision of sustainability always go hand-in-hand. In this report, we would like to share some of the actions taken by our Cálidda team, whose work exhibited an incredible degree of passion during 2020 with the goal of consolidating our sustainability strategy. These actions were rooted in our cultural attributes—Life First, Social Consciousness, and Superior Performance—which enabled us to guarantee the continuity of our operations, thus meeting our commitment to providing a reliable, high-quality, efficient, and continuous service, even in spite of the challenging circumstances.

In 2020, we were happy to be able to resume construction of our outdoor and indoor networks after the mandatory shutdown due to the pandemic. We performed 93 365 new connections this year, closing 2020 with 1 046 067 customers connected to our Natural Gas distribution system. We are present in forty-seven districts in the city of Lima and the Constitutional Province of Callao, where we always prioritize access to Natural Gas for our most vulnerable communities. With the goal of continuing to improve our customer service, we also established two new customer service centers that will allow us to serve more than 450 000 users in the districts of Comas and San Juan de Lurigancho.

As part of our commitment to prioritizing our collaborators' health and safety, we succeeded in quickly implementing biosafety protocols days ahead of the national lockdown order, thus permitting us to operate without restrictions throughout the year, with 90% of our 396 collaborators working remotely. Our team underwent over 12 005 hours of training, with an average training time of 30.32 hours per person, including education of important information on COVID-19 and our actions in response to the pandemic.

93 365
new connections
in 2020.

Corporate governance was another essential aspect of our management. We complied with all scheduled activities, with a focus on continuing to strengthen traceability and transparency in our company. We are proud to note that these efforts helped put us in 17th place—seven spots higher than in 2019—in the “Merco Reputación” ranking as part of the “La Voz del Mercado” report published by the Lima Stock Exchange, in partnership with EY Perú. We were also among the ten companies certified by the “Businesspeople for Integrity” association at the Peruvian Annual Conference of Executives (CADE).

Although our results for 2020 were approximately 18% lower than expected, mainly due to the drop in Natural Gas volumes consumed in the industrial and vehicular sectors because of the economic shutdown and government-imposed restrictions, it is important to note that the work done by our team to manage and mitigate risks allowed us to implement measures to improve our forecasts and help our customers and stakeholders during the difficult times in which we found ourselves.

One of our priorities during 2020 was to provide support through a number of social initiatives. For example, in just five days, our team set up Natural Gas services in all 1 096 apartments of the Villa Panamericana, which is being used as a temporary care and isolation center for COVID-19 patients. This donation ensured greater comfort of care for over 3 000 patients in the villa, and helped the government save on the use of this energy source.

Through our corporate volunteering area, “Voluntades Cálidas,” we designed a program around the personal needs and availability of each one of our collaborators. Through our alliance with Techo, UNDP, and Asociación Trabajo Voluntario, we were able to put 424 volunteers into action, with a positive effect on the lives of 21 168 people living in vulnerable conditions.

Through “Non-Bank Financing,” an inclusive program established to promote progress mainly for those users who do not have access to credit from traditional financial institutions, we granted credit to over 8255 families who were able to obtain a range of goods and services they needed to make it through these difficult times.

Thanks to our “Cálida Community Kitchens” program, we helped ensure continued access to our Natural Gas service for 854 community kitchens in Lima and Callao that are registered with this initiative. With this support, we indirectly benefited over 72,000 people who depend on this community service for their daily meals.

In an effort to consolidate our sustainability strategy, we performed an impact evaluation of our social investment projects. We implemented the “Social Return on Investment” (SROI) app designed by Grupo Energía Bogotá to establish economic values for the impacts and benefits achieved by our social actions. The results showed a positive social impact: each dollar invested offered a net social return of US\$ 1.96, with a reach of 40 885 beneficiaries and a total investment of US\$ 6 882 500.

1 046 067
customers
connected to
our Natural Gas
distribution
system.

As for our environmental performance, despite the fact that this year was an atypical one, we avoided the emission of 85 million tons of CO₂, and we were recognized by the Ministry of the Environment as the first company in the oil and gas sector to submit a report through the “Peru Carbon Footprint” platform. As part of our commitment to monitoring our environmental impact and offsetting our carbon footprint, we acquired 1220 carbon credits through the Nii Kaniti-Forest Alliance project for the carbon neutral certification of 54 vehicles from our fleet, our webpage, and the transportation we provide to our collaborators.

We are proud to have brought such a challenging year to a positive close. We firmly believe that, with the effort and talent of our valuable team of collaborators and contractors and the trust of our shareholders, Grupo Energía Bogotá and Promigas, we will achieve all of our goals in 2021. We will remain mindful at all times of our essential purpose: to foster progress and improve the quality of life of the millions of people whom we affect on a daily basis through our service. We are sure that, together, we will get through this.

Martín Mejía del Carpio

CEO of Cálida

2020 Business results



Economic

93 365

new connections
in 2020

1324

new commercial
users

31

new industrial
users

47

districts
connected

92 022

new residential
users

277

service
stations

28

Electric
Generators



Social

396

collaborators,
of which 27% are women

854

soup kitchens
connected

30.32

hours of training
per collaborator for the year

21 168

people benefited
from our sustainability
volunteering programs



Environmental

85

million
tons of CO₂ eq avoided

203 785.89

GJ
of energy consumed

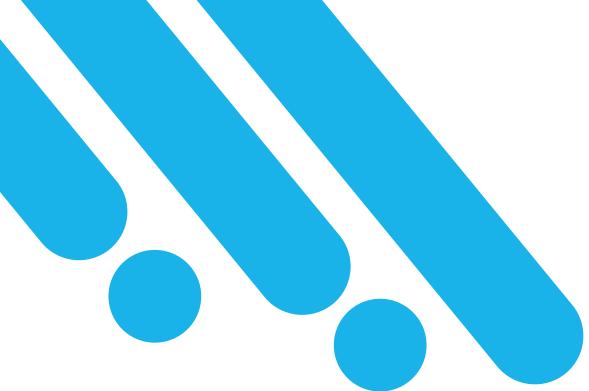
1220

carbon credits

6.62 t

of waste recycled





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About Cálidda

In 2020
our distribution
network ran for
a total length of
11 528 km

Cálidda - Gas Natural de Lima y Callao S.A. is a Peruvian company that holds a government concession to design, build, and operate the Natural Gas distribution system for households, commercial locales, service stations, and industry in the department of Lima and the Constitutional Province of Callao. The concession began in 2002 and finish in 2033. [GRI 102-1]

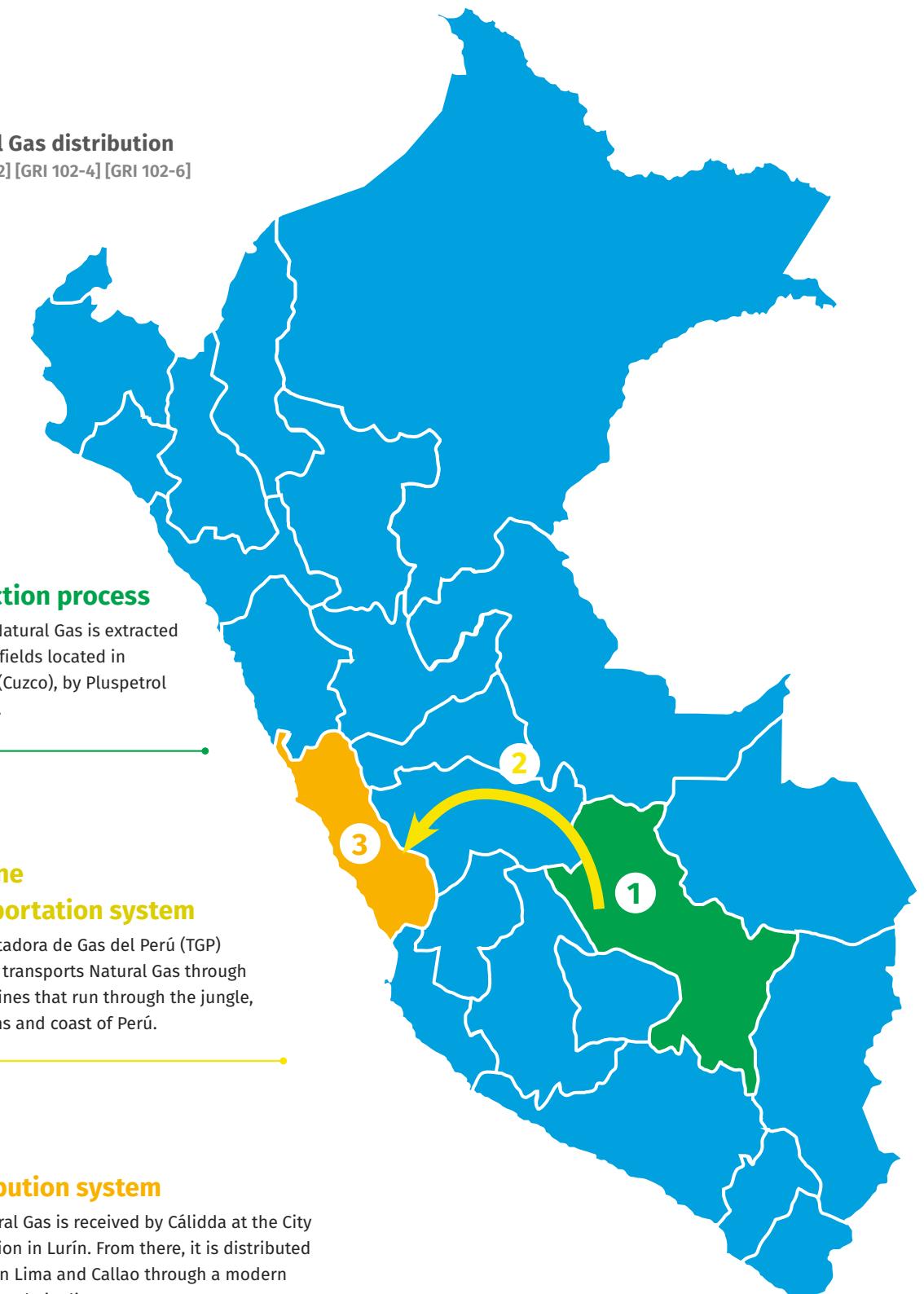
We form part of Grupo Energía Bogotá (GEB), a leading business group with over 120 years of experience in the electricity and Natural Gas sectors in Latin America. The group currently operates in Colombia, Brasil, Peru, and Guatemala.



As a pioneer in the distribution of Natural Gas in Perú, we are committed to complying with the parameters and requirements of reliability, quality, efficiency, and continuity established in the laws applicable to this type of business. Thanks to our efforts, the families who use our service save 70% on their monthly expenses compared to the use of electricity, and 30% compared to propane.

We receive Natural Gas at the City Gate station in Lurín, located near Kilometer Marker 35 on the Panamericana Sur highway. From there, it is distributed to users in Lima and Callao via a modern system of underground pipelines. In 2020, our distribution network was enlarged in 972 Km and ran for a total length of 11 528 km, crossing through 47 districts in the department of Lima and the Constitutional Province of Callao, thus exceeding our proposed target by 18%. We performed 93 365 new connections, closing the year with a total of 1 046 067 customers. Of the connections performed this year, 92 022 were for residential users who are now able to enjoy the benefits of Natural Gas. [Non-GRI Benefits of Natural Gas]

Natural Gas distribution [GRI 102-2] [GRI 102-4] [GRI 102-6]



Mission

We are a company that brings the benefits of Natural Gas to the community through the safe management of our distribution system, providing added value to our customers and working responsibly based on high quality standards, with a committed, innovative, and efficient staff.

Vision

By 2024, we want to be the best Natural Gas distribution company in the country, recognized for achieving the mass use of Natural Gas in the department of Lima and the Constitutional Province of Callao, and for being a provider of quality service with world-class standards.

Cultural attributes

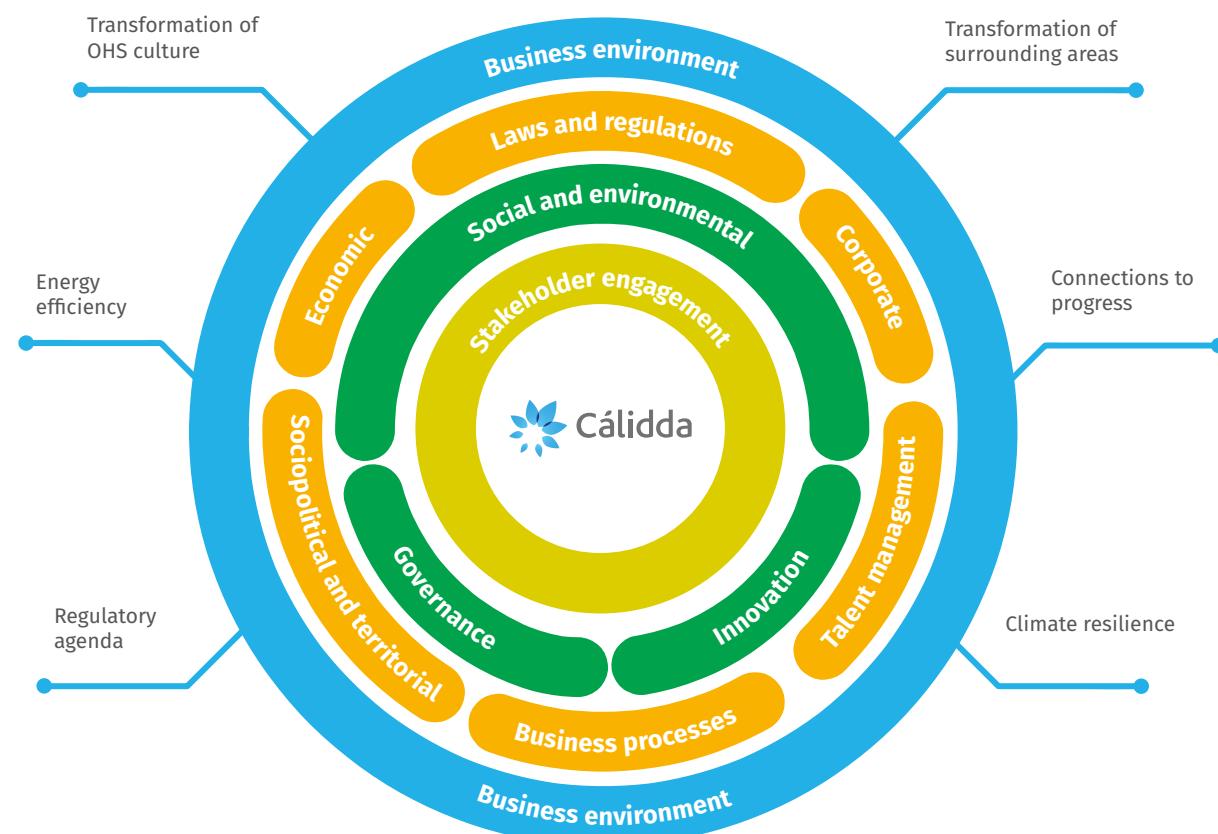
Our management is based on the cultural attributes of Grupo Energía Bogotá, which reflect the way we do things. Through each one of our actions, we seek to contribute to the progress and wellbeing of more and more people, acting with social awareness, promoting a robust culture of occupational health and safety, and always setting new goals to guarantee our superior performance.



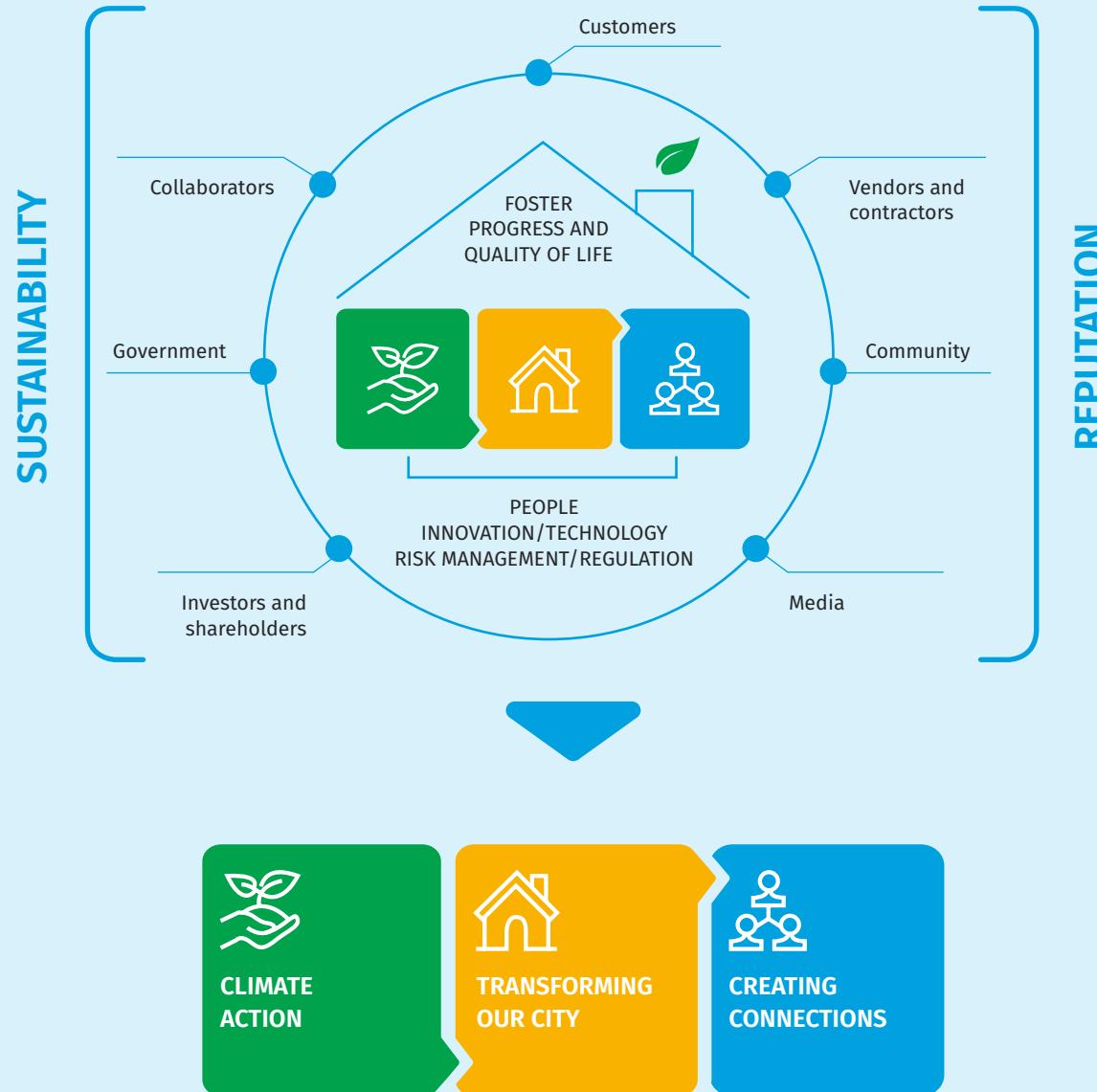
Environmental, Social and Governance Approach

Our management is based on the sustainability model of Grupo Energía Bogotá, which consists of six core aspects that guide our actions and dovetail with our sustainability strategy.

- › Transformation of the areas where we operate
- › Connections to progress
- › Climate resilience
- › Regulatory agenda
- › Energy efficiency
- › Cultural transformation in occupational health and safety (OHS)



Based on the six strategic guidelines proposed by Grupo Energía Bogotá Sustainability Model, we have designed Cálidda's sustainability strategy, which is based on three pillars:



GOALS AND LINES OF ACTION OF OUR SUSTAINABILITY PILLARS:

CLIMATE ACTION

Goal:

Promote initiatives and activities that contribute to the control and reduction of greenhouse gases and the mitigation of the effects of climate change.

- > Risk management
- > Participation in inter-sectorial panels
- > Legal and regulatory compliance
- > Carbon footprint measurement
- > Waste management
- > Water footprint measurement



TRANSFORMING OUR CITY

Goal:

Promote the construction of a sustainable city for future generations by providing a safe and accessible service that improves people's quality of life and protects the cultural heritage of Lima and Callao.

- › Cálidda Soup Kitchens
- › Revaluation of Cultural Heritage
- › External Positioning
- › Creating Shared Value with Non-Bank Financing



CREATING CONNECTIONS

Goal:

Promote the sustainable economic growth and development of our country, together with our stakeholders and in partnership with public and private organizations.

Collaborators

- › Awareness-Raising at All Levels
- › Sustainability and Reputation Committee
- › Comprehensive Volunteering System
- › Sustainability Fairs

Vendors

- › Competitive Business Program
- › Sustainability Training
- › SCORE Program

Community

- › Standards of Conduct and New Guidelines for Contractors
- › Periodic CR Meetings with Contractors
- › CR Information System



Sustainability and reputation committee

In 2020, we established our Sustainability and Reputation Committee with the goal of fostering an internal culture of sustainability, raising internal awareness of the commitments we have assumed with each stakeholder,

performing activities that contribute to our compliance with these commitments, fostering spaces for dialogue, and staying one step ahead of potential impacts on the Company's reputation.

The committee offers the following benefits:

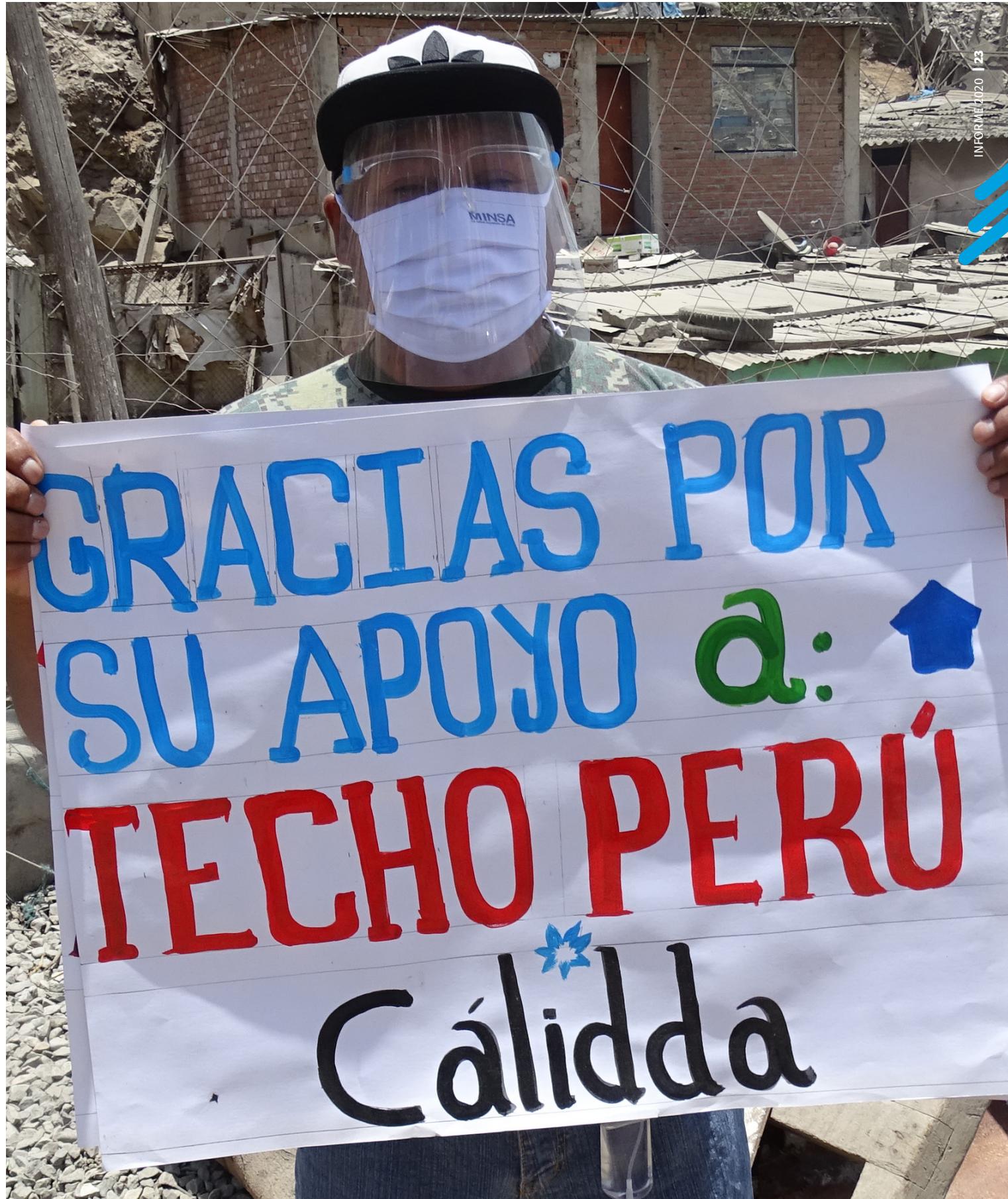
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Stay one step ahead of potential impacts to the Company's reputation, identifying risks and monitoring their management.

Strengthening of our internal culture of sustainability thanks to the co-creation and rollout of sustainability initiatives.

Strengthen the Company's reputation and commitment to sustainable development with its different stakeholders.

Appoint internal spokespersons for the rollout and monitoring of sustainability and reputation initiatives.



This working group is headed by the Company's Director of Sustainability and Reputation, with the Assistant Manager of Communications and Reputation and the Assistant Manager of Sustainability acting as coordinators.

The committee's members are the assistant managers for the Legal, Culture

and Climate, Commercial Operations, Projects, Strategic Planning, Occupational Health and Safety, Supply, General Services, Financial Planning, Engagement, and Trade and Co-ownership Departments, and the compliance officer. All members serve for a two (2) year period.

The committee's main duties are as follows:



- › Socialize the Annual Sustainability and Reputation Work Plan. Share the targets, directives, and guidelines.



- › Identify and manage the Company's reputational and sustainability risks, and resolve on preventive or improvement actions.



- › At the close of each year, provide information from their respective areas for the preparation of the Sustainability Report.



- › Foster a culture of corporate sustainability at the organization through its primary leaders.



- › Validate and co-create sustainability initiatives with stakeholders, especially with collaborators.



- › Provide data for the update of the balanced scorecards.



- › The Sustainability and Reputation Committee services in an advisory capacity for purposes of co-construction, and ensures respect for and compliance with sustainability and reputation policies, strategies, and plans.

In 2020, the committee met three times and addressed the following matters:

- › Analysis of risks and actions undertaken with communities in the area of influence.
- › Coordination for annual event with vendors.
- › Identification of climate risks to strengthen the Company's climate strategy.





ACKNOWLEDGMENTS

[Non-GRI Awards and acknowledgments]



17th place
in the mercoEMPRESAS ranking
First place
in the oil and gas sector



We ranked 31st place
on the MERCO Talento ranking



Recognition
by Perú 2021 as a Socially Responsible Company



2020 Best CSR practices



Winners
of the 11th Ibero-American Co-Responsibility Awards for 2020



We ranked 14th
among the most responsible companies in the Merco Responsibility and Corporate Governance ranking



Recognition
from the Lima Stock Exchange and EY Perú as one of the leading Peruvian companies in good corporate governance



Recognized
as part of RAEEciclar initiative: companies that promote responsible consumption of electrical and electronic devices



Winners
of the 2020 Sustainable Development Award of the Peruvian National Association of Mining, Oil, and Energy in the "Social Management" category



Recognition
of our carbon footprint calculation – Ministry of Environment (MINAM)

Our COVID-19 pandemic response strategy

In response to the COVID-19 pandemic, we took extraordinary steps to continue to guarantee the best possible service for our customers. We made changes in our facilities and operations, prioritizing personal protection and efforts to keep our collaborators safe, as well as our customers and other stakeholders.

Remote work and technological solutions

One of the first actions we took was to establish remote work protocols in record time for more than 90% of our collaborators, which enabled us to uphold our commitment to continuously providing Natural Gas services to all families.

More than **90%** of our collaborators established remote work protocols in record time.



As part of this process of learning and adaptation, our collaborators' opinions played a critical role. They offered feedback through a range of different surveys and channels of communication, helping us to continue improving the steps we took.

The introduction of remote work was a priority, and will remain in effect until we are sure that conditions are safe for a return to in-person work.

All of our collaborators adapted their homes into work spaces and resumed their activities with the help of digital tools. The Information Technology Department promoted a number of actions aimed at facilitating collaborators' working and guaranteeing information security:

Strengthening of security policies for remote access to the Cáldida network.

Strengthening of cybersecurity through an awareness-raising campaign using videos, talks, and social engineering tests.

Assurance that all computer equipment had antimalware installed, given the need to connect from outside the Company's premises.

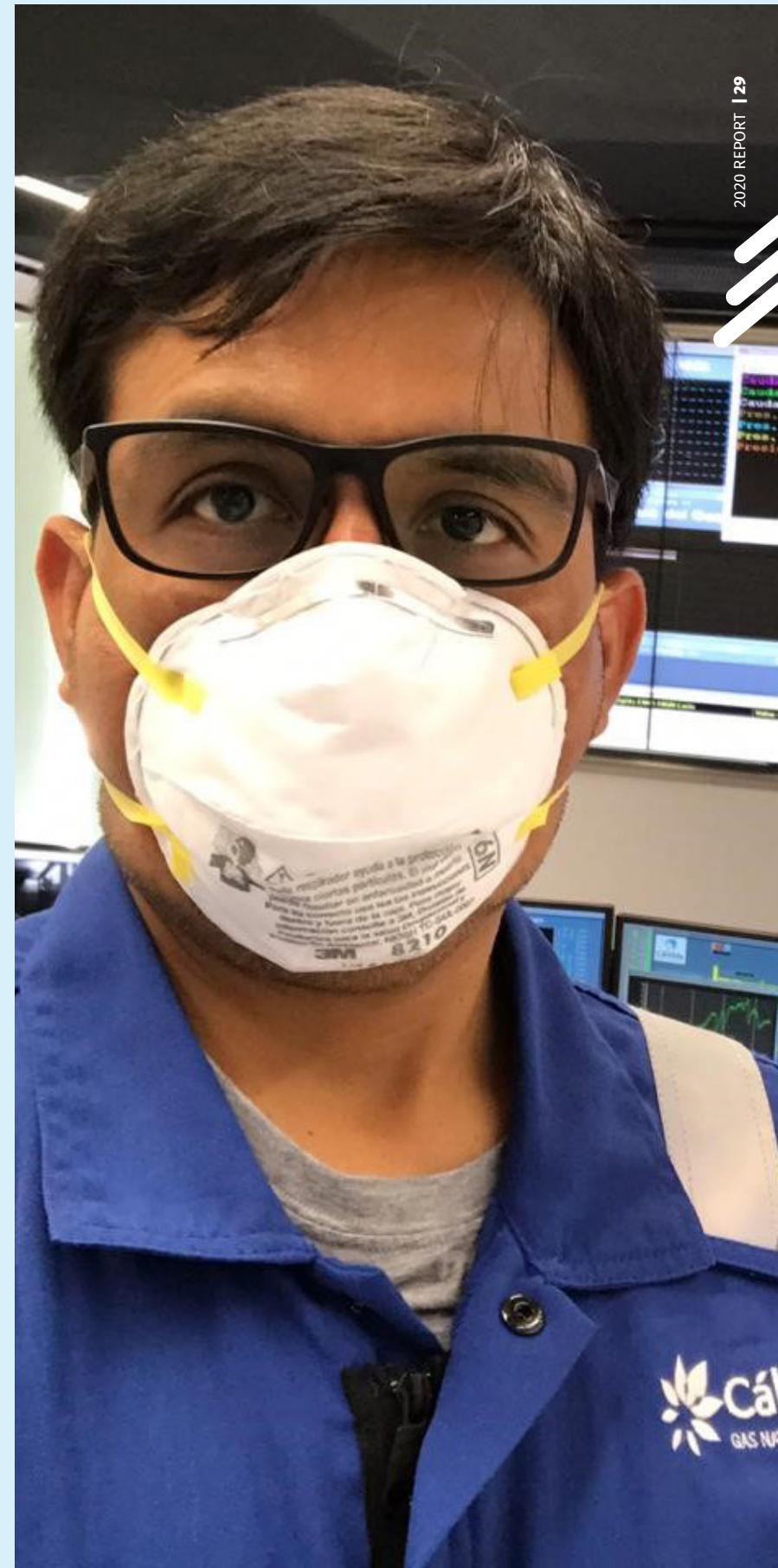
Strengthening of remote connection procedures for all third parties who provide support to the Company.

Implementation of the Cáldida Online Service Desk.

Implementation of secure VPN solution with active directory integration.

Implementation of a legally valid digital signature solution for directors and assistant managers.

All of these actions were taken to ensure the continuity of the Natural Gas utility that we provide, to the benefit of thousands of Peruvian families.



Biosafety and social distancing measures



Our commitment is to put the lives of our collaborators and their families first.



We are sure that together we will overcome this challenge.

From the very start of the national public health emergency, we carried out prevention and dissemination campaigns with audiovisual material on different topics, as well as preventive training to help our collaborators address COVID-19 and safeguard their health, with a focus on the new working systems. These activities were in addition to the implementation of the COVID-19 Workplace Monitoring, Prevention, and Control Plan.

We drafted and implemented rigorous protocols for social distancing, as well as physical and respiratory safety and hygiene, at all of our premises. We provided personal protective equipment to those collaborators who continue to work in-person.

We also rolled out a medical support and monitoring program for at-risk collaborators, those who presented respiratory symptoms, and those who had contact with anyone diagnosed with COVID-19. We also implemented a psychological and emotional support program, given the importance of such topics at this time.

All of these actions were supplemented by the implementation of a symptom-check system to monitor our collaborators' medical condition.



Maryorie Castillo

Industry Analyst

"To guarantee the protection of its collaborators and continue operating, Cálidda quickly implemented a remote work system, providing desks and all necessary equipment (internet connection and laptops).

They also demonstrated concern for our health and monitored our condition. They performed medical evaluations in the event of even the mildest symptoms of COVID. Human Resources was in charge of coordinating the necessary tests right in our homes, which was a real benefit to us and our families.

All of this care made me feel like an important part of the team, working for a company that is concerned for its collaborators and centers its actions around them."



Hugo Marin

Maintenance Supervisor

"From the very start of the emergency, Cálidda gave us all the facilities we needed to work remotely, making sure that we all had the technological tools we needed to work from home. When we had to go back to working in-person, they implemented all of the necessary biosafety measures to ensure that we were protected when we were at work on any of the company's premises. They gave us hand sanitizer, disposable plastic bags for waste, disinfectant, masks, and gloves.

I think Cálidda made the right decisions to protect its collaborators under extremely difficult circumstances. That is one of the characteristics of Cálidda's work; they've always showed concern for their collaborators, even before the pandemic."



Governance and ethical management

We have created a self-regulation framework that reflects our commitment to promoting transparent practices. This framework includes mandatory principles on ethics and conduct, as well as specific guidelines for the prevention of risks of corruption, money laundering,

terrorist financing, and personal data protection.

Our corporate values establish the ethical framework for our relations with our stakeholders and compliance with our responsibilities.

These values are as follows: [GRI 102-16]



Equity

We seek to emphasize justice, equality, and impartiality, achieving a positive and inclusive impact.



Integrity

Our actions are guided by a firm, upright, honest, and consistent attitude.



Respect

We acknowledge collective interests, individual diversity, the sustainability of natural resources, and strong institutions in all of our interactions.



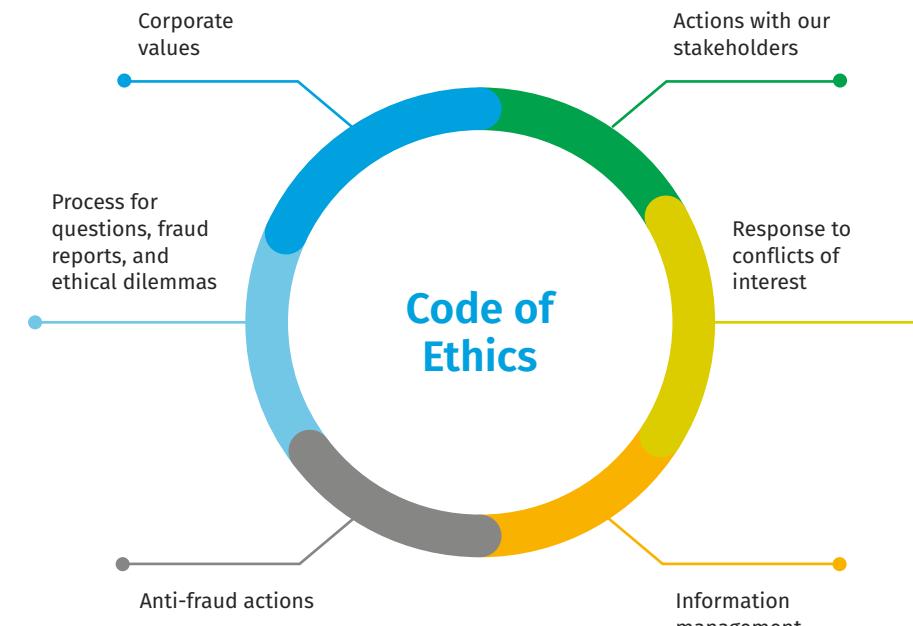
Transparency

Our management style is objective, clear, and verifiable.



Code of Ethics

Our Code of Ethics establishes and details the behavioral rules and the guidelines for all interactions between Grupo Energía Bogotá and Cálidda and each one of their stakeholders, as well as activities in the markets where they do business.



The Code of Ethics also contains our zero-tolerance policy toward fraud and corruption, promoting a culture that rejects these behaviors and maintains the highest professional and ethical standards in the way we operate and do business.

Code of Ethics training

[GRI 205-2]

As of the close of 2020, all of our collaborators and business partners (vendors and contractors) had been trained in the Code of Ethics. Below are the results achieved:

87.8%

attendance of training
on Legal Compliance and Personal
Data Protection

93.1%

attendance of training
on IMLTFPS and Control Bodies
Manual

91.8%

attendance of training
on Ethics and Conflict of Interest
Hotline

84.3%

attendance of training
on Code of Ethics

Prevention of behaviors running contrary to ethics and integrity

We have two tools to prevent behaviors that run contrary to ethics and integrity:

CODE OF ETHICS: REPORTING OF IRREGULARITIES AND COMPLIANCE

We have an ethics hotline which is outsourced, to receive reports of ethical dilemmas. [GRI 102-17]



ETHICS AND COMPLIANCE COMMITTEE

The Ethics and Compliance Committee guarantees the confidentiality of the reports we receive, conducts investigations, determines and implements corrective and preventive actions, and provides responses to any questions received. At Cálidda, we work to strengthen our culture of compliance through the following actions:

Induction of new collaborators:

- › Code of Ethics
- › Internal Fraud and Corruption Control and Prevention Policy
- › Manual of the Integrated Money Laundering and Terrorist Financing Prevention System (IMLTFPS)
- › Personal Data Processing Policy

Rollout of awareness-raising campaigns for senior management and collaborators regarding our internal guidelines mentioned above.

- › In 2020, thanks to all of the actions taken regarding compliance with our Code of Ethics, we received no reports of cases of corruption, accounting fraud, embezzlement, money laundering, intellectual property violations, or other illegal acts.



Institutional engagement and regulations (legal compliance and regulatory agenda)

Proactive regulatory management

[GRI 419-1] [Non-GRI Participation in the regulatory agenda]

The distribution of Natural Gas via pipeline networks is a utility regulated by the Peruvian government with regard to commercial and operational aspects, as well as rates.

The companies who provide this service coordinate with the sector's regulatory bodies: the Ministry of Energy and Mines (MINEM), which establishes the legal framework; and the Supervisory Board for Investment in

Energy and Mining (OSINERGMIN), which is responsible for enforcing said laws and establishing rates for the service.

In 2020, the modifications to the 2020 Annual Plan were approved in view of the nationwide public health emergency. This will enable us to realign our expectations and resources to guarantee the widespread use of Natural Gas utilities.

The use of resources from the Social Inclusion Fund for Energy (FISE) was also approved, along with the maximum price for the indoor installation of Natural Gas connections for users participating in this government program.



Corporate Governance

[GRI 102-18]

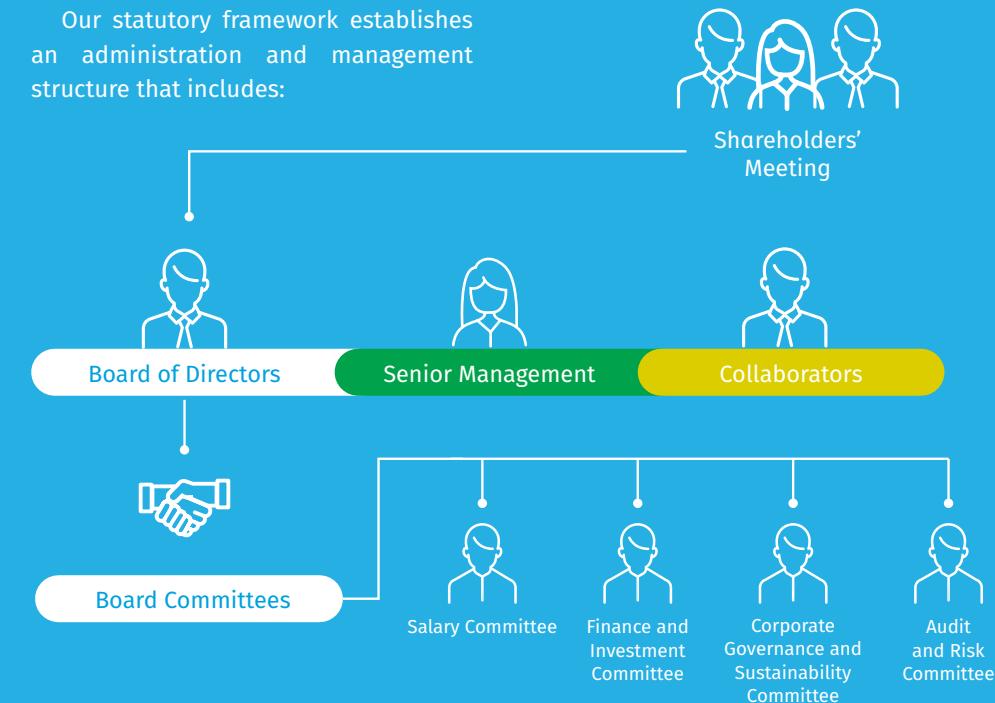
We are committed to strengthening our corporate governance management in accordance with the principles of transparency and efficacy set forth in the most widely used local recommendations and international standards on the matter.

Our good internal practices and protocols have played a key role in helping us navigate the difficulties of the pandemic, guaranteeing high levels of formality, transparency, information security, and an adequate framework for making decisions with the speed and flexibility required by the circumstances.



Corporate Governance structure

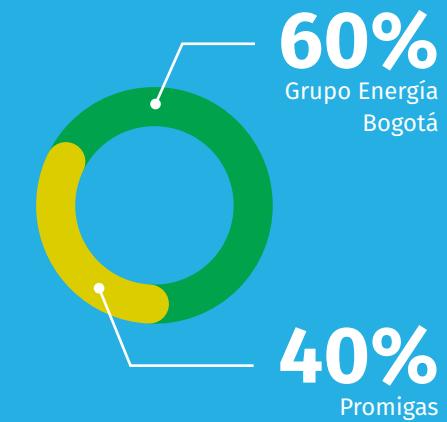
Our statutory framework establishes an administration and management structure that includes:



Our shareholders

Our shareholders are Grupo Energía Bogotá (with a 60% stake in our capital stock) and Promigas (40% stake). Both are Colombian business conglomerates and guiding lights in the Latin American energy sector. Despite the difficulties posed by the pandemic, four shareholders' meetings were held (one ordinary and three extraordinary) in 2020 to address different matters, many of them tied to the adequate handling of the crisis to guarantee the continuity of our business.

Shareholding Structure



Our board of directors

Our Board of Directors is the Company's highest governing body, comprising seven directors with significant knowledge and experience in the sector.



Astrid Álvarez Hernández

Chairwoman of the Board until July 2020

REGULAR MEMBER

- › Civil engineer graduated from Universidad Javeriana with a diploma in Environmental Management from Universidad de los Andes and a Master's in International Relations from Ohio University.
- › Extensive experience in the transformation of aqueduct, energy, and gas companies.
- › Since 2016, she has been the president of the Bogotá Energy Group, where she has helped to achieve historic results, in addition to implementing a robust corporate governance, achieving 92% compliance with the recommendations of the OECD country code.

The directors are entrusted with guiding and reviewing the Company's strategy and adopting its economic, social, and environmental policies.



Juan Ricardo Ortega Lopez

Chairman of the Board from July 2020 to date

REGULAR MEMBER

- › Economist with a concentration in mathematics graduated from Universidad de los Andes, with Master's Degrees in International Development and Economics and in Finance, Economics, and Mathematics from Yale University.
- › He has extensive experience in the public sector in Colombia and a serious concern for the fight against corruption.
- › In recent years, he has served as general coordinator of the IDB Alliance for Prosperity in the Northern Triangle, whose main objective is to strengthen the institutions of El Salvador, Guatemala, and Honduras in the adoption of a more integrated and inclusive economic growth.

The Board of Directors meets at least once a month and has two independent directors, equal to 28.6% of its members.



Maria Lorena Gutierrez Botero

President of Corficolombiana

REGULAR MEMBER

- › PhD in Finance from Tulane University in the United States. Industrial engineer graduated from Universidad de los Andes, with an MBA from the same university. She has previously been the dean of the School of Business Administration at Universidad de los Andes and an advisor and consultant to various companies. She has been a board member of international organizations and universities, as well as holding public office as a minister of different sectors in the government of the Republic of Colombia between 2014 and 2018.

There are two female directors, who account for 28.6% of the board's makeup.



Luis Ernesto Mejía Castro

REGULAR MEMBER - INDEPENDENT

- › Attorney at law graduated from Universidad de San Buenaventura de Cali in Colombia, with a Master of Business Administration from Universidad ICESI. He is currently a regular member of the boards of Isagen S.A. E.S.P., Mac Johnson Controls Colombia S.A.S., Tecnoquímicas S.A., Carvajal S.A., and Promigas S.A. E.S.P.
- › Member of the High Council of Universidad ICESI. Previously a board member of Ecopetrol, Ecogas, Mac, Coéxito, Smurfit Kappa Cartón de Colombia, Isa, and Fundación WWB Colombia, among others. He also previously held the positions of Ministry of Mines and Energy, Vice Minister of Hydrocarbons and Mines, General Manager, Administrative Vice President, and Commercial and Financial Manager of MAC. He has also worked as an independent consultant.



Andrés Baracaldo Sarmiento

BEG Vice President of Urban Energy Solutions

REGULAR MEMBER

- › Economist graduated from Universidad de los Andes, with an MBA and a Diploma in Finance from the London Business School.
- › He began his career as an analyst at Corporación Financiera del Valle (1997), and later at Investment Banking Services S.A. (1998-1999). At Corporación Financiera Colombiana, he worked as the Executive Director of Investment Banking (2009-2011) and Director of Investments (2011-2016). In 2016, he was hired by Interconexión Eléctrica S.A., ISA, as Vice President of Growth and Business Development.



Alfonso Bustamante Canny

Business administrator graduated from Boston University in Massachusetts.

REGULAR MEMBER - INDEPENDENT

- › Businessman in charge of Corporación Financiera de Inversiones S.A. He has served as Chairman of the Energy Committee and Vice Chairman of the National Society of Mining, Oil, and Energy; Vice Chairman of the Board of Transportadora de Gas del Perú S.A.; and a director of Edegel S.A.A. and Eléctrica Cabo Blanco S.A., among other companies in the energy sector.



Eric Flesch Santoro

President of Promigas

REGULAR MEMBER

- › Civil engineer graduated from Universidad del Norte, with an MBA in Finance and Marketing from West Coast University and diplomas from executive and leadership programs at different institutions in Colombia and abroad.
- › As President of Promigas, Flesch has led the company's growth and consolidation as a well-known and widely respected organization that groups together 17 companies engaged in the transportation and distribution of natural gas, liquefied natural gas, electricity distribution and commercialization, integrated solutions for industry, and non-bank financing with operations in Colombia and Peru.



Felipe Castilla Canales

BEG Vice President of Finance

REGULAR MEMBER

- › Degree in business administration from Boston University in Massachusetts. Head of Corporación Financiera de Inversiones S.A. He was previously the Chair of the Energy Committee and the Vice President of the National Society of Mining, Oil, and Energy, Vice Chairman of the Board of Transportadora de Gas del Perú S.A., and a director of Edegel S.A.A. and Eléctrica Cabo Blanco S.A., among other companies in the energy sector.

In 2020,
14
board meetings
were held.

Management



Alcides De La Espriella
Chief Business to Client Officer



Luciana Caravedo
Chief Sustainability and Communications
Officer



Martín Mejía
Chief Executive Officer



Martín Gutierrez
Chief Business to Business Officer



Maria Elena Blume
Chief Governance Officer



Edwin Vegas
Chief Operating Officer



Giancarlo Guardia
Chief Legal and Regulatory Officer



Ricardo Jaramillo
Chief Procurement Officer



Mónica Aristizábal
Chief Human Resources Officer



Mario Caballero
Chief Financial Officer

Board committees

The members of the Board of Directors form part of special committees focused on the analysis of relevant aspects of the company's performance. Our Board of Directors has four committees that meet on a regular basis: the Audit and Risk Committee, the Salary Committee, the Finance and Investment Committee,

and the Corporate Governance and Sustainability Committee.

In 2020, all of the Board's committees held extraordinary meetings to make major decisions on how to respond to the emergency triggered by the COVID-19 pandemic.



Audit and Risk Committee

- › Consists of three directors, at least one of whom must be an expert in financial matters.
- › Meets three times a year.
- › Focused on ensuring compliance with the internal auditing plan. Supervises and evaluates the Company's Internal Control System. Guarantees that the submission of financial information is done in accordance with law, and supervises the effective application of the risk matrix, among other tasks.



Salary Committee

- › Consists of three directors: two regular members representing the majority shareholder and a regular member representing the minority shareholder.
- › Meets three times a year.
- › Responsible for reviewing and making recommendations on personnel and salary policies, the appointment of the General Manager, and organizational structure.



Finance and Investment Committee

- › Consists of three directors: two regular members representing the majority shareholder and a regular member representing the minority shareholder.
- › Meets monthly.
- › Responsible for monitoring the company's financial management, as well as the long-term planning of the Company's finances and the analysis of new business opportunities.



Corporate Governance and Sustainability Committee

- › Consists of three directors, at least one of whom must be independent.
- › Meets three times a year.
- › In charge of providing support for the management of matters tied to the implementation and maintenance of good corporate governance practices at the Company.

We comply with the corporate governance standards established by all government institutions, as well as the good practices our Company has voluntarily adopted to permanently guarantee fair and equitable treatment to our shareholders, transparency toward the market, and the proper functioning of our administrative, oversight, and management bodies.

Some of the most notable achievements during this period include:



- › The 2020 Corporate Governance plan was complied with in its entirety.



- › The company successfully corporatized its main internal committees.



- › The Corporate Governance Committee assumed sustainability duties, and was renamed the "Corporate Governance and Sustainability Committee."



- › In 2020, we continued to strengthen our rules of corporate governance. These efforts earned us the recognition of the Lima Stock Exchange and EY Perú as one of the leaders of good corporate governance in Peru for the second year in a row.

Risk management

At Cáldida, our comprehensive risk management is based on the identification, analysis, evaluation, and mitigation of risks that affect compliance with our business strategy, the projects and processes we undertake, and all of our operations.

To achieve this, we have a robust Risk Policy that defines the set of principles and directives aimed at managing any risks that may have a negative effect on meeting our objectives and goals, thus helping to give our business greater long-term value and sustainability.

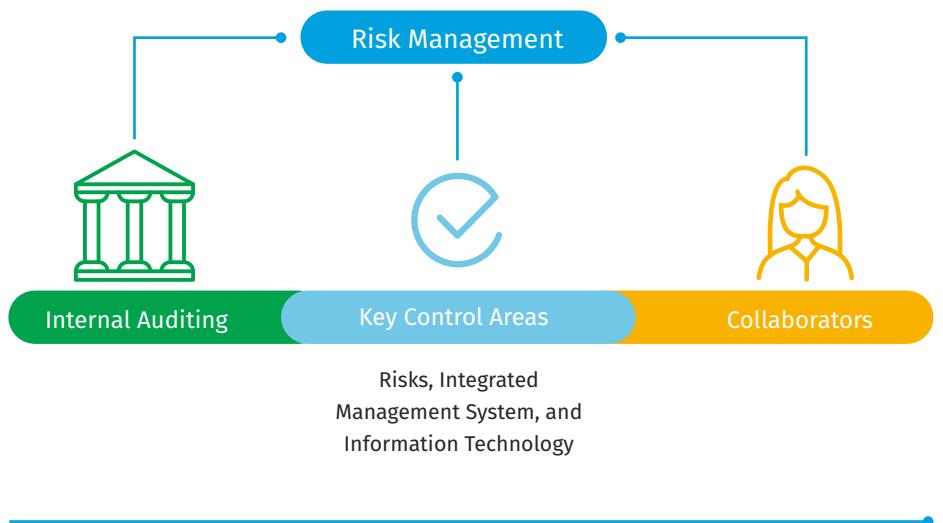
The Audit and Risk Committee is responsible for identifying, classifying,

and monitoring the Company's risks using the COSO methodology.

This committee meets four times a year to review the Company's risk reports and its operations so that it can submit detailed reports to the Board of Directors, which is the entity responsible for approving risk management goals and targets based on the nature, size, and complexity of our operations and services.

The main tool used to address the Company's risks is the strategic risk matrix, which includes the causes of risks, their control measures, and impacts on the Company.

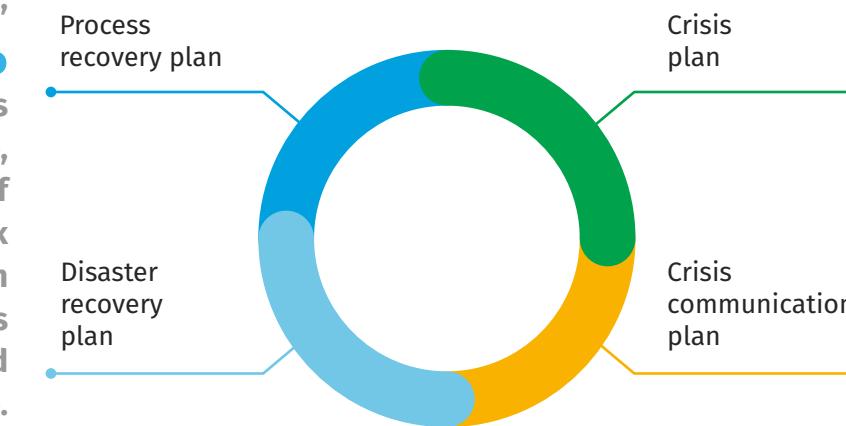
Risk management control is based on three lines of defense:



¹COSO II is a risk management and internal control system for any organization. It is based on a framework aimed at diagnosing problems, generating the changes necessary to manage them, and evaluating the effectiveness thereof.



During the emergency, 100% of our services remained active, and 100% of the network expansion processes recovered ahead of time.



As part of our response to the emergency, we updated our Company's General Business Continuity Plan, allowing us to satisfactorily complete it by the end of the year.

and enabling the Company to implement biosafety measures a week before the government made them mandatory.

Quick emergency reporting helped the company update its business continuity plans by area ahead of time, taking into account the particular characteristics of the emergency.

The following plans were updated:

Some of the most notable risk management actions taken over the course of the year included:



Reinforcement of our process risk management, aligning it with our strategic risks.



Migration of sales processes and customer relations to digital channels in order to ensure fluid communication that would enable us to continue offering our services during the emergency.

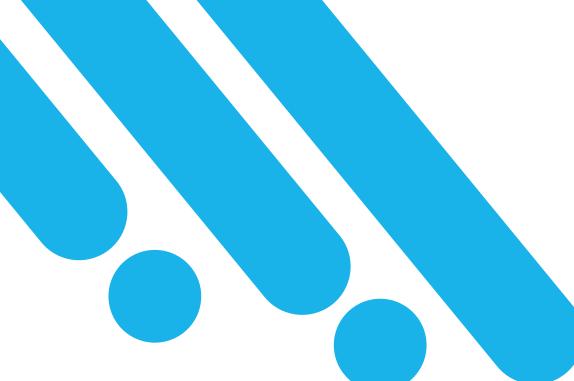


We estimated the response level to materialized cyberattack risks.



During the emergency, we successfully reestablished 100% of our processes, and even surpassed the estimated recovery goals.





Our sustainability strategy

- 52 Materiality
- 74 Climate action
- 82 Transforming our city
- 92 Creating connections



At Cálidda, we view sustainability as a cross-cutting approach through which we seek to create lasting economic, social, and environmental value for our stakeholders, with a focus on human beings as the center point of all of our actions, fostering sustainable development based on an ethical and transparent management.

It is our firm conviction that the sustainability of our business is made possible by our efforts to minimize our environmental impact and to contribute to the wellbeing of the surrounding communities and our collaborators, while also creating value for our shareholders.

Materiality

The definition of our material topics was essential in putting sustainability at the center of our business, and we have continued to carry out this process since the publication of our first sustainability report eight years ago.

Materiality definition process

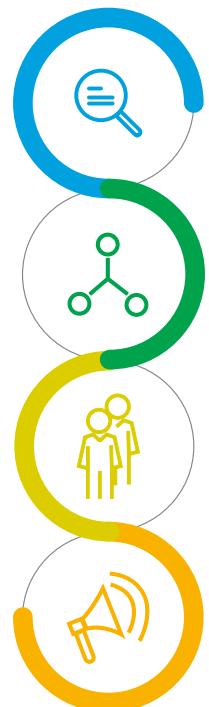
In 2020, we performed a materiality update exercise based on the analysis performed in 2019, the analysis of strategic information, changes in the Company, and sector trends pertaining

to the management of economic, social, and environmental aspects.

This process also included the creation of spaces for dialogue to obtain opinions and an analysis based on the expectations of our Company's leaders, who also analyzed the expectations of our main stakeholders.

Materiality analysis stages

Below are the main stages of the materiality process:



STAGE 1: ANALYSIS OF INTERNAL INFORMATION

Initial identification of relevant topics

STAGE 2: SECTOR BENCHMARKING

Benchmarking of leading companies in the sector

STAGE 3: DIALOGUE SPACES

Validation and prioritization of 13 material topics

STAGE 4: MATERIALITY

Updating of 13 most relevant topics for Cálidda



2020 Material topics

[GRI 102-44] [GRI 102-46] [GRI 102-47]

As a result of the materiality analysis process for our business, as well as the dialogue process, we prioritized fourteen relevant topics, as detailed below:



1 SERVICE QUALITY AND CUSTOMER SATISFACTION

Provide a high-quality service to our customers, seeking to ensure their satisfaction.

Internal and External Boundary



2 EXPANSION OF THE NETWORK, NEW BUSINESSES, AND SOLUTIONS FOR CUSTOMERS

Promote the growth of the supply network and develop new businesses and solutions for our customers.

Internal Boundary



3 Reputation

Maintain the solid reputational positioning that the company has already established.

External Boundary



4 FINANCIAL PERFORMANCE

Promote the adequate performance of our business to obtain the best financial results.

Internal Boundary



5 PARTICIPATION IN THE REGULATORY AGENDA

Actively participate in the sector's regulatory agenda.

Internal and External Boundary



6 INTEGRITY

Act ethically and foster a culture of integrity.

Internal Boundary



7 HEALTH AND SAFETY

Manage risks and implement a culture of safety to prevent work incidents and accidents.

Internal Boundary



8 BUSINESS CONTINUITY

Sustain the business's critical processes by structuring procedures and information that are developed, compiled, and kept in preparation for their use during and after a business interruption or disaster.

Internal Boundary



9 SUSTAINABLE SUPPLY CHAIN

Align the environmental and social management of our vendors and contractors.

Internal Boundary



10 ENVIRONMENTAL PERFORMANCE

Carry out our activities within the framework of a responsible environmental management, identifying and controlling the significant environmental aspects of our operations.

Internal and External Boundary



11 EMPLOYEE TRAINING AND DEVELOPMENT

Provide our collaborators with the tools they need to perform their jobs at an optimal level, ensure their wellbeing, and promote their development.

Internal Boundary



12 INNOVATION (NON-COMMERCIAL)

Respond to changes and constantly seek our new, more efficient, and useful solutions for ourselves and our stakeholders.

Internal and External Boundary



13 INSTITUTIONAL RELATIONS

Foster trust-based relationships with our stakeholders through ongoing dialogue that provides honest and transparent messages.

External Boundary



14 SHARED VALUE

Foster relationships with the communities and investment in development programs that meet the needs of the identified communities and create value for the company.

External Boundary

Prioritization of material topics



- 1. Quality of service and customer satisfaction
- 2. Expansion of the network, new businesses, and solutions for customers
- 3. Reputation
- 4. Financial performance
- 5. Participation in the regulatory agenda
- 6. Integrity
- 7. Health and safety
- 8. Business continuity
- 9. Sustainable supply chain
- 10. Environmental performance
- 11. Employee training and development
- 12. Innovation (non-commercial)
- 13. Institutional relations
- 14. Shared value

Dialogue with stakeholders

[GRI 102-40] [GRI 102-42]

OUR STAKEHOLDERS

At Cálidda, we strive to make our business sustainable, forging trust-based relationships with our stakeholders through ongoing dialogue that provides honest and transparent messages. It is essential for us to identify them, learn about their expectations and interests, and strengthen our relationship with them.



CHANNELS FOR COMMUNICATION WITH OUR STAKEHOLDERS

[GRI 102-43]

The COVID-19 pandemic required changes to the way we communicate internally and with those around us. We worked hard to maintain relations with our stakeholders by implementing a number of plans that prioritized new ways of communicating via technological

solutions. This helped us to learn about their priorities and provide them with transparent and timely information.

Below are the topics of interest and the way in which we interacted with each one of our stakeholders:

STAKEHOLDER	TOPICS OF INTEREST	RELATIONS MECHANISMS	FREQUENCY
	<ul style="list-style-type: none"> › Efficiency and productivity › Occupational health and safety › Ethics and compliance 	<ul style="list-style-type: none"> › Awareness-raising sessions and periodic follow-up meetings on social and environmental guidelines › Vendor evaluation › Sustainability Report 	<ul style="list-style-type: none"> › Ongoing › Annual
	<ul style="list-style-type: none"> › Occupational health and safety › Ethics and compliance › Talent management › Efficiency and productivity 	<ul style="list-style-type: none"> › In-person communication spaces › Internal means of communication › Social media 	<ul style="list-style-type: none"> › Ongoing
	<ul style="list-style-type: none"> › Industry positioning › Climate change › Adaptation to market dynamics › Regulatory agenda 	<ul style="list-style-type: none"> › Joint working meetings › Website › Sustainability Report 	<ul style="list-style-type: none"> › Annual
	<ul style="list-style-type: none"> › Ethics and compliance › Adaptation to market dynamics › Efficiency and productivity 	<ul style="list-style-type: none"> › Advice and accompaniment › Customer service hotlines › Sustainability Report › Satisfaction surveys and indicator monitoring › Customer service centers › Customer service hotlines › Chatbot and WhatsApp › Online and self-service channels › Sustainability Report 	<ul style="list-style-type: none"> › Ongoing › Annual

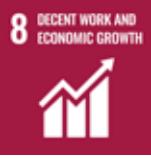
	<ul style="list-style-type: none"> › Ethics and compliance › Climate change › Industry positioning › Community relations › Efficiency and productivity › Actions to address COVID-19 	<ul style="list-style-type: none"> › Ongoing communication › Telephone calls › Press releases and other resources › Email › Website › Social media 	<ul style="list-style-type: none"> › Ongoing
	<ul style="list-style-type: none"> › Community relations actions › Environmental management › Human rights › Climate change › Social actions › Actions to address COVID-19 › Volunteering 	<ul style="list-style-type: none"> › Community relations plan › Sustainability Report › Digital media › Social media 	<ul style="list-style-type: none"> › Ongoing
	<ul style="list-style-type: none"> › Ethics and compliance › Regulatory agenda › Community relations actions › Environmental management › Actions to address COVID-19 	<ul style="list-style-type: none"> › Website › Sustainability Report 	<ul style="list-style-type: none"> › Ongoing › Annual
	<ul style="list-style-type: none"> › Efficiency and productivity › Ethics and compliance › Climate change › Environmental management › Actions to address COVID-19 	<ul style="list-style-type: none"> › Personal meetings › Shareholders' meetings › Sustainability Report › Annual report › Website › Direct communication via email, direct phone number, etc. 	<ul style="list-style-type: none"> › Ongoing › Annual
	<ul style="list-style-type: none"> › Industry positioning › Regulatory agenda 	<ul style="list-style-type: none"> › Website › Joint working meetings › Sustainability Report 	<ul style="list-style-type: none"> › Ongoing › Annual



Our contribution to the SDGs

The mass use of Natural Gas that we seek to achieve in Lima and Callao will help optimize family and commercial economies, while replacing more polluting fuels. With this goal in mind, we have determined that our operations directly contribute to nine out of seventeen of the Sustainable Development Goals (SDGs):

SDG	TARGET	HOW DO WE CONTRIBUTE?	RESULTS FOR 2020
 1 NO POVERTY	Target 1.4.	<ul style="list-style-type: none"> Through non-bank financing (NBF), registered Natural Gas customers gain access to loans that help them to improve their homes through the purchase of gas-powered appliances, household appliances, and construction materials. Through Cálidda Soup Kitchens, we support food security in our country's most vulnerable communities, facilitating these establishments' access to the benefits of Natural Gas. 	<ul style="list-style-type: none"> We placed 8255 credits for more than US\$ 4 million. To date, we have over 854 Cálidda Soup Kitchens that benefited more than 72 000 people in 2020.
 3 GOOD HEALTH AND WELL-BEING	Target 3.9.	<ul style="list-style-type: none"> The use of household Natural Gas does not affect people's health, and helps avoid air pollution. We are committed to promoting different actions to protect the health of all Peruvians. 	<ul style="list-style-type: none"> In response to the pandemic, we performed Natural Gas connections in 1096 apartments in the Villa Panamericana, the site of the Health Care and Temporary Isolation Center for COVID-19 Patients, to the benefit of 3000 patients who stayed at the villa.
 7 AFFORDABLE AND CLEAN ENERGY	Target 7.1.	<ul style="list-style-type: none"> The mass use of Natural Gas that we strive to ensure in Lima and Callao will help optimize family and business economies, while replacing other, more polluting fuels. 	<ul style="list-style-type: none"> 47 districts connected in Lima and Callao 952 682 customers

SDG	TARGET	HOW DO WE CONTRIBUTE?	RESULTS FOR 2020
 8 DECENT WORK AND ECONOMIC GROWTH	<ul style="list-style-type: none"> › Target 8.2. › Target 8.3. › Target 8.5. › Target 8.6. › Target 8.10. 	<ul style="list-style-type: none"> › We strive to identify and develop our collaborators' potential, offering them the conditions they need to perform their tasks without putting their own health and their families' health at risk. 	<ul style="list-style-type: none"> › Total of 396 collaborators › 27% are women › 30.32 training hours per collaborator per year
Promote sustained, inclusive, and sustainable growth, full and productive employment, and decent work for all.			
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> › Target 9.1. › Target 9.2. › Target 9.3. › Target 9.4. 	<ul style="list-style-type: none"> › Implement innovative actions to optimize our operational efficiency in the context of the pandemic, thus providing safe and continuous services. 	<ul style="list-style-type: none"> › Our distribution network reached an extra length of 972 Km. Now is 11 528 km long.
Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.			
 11 SUSTAINABLE CITIES AND COMMUNITIES	<ul style="list-style-type: none"> › Target 11.4. 	<ul style="list-style-type: none"> › We are committed to promoting the construction of a sustainable city for future generations by providing a safe and accessible service that improves air quality and protects the cultural heritage of Lima and Callao. › In Lima and Callao, we promote a sustainable alternative to the traditional transportation options that exist in our country, offering environmental and economic benefits. 	<ul style="list-style-type: none"> › In 2020, we recovered 188 archaeological findings, of which three were burial sites and seven were jugs. › During the public health emergency, we helped restore the discovery of Wayaw: The Lady of El Sauce. › In 2020, 9158 vehicles used Natural Gas for vehicles (NGV), consuming an average of 40 693 506 cubic meters annually.
Make cities and human settlements inclusive, safe, resilient, and sustainable.			

SDG	TARGET	HOW DO WE CONTRIBUTE?	RESULTS FOR 2020
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<ul style="list-style-type: none"> › Target 12.2. › Target 12.4. 	<ul style="list-style-type: none"> › Ensure sustainable economic growth and development through a change in production methods and the consumption of goods and resources. 	<ul style="list-style-type: none"> › We have a robust internal culture of sustainability and a value chain that is managed based on a sustainable development approach.
Promote sustainable consumption and production patterns.			<ul style="list-style-type: none"> › In 2020, we had 1152 vendors. › We trained 11 strategic vendors in the Competitive Businesses Program to help them file their own sustainability reports. › We held the Fourth Vendors' Conference, with the participation of over 150 vendors. › We partnered with the International Labor Organization (ILO) to implement the SCORE methodology with three of our strategic vendors.
 13 CLIMATE ACTION	<ul style="list-style-type: none"> › Target 13.1. › Target 13.3. 	<ul style="list-style-type: none"> › Take urgent action to combat climate change and its impacts. 	<ul style="list-style-type: none"> › We provide access to cleaner energy whose use helps reduce greenhouse gas emissions. Natural Gas helps our customers change their energy matrix by offering them a cleaner fuel for their daily activities.
Take urgent action to combat climate change and its impacts.			<ul style="list-style-type: none"> › 85 million tons of CO₂ eq avoided. › 6.62 t of waste recycled. › We acquired 1220 carbon credits from the Nii Kaniti-Forest Alliance project to offset our carbon footprint.
 17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> › Target 17.3. › Target 17.17. 	<ul style="list-style-type: none"> › Create alliances for genuine engagement and join in the expansion of Natural Gas in Lima and Callao. 	<ul style="list-style-type: none"> › 40 192 people benefited from our different social projects. › 12 alliances implemented.
Strengthen the means of implementation and revitalize the global partnership for sustainable development.			

² Value obtained based on assumptions that consider in the hypothetical scenario only thermoelectric plants as an alternative for the generation of electrical energy. (Report of the Contribution of Natural Gas, Libélula-2021)

Shared value

[GRI 413-1]

Our social management is based on the guidelines established in our Sustainability Policy, and aims to achieve operational excellence and create value within a framework of human rights, the Sustainable Development Goals (SDGs), and our stakeholders' trust.

As part of this policy, our relationships with the communities around us are based on respect for their customs, traditions, and values; respect for human rights; and the ability to identify and make use of opportunities in local contexts.



Community relations

We forge relationships with the communities in Lima and Callao, and especially with people who live in the areas near where we have or are going to perform works to extend the Natural Gas distribution system. We engage with neighborhood councils and other social organizations with the ability to share information on the benefits of Natural Gas in improving people's wellbeing.

Our teams and those of our contractors are subject to community relations guidelines that regulate their actions and procedures with the goal of identifying, preventing, mitigating, and controlling any social impacts that may be caused by our activities. These guidelines also enable us to strengthen our relationships and contribute to the development of the communities where we are present, based on innovative propositions for the creation of shared value.

As part of our community relations strategy, we establish mechanisms for

ongoing dialogue with neighborhood councils. This way, we can act together with their leaders to provide information on our management and bolster coordination points to mitigate the impacts inherent to our activities.

Additionally, we provide informational materials and points of contact to each neighbor in the area of influence of our expansion projects, going door-to-door and responding to any questions or concerns that they may have about our activities.

We engage in conversations with neighbors regarding the execution of our sustainable development and social investment programs in different communities around Lima and Callao. We seek to play the role of a development coordinator, ensuring the continuous participation of local stakeholders.

Thanks to our close relationship with the community and our customers, we are able to develop social and business solutions that have a direct impact on people's quality of life and help improve our service.



Below are some of the most important milestones in our community relations management:

More than 85%

We achieved an annual average compliance by our contractors with community relations guidelines of 89.19%, with an expected minimum of 80%.

More than 95%

We executed 99.39% of the projects included in the Annual Community Relations Plan.

More than 85%

86.11% of the fire departments in Lima and Callao in areas with Natural Gas pipelines had crews that received training on Natural Gas emergency response. During 2020, a total of 256 firefighters were trained.

Social programs and initiatives in response to COVID-19

One of our main concerns regarding the emergency triggered by the COVID-19 pandemic was to help those who needed it most, placing a priority on people.

We provided support through all of our social projects and initiatives, as well as external initiatives.

The following are some of the social actions we took in response to the pandemic:

Cleaning kits

We collected over 300 cleaning kits, which were delivered to soup kitchens in the district of Villa El Salvador who were affected by the public health crisis.

Donation to Villa Panamericana

We donated Natural Gas hookups for 1096 apartments in the Villa Panamericana and built 11 additional points for ovens, hot water heaters, dryers, etc. This villa housed 3000 patients affected by COVID-19.

Support through CONFIEP

Through our economic contribution to CONFIEP, we helped with the purchase of 125 mechanical ventilators and 40 monitors, which were donated to public health care services. This donation helped improve the health care provided to many more people who required immediate attention.

#YoMeSumo

We joined the #YoMeSumo initiative, which was started to raise all of the money possible to help thousands of families living in poverty and extreme poverty, who were badly affected by the economic crisis triggered by the pandemic.

Volunteer fire departments in Peru

We donated free Natural Gas hookups to five volunteer fire departments: Villa El Salvador, San Martín de Porres, San Juan de Miraflores, La Victoria, and El Agustino. This initiative will benefit 674 volunteer fire fighters.

Casa de Todos Beneficencia in Lima

We donated a free Natural Gas hookup to the "Casa de Todos" temporary shelter and the installation of eight points for gas-powered household appliances. This shelter serves 130 vulnerable senior citizens.

Asociación Bienaventuranzas

We donated a Natural Gas extension to the Asociación Bienaventuranzas so that they can continue to help 243 people living in a state of abandonment, including children and teenagers.



VOLUNTEERING DURING LOCKDOWN

The “Voluntades Cálidas” corporate volunteering program fostered our collaborators’ involvement in a range of community support initiatives. This year, due to the pandemic, our initiatives were carried out through online channels by forming alliances. We reinvented ourselves, joining solidarity chains and offering online training to help strengthen small businesses during the public health crisis.

#CadenaSolidaria

Thanks to the social awareness of our collaborators and an additional contribution by Cálidda, we donated 3629 grocery baskets to Asociación Bienaventuranzas, an organization that delivered that aid to 12 800 families in southern Lima.

As part of this initiative, we encouraged our collaborators, along with their family and friends, to pitch in for the purchase of over 300 hygiene kits for those individuals running soup kitchens in Villa El Salvador, benefiting more than 7800 people with this action.

Guerrero Emprendedor

We joined the United Nations “Guerrero Emprendedor” program, which was created with the goal of providing support and technical assistance to the leaders of nine soup kitchens to help address the effects of COVID-19, together with eight volunteers from Cálidda in a safe virtual space.

#RetoNavideñoCálidda

We created the Cálidda Christmas Challenge, with a grant fund aimed at Cálidda collaborators. Forty volunteers took part, forming nine work groups to design projects that seek to offer an innovative solution to the problems faced by soup kitchens in Lima during the pandemic. There were four innovative co-creation initiatives that were named winners, all with the potential to make a significant impact. These initiatives received seed capital for the implementation of their projects, which will benefit 398 neighbors in four districts of Lima.



#AyudaDesdeCasa by TECHO

We joined the #AyudaDesdeCasa (#HelpFromHome) campaign by TECHO, purchasing and delivering four tons of food that the institution delivered to more than 200 families. Thanks to our volunteering efforts in 2020:

21 168

affected lives
with our volunteer sustainability programs.

424

volunteers
in the activities we undertook.

450

hours
of volunteer work were donated.





FRANKLIN SILVA

Cálidda Christmas Challenge Volunteer

“My team and I won the Christmas Challenge with a proposal to implement hydroponic vegetable gardens for Cálidda Soup Kitchens, with the goal of providing them with highly nutritional organic produce.

This project was also intended to provide economic support and help them achieve self-management. Soup kitchens were among those who suffered the worst economic impact due to the pandemic. While their work is always a challenge, the public health emergency brought additional expenses that they had not planned for.

The project’s implementation was a real challenge, since we had to adapt to this new normal. Initially, we gathered information and made contact with the soup kitchens completely online. It was more difficult to break the ice, build trust, and reach people online, but we did it and we were able to help them during these challenging times.

The “Cálidda Soup Kitchens” program has an effect on many lives. I feel proud to belong to a company that has such motivating social programs and that is committed to the common good.”

Franklin and his team were the winners of the Cálidda Christmas Challenge, which selected innovative, sustainable, high-impact proposals that were able to help the most vulnerable residents of Lima and Callao. They received S/ 1,000 in seed capital that allowed them to implement their project.



S/ 1,000

**in seed capital that
allowed them to
implement their project.**

Strategic alliances

[GRI 102-12] [GRI 102-13]

In an effort to promote our country's economic growth and sustainable development, we foster synergies and create strategic alliances with our stakeholders, as well as public and private organizations.

Adherence in sustainability matters



PERÚ 2021

We are member partners of the Perú 2021 together with 60 other companies. This non-profit organization has been active for over twenty years, and was created with the goal of raising awareness, training, and mobilizing business leaders in relation to matters of sustainability.



UNITED NATIONS GLOBAL COMPACT

We have been signatories of the United Nations Global Compact since 2011. We carry out our activities under the guidance of its ten principles on human rights, labor rights, the environment, and the fight against corruption.



ILO

At Cálidda, we promote good practices for working sustainably in three areas: economic, social, and environmental. With this goal in mind, we have allied with the ILO to implement the SCORE methodology in three strategic vendors.



APOYO CONSULTORÍA BUSINESS CONSULTING SERVICE (SAE)

A detailed, relevant analysis of the Peruvian economy, the business environment, and the main opportunities and risks present.



KUNAN CHALLENGE

The Kunan is the most important and widely known award for social entrepreneurship in Peru. In 2020, we joined the Kunan Challenge to promote the "Sustainable Cities" category, which invites entrepreneurs who are currently engaged in social and environmental initiatives to contribute to the creation of sustainable cities by improving the quality of and increased access to basic services, such as power, communications, transportation, housing, and/or solid waste management, all based on a sustainable and inclusive approach.



"COMPANIES THAT INSPIRE" PLATFORM

Since 2016, we have belonged to the "Companies that Inspire" platform developed by the United Nations Development Programme (UNDP). This platform seeks to highlight the value of corporate volunteering and its strategic contributions to the company, its collaborators, and society as a whole, as a means for implementing the Sustainable Development Goals through their most cherished asset: their collaborators.



ATU

We have signed an agreement of interinstitutional cooperation with the Autoridad de Transporte Urbano (ATU) for that Lima and Callao have a urban land transport of quality, modern, environmentally clean and economically sustainable.



GOOD EMPLOYERS' ASSOCIATION (ABE)

Institution of the American Chamber of Commerce in Peru, which promotes and certifies labor social responsibility based on good practices demonstrated by Peruvian companies.



GREAT PLACE TO WORK (GPTW)

Contact network with human resources managers from other companies.



ASSOCIATION FOR MANAGERIAL PROGRESS (APD)

Independent organization focused on the development of managers and the challenges they face in their professional development

Trade association membership



NATIONAL MINING AND OIL ASSOCIATION

Business organization consists of legal entities involved in mining, oil and gas, and electricity generation activities. Cálidda's CEO is a member of the Board of Directors of the SNMPE.



COMEX

The country's largest trade association for the promotion of foreign trade.



SPH

Association consisting of companies from the oil and gas industry engaged in exploration, exploitation, transport, and service activities.

Climate action

Environmental commitment

In line with our Sustainability Policy, we have declared our commitment to continuously improving our ISO 14001:2015 certified environmental management system. We promote initiatives and activities that help control and reduce greenhouse gases and mitigate the effects of climate change.

We carry out our activities within a framework of responsible environmental management, identifying and controlling the most significant aspects of our operations, complying with the applicable legal framework, and with other environmental commitments that we have voluntarily adopted.

These good practices are replicated, as part of Cálidda's culture of sustainability, in our collaborators, contractors, users, and other stakeholders. As part of our actions against climate change, we are signatories of the Paris Pledge for Action of 2015, which affirms our commitment to achieving a safe and stable climate through the mass use of Natural Gas in the cities of Lima and Callao. [GRI 102-11]

Our management model is based on the principles of



Precaution



Protection



Prevention

of environmental pollution, and climate change mitigation.

Climate strategy

Natural Gas is the cleanest fuel in the market. This means that the service we provide has a significant impact on the sustainability of the city and people's lives. With this in mind, we are committed to contributing, through our services, to the mass use of more environmentally friendly energy sources and the mitigation of climate change.

Since 2019, we have resumed measuring our carbon footprint based on the ISO 14064 international standard and the International Panel on Climate Change (IPCC) guidelines to help prepare national greenhouse gas inventories. This measurement allows us to determine our impacts, while also adjusting our work strategy.

Environmentally friendly properties of natural gas



Does not need to be transformed to be used



Does not contain sulfur, lead, or other particles that affect the air



Generates fewer polluting emissions



Generates fewer greenhouse gas emissions, thus contributing less to climate change

Cálidda has avoided the emission of
85 million tons of CO₂eq

We have a reduction of
19% of our carbon footprint.



Offsetting 8.3% of our carbon footprint

Under our climate strategy, our contribute to climate change mitigation is based on the following actions:



In 2020, we performed the monthly measurement of CO₂ eq generation using the “Corporative Carbon Footprint” automated digital platform, taking 2019 as the baseline year. We were thus able to improve our voluntary carbon footprint measurement and reporting processes making visible the main emissions sources, obtaining a carbon footprint of 14 695.38 TCO₂eq.



We were recognized by the Ministry of Environment

as the first oil and gas company to file a report via the “Peru Carbon Footprint” digital platform, thus demonstrating our commitment to the climate.



Reduction of the Company's direct CO₂ eq emissions:

In 2020, we set a goal of reducing CO₂ eq emissions by 2%, using a baseline of our 2019 emissions. The measurements taken for 2020 showed a reduction of 19% compared to the baseline. It should be noted that this reduction occurred under the abnormal circumstances triggered by the COVID-19 pandemic.



Offsetting our carbon footprint:

In 2020, we acquired 1220 carbon credits from the Nii Kaniti-Forest Alliance AIDER’s project to achieve carbon neutral certification for 54 vehicles from our fleet, our webpage, and the transportation of our collaborators, corresponding to 8.3% of our footprint.



Emissions avoided because of the change in the energy matrix

A study conducted by Libélula Perú determined that the entry of Natural Gas in Lima and Callao has avoided the emission of 85 million tons of CO₂ eq.³



BREATHE CLEAN, BREATHE LIFE

According to the most recent study by the “Lima Cómo Vamos” observatory (2019), 59.1% of Lima’s residents are not satisfied with the air quality in Metropolitan Lima.

In 2020, we joined forces with Latina.pe and Panamericana Televisión to carry out the “Breathe Clean, Breathe Life” campaign, which seeks to raise awareness among more Peruvians regarding air pollution, its main causes, and its health effects.

The campaign was launched at the discussion panel on “Air Quality: A Challenge for Lima During Peru’s Bicentennial Year.” For four weeks, the campaign provided information and messages on the Latina and Panamericana television channels to improve the visibility of the air quality situation in Lima, raise awareness regarding the problem of pollution and its main causes, such as transportation (obsolete vehicles). Each day, the national weather service (SENAMHI) issued an air quality

forecast on the program “90 mediodía” so that television viewers could start to see pollution as a real, quantifiable problem.

In May and June, we launched the second part of the campaign, which seeks to offer clean fuel options such as NGV.



FUGITIVE EMISSIONS

Our Infrastructure Integrity Management System includes a Damage Prevention Plan to manage the risk associated with potential impacts, and a Contingency Plan to handle emergencies in the Natural Gas distribution system (GRI 103-2).

In 2020, we achieved the following results during the public health emergency:



Slight decrease in the number of leaks compared to 2019, due to the fact that works were not completely halted.



Considerable decrease in the number of new clients connected.

³Value obtained based on assumptions that consider in the hypothetical scenario only thermoelectric plants as an alternative for the generation of electrical energy. (Report of the Contribution of Natural Gas, Libélula-2021)

Operational eco-efficiency

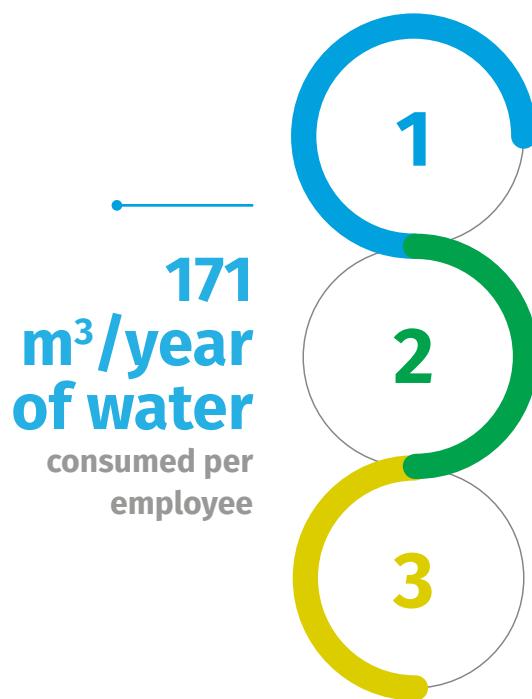
We constantly seek to optimize the use of natural resources in our operations with the goal of consolidating our environmental culture among our collaborators. The measurement of our water and energy consumption

are also important components in the carbon footprint and water footprint measurement processes, which means that they directly affect our impact on the climate and the environment.

Water footprint

[GRI 303-1]

At Cálidda, we have a water footprint program that focuses on:



The results concluded that in 2019, the water consumed per employee amounts to 4.98 m³/year, el cual resultaría en 171 m³/year, which would result in 171 m³/year if the water consumed indirectly is included.

Energy efficiency

We have an energy efficiency program that is focused on the following actions:



Measurement of electric energy consumption

Which includes the monthly collection of information from all areas of the administrative offices in San Borja, city gates, and pressure regulation stations. In 2020 our total energy consumption was 203,785.89 GJ, having a 33% reduction in consumption.



Preparation of the baseline to plan the implementation of the ISO 50001 standard

This requires the implementation of energy management systems for the processes that form part of the Natural Gas distribution system.

Solid waste management

[GRI 306-1] [GRI 306-2]

Based on the Solid Waste Classification study conducted in 2019, we set a goal in 2020 to design and implement a Solid Waste Optimization and Management Plan for the Natural Gas Distribution System in order to minimize adverse impacts on the environment, the health of our collaborators, and the population in our area of influence.

We developed a methodology that determines the solid waste separation level and we evaluate solid waste management based on the value that can be obtained from the waste.

As a result, we were able to make use of 6.62 tons of solid waste, of which 2.23 tons were usable hazardous waste. In accordance with our Solid Waste Optimization and Management Plan, we prioritized getting more value out of waste than we would have by sending it for final disposal in confinement.

We have a reduction of **33%** of our electric energy consumption.

6.62 tons of solid waste, of which, **2.23** tons were usable hazardous waste.

24 thousand
hours of environmental awareness

"HELP BY RECYCLING" PROGRAM

We are part of the ANIQUEM recycling program, which provides co-funding for the full rehabilitation of child burn victims through the proper management of recyclable waste.

Cálidda has donated its recyclable waste to ANIQUEM from 2017 to date, thus helping obtain treatment for child burn victims. As part of this project, in 2020, we formalized our relationship with this organization by signing a recycling agreement establishing the "Help by Recycling" program. Under this agreement, we have committed to recycling and donating paper, cardboard, PET plastic, electronic waste, and metals.

During 2020, we donated 3471.5 kilograms of waste, with a value of S/ 1735. This donation helped provide a year of physical therapy to two patients, and therapy sessions with a psychologist for another patient, all three of whom were survivors of second- and third-degree burns.

This action also achieved the following environmental benefits:

59 

Avoided the felling of 59 trees

8.68 

Saved 8,678 m³ of space in the landfill

14 233 

Saved kWh of energy

Environmental compliance

Our Environmental Management Manual establishes controls measures to manage our compliance with environmental obligations. This document sets forth the methodology for identifying instances of noncompliance in the management system during the organization's activities, including legal noncompliance.

We also have a Comprehensive Environmental Management Plan, which describes the methodology for measuring the organization's performance with regard to its environmental monitoring and compliance targets and indicators.

While we have not been subject to any municipal fines for environmental violations, six alleged violations occurred in 2020. We have submitted our defense arguments in these cases, and our team is taking all of the actions recommended by the competent governmental bodies.

In 2020, the Peruvian Agency for Environmental Assessment and Enforcement opened two sanctioning administrative proceedings against us for alleged violations of environmental standards. As of the date this report was drafted, no punishment has been ordered, since the proceedings are still in the investigation stage.



Transforming our city

Cálidda soup kitchens

Since 2010, we have worked with soup kitchens in our areas of influence to connect them to the Natural Gas network free of charge.

As the COVID-19 pandemic forced us all to adapt to the new normal, we fought

to support those soup kitchen organizers who never let up in their mission to provide food to the children and senior citizens who depend on these community hubs. Our actions were coordinated with the communities, strategic allies, and volunteers to guarantee food security for

families in some of the most vulnerable areas of Lima and Callao through a range of activities.

By the end of 2020, we had connected 854 soup kitchens in 23 districts in Lima and Callao. The women who are the driving force behind these soup kitchens received talks on nutrition, food safety and hygiene, and training on waste separation.

This year, we provided over 300 hygiene kits to the leaders of over 90 soup kitchens in Villa El Salvador, who worked tirelessly to provide food to their communities' most vulnerable members during the global pandemic. With their help, we benefited over 7800 people who use these community hubs each day in this district.

At that same time, as part of our agreement with TECHO, we provided the minimum tools necessary to guarantee compliance with safety measures implemented to control the spread of the virus and ensure personal hygiene, to ensure that food was properly cleaned, and aid in proper physical distancing in seven soup kitchens, to the benefit of over 700 people.

GUERRERO EMPRENDEDOR

As part of the United Nations "Guerrero Emprendedor" program, we worked with over eighty women from soup kitchens in Los Olivos, Independencia, and Comas, providing them with advice and support in adapting their businesses to the new normal during August and September 2020.

Cálidda Soup
Kitchens
benefited over
72 000
people in 2020.





AUREA

Soup Kitchen Organizer – Comas

"Lockdown affected us severely. We didn't have the money to keep doing our work, and this generated a lot of uncertainty. Fortunately, Cálidda provided us with everything necessary to ensure our natural gas supply so that we could feed our community when they needed it most. The company also helped us implement the best measures to prevent the spread of the virus, which helped the people who come to our soup kitchen feel safer and made sure they were protected from COVID-19. Cálidda has always supported us. They have given us training on a healthy diet, as well as safety and hygiene in handling food. That really came in handy now. All of the company's support allowed us to continue serving our neighbors a plate of food and helping them and their families."

Aurea is the head organizer of a soup kitchen in the district of Comas. During the pandemic, she was able to continue feeding her district's most vulnerable residents thanks to a continuous, uninterrupted supply of natural gas.



More than 80

women from soup
kitchen were advised in
the process of adapting
their new businesses to
the new normal.

Archaeology

In mid-2018, our team discovered the tomb of a woman who lived over 600 years ago in the Lurigancho Ravine, located in San Juan de Lurigancho, the most populated district in Peru.

This woman's burial site was discovered and excavated in the area known as El Sauce, in coordination with the Ministry of Culture and the community, as works proceeded for the installation of Natural Gas pipelines nearby.

According to experts, the woman dubbed "Wayaw, the Lady of El Sauce" lived in this area at a time when the chiefdom of the Ruricancho was under the administrative control of the Inca Empire. The body found in the excavated tomb is believed to be that of a young woman, perhaps twenty years old. With a height of 1.48 meters, she was quite tall for her time.

When the funeral bundle was unwrapped at the Cálidda laboratories, experts also found textiles, silver pins, and a spondylus shell bracelet. These rare objects suggest that the entombed woman was quite prestigious. The archaeologist from Cálidda's Archaeological Heritage area noted that the small bag with balls of yarn discovered alongside the woman means that she worked as a textile weaver.

At Cálidda, we have always used a range of strategies to highlight the history contained in archaeological findings uncovered beneath the city's roads and sidewalks, as part of our commitment to the community. We are genuinely concerned with caring for and highlighting Peruvian heritage with a spirit of social awareness.

FACIAL RECONSTRUCTION

After the remains were discovered, Cálidda researchers created a digital 3D reconstruction of the face of the Lady of El Sauce. Using computer software and biometric indicators, we were able to create a highly scientifically accurate approximation of the appearance of a woman who died over 600 years ago.

This finding, along with the excavation, analysis, research, and restoration efforts, are all part of Cálidda's policy of respect and protection of Peru's cultural heritage. During its activities, the Company has made a number of discoveries, which have been carefully excavated in coordination with the Ministry of Culture.

Wayaw was a woman of the people, and the wealth of archaeological

information gleaned from her burial site helps us create links to the past for average citizens, the neighbors of San Juan de Lurigancho, and Lima as a whole.

One of our objectives as a Company is to return the history of these discoveries to the community, sharing them, publicizing them, and making sure people value them. The joint work done by the municipality and its involvement in the finding is extremely important in restoring Peruvian cultural heritage.

As part of the actions we took to share the news of this major discovery, we held the webinar *"Revealing the Face of the Lady of El Sauce"* on November 25, where we told the story of this ancient inhabitant of the Lurigancho Valley, with the participation of the archaeologists and scientists in charge of the discovery.



Non-bank financing

To date,
8255
credits have
been granted
an NBF.

Natural Gas is much more than an opportunity for households to gain access to a more economical fuel. It offers us new tools to improve their quality of life in ways that were not previously possible.

At present, 70% of the people who use Natural Gas belong to the most vulnerable economic sectors in Lima and Callao. In keeping with our purposing of bringing progress to communities, we have developed our non-bank financing (NBF) program, a sustainable initiative that contributes value and wellbeing to low-income families.

Our NBF is an inclusive credit line that aims to foster progress among our users who have demonstrated good payment behavior by providing them with preapproved, easy-access credit up to S/ 4000 to finance products that improve their quality of life, working together with our allied brands: LG, Samsung, Mabe, Sole, Aghaso, Aquamaxx, and SGA; and stores such as El Gallo más Gallo, Carsa, Marcimex, and EFE.



Many of our users do not have a credit history, which limits their ability to take out loans or obtain other financial products. Cálidda's non-bank financing program allows our users to buy household appliances, televisions, kitchen or living room furniture, or even replace old mattresses, cushions and pillows, computers, or audio and video devices. This loan can be repaid in up to sixty installments, which is longer than the average for the bank products market, at an annual effective interest rate (TCEA) of 32%, lower than the market average.

Our portfolio of household appliances also includes a new, high-efficiency dryer that has the added value of its size: it can be hung on the wall to help save space.

In 2020, we placed 8255 credits for more than US\$ 4 million.



LORENZA UBILLUZ

Non-Bank Financing Recipient

"Thanks to Cálidda's non-bank financing, we bought a washing machine with a 13-kg capacity. This has been a major benefit to us, since we didn't have one before. The NBF was like a gift from heaven. The washing machine helped us make sure we always had clean clothes. Before, we washed everything by hand, which was a lot of hard work. Sometimes we even came down with colds. Now it's different. Everything is neat, tidy, and clean. We don't have to spend hours and hours washing clothes, and we don't catch colds. Thanks to the washing machine, we can use that time to do other things, and that has made our lives easier."



Due to her age, Lorenza Ubilluz was denied a loan to buy the household appliance she most needed: a washing machine. But one day, she got a letter with good news: thanks to her punctuality and good payment behavior, Cálidda was offering her a S/ 2,000 line of credit to finance the things she needed for her home.

S/ 2,000

line of credit to finance
the things she needed
for her home.

SOCIAL RETURN ON INVESTMENT

The social return on investment (SROI) analysis measures the value of social benefits in relation to the costs incurred to obtain those benefits or impacts. This ratio is established as a quotient between the net present value (NPV) of the social benefits and the net present value of the expenditures.

This methodology is important because the estimated value includes social and environmental values, components that are often left out of a project's cost-benefit analysis. The methodology is useful in making decisions rooted in the optimization of social and environmental impacts.

At Cálidda, we used the SROI analysis during 2020 to establish the creation of social value in our programs:

Cálidda Soup Kitchens

Natural Gas connections for community soup kitchens.

Cultural Management

Promotion of culture and historical identity.

Voluntades Cáliddas

Volunteer activities and provision of food and/or health kits.

Non-Bank Financing

Financing alternatives superior to normal market options.

Educálidda

Training and education (nutrition, eye health, greenhouse gases, poor household practices).

This analysis made it possible to determine an economic value for the impacts and benefits of our programs and understand our value creation process. For each dollar invested in social investments, we created an average social value of approximately US\$ 1.96, benefiting 40 855 people in 2020.

SOCIAL PROGRESS INDEX

To analyze our compliance with the Sustainable Development Goals and our country's level of development, Cálidda has initiated a process to measure and share the social progress achieved in five vulnerable districts where we operate: Comas, San Juan de Lurigancho, San Juan de Miraflores, San Martín de Porres, and Villa el Salvador.

The tool used to perform this measurement is known as the Social Progress Index (SPI), the first comprehensive measurement model that places a value on people's wellbeing, independently from and as a supplement to the typical economic measurements.

The SPI analyzes social progress based on three dimensions: basic human needs, foundations of wellbeing, and opportunities. This analysis groups indicators into twelve components: nutrition and basic medical care; water and sanitation; shelter; personal safety; access to basic knowledge; access to information and communications; health and wellness; environmental quality; personal rights; personal freedom and choice; inclusiveness; and access to advanced education. The results are shown on a scale of 0 to 100.

According to the Social Progress Index for five vulnerable districts in Lima measured by our Company and Centrum PUCP, Comas obtained a score of 53.0 points; San Juan de Miraflores, 52.7 points; San Martín de Porres, 51.7 points; San Juan de Lurigancho, 51.1 points; and Villa El Salvador, 44.7 points. These results are consistent with those obtained in similar research nationwide, in which no region or city in Peru has achieved medium or high social progress (more than 65 points).

The characteristics of these five districts are similar to one another, although VES has a high percentage of homes with no access to potable water and sanitation; housing in poor condition; and a higher perception of domestic violence and violence against women.

The study allowed for the differentiation, within each district, between the Social Progress Index results for those who were and were not Cálidda gas customers, as well as beneficiaries of the non-bank financing program and users of the soup kitchens supported by Cálidda. It was thus possible to verify that Cálidda Natural Gas users have a higher social progress score compared to other groups (54.7 points). Users of non-bank financing products obtained a score of 53.8 points, followed by soup kitchen users, with 50.6 points, and finally, non-customers, with 48.6 points.

Social Progress Index for five vulnerable districts in Lima measured by our company and Centrum PUCP:

53.0 Pt.

COMAS

52.7 Pt.

SAN JUAN DE MIRAFLORES

51.7 Pt.

SAN MARTÍN DE PORRES

51.1 Pt.

SAN JUAN DE LURIGANCHO

44.7 Pt.

VILLA EL SALVADOR

Creating connections

Economic performance

[GRI 102-45] [GRI 201-1]

The current circumstances marked by government-imposed restrictions have affected the economic value we created during 2020. Nevertheless, although operating revenue was 20.4% lower than the previous year, as of the close of the year, all of Company's sectors and activities in which the company is involved had achieved a complete recovery, with the exception of the Natural Gas for vehicles (NGV) sector, which was affected by changes in consumption patterns. These temporary impacts were also partially offset by the quick resumption of activities after the lockdown period, an austere financial management with respect to discretionary spending, and payment facilities granted to our customers.

93 365

new connections

709 million

Volume billed cubic feet per day

Business continuity

During the pandemic, with the goal of ensuring business continuity and increasing the reliability of remote operations, we began using Chilca Control Room 1, our second backup contingency center.

We also activated the Operating Contingencies Plan to guarantee the coverage of critical points by incorporating contingency personnel.

Network expansion

[Non-GRI Network expansion]

In 2020, we built 972 km of polyethylene pipe networks, contributing to the development of the districts of Breña, Chorrillos, Carabayllo, Pachacámac, La Victoria, Chaclacayo, Ventanilla, Puente Piedra, La Perla, San Martín de Porres, Villa El Salvador, Independencia, Villa María del Triunfo, and Santa Anita. In 2021, we plan to lay more than 1500 new kilometers.

Superior performance and profitability

Despite the adversities and restrictions we faced in 2020, **we achieved the major milestone of one million hookups**.

This milestone came with the hookup at **Alberto L. Barton Thompson Hospital**. We are proud to help improve the sector's performance and reactivate the economy.

As of the close 2020, we had performed 93 365 new connections, thus closing the year with 1 046 067 customers.

Of this total number of hookups for the year, 92 022 are residential users who now enjoy the benefits of Natural Gas.

IDB INVEST FINANCING

This year, we negotiated and signed a loan agreement with a multilateral organization: IDB Invest. This financing agreement was for US\$100 million, with the goal of funding the Company's investment plan. This milestone reconfirms local and international confidence in the Company's superior performance, which has also been backed by the most important credit rating agencies, who kept Cálidda's credit rating stable despite the adverse scenario.

For more details on economic value, please see the metrics chapter "Statement of Financial Position Table."

Million-hookup milestone at Alberto L. Barton Thompson Hospital



Customers

Service quality

[Non-GRI Service quality and customer service] [Non-GRI Customer satisfaction]

We are committed to guaranteeing a prompt, reliable, and safe service that meets our customers' needs and expectations, and allows us to provide solutions that create added value. Internally, we are focused on strengthening a culture of service among our collaborators to guarantee respect, integrity, solidarity, and excellence.

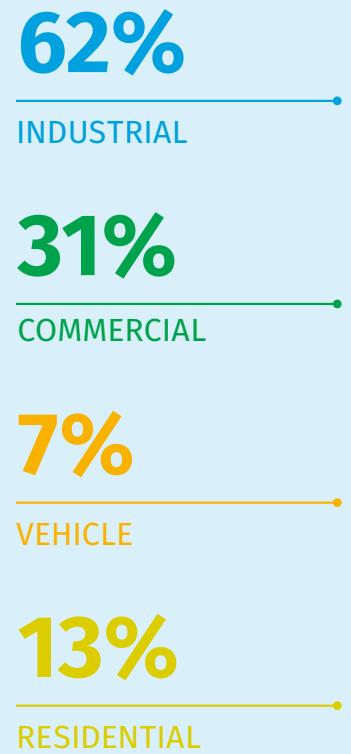
1 046 067

In 2020, we served customers.

Focus on the customer

As part of our work culture, customer satisfaction is essential. Each year, we measure the Net Promoter Score and improve our services based on the feedback received.

in 2020, we measure the Net Promoter Score and the results were:



26.8%

In 2020, the NPS was 26.8%. Our goal for 2021 is to achieve 34.7%



In response to these results, we have implemented processes to improve our services with the goal of increasing customer satisfaction.

We also promote close relations and constant, direct communication with our customers through the following customer service channels:



Customer service centers (six locations) and one service point (Cañete).



Customer service telephone line (Aló Cálida).



Dedicated emergency service line (1808).



Online channels (website, virtual office, and email for submission of complaints).

We also prioritize the proper monitoring of any complaints that may arise. In 2020, the main complaints that we responded to, broken down by the type of institution to which they were submitted, were as follows:

Complaints filed with OSINERGMIN and INDECOPI

[Non-GRI Innovative solutions for clients]

COMPLAINTS	HIGH CONSUMPTION	MANAGEMENT OF DEBTS AND OTHERS VIA BILLING	DELAY IN HOOKUP	READER ERROR	DELAY IN RECONNECTION
OSINERGMIN	2678	2032	718	11 136	443
INDECOPI	551	191	199	92	177

In 2020, we took a number of actions to address the challenges presented by the restricted engagement with our customers due to the COVID-19 emergency. Some of the most notable of such actions included:



Online and self-service channels:

One of our most significant actions was to develop online customer service and self-service channels. These channels can be used to management payments, download bills, report meter readings, make payments via e-wallets, etc.



Chatbot and WhatsApp:

Along the same lines, we also implemented a permanent customer service chatbot and WhatsApp to make online and phone inquiries regarding our service.



New customer service centers:

With the goal of bolstering coverage and reducing customer wait times, we implemented two new customer service centers. These centers included all biosafety protocols and permitted capacity levels to safeguard the health of our customers and collaborators. The first service center was inaugurated in Comas, with the potential to serve 190,000 users from the districts of Comas, Carabayllo, Puente Piedra, Ventanilla, Mi Perú, and Ancón. A second customer service center was opened in San Juan de Lurigancho to serve 260 000 users from the districts of San Juan de Lurigancho, El Agustino, Ate, and Santa Anita.



Interest-free installments:

We support our customers during the unprecedented time due to COVID-19 with some measures like interest-free installments for all residential customers.

Sustainable supply chain

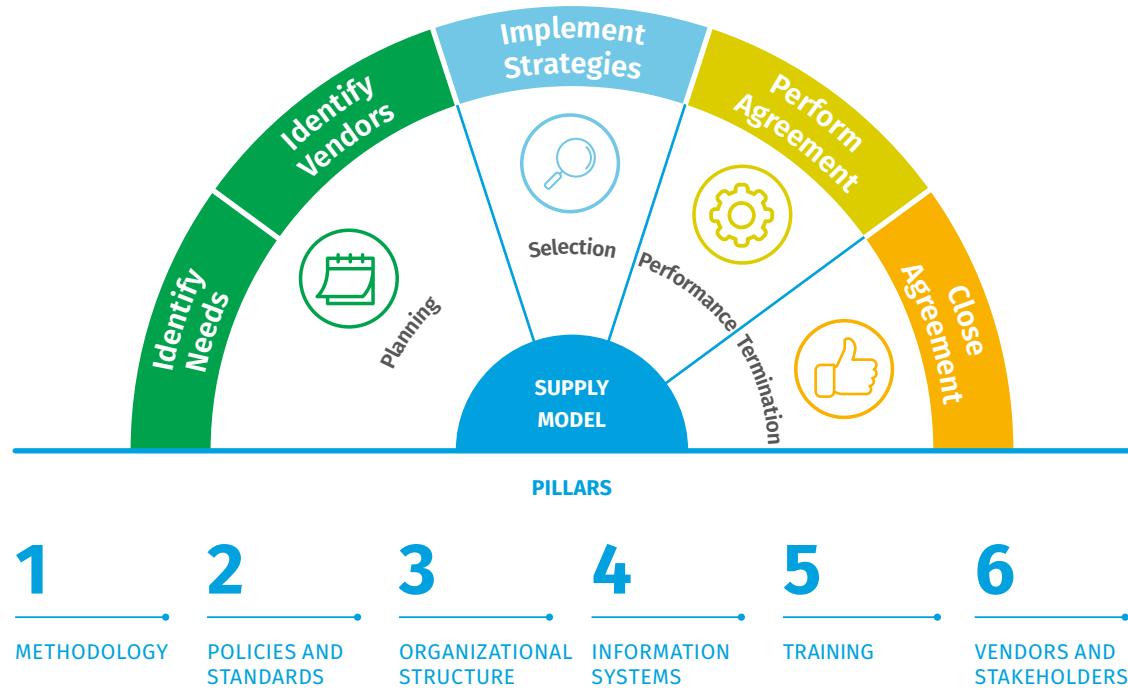
[GRI 102-9] [GRI 102-10]

Our supply chain consists primarily of manufacturers and distributors of goods, as well as construction service companies focusing on steel and polyethylene pipe networks, and pressure regulation stations. It is our priority to guarantee our customers' Natural Gas service, and to expand the mass use of this service in our concession area. To achieve this, we need an efficient supply chain

that allows us to operate with quality, punctuality, competitiveness, ethics, and transparency.

Supply management model

Our supply management is aligned with model proposed by our parent company, Grupo Energía Bogotá.



We have standards, procedures, and specific areas that regulate the processes of our supply model, such as:



Contracting Manual

Supervisor's Manual

Vendor/Contractor Performance Evaluation Instructions

Internal Control and Anti-Fraud and Corruption Policy, among other guidelines

Our Board of Directors also has an Operational Contracting Committee and an Executive Committee, thus allowing us to monitor all of the actions taken in relation to the Company's supply practices.

Our supply area is always involved in the deployment of contractor and vendor activities. For example, following the selection of a contractor or vendor, we appoint a supervisor to monitor on the execution of the agreement entered into between our Company and the third party. During this stage, we keep track of the administrative, technical, financial, legal, and sustainable development aspects of the agreement.

We measure supply management using the following indicators:



Savings



Compliance with service level agreements



Order fulfillment time



Stock shortage

ESG Criteria for vendor selection

[GRI 308-1] [GRI 414-1]

As part of our supply management model, we include environmental, social, and good corporate governance criteria for the selection of our vendors and contractors. We implement the selection as follows:



PROCESS



EVALUATION



PARTY RESPONSIBLE

Selection Process

Vendor information form (signed by legal representative), bank certificate, powers of attorney, verification with National Superintendency of Tax Administration (SUNAT)

Vendor Management

Verification on blacklists

Compliance Officer

VENDOR REGISTRATION

Agreement includes clauses with environmental, labor, and human rights clauses, and anti-child-labor clauses

Legal Area

Supervisor

Occupational health, safety, and environmental certification

Cáldida Occupational Health, Safety, and Environment Area

Supervisor

Vendor evaluation during or upon completion of agreement term, taking into account compliance with technical, administrative, occupational health and safety, environmental, environmental management, community relations, and quality criteria.



Fourth vendors' meeting

As part of our good practices of responsible supply and vendor relations, we held our Fourth Vendors' Meeting in 2020, a space for dialogue in which we can strengthen our bonds with the companies that contribute to the country's development.

With the presence of over 150 vendors, we presented the Annual Procurements Plan, reinforced our ethics and transparency guidelines, and recognized excellence in service, quality, and occupational health and safety performance by giving out awards to vendors.

During the annual objective compliance meeting, the vendor Construrredes was recognized for its high compliance rate with our environmental guidelines, while SyE was recognized as the contractor with the best annual compliance with the processes established in the Community Relations Guide, with a score of 90.13%.

ILO SCORE program

At Cálidda, we promote good practices in an effort to ensure sustainable work in three areas: economic, social, and environmental. With the goal of promoting sustainability throughout our value chain, in 2020, we partnered with the International Labor Organization (ILO) to implement the SCORE Program methodology in three of our strategic vendors.

This program provides training and technical assistance to small and mid-sized enterprises (SMEs) to help improve their procedures and make them more competitive, responsible, and sustainable, with an emphasis on sustainability as a competitive advantage that will help them gain access to new markets.

"Competitive Businesses" program

[Non-GRI GRI Competitive Business Program]

We promote good sustainability practices among our vendors with the goal of supporting their development and competitiveness. For this reason, we are engaged in a project aimed at improving the practices of different vendors by drafting their sustainability reports using the Global Reporting Initiative (GRI) methodology, the most widely utilized in the world.

The "Competitive Businesses" program was conducted with eleven of our strategic vendors, who represent 80% of our expenditures. The vendors were invited to three workshops, where they were provided with eight hours of

training, as well as continuous advice on drafting their sustainability reports and becoming more competitive companies, by presenting sustainability as a competitive advantage that will help them gain access to new markets.

As part of our role of sustainably fostering trust-based relationships with our stakeholders, we believe this is a highly important program in helping vendors consolidate their status as sustainable companies over the medium and long term.

While 2020 was an atypical work period, our supply area still made every effort to continue promoting good practices in our supply chain, alongside our vendors and contractors. Among the most relevant supply-related events and activities in 2020, it is worth noting the following:



85% progress in the implementation of the planned 2020 Annual Procurements and Contracting Plan, valued at US\$ 740 million.



Four online auctions for the supply of materials
with cost reductions of up to 35%.



Implementation of the customer service center outsourcing model
achieving increased operational and economic efficiency.



Negotiations for the inclusion of COVID clauses and rates in Cálidda's most important contracts. To achieve this, we continuously monitored biosafety costs, which helped us succeed in reducing rates and the cost of rapid tests by up to 60%.

In 2020,
we had
1152
vendors.

Innovation

[Non-GRI Unregulated business and innovation]
[Non-GRI Innovation]

Innovation allows us to bolster our value proposition for our current customers, and to diversify and enrich our portfolio of goods and services in the energy market. We are thus able to contribute to the economic growth, sustainability, and comprehensive development of our customers and our surroundings.

The dedicated vehicle has a range of up to **240 km** per tanked



Sustainable transportation

With a view to offering sustainable solutions to the automotive market in Peru, our Assistant Management of Transportation has developed a dedicated vehicle that uses 100% NGV technology, which began operating in late 2020, and complies with the safety and regulatory standards.

The dedicated vehicle has a range of up to 240 Km per tanked.

This vehicle operates exclusively on NGV. Because it has no gasoline equipment, it has more room in the back where the Natural Gas tank used to be installed. The dedicated vehicle has a fueling point on the regular (left) side, and the fuel level can be viewed on the dashboard.

This initiative offers an alternative to traditional transportation in Peru, providing both environmental and economic benefits.

In line with our commitment to decarbonize the energy matrix in the Peruvian automotive sector, during 2020, 9158 vehicles started NGV use, consuming an average of 40.7 cubic meters monthly. Since 2005, the year in which we introduced this new sustainable transportation alternative into the market, over 298 036 vehicles have been converted. These vehicles are served by our 277 NGV service stations in Lima and Callao. [Non-GRI Benefits of Natural Gas]

New goods and services for industrial customers

[GRI 102-2]

For the industry and commerce sector, we offer indoor network installation services so they can use Natural Gas at their different premises, as well as maintenance for their equipment. This service enables us to guarantee the proper functioning of our service and offer security to our customers.

Another area of work that we offer our industrial clients is the design of projects for energy matrix changeover.

Natural Gas

generates value for industries due to its energy efficiency.



Collaborators

[GRI 102-8]

We are firmly convinced it was our human talent who enabled us to adapt to the challenges and changes brought about by the COVID-19 pandemic, and these same people are the driving force behind everything we have achieved as a company.

The pandemic forced us to adapt quickly and make decisions in the face of great uncertainty from the very first day the Peruvian government declared a state of emergency.

The first thing we did was to care for our collaborators' health, implementing a remote work system for 90% of our workforce as quickly as possible.

This presented a significant challenge. We are still learning and improving so that our teams can carry out their

activities like normal, even in spite of the distance, while making sure that they continue to feel like part of the Cálidda team.

We also continued to promote a number of initiatives to help offer our teams competitive value on various fronts, such as belonging to a highly prestigious company with a workplace environment that allows them to develop, grow, and give the best of themselves, taking into account their level of diversity and their range of skills.

Cultural Attributes

Our management is aligned with the cultural attributes of Grupo Energía Bogotá.

GRUPO ENERGÍA BOGOTÁ CULTURAL ATTRIBUTES

LIFE FIRST	SOCIAL CONSCIOUSNESS	SUPERIOR PERFORMANCE
Occupational health and safety	Women and gender equity	Talent and people
Zero accidents	Protect the environment	Developing of capacities
Care and balance of life	Use of resources economic and orientation to customers	Compliance of objectives
	Relationship with communities and value shared	Excellence and high standards

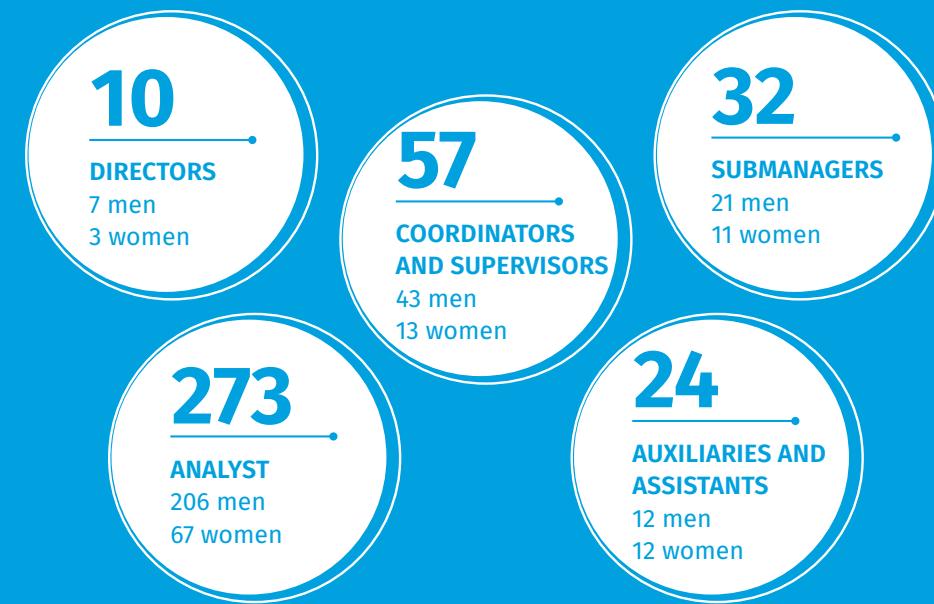


Workforce composition

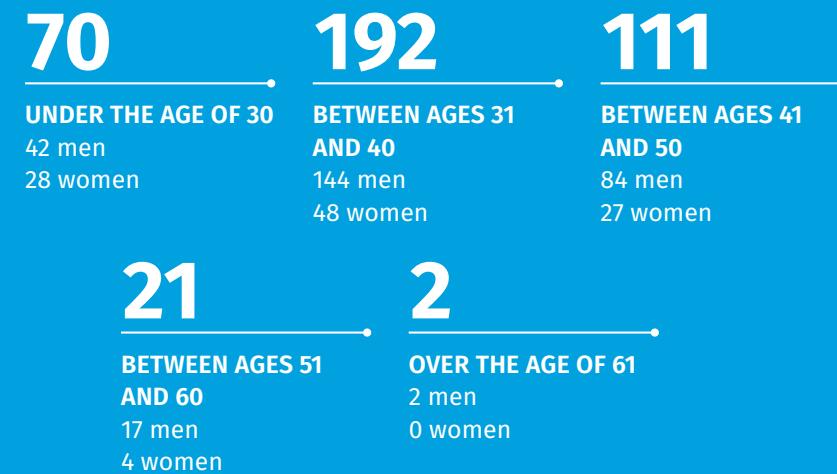
[GRI 102-7] [GRI 401-1]

At the end of 2020, we had 396 collaborators: 289 men and 107 women. Of our total team, 94.9% have open-ended employment contracts. For their part, our contractors had 5300 collaborators working on expansion of the network, connections, and maintenance.

COLLABORATORS BY JOB CATEGORY AND GENDER



COLLABORATORS BY AGE RANGE AND GENDER



WE ARE CÁLIDDA ENERGY WITH A PURPOSE

The cultural evolution project is part of the process of aligning the Company's culture with Cáldida's long-term strategy. The project used agile and co-creation methodologies.

The project consisted of three phases:



The first phase of the cultural transformation project included a diagnosis that began with the gathering of primary information, with the support of our collaborators, and an awareness-raising process among the Company's leaders regarding the importance of managing organizational culture as a long-term vision. After the proposal had been widely shared, with the help of our collaborators at the launch event, we dubbed the cultural transformation project "We Are Cáldida energy with a purpose."

The second phase of the project involved coming up with a collaborative design in which we could define our cultural attributes. Our main conclusion was that the Cáldida team

is proud of the organization and committed to its purposes, and they feel comfortable in their work environment. During this phase, we identified opportunities for improvement, based on which we have established lines of work aimed at strengthening our culture and introducing the attribute of "Passion for Our Customers." Finally, in the third phase, we organized a co-creation workshop with the senior management. In this space, we established the "We Are Cáldida energy with a purpose Spokespeople" group and defined the project's main objectives and goals.

In 2021, we will define the project's roadmap, which will have a duration of two years and include twenty-five priority projects.

A schedule with empathy

In 2020, we also worked on the "Schedule with Empathy" campaign to raise awareness of the importance of a work-life balance during the pandemic.

In April, we conducted a survey to identify the issues and concerns that our collaborators deemed most important as part of the changes and aftereffects that the pandemic caused to the Company and the way we work. In response to our collaborators' concerns, the Company rolled out the "Schedule with Empathy" campaign, aimed at raising awareness among leaders and collaborators regarding the importance of fostering a healthy balance between personal and work life. This was especially necessary at a time that many people's household and family responsibilities have increased, since remote work requires a process of adaptation and work schedules tend to bleed over into personal or family time.

This campaign included talks with the Management Committee and all of the Company's collaborators; motivational speeches; the relaunch of flexible scheduling; use of a time-off "coupon" book; and additional psychological support for collaborators going through difficult times.

Commitment index

[Non-GRI Workplace climate]

All of our hard work was reflected in our collaborator commitment index, measured using the Great Place to Work methodology. Our score for this year was 87.7%.

The index analysis is based on collaborators' responses to the following five survey statements:

- › My work has a special significance for me.
- › My participation here is important.
- › I participate in a group that goes the "extra mile."
- › I want to work here for a long time.
- › I feel proud to work here.

This is undoubtedly one of our most important achievements, and a reflection of the different strategies that have been implemented under the leadership of the Cálidda Human Talent team.

During 2020, many actions were taken to protect the health of our collaborators and their families. Many of the activities scheduled during the work plans for the year were also carried out.



Below are some of the most important actions and milestones of 2020:

WE UPDATED THE INTERNAL WORKPLACE REGULATIONS TO ADAPT TO THE CURRENT CIRCUMSTANCES

- › 100% diagnosis
- › 5 attributes and 17 behaviors.
- › We increased our capacity for change from 1.10 to 2.20 under the Prosci methodology.

WE ESTABLISHED THE SALARY MANAGEMENT COMMITTEE, AND THE CÁLIDDA SALARY POLICY WAS DRAFTED AND DISSEMINATED

- › We design and value 98% of the positions.
- › We developed our salary study.
- › We defined our structure and salary policy and advance our plan to close gaps.
- › We implemented the salary administration committee.

31ST PLACE ON THE MERCO TALENTO RANKING

Moving forward 16 positions comparing with last year.

WE ACHIEVED THE IMPLEMENTATION OF THE WORK PLAN REMOTE AND FROM COVID-19 ATTENTION TO 100%

- › 58% of employees cared for through the medical surveillance plan and 45% assisted for a safe return to face to face work.
- › We had a covid-19 positivity index of 40%, below the index of Perú and Lima.
- › We grew 1.4 points in our IAL GPTW (Work environment indicator)

WE VALUE THE POTENTIAL OF ALL OUR COLLABORATORS, FROM THE HAND OF KORN FERRY AND THE INSTITUTE THUOPER

- › Over 4500 hours of ASME technical skills training.
- › We digitalized our training and boost our network of about 60 internal trainers.

Collective bargaining agreements

[GRI 102-41]

At Cálidda, we comply with all social and labor regulations to the fullest. As part of these efforts, we work to ensure more enduring, stronger unions for our collaborators.

In 2020, 5% of our direct personnel formed part of the Sindicato Unitario de Trabajadores de la Empresa Cálidda Gas Natural de Lima y Callao (SUTRACADD), which has seventeen members.

The area in charge of labor relations interfaces with the Company's union. This year, meetings were held online, and the two entities periodically coordinated to ensure open communication and a friendly workplace.

More than
130
free virtual
conferences of
recognized educational
institutions available
to collaborators.

Training and development

Training

To bolster our fight against COVID-19, we focused our training process on keeping our collaborators informed on the pandemic and the actions we were taking to address the emergency. Thanks to our rapid response, we were quickly able to approve the use of digital tools to carry out training sessions, providing 12 000 hours of training with an average training time per employee of 30.32 hours.

Among the most notable programs developed were the training sessions on compliance with pandemic-related laws and regulations. We also organized training days on process and project management during the emergency, led by our internal network of fifty-eight trainers in response to the need for flexible and effective channels to keep our collaborators informed during the present pandemic.

One of the widest-reaching programs carried out in 2020 was the training we provided together with the ASME School, which offered thirty five courses on legal compliance, occupational health and safety, and the three lines of defense, thanks to which we were able to train 125 collaborators.

We also made intensive use of academic offerings from thirty widely respected educational institutions in the market, who offered us the chance to participate free of charge in over 130 virtual conferences, in which 131 of our collaborators took part.

6549 hours

OF INTERNAL TRAINING



5456 hours

OF EXTERNAL TRAINING



12 005 hours

OF TRAINING





TRAINING HOURS BY GENDER AND JOB CATEGORY

185**DIRECTORS**

128.5 men | 56.5 women

1018**SUBMANAGERS**

780.5 men | 237.5 women

2179.75**COORDINATORS AND SUPERVISORS**

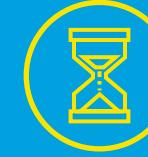
1944.25 men | 235.5 women

8272.75**ANALYST**

6919.35 men | 1353.4 women

349.5**AUXILIARIES AND ASSISTANTS**

169.5 men | 180 women



AVERAGE TRAINING HOURS PER COLLABORATOR BY GENDER AND JOB CATEGORY

18.50**DIRECTORS**

18.36 men | 18.83 women

31.81**SUBMANAGERS**

37.17 men | 21.59 women

38.24**COORDINATORS AND SUPERVISORS**

45.22 men | 16.82 women

30.30**ANALYST**

33.59 men | 20.20 women

14.56**AUXILIARIES AND ASSISTANTS**

4.13 men | 15.00 women



PERFORMANCE MEASUREMENT

In 2020, we continued to consolidate our actions to promote our collaborators' performance and development. In January, Cálidda compensation Committee approved the performance objectives of the company, and in May, we deploy the objectives in cascade in order to promote the contribution individual collaborators with company

challenges. 99% of collaborators defined their objectives, 97% completed the follow-up in the month of September, and 99% finished successfully your evaluation process performance 2020.

In the same way, during this day we have trained about 350 collaborators in workshops for construction and reinforcement of your plan individual development, under the methodology 70:20:10

Experience (70%):

Learning and development through day-to-day tasks, challenges, and practice.

Exposure (20%):

Learning and development with and through others, informal training, use of personal networks, and other acts of collaboration and cooperation.

Education (10%):

Learning and development through structured courses and programs.

Out of all our collaborators, 98% have a Comprehensive Development Plan based on the 70:20:10 methodology that has been integrated into the organization's performance monitoring model.

Talent attraction and retention

One of our main goals is to attract and retain the best talent at our company. We focus on choosing the right person for the right job, giving them the opportunity for professional development and an appropriate work environment within the Company.

To attract and retain the best talent, we strive to offer excellent working conditions to our collaborators in a safe and healthy work environment, along with flexible employment possibilities that allow for a better balance between

personal and work life, in keeping with our mission as a leading company in progress, quality of life, and wellness. At Cálidda, we offer a number of non-salary benefits, as described below: [GRI 403-6]

USE OF TIME-OFF COUPON BOOK	EDUCATIONAL ALLOWANCE	FAMILY MEDICAL INSURANCE	GIFTS
The Company gives collaborators days off as part of its flexible work plan. This allows collaborators to take care of personal and family commitments, thus improving their quality of life and wellness.	The Company grants collaborators an annual fixed payment for each child.	Cálidda covers 100% of the premium for private family medical insurance for collaborators and their direct legal dependents. The insurance policy includes oncological insurance and the "Cuídate" program, which covers non-communicable chronic diseases.	Cálidda gives its collaborators gifts on important dates, such as birthdays, civil matrimony, the birth of a child, and Christmas.
CIVIL MATRIMONY, EMERGENCIES, DEATH OF A RELATIVE LEAVE	ADVANCES AND LOANS	"I LIVE A HEALTHY LIFE" PROGRAM	FIVE-YEAR BONUS
Collaborators receive consecutive calendar days.	Collaborators have access to loans for family emergencies, professional studies, home purchase or improvements, discretionary expenses, and advances on bonuses or profit-sharing.	Program led by Cálidda's Wellness Area, with the main goal of fostering a culture of healthy habits among collaborators through activities that motivate them and their families to live healthy lives.	Collaborators celebrating 5, 10, 20, 15, or 30 consecutive years of work at the Company receive a one-time five-year bonus in acknowledgment of their service.

FLEXIBILITY	FAMILY SUPPORT	HEALTH CARE	PRODUCTS
FLEXIBLE SCHEDULES	SPONSOR OF NATURAL GAS	HEALTH CARE	PRODUCTS
We make available to our contributors five different options schedule, which will allow balance your personal life and labor, even more so in times pandemic.			We support our collaborators with the following benefits: Install Natural Gas in your house, through which Cálidda assumes 100% of the first point; we sponsor your gas appliance, offering a refund of S/ 6000 for the purchase of gas appliances from Cálidda, and convert your car to Natural Gas



We offer a **performance bonus** to our collaborators in relation to compliance with annual goals of organization and goals individual.

Diversity, inclusion, and gender equity

People are the focal point of everything we do. For that reason, we must respect and promote their rights and remediate any negative effects. In accordance with our Sustainability Policy, the Company promotes and fosters a culture of non-discrimination, based on values of workplace equity and a commitment to equality between men and women. We value diversity and we are conscious of the fact that rights are non-negotiable and inherent to all individuals, who must always receive equal treatment.



SEXUAL HARASSMENT INTERVENTION COMMITTEE

The purpose of the Sexual Harassment Intervention Committee is to investigate and issue recommendations for punishment and other additional measures to avoid new cases. This committee is also tasked with guaranteeing collaborator participation in the investigation and punishment of sexual harassment.

In 2020, we organized a training session on sexual harassment for the committee's members, and another for our collaborators, in which we addressed conceptual and procedural issues.

At Cálidda, our collaborators currently elect their representatives—two main members and two substitutes—to the Sexual Harassment Intervention Committee through direct, secret, and individual voting. The Company also appoints two main members and two substitutes. As of this date, the committee is currently operational.

No reports or complaints involving sexual harassment were received in 2020.

GENDER EQUITY

At Cálidda, we recognize the importance of gender equity, and we are working to solidify a strategic approach to implement this commitment. With the support of the Inter-American Development Bank, we are concentrating on the implementation of our Gender Equity Action Plan, which involves five phases:



LEADERSHIP COMMITMENT

- Consolidation of a gender equality strategy for the entire organization.
- Dissemination of this strategy.



NON-DISCRIMINATION AND EQUAL OPPORTUNITY POLICY

- Drafting of a Corporate Non-Discrimination Policy.
- Socialization of the policy.



INCLUSIVE RECRUITING

- Drafting of an Inclusive Recruiting Policy.
- Socialization of the policy.
- Approach organizations/channels/networks of professional women.



CARE WORK

- Implementation of a flexible workday for collaborators in their roles as caregivers (parental leave, breastfeeding, and others).



CAREER DEVELOPMENT AND PROMOTION

- Career development program for women.



DORIS VALLUMBROSIO

Coordinator – Supervisor of Network Connections

"Our society is still dealing with prejudices or roles that have traditionally been assumed to be a fact. As pioneering women in this field, we play a leading role in blazing a path toward equal opportunities so that more women will join in. Cálidda seemed like a great opportunity, because they allowed me to study and work at the same time. In the future, I hope to learn more and continue growing within the company."

Doris Vallumbrosio is responsible for 24 people: 12 technical personnel and 12 construction workers, all of them men. In the face of prejudice, Doris proved her bravery, her abilities, and her competitiveness. Cálidda remained by her side as she faced this immense personal and professional challenge.



She was in charge of 24 people

12 technicians and 12
bricklayers, all men.



2020 Activities

Throughout 2020, we performed a number of activities to bolster our culture of diversity and inclusion:

LGBT+ PRIDE DAY

On June 28, we recognized International LGBT+ Pride Day by sending a mass email to all of our collaborators.



MONTH OF WOMEN AND EQUITY

During this activity, we offered the "Let's Talk About Equity" workshop with the goal of raising awareness among our collaborators about the importance of promoting gender equity.

In March, we organized entrepreneurship fairs, dance classes, massage sessions, and self-care workshops.



Massage session



Replenish your energy



"Let's Talk About Equity" Workshop



Self-Care Workshop



Entrepreneurship Fair



Occupational health and safety

Workplace safety

[GRI 403-1] [403-3]

In 2020, along with Grupo Energía Bogotá and all of its affiliates, we began working on the Cultural Transformation for Occupational Health and Safety.

This strategy seeks to solidify a culture of occupational health and safety by implementing a plan for the mitigation of prioritized risks in the short term (containment plan) and developing a structured plan based on world-class best practices using a "Zero Accidents Vision" model that contributes to the Company's operational excellence, thus creating value (in the medium term). This strategy is based on the following convictions:

"Life First"

An overarching cultural attribute of "Life First" for all collaborators.

All accidents

are preventable.

Health and safety

demand leadership.

Health and safety

are profitable.

Our "Vision Zero" is based on two aspects:

**SHORT-TERM
CLIMATE**



**MEDIUM- AND
LONG-TERM CULTURE**



**VISION
ZERO**

Short-term climate

Our management is based on our handling of findings, accident rate analysis, and informed decision-making, as well as the mitigation of prioritized risks, with the goal of reducing the accident frequency rate.

Medium- and long-term culture

We take great care in the review and improvement of high-risk work training plans and standards, audits, OHS performance/acknowledgments, continuous improvement, and the strengthening of OHS leadership among the Company's upper management and our main contractors.



Prevention and self-care are the foundations of our prevention philosophy. This approach is rooted in our commitment to meeting the occupational

health and safety expectations of our stakeholders, and to safeguarding the health and safety of our collaborators, contractors, vendors, and customers.

Stakeholders' occupational health and safety expectations



Board of Directors/ Shareholders

- › Reduce accident rate indicators
- › Maximize profitability
- › Achieve operational excellence

Workers/Contractors

- › Ensure safe working environments and conditions

Auditors/Competent Authorities

- › Comply with laws in force

Customers

- › Guarantee safe and reliable service

This management is based on international standards, preventive practices, and of course, the laws in force in our country. While a strong performance prevents risks and fosters efficiency, the underlying reason for self-care is the people themselves and their wellness.

As part of this project, we have also carried out other activities, including:

Training of strategic, tactical, operative, and OHS area leaders in the following courses: "Rules that Save Lives"; "Visible Leadership"; "Proactive Strategic Ally Management"; "Critical Risk Assurance"; and "Effective Incident Investigation".

Behavior observation - visible leadership to foster and strengthen visible leadership at the strategic level of the organization, which substantially contributes to the preventive observation of unsafe acts and conditions, as well as the detection of imminent risks, thus reinforcing a sense of vulnerability and organizational culture.

"Rules that save lives" provides a practice, proactive, and easy-to-use and -understand tool for all levels of the organization, which provides rapid help to front-line collaborators in taking into account the relevant considerations and necessary actions before beginning a task, with the goal of achieving an environment free of unmanaged risks.



We promoted
14
courses and
training sessions
in 2020

Operational critical list minimum checklist for high-risk work in order to detect warning signs on time (high-risk situations in which safety controls are lacking, ineffective, or are not implemented, with a high potential for serious or fatal injuries).

Process safety diagnosis for implementation in Cálidda's processes. Activities carried out include training sessions, operational facility evaluations, and an initial diagnosis results report. [GRI 403-2]

To address the challenges inherent to the COVID-19 pandemic, we continued to improve internal processes by implementing our Business Intelligence Strategy. This will allow us to automate OHS indicators using dashboards to make objective decisions.

We launched a new findings management system using mobile applications that capture data in the field regarding OHS compliance and objections so that we can take immediate actions and automatically generate databases, reports, and alert emails.

We also implemented a digital platform to manage learning so that we have audiovisual materials all in a single application that is accessible anywhere, anytime by Cálidda's collaborators to encourage lifelong learning.

OHS TRAINING

To continue with our plan to strengthen our occupational health and safety culture, we promoted 14 courses and training sessions over the course of 2020 [for more detail, please see Annex 1 to this document].

AWARD FOR EXCELLENCE IN RISK PREVENTION

[GRI 403-7]

All of our hard work was recognized in the "Excellence in Risk Prevention Award" competition organized by RIMAC Seguros, Peru's leading insurance company. Cálidda won in the category of "Best Occupational Risk Prevention Initiative."

This major annual competition recognizes the companies with the best occupational risk prevention practices. This year, Cálidda received this **award for the implementation of the "Application of Business Intelligence to Occupational Health and Safety" Project**, which enabled us to effectively manage the risks faced by our collaborators and reduce the accident rate through the digital and cultural transformation that we have been carrying out.

In the midst of a scenario as challenging as the one we now face; we strive to be consistent with our cultural attribute of "Life First" and prioritize people's health.





JOINT EMPLOYER/EMPLOYEE OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

[GRI 403-4]

All of our collaborators are represented on the Joint Employer/Employee Occupational Health and Safety Committee. This committee is elected every two years, and consists of twelve regular members and eleven substitutes, of which six represent the company and six represent the collaborators, each one with their respective substitutes.

The current committee members will continue to perform their duties until the public health emergency officially comes to an end. After that, the election process for the 2021-2022 period will be held.

OCCUPATIONAL HEALTH

During the COVID-19 pandemic, we promoted a range of actions to protect our collaborators' health. Cálidda's Occupational Health and Safety Area carried out a continuous monitoring program to supervise all of our collaborators' health, with the help of a staff of occupational medicine specialists.

We also implemented the Annual Occupational Health and Safety Program, which included workplace monitoring for administrative and operational collaborators.

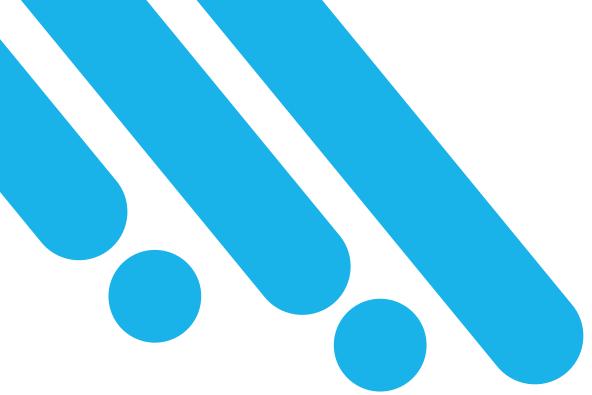
We performed medical monitoring of those collaborators who tested positive for COVID-19 to stay updated on their recovery process. We also promoted our Emotional Wellness Plan, with the goal of providing support to our collaborators during the COVID-19 pandemic.

OCCUPATIONAL HEALTH TRAINING

[GRI 403-5]

Throughout 2020, we trained our personnel on the different implications that the pandemic will have for our day-to-day lives, and the changes to be made and actions to be taken by the Company to mitigate the effects of the emergency. As part of these efforts, we organized the following courses and training sessions:

COURSE	AIMED AT	DESCRIPTION
WHAT YOU NEED TO KNOW ABOUT THE COVID-19 VIRUS	All collaborators	Provide information on COVID-19 and preventive/collective measures to be taken.
EMOTIONAL WELLNESS	All collaborators	Provide practical techniques for the adequate handling stress and anxiety and the promotion of self-care.
ERGONOMICS IN THE WORKPLACE	All collaborators	Provide recommendations to optimize interaction between the collaborators, machinery, and the work environment, in order to adapt them to collaborators' abilities and limitations.
HEALTHY DIET	All collaborators	Provide recommendations on a healthy diet (eat a variety of foods that give you the nutrients you need to stay healthy, feel good, and have energy).
OCCUPATIONAL HEALTH AND SAFETY INDUCTION TALK	New collaborators	Collaborators training on general OHS topics, such as policies, standards, practices, concepts, and issues specific to COVID-19.



ESG metrics

- 136 Social metrics
- 147 Economic metrics
- 149 Environmental metrics



Social metrics

Table 1. Information on collaborators
[GRI 102-7] [GRI 102-8]

GENERAL LABOR INDICATORS	
Total number of collaborators	396
Number of men with open-ended employment contract	277
Number of women with open-ended employment contract	99
Number of collaborators with open-ended employment contract	376
Number of men with fixed-term employment contract	12
Number of women with fixed-term employment contract	8
Number of collaborators with fixed-term employment contract	20
Number of men with other types of contracts	0
Number of women with other types of contracts	0
Number of collaborators with other types of contracts	0
Percentage of collaborators with open-ended employment contract	5.1%
Percentage of collaborators with fixed-term employment contract	94.9%
Percentage of collaborators with other types of contracts	0.0%
Total number of men	289
Total number of women	107
Percentage of men	73.0%
Percentage of women	27.0%
COLLABORATORS AT THE ORGANIZATION BY JOB CATEGORY	
Senior Management (women)	3
Senior Management (men)	7
Senior Management (total)	10
Middle Management (women)	11
Middle Management (men)	21
Middle Management (total)	32

Advisors (women)	14
Advisors (men)	43
Advisors (total)	57
Professionals (women)	67
Professionals (men)	206
Professionals (total)	273
Support/Assistants (women)	12
Support/Assistants (men)	12
Support/Assistants (total)	24
TOTAL	396
COLLABORATORS AT THE ORGANIZATION BY AGE	
Age 30 and under (women)	28
Age 30 and under (men)	42
Age 30 and under (total)	70
Between ages 31 and 40 (women)	48
Between ages 31 and 40 (men)	144
Between ages 31 and 40 (total)	192
Between ages 41 and 50 (women)	27
Between ages 41 and 50 (men)	84
Between ages 41 and 50 (total)	111
Between ages 51 and 60 (women)	4
Between ages 51 and 60 (men)	17
Between ages 51 and 60 (total)	21
Age 61 and older (women)	0
Age 61 and older (men)	2
Age 61 and older (total)	2

DIVERSITY	
Number of women in management positions	14
Percentage of women in management positions	33%
Number of women in junior management positions (first management level)	3
Percentage of women in junior management positions (first management level)	9%
Number of women in senior management positions (no more than two levels below CEO)	3
Percentage of women in senior management positions (no more than two levels below CEO)	30%
Number of women in positions with revenue generation duties	55
Percentage of women in positions with revenue generation duties	14.6%
Number of collaborators with disability on payroll	1
Percentage of collaborators with disability on payroll	0.25%
Number of foreign collaborators in the company who work at the main office or branches located in the country	6
Percentage of foreign collaborators in the company who work at the main office or branches located in the country	1.52%
Number of collaborators belonging to ethnic minorities who work at the main office or branches located in the country	NA

Table 2. Supply chain description (Number of Vendors)
[GRI 102-9] [GRI 204-1]

LOCAL VENDORS	
Total number of vendors	1152
Number of local vendors	1052
Number of international vendors	100
Percentage of local vendors	91%

PROPORTION OF EXPENDITURE ON LOCAL VENDORS	
Total amount spent on the procurement of goods and services during the reporting period	US\$ 536 816 604
Amount spent on the procurement of local goods and services	US\$ 524 542 156
Percentage of goods and services procured locally (%)	97.7%

Table 3. Expenditure on infrastructures and supported services
[GRI 203-1]

PROGRAM (SIGNIFICANT EXPENDITURES ON INFRASTRUCTURE AND SUPPORTED SERVICES)	
Cálidda Soup Kitchens	US\$ 8870.33
Energy Solidarity (TECHO – improvement of VES soup kitchen, equipping of Villa Panamericana, installation of NG for fire department, La Casa de Todos de la Beneficencia in Lima, archaeology)	US\$ 96971.48
Implementation of improvements in four soup kitchens through the "Voluntades Cálidas" program	US\$ 1142.85

Table 4. New hires and personnel turnover
[GRI 401-1]

COLLABORATORS TURNOVER	
Total number of collaborators who ceased working for the Company	28
Personnel turnover rate	7%
Personnel turnover rate due to voluntary resignation	3%
Number of collaborators who left by mutual agreement	12
Number of collaborators who died	0
Number of collaborators who retired with pension or whose contract expired	4
Number of collaborators transferred between companies	0
Number of collaborators who left due to voluntary resignation	12
Number of collaborators terminated	0
Percentage of collaborators who left by mutual agreement	43%
Percentage of personnel who left voluntarily / total number of personnel who ceased working for the Company	43%

Table 5. Occupational health and management system
[GRI 403-1]

IMPLEMENTATION OF THE OCCUPATIONAL HEALTH AND MANAGEMENT SYSTEM	
Legal requirements covered by the Occupational Health and Management System	<ul style="list-style-type: none"> Comply with the principles of the Occupational Health and Safety Management Systems indicated in Article 18 of Law 29783 and the voluntary occupational health and safety programs adopted by the employer. Construction manual created by the National Superintendency of Labor Inspection (SUNAFIL). OSHA 29 CFR 1926. OSHA 18001 / ISO 45001. OSHA Standards. Basic Ergonomic Standards RM-375-2008 TR.
Guidelines or standards established for the Occupational Health and Safety Management System	<ul style="list-style-type: none"> National Building Code – Construction Safety Standards, G-50. Basic Health and Safety Regulations for Building Works, approved by Supreme Resolution (Resolución Suprema) 021-83-TR. Safety Regulations for Oil and Gas Activities, approved by Supreme Decree (Decreto Supremo) 043-2007-EM. Procedure for reporting and statistics on emergency matters and occupational diseases in the activities of the oil and gas subsector, approved by OSINERGMIN Resolution 172-2009-OS/CD. Occupational Health and Safety Act, approved by Law 29783. Occupational Health and Safety Regulations of Law 29783, approved by Supreme Decree 005-2012-TR. Law 30220, amending Law 29783—the Occupational Health and Safety Act. Regulations on Industrial Health and Safety Committees, approved by Director's Resolution 1472-72-IC-DGI. List of occupational diseases established by virtue of Technical Health Standard (NTS) 068-MINSA/DGSP v.1. Act establishing the obligation to prepare and submit emergency plans – Law 28851. Supreme Decree 023-2018-EM, amending the Environmental Protection Regulations for Oil and Gas Activities. Safety Regulations on Oil and Gas Storage, approved by Supreme Decree 052-93-EM.
IMPLEMENTATION OF THE OCCUPATIONAL HEALTH AND MANAGEMENT SYSTEM	
<ul style="list-style-type: none"> Safety Regulations on Oil and Gas Transportation, approved by Supreme Decree 026-94-EM. Regulations on the Sale and Distribution of Liquid Fuels, approved by Supreme Decree 030-98-EM. National Act on Land Transport of Hazardous Materials and Waste, approved by Law 28256. National Regulations on Land Transport of Hazardous Materials and Waste, approved by Supreme Decree 021-2008-MTC. Material Safety Data Sheet Format for Land Transport of Hazardous Materials and Waste, D.S. 2613-2013-MTC/15. National Vehicular Regulations, approved by Supreme Decree 058-2003-MTC. National Traffic Regulations, approved by Supreme Decree 016-2009-MTC. NTP 399.010-1: Safety Signals and Signs. NTP 350.043-1: Portable Fire Extinguishers. Technical documents: Occupational Medical Exam Protocols and Diagnostic Guides for Mandatory Medical Exams by Activity - RM 312-2011/MINSA. Ministerial Resolution 050-2013-TR "Approval of Reference Minimum Information Forms for the Mandatory Records of the Occupational Health and Safety Management System." Law 30102—Act establishing preventive measures against harmful effects to health due to prolonged exposure to sunlight. Ministerial Resolution amending EMO 571-2014 MINSA protocols (Art. 6.7.2 "Presence of Occupational Health Specialist"), DS-006-2014 TR amending the regulations established by DS-005-2012 TR (Arts. 27, 28, and 101). DS-012- 2014 TR amending the regulations established in D-005-2012 TR (Art. 110, amendment of Forms 1 and 2). Ministerial Resolution RM-087-2015-PCM – Drill Performance. Law 28048, "Act for the protection of pregnant women who perform work that may pose a risk to their health and/or the normal development of the embryo and fetus," dated July 8, 2003. Supreme Decree 009-2004-TR—"Regulations on the Act for the Protection of Pregnant Women," dated July 20, 2004. Supreme Decree 011-2019-TR—"Occupational Health and Safety Regulations for the Construction Sector." Compliance with the legal and statutory framework for SARS-CoV-2 (COVID-19) 	

Table 6. Hazard identification, risk assessment, and incident investigation
[GRI 403-2]

HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION	
Processes used to identify occupational hazards and assess risks periodically or sporadically	<ul style="list-style-type: none"> We have a procedure for the hazard identification and risk assessment (HIRA), which establishes the methodology for preparing the hazard identification and risk assessment matrix (HIRA Matrix), and states that this matrix shall be reviewed at least once a year, or whenever any changes occur in the facilities, equipment, work procedures, laws, etc. When any applicable changes to the HIRA Matrix are identified, a meeting is held between the party responsible for the process and the Occupational Health and Safety (OHS) Area. The hazards and associated risks are analyzed, assessing the degree of criticality of the risk. Depending on this analysis, the control hierarchy is used (elimination, substitution, engineering and administrative, and personal protective equipment) and the necessary operational controls are included. If the risk level is unacceptable, residual risk controls are included.
Describe the processes used by collaborators who wish to report hazards or situations of occupational hazard, as well as an explanation of how collaborators are protected against possible retaliation	<ul style="list-style-type: none"> Any collaborator can report occupational hazards or risks to their immediate superior, in coordination with the OHS Area and members of the OHS Committee. The associated risks are then assessed and the matrix is updated, as applicable. This process is covered by Art. 10 of the Internal OHS Regulations (RISST, for its acronym in Spanish). Art. 9 of the RISST states that collaborators have the right not to be victims of hostile acts or coercion by the Company as a consequence of their duties with regard to OHS. Art. 10 of the RISST states that collaborators must inform their immediate superior of any events or situations that may pose a risk to their health and safety or the physical facilities, and where possible, immediately adopt the applicable corrective measures, and shall not be subject to punishment of any kind for doing so.

Table 7. Occupational health services
[GRI 403-3]

OCCUPATIONAL HEALTH SERVICES
<p>Occupational health services that help in hazardous identification and elimination and risk minimization</p> <ul style="list-style-type: none"> The Assistant OHS Management has outsourced the occupational health service, which has the following structure: <ol style="list-style-type: none"> Occupational Medicine Specialist Account Supervisor Physician Medical Assistant at Cálidda The responsibilities of this service are as follows: <ol style="list-style-type: none"> Establish the occupational health baseline. Prepare an Annual Occupational Health Plan and Employee Health Monitoring Program. Implement or keep Cálidda's medical record system (clinical histories organized by year and patient code), ensuring confidentiality. Review medical exam results and validate aptitudes, based on job hazards and risks and the efficiency required by the Company. Arrange for follow-up tests where occupational diseases are suspected. Implement medical exam procedure and keep it up-to-date. Assess ergonomic and psychosocial risks. Provide medical care in case of emergencies to company and contractor personnel. Keep records and ensure they are up-to-date. The service's quality is guaranteed by audits and compliance with the Occupational Health Program. The outsourced medical clinic is registered with and authorized by the General Directorate of Health (DIGESA), which is the competent regulatory body. The occupational medicine specialist has an office in our facilities, where collaborators can seek advice or care at any time. Occupational medicine monitoring is also performed, where the physician schedules a meeting with collaborators to offer them medical recommendations on how to improve their health conditions. Occupational medicine information is personal and confidential. Additionally, in accordance with the laws in force, occupational medical exams are performed on an annual basis for operating positions, and every two years for administrative personnel.

Table 8. Injuries, occupational diseases, days lost, absenteeism, and number of fatal victims
[GRI 403-2] [GRI 403-9] [GRI 403-10]

INJURIES, OCCUPATIONAL DISEASES, DAYS LOST, ABSENTEEISM, AND NUMBER OF FATAL VICTIMS	
Total number of collaborators	408
Hours worked	1 059 939
Days worked	44 164
Deaths due to workplace accidents	0
Rate of deaths resulting from injuries sustained during workplace accidents	0
Workplace accidents with serious consequences (not including deaths)	0
Rate of workplace accidents with serious consequences (not including deaths)	0
Absence due to workplace accidents	0
Severity index	0
Total registerable workplace accidents	0
Rate of injuries due to registerable workplace accidents	0
Deaths due to occupational disease	0
Occupational disease	0
Days of absence due to occupational diseases	0
Occupational disease frequency rate	0

Table 9. Average annual training hours per collaborator, broken down by gender and job category
[GRI 404-1]

AVERAGE ANNUAL TRAINING HOURS PER EMPLOYEE, BROKEN DOWN BY GENDER AND JOB CATEGORY	
Directors (women)	56.50
Directors (men)	128.50
Directors(total)	185

Submanager (women)	237.50
Submanager (men)	780.50
Submanager (total)	1018
Coordinators and supervisors (women)	235.50
Coordinators and supervisors (men)	1944.25
Coordinators and supervisors (total)	2179.75
Analyst (women)	1353.40
Analyst (men)	6919.35
Analyst (total)	8272.75
Assistants and auxiliaries (women)	180.00
Assistants and auxiliaries (men)	169.50
Assistants and auxiliaries (total)	349.5
Total hours of training in the last year	12005

Table 10. Programs to improve employee skills and transitional aid programs
[GRI 404-2]

SKILL MANAGEMENT AND CONTINUOUS TRAINING PROGRAMS	
Collaborators benefited	395 collaborators benefited, with coverage of over 8000 training services

Table 11. Percentage of collaborators who receive periodic performance and professional development evaluations
[GRI 404-3]

PERCENTAGE OF COLLABORATORS WHOSE PERFORMANCE AND PROFESSIONAL DEVELOPMENT IS REGULARLY EVALUATED, BROKEN DOWN BY GENDER AND JOB CATEGORY	
Total number of collaborators evaluated – Senior Management (women)	3
Percentage of collaborators evaluated – Senior Management (women)	100%
Total number of collaborators evaluated – Senior Management (men)	5
Percentage of collaborators evaluated – Senior Management (men)	83%

Percentage of collaborators evaluated – Senior Management (total)	80%
Total number of collaborators evaluated – Middle Management (women)	10
Percentage of collaborators evaluated – Middle Management (women)	91%
Total number of collaborators evaluated – Middle Management (men)	20
Percentage of collaborators evaluated – Middle Management (men)	100%
Percentage of collaborators evaluated – Middle Management (total)	97%
Total number of collaborators evaluated – Advisors (women)	12
Percentage of collaborators evaluated – Advisors (women)	92%
Total number of collaborators evaluated – Advisors (men)	41
Percentage of collaborators evaluated – Advisors (men)	100%
Percentage of collaborators evaluated – Advisors (total)	98%
Total number of collaborators evaluated – Professionals (women)	58
Percentage of collaborators evaluated – Professionals (women)	100%
Total number of collaborators evaluated – Professionals (men)	194
Percentage of collaborators evaluated – Professionals (men)	99%
Percentage of collaborators evaluated – Professionals (total)	99%
Total number of collaborators evaluated – Support/Assistants (women)	11
Percentage of collaborators evaluated – Support/Assistants (women)	100%
Total number of collaborators evaluated – Support/Assistants (men)	12
Percentage of collaborators evaluated – Support/Assistants (men)	100%
Percentage of collaborators evaluated – Support/Assistants (total)	100%
Total number of women evaluated	94
Total percentage of women evaluated	98%
Total number of men evaluated	272
Total percentage of men evaluated	99%
Total percentage of collaborators evaluated	99%

Economic metrics

Table 12. Markets served (customer, account, and business type)
[GRI 102-6]

NUMBER OF CUSTOMERS	2018	2019	2020
Residential	751 312	940 240	1 032 262
Commercial	8980	11 468	12 792
Industrial	626	670	701
NGV	275	279	284
Generators	23	25	28
Total Customers	761 216	952 682	1 046 067

Table 13. Statement of financial position
[GRI 102-7]

- Assets:** We closed 2020 with an asset level of US\$ 1 083 038.
- Liabilities:** We closed 2020 with a liability level of US\$ 747 735.
- Net Equity:** During the year, net equity totaled US\$ 335 303.

	2019	2020
Value Created (A)	Operating revenue	717 861
		571 055
Value distributed (B)		694 997
		566 129
	Operating costs	550 364
	Personnel costs and expenses	24 524
	Taxes	39 096
	Net financial costs	21 218
	Dividends to shareholders	59 795
	Value retained (A-B)	22 864
		4 927

Table 14. Cálidda's assets
[GRI 102-7]

ASSETS	2020	LIABILITIES AND NET EQUITY	2020
Current Assets	169 893	Current Liabilities	157 902
Non-Current Assets	913 145	Non-Current Liabilities	589 833
		Net Equity	335 303
Total Assets	1 083 038	Total Liabilities and Net Equity	1 083 038

Tabla 15. Economic results
[GRI 102-7]

ECONOMIC VALUE (IN MILLIONS OF UNITED STATES DOLLARS)	2018	2019	2020
Generated (net sales)	674.9	717.9	571.1
Retained	15.9	22.9	4.9
Distributed	658.9	695.0	566.1

Table 16. Distribution capacity
[GRI 102-7]

	2018	2019	2020
Distribution capacity (millions of cubic feet daily)	420	420	420
Natural Gas sold (millions of cubic feet)	779	784	707

Environmental metrics

Table 17. GHG emissions (Scope 1, 2, and 3)
[GRI 305-1] [GRI 305-2] [GRI 305-3]

DIRECT AND INDIRECT EMISSIONS (TONS/CO ₂ EQ)	CÁLIDDA	
	2019	2020
Scope 1 Emissions	16 289.89	14 046.91
Scope 2 Emissions	536.60	469.74
Scope 3 Emissions	1289.44	178.73
Total Scope 1, 2, and 3	18 115.93⁴	14 695.38

Table 18. Fugitive emissions
[Non-GRI Leak Prevention and Incident Management]

LEAK MANAGEMENT	CÁLIDDA		
	2018	2019	2020
Regulated customers	184 403	191 466	93 365
Number of leaks less than 1000 cubic feet	278	354	349
Number of leaks over 1000 cubic feet	112	127	86
Number of leaks	390	481	435
Ratio per Increase in Hookups	0.21%	0.25%	0.47%

Table 19. Water consumption
[GRI 303-5]

WATER CONSUMPTION (MEGALITERS)		
	2019	2020
11 279		3 504

⁴[GRI 102-48] In view of the updated sources and methodology for the calculation of the carbon footprint, we have modified the information reported in 2019. The data included in this report corresponds to the updated values.

Table 20. Energy consumption
[GRI 302-1] [GRI 302-4]

ENERGY CONSUMPTION INSIDE THE ORGANIZATION (GIGAJOULES)	2019	2020
Energy consumption from non-renewable sources (g)		
Diesel consumption	1325.39	834.09
Gasoline consumption	2293.77	1530.08
Natural Gas consumption	256 997.15	191 486.04
Energy purchased in the network (G)		
Purchased energy consumption	11 350.00	9935.68
Total internal energy consumption (GJ)	271 966.31	203 785.89

Table 21. Operations Inside or next to protected areas or zones with a high level of biodiversity
[GRI 304-1]

OWNED, LEASED, OR MANAGED OPERATIONAL CENTERS LOCATED INSIDE OR NEXT TO PROTECTED AREAS OR ZONES WITH A HIGH LEVEL OF BIODIVERSITY
Our operations do not have any significant impact on biodiversity.

Table 22. Waste generated
[GRI 306-3]

WASTE BY TYPE AND DISPOSAL METHOD (T)	2020
Total hazardous waste	
Recycled	2.23
Transport to dumpsite	25.67
Total non-hazardous waste	
Recycled	4.39
Transport to dumpsite	7.60
Total waste generated	39.89

GRI Content Index

For Materiality Disclosures Services, GRI Services has ensured that the GRI Content Index is clear, and that the references for Contents 102-40 to 102-49 correspond to the indicated sections of the report.



Annex: GRI Content Index
[GRI 102-55]

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
FOUNDATION			
GRI 101: Foundation 2016			
GENERAL DISCLOSURES			
Organizational Profile			
102-1 Name of the organization		14	
102-2 Activities, brands, products, and services		15, 105	
102-3 Location of headquarters		3	
102-4 Location of operations		15	
102-5 Ownership and legal form		Public limited company (S.A.)	
102-6 Markets served		15, 145	
102-7 Scale of the organization		108, 136, 137, 138	
102-8 Information on employees and other workers		106	
102-9 Supply chain		98, 138	
102-10 Significant changes to the organization and its supply chain		98	
102-11 Precautionary principle or approach		74	
102-12 External initiatives		72	
102-13 Membership of associations		73	

GRI 102: General Disclosures 2016

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Reporting Practices			
102-14 Statement from senior decision-maker	7 - 9		
102-54 Claims of reporting in accordance with GRI Standards	3		
102-55 GRI content index	151		
102-56 External assurance	We have not submitted the document to check external		
Ethics and integrity			
102-16 Values, principles, standards, and norms of behavior	33		
102-17 Mechanisms for advice and concerns about ethics	35		
Governance			
102-18 Governance structure	38 - 45		
Stakeholder engagement			
102-40 List of stakeholder groups	57		
102-41 Collective bargaining agreements	112		
102-42 Identifying and selecting stakeholders	57		
102-43 Approach to stakeholder engagement	58, 59		
102-44 Key topics and concerns raised	54, 55		

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Reporting practice			
102-45 Entities included in the consolidated financial statements	92, 93		
102-46 Defining report content and topic boundaries	3, 54, 55		
102-47 List of material topics	54, 55		
102-48 Restatements of information	None		
102-49 Changes in reporting	We have not made any changes in the reporting practices, except for the inclusion of a new analysis of material topics, nor have we submitted the report for independent review.		
102-50 Reporting period	3		
102-51 Date of most recent report	3		
102-52 Reporting cycle	3		
102-53 Contact point for questions regarding the report	3		
MATERIAL TOPICS			
Economy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	92, 93	
	103-3 Evaluation of the management approach	92, 93	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	92, 93	

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Indirect economic impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	139	
	103-3 Evaluation of the management approach	139	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	139	
Procurement impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	138	
	103-3 Evaluation of the management approach	138	
GRI 204: Procurement Impacts 2016	204-1 Proportion of spending on local suppliers	138	
Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	34	
	103-3 Evaluation of the management approach	34	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	35 – 37	
Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	79	
	103-3 Evaluation of the management approach	79	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	150	

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	78	
	103-3 Evaluation of the management approach	78	
GRI 303: Water and Effluents 2018	303-1 Interaction with water as a shared resource	78	
	303-2 Management of water-related discharge impacts	The company uses public water and sewerage services, for which reason there are no water-related discharge impacts	
	303-5 Water consumption	149	
Biodiversity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	150	
	103-3 Evaluation of the management approach	150	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	150	
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	75 - 77	
	103-3 Evaluation of the management approach	75 - 77	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	149	
	305-2 Energy indirect (Scope 2) GHG emissions	149	
	305-3 Other indirect (Scope 3) GHG emissions	149	

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	79	
	103-3 Evaluation of the management approach	79	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	79	
	306-2 Management of significant waste-related impacts	79	
	306-3 Waste generated	150	
Environmental compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	74	
	103-3 Evaluation of the management approach	74	
GRI 307: Environmental Compliance 2016	307-1 Noncompliance with environmental laws and regulations	During 2020, six fines were issued for alleged noncompliance with laws, for an amount of S/ 0.8 million. We have eight relevant proceedings underway, begun prior to 2020, with a total amount in dispute of S/ 164 million, involving regulatory and tax matters.	
Supplier Environmental assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	101	
	103-3 Evaluation of the management approach	101	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were evaluation and selection using environmental criteria	101	

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	106	
	103-3 Evaluation of the management approach	106	
GRI 401: Employment 2016	401-1 New employees hires and employee turnover	108, 139	
Occupational health and safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	126	
	103-3 Evaluation of the management approach	126	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	126	
	403-2 Hazard identification, risk assessment, and incident investigation	130, 142, 144	
	403-3 Workplace health services	126 - 129, 143	
	403-4 Worker participation, consultation, and communication on occupational health and safety	132	
	403-5 Worker training on occupational health and safety	133	
	403-6 Promotion of worker health	118	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	130	

GRI STANDARD	DISCLOSURES	PAGE	OMISSION
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Talent attraction, development & retention

GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	112	
	103-3 Evaluation of the management approach	112	
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	144	
	404-2 Programs for upgrading employees skills and transition assistance programs	145	
	404-3 Percentage of collaborators receiving regular performance and career development reviews	145	
Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	64	
	103-3 Evaluation of the management approach	64	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	64 - 71	

Supplier Social Assessment

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	101	
	103-3 Evaluation of the management approach	101	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	101	

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Socioeconomic Compliance

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	37	
	103-3 Evaluation of the management approach	37	
GRI 419: Socioeconomic Compliance 2016	419-1 Noncompliance with laws and regulations in the social and economic area	37	

Customer Service Quality

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	94 - 97	
	103-3 Evaluation of the management approach	94 - 97	

Customer Satisfaction

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	94 - 96	
	103-3 Evaluation of the management approach	94 - 96	

Network Expansion

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	92, 93	
	103-3 Evaluation of the management approach	92, 93	

Unregulated Business and Innovation

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	104	
	103-3 Evaluation of the management approach	104	

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Innovative Solutions for Customers

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	97	
	103-3 Evaluation of the management approach	97	

Participation in the Regulatory Agenda

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	37	
	103-3 Evaluation of the management approach	37	

GRI Competitive Business Program

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	103	
	103-3 Evaluation of the management approach	103	

Benefits of Natural Gas

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	14, 105	
	103-3 Evaluation of the management approach	14, 105	

Natural Gas Incident and Leak Prevention

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	149	
	103-3 Evaluation of the management approach	149	

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Awards and Acknowledgments

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	26	
	103-3 Evaluation of the management approach	26	

Innovation

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	104	
	103-3 Evaluation of the management approach	104	

Workplace Climate

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	54, 55	
	103-2 The management approach and its components	106	
	103-3 Evaluation of the management approach	106	

Annex

1. List of Occupational Health and Safety Courses for 2020

COURSE	AIMED AT	DESCRIPTION
Strategic Behavior Observers	Managers and Assistant Managers	Raise awareness regarding the need to identify and observe desired behaviors in our safety culture to reinforce visible leadership.
OHS Behavior Observers	OHS Area	Raise awareness regarding the need to identify and observe desired behaviors in our safety culture to reinforce visible leadership.
Rules That Save Lives	Managers and Assistant Managers	Provide guidelines as a practical, proactive, easy-to-use tool with language that can be understood by all levels, which help front-line collaborators to quickly assess a situation and take the necessary actions before beginning a task, to ensure that their environment is free from unmanaged risks.
OHS Rules That Save Lives	OHS Area	Provide guidelines as a practical, proactive, easy-to-use tool with language that can be understood by all levels, which help front-line collaborators to quickly assess a situation and take the necessary actions before beginning a task, to ensure that their environment is free from unmanaged risks.
Accident Investigation	OHS Area	Reinforce the minimum requirements for performing investigations into occupational incidents and accidents to identify the causes, events, and situations that caused them, and implement corrective measures aimed at eliminating or minimizing risk conditions and avoid recurrence.
Critical Risk Assurance - MORC	OHS Area	Detect early warning signs (high-risk situations in which safety controls are absent, ineffective, or not executed) in time to avoid serious and fatal injuries.
Proactive Management of Strategic Allies (REMPAC)	Managers and Assistant Managers	Provide strategic allies with basic guidelines for planning, oversight, execution, and closing of commitments from REMPAC meetings based on the criteria defined in the stages of these meetings, thus helping to reinforce visible leadership and accountability in OHS.

COURSE	AIMED AT	DESCRIPTION
Proactive Management of Strategic Allies (REMPAC) for OHS	OHS Area	Provide strategic allies with basic guidelines for planning, oversight, execution, and closing of commitments from REMPAC meetings based on the criteria defined in the stages of these meetings, thus helping to reinforce visible leadership and accountability in OHS.
First Aid	Brigade members	Provide information on immediate, adequate, and provisional care provided to accident victims or those suffering from illness before they are attended to by professional medical rescue personnel.
Fire Extinguisher Handling and Use	Brigade members	Provide information on controlling and putting out fires.
Process Safety Module (PSM)	Operating/administrative personnel	Disseminate the framework of different fields involved in the management of operating system and process integrity when handling hazardous substances by applying specialized design principles, engineering techniques, and operational practices to prevent and control incidents with the potential to release hazardous materials or energy.
9 Rules That Save Lives	Operating personnel	Provide guidelines as a practical, proactive, easy-to-use tool with language that can be understood by all levels, which help front-line collaborators to quickly assess a situation and take the necessary actions before beginning a task, to ensure that their environment is free from unmanaged risks.
Internal Auditor ISO 45001: 2018	OHS Area	Provide the knowledge and skills necessary to perform internal OHS management audits in accordance with ISO 45001:2018.
Gas Metering	Operating personnel	Provide information on the importance of using gas detection equipment.



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