



2022 Sustainability Report

Energy with purpose



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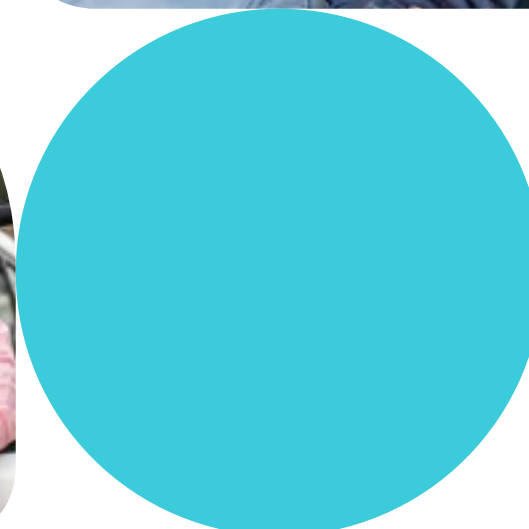
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Sustainability report profile

[GRI 2-1] [GRI 2-2] [GRI 2-3] [GRI 3-1]



The information of the Sustainability Report covers all the operations of Cálidda (Gas Natural de Lima y Callao S.A.) and compiles the main results of our management in economic, social, environmental, and corporate governance matters, during the period between January 1 and December 31, 2022.

This report has been prepared in accordance with the GRI Standards (Global Reporting Initiative), and its contents have been prioritized based on material topics for Cálidda and its stakeholders.

All of this in line with our commitment to transparency and with the provisions of our **Corporate Sustainability Policy**.

The report was prepared by the Sustainability and Reputation Department, together with the different business departments. It was approved by the CEO of Cálidda and presented to the company's Board of Directors in February 2023. The previous version of our report was published in 2022 and can be found on the website: www.calidda.com.pe.

If you have any questions or need additional information regarding this report, we invite you to write to the email address: caliddasostenible@calidda.com.pe.



Message from our CEO

[GRI 2-11] [GRI 2-22] [GRI 3-3]

Dear shareholders and stakeholders:

2022 has been a year of diverse challenges in which we have been still living under the direct and indirect effects of the pandemic, as well as disruptions in the global supply chains, difficulty in the access of resources, in addition to labor and inflationary challenges. The year was also marked by unfortunate events of violence due to the war between Ukraine and Russia, as well as due to the political and social instability in our country.

In Cálidda, we seek to adjust to these challenges and, for that purpose, we established measures that would enable us to consolidate our main purpose: generate progress and quality of life from all our fronts, with which we contribute to the development of Peru. That is how we set ambitious goals, convinced that with the effort of everyone and raising as a banner our values: Life First, Social Conscience, Superior Performance, Passion for our Customers and We Do the Right Thing, we could accomplish them. And we did!

From the beginning of the year, we focused on providing natural gas service in Lima and Callao with excellence, reason why we drove our efforts towards our team and customers. We surpassed the goals set by building 1,561 kilometers of networks, which allowed us to achieved 260,257 new connections. Thanks to that, we closed 2022 with more than 1.5 million accumulated connections, directly benefiting more than six million people with the saving, safety and cleanliness of natural gas.

The positive impact that we generated in the society has as a very sound base our vision of sustainability and governance in all processes. This year we achieved a material improvement in the ASG Corporate Sustainability rating, granted by the international rating agency Moody's ESG Solutions, increasing the general score from 58 to 66 points in its scale. The rating agency highlighted that our company keeps showing "a strong disposition and capacity to integrate the ASG factors in its strategy, operations and risk management, with an advanced performance as regards human capital, legal security, operating efficiency and reputation, and showing continuous improvement in occupational health and safety results".



Martín Mejía del Carpio



During 2022, we have continued enhancing our sustainability management in various aspects. For instance, in the social front, we strengthened our flag program, converting it into Cálidda Kitchens 2.0, which has enabled us to generate seven important alliances to improve the infrastructure and conditions of eight new soup kitchens, transforming them into sustainable spaces and, thereby, boosting the positive impact that they have in their community. To date, we have freely connected with natural gas 890 soup kitchens, in the benefit of more than 75,000 people. In addition, thanks to the use of natural gas, the kitchens have contributed to the protection of the environment and mitigation of climate change, after reducing in 1,041 T their CO₂eq emissions.

Likewise, the massification of natural gas in Lima and Callao has allowed us to contribute to this purpose, as well as to the improvement of air quality and public health related to contamination. In that line, the study conducted by Libélula consulting firm about “Contributions of natural gas to the improvement of air quality, health and mitigation of climate change in Lima and Callao” has concluded that, in a fully thermal scenario –thanks to the use of natural gas in households, transport, shops, industries and electric power generation–, the emission of more than 107.5 million of tCO₂eq has been prevented, which accounts for 101.8 hectares of words of Low Forest. In addition, the emission of thousands of tons of

contaminating gases was prevented (such as SO₂, NO_x and PM_{2.5}), improving the air quality and preventing more than 2 million cases of respiratory diseases, with the consequent saving of more than S/ 1,900 million in health expenses.

Likewise, based on the 27th edition of the Conference of the Parties (COP27), we have identified and optimized the potential sources of greenhouse gases (GHG); and for the fourth consecutive year we offset a part of our emissions through the purchase of 3,320 carbon credits, generated in two REDD+ projects of AIDER: “Nii-Kaniti Alianza Forestal” and “Tambopata

Bahuaja Reserva de Biodiversidad”. We have also continued measuring our carbon footprint and energy consumptions, achieving to reduce out GHG emissions in 448.73 tCO₂eq.

Another important focus of our work has been to contribute to the efficient use of water and protection of biodiversity. In that line, we carried out our Atrapanieblas

project in Lomas de Villa María, through which we caught 2,480 liters of water daily, intended for irrigation; as well as raising awareness in the persons in charge of the administration of the hills on the responsible management of this resources.

In 2022, the National Water Authority (ANA) granted us the Blue Certificate as a reward for the sustainable management of the water resource in our offices and in the soup kitchens connected to natural gas. Thanks

to the implementation of our reduction project, we achieved to save 332 m³ of water annually, compared to the baseline of year 2019, whereas the soup kitchens saved 2,402 m³.

In addition, during this year, we won the Yanapay award in the category “Empowering the value of recycling”– granted by Aniquem– as a result of the donation of 19.8 T of recyclable waste, which contribute to improve the quality of life of 23 patients of this important institution.

Our climate commitment is directly related to the contribution to the change of the energy matrix in our country, having a decarbonization path that contributes to the massive use of sources of clean energy. In that sense, during 2022, we have worked to promote sustainable mobility through the use of cleaner fuels, such as Vehicle Natural Gas (NGV) and its variants (Liquefied Natural Gas and Compressed Natural Gas), for light vehicles, as well as for heavy transport.

The most important milestones to promote light mobility include our alliance with 23 conversion shops and the expansion of the FISE Fund, so that 50 thousand additional vehicles can be converted to NGV. In the segment of heavy mobility, thanks to the alliance with Camisea Consortium, we dispose of more than 200 bonuses, and incorporated 12 vehicle concessionaires as part of the NGV Bonus program. In addition, this year we

opened our first NGV private station in the facilities of Perú Bus Internacional, which leads the Yellow Corridor concession.

Another of our large commitments is to contribute to the protection of our cultural heritage. Through our Archaeological Monitoring plans in Lima and Callao, we recovered important findings that enable us to rebuild the millenary history of our city and disseminate it in the community. In 2022 we published the book Más que junco y totora, los pobladores prehispánicos de Chilca, which provides knowledge about the cultural development of the southern zone of Lima,

having as main focus the discoveries made by the archaeologists of Cálidda. In addition, we discovered a part of an interesting prehispanic cemetery which is 800 years old, located near Cerro Cañón Archaeological Site, in the district of Carabayllo.

On the other hand, thanks to the scope of our activity and the large commitment of all our employees, we have the chance of generating a positive impact on

our environment; that is why, we strengthened our volunteer program Voluntades Cáliddas. After the pandemic, we returned to in-person activities and also maintained the hybrid format, and, as a result, more than half of our employees participated in various

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initiatives that benefited more than 500 families and the environment.

Regarding our Life First value, in line with our Zero Vision program, during 2022 we implemented various prevention and control actions that allows us to surpass our goals, and achieve zero disabling accidents in four months: that equals more than 6 million man/hours of work and the reduction of our IFIAT index to 0.15.

As regards our clients, we have prioritized our efforts to improve their satisfaction with our service. We increased thereby 15 percentage points of the NPS in the household segment, which made us obtain a result of 47 in the NPS index, surpassing the planned goal. Likewise, this year we achieved a higher digitalization of clients: we increased digital transactions in 109%. In addition, we boosted a customer service model which made us obtain the CX Index 2022-Utilities award.

We strongly believe that the good management of our Corporate Governance is part of our success, and that is why we highlight the “Anti-bribery Certification”, granted by the “Empresarios por la Integridad” association, which certifies that Cálidda complies with good business practices and international anti-bribery standards. Additionally, we appeared in Merco Empresas, Merco Talento and Merco Talento Sector Energía rankings, obtaining positions 21, 40 and 3, respectively.

The good actions and practices had a positive impact in economic terms. Thus, we improved our operating income in 10% and our EBITDA in 13%, compared to the

previous year, up to US\$ 815 million and US\$ 225 million, respectively.

2022 has been a great year for Cálidda. That is why I want to highlight the contribution of all the people who are part our family, who work with a lot of passion and put our clients at the center of the decisions. Thanks to that energy and their commitment, we have surpassed our goals and for the second consecutive year we will be in the Great Place to Work (GPTW) ranking, which will be published at the beginning of 2023. My congratulations to everyone! Great team, great people!

During 2023, we will continue working for the purpose of generating progress and quality of life to many more families, benefiting them with the access to natural gas, a Peruvian resource, which is economical, safe and clean. Thus, and through our various initiatives, we will continue contributing to the development of our beloved Peru.

MARTÍN MEJÍA DEL CARPIO
CEO of Cálidda



Summary of the main results of 2022

[GRI 3-3]

260,257
new
connections,
closing the year with
1,560,379 customers.

Expansion of the
distribution network in
1,575 km, reaching
**a total
length of
15,969 km.**

Presence in
49
districts
of the department
of Lima and Callao.

Connections per segment

252,402
residential
users
(1,535,311 accumulated
as of 2022).

7,802
new business
users
(23,958 accumulated
as of 2022).

49
industrial
users
and electric generators
(819 accumulated as of
2022).

4
new stations
(291 stations available
in Lima and Callao
accumulated as of 2022).

Social results

388
people
are part of Cálidda
payroll during 2022.

890
connected soup
kitchens since 2010.

3,286
hours
of technical
training in 2022.

119,765
people
benefited by our
volunteer programs
since 2015.

Environmental results

107.5 MM
of T of tCO₂eq avoided
(accumulated since 2005).

268,430 GJ
of energy consumed
per year.

3,320
of tCO₂eq offset per year.

50.14 T
of waste recycled
per year.



About Cálidda

[GRI 2-1] [GRI 2-6] [GRI 3-3] [GRI 207-4]

We are Cálidda - Gas Natural de Lima y Callao S.A., a Peruvian company that has a concession from the State to design, build and operate the natural gas distribution system to supply homes, businesses, service stations and industries in the department of Lima and the Constitutional Province of Callao. The Cálidda concession began in 2002 and runs until 2033.

We are part of Grupo Energía Bogotá (60% interest) and of Promigas (40% interest), both important Colombian business groups, with investments in the energy sector in different countries of Latin America.

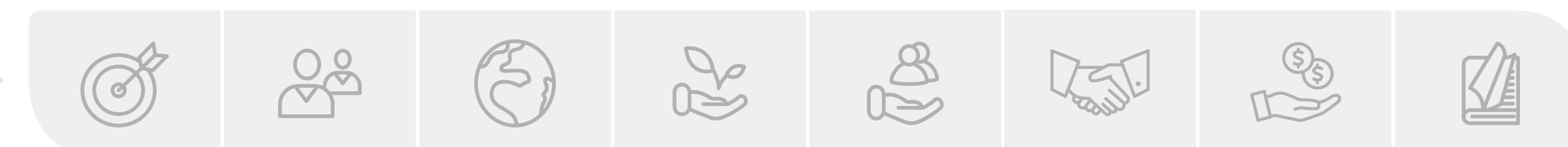
As a pioneer company in the distribution of natural gas in Peru, our commitment is to comply with the parameters and requirements of reliability, quality, efficiency and continuity established in the laws applicable to this type of business. We receive the natural gas that arrives from Camisea, at the City Gate station in Lurin, at kilometer 35 of the Panamericana Sur. From there it is distributed to users in Lima and Callao through a modern system of underground pipelines.

In year 2022, our distribution network was expanded in 1,575 km, namely, a total of 15,969 km that cross 49 districts of the department of Lima and the Constitutional Province of Callao, achieving 260,257 new connections; that allowed us to closed the year with 1,560,379 customers.

Natural gas distribution

[GRI 2-1] [GRI 2-6]

- 1 EXTRACTION**
 In Peru, natural gas is extracted from the deposits located in Camisea (Cusco) by the company PlusPetrol.
- 2 TRANSPORTATION**
 The company Transportadora de Gas del Perú (TGP) transports natural gas through gas pipelines than run through the jungle, mountains and coast of Peru.
- 3 DISTRIBUTION**
 Natural gas is received by Cálidda at the City Gate station in Lurín; from there, it is distributed to the users of Lima and Callao through a modern system of underground pipelines.



Management results 2022

[GRI 3-3]



Our operational management

We prioritize the development of very efficient processes and models, seeking operational excellence with a prevention approach. In order to achieve it, we develop innovative strategies, which allow us to prevent and mitigate situations that affect the integrity of our infrastructure.

We are committed to taking the benefits of natural gas to our concession zone in Lima and Callao with the highest standards of quality, safety, reliability and sustainability. Our operations use the best technologies, as well as good national and international practices of the oil and gas industry.

INTEGRITY SYSTEM

Our **Integrity System** ensures that the infrastructure and equipment of the Distribution System are always operational and in good condition. In line with it, the Performance Plan of the Integrity System of Pipelines assessed the effectiveness of all our operational processes from the design, execution of projects, operation, integrity and maintenance.

In addition, with the objective of training third parties (other utilities companies, local government, entities that carry out works in Lima and Callao, as well as their contractors) regarding the location of our distribution lines and how to work near them, we have a **Damage Prevention Plan** that generates a close coordination with the different institutions and companies to avoid any kind of affectation to the facilities.

We also have **technical manuals** prepared based on the Distribution Regulations, and on the highest international quality and safety standards of the industry, which are the pillars of our operation: the Design Manual, the Construction Manual, the Operation and Maintenance Manual; in addition to the Occupational Health and Safety Manual.

2022 Performance

The operational performance of the year was outstanding thanks to an availability of 100% of our distribution network that guaranteed a timely dispatch of natural gas.

Likewise, our distribution networks worked within safe operating limits (IPLI 100%). This involved guaranteeing the training and qualification of personnel with 100% compliance with the Plan, according to the local standard RCD 004-2016-OS/CD.



2022 Achievements

We maintained high levels of availability and dispatch of our service thanks to internal capacity building, development of analysis tools and implementation of new infrastructure.

We detail below our main achievements:

- ✓ Regarding internal capacity building, we achieved to obtain the **certification and qualification of our operation according to DOT international standards** and we allocated more resources to **strengthen the mobile application of access to drawings of the distribution system for third-party excavators**, which facilitates the location of gasified distribution networks.
- ✓ We implemented **methodologies to improve our risk management, such as Risk-Based Inspection (RBI)** in four of our main stations, and we improved the valuation of risks through the application of said methodology for air infrastructures.

- ✓ We strengthened our systems for the **control of external corrosion**, and applied a **stochastic model in order to improve our results in the occurrence and control of emergencies**, exceeding the levels of 95% and 97%, respectively, required by the local rule.

- ✓ Regarding the increase of the distribution and infrastructure capacity of our services, we executed the **expansion of the distribution capacity in the City Gate of Lurín** from 420 to 540 MMCFD (million cubic feet per day).

In addition, we continued contributing to the sustainable mobility of the country, opening the **first dedicated service station of Liquefied Vehicle Natural Gas (NGV-L)**. This milestone was entered into in alliance with Perú Bus Internacional, a company of Grupo Polo that operates the concession of the Yellow Corridor with 74 NGV buses. Thanks to this station, its modern fleet can be supplied quickly and efficiently, which benefits more than 21 thousand passengers per day.



The first Liquefied Vehicle Natural Gas (NGV-L) station in the district of Puente Piedra.



Natural gas connections

Our distribution networks cross 49 districts of the department of Lima and of the Constitutional Province of Callao, and they have a distribution capacity of 540 MMCFD.

HOW DO WE MANAGE IT

FIVE-YEAR PLAN

Our five-year investment plan is the roadmap that defines our commitment to the State regarding the operation and expansion of new connections, defining the areas of Lima and Callao where the new works will be carried out. The five-year plan approved is a mandatory commitment to the Peruvian state for the expansion of networks and connections which performance is supported by all the areas of the company. The periodic follow-up of the five-year plan and the investment plan is carried out through a Committee established for that, in which our General Director participates.

For the execution of our five-year plan of connections we have a certified Integrated Management System that follows up the assignment of projects, specifications and constructive procedures, contracting manuals, audit, permit management, compliance, among others.

For that purpose, the System has performance indicators and control tools that are reported on a weekly basis to the Committee of Directors through our Management Planning and Control department.

In addition, our follow-up of achievements also contemplates the monthly monitoring of our contractors through the definition of goals of contractual achievements.

2022 Performance

During the year, we have distributed 786 million cubic feet and we have continued expanding our coverage. We expanded our distribution network in 1,575 km of polyethylene and steel networks, reaching a total length of 15,969 km. As regards gasified polyethylene and steel networks, as of the closing of 2022, we reached a total of 15,800 km.

In addition, we achieved 260,257 new connections, which allowed us to close the year with 1,560,379 customers. It should be highlighted that, of the connections of the year, 252,402 correspond to residential users, who now enjoy the benefits of natural gas.

Finally, we executed the deployment of 1,438 km of built networks and 1,380 km of gasified networks, consolidating a progress of 111% in built networks and 106% in gasified networks.

2022 Achievements

- ✓ **Execution of PE networks exceeds what was approved in 2022 budget**
We achieved to exceed the quantity of kilometers approved according to 2022 budget, with which we expanded the distribution networks in 1,575 kilometers.
- ✓ **High percentage of progress in the execution of PE networks of the expanded 2022 Annual Plan**
We achieved a progress of 98% in the execution of the 2022 Annual Plan, with an expansion of 1,028 kilometers.





1

Sustainable and strategic approach



Sustainable and strategic approach



Sustainable and strategic approach

[GRI 2-22] [GRI 3-3]

1.1. Sustainability strategy

Our main commitment is to contribute to the integral development of the country, seeking to balance the profitability for the shareholders, the well-being of the communities, the minimization of the environmental impact, and the creation of shared value in the zones of influence.

1.1.1. SUSTAINABILITY MODEL

Our sustainability strategy is articulated with the model of our main shareholder, Grupo Energía Bogotá, which adopts the following principles and action criteria:



Sustainable and strategic approach



1.1.2. PILLARS OF SUSTAINABILITY IN CÁLIDDA

Our sustainability strategy is made up of three fundamental pillars that guide our actions: Climate action, Transforming our city and Generating connections.

These pillars are based on our six strategic lines of the sustainability model, which are:

- Progress connections.
- Transformation of territories.
- Climate resilience.
- Regulatory agenda.
- SST cultural transformation.
- Efficient energies.

All the progress fits within our commitment with the Sustainable Development Objectives, the Principles of the Global Compact and the Paris Agreement.

► OBJECTIVES AND LINES OF ACTION OF OUR SUSTAINABILITY PILLARS

ACTION FOR THE CLIMATE



Our activities are developed within the framework of responsible environmental management, controlling, reducing and mitigating impacts, through the continuous improvement of our environmental management system.

In that sense, we promote initiatives to control and reduce greenhouse gases, mitigate the effects of climate change, and strengthen the environmental culture of our employees, contractors, users and other stakeholders.

Our programs and initiatives:

- Environmental compliance.
- Climate change.
- Biodiversity.

TRANSFORMING OUR CITY



We promote the construction of a more sustainable city for future generations by providing a safe, economical and clean service that improves people's quality of life. Likewise, we promote initiatives that contribute to recovering and valuing the history of our city.

Our programs and initiatives:

- Cálidda soup kitchens.
- Sustainable management of cultural heritage.
- CrediCálidda – Non-banking financing.

GENERATING CONNECTIONS



We promote the economic growth and sustainable development of our country, hand in hand with our stakeholders.

Our programs and initiatives:

EMPLOYEES

- Awareness at all levels.
- Volunteer program: "Voluntades Cáliddas".

SUPPLIERS

- Training and measurement program on ASG issues.
- Sustainable purchases.
- RRCC management and environmental management with suppliers.

COMMUNITY

- Relationship with neighborhood leaders, local governments and firefighters.
- "Energía solidaria" program.
- Education plan.



Sustainable and strategic approach



1.1.3. SUSTAINABILITY AND REPUTATION COMMITTEE

The objective of our Sustainability and Reputation Committee is to publicize internally the commitments assumed with each stakeholder group, carry out activities that contribute to their fulfillment, promote spaces for dialogue, and manage the company's reputation.

Committee functions

- Disseminate the annual sustainability and reputation work plan, publicize the goals, directives and guidelines.
- Identify and manage reputational and sustainability risks of the company, and agree on prevention or improvement actions.
- Each year-end, provide information on their respective areas to consolidate the Sustainability Report.
- Generate a culture of corporate sustainability in the organization, through its main leaders.
- Validate and co-create sustainability initiatives with stakeholders, especially with employees.
- Follow-up and contribute to the compliance of the Sustainability and Reputation indicators of Cálidda.
- Look after the respect and compliance of the policies, strategies and plans that contribute to sustainability and reputation.
- Provide data for the update of the balanced scorecards.

Committee Structure

The working group is chaired by the company's director of Sustainability and Reputation, and its secretary is the Deputy Manager of Reputation and External Communication. The members of the committee are the Deputy Managers of Sustainability, Labor Relations, Legal, Culture and Climate, Commercial Operations, Projects, Strategic Planning, Occupational Health and Safety, Supply, General Services, Financial Planning, and Industries and Real Estate. There is also the participation of the Compliance Officer and the Corporate Affairs Coordinator. All members have a period of stay of two years.

Committee Benefits

- Manage the company's reputation, identifying risks and monitoring their management.
- Strengthen the internal culture of sustainability thanks to the co-creation and deployment of sustainability initiatives.
- Strengthen the reputation and commitment to the sustainable development of the company, with the different stakeholders.
- Have internal spokespersons for the deployment and monitoring of sustainability and reputation initiatives.

1.1.4. SUSTAINABILITY WEEK

Our sustainability week focuses on promoting sustainable practices in our employees, generating a culture based on the value of Social Conscience and the pillars of our sustainability strategy.

194 people participate in 5 activities, starting with the "Feria Cálidda Sostenible", through which we could have a living experience of connection and inspiration, where our employees knew more about the company's sustainability.

In addition, we carried out activities on how to re-use objects at home, with the support of the "Reciclación" program, together with Aniquem and Recidar, sharing applications that contribute to a sustainable life.

Finally, we ended the week ratifying our commitment of taking quality of life to more people through volunteer work in Casa Ronald McDonald.

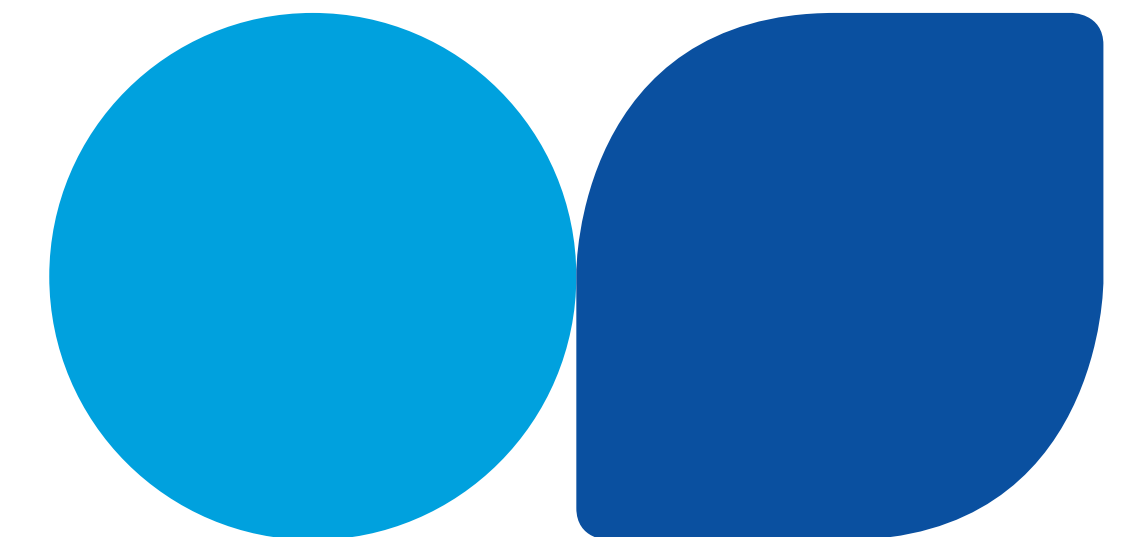
1.1.5. RELATIONSHIP WITH STAKEHOLDERS

[GRI 2-29] [GRI 3-1] [GRI 3-3]

How do we manage the relationship with our stakeholders?

With the objective of developing a sustainable business, we generate relationships of confidence with our stakeholders; for that purpose, we use permanent dialogue that gives honest and transparent messages. We are aware that our relationship with these stakeholders must be worked on an ongoing basis because it is transforming in time.

We have a Guide of Relationships with Stakeholders. This document establishes guidelines, functions and responsibilities for the different areas that maintain a constant relationship with stakeholders, under the leadership and monitoring of the Sustainability and Reputation Department.



Sustainable and strategic approach



Stakeholder identification process

For the definition of our stakeholders, we have a qualitative methodology based on interviews with the company's management team and key personnel. We also use complementary methodologies such as focus groups or surveys that help validate the information obtained from the interviews.

Taking into account the changing dynamics of human relationships, our identification of stakeholders, as well as their needs and expectations, is constantly being reviewed. Therefore, we carry out an exhaustive analysis thereof every two years.

2022 Performance

With the intention of progressing in our economic, social and environmental performance, during 2022 we held 589 meetings with the community; 4,369 people participated in those meetings.

> OUR STAKEHOLDERS ARE THE FOLLOWING:



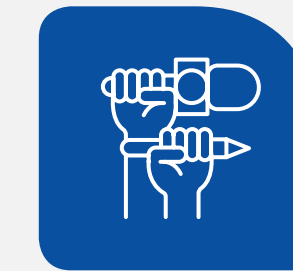
EMPLOYEES

- Staff.
- Directors.
- Deputy managers.



STATE

- Supervisors and regulatory agencies.
- Local authorities.
- Protection of heritage and other State entities.



MEDIA AND EXPERTS



COMMUNITY OF LIMA AND CALLAO

- Social investment beneficiaries.
- Neighborhood leaders.
- Firefighters, NGOs and other groups of society.



SHAREHOLDERS AND INVESTORS

- Shareholders.
- Stock Exchange participants.



SUPPLIERS AND CONTRACTORS



CUSTOMERS

- Large customers.
- Transportation.
- Shops.
- Homes.
- Potential customers.
- Partners for new businesses.



COMPETITORS



OTHER COMPANIES AND UNIONS



Sustainable and strategic approach





We generate relationships of trust with our stakeholders; for that purpose, we use a permanent dialogue that gives honest and transparent messages.



Sustainable and strategic approach



1.1.6. MATERIAL TOPICS AND CONTRIBUTION TO SDG

[GRI 3-1] [GRI 3-3]

The materiality analysis represents a fundamental focal point in our company for continuous improvement, since it allows us to identify the priority topics for sustainability management in the short and medium term, process that we maintain since the publication of our first sustainability report in 2013.

The process of alignment of materiality with the highest sustainability standards is assessed by us following the recommendations and standards of Global Reporting Initiative (GRI); subsequently, it is reviewed by this entity under the Context Index – Essential Service modality, and we guarantee thereby that it is clearly aligned with the contents of the GRI index and that it is correctly presented for a better understanding by our stakeholders.

For year 2022, we have carried out a materiality update process, based on the materiality analysis of 2021. The analysis took into account the strategic review, the changes that the company has undergone, and the trends in the sector regarding the management of economic, social and environmental aspects.

This process also included the generation of dialogue spaces to collect perceptions, and an analysis of the points of view of the company's leaders, who also spoke about the expectations of our main stakeholders. 9 directors of the company participated in these dialogue spaces.

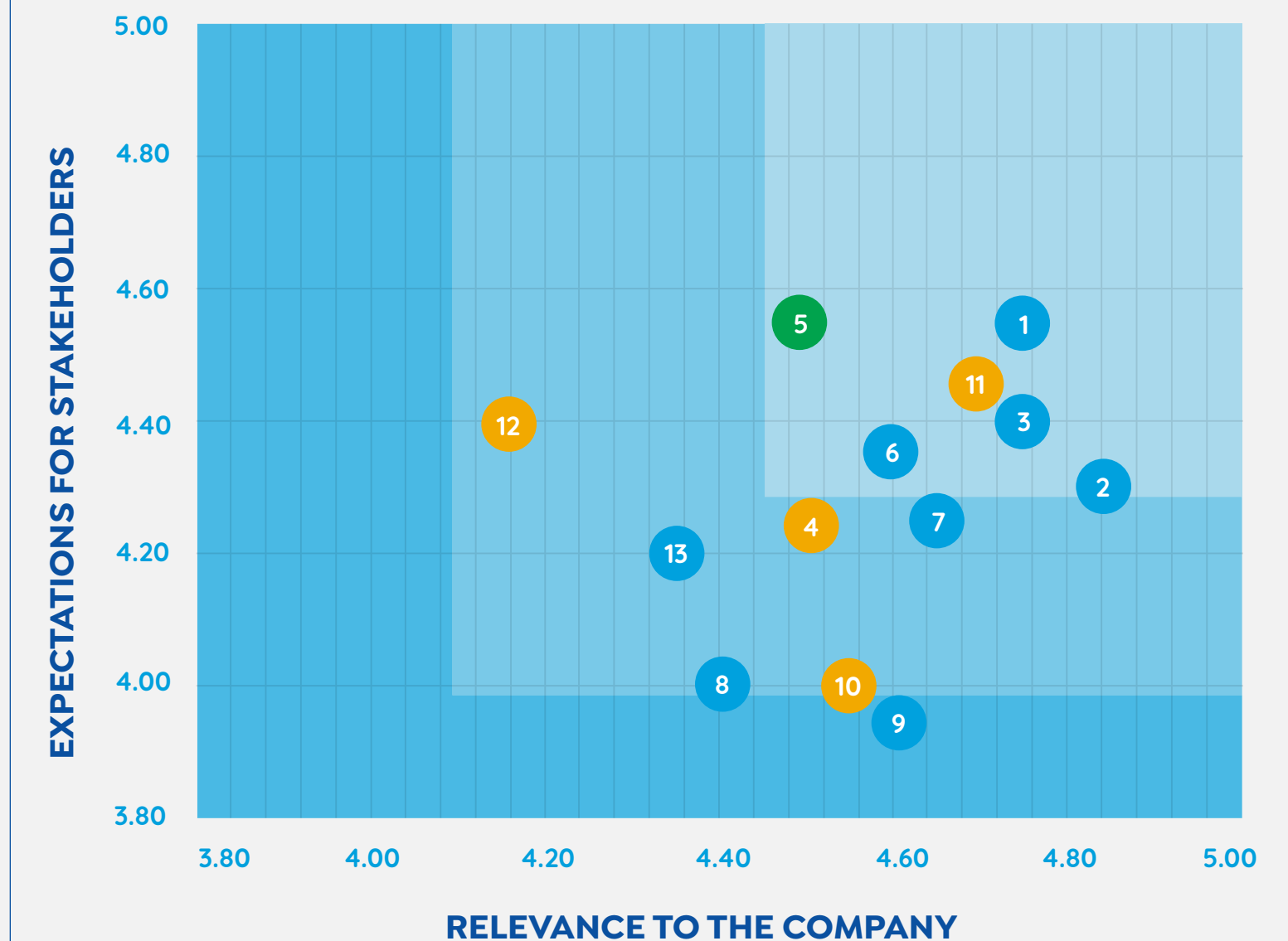
As a result of the process of analysis, 13 material topics were prioritized, which are detailed below:

> MATERIAL TOPICS

[GRI 2-25] [GRI 3-2] [GRI 3-3]

- 1 **Integrity:** we act ethically and foster a culture of integrity.
- 2 **iFinancial performance:** we promote the proper development of the business to obtain the best financial results.
- 3 **Service quality, attention and customer satisfaction:** we provide an excellent service to our customers and always seek their satisfaction.
- 4 **Reputation and institutional relationship:** we generate trust-based relationships with our stakeholders through ongoing dialogue that gives honest and transparent messages.
- 5 **Environmental performance:** we develop our activities within the framework of responsible environmental management, identifying and controlling the significant environmental aspects of our operation.
- 6 **Business continuity:** we sustain the critical processes of the business by structuring procedures and information, which are developed, compiled and kept for their use during and after a business interruption or disaster.
- 7 **Expansion of the network, new businesses and solutions for customers:** we boost and manage the growth of the supply network, developing new businesses and solutions for our customers.
- 8 **Innovation:** we respond to changes and constantly seek new, more efficient and useful solutions for us and our stakeholders.
- 9 **Participation in the regulatory agenda:** we actively participate in the sector's regulatory agenda.
- 10 **Employee training and development:** we provide our employees with the tools they need to perform their jobs at an optimal level, ensure their well-being and promote their development.
- 11 **Health and safety:** we manage risks and implement a culture of safety to prevent work incidents and accidents.
- 12 **Shared value:** we relate with the communities and invest in development programs that contribute to meet the needs of the identified communities and create value for our company.
- 13 **Sustainable supply chain:** we align the environmental and social management of our suppliers and contractors.

MATERIALITY MATRIX



Sustainable and strategic approach



CONTRIBUTION TO SDG

[GRI 2-24] [GRI 3-3]

We are committed to the principles of the Global Compact and to the Sustainable Development Goals (SDGs) of the United Nations, guidelines that allow us to improve our sustainability management, use our resources more efficiently, and strengthen the relationships with our stakeholders.

The massification of natural gas contributes to the economy of families and companies, and boosts the replacement of highly contaminating fuels. We have identified that our operations directly contribute to 8 of the 17 Sustainable Development Goals, which we have divided into direct contributions (SDG Core) and indirect (collateral SDG):

SDG CORE



SDG 7

Ensure access to affordable, reliable, sustainable and modern energies for all.



SDG 9

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.



SDG 11

Make cities and human settlements inclusive, safe, resilient and sustainable.



SDG 13

Take urgent action to combat climate change and its impacts.



SDG 17

Create alliances for genuine engagement and join in the expansion of natural gas in Lima and Callao.

COLLATERAL SDG



ODS 2

End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.



ODS 8

Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all.



ODS 15

Sustainably manage forests, combat desertification, halt and revert land degradation, and halt diversity loss.



Sustainable and strategic approach



1.1.7. AWARDS

[GRI 3-3]

As a result of our sustainable and strategic management, during year 2022 we obtained the following awards:



We occupied the first place in Entrepreneurial Creativity with CrediCálida program, in the Banking, Financial and Insurance Services category.



We received the Blue Certificate granted by the ANA, in recognition of our sustainable management of water resources.



Position 1

In the Merco Empresas and Merco Responsabilidad ASG ranking for the Oil and Gas sector.

Position 3

In the Merco Talento ranking for the Oil and Gas sector.

Position 11

In the Merco Responsabilidad ASG ranking.

Position 21

In the Merco Empresas ranking.

Position 40

In the Merco Talento ranking.

Position 84

In the Merco Líderes ranking.



We were awarded the Empresa Socialmente Responsable distinction, for the eighth consecutive time.



We appeared for the second time in the GPTW (Great Place to Work) ranking.



We obtained the Third Star of recognition through the Huella Perú Platform, for the reduction of our Carbon Footprint.



Enfoque sostenible y estratégico



ASG EVALUATION CONDUCTED BY MOODY'S

For year 2022, we set the goal to implement best sustainability practices. For that purpose, our areas involved integrated the ASG factor in their strategy, such as human capital, legal security, operational efficiency and reputation.

As a result of this process, we received an **A1 rating** with a total score of **66/100** in terms of ASG, increasing 8 points from year 2021, mainly due to:

- Continuous improvement of occupational health and safety results, both regarding our employees and our contractors.
- A larger dissemination of information about material topics such as corruption, unfair competition, corporate governance and integration of social standards in our supply chain management.

► OUR ASG RATING WAS DISTRIBUTED AS FOLLOWS:**Legal security****73%****Social****68%****Reputation****60%****Governance****71%****Operational Efficiency****66%****Environment****55%****Human Capital****68%**

We have set the goal to implement best sustainability practices. For that purpose, we work in aspects such as human capital, legal security, operational efficiency and reputation.

**Sustainable and strategic approach**



2

Corporate governance model



Corporate governance model



Corporate governance model

[GRI 2-2] [GRI 2-15]

We are committed to strengthening our corporate governance management in accordance with the principles of transparency and efficacy related to the main local recommendations and international standards on the matter.

In that sense, our good internal practices and protocols have been critical to face and overcome the difficult context of the pandemic, guaranteeing high levels of formality, transparency, information security, and an adequate framework for making decisions with the speed required by the situation.



HOW DO WE MANAGE IT?

We have a clear regulation regarding the operation and management of the governance bodies through the corresponding Bylaws and Regulations. In addition, we have the Audit and Risk, Financial and Investment, and Governance, Sustainability and Compensation committees; which provide support to the Board of Directors in decision-making.

We try to comply with most of the principles of the Code of Corporate Governance for Peruvian Companies, approved by the Securities Market Superintendence for the purpose of providing traceability to our decisions and sustainability to the company.

The main documents that guide our management are:

- ✓ Policy of Conflicts of Interest.
- ✓ Policy of Operation with Related Parties.
- ✓ Policy of Internal Control and Prevention of Fraud and Corruption.
- ✓ Code of Ethics and Conduct.
- ✓ Salary Policy.
- ✓ Procurement Manual, among others.



Corporate governance model



2.1. Governance structure

[GRI 2-9] [GRI 2-10] [GRI 2-11] [GRI 2-12] [GRI 2-13] [GRI 2-14]

2.1.1. OUR SHAREHOLDERS

Our shareholders are Grupo Energía Bogotá (60% share) and Promigas (40% share), both Colombian business conglomerates, leaders in the Latin American energy sector.



2.1.2. OUR BOARD OF DIRECTORS

[GRI 207-1] [GRI 2-17]

Our Board of Directors is the highest governing body, comprised by seven directors with a high level of knowledge and experience in the sector, who are in charge of guiding and reviewing the company's strategy and adopt its policies in economic, social and environmental matters.

CHAIRMAN OF THE BOARD JUAN RICARDO ORTEGA LÓPEZ

Regular director

Experience

He has been Director of Economic Studies of the National Planning Department, economic advisor of the Presidency of the Republic, Vice Minister of Finance and Commerce, Director of the National Directorate of Taxes and Customs (DIAN) and General Coordinator of the Alliance for Prosperity of the Northern Triangle Countries of Central America at the Inter-American Development Bank.

Qualifications

Economist from Universidad de los Andes, with a Master's Degree in economics and development from Yale University, a Master's Degree in Mathematical and Financial Economics from the same university.

DIRECTOR ANDRÉS BARACALDO SARMIENTO

Regular director

Experience

He began his career as an Analyst at Corporación Financiera del Valle (1997) and later at Investment Banking Services S.A. (1998-1999). He went on to work as an Associate in the Latin American Team (1999-2000). He worked in London at European Utilities M&A as an Associate (2002 to 2003); and he worked at the Royal Bank of Scotland as Associate Director of the Energy and Electricity Corporate Finance Sector (2005-2009). He was also Executive Director of Investment Banking at Corporación Financiera Colombiana (2009-2011), and Director of Investments (2011-2016). In year 2016, he joined Interconexión Eléctrica S.A., ISA, as Vice President of Business Growth and Development. He was Vice President of Investments at Inversiones de Corficolombiana. Currently, he works as Vice President of Soluciones Energética Urbanas at GEB.

Qualifications

Economist from Universidad de los Andes with an MBA and Specialization in Finance from the London Business School.

DIRECTOR ALFONSO BUSTAMANTE CANNY

Independent regular director

Experience

Businessman in charge of Corporación Financiera de Inversiones S.A.

He has been Chairman of the Energy Committee and Vice President of the National Society of Mining, Oil and Energy. He has also worked as Vice Chairman of the Board of Transportadora de Gas del Perú S.A., Director of Edegel S.A.A., Eléctrica Cabo Blanco S.A., among other companies of the energy sector.

Qualifications

Business Administrator from Boston University in Massachussets.

DIRECTOR JORGE ANDRÉS TABARES ÁNGEL

Regular director

Experience

He began his career as advisor to individuals and companies, and he later occupied the position of Head of money desk, investments in own position (1992-1997). He went on to work as Project Director, Financial Director, Director of Investment Banking Projects, Treasury Manager and Project Manager at Corfisura corporation, among which his time at the



Corporate
governance model



affiliate Suvalor (1994–2001) stands out. In addition, he assumed in the United States the positions of Project Manager Business Development, Global Planning and Performance manager, Drilling and Completions and Finance Delivery Manager at BP (2002–2011). Back in Colombia, he joined BTG Pactual, being a Partner and Vice President of Investment Banking (2011–2015). He was also Executive Vice President of Finance and Investments, as well as Executive Vice President of Corporate Finance, Risk Management and Investments (2015 y 2020). Since November 2020, he has held the position of Financial Vice President at GEB.

Qualifications

Civil Engineer from the School of Engineering of Antioquia, with a Master's Degree in Management from Stanford University, with deep analytical capacity, good interpersonal relationships and excellent relationship skills with all organizational levels and stakeholders.

DIRECTOR MARÍA LORENA GUTIÉRREZ BOTERO

Regular director

Experience

She held ministerial positions of the Government of the Republic of Colombia from 2014 to 2018. She has also carried out a large number of consulting

work for the Colombian Government and for different international organizations. Currently, she works as President of Corporación Financiera Colombiana.

Qualifications

PHD in Finance from Tulane University in the United States, Industrial Engineer from Universidad de los Andes, and MBA from the same university.

DIRECTOR JUAN MANUEL ROJAS PAYÁN

Regular director

Experience

He has worked as senior consultant in the World Bank. He has also been Director of Energy at Sideco Americana/Socma; Senior Manager for Business Development at Pan American Energy; and General Manager at Bidas Corporation in Argentina. In Colombia, he worked as Corporate Vice President of Strategy, New Businesses and Regulations at Ecopetrol, and currently he is President of Promigas.

Qualifications

Economist from Universidad de los Andes with a Master's Degree in Economics from the same university. He has a Master's Degree in Public Policies from Harvard University.

DIRECTOR LUIS ERNESTO MEJÍA CASTRO

Independent regular director

Experience

He is currently a main 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.

He also participates in the Superior Council of ICESI University. He has been a member of the boards of Ecopetrol, Ecogas, Mac, Coéxito, Smurfit Kappa Cartón de Colombia, Isa and Fundación WWB Colombia, among others. He has also held the positions of Minister of Mines and Energy, Vice Minister of Hydrocarbons and Mines, General Manager, Administrative Vice President, and Commercial and Financial Manager at MAC.

Qualifications

Lawyer from the Universidad de San Buenaventura de Cali - Colombia, with a Master's Degree in Business Administration from ICESI University.

DIRECTOR ÁLVARO VILLASANTE LOSADA

Alternate director

Experience

He began his career as International Business Developer at Ade Internacional Excal in Spain (2010–2011), later joining Invest in Latam in Panama

as Director of International Development (2011–2013). In Grupo ECOS he worked as Business Developer (2013–2015) and Director of Business Development (2015–2016); later working at Energyyear as External Advisor. In Mexico, he joined Acciona Energía as Business Development Manager for Central America and the Caribbean (2017). He currently works as Vice President of Low Emission Generation for Grupo Energía Bogotá.

Qualifications

Licentiate in Administration and Business Management, with a Master's Degree in Strategic Management of Human Resources from Universidad de Salamanca, and with an international Master's Degree in International Trade from (ESIC) Business and Marketing School.

DIRECTOR EDA ADRIANA RIVAS FRANCHINI

Alternate director

Experience

She has served as extraordinary and plenipotentiary ambassador of Peru in Italy and permanent representative before the FAO, PMA, FIDA and IDLO. She has also been Minister of Foreign Affairs, Minister of Justice and Human Rights, as well as Vice Minister of Justice. She is an arbitrator for the Conciliation and Arbitration Center of the PUCP.



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Qualifications

Lawyer from Pontificia Universidad Católica del Perú (PUCP), with a specialization in regulation of public utility infrastructure from Universidad de Las Palmas de la Gran Canaria, with Graduate Degree in Public Utility Management from Universidad de Castilla La Mancha and, a Diploma in Negotiation and Efficient Communication Strategies in Dispute Management from the Center of Analysis and Resolution of Disputes of the PUCP.

DIRECTOR
KAREN COPETE
BORRÁS

Alternate director

Experience

Broad experience in the areas of people management, training and development of large national and international companies.

She currently works as Director of Talent Management at GEB.

Qualifications

Professional in Finance and International Relations, Organizational Development from Universidad Externado de Colombia, with a specialization in Strategic Management from Universidad de La Sabana, and Executive Development Program from Instituto Centroamericano de Administración de Empresas.

DIRECTOR
WILSON CHINCHILLA
HERRERA

Alternate director

Experience

He began his career in 1989 at Empresa Antioqueña de Energía (EADE), and since then his professional career has continued in EPM, holding managerial positions related to strategy, markets and regulation in the energy sector.

Qualifications

Electrical Engineer from Universidad Nacional de Colombia with specializations in Gas Engineering from Universidad Industrial de Santander, and in Industrial Organization and Economic Regulation from Universidad EAFIT.

DIRECTOR
WALTER SCIUTTO

Alternate director

Experience

He has worked as Head of the Works Department of Edesur, Distribution Manager, Technical Manager and General Manager at Edelnor.

He is currently General Manager at Electro Dunas.

Qualifications

Electrical Engineer from Universidad Tecnológica Nacional de Buenos Aires. He has taken the Senior Management Program of Universidad de Piura in Peru.

DIRECTOR
AQUILES MERCADO GONZÁLEZ

Alternate director

Experience

Current member of board of several companies where Promigas has investments: Gases de Occidente, Surtigas, Gases del Caribe, Compañía Energética de Occidente and Transoriente. Independent member of the boards of Organización Olímpica and Financiera Dann Regional. He held the positions of Financial Planning Manager, Investment Manager of Vice President of Investments.

Qualifications

Business Administrator from Universidad el Norte, Barranquilla, with specialization in Financial Administration from Maastricht School of Management, Holland. He also has an MBA from Universidad de los Andes, Bogotá.

DIRECTOR
GUSTAVO RAMÍREZ
GALINDO

Alternate director

Experience

Currently, he works as Vice President of Investments at Corporación Financiera Colombiana. He worked as Director of Infrastructure Projects and, from January 2000 to September 2008, he was Executive Vice President of Investment Banking (where he carried out several financing transactions in Colombia and abroad). In the infrastructure sector, he has participated in the acquisition and financing of electric power, gas, telecommunication and transportation companies and projects.

Qualifications

Electrical Engineer, with a Master's Degree in Economics from Universidad de los Andes de Bogotá.



Corporate
governance model



Board Committees

The members of our Board of Directors are part of special committees that focus on the analysis of relevant aspects of our company's performance. The Board of Directors of Cálidda has three committees that meet on a regular basis:

AUDIT AND RISK COMMITTEE

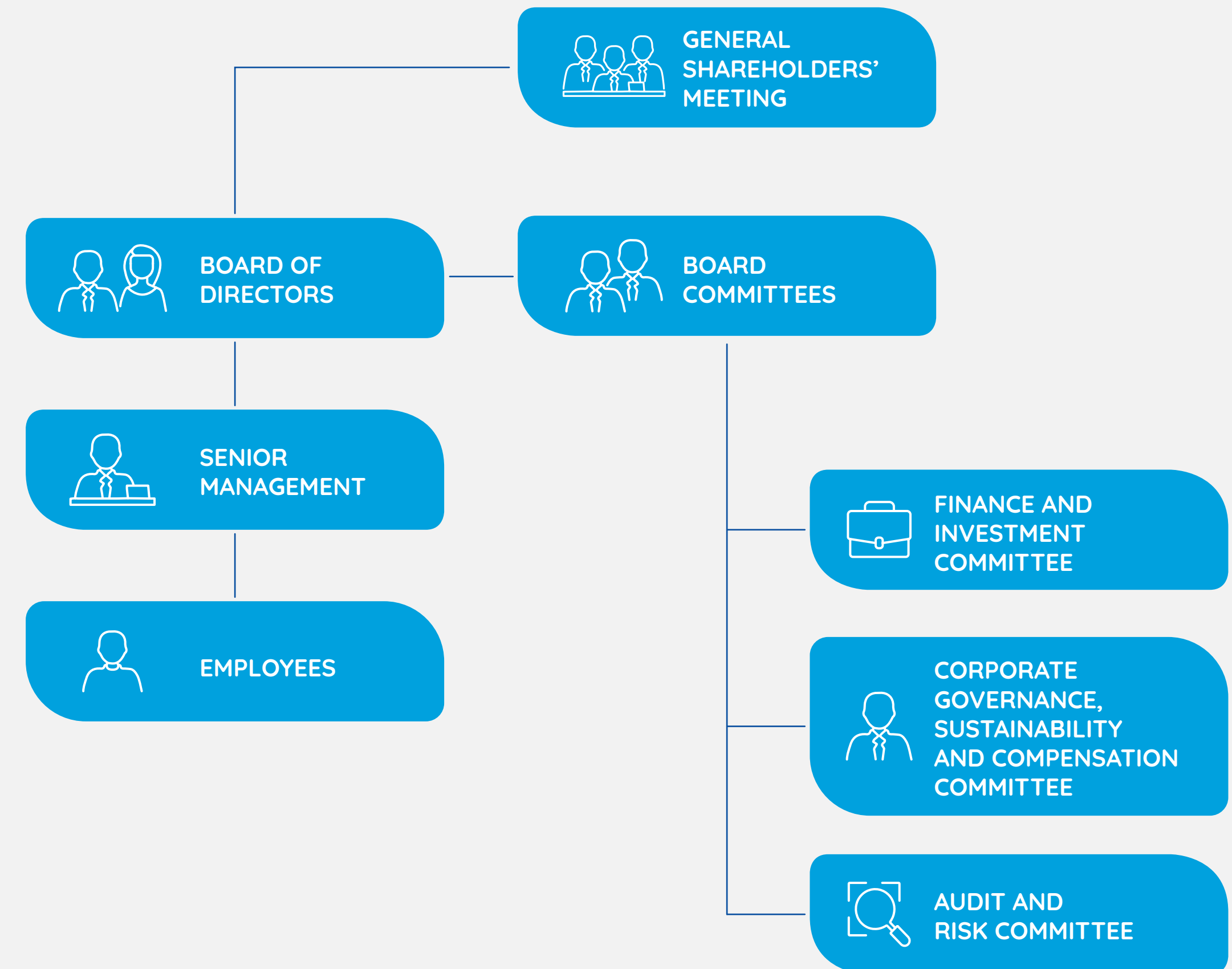
- **Functions:** it focuses on enforcing our internal audit plan; supervises and evaluates our Internal Control System. In addition, this committee supervises that the presentation of financial information complies with the provisions of the law, the effective application of the risk matrix, among other tasks.
- **Members:** three directors, of which at least one must be an expert in financial matters.
- **Periodicity:** it meets at least three times a year.

FINANCIAL AND INVESTMENT COMMITTEE

- **Functions:** responsible for monitoring our financial management, long-term planning of our finances and of the analysis of new business opportunities.
- **Members:** four directors, two regular members representing the majority shareholder, and two regular members representing the minority shareholder.
- **Periodicity:** it meets monthly.

GOVERNANCE, SUSTAINABILITY AND COMPENSATION COMMITTEE

- **Functions:** in charge of reviewing and making recommendations on personnel and salary policies, of appointment of CEO and of the organizational structure. Likewise, in charge of supporting the management of matters related to the implementation and maintenance of good practices of corporate governance, sustainability and reputation in Cálidda.
- **Members:** this committee results from the merger of the Compensation and Corporate and Sustainability committees, which occurred in May 2021. It is made up by four directors, two regular members representing the majority shareholder, and two regular members representing the minority shareholder.
- **Periodicity:** it meets at least four times a year.



Corporate
governance model



2022 Board Performance

[GRI 2-18]

The Board of Directors meets at least once a month, and they may hold extraordinary meetings if required. During 2022, the Board held 14 meetings.

Regarding its members, during the year, the Board has had the participation of up to two independent directors and three women directors, with which we reaffirm our commitment to gender equity in the governance body.

Online platforms for Board meetings

Since the beginning of the pandemic, our Board implemented online platforms and media for the holding of meetings, which allowed the activities of our governance bodies to continue without significant drawbacks and interruptions, and it generated efficiencies, both in the making of decisions by the Board and the committees. Notwithstanding, in 2022 we organized two in-person Board meetings, which had the in-person attendance of the Directors.

2022 Achievements

SIXTH COMPREHENSIVE PROGRAM OF THE ASSOCIATION OF CORPORATE SECRETARIES OF LATIN AMERICA

During 2022, we had the opportunity to participate as sponsors and speakers in the Sixth Comprehensive Program, organized by the Association of Corporate Secretaries of Latin America (ASCLA). In said space we could present our main achievements in corporate governance matters and facilitate the meeting on “Board and Committees Minutes”, under the responsibility of Simy Benzaquén, deputy manager of Corporate Matters, who explained the details about the handling of minutes in the company.

2023 Challenges

In 2023, our governance management will be focused on:

- Arrange at least three in-person meetings of the Board and the committees to ensure the continuity of the activities contemplated in the Annual Work Plans (two meetings in Bogotá and one in Lima).
- Continue managing the good practices and standards on corporate governance, and continue with the periodic training to our employees in those practices.
- Publicize and communicate internally and externally the achievements in corporate governance matters, and continue positioning our company as a leader company in that matter.
- Continue consolidating the corporate governance measures in our company, articulating the best practices in environmental, social and governance matters.
- Promote the use of the management tool of internal committees in our company, in order to guarantee the compliance with the corporate governance guidelines incorporated in the regulations thereof.



Corporate
governance model



2.2. Ethics and integrity

[GRI 2-23] [GRI 3-3] [GRI 205-2]

We seek to guarantee the company's sustainability and build trust in all our stakeholders, through a culture of legality, ethics and transparency represented by our value **We do the right thing**.

Our ethical behavior standards are a fundamental element for the creation of value and consolidation of relationships of trust with our environment.

HOW DO WE MANAGE IT?

Through our **Ethics and Transparency Program**, which roadmap is the Code of Ethics and Conduct, which defines the behavior standards for all our employees.

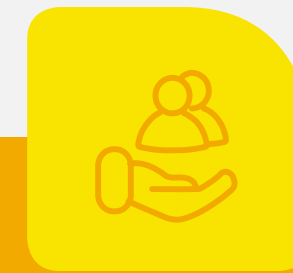
In addition, we are committed to the application of **our corporate values and ethical principles**, which establish the framework of ethical behavior and integrity within which all our administrators and employees must manage the relationships with the different stakeholders.

► CORPORATE VALUES



LIFE FIRST

We are committed to the care of people. We create a healthy and safe environment, which nurtures talent, good energy and respect for life.



SOCIAL CONSCIENCE

We promote the progress of our people and the communities. We look after the environment and revalue the cultural heritage of our city.



PASSION FOR OUR CUSTOMERS

We work with passion and empathy to make customers fans, giving them solutions that improve their quality of life.



WE DO THE RIGHT THING

We are distinguished by our ethics, respect, integrity, equity and transparency. Based on that, we build relationships of trust with our stakeholders.



SUPERIOR PERFORMANCE

We are creative, we learn and adapt quickly. We work as a team with individual responsibility, always focused on achieving extraordinary results.



**Corporate
governance model**



Ethical principles

Transparency

Respect

Equity

Legality

Responsibility

2.2.1. CODE OF ETHICS AND CONDUCT

[GRI 2-23] [GRI 2-26] [GRI 2-27] [GRI 3-3] [GRI 205-1] [GRI 205-2]

- Our Code of Ethics and Conduct is based on the ethical principles, the principles of transparency, respect, equity, legality and responsibility, and it is applicable to all our activities, operations and processes.
- It establishes our Zero Tolerance policy against events of fraud, corruption and Money Laundering and Financing of Terrorism (LAFT), applying for that purpose the highest level of professional and ethical standards in our way of operating and doing business.

Prevention system

The objective of our Prevention System is to mitigate the potential materialization of the risks of corruption, fraud and LAFT, complying with the rules in force that may apply.

Our system has two important tools that seek to prevent the commission of acts or behaviors against ethics and integrity.

They are:



THE ETHICAL CHANNEL

A tool that allows to receive reports on irregularities, improper acts or acts contrary to ethics. The channel is managed by an independent expert third party, and it may be used both by our employees and by any interested third party.



THE ETHICS AND COMPLIANCE COMMITTEE

Collegiate body that enforces the guarantees of the Ethical Channel, which are: anonymity, objectivity, confidentiality and zero retaliation.

This committee leads the investigations of reports received, and determines and implements corrective and preventive actions.

Culture of compliance

[GRI 2-15]

We reinforce our culture of compliance, ethics and integrity, through training throughout the year to all our employees, in different matters within the scope of compliance management. Training is focused on:

- Code of Ethics and Conduct.
- Manual of the Integrated System of Prevention of Money Laundering and Financing of Terrorism – SIPLA Manual.
- Personal Data Protection.
- Regulatory compliance.
- Conflicts of Interest.
- Ethical channel.



Corporate governance model



2022 Performance

During the year, we implemented the new and updated **Code of Ethics and Conduct for Employees** and the new **Code of Ethics and Conduct for Suppliers and Contractors**.

Our **Code of Ethics and Conduct for Employees** defines the behavior standards that the organization expects from all its employees. This code defines the actions of the members of the Board and employees of Cálidda regarding the beneficiaries and relatives of our employees, customers, partners and all the counterparties of Cálidda.

Code of ethics and conduct Employeess

- 1 Our ethical values and principles.
- 2 Responsibilities of the administrators and employees of Cálidda.
- 3 Prohibition of acts related to fraud, corruption and bribery.
- 4 Conflicts of interests: Personal, family and economic.
- 5 Guidelines on gifts and courtesies.
- 6 Guidelines on donations, sponsorships and political contributions.
- 7 Relationships with public officers.
- 8 Prevention of money laundering, financing of terrorism and financing of the proliferation of mass destruction weapons (LA/FT/FPADM).
- 9 Contractual procedures.
- 10 Internal accounting.
- 11 Information management.
- 12 Personal data protection.
- 13 Anti-competitive practices.
- 14 Sustainability: Respect for human rights, labor standards, and protection and care of the environment.
- 15 Prevention and rejection of sexual harassment.
- 16 Ethical channel and protection of the whistleblower.

Thus, we formalize our commitments in ethics, integrity, transparency and human rights matters.



**Corporate
governance model**



2022 Performance

Likewise, during 2022, we continued raising awareness in our employees regarding their commitment to an ethical and honest behavior in the performance of their duties. We conducted a survey to determine the level of knowledge and understanding about the Ethics and Integrity Program, and we developed various training courses for employees and suppliers. We detail below the percentage of attendance and the percentage of evaluated participants:

Name of training	% of attendance to training	% of taking of evaluation
Regulatory Compliance and Personal Data Protection (03/03/2022)	99.50	99.50
SIPLA Manual and Control Entities (05/07/2022)	99.50	99.50
Code of Ethics and Conduct (29/09/2022) ¹	82.40	82.40
Ethical Channel and Conflicts of Interest (22/11/2022) ²	54.70	54.70

¹ The term given to employees to take these evaluations is still effective at Universidad Cálidda – UCA.

² IDEM.

2022 Achievements

“ZERO BRIBERY COMPANY” CERTIFICATION

At Cálidda, we seek to maintain high ethical and integrity standards, constantly improve our internal processes and reinforce them considering the local regulation and best international practices.

In line with said objective, since 2019 we have been obtaining the certification as “Zero Bribery Company”. The anti-bribery certification, granted by the Empresarios por la Integridad association, seeks to strengthen a culture of integrity as an entrepreneurial value to prevent and combat the bribery practice.

It is part of the effort of the entrepreneurial sector to banish the practice of payment to authorities and public or private officers to obtain advantages in qualification processes and awarding of contracts, unnecessary increases of budgets, illegal obtaining of documents, and other illicit acts carried out in the local entrepreneurial practice.

It should be mentioned that, as of the closing of this report, we are in the process of recertifying our fourth recognition.

2023 Challenges

Our main challenges regarding our ethical management for year 2023 are:

- Reinforce the raising of awareness on the culture of ethics and integrity based on our ethical values and principal, from the milestones of the program.
- Strengthen the corporate value “We do the right thing”.
- Obtain the fifth recertification as a Zero Bribery Company.
- Start the procedures for the certification in ISO 37001 and ISO 37301.
- Continue raising awareness on the guarantees inherent to the Ethical Channel.



**Corporate
governance model**



2.2.2. Training in the Code of Ethics

Training in compliance matters for suppliers

Under the Sixth Event of Suppliers, organized by the Department of Supply and Services, we reinforce the ethical and honest behaviors expected as part of the relationship that we maintain with our suppliers.

In the event, we could interact and strengthen the knowledge of 150 suppliers and contractors in aspects such as: components of the Prevention System, the Code of Ethics and Conduct for suppliers and contractors, our ethical values and principles, guidelines on the relationship with public officers, our gifts and courtesies policy, and the Ethical Channel.

Institutional relationship and participation in the regulatory agenda

[GRI 3-3]

WHY IS IT IMPORTANT?

The management of the regulatory agenda allows us to monitor the priority regulatory issues for our company and, especially, for the progress of natural gas massification in all sectors; it also makes possible the identification of problematic situations, the assessment of their criticality and proposal of alternatives to discuss and solve them.

HOW DO WE MANAGE IT?

We make the constant monitoring of the relevant regulatory aspects and we hold coordination and review meetings thereof with the parties involved.

In addition, we coordinate the matters of the regulatory agenda with the Ministry of Energy and Mines (MINEM), which is in charge of issuing the rules that regulate the sector, and with the Supervisory Agency of Investment in Energy and Mining (Osinergrmin), institution in charge of the regulation of the distribution service through a pipeline network.

2022 Performance

During year 2022, the 2022-2026 Five-Year Plan and the rates to be applied for said period, were approved, through Osinergrmin Resolution N.º 079-2022-OS/CD. Considering the importance and impact of the development of the Five-Year Plan, we managed its execution through an interdisciplinary Committee of a monthly periodicity, which objective is to address the problems and make the compliance of the Five-Year Plan feasible. For that purpose, we held periodic meetings with the Osinergrmin and the MINEM in order to address technical topics under our responsibility as a company and report the progress of the Five-Year Plan and the projects underway.

During year 2022, from the Deputy Management of Energy Regulation we also obtained important pronouncements for Cálida related to contracts and qualification terms. In addition, in the NGV segment we obtained the increase of the Energy Social Inclusion Fund (FISE) NGV, in order to be able to convert more vehicles to NGV.

2023 Challenges

Our main challenges for year 2023 are:

- Coordinate with the Ministry of Energy and Mines and Osinergrmin the extension of the 2022-2026 Five-Year Plan, approved in May 2022, for the next years, so that we can include 1,100 additional kilometers to connect more customers in Lima and Callao.
- Clarify with the Ministry of Energy and Mines and Osinergrmin aspects related to the compliance of the obligations of contrasting of meters and supervision of the Five-Year Plan.



Corporate governance model



Energy Social Inclusion Fund (*Fondo de Inclusión Social Energético - FISE*)

[GRI 3-3]

WHY IS IT IMPORTANT?

The Energy Social Inclusion Fund (FISE) is a mechanism of social inclusion policy of the State intended to expand the energy border in vulnerable segments and improve thereby their quality of life. One of the main pillars of this fund is to massify natural gas for households, vehicles and transportation systems.

HOW IS IT MANAGED?

Currently, the FISE is being executed through its 11 programs and the obligations of the execution of these programs are established in the agreements signed. In Cálidda, to date, we have signed the Residential Bonogas Agreement and we are interested in the continuity and expansion of the FISE NGV program to promote the NGV market.

2022 Performance

During year 2022, we maintained the coverage of the Residential Bonogas Program that includes the following aspects:

- The matrix line and the regulation system.
- The benefit to social institutions such as asylums, orphanages, soup kitchens, healthcare centers, public hospitals, among others; as well as small and medium-sized enterprises - mypes.
- The financing of up to 100% of the costs of conversion of vehicles to NGV or the purchase of new vehicles that use NGV, and conversion of heavy vehicles.



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governance model



Legal processes and compliance

WHY IS IT IMPORTANT?

Through this program we seek to mitigate the exposure to the risk of non-compliance with the local regulation and an adequate commitment of the stakeholders involved and the support areas.

The policies and guidelines related to our management that allow us to manage this program are: the Regulatory Compliance Policy, the Regulatory Compliance Manual, and the Regulatory Compliance Procedure.

HOW DO WE MANAGE IT?

We manage the program through the identification and assessment of rules from two fronts:

- **Front of new rules:** the rules issued and published in El Peruano Official Gazette that have an impact or are of interest are identified by an expert third party and communicated to the responsible department for their implementation or knowledge, as applicable.
- **Front of existing rules:** according to the methodology established in our internal procedure, during the year we determined directions and subprocesses to analyze. Upon finishing the review of these processes, we issued a closing report that establishes improvement opportunities and which is publicized in the corresponding internal areas.

In addition, the identification of rules is divided by responsibility:

- The general rules of Occupational Health and Safety (OHS) and Environment are identified and managed by our Compliance Deputy Management and an expert third party responsible for the daily identification of new rules. Said regulations are also categorized as implementation or informative rules, and communicated to the responsible departments for their implementation or knowledge.
- The technical regulations, rules of impact on operations, and rules within the specific scope of regulation, are managed by our Energy and Rate Regulation Deputy Management, and the Rate Regulation Deputy Management, according to the methodology that they have determined, in addition to the support by a third party.



2022 Achievements

CHANGES IN THE RESPONSIBILITIES FOR A BETTER IDENTIFICATION OF NEW RULES

From January 2023, the identification of general, OHS and environmental rules will be led by our Corporate Affairs Deputy Management. This measure will allow us to provide a better support to the areas responsible for their compliance thanks to the delimitation of responsibilities based of the expert knowledge of the Regulation and Legal Management.

In addition, the monitoring of compliance with the environmental rules will be assessed annually by an independent expert, as well as the monitoring of the general and OHS rules, and it will be maintained as part of the internal control led by our Compliance Deputy Management.



Corporate governance model



2.3. Risk management

[GRI 2-16]

WHY IS IT IMPORTANT?

We develop Comprehensive Risk Management identifying, analyzing, valuing and mitigating the risks that have an impact on the compliance of our business strategy and on the performance of our operations.

This is a dynamic and continuous process. The Risk management involves the participation of our Senior Management, as well as of the responsible officers of the different areas of our organization in the stages of identification, assessment, mitigation and monitoring of the events that could have a negative impact on us.

HOW DO WE MANAGE IT?

Our Comprehensive Risk Management is based on good global practices and it takes as a standard the ISO standards and COSO ERM methodology. In addition, the structure of our risk management processes is based on policies and procedures implemented by the different managements under their action plans.

The policies and guidelines that govern our risk management are:

- Comprehensive Risk Management Policy.
- Strategic risk management procedure.
- Risk management and process opportunities procedure.
- Information security risk management procedure.
- Business Continuity Plan.

We have a governance structure that monitors and periodically assesses the progress and results of Risk Management, and which is chaired by the Audit and Risk Committee, made up by members of the Board. This committee receives the comprehensive risk management report on a quarterly basis.

At corporate level, the GEB provides the guidelines for risk management and in Cálidda, the Executive Committee participates in the risk assessment, as well as in the definition of the strategic controls and related action plans. Those responsible for the execution of the controls (key employees of the organization) participate in the design of controls and management thereof.

2022 Performance

In addition to the execution and periodic reporting tasks associated to risk management, during 2022 we made an exercise of quantification of the climate change risk based on international standards and practices in order to assess their incorporation in the strategic risk matrix of the organization.

2022 Achievements

We are proud of having made a strategic alignment of our mitigation controls, process which result was that the strategic controls be incorporated to the risk matrix and that the operating shutdown controls be transferred to the risk and opportunity matrix of the Comprehensive Risk Management System (SGI, for its initials in Spanish).

In addition, during the year we developed an equity risk policy program to be able to deal with the insurable risks of the operation.

Another 2022 achievement was the quantification of the climate change risk according to the quantitative parameters.

2023 Challenges

Aiming at continuing strengthening our risk management system, we have contemplated the following for year 2023:

- Explore and assess emerging global trends that may be related to our operation.
- Strengthen the adoption of the roles and responsibilities associated to risk management in the employees.
- Move forward in the digitalization of risk management.



Corporate
governance model





3

Environmental performance



Environmental performance





Environmental performance

3.1. Environmental commitment

[GRI 2-25]

WHY IS IT IMPORTANT?

Our environmental commitment is aligned with policies and strategies oriented to take decisions that enable us to control the environmental aspects in our operations. It is a communication tool with our stakeholders, because it allows to prove, transparently, our good environmental performance.

HOW DO WE MANAGE IT?

In order to manage our environmental commitment, we have various corporate tools:

- Sustainability Policy.
- Environmental Policy.
- Environmental management instruments.
- Plans, manuals or procedures aimed at the prevention of contamination and mitigation of environmental impact.
- Environmental Management System certified under ISO 14001:2015 Standard: which allows to keep strict control of our environmental aspects for the prevention of contamination.

Our environmental commitment and its compliance are verified through internal and external audits. In addition, we have various monitoring programs that verify our compliance in line with the provisions of the environmental legislation and the high environmental quality standards. Thanks to our good performance, we have environmental certifications and licenses from national authorities.

2022 Performance

During year 2022, no fines have been imposed on us, and we have not been sanctioned for contaminating or degrading the environmental components.



Environmental performance



3.2. Climate strategy

[GRI 2-24] [GRI 3-3] [GRI 305-5]

WHY IS IT IMPORTANT?

Natural gas is the cleanest fuel in the market, which is why the service we provide has a strong impact on the sustainability of the city and people's lives. Based on this premise, we are committed to contributing to the massive use of energy sources that are friendlier to the environment and to the mitigation of climate change.

Since 2019, we resumed the measurement of our carbon footprint based on ISO 14064 international standard, the greenhouse gas protocol, and the guidelines for the preparation of National Inventories of the Governmental Panel on Climate Change (IPCC, for its initials in Spanish). This measurement allows us to know our impacts, and also to adjust our work strategy.

HOW DO WE MANAGE IT?

In line with our Environmental Policy, we seek to incorporate good practices and promote actions aimed at protecting the environment, preventing contamination, mitigating the environmental impact, reducing our GHG emissions, and adjusting our processes to climate risks. As part of our climate change strategy, we highlight:

- Carbon footprint program.
- Avoided GHG emissions program.
- Fugitive emissions management.
- Energy efficiency program.
- Water footprint program.

We are signatories of the Paris Pledge for Action – Paris 2015, through which we affirm our commitment to a safe and stable climate, and to the massification of natural gas in Lima and Callao.



2022 Performance

We updated our carbon footprint measurement methodology according to ISO14064 international standard, version 2018. In this line, the team leader in the management of the inventory of GHG emissions of the company was trained by Aenor certifying entity, increasing the knowledge about the transition and understanding of this new measurement standard for GHG emissions.

In addition, we restructured the Carbon Footprint Reduction Plan towards 2030; for that purpose, we involved the owners of each process (Operations, Maintenance, Integrity, Emergencies, Supply, among others). The project was carried out with the consulting firm specialist in GHG emissions inventory, Deloitte-Perú.



**Environmental
performance**



3.2.1. CARBON FOOTPRINT MEASUREMENT

[GRI 3-3] [GRI 305-1] [GRI 305-2] [GRI 305-3]

With the objective of knowing the impact of our operations and reducing greenhouse gas emissions, we made the quantification of the carbon footprint under the structure and methodology of ISO 14064-1:2018, indicated above, and its operating approach.

In 2022, our carbon footprint increased due to the increase in the connections and distribution of natural gas. However, we have partial reductions compared to 2021, which accounts for an aggregate of 448.73 tCO₂eq.

These accumulated reductions respond to the implementation of the decarbonization strategy in the following sources of emissions:

Scope 1. The increase of the consumption of NGV over other more contaminating fuels for our vehicle fleet, as well as the reduction of the consumption of refrigerants and of leaks of third parties due to the implementation of important methodologies for the emergency management process, allowed to reduce a total of 441.85 tCO₂eq, which accounts for 98% of the total reduction.

Scope 2. There were no reductions.

Scope 3. We achieved to reduce 6.88 tCO₂eq, which accounts for 2% of the total reduction, through the following actions:

- Home-work transportation of employees, 3.57 tCO₂eq were reduced thanks to remote work. 70% of our employees have worked remotely (which reduced the GHG emissions caused by their transportation from the office to their home).
- Paper consumption reduced 3.31 tCO₂eq thanks to the digitalization of correspondence processes, implementing digital signatures and electronic notices.

Peru's Carbon Footprint Program

We voluntarily are part of Peru's Carbon Footprint Program, boosted by the Ministry of the Environment (MINAM), under which we report our carbon footprint and guide our efforts to reach carbon neutrality. In this sense, we have received the third award for the reduction of our carbon footprint in 2020.

Environmental offset

Within the framework of our Climate Action pillar, in 2022 we offset 3,320 tCO₂eq through two REDD+ projects of AIDER "Nii-Kaniti alianza Forestal" and "Tambopata Bahuaja Reserva de Biodiversidad", this contributing to the environmental and social development of this biodiversity reserve.

"Tambopata Bahuaja Reserva de Biodiversidad" project allowed us to contribute with:



ECOSYSTEMS

573,299 hectares protected

and more than 1,300 hectares of restored land to produce high-value fine and aromatic cocoa (one million trees planted).



MEANS OF SUPPORT

400 families benefited

of which 285 are farmers who are partners of the cooperative with a title deed.



INCLUSION

30% of the farmers are women.



SUSTAINABLE ENTERPRISE

400 T of cocoa

with fair trade, exported by the cooperative in 2022.



CLIMATE

4.7 MM of carbon credits

avoided to date with VCS and CCBA standards.



SPECIES

30 protected threatened species

among them the giant otter or river otter, the blue-headed macaw and the giant armadillo.



Environmental performance





Avoided GHG emissions program

We implemented the avoided GHG Emissions Program, with the objective of knowing and publicizing how many tCO₂eq have been avoided thanks to the consumption of natural gas in different sectors of the districts of Lima and Callao.

In 2022, 49 district governments of Lima and Callao have joined the program. Thanks to this action, the emission of 1,046,087.11 tCO₂eq has been avoided.

Quantitative assessment of climate risks and opportunities

Within the framework of our strategy of adjustment to climate change, in 2022 we have completed the qualitative assessment and we continued with the quantification of climate risks and opportunities, with the support of the consulting firm Management Solutions. This assessment has allowed us to carry out an in-depth analysis of our physical and transition risks.

For the process of the quantitative estimate of the risk and opportunities, we clarify that it is not associated to a probability of occurrence, but it is based on the possible scenarios defined and economic impacts of

the risks (potential losses) and opportunities (potential profits) estimated for years 2030, 2040 and 2050; all of this under the TCFD standard.

The main results of this study were:

- The more sustainable the scenario is, the more the potential losses associated to climate risks increase, maximizing the need to adopt mitigation and adaptation measures.
- Transition risks are significantly higher than physical ones, with the larger impact associated to the change in consumer preferences and the stigmatization of the sector.
- The potential profits are higher in the Business as usual scenario; in this context, the mitigation and adaptation measures would have a larger effect.
- The Products and Services category is the most relevant one in terms of potential profits, with the increase of the energy demand, gaining relevance in the least sustainable scenario.

Likewise, we prepared our first TCFD Report, which is available for our different stakeholders in the following link:

<https://www.calidda.com.pe/media/hhsk3oq1/reporte-calidda-tcfd.pdf>.

Finally, as part of our strategy, the objective for 2023 is to incorporate climate change risks in the strategic risk matrix, as well as prepare a climate management plan that incorporates the necessary mitigation and adaptation measures.



**Environmental
performance**



3.2.2. FUGITIVE EMISSIONS

[GRI 2-25] [GRI 3-3] [GRI 413-2]

WHY IS IT IMPORTANT?

We are committed to managing early and under the precaution principle, the risks, impacts and opportunities that may be generated in environmental, social and occupational health and safety matters, resulting from our operation.

That is why we identify the sources of emission generation, including fugitive emissions, with the objective of preventing, identifying, mitigating and correcting, in a timely manner, the existence of leaks in the distribution system. That allows us to carry out the corresponding treatment, according to the case and the seriousness, always prioritizing the respect for life, the environment and the property of people.

In addition, we carried out for the first time the partial record of fugitive emissions in the natural gas distribution system, for the purpose of improving our management regarding these GHG emissions with the support of the consulting firm Process Solutions S.A.C. This allowed to identify with infrared thermographic equipment the sources of the fugitive emissions, to implement later the improvement actions, under the leadership of the operations and maintenance department.

HOW DO WE MANAGE IT?

Our maintenance department, made up by a multi-disciplinary team specialized in the systematic detection of natural gas leaks, is in charge of carrying out activities related to the control of fugitive emissions, which are carried out in compliance with

the procedure for the systematic detection of leaks in networks.

The studies or leak detection methods used are the following:

- Inspections for gas detection in closed and open environments.
- Inspections for subsurface gas detection (including rod drilling).
- Vegetation inspection.
- Pressure drop test.
- Bubble leak test.
- Ultrasonic tests for leak detection.
- Infrared inspection.

Pipeline Integrity System and PPD

The function of our Pipeline Integrity System is to update the diagnosis of the integrity of the infrastructure of the Distribution System to identify and manage the threats, valuing the risk and mitigating it through prevention and repair actions.

The purpose of our corporate policies is to define the plans of the integrity system according to the regulations in force, and provide information about the location of the natural gas pipelines to excavation companies.

The plans created and executed by the Pipeline Integrity System and PPD are the following:

- Integrity management plan.
- Performance plan.
- Change management plan.
- Quality control plan.
- Communications plan.

On a supplemental basis, we have a contingency plan for emergencies that establishes the following objectives:

- Offset the damages that may be caused by unwanted risk events during the operation of the natural gas distribution system in the department of Lima and in the Constitutional Province of Callao, as well as its area of influence.
- Establish the basic guidelines to respond in a comprehensive, immediate, timely and effective manner to emergency situations that involve the natural gas distribution system of Cálidda.
- Optimize the use of the material and human resources committed to the control of emergencies and other events, unifying operating criteria and centralizing the actions for combat through an operational unit.



**Environmental
performance**



Record of fugitive emissions of the Natural Gas Distribution System

In 2022, we made the first record of fugitive emissions, which consisted in the detection and repair of fugitive emissions of the natural gas distribution system. We carried out the leak detection process through infrared thermographic equipment for the purpose of identifying and quantifying fugitive emissions.

We have developed the scope of this first record in the following facilities of the Natural Gas Distribution System:

- City Gate 1.
- City Gate 2.
- ERP Machinery.
- ERP Central Highway.
- ERP Agustino Parks.

As a result of this first quantification, we found that the potential of GHG emissions was equivalent to 5,970.15 tCO₂eq/year. In 2022, 75.7% of the leaks were controlled, avoiding the release of 4,519.49 tCO₂eq/year; whereas the repair of the remaining 24.3% has been scheduled for 2023 through the Fugitive Emissions Repair and Control Plan of the natural gas distribution system.

2022 Perfomance

All the abovementioned strategies account for the methodologies that we have implemented for the control of leaks that may be generated under normal or abnormal conditions, by the operation or by external agents of the development of the natural gas distribution networks.

The results obtained in leak management in year 2022 are the following:

Description	2017	2018	2019	2020	2021	2022
Regulated customers	138,413	184,403	191,466	93,385	254,055	260,257
Leaks < 1000 ft³	189	289	343	349	481	633
Leaks > 1000 ft³	76	112	127	86	111	180
Total leaks	265	401	470	435	592	813
Ratio by increase in authorizations	0.19%	0.22%	0.25%	0.47%	0.23%	0.31%



Environmental performance



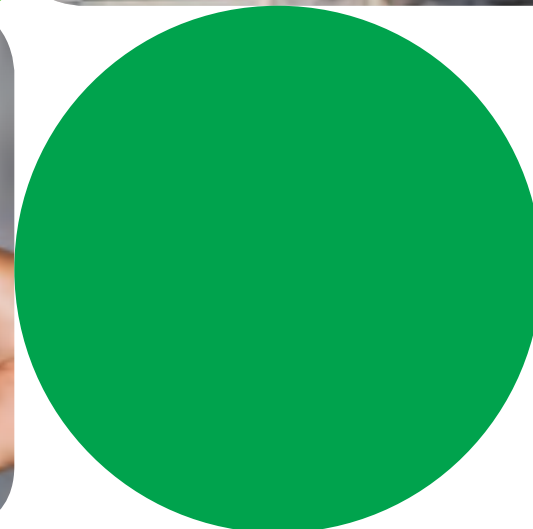
3.3. Eco-efficiency

[GRI 3-3]

We constantly seek to optimize the use of resources in our operations, with the objective of strengthening the environmental culture of our employees.

The measurement of our water and energy consumptions are important components of the processes of measurement of the carbon footprint and water footprint, reason why they have a direct impact on our environmental management.

We also look after a correct waste management, due to its high valuation potential which contributes to the reduction of the consumption of natural resources and prevention of environmental contamination.



3.3.1. ENERGY EFFICIENCY

[GRI 3-3] [GRI 201-2] [GRI 302-1] [GRI 305-5]

WHY IS IT IMPORTANT?

We are committed to incorporating good practices and promoting actions aimed at environmental protection, contamination prevention, adaptation and mitigation of climate change in our operations. That is why we are aware of the importance of reducing our energy consumptions and implementing cleaner technologies that allow us to be a more efficient company in terms of energy.

HOW DO WE MANAGE IT?

We have a Carbon Footprint Reduction Plan, which establishes the different actions that lead to improving the energy efficiency of our operation which, consequently, will allow us to reduce our greenhouse gas emissions.

In addition, we published our Environmental Policy to ensure the highest environmental management standards and that our activities are carried out identifying, assessing and managing the potential impacts on the environment. Therefore, in our Environmental Policy, we have developed measures to improve our energy performance, in which the following stands out:

- Contribution to social conscience through the management of the demand of energy and the promotion of energy saving for our customers and the different stakeholders of the society. For that purpose, we developed mechanisms that allow to generate a positive and constant action according to the principles of sustainable care and use of energy resources.

- Work for a fair, flexible, safe and economically efficient energy transition. All of that to ensure the distribution of the associated costs and benefits, and contribute to local prosperity.
- Promote sustainable transportation through the use of cleaner fuels such as vehicle natural gas (NGV) for light vehicles and liquefied natural gas (LNG) for cargo transportation.
- Promote actions for the supply with renewable energy resources, distributed generation, co-generation and clean cooking.

Our Environmental Policy is available for all our different stakeholders in the following link:

https://www.calidda.com.pe/media/m4tmhilt/n-dso-005_v1-pol%C3%ADtica-ambiental.pdf.

2022 Performance

During year 2022, our total consumption of energy was 268,429.66 GJ, which accounts for a reduction of 1.3% compared to our base year.



Environmental performance



3.3.2. WATER FOOTPRINT MEASUREMENT

[GRI 3-3] [GRI 303-1] [GRI 303-3] [GRI 303-5]

WHY IS IT IMPORTANT?

We consider that the measurement of our water consumption is an important component for the processes of measurement of our water footprint, because it has a direct impact on our environmental management.

The calculation of our water footprint allows us to know the magnitude of our impacts on water resources and identify the critical points in our value chain to reduce operational and reputation risks related to water.

In addition, it gives us the possibility to establish strategies for a sustainable use of the resource and strengthen the company's culture and reputation, through measurable and verifiable actions.

Those commitments also seek to reduce or optimize the use of water in our processes, having a water footprint program that focuses on the following:

- ✓ **Identification of the sources of water consumption** and calculation of our water footprint.
- ✓ **Measurement of water consumption** in the administrative and operational facilities of the natural gas distribution system. This activity includes the compilation of monthly information on water consumption and the report of the measurements.
- ✓ **Preparation of the water footprint reduction plan and shared value program.**

HOW DO WE MANAGE IT?

In line with our Sustainability Policy, and under our commitment to protect the resources and the environment, we look after the sustainable management of the water resource in the administrative and operational facilities of the company.

In addition, now we have the Environmental Policy, which establishes the commitment: Increase the responsible management of water, the adequate use and disposal of waste, and improve the environmental performance of the value chain, applying circular economy.

We also have the Base Water Footprint Report of year 2019, which implemented the water footprint reduction plan and the shared value program approved by the National Water Authority. These plans obtained the **Blue Certification granted by this same authority.**

2022 Performance

We monitored the compliance of the Water Footprint Reduction plan and Shared value program, and the following stands out:

- **Reduction project:** we have changed 9 toilets with high-efficiency flushometers, which increase water pressure and allow to use less water for each discharge. Thanks to that, we achieved a saving of 332 m³ of water in the year and S/ 2,508 in water utility bills.
- **Shared value program:** we installed 20 water savers in the soup kitchens and trained 30 leader women in the sustainable management of water, thus promoting its efficient use. Through this program, we have raised awareness in 330 people, with the consequent saving of 2,402 m³ of water in the year and S/ 8,048.58 in water utility bills of the soup kitchens.

In addition, we have reduced water consumption per employee in 72%.

2023 Challenges

We seek to continue complying with our commitment to reduce water consumption in the company. For that purpose, we have mapped a series of challenges for year 2023, which include the following:

- Prepare and submit to the ANA the new reduction project.
- Prepare and submit to the ANA a shared value project.
- Apply the renewal of the Blue Certificate of the National Water Authority.



Environmental performance



3.3.3. WASTE MANAGEMENT

[GRI 3-3] [GRI 306-1] [GRI 306-2] [GRI 306-3]

WHY IS IT IMPORTANT?

We are aware of the importance of good management and adequate handling of waste. That is why we use various actions aimed at reducing its generation, prioritizing its valuation and adequately disposing of non-usable waste, taking into account the high environmental impact that it has on the ecosystems if it is not managed correctly.

Those actions are focused on the prevention or minimization of the generation of solid waste from its origin, opting for the recovery or material and/or energy valuation thereof to ensure a responsible or authorized final disposal. This aligns with the principle of environmental protection and public health of the Law of Comprehensive Management of Solid Waste, under which we have the commitment to implement the necessary measures to protect people's health and the environment.

HOW DO WE MANAGE IT?

We have a Solid Waste Optimization and Management Plan and an Environmental Policy where we establish criteria for the adequate management of solid waste, promoting circular economy through the use and adequate disposal of waste.



**Environmental
performance**



We work as a team with operating companies authorized for the safe transportation of solid waste and agreements with the institutions Aniquem and Recidar, which value usable waste and re-use disused materials. In addition, we have the Environmental Management Manual, which establishes guidelines for the responsible management of waste by contractors.

With the objective of measuring our performance in waste matters, we use the environmental performance index and we have comprehensive supervision services for the verification of the compliance of our environmental commitments, submitting an Annual Declaration of Solid Waste Management.

Alliance with Aniquem

We are part of Aniquem's "Recycle to help" (*"Reciclar para ayudar"*) program, which co-finance the comprehensive rehabilitation of child burn survivors through the proper management of recyclable waste. We donate our recyclable waste to Aniquem since year 2017 and to RAEE since 2020, thus contributing to the treatment of children who have suffered burns.

Alliance with Recidar

We maintain an alliance with Recidar since 2020. We collaborate with this organization that seeks to generate solutions to move towards a circular economy through the democratization of responsible consumption in social bazaars, and the creation of formal employment in zones with high job insecurity.

2022 Performance

VALUATION OF USABLE WASTE

This year we continued with the valuation of usable waste, diverting to the recycling chain 50.14 T of waste (paper, cardboard, plastic, used oil, RAEE, among others), of which 32.47 T were donated to Aniquem.

IMPROVEMENT OF CONDITIONS OF SOLID WASTE STORAGE ZONES

We have awarded the service to improve the facilities of the waste storage zones of the northern stations, investing a total amount of S/ 91,426.08.

CIRCULAR ECONOMY PILOT PROJECT

During 2021 and 2022, we have developed the pilot project "Re-use of Waste Oil through the Circular Economy approach" which consisted in:

- **Diagnosis of the sources of waste oil generation:** it is important to consider that before the project everything was commercialized by EO-RS without guaranteeing adequate environmental management.
- **Examine the solution alternatives:** considering the circular economy approach and establishing that the most efficient solution was the regeneration of lubricant bases through the re-refining process.

- **Identification of the potential stakeholders to make the pilot project feasible:** we manage working meetings with the leaders of these companies and finally, the project started in October 2021, defining the measurement and progress indicators.

Through this pilot project, we have achieved to change the management of waste oil, achieving a regeneration of 76%, through the circular economy model. Thanks to this, we have taken 1,537 gallons of waste oil to regeneration, producing 1,024 gallons of base oil for lubricants that have returned to the market as new products. Out of these, 21% (220 gallons) have been returned for engine and hydraulic systems of the bobcats without causing operating problems (858.5 machine hours without failures) or generating uncertainty to the owners of the machines.

In addition, according to the results that we obtained in laboratory, the regenerated oil has a similar behavior, or even better, than traditional oil of virgin source; and in economic terms, an average of S/ 721.5 can be saved per cylinder of regenerated oil. This has a positive impact on the air, water, soil components and on the carbon footprint, supporting the feasibility of taking the pilot to a next implementation stage in the entire process of our company, proving our commitment to the efficient management of waste and circular economy.

2022 Achievements

Among the main achievements that prove our commitment to waste management was obtaining the Yanapay award in the category "Empowering the Value of Recycling", granted by the *Asociación de Ayuda al Niño Quemado* (Aniquem), thanks to the donation of 19.8 T of recyclable waste, contributing to the improvement of the quality of life of 23 patients, who needed physical, psychological and occupational therapies.



Environmental performance



3.4. Biodiversity

[GRI 3-3] [GRI 304-1] [GRI 304-2] [GRI 304-3]

WHY IS IT IMPORTANT?

The importance of biodiversity is related to the need of preserving the species and genetic diversity, through the adaptation of the company's processes aimed at protecting natural and urban spaces, and mitigating climate change.

Our operations are developed within the urban area of the cities of the department of Lima and the Constitutional Province of Callao; reason why generally we do not intervene or execute works inside natural habitats of animals, natural vegetation or seasonal vegetation.

Therefore, our current projects under construction and operation stage do not generate negative impacts on the biodiversity component, which is verified in the Environmental Impact Study of the Project of Construction and Operation of the Secondary Networks of the "Other Distribution Networks" in Lima and Callao, which does not identify effects on biodiversity.

Though our operations are developed in urban zones, we are committed to sustainably managing natural resources and contributing to the protection and conservation of biodiversity, reason why we have continued with the development of our Biodiversity Program in Las Lomas de Villa María, with the objective of contributing to the conservation of fragile ecosystems of Lomas.

HOW DO WE MANAGE IT?

In line with our Sustainability Policy, we look after the compliance of our commitment to "Protect the resources and the environment", which seeks the protection of the environment in our zones of direct and indirect influence. In addition, we are committed to making efforts for the protection of biodiversity in flora and fauna of important spaces such as the hills that are fragile ecosystems.

In addition, through our Environmental Policy, we developed commitments in biodiversity matters, where the following stands out:

- Contribute to the conservation of species and genetic diversity through actions that help reduce their vulnerability, guaranteeing their sustainable use and ensuring the provision of the multiple services that they provide to the present and future populations.
- Contribute to the reduction of the deforestation and ecosystem degradation levels through actions that guarantee the prevention, minimization, rehabilitation and/or offset of the impacts and opportunities that may result from our operations.
- Assess the ecosystemic services applicable to the company for the purpose of implementing projects related to nature-based solutions.

Assessment and supervision of environmental impacts

[GRI 2-25]

We conduct an assessment of the direct and indirect environmental impacts caused by our contractors during the construction of the natural gas networks. The organization has a strict control of all the projects, which are approved by the specialists in environmental management, archaeology and community relations through the approval of the Environmental Checklist.

The Environmental Checklist contains all the initial conditions of the areas to be built to verify and update the environmental impact prevention and mitigation measures.

For the environmental supervision and control of the projects, we have a team of environmental engineers who constantly measure the performance of all contractors.

Biodiversity program in Lomas de Villa María

In line with the biodiversity program, we promote the protection of species and the sustainable management of natural resources. That is why we have carried out **the monitoring of the impact indicators of the project "Implementation of fog catchers for the collection of water in Lomas de Villa María"**, for the purpose of knowing the results of the operational phase compared to the baseline of 2021, and implementing the corresponding improvements to guarantee the continuity of the project.



We do not intervene or execute works inside natural habitats.



Environmental performance



For that purpose, we had a team made up by experts in topics of biodiversity in flora and fauna, as well as the *Asociación Circuito Ecoturístico Lomas de Paraíso*, who look after the correct operation and maintenance of the implemented infrastructure.

2022 Achievements

Through the biodiversity program we had an impact on SDG 13, 15 and 17, since the reforestation of the ACR Lomas de Villa María has benefited the protection of 112 species of flora and 30 species of fauna, allowing to preserve the existing biodiversity in the fragile ecosystem.

During 2022, we began the monitoring of the indicators of the project “Implementation of fog catchers for the collection of water in Lomas de Villa María” with an annual frequency, with the objective of knowing the results of the operational phase compared to the baseline, and implementing the corresponding improvements to guarantee the continuity of the project. For that purpose, we had a team made up by experts in topics of biodiversity in flora and fauna, as well as the *Asociación Circuito Ecoturístico Lomas de Paraíso*, who look after the correct operation and maintenance of the implemented infrastructure.

The main results of this project were the following:

▶ BIODIVERSITY INDICATORS

The presence of a bird species was recorded: *Burhinus superciliaris huerequeque*, which does not belong to the list of bird fauna of previous sources. A species of mammal was recorded. In addition, five species of reptiles were recorded (two non-poisonous snakes, one poisonous snake, one gecko and one lizard). Finally, the presence of three arthropod species was recorded (one arachnid, one mollusk and one insect), representative of the ecosystem of Lomas.

Below is the chart of protected flora and fauna species:

Indicator description	2021 Baseline	2022 Monitoring
Protected flora species	112 flora species	112 flora species
		21 bird species
Protected fauna species	25 fauna species	1 mammal species
		5 reptile species
		3 arthropod species



Environmental performance





LANDSCAPE INDICATORS

It was achieved to identify with more accuracy the surface of Lomas which is currently supplied with water from the fog catchers and the one that has potential to receive water by gravity. In addition, it was achieved to improve the monitoring of the water intake systems and all the structures of fog catchers of the system have been included in the calculation.

The project has allowed to identify a clear increase of water from the fog catchers compared to year 2021, allowing to reduce the carbon footprint also.

The chart below shows the benefits of the project:

Indicator description	2021 Baseline	2022 Monitoring
Area of the hills forested and assisted by irrigation	7,500 square meters	12,000 square meters
Area of the hills forested and NOT assisted by irrigation	3,000 square meters	4,600 square meters
Water caught by the fog catchers	330 liters of water caught per day	2,479.8 liters of water caught per day ¹
Forestation or tree planting	700 trees of sown <i>taras</i> and <i>huarangos</i>	1,080 trees of <i>tara</i> , <i>molle serrano</i> , <i>molle costeño</i> , <i>palo verde</i> , <i>huananhuay</i> and <i>tipa</i> planted
	500 seeds of <i>tara</i> sown in the nursery	1,200 seeds of <i>tara</i> sown in the nursery
Forestation potential	100,000.0 square meters	151,377.9 square meters
CO ₂ reduction potential per tree	42 tCO ₂ eq	64.8 tCO ₂ eq ²
CO ₂ reduction potential per fog caught	0.1 kgCO ₂ eq per day	1.5 kgCO ₂ eq per day ³

¹The indicator as of 2022 groups the water produced by all the operating fog catchers that add up to 12 nets. The fog catchers implemented by Cálidda consist in 5 nets and account for 45% of the total collecting net surface installed.

² CO₂ uptake equivalence factor: 0.060 metric ton of CO₂ per urban tree planted during a life period of 10 years. Source: <https://espanol.epa.gov/la-energia-y-elmedioambiente/calculadora-de-equivalencias-de-gases-de-efecto-inv>

³ Non-generated CO₂ equivalence factor: 0.344 kg CO₂/m³ of water collected from the fog catcher equivalent to the water that can be extracted from the Chirilu basin to make the water drinkable and further use of water in irrigation. Source: UK Government GHG Conversion Factors for Company Reporting (2021). <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021>

► SOCIAL INDICATORS

During 2022, the project “Implementation of fog catchers for the collection of water in Lomas de Villa María” has contributed to the growth of local employment.

The indicators in the chart below show the sound progress of local families and for the *Asociación Circuito Ecoturístico Lomas de Paraíso*:

Indicator description	2021 Baseline	2022 Monitoring
Number of people trained	+20 people trained	+42 people trained ¹
Tourism	95 visitors guided	581 visitors guided (+550%) ²
	5 new registered guides	10 new registered guides
Gender	50% of visitors are women (52)	64.5% of visitors are women (375)
	50% of visitors are men (43)	35.5% of visitors are men (206)
Public-private alliances	2 alliances	3 alliances ³
Businesses	6 businesses	7 businesses
Benefited families	50 benefited families	62 benefited families ⁴
Man-Hours saving	3 daily hours from irrigation of trees	3 daily hours from irrigation of trees ⁵

¹ The profile of the people training during year 2022 corresponds to: 17 new volunteers, 15 former volunteers and 10 thesis students/ students. The training consisted in providing technical knowledge for support in reforestation works, as well as for the scientific study about the aspects related to the irrigation system with fog water.

² Information provided by Asociación Ecoturística CET Paraíso.

³ Two alliances of year 2021 continued in 2022: (1) Agreement with the Círculo de Investigación de Ornitología for the preparation of the Inventory of birds of Lomas de Paraíso. (2) Agreement with Calidda for the expansion of the reforestation systems with tara and huarango, and the expansion of the fog water catching system for irrigation (3) Updated agreement with UNACEM for the improvement of the nursery of dissemination of native species.

⁴ From the carrying out of various activities that required the contracting of skilled labor for field work, sale of food and guided service.

⁵ The Man-Hours Saving indicator is related to the regime of irrigation of forest species. The indicator could change if new species require more irrigation work.



**Environmental
performance**



TESTIMONY

Gerónimo Huayhua lives in Quebrada Alta del Paraíso Human Settlement and belongs to the Asociación del Circuito Ecoturístico Lomas del Paraíso, which main objective is the preservation of the coastal hills.

Both Gerónimo and his partners seek to make the zone friendlier and more accessible, wishing to make it a development model: ecofriendly, safe and attractive for tourism, with the objective that all can have a better life.

That is why, thanks to Cálidda, they could finance several projects for the purpose of improving the life conditions of the zone. For instance, the “Cinturón Verde” project started, which, through fog catchers the water from the fog is caught, achieving to carry out drip irrigation in the zone of Lomas. In addition, in alliance with Techo, the recreational area could be improved for the members of the community.

“

We are grateful with Cálidda for all the support they have given us. Through our work with Techo, we are thrilled to have the opportunity to make our community a model of development.

We have verified that the project is not only good, but that the people in it are honest. That is why we will continue working together”

Gerónimo Huayhua

PRESIDENT OF “QUEBRADA ALTA DEL PARAÍSO” HUMAN SETTLEMENT AND ASSOCIATION



**Environmental
performance**



3.5. Sustainable cities

3.5.1. SUSTAINABLE MOBILITY

[GRI 3-3]

Efficient Mobility Program

We have a natural gas vehicle fleet and taxi service, encouraging thereby the reduction of the consumption of high-carbon fuels, improving air quality and reducing our carbon footprint.

In 2022, we maintained 15 vehicle units at NGV and we acquired other 8 that will be part of the vehicle fleet during the first quarter of 2023.

Light mobility

WHY IS IT IMPORTANT?

The program arises as part of our initiatives for the development of the market of vehicles with NGV motors, which is implemented through a financial inclusion program for drivers who have NGV in their vehicles, seeking customer loyalty to continue consuming this type of alternative fuel for light vehicles.

HOW DO WE MANAGE IT?

We have an interdisciplinary management to meet the objectives set, mainly to maintain the contracts updated with commercial allies, shops and sale channels.

For this purpose, we are governed under the compliance of various corporate policies and actions, which are:

- Policy of Conflicts of Interest.
- Supply Policy for the purchase of materials for publicity.
- Measures of Personal Data Protection: since we must manage personal data of customers through third parties (our allies).
- Development of automation that allows us to focus on the management and growth of the program.

The continuity of our business related to mobility is possible thanks to the support of our stakeholders, among others, the following:

- COFIDE, through the NGV Cargo Control System, allows us to guarantee the continuity of the business.
- FISE, through its NGV massification program.
- Conversion Shops, which are our allies.
- Service Stations or EDS, that in addition of being our allies, are also our customers.

2022 Achievements

- ✓ We have a commercial relationship with 23 conversion shops located in Lima and Callao, as well as a commercial relationship with 28 existing service stations that are connected to the distribution network. Thanks to the conversion shops we finance the maintenance works for the NGV kit of vehicles.
- ✓ 3 new commercial allies that, through their sales force, have been part of the placement of financing facilities in the 28 service stations with which we have a commercial relationship.
- ✓ Implementation of the sales channel of auto shops, through which it is sought to finance the body and paint work and spare parts of vehicles.
- ✓ Enhancement of the FISE Fund for the conversion of 50,000 additional light vehicles for NGV, achieving a record of vehicle conversions to NGV in July of 2022, where in that month only 7,872 light vehicles were converted.



Environmental performance



Heavy mobility

WHY IS IT IMPORTANT?

The Camisea NGV Bonus is an effort between our company and Camisea Consortium. We seek to promote the use of NGV and contribute with the State in the natural gas massification plans, with the objective of giving the carriers the benefits of a cheaper fuel, and the society the advantages of a cleaner type of energy.

The Camisea NGV Bonus is intended for heavy transportation and seeks to incorporate more than 3,000 new units under natural gas for vehicles in the next three years

HOW DO WE MANAGE IT?

We provide access to the bonus to individuals or companies of Lima and Callao that wish to renew their vehicle or fleet under an ecofriendly and cheaper fuel, such as NGV.

In order to know if you meet the application requirements, you can visit the website: camiseaesenergia.pe/bonocamiseagnv, or, in order to apply for the bonus, you must request information directly in the WhatsApp number +51981444555 of Cálidda.



2022 Achievements

Thanks to our Camisea NGV Bonus, we have benefited more than 200 units that belong to various cargo transportation and public transportation companies recognized in Lima and Callao.

We have also started up an NGV station for the company Perú Bus (yellow corridor) and incorporated 12 vehicle concessionaires as part of the Program.



**Environmental
performance**



3.6. Environmental compliance

[GRI 2-27] [GRI 3-3]

WHY IS IT IMPORTANT?

Environmental compliance allows us to be prepared for the future and face the challenge of providing quality products or services to our customers with a minimal environmental impact.

This is within our framework of the process “Regulatory Compliance of Cálidda” and it is a strategic axis for the development of our environmental management.

HOW DO WE MANAGE IT?

We have a Sustainability Policy and an Environmental Policy, as well as a Regulatory Compliance Policy; through it we look after the compliance of the applicable legislation in terms of environmental management.

In addition, we have a Comprehensive Environmental Management Plan and an Environmental Management Manual, which describe the methodologies and controls to measure and manage the performance of the organization based on objectives and monitoring indicators.

Likewise, with the support of Benites, Vargas y Ugaz Law Firm, we identified the applicable legal requirements for our operations and, additionally we verified our regulatory compliance in environmental matters with the support of the company Ada Alegre Consultores S.A.

In the event of any environmental violation by our employees or in our processes, we have formal complaint and claim mechanisms, such as: Aló Cálidda, customer service centers, website and letters. Said complaints and claims are addressed to the PQRS Management department, which analyzes them and manages the solution together with the Sustainability and Reputation Department and/or Regulation and Legal Department, as applicable.

2022 Performance

We have no recorded incidents of environmental violations, and we have not had shutdowns in our operation or projects due to environmental violations either.



Environmental performance





4

Sustainable supply



Sustainable supply



Sustainable supply

4.1. Sustainable supply chain

[GRI 2-6] [GRI 3-3] [GRI 205-1] [GRI 414-2]

WHY IS IT IMPORTANT?

In order to ensure the supply of natural gas to our customers and to expand its mass use in our concession zone, we require an efficient chain that allows us to operate with quality, ethics, transparency and sustainability. That is why, the development of a value chain under the sustainability approach is part of our strategic map. In this way, we mitigate and control potential risks that affect our stakeholders and the environment; in addition, we promote the best environmental, social and governance practices that make our suppliers and contractors more competitive.

Supply management model

HOW DO WE MANAGE IT?

Our supply chain is mainly made up by manufacturers and distributors of goods, among which service companies of construction of steel and polyethylene networks, as well as pressure regulation stations stand out.

Our priority is to guarantee the supply of natural gas to our customers and expand its mass use in our concession zone. That is why, we have an efficient chain that allows us to operate with quality, timeliness, competitiveness, ethics and transparency.

Our supply management is aligned with the model proposed by our parent company, Grupo Energía Bogotá (GEB), which has 6 lines of action and 5 major processes:

Supply management is present across the organization, especially in the company's Operations and Commercial areas, through medium and long-term strategies that have a positive impact on the business flows and translate into more efficient processes.

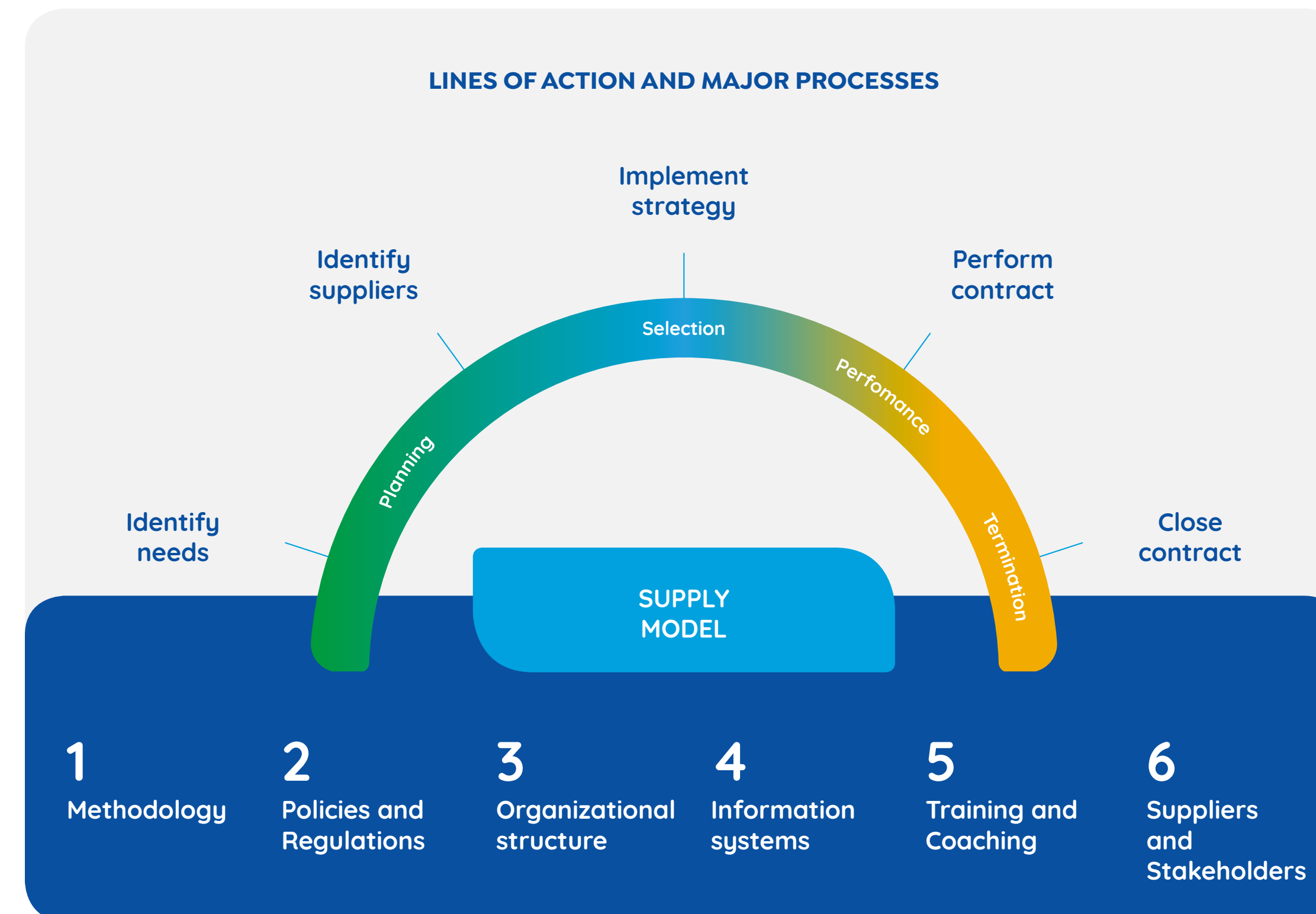
At supervision level, we have a Contracting Committee, which has the participation of seven directors who carry out a monitoring of all the actions related to the company's supply practices.

In order to regulate these processes, our Supply Model has the following guidelines:

- Supply Policy.
- Contracting Manual and Execution Control.
- Internal Control and Fraud and Corruption Prevention Policy.
- Code of Ethics and Conduct for Suppliers and Contractors.

These guidelines are published in the following link:

<https://www.calidda.com.pe/proveedores-y-terceros/lineamientos-de-contratacion/>.



Sustainable supply



Guidelines for the evaluation of supplier performance

After the selection, we appoint a supervisor for the monitoring of the performance of the contract signed between us and the third party. At this stage, we control the administrative, technical, financial, legal and contract sustainable development aspects.

We have incorporated a specific clause on human rights in the contracting model, promoting in all scopes the full commitment to embrace, respect and remediate, when necessary, according to the international conventions.

We measure supply management through the following indicators:

- **Annual Purchase Plan:** the progress is submitted on a quarterly basis to the Contracting Committee.
- **Savings:** they are recorded on a monthly basis according to the contracting made.
- **Order fulfillment time:** it is recorded on a monthly basis according to the contracting made.
- **Internal and external client satisfaction.**
- **Stock shortage:** it is recorded on a monthly basis.

In addition, we carry out audits to the supply process by the Internal Audit team and SGI.

4.1.1. ENVIRONMENTAL, SOCIAL AND GOVERNANCE CRITERIA FOR SUPPLIER SELECTION

[GRI 3-3] [GRI 414-2]

In our supply management model, we include environmental, social and governance criteria for the selection of our suppliers and contractors.

We also include evaluations to know the degree of satisfaction of suppliers, which is very valuable because it allows us to identify how they perceive us and make improvements, in this sense, we have a score of 96% of degree of satisfaction of suppliers, highlighting our compliance of the contracting principles and confidence in the procedures we carry out.

The environmental impacts on the contracting of contractors are identified in the matrix of environmental aspects where they are assessed, valued and controlled. The main processes of supplier registration that include the evaluation of the criteria mentioned are:

	 Process	 Evaluation	 Responsible party
Supplier Registration	Selection Process	Supplier data sheet (signed by the legal representative), bank certificate, powers of attorney, verification with National Superintendence of Tax Administration (SUNAT)	Supplier Management
		Verification in blacklists	Compliance Officer
	Supervision	Contract that includes clauses with environmental, labor, and human rights clauses, and clauses to avoid child labor.	Legal Department
		Occupational health, safety, and environmental certification	Cálidda Occupational Health, Safety, and Environment Department
		Supplier evaluation during the effective term of the contract, or upon the termination thereof, taking into account the compliance with technical, administrative, occupational health and safety, environment, environmental management, community relations, and quality criteria.	Supervisor



Sustainable supply





2022 Achievements

Our management allowed us to progress positively in the fulfillment of various goals, standing out the following:

- ✓ **Contracting manual and execution control:** we achieved a contracting management with more clarity, maintaining points of control, automation and high transparency standards. The execution of our Annual Contracting Plan has reached 89% progress.
- ✓ **SAP System:** we ensure the continuity of the supply of goods and services, where we have achieved to reestablish the flow from the issuance of the Solped - Purchase Requisition (Solicitud de Pedido) to the HES - Service Entry Sheet (Hoja de Entrada de Servicios) / MIGO (Material movement transaction) without prejudicing the normal development of the activities in the control of the Annual Purchase Plan associated to the budget.
- ✓ **Inventory management:** we successfully boosted the preparation of long-term contracts and availability of an alternative technically-homologated supplier portfolio. This allowed us to act quickly in a year in which, in addition to going through the crisis of a global pandemic, we broke the record of connections and construction of external networks to supply the materials required by Cálidda's operation, continuously and without stock shortage.
- ✓ **Sustainability platform of PAR Services:** we made available to our suppliers a self-diagnosis questionnaire of four dimensions (Government and Strategy, Economic, Environmental and Social) with the objective of identifying the gaps and establishing action plans to strengthen sustainability in the supply chain.



Sustainable supply



4.2. Relationship with suppliers

[GRI 3-3] [GRI 205-1]

VI Meeting with Suppliers

As part of our good practices, we led the “6th edition of the Meeting with Suppliers”, a space for dialogue in which we can strengthen our bonds with the supplier companies with which we work and contribute to the country’s development.

This event has the participation of more than 150 suppliers, to whom we presented our Annual Purchase Plan and the reinforcement of our ethics and transparency guidelines. In addition, we gave an acknowledgement and award to the companies in the categories: excellence in service, quality, occupational health and safety performance and sustainability.

Award to excellence in sustainability

We gave an acknowledgement to contractor PA Perú SAC with the Award to Excellence in Sustainability, for its high index of compliance of environmental guidelines and also for obtaining the best performance in the annual compliance of the processes of the Community Relations Guide.

Participation in workshops

We participated in the workshops organized by Global Reporting Initiative Standards (GRI Standards), Perú Sostenible and Centrum as speakers in the “Responsible Buyer Network: Management and

planning to promote sustainable purchases”, space in which we presented the good practices that we have implemented.

• Other participations

We are an active party in the Provee Pyme initiative, platform of commercial articulation, led by the Asociación PYME Perú in alliance with Confiep – National Confederation of Private Entrepreneurial Institutions (*Confederación Nacional de Instituciones Empresariales Privadas*) and the ILO (International Labour Organisation).

Sustainable management in suppliers

We have carried out various activities to continue strengthening our sustainable value chain, which include:

- **Supplier companies led by women.** During 2022, we identified companies led by women to incorporate them to the supplier database, facilitating their contracting. As a result, to date we have 29 supplier companies with these characteristics registered.
- **My Supplier of PAR servicios (*Mi Proveedor de PAR servicios*).** In addition, in the monthly meetings with our contractors and community relations officers, we shared informative capsules about topics of diversity and inclusion. Likewise, we achieved to promote the voluntary participation of 36 suppliers in the environmental, social and governance measurement (ASG) through the platform My Supplier of PAR servicios (*Mi Proveedor de PAR servicios*); this with the objective that they have valuable information on how they can continue contributing to the sustainable development of the country.

• Implementation of a quarterly newsletter.

In this format we highlight the good practices of our suppliers; we publicize the socioenvironmental actions that we have been developing, and we share online courses, workshops and activities to strengthen their sustainable management.

- We share informative modules in topics of Diversity and Inclusion with our contractors and community relations officers in the monthly meetings.



Sustainable supply



TESTIMONY

Angela is general manager of PA Perú, one of Cálidda's main contractors for the area of construction of natural gas networks for the past eight years. During that time, the collective work between both organizations has been critical for the process of mass use of this inexpensive, safe and clean energy in Lima and Callao.

Since that relationship, PA Perú has sought to improve its sustainable management through initiatives such as tree-planting campaigns, development of its environmental commitment, and waste treatment, as well as compliance with environmental policies.

According to Angela, that was possible thanks to the joint work with Cálidda, its employees and customers, which allowed them to win the Sustainability Award in 2022 Suppliers Meeting.

“

Our main lesson has been to find new ways to grow as a company and Cálidda helped us very much. We have been able to do it because its mentoring made us more aware of the impacts that we can have, on the communities and on the environment. This will be always very positive, for us and for our environment”

Ángela Perdomo

GENERAL MANAGER OF PA PERÚ: WINNERS OF THE SUSTAINABILITY AWARD IN THE SUPPLIERS MEETING.

**Sustainable supply**

4.3. Programs on prevention of business corruption for companies

[GRI 3-3] [205-2]

With the objective of reinforcing the ethical behavior in our value chain, we carried out training on prevention of corruption for our suppliers and contractors.

We provided training on components of the prevention system, Code of Ethics and Conduct to suppliers and contractors in the 6th Suppliers Meeting organized by our Supply and Services Department; including, in addition, our values and ethical principles, guidelines on relationship with public officers, gift and courtesy policy, and Ethical Channel.

We have also strengthened in the participants ethical and honest behaviors expected from each of them. Thus, we ensure the ethical behavior in the value chain.



2023 Challenges

We seek to develop the 2023 Annual Contracting Plan, which will incorporate relevant strategic categories for the development of our operation, as well as the contracting of contractors of construction of internal and external networks.



Sustainable supply





5

People management



People management



People management

5.1. Talent management

We have a Talent Management Policy which objective is to contribute to the achievement of the objectives proposed in the Strategic Plan, through the application and consolidation of a talent management model that allows to:

- Consolidate practices to attract and retain the best talent.
- Develop honest people.
- Define adequate structures for the strategic project, which are flexible, allow teamwork and mobility.
- Consolidate a culture based on corporate values, fair and equal relationships.
- Improve the processes and define the roles of each of the members of the team.

5.1.1. PEOPLE MANAGEMENT MODEL

We are committed to a sound culture that leverages the organizational strategy. In order to achieve it, we have a People Management model in which all the central processes and services that allow our organization and the leaders to manage the cultural model are expressed, comprised by our superior goal,

our values and our leadership attributes.

Our people management model has a support process, which is comprised by the following issues:

- Structure and compensation.
- Attractive and powerful brand to contribute to sustainability and reputation.
- Harmoniously relate with each other promoting legitimacy and trust.
- Manage the performance of our talent.
- Work to improve our workers' quality of life.

In addition, the people management model is aligned to the Organizational Strategic Plan, within which we boost objectives and strategies related to our employees' development. The Plan is operated through 13 lines of action and 4 objectives:

1. **Consolidate the adoption of the “Somos Cálidda” culture:** we encourage the expected values and behaviors, visible leadership, diversity and inclusion.
2. We boost the experience and the environment to promote the employer brand.
3. We strengthen our performance model and move forward in the identification of key talent.
4. We continue increasing the maturity of people management processes.

People Management Department

We have a People Management Department which objectives and strategies are approved by the Governance, Sustainability and Compensation Committee. Said goals are included as performance goals taking into account the hierarchy that each of our employees has, and the contribution in their department or process.

The policies, processes and procedures that support our management include:

- Talent Management Policy and Diversity and Inclusion Policy.
- Regulations of the Salary Administration Committee and Compensation Policy.
- Recruiting and Selection Policy.
- Internal Work Regulations and Regulations of the Intervention and Harassment Committee.
- Cultural Evolution: Somos Cálidda #EnergíaConPropósito.



People management



People Management Strategy

Our strategy is part of the Business Continuity Risk Mitigation plan, which is supported by a specialized team that allows for an adequate talent mapping and the succession plan, with the objective of creating a productivity environment and culture.

The tools that contribute to the monitoring of our people management strategy are:

- **Scorecard of People Management indicators.** This scorecard is loaded on a monthly basis with results to monitor the progress of the main indicators of the processes of the People Management Department. We detail below the processes and some indicators:
 - a. **Personnel administration:** admissions, terminations of employment and absences.
 - b. **Attraction and Selection:** voluntary turnover, involuntary turnover and selection time.
 - c. **Training:** training hours, training coverage and training NPS.
 - d. **Performance:** progress % of each phase.
 - e. **Development:** progress % of leadership workshops, progress % of Talent Map and coverage with internal talent.
 - f. **Culture and Climate:** satisfaction %, level of adoption of Cálidda's values, among others.

- **Measurements and listening and monitoring tools for management in the organization.**

We measure the labor climate through Mercer, GPTW, Merco Talento, ELSA; Ethisphere, Occupational Health and Safety (SST) Culture, Service Culture and Ethical Culture.

The results we obtain are presented to the Governance, Sustainability and Compensation Committee, and, on a monthly basis to the Management Committee.

5.1.2. LABOR COMPOSITION

[GRI 2-7] [GRI 2-8]

We closed 2022 with 388 employees: 287 men and 101 women. 97% of our team have contracts for an indefinite term.

Our contractors' employees in projects that carry out internal network tasks (including commercial tasks) and maintenance, added up to 5,604 people.

Employees by job category and gender

	Directors	Deputy Managers	Coordinators and supervisors	Analysts	Auxiliaries and assistants
Men	7	20	44	207	9
Women	2	12	15	64	8

Employees by age range and gender

	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Over 61 years old
Men	23	140	104	15	5
Women	18	44	36	3	0



People management



5.1.3. WE ARE CÁLIDDA – ENERGY WITH PURPOSE (SOMOS CÁLIDDA – ENERGÍA CON PROPÓSITO)

WHY IS IT IMPORTANT?

Through the cultural evolution project “We are Cálidda #EnergyWithPurpose” (“Somos Cálidda #EnergíaConPropósito”) we seek to continue boosting the organization’s strategy through the development of the capacities, engagement and participation of our employees in the development of the organizational culture.

HOW DO WE MANAGE IT?

We have a strategic map that is comprised by 12 goals defined by the People Management Department and the Culture department. Likewise, we have defined four major goals in which we have been working since year 2020:

- Continue with the cultural evolution We are Cálidda (*Somos Cálidda*).
- Boost the employer brand, improving the employee’s experience.
- Strengthen a development and leadership model that promotes change and digital thinking.
- Increase the maturity of People Management processes.

In addition, we annually review our shareholders’ guidelines –Grupo Energía de Bogotá and Promigas–, the strategic map, the people management strategy and the cultural roadmap, to prioritize the goals, projects and initiatives that match the strategic focus that we have set with the support of our Senior Management, leaders, employees and corporate area.

Our “We are Cálidda” (“Somos Cálidda”) culture

We have consolidated our “We are Cálidda” (“Somos Cálidda”) culture, which objective is to continue with the alignment of the people management systems to our new culture, promoting three critical capacities in the organization:

- **Customer in the center.** Project of the service model.
- **Innovation.** Renergy Program of innovation and intraentrepreneurship.
- **Digital thinking.** Implementation of SAP S/4HANA and implementation of hybrid work.

Energía que Trasciende Acknowledgement Program

Under the cultural evolution we launched the #EnergíaQueTrasciende program, through which we acknowledged the best representatives of our values; we also pay a tribute to those who reached five-year periods.

We deem it important that our employees feel acknowledged, that is why the purpose of the program is to give an acknowledgement to our employees: i) for their years of service, ii) for applying our Cálidda values through key behaviors and iii) to employees who have grown with us.

- Years of service (5, 10, 15 and 20 years): 67 employees
- Cálidda Values: 6 employees
- Growing with us: 4 employees



**People
management**



Training and work plans

We have deployed the training cycle for leaders with fundamental topics, such as:

- Feedback to motivate.
- Culture and climate management.
- Change management and innovative leadership.

In addition, we have articulated and executed cross-sectional work planes with the occupational health and safety, sustainability, customer's experience, innovation teams, and with those who are part of the control architecture, in order to promote and facilitate the adoption of our cultural values.

We will relaunch our cultural induction soon, under the blended format, which seeks to adapt induction to the hybrid reality that we live at Cálidda.



5.1.4. WORKING ENVIRONMENT

[GRI 3-3]

WHY IS IT IMPORTANT?

We consider the work environment as a fundamental element in the building of a healthy culture inside the organization, instilling trust, clear, transparent and two-way communication.

That is why we are convinced of the importance of having a deep sense of purpose, human quality and a winning strategy as key factors to generate a unique environment where our employees feel free to develop their functions and actions aligned to an inspiring purpose and our values.

HOW DO WE MANAGE IT?

Our strategy boosts cultural transformation, promoting productivity through a highly effective talent detection system where our leaders and employees develop their critical capacities, among them the change capacity and digital thinking in line with four objectives:

- Consolidate the adoption of the “We are Cálidda” (“Somos Cálidda”) culture.
- Boost the experience and environment to promote the employer brand.
- Strengthen the performance model and move forward in the identification of key talent.
- Continue increasing the maturity of People Management processes.



**People
management**



Measurement and management of the working environment

We use world standard methodologies to manage and measure our working environment twice a year, through well-known consulting firms such as Great Place to Work Institute (GPTW) and Mercer.

GPTW methodology contemplates five dimensions to build working environments where trust is the fundamental pillar, which are: Credibility of leadership, Respect, Impartiality, Pride and Camaraderie.

In addition, Mercer has a dynamic alignment model from the company's strategy, and defines four components with its interactions, which have repercussion on our employees' experience. Its model is comprised by nine dimensions and its results are based on three indicators: Climate, Commitment and Satisfaction.

Both measurements allow us to guarantee the objectivity and confidentiality of the process, providing inputs oriented to the generation of cross-sectional and focused action plans. This with the objective of continuously improving our management, which is aligned to the business strategy and our focus on people.

In addition, we have the Diversity and Inclusion Policy, which establishes principles and guidelines to promote and maintain a working environment with equal

opportunities, rights and responsibility, free of any kind of discrimination in all our employees. That is why we also participated in the following measurements of our working environment:

- ADKAR Measurement (adoption of corporate values).
- ELSA Measurement (Diagnosis on Labor Spaces without Harassment).
- Merco Talento Measurement (Employer brand).

2022 Performance

We have combined efforts to boost the experience and working environment, with the objective of promoting the employer brand. We present below the plans that we have developed to achieve said goal with their main activities:

Well-being plan focused on life balance and mental health. We carry out activities for the prevention of stress and anxiety.

- The digital disconnection program *Conecta Contigo*.
- The promotion of physical and virtual activities, such as soccer Wednesday.
- Nutritional and psychological advice.
- Physical and mental health preventive programs.

Plan to improve the perception of meritocracy.

By building and publicizing the policy and guidelines of promotions, and the growth and development communication plan.

Plan of attraction and positioning of the employer brand. Through which we participate in university fairs, lectures and talks, boosting our strategy in digital channels, through LinkedIn and Cálidda's website. We also promote young talent through our internship program called Talent with Energy (*Talento con Energía*).

2022 Achievements

We obtained positive results regarding the management of the working environment, highlighting our good performance in the following indicators:

- ✓ **Result of GPTW Working Environment Study:** 89%.
- ✓ **Result of Mercer Experience Study:** 91%.
- ✓ **Result of ADKAR Measurement:** overcoming the point of barrier in all the stages of change in the organization and consolidating the adoption of "We are Cálidda" (*"Somos Cálidda"*) culture.
- ✓ **Result of ELSA Measurement:** 94% of the employees considers that there is 0 tolerance to sexual harassment in the workplace at Cálidda.
- ✓ **Results of Merco Talento:** Position 40 in the general ranking and position 3 in the oil and gas sector.



People management



5.1.5. ATTRACTION AND SELECTION

[GRI 3-3]

Our Recruitment and Selection (R&S) procedure allows us to obtain credibility, transparency and objectivity in our process of search of the best talent. Our priority is to search first the internal talent, and therefore, our employees may freely apply for the internal selection processes and measure their capacities and competences, obtaining feedback in their participation process.

Selection and attraction focused on diversity and inclusion

Being aware that diversity and inclusion are indispensable for the growth of our employees and our company, we promote a culture based on equity and inclusion, which values the diversity of each of our employees. In that sense, the guidelines of our process based on good labor practices achieve an efficient process of high-quality standards that allows us to have the best talent that the organization requires to achieve the organizational goals.

We do this through the implementation of the selection process according to our Diversity and Inclusion Policy, Recruitment and Selection Policy and Procedure to carry out the Recruitment and Selection, highlighting the following:

- Our recruitment filters offer a base made up by diverse talent.
- 36% of our processes had a preferred short list.
- 60% of our processes had a gender-equal panel.
- Internal filters for the reduction of unconscious biases.

Talent with energy

Our program reflects the commitment that we have to attraction and development of young talent, with the objective of generating a diverse working environment at generational level and exchange of experiences level.

This program is conducted annually, focusing on attracting the best trainees of the market, offering them an excellent opportunity for their professional development. These talents go through a training stage, where we develop their potential to create our talent bench and cover future positions in the company.

Our objective is to incorporate 20 people who strategically cover available positions in January of every year, including the preparation of an improvement project with the support of a leader as part of their learning process.

2022 Performance

We carried out 24 selection processes, of which 17% have been covered with internal talent. In addition, 5 of them have been promotions and lateral movements inside the organization.

In addition, we have participated in 4 employment fairs: TEC, PUCP, UNI and Work Match, and in 3 talks: i) PUCP - 22 Participants, ii) TECSUP - 98 participants and iii) UNMSM - 213 participants.

2022 Achievements

We have improved our Attraction and Selection System, obtaining the following results:

- ✓ **Strong performance management model.** We evaluate the organizational goals and individual goals, Evaluation of competences and values, 360 Evaluation for leaders, Talent Calibration, Variable Performance-Based Compensation. In addition, it has been achieved that 100% of the employees have been evaluated in their individual performance.
- ✓ We achieved position 15 in the list of the best places to work of GPTW.
- ✓ **Talent with Energy Program.** We had 15 graduates in the first class and 5 winning projects.
- ✓ **Internal talent and promotions.** We increased in 10% the coverage of vacancies with internal talent, and we have increased in 1 point the total number of employees promoted compared to 2021.



People management





5.1.6. PERFORMANCE AND DEVELOPMENT

[GRI 3-3]

WHY IS IT IMPORTANT?

We seek to boost the talent of employees through our performance management, which is part of the governance strategy. That is why, our strategic objectives are approved at the highest level by the Compensation Committee and the Company's Board of Directors. Once approved, they are communicated by the General Director and the People Management Director in the annual deployment of objectives.

HOW DO WE MANAGE IT?

Our performance evaluation process is aligned to our cultural strategy through the measurement of Cálidda Values applied in the following competences:

- Life First.
- Social Conscience.
- Superior Performance.
- Passion for our Customers.
- We Do the Right Thing.
- Effective Communication.
- Professional Expertise.
- Management Capacity.
- Empathy.
- Self-development.
- Teamwork.



**People
management**



2022 Performance

Cycle of workshops for leaders

We strengthened the competences in our leadership model, generating trust and commitment, and boosting change capacity, innovation and digital thinking. That is why, through the workshop for leaders, we encouraged Culture and Climate Management, Change Management and Innovative Leadership.

Likewise, through the workshops we sought to provide our leaders with tools and methodologies that allow them to continue strengthening their leadership and their key role in the achievement of the objectives and initiatives aligned to the company's strategy.

In addition, this year we have implemented workshops related to digital disconnection and tools that allow to lead teams in the modality of hybrid work, respecting the right to digital disconnection.

Stages and achievements of our 3K Performance Management

- **1K Stage.** We carried out workshops to guide leaders and employees in the successful definition of their SMART objectives. Likewise, in order to measure the effectiveness of this process, we established an audit, in which we measured: 1) Alignment of the objectives to the strategy, 2) Consistency in the weights of the objectives, and 3) Review of individual objectives. We have recorded that 70% of the employees participated in this space and we obtained an NPS of 77 points.
- **2K Stage.** We started with feedback workshops for leaders, which sought to deliver tools to monitor the development of our teams and boost their performance and development through significant conversations. Later, we activated the performance monitoring, obtaining in this section that 86% of our employees participated in this space, achieving an NPS of 77 points.

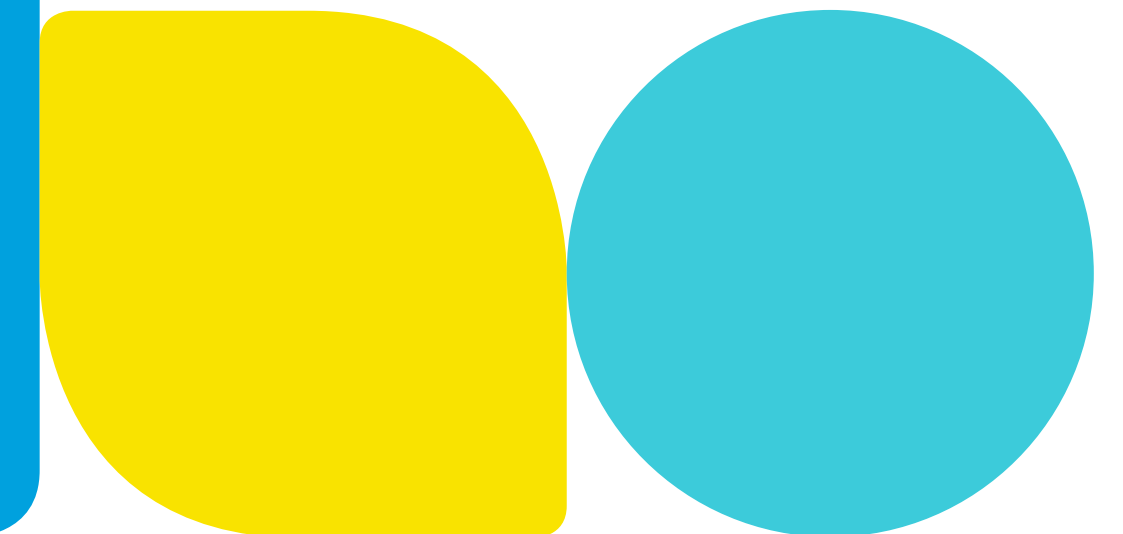
- **3K Stage.** It consisted in the closing of performance, stage in which our objectives and competences of the year were qualified, obtaining the global performance score. In addition, it was a space in which we could have leader-employee conversations and provide feedback of the work done during the year for the purpose of seeking improvement opportunities.

360° Evaluation

This measurement is a tool intended for the leaders of our organization, which allows us to measure the competences and strengthen our performance management, being a supplement of the closing of our Performance Evaluation Process, which is based on our values and competences.

Through this evaluation, which is carried out twice a year, we have boosted our superior performance, issuing a report that shows the results at the end of the process, and considering all our employees who participated in the process with the objective of providing feedback of the development of their work throughout the year.

This dynamics allows our employees to know the level in which they are and identify with them the efficiencies in their processes and opportunities for continuous improvement.



**People
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5.1.7. TRAINING

[GRI 3-3] [GRI 404-1] [GRI 404-2]

WHY IS IT IMPORTANT?

Our Learning Management guidelines are focused on ensuring that the training actions contribute to the improvement of performance and achievement of our strategic objectives, allowing for the construction of contents of value for our employees.

HOW DO WE MANAGE IT?

As part of the evaluation of our internal processes, we identify improvement opportunities that we could cover through knowledge management.

One of the improvements was focused on the increase of the asynchronous modality in the training offer. Therefore, we boosted the *Universidad Cálida* platform, a flexible tool that adjusts to the employee's learning pace and possibilities to improve their performance through interactive online courses, videos, evaluations and more training contents.

The digitalization of our training offer allowed us to obtain reports in real time, which made easier more follow-up of the compliance of the mandatory training and better organization by our employees and their leaders.

2022 Performance



We trained
453
employees



who received a total of
13,596
hours of training.

This represented an average of 30 hours of training per employee, addressing different programs aligned to our corporate values, prioritizing employees' health, safety and well-being; as well as compliance, environmental management and training on the activities that ensure the operating continuity of the company.

In addition, we have deployed the Training Courses Plan, which had 7,157 hours of training. Through this program we offered flexibility for the compliance of mandatory training.



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management**





For this 2023, we seek to provide professional and personal growth opportunities through the academic benefit of the regular English program for our employees.

Cálidda Qualification Program

We have achieved to fulfill the proposed goal, to virtualize Cálidda Qualification Program for the reinforcement of technical competences, achieving to migrate 108 audiovisual resources, which represent 160 hours of technical content hosted in our learning platform, so that it allows to provide the employee technical content of easy access, and teach the processes of the tasks to new employees.

Technical training for the Operations area

We have implemented with the support of internal and external trainers 3,286 hours of technical training for our operations employees, training more than 200 employees.

In addition, we achieved to manage the Training Program for our plant supervisors in order to strengthen competitiveness and achieve a better performance in the job position, through interactive online sessions and onsite practice hours that reinforce what has been learned.

2022 Achievements

We have improved our training system, obtaining the following results:

- ✓ We achieved more involvement and support in the areas through learning consulting, detection of needs and instructional design.
- ✓ We reached a higher percentage of participation of employees in the compliance of mandatory courses.
- ✓ We deployed the cycle of workshops for the leaders of the organization, which allowed us to strengthen key leadership competences.
- ✓ We increased the asynchronous training offer in the program.

2023 Challenges

For year 2023, we seek to implement the following objectives:

- Provide a training offer focused on the individual development of technical and soft competences required for the roles of our company.
- Give a professional and personal growth opportunity through the deployment of the academic benefit of the regular English program for our employees.
- Strengthen the asynchronous corporate induction that allows to facilitate learning in the first week of entry of the employee.
- Continue boosting the asynchronous training offer in the *Universidad Cálidda* platform to provide flexibility and learning self-management.



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5.1.8 INTERNAL MANAGEMENT OF DIVERSITY, INCLUSION AND GENDER EQUITY

[GRI 3-3]

WHY IS IT IMPORTANT?

We are aware of the importance of promoting a culture based on equity and inclusion, that is why, we ensure that the diversity of each of the persons is respected, with the objective of building a more equal, fair and respectful society.

This allows us to have a better working environment and increase the productivity of our employees, generating, at the same time, spaces for innovation and growth.

HOW DO WE MANAGE IT?

We use tools and platforms that allow us to develop internal and external actions. One of them is the WEP Gender Entrepreneurship Platform of the IADB, which has allowed us to systematize and unify the actions carried out by our various areas in a single strategy, without leaving aside the understanding of the value of each of the indicators.

Diversity and Inclusion Plan

We work with the Management Committee for the co-creation of the roadmap for the evolution of a diverse and inclusive culture in the company.

We have used this as input to define the Diversity and Inclusion Aspiration in Cálidda, under the purpose of being a company that promotes a diverse, inclusive and equal culture, respecting each person's identity and which promotes a working environment free of violence and discrimination.

In this line, in 2022, we have defined six lines of work of our roadmap, which are:

- Institutional matters.
- Gender equity.
- Recruitment and inclusive promotion.
- Persons with disability.
- LGTBQ+.
- Articulation with stakeholders.

Based on the foregoing, we have established six organizational objectives that are monitored through a control panel, which proves the compliance of the activities developed under each component:

- We promote leadership and a diverse culture in Cálidda.
- We attract and develop the best talent, giving the same opportunities to everyone, focused on gender.
- We boost the co-responsibility to increase balance.
- We promote spaces of trust, free of harassment and/or sexual harassment in the workplace.
- We foster a diverse communication in which all our stakeholders feel integrated to the company.
- We develop programs that create diverse environments.



2022 Performance

We strive to maintain and strengthen a diverse and inclusive culture. That is why we have implemented different activities of our Diversity and Inclusion strategy from an internal and external approach.

During 2022, we trained our employees in unconscious biases, with the participation of 155 of them, and which added up to a total number of 155 hours. In the case of sexual harassment in the workplace, we taught 656 hours in which 384 employees participated.



**People
management**



Internal actions

We work together with our employees in the following initiatives, which are created based on our Diversity and Inclusion plan:

- We approved in the Diversity and Inclusion Committee the adoption of the anonymous CV, seeking to minimize the unconscious biases that generate prejudice and discrimination in the selection process to find the most suitable persons for the job, regardless of their sex, age, race, socioeconomic level, religion, political association, among other factors.
- Application of the paternity leave.
- We trained our employees in unconscious biases, where we reached a participation of 155 employees.
- We had 30% of selection processes with preferred short list, and 96% with gender-equal panel.
- 100% of the members of the diversity and inclusion committee were trained in the issue of sexual harassment in the workplace.
- We carried out the Cálidda School for Parents – Positive Upbringing, in which about 50% of people who are parents participated, obtaining an NPS of 85 points.



2022 Achievements

SATISFACTORY RESULTS OF OUR WEP MEASUREMENT

The Tool Analysis of Gap of the Principles for Women Empowerment is an instrument designed to help companies evaluate gender equity in the workplace, the market and the community. This year, our WEP measurement reached an advanced position with 67%, rising 13% with compared to year 2021.



**People
management**



5.1.9. COLLECTIVE BARGAINING AGREEMENTS

[GRI 2-30] [GRI 3-3]

We fully comply with social and labor regulations; that is why, we look after the continuity and strengthening of our employees' unions, being our union management based on legitimacy and trust.

Through the area in charge of labor relationships, we maintain a harmonious relationship with the company's union; thus, we hold online meetings, in-person meetings and periodic coordination with the objective of promoting communication and a constructive relationship.



2022 Performance

For this year, 5.1% of our direct personnel has joined the Single Workers' Union of the Company Cálidda Gas Natural de Lima y Callao (*Sindicato Unitario de Trabajadores de la Empresa Cálidda Gas Natural de Lima y Callao - SUTRACADD*), and it has to date twenty members.

In addition, we signed the collective bargaining agreement effective from December 2020 to December 2022. It should be mentioned that the collective bargaining was carried out in five months, being the shortest collective bargaining period in our history. Currently, the union has submitted the draft agreement or list of claims, having installed the collective bargaining table with gender-equal representation.

In addition, we have managed social dialogue in the organization through the opening of spaces to make inquiries and questions directly to the executives of the organization, as well as the application of various and permanent surveys to the employees to have active listening and resolve the relevant concerns or considerations.

2022 Achievements

We have improved our collective bargaining system, obtaining the following results:

- ✓ We received the list of claims and installed the collective bargaining table of direct negotiation on a gender-equal basis, with representatives of the union and of the company.
- ✓ We unrestrictedly complied with what is established in the collective agreement signed and effective with the union.
- ✓ We reinforced the benefits that the company has, in addition to those established in the collective agreement.



**People
management**



5.1.10. HEALTH AND SAFETY

[GRI 3-3] [GRI 403-1] [GRI 403-2] [GRI 403-3] [GRI 403-4] [GRI 403-5] [GRI 403-6] [GRI 403-7] [GRI 403-8] [GRI 403-9] [GRI 403-10]

We have the firm conviction that any accident and/or illness can be prevented, thus ensuring labor well-being.

That is why we execute the best world-class practices, under the Zero Accident Vision model that contributes to the Operational Excellence of our company and, therefore, to the generation of the Life First value in all our employees. In this sense, an internationally certified management by ISO 45001:2018 is maintained.



As a result of our initiatives, this year we achieved zero disabling accidents in 4 months, equal to more than 6 million man-hours worked.

In addition, during year 2022 an aggregate of 18,876,347 man-hours worked has been obtained, and we have achieved the following reductions throughout the year:

- 43% reduction in work accidents, from 151 in 2021 to 86 in year 2022.
- 33% reduction in disabling accidents, from 18 in 2021 to 12 in year 2022.
- Reduction of the total lost time injury frequency rate for contractors, from 0.95 in 2021 to 0.62 in year 2022.

As regards the total lost time injury frequency rate for employees, we obtained a result of 0.85 throughout year 2022.

Occupational health services

The Occupational Health and Safety (SST) deputy management has outsourced the occupational health service, through which we have physicians specialized in occupational medicine, supervisor physician responsible for account and an operating physician.

In addition, and according to the legislation in force, we carry out occupational medical examinations on an annual basis for the employees in operational positions, and every two years for administrative positions.

Occupational health and safety gender-equal committee

100% of our employees are represented in the Occupational Health and Safety Gender-Equal Committee. This committee is elected every two years, and for this 2022-2024 period, it is made up by eight regular members and eight substitutes, of whom four are members representing the company and four are members representing the employees, each of them with their corresponding substitute.

Occupational health training

Throughout the year we have carried out 18 training courses for our personnel on the main topics: Hazard Identification Matrix and Risk Assessment, Contingency Plan of Administrative Offices and Warehouses, High-Risk Works, First Aids, Emergency Response Plan, among others.

2022 Performance

We executed all the activities scheduled in the Cultural Transformation Project under the Zero Accident Vision approach, which three pillars are: Safety, Health and Well-being, and it consists in 11 practices that correspond to the continuous improvement PDCA cycle (Plan-Do-Check-Act).

Likewise, we developed various proactive practices, such as the publicity of our campaign Rules that Save Lives, in which the Senior Management and contractors (directors, managers and deputy managers) showed their commitment to the protection of the health and safety of our employees. Through these exercises we have achieved to maintain **zero fatal accidents** during 18 years.



People management



5.2. Human rights

[GRI 2-24] [GRI 3-3]

We work under an approach of respect for human rights and we are committed to the compliance with the national and international rules on human rights and companies matters, with special emphasis on the guiding principles on companies and human rights of the United Nations Organization.

Under this commitment, in year 2011, we signed the Commitment Letter with the Global Compact, expressing our support to the ten principles of this institution referred to human rights, labor rights, the environment and the fight against corruption.

Since 2022, we have a Corporate Human Rights Policy that establishes the framework of actions to ensure the respect and promotion of human rights in all the scopes of relationship and territories where GEB and its affiliates operate.

In addition, we strictly comply with the social and labor regulations, that is why we look after the continuity and strengthening of our workers' unions, being our talent management and union management strategy based on giving legitimacy and trust.

We detail below some of the internal Policies and Mechanisms related to the respect of human rights that we have:

- **Sustainability Policy:** its objective is to ensure that the operations of our business are developed with excellence and generate shared value, ensuring the compliance of human rights and generating trust in our stakeholders, from a social dialogue approach.
- **Diversity and Inclusion Policy:** it establishes the principles and general guidelines to promote and maintain a work environment and a corporate culture with equal opportunities, rights and responsibilities, free of any kind of discrimination, and ensuring equity among all people. We are deeply convinced that diversity and inclusion are indispensable conditions to achieve sustainable development and progress in the countries, the well-being of the society, as well as the growth of the companies.



**People
management**



Internal and external mechanisms

In human rights matters we have the following internal mechanisms:

- **Sexual and Workplace Harassment Prevention Committee**, which objective is to look after the safety and integrity of our employees and promote a culture of respect and free of harassment.
- **Human Rights Clauses in the agreements** of our social programs.
- Accession to the clause in the contracts with suppliers regarding the non-employment of persons that does not adjust to the national and international regulatory framework that expressly prohibits child labor.

At external level, we reflect our commitment through the accession to the following platforms:

- We have signed the **accession to the Global Compact** complying with all its principles related to human rights, labor relationships, environment and anti-corruption.
- We committed to the **“Women’s Empowerment Principles”** of the United Nations, which are based on the international labor and human rights regulations, as well as on the acknowledgement of the companies with an interest and responsibility in gender equity. Currently, there are more than 30 Peruvian companies that have accessed, and more than 5,600 companies that have accessed worldwide, among which we are included.

2022 Achievements

We had the following achievements referred to human rights during year 2022:

APPROVAL OF THE HUMAN RIGHTS POLICY AND AN ASSOCIATED CLAUSE WAS INCLUDED IN SERVICE CONTRACTS

In order to promote the respect of human rights in our value chain, in 2022 we included the human rights clause in the service contracts.

HUMAN RIGHTS POLICY

In 2022, in accordance with the Human Rights Policy of Grupo Energía Bogotá and the guidelines for the due diligence in human rights, we approved the Human Rights Policy of Cálidda, document that establishes the commitment of our company and the Senior Management to respect and remediate, if applicable, any impact on human rights in our operation.

SUPERVISION OF IMPACTS ON HUMAN RIGHTS IN CONSTRUCTION PROJECTS

During year 2022, with the support of the occupational health and safety (SST) team, we analyzed all the aspects related to the works supervision matrix of SST. Based on this analysis, we implemented a periodic supervision and

reporting process that will allow us to identify violations to human rights and work with our contractors in awareness-raising and prevention.

In 2023, we seek to boost supervision mechanisms to generate specific indicators that allow us to measure the management and impacts, and strengthen our mitigation measures.

CATEGORIZED RISK IDENTIFICATION MATRIX

In 2022, we also developed a self-assessment and human rights risk identification process that had as a result the preparation of a human rights risk matrix. The process that we have carried out based on interviews with internal experts and strategic documents enabled us to establish the following:

- The main impacts on our operations and value chain.
- Existing mitigation measures and controls.
- Gaps that will help us establish an internal work plan.

2023 Challenges

With the objective of continuing growing in the human rights approach, we have set the following challenges for year 2023:

- Deepen the analysis of risks of violation of human rights with the perspective of assessment with stakeholders; in addition, achieve to raise awareness in our employees and the value chain regarding the need to respect human rights and remediate any violation thereof, if necessary.
- Conduct assessments in greater depth (field information and participation of a larger number of internal areas) for specific risks that require more data, with the objective of establishing with more detail the level of impact and probability.
- Re-assessment of risk matrix under the approach of external stakeholders.
- Include the risks of impact on human rights in the company’s strategic risk matrix.



**People
management**





6

Commitment to society



Commitment to society



Commitment to society

[GRI 2-25] [GRI 3-3] [GRI 413-1]

WHY IS IT IMPORTANT?

Being sustainable involves understanding and managing our operations and activities to have a positive impact on our environment. In line with this approach and under our commitment to society, we seek to generate shared value for all our stakeholders, balancing the profitability for shareholders and the well-being of the communities of our zones of influence.

That is how, in line with our sustainability strategy and our corporate value of **Social Conscience**, in 2022 we worked to reinforce our sustainability culture, implementing internal and external initiatives that generate a positive social and environmental impact.

Said actions reassert our purpose of generating progress and quality of life in the communities, with accessible, safe and environment-friendly energy.

All of that under a framework of respect of people's fundamental rights, and creation of value in the environments in which we work in the short and long term. Our actions, practices and commitments are framed in various policies that we mention below:

- Sustainability Policy.
- Diversity and Inclusion Policy.
- Human Rights Policy.
- Environmental Policy.

HOW DO WE MANAGE IT?

We have various tools for the monitoring of the Annual Sustainability Plan where we monitor the progress of our actions aligned to the lines of action of the strategy and the impact caused by our management. These tools are the following:

- Comprehensive Environmental Management Plan.
- Matrix of follow-up of contact with communities.
- Matrix of compliance of community relations processes.
- Matrix of sustainability indicators.
- Tools of Women's Empowerment Principles - WEP of the United Nations.



Commitment to society



6.1 Community relations

[GRI 3-3] [GRI 413-1]

WHY IS IT IMPORTANT?

As a fundamental part of our management with the community, we understand the importance of promoting dialogue and exchange of information with the population of our area of influence, with special emphasis on the sectors of the population benefited by the construction of infrastructure of the distribution system, for the purpose of mitigating the possible impacts related to the construction; but also with the organizations that require the service and that are not yet scheduled, for the purpose of resolving their doubts and guide them in the process of access to the service.

We seek to develop a sustainable business to generate relationships of trust with our stakeholders through permanent dialogue that gives honest and transparent messages. It is key for us to identify these stakeholders and recognize that our relationships with them are transforming in time. In 2022, for instance, we held 589 meetings with the community, with the participation of 4,369 people.

HOW DO WE MANAGE IT?

We interact with neighbors' councils and other social organizations that can publicize the benefits of natural gas for people's well-being.

Our team and the team of our contractors are governed by relationship guides that regulate their actions and procedures to identify, prevent, mitigate and control the social impacts that could be caused by our activities. That is why we promote an environment of permanent dialogue with neighbors about the execution of our projects and sustainable development and social investment programs in different communities of Lima and Callao.

In addition, we constantly seek that our role be the one of a development liaison, who always has the participation of local stakeholders. Thanks to this closeness with the community and customers, we can develop business solutions with a social approach, that have a direct impact on people's quality of life and strengthen our service.

For the monitoring of management, we consolidate the information obtained in the field through a follow-up matrix and periodic reports about community relations management in our operations.

2022 Performance

During 2022, we could identify a total of 5,306 communities and their representatives, for the purpose of maintaining a fluent communication during the development of our projects, and establishing mitigation mechanisms for construction impacts according to the conditions of each work zone. This procedure has taken place at the level of the 5,306 communities located in 42 districts of Lima and Callao.

We have underpinned the performance of our community relations management, with a compliance of guidelines that is above 94% in average. That has allowed us to maintain a favorable indicator of 0% of projects halted due to construction impacts.

2022 Achievements

STRATEGY OF IDENTIFICATION OF COMMUNITIES FOR THE EXPANSION PLAN

In 2022, we have consolidated the internal process of identification, registration and technical and social analysis of communities for our expansion plan. That is so in accordance with the conduction of a previous process of identification of non-scheduled communities and without access to the service:

- We started the process with the recording of information of the communities contained in official sources of Government entities with the objective of analyzing their technical and social feasibility in order to verify their inclusion in the distribution system expansion plan in compliance with the regulatory criteria established.
- Based on said identification process, we developed a joint matrix with internal areas for the monitoring of the identified communities and a work flow for their attention.

As a result, we obtained an updated database that allows to view the different areas of the company that participate in the process, identify the communities that need to be attended, and verify if they have technical and social feasibility.



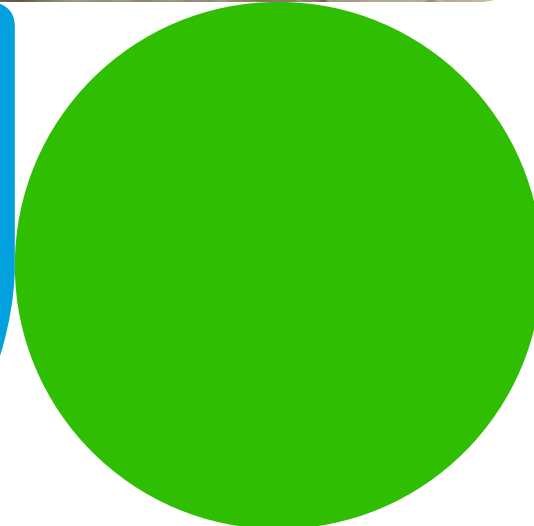
Commitment to society



6.2. Cálidda Kitchens

[GRI 3-3] [GRI 203-1] [GRI 203-2] [GRI 413-1]

Soup kitchens play an important role to improve and strengthen the well-being of the community. In the context of economic and inflationary crisis of the last year, we continue with our work of attention to these social organizations together with the support to soup kitchens and other citizens' initiatives with which their contribution to the community in adverse contexts is acknowledged as main organizations of food support and lines of entrepreneurship under the social and economic crisis.



Since 2010, we have been executing our Cálidda Kitchens program, one of our most sound initiatives, which is aligned to our sustainability strategy and to four Sustainable Development Goals (SDG 2, SDG 7, SDG 8 and SDG 17), as well as to our cultural value of Social Conscience.

Scope of the program

Our initiative is developed in the zones of influence where we operate, providing soup kitchens with a free connection to natural gas, an inexpensive, safe and clean energy. From year 2010 until the end of this year, we have achieved to connect with 890 soup kitchens distributed in 26 districts of Lima and Callao, benefiting more than 75,000 people who go daily to these community centers.

Knowing the needs of these organizations, we upgraded our program to **Cálidda Kitchens 2.0** with the objective of obtaining an exemplary, replicable and scalable management model of soup kitchens, which has four lines of action: infrastructure, health, business development and environmental protection.

The program will focus on continuing generating alliances, empowering women leaders and creating a network for the purpose of having an impact on the well-being of communities, reinforcing their role as socioeconomic engine. Thus, in 2022, we have implemented the program in the districts of San Juan de Miraflores, Carabayllo and Lurín, benefiting more than 800 people.



**Commitment
to society**





We describe below the four lines of action of Cálidda Kitchens 2.0:

Infrastructure

Through this line we provide free connection to natural gas, we renew the infrastructure and offer equipment that allows to have a clean, safe and sustainable space.

In alliance with **Un Techo para mi País**, we improved the infrastructure of 8 soup kitchens to ensure a safe physical space, benefiting more than 800 people

Health

Under this line of work, we contributed to the food improvement and the health of the diners of the soup kitchens of the program, causing a positive impact on its beneficiaries and leader women.

Universidad Privada del Norte

We developed the **Health Prevention** project which consisted in nutritional evaluations, customized monitoring and educational sessions, for the purpose of improving the health and quality of life of more than 40 children who attend 16 soup kitchens of Carabayllo and San Juan de Miraflores.

Nutrieducate

Through workshops focused on topics of health, hygiene and nutrition, we strengthened the capacities of more than 20 leader women of 3 Cálidda Kitchens 2.0. of Carabayllo.

A Comer Pescado National Program of the Ministry of Production

This alliance between Cálidda and the Ministry of Production benefited soup kitchens and community kitchens of 14 districts of Lima through 23 workshops that taught the attendants about the nutritional value of fish and its adequate handling and preparation.

The initiative also contemplated the financing of the transportation of 20.4 T of fish to the social organizations at an accessible price in order to favor the preparation of food with high nutritional value and promote its consumption.

207 soup kitchens and 271 community kitchens participated in this initiative, having an impact on 705 women of the social organizations.



Commitment to society



Business Development

With this line of action, we seek to contribute to the economic development of women leaders and soup kitchens.

Mibanco

During the year, in alliance with a local financial entity, we provided seven training courses, related to financial education and virtually, benefiting 237 representatives of the Kitchens. The training sought to facilitate tools that help them develop and reach their maximum potential as regards the alternatives that the financial system provides.

The training has benefited the soup kitchens connected to natural gas in San Juan de Miraflores, Carabayllo and Lurín, reaching 99% satisfaction.

Environmental protection

This line of action emphasizes our contribution to the mitigation of GHG through the use of natural gas and the implementation of green spaces and activities that promote the protection of the planet.

Cbc Perú

We provided training to the leader women of soup kitchens for the purpose of promoting recycling and good environmental protection practices. In addition, we implemented a recycling container in each soup kitchen so that these organizations can generate extra income from the commercialization of recyclable containers. This alliance has been developed in six centers (three in Carabayllo and three in San Juan de Miraflores) and it has achieved to recycle more than 165 kilograms of PET plastic, which generated more than 220 soles.

In line with this initiative, we implemented seven biogardens, accompanied by training on the care and sowing of vegetables.



We boost programs and training with which we contribute to the mitigation of Greenhouse Gases (GHG) through the use of natural gas and the implementation of green spaces and activities that promote the protection of the planet.



Commitment
to society



TESTIMONY

María Zoila has been the president of Villa Alejandro kitchen for more than 20 years.

It has allowed her to accumulate a large number of experiences on what the management of a soup kitchen involves. Thus, María commented how it would be almost impossible to maintain the kitchen without natural gas, due to the high costs that it implies compared to the income they obtain from the menu.

They spent before approximately S/ 300 in the purchase of LPG cylinders and sometimes they didn't last for the entire month, whereas with the use of natural gas they pay around S/ 180 soles monthly. This saving is key: kitchens such as Villa Alejandro receive 300 kg of rice, but they consume 30 kg daily. If there were not a small reserve of money, it would be impossible to feed all the people who attend the kitchen.

That is why María is very grateful with Cálidda, for improving people's quality of life. This occurred with initiatives such as the renewal of infrastructure (the kitchen was refurbished and painted, faucets were repaired and new tiles were installed in the kitchen) or with the development of a biogarden, where ingredients such as mint, verbena, basil, among others, are sown. Thus, the biogarden also helps for saving in the management.

“

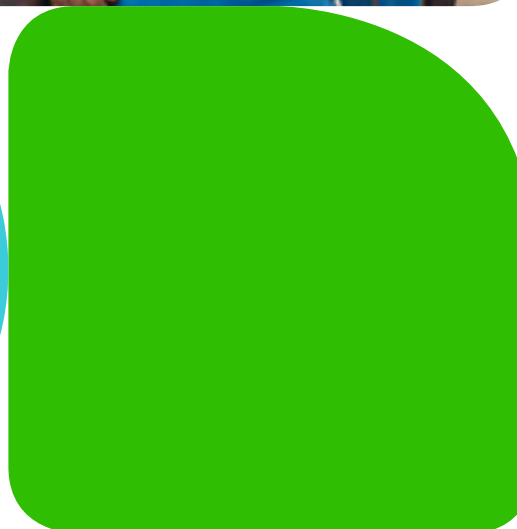
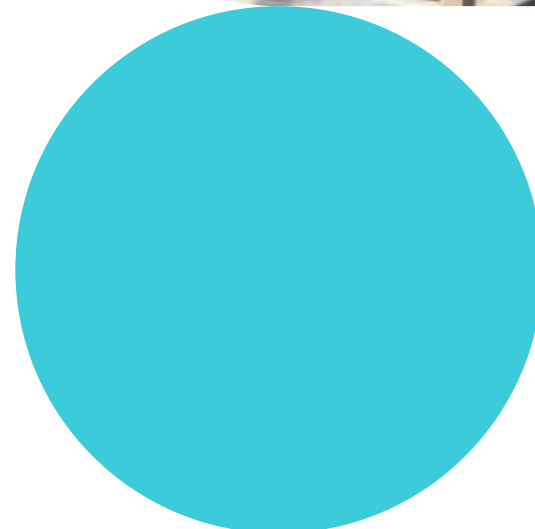
With the crisis, the number of people who come to the kitchen increased and we didn't have enough to feed all of them. However, being able to have natural gas has been key: since we are connected to that network, we have saved more to buy more food. This difference has finally had a huge impact”

María Zoila Ñontol
PRESIDENT OF CÁLIDDA KITCHEN 2.0.
VILLA ALEJANDRO DE LURÍN



**Commitment
to society**





6.3. Voluntades Cálidas

[GRI 3-3] [GRI 203-1] [GRI 203-2] [GRI 413-1]

Volunteering is one of the great programs that transforms and adapts to act quickly and assume a working commitment with the community. Every year we seek to reinvent ourselves joining solidary chains, implementing digital training to help in the strengthening of small businesses of our kitchen leaders, and fostering community work that generates social conscience in our employees and their families.

In 2022, our corporate volunteering program **Voluntades Cálidas** has mobilized our employees in various initiatives of support to the community and protection of the environment. This year we resume our onsite activities and we also continued with the actions digitally, which proves that we have learned to balance our personal and labor spaces and innovate our processes through a hybrid dynamics.

Our *Voluntades Cálidas* program has two lines of action:

Solidarity Chain

Thanks to social conscience and the voluntary contributions made by our employees, we contributed to the protection of the environment and the development of the communities in a vulnerable situation, highlighting the following:

RECUPERO MI MAR OF PROFONANPE (PROMOTION FUND OF THE PROTECTED NATURAL AREAS OF PERU - FONDO DE PROMOCIÓN DE LAS ÁREAS NATURALES PROTEGIDAS DEL PERÚ)

In the first quarter of the year we joined efforts with the state to contribute to mitigate the environmental impact caused by an oil spill occurred in the coast of Lima, near La Pampilla refinery, considered as one of the worst ecologic disasters in the history of the country.

Thanks to the supportive contribution of 58 volunteers we achieved to collect S/ 5,225 to safeguard the wild fauna and marine ecosystem. We also contributed for the cleaning of beaches and equipment to respond to the emergency and recover the affected spaces. Likewise, in order to help in the safety and protection of the animal rescuers, we donated personal protection equipment to the National Service of Protected Natural Areas by the State (*Servicio Nacional de Áreas Naturales Protegidas por el Estado - SERNANP*).



**Commitment
to society**



Generando Conexiones Volunteering Program

We encouraged the participation of our employees for the development of initiatives that contribute to the development of the communities. We boosted the following activities:

ENTREPRENEURSHIP CONTEST

We launched our third edition of the contest aimed at all our employees, which objective is to contribute to the economic development of soup kitchens and boost the talent and skills of volunteer employees and leaders of Cálida kitchens, generating entrepreneurship proposals.

Through this initiative, 31 volunteers, together with the representatives of eight soup kitchens, organized themselves in teams to design and implement new business ideas and strengthen entrepreneurships in these community centers, all of that with the vision of contributing to the generation of additional income. Thanks to this collaboration, **we contributed with a seed capital of S/ 4,000 for three winner entrepreneurships.**

CASA RONALD MCDONALD

We carried out onsite volunteering work after more than two years, with the participation of **42 employees**, with whom we visited the premises of Casa Ronald McDonald; home that shelters children with complex illnesses that require treatment and thereby provides support to their low-income families.

Through this volunteering work we reinforced the integration of our team in the social actions that we promote as a company.

LOMAS DE VILLA MARÍA

We carried out onsite volunteering work on December 5, volunteer's day, for the community of Quebrada Alta in Lomas de Villa. At this place we developed our first Biodiversity Program with the implementation of five fog catchers, drip irrigation system and the donation of more than **500 seeds of Tara trees.**

This activity brought progress and quality of life to 50 families of the community, generating a double benefit: environmental and social. Environmental, through the efficiencies in the water resource from the use of the irrigation system; and social, by promoting the production of a plant with high medical, food and industrial potential.

86 volunteers participated in the community work, including employees and their families, who implemented pergolas, informative panels, benches and made a wall painting for the purpose of improving the space.



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ENERGÍA SOLIDARIA

Our program was created as a result of the health emergency with the objective of continuing supporting through free connection to natural gas for organizations that benefit vulnerable communities.

COMPREHENSIVE FAMILY DEVELOPMENT OF INABIF

In line with our Social Conscience value, and under our celebration of the connection milestone of 1.5 million users, we ratified our commitment to take progress and quality of life to more people, connecting to natural gas the Center of Comprehensive Family Development (*Centro de Desarrollo Integral de la Familia*) of the National Comprehensive Program for Family Well-Being (*Programa Integral Nacional para el Bienestar Familiar*) (INABIF).

This center contributes to the development of families in a situation of vulnerability and social risk, working in favor of more than 300 children and thus allowing for their inclusion in the society.

DONATIONS OF FURNITURE

Aligned with our cultural value of Social Conscience, we made the donation of furniture (tables and desk chairs) of our offices to two organizations, which are valued in:

Asociación Casa Ronald McDonald:

temporary home for families that must travel to Lima so that their minor son/daughter with any complex illness receives the medical treatment they require.

Amount donated:

US\$ 912.15

with an impact on more than 40 families.

Asociación de las Bienaventuranzas: home that shelters children, young people, older adults declared in abandonment or in process of guardianship investigation with physical, psychiatric illnesses and/or especial education needs.

Amount donated:

US\$ 42,367.59

with an impact on approximately 170 people.

In addition to the foregoing, we highlight the following actions:

KUNAN CHALLENGE (*DESAFÍO KUNAN*)

For third consecutive year, we sponsored the “Sustainable Cities” (*“Ciudades Sostenibles”*) category of Kunan Challenge (*Desafío Kunan*), which awards social and environmental entrepreneurship that contribute to the generation of sustainable cities through the improvement of quality of life and increase of the access to basic services. In 2022 edition, we awarded Yapaykuy, entrepreneurship that promotes communication and inclusion for persons with disability.

LIMA, MUJERES POR EL CLIMA

We joined this initiative, promoted by the Local Government of Lima, that seeks to strengthen the gender mainstreaming through the participation of women in the fight against climate change. We participated as jury evaluating the ten most outstanding initiatives and awarding with S/ 5,000 the winner project.

HÖSÉG: PURCHASES THAT GENERATE IMPACT

We purchased 480 vests for our employees from the social company Höség, a collaborative clothing brand that helps High Andean communities in situation of vulnerability and that uses the “Buy one, donate one” model, which allowed us to contribute to the improvement of the quality of life of 480 children, who received warm cloth.



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TESTIMONY

Evelyn Uscamayta is internal communication and employee's experience coordinator. Her main functions are related to manage the company's strategic communication with its employees and the outreach to them, as well as the strengthening of Cálidda's cultural values.

In addition, Evelyn was also a Cálidda volunteer during 2022. She participated in projects carried out in alliance with La Casa Ronald McDonald and Techo Perú, as well as the entrepreneurship contest of the organization. All of them shared the same purpose: contribute with the communities in situation of vulnerability to improve their life conditions.

“

Volunteering is a very valuable space. If an organization is only focused on obtaining profit and not on having a positive impact on people's life, it will not be sustainable. That is why I am very proud of being in Cálidda: we seek to improve the daily life of the people we relate with”

Evelyn Uscamayta

COORDINATOR OF INTERNAL COMMUNICATION AND EMPLOYEE'S EXPERIENCE. VOLUNTEER OF "VOLUNTADES CÁLIDDAS"



**Commitment
to society**



6.4. External management of diversity, inclusion and gender equity

WHY IS IT IMPORTANT?

At Cálidda, we consider fundamental to promote a culture based on inclusion, that values the diversity of each person to build a more equal, fair and respectful society, which allows us to generate multiple benefits, mainly because diverse companies connect better with customers' needs due to their capacity to find new and different solutions.

We are convinced that ideological diversity boosts a generation of richer proposals that also lead to boost innovation and creativity as key points for the development of our business strategy.

We recognize that this makes us capable of attracting the best talent, that today seeks opportunities to learn and exchange ideas oriented to innovation, growth and productivity.

HOW DO WE MANAGE IT?

We have tools and platforms that allow us to continue developing internal and external actions, as in the case of the WEP Women's Entrepreneurship Platform of the Inter-American Development Bank (IADB), which has allowed us to systematize the actions carried out by the different areas. This has given us the opportunity to fully know the initiatives carried out by our organization, as well as to understand the value of each of the indicators.

Thanks to this, we have achieved to have a baseline, as well as identify the areas of improvement and opportunities to continue fulfilling goals, objectives and build the Diversity and Inclusion Action Plan aligned to our strategic approach.

We have a Diversity and Inclusion strategy where we have deployed strategic actions regarding equity and equality crosswise. One of our main actions is our Diversity and Inclusion committee, through which we co-create, design and implement strategies and actions aligned to our Diversity and Inclusion Policy.

In addition, we have a control panel for the monitoring of six objectives of the Diversity and Inclusion Plan, which proves the compliance of the activities developed under each component: institutional matters, gender equity, recruitment and promotion, articulation with stakeholders, persons with disability and LGTBIQ+.

In this line, we strive to maintain and strengthen the diversity and inclusion culture outside the company, involving our stakeholders by starting up different activities, among which the following stand out: training and workshops that prioritize the empowerment of the women leaders of our Cálidda Kitchens program, and awareness-raising through focus groups of good practices for our contractors and suppliers. This exchange allows us to know their priorities and, at the same time publicize our actions to build a road towards Diversity and Inclusion.

2022 Achievements

We have achieved the articulation with stakeholders in Diversity and Inclusion topics, highlighting the following results:

- ✓ We raised awareness and trained suppliers through the quarterly newsletter *Gestión Sostenible de Proveedores Cálidda*.
- ✓ We boosted the economic sustainability of soup kitchens and the development of their leaders through the entrepreneurship contest.
- ✓ We trained the women leaders of soup kitchens in financial education and digitalization with an approach on entrepreneurship development.
- ✓ In our WEP measurement, we achieved an advanced position with 67%, increasing 13 points compared to 2021.
- ✓ We share informative capsules on Diversity and Inclusion topics with our contractors and community relations officers at the monthly meetings.
- ✓ We boost the economic sustainability of soup kitchens and the development of their leaders through the entrepreneurship contest.
- ✓ We identified companies led by women to incorporate them to our supplier database and facilitate their contracting, closing with a total of 29 companies registered as suppliers.

2023 Challenges

Our challenge for year 2023 is to design learning and training spaces on diversity, equity and inclusion topics for suppliers and contractors, and continue consolidating our diversity and inclusion culture not only inside our company, but also outside it.



Commitment to society



6.5. Social return on investment

Under the analysis of Social Return on Investment (SROI) we measure the value of social benefits in relation to the costs incurred to obtain those benefits or impacts, being a ratio that is established as a quotient of the Net Present Value of Social Benefits (VAN) and the Net Present Value of the investment.

This methodology stands out because it incorporates social and environmental components, which are often excluded from the cost-benefit analysis of a project.

The usefulness of this methodology is in making decisions based on optimizing their social and environmental impacts.

At Cálidda, we applied the SROI analysis during 2022 to define the social value of our programs:

- **Cálidda Kitchens.** Connection to natural gas for community kitchens.
- **Sustainable Management Program for Cultural Heritage.** Promotion of culture and historical identity.
- **Voluntades Cáliddas.** Volunteering actions.
- **CrediCálidda – Non-Banking Financing.** Financial alternatives that are better than those of the market.

- **Education program on natural gas.** We develop informative activities on the safe use of natural gas aimed at local authorities, firefighters, municipal security, companies that make excavations in public roads, and population in general.
- **Biodiversity program.** It promotes the sustainable use of natural resources and contributes to the protection and conservation of biodiversity.

This analysis allowed us to economically estimate the impacts and benefits related to our programs and understand our value generation process, so that we can establish that for each dollar invested in social initiatives, an average social value of around 1.92 dollars is created, achieving to benefit 257,388 people.

6.6. Social progress index

With the objective of analyzing the compliance of the Sustainable Development Goals and the level of development of our country, at Cálidda we have begun a process for measuring and disseminating the social progress of five vulnerable districts where we develop our operations: Comas, San Juan de Lurigancho, San Juan de Miraflores, San Martín de Porres and Villa el Salvador.

The tool that we use for the measurement is the Social Progress Index (IPS, for its initials in Spanish), which is the first comprehensive measurement model that measures people's well-being, independently and in addition to economic measurements. The IPS analyzes social progress through three dimensions: Basic Human Needs, Fundamentals of Well-Being and Opportunities.

This analysis is carried out grouping indicators in 12 components:

- 1 **Nutrition and health.**
- 2 **Water and basic sanitation.**
- 3 **Housing.**
- 4 **Personal safety.**
- 5 **Access to knowledge.**
- 6 **Access to information and communications.**
- 7 **Health and well-being.**
- 8 **Environmental sustainability.**
- 9 **Personal rights.**
- 10 **Personal freedom and freedom of choice.**
- 11 **Tolerance and inclusion.**
- 12 **Access to higher education.**

On a scale that goes from 0 to 100, the Social Progress Index of five vulnerable districts of Lima, measured by our company and Centrum PUCP, shows that Comas obtains 53 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 researches nationwide, in which no region or city in Peru achieves medium or high social progress (more than 65 points). The characteristics of the districts are similar to each other; however, Villa El Salvador shows a high percentage of households without adequate access to drinking water and sanitation, houses in bad conditions, in addition to a higher perception of domestic violence and violence against women.

The study made it possible to differentiate, within each district, the result of the Social Progress Index for our users and non-users of natural gas, as well as for the beneficiaries of the Non-Banking Financing program, and users of the soup kitchens we support.

DISTRICT MAP OF LIMA

The study of the Social Progress Index allowed us to verify that our users of natural gas have a higher social progress score than the other groups (54.7 points). Likewise, the users of non-banking financial products obtained 53.8 points, followed by the users of soup kitchens with 50.6 points and, finally, non-users with 48.6 points.



Commitment to society



6.7. Non-banking financing

[GRI 203-2]

WHY IS IT IMPORTANT?

Natural gas is much more than an opportunity for households to have a cheaper and sustainable fuel: we offer the possibility of taking advantage of new elements that improve the quality of life in ways that were not possible before. Taking into account that most of the users of natural gas are from vulnerable sectors, and being consistent with our purpose of bringing progress to the communities, we have developed various initiatives that contribute with value and well-being to the families that need it the most.

CrediCálidda

We have a financial inclusion program that is aimed at vulnerable populations that do not achieve to have access to formal loans from financial entities for their credit risk. The program specifically focuses on our users that belong to the socioeconomic levels C, D and E, which account for more than 90% of the users that we serve to date.

From CrediCálidda we facilitate the access to credit to our users without a previous financial evaluation and we grant an approved line of credit of up to S/ 5,000. The user of natural gas must have had only good payment behavior during the last 12 months, and must have had a previous financing facility with us to automatically activate the Line of Credit.

The main benefits are:

- ✓ The speed in the granting of the credit of less than one minute for authentication in point of sale.
- ✓ Low installments because it has an effective annual rate of 32%, very lower than the regulated maximum rate, and, in addition, one of the lowest in the market.
- ✓ A payment term of up to 60 months, being one of the largest of the market for this type of consumption credits, where the average is 24 months.



Nancy Miranda Vargas
BENEFICIARY OF CREDICÁLIDDA



**Commitment
to society**



CrediCálidda is a product that we have designed to provide support to households so that they can have access to inexpensive and flexible lines of credit to reach a product portfolio that improve their quality of life.

Another of the main benefits of CrediCálidda is the impact that it has on related allies and their generation of employment. To date, we have more than 30 ally suppliers that have more than 180 points of sale and 550 commercial executives that promote the use of the credit. The commercial executives are the ones who guide the users to buy the product required and use our CrediCálidda program as means to be able to fulfill their employment goals through a population that previously did not have access to formal credit.

Amon the total credits granted, the participation of the categories such as Electric Home Appliances, TVs, Gas Home Appliances and Computers stands out, being the most outstanding among all of them those that are prepared, showing the importance of having long-lasting and state-of-the-art technology assets at home. In addition, through CrediCálidda cell phones, audio, furniture and mattresses, construction materials and school supplies, among others, may be financed.

HOW DO WE MANAGE IT?

At CrediCálidda we are constantly evaluating our credit policy, which is mostly based on the payment behavior of the users of the natural gas service. Therefore, in year 2022 we achieved to increase our potential users, going from 320,000 to 560,000 customers with approved lines of credit, which can be used in our sales channels or in the multiple allies related to the program.

The program is developed through a web platform that has allowed us to adjust the functionality according to the growth of commercial channels, as well as achieve to have control and detail over the operation, in addition to optimally generating the process of granting of credit for users.

Likewise, our process of granting of credit in the different sales channels continued to be strengthened, giving our users the security and trust required when doing a transaction, and guaranteeing for the program a correct sale that meets all the necessary requirements. Likewise, the use of biometric processes

is under development for the authentication of the credit with the objective of reinforcing even more the security, and reducing the time of the transaction in the different points of sale.

In order to develop the program, we have an insurance broker, in charge of making available to Cálidda all the necessary technology to develop the program and

integrate the different stakeholders in it, such as the insurance company, the sales channels, the distributor, among others. Through the software we have available we carry out the required integrations and keep control of the sales made and of the claims requested, allowing us to have optimal control over the operation of the program.

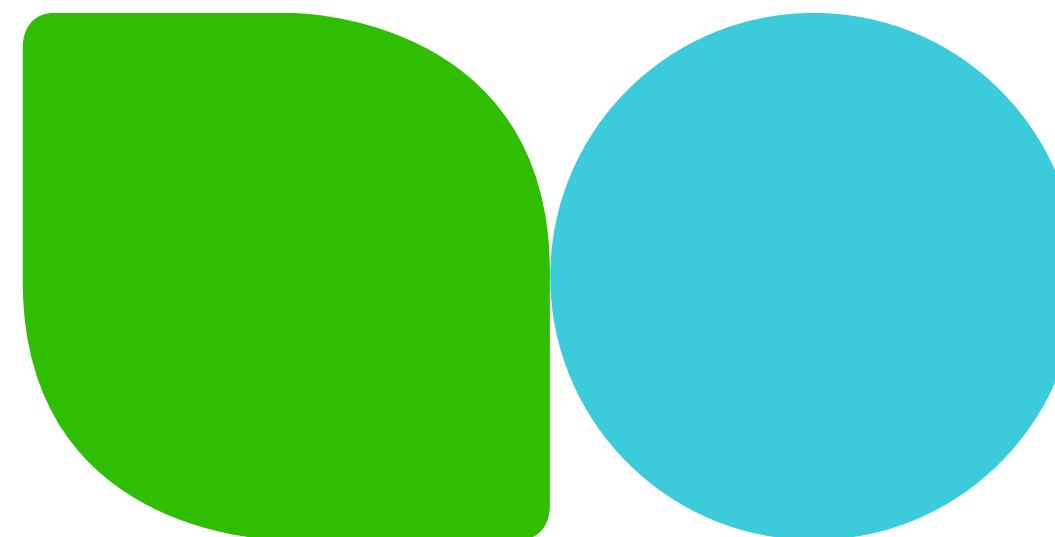
2022 Performance

As of the closing of year 2022, we granted more than 59,000 credits since the beginning of the program, achieving to benefit more than 50,000 families that have used their line of credit.

As a main result, the growth of our call center Aló Cálidda stands out. This increased the capacity to offer credits through third party allies, as well as the inclusion of new brands which achieved to quickly gain a position in the channel, contributing to its growth. Likewise, the growth of our Customer Service Centers is highlighted, in which we have an exhibition of products that has allowed to position them as an alternative sales channel for our users.

In addition, we boosted the retail channel through the entry of new allies in strategic zones of high potential and of new points of sale. In addition, we strengthened the network of construction materials through the entry of specialized suppliers, with the objective of complementing the portfolio with the already existing suppliers of finishes for remodeling.

The actions implemented allowed to achieve the placement of more than S/ 60 million, benefiting more than 32,000 families and achieving a portfolio of more than S/ 70 million. It should be highlighted that more than 95% of the benefited families belong to socioeconomic levels C, D and E.



Commitment to society



2022 Achievements

OPENING OF LARGE SURFACES CHANNEL

We strengthened the retail channel through the entry of new allies in strategic zones of high potential and new points of sale. In August, we started to operate in large surfaces through the ally Cencosud and its Metro stores. We opened two of the first five stores, complying with the objective of entering a channel of high growth potential and preference of our users. This will help the growth of our program due to its positioning and sales participation in the most relevant categories for CrediCálidda.

CREDICÁLIDDA POSITIONING

Continuing with the objective of positioning CrediCálidda as the preferred credit at home, we developed commercial campaigns of the main seasons of the year, and institutional campaigns that seek to position the benefits of the credit against the other alternatives of the market. We opened the social media of the program with the objective of positioning ourselves in digital media and having a channel of direct communication with our customers to respond to any concern related to the credit, and, in addition, they will serve as a platform to be able to position our virtual store.

STRENGTHENING OF SALES CHANNELS

The strengthening of sales channels was the main base for the growth of our program during year 2022. The development of new service centers (Aló Cálidda), the entry of new door-to-door sales forces, (which objective is to visit the users in their properties to offer them to use the credit); the strengthening of the retail channel and hardware stores through the entry of new stores and allies; and the dynamization of our virtual store, allowed us to grow in 200% in the placement of credits, compared to year 2021.

As a result of these progress, the program received the Business Creativity Award of the UPC in the category “**Financial, Banking and Insurance Services**”, achieving to prove the innovation of the program in the granting of credits and the contribution to the inclusion of the population served, which mostly lacks formal credit options.

2023 Challenges

Due to our performance and achievements obtained during year 2022, we have set a series of challenges for next year, among which the following stand out:

- We will focus our efforts on continuing positioning CrediCálidda as the best credit option in our customers and their households. For that purpose, it will be necessary to continue consolidating the sales channels and increasing the coverage through the entry of new allies that are preferred by our customers, as well as speeding up and strengthening our credit authentication process in points of sale through biometric processes and digital signatures.
- One of our main challenges will be to position the credit in large surfaces, for which the entry of new allies of this category will be necessary, in the sectors of electric home appliances and construction materials. In addition, we will strengthen the network of construction materials through the entry of suppliers specialized in this sector.
- Finally, we will launch the Motorcycles category, considering the high growth that the commercialization of the product has had in the last years, and the relevance that it is having not only as means of transportation, but also as productive means for home. For the development of this category, we have designed an internal scoring system to increase the line of credit for a percentage of potential users, so that they can acquire the complete product without the need of searching for a second means of payment and seeking to comply with our value commitment: **Without down payment.**



Commitment to society



TESTIMONY

As a consequence of the pandemic, the food business that Isabel had was seriously affected by the sanitary restrictions that had to be taken. People did not go out of their homes, and therefore, going out to sell something was unthinkable.

However, a year later, she and her family have all the intention to be able to resume this work. That is why, when they found out about the existence of CrediCálidda, they decided to opt for this support to buy an INDURAMA 535 L - RI-799DH refrigerator + HOLI - CEH-90 extractor hood, with the support of CrediCálidda.

Isabel feels that this new acquisition will be very transcendental: it will allow her to offer more products and, thereby generate more revenues, which will not only help directly to the compliance of the credit installments, but also to the development of her family. That is why she is very thankful for all the trust and facilities that she has received from the organization.

“

We were really amazed. We thought that obtaining the credit would be difficult, but it was not complicated and was very quick. I feel that Cálidda really trusts its customers in its wish of helping us, and that is very important”

Isabel Olivos Oruna
BENEFICIARY OF THE NON-BANKING FINANCING
PROGRAM- CREDICÁLIDDA



**Commitment
to society**



Microinsurance

Our insurance and assistance program began in year 2022, from the need of our users to receive support at critical times. Through different studies and analyses conducted, we achieved to identify that our users would be willing to affiliate to any of the products offered because it has optimal collection means and tailor-made products, of low monthly cost and with multiple coverage.

2022 Performance

In March 2022, we began the commercialization of products through Aló Cálidda, as a synergic product to Cálidda's offering of credits.

We preliminarily launched the product "MultiSeguro", which is a life product, with broad coverage for natural death, accidental death, total and permanent disability, among others, as well as burial support for the family.

Later, in May, we launched the product "IngresoSeguro" which is a product of temporary disability and unemployment which objective is to provide financial support to the beneficiary if they have any of the abovementioned inconveniences.

In August 2022, we activated Cálidda's customer service centers as a new sales channel, allowing our users to go to those points to purchase the product.

Finally, in December 2022, we launched *Asistencia al Hogar* (Home Assistance), which objective is to provide multiple benefits to homes, among which the maintenance of gas home appliances, electricians, plumbers, among others, stand out.

2023 Challenges

Our main challenge for 2023 is to strengthen the sales channels through which we are commercializing the product, as well as develop new specialized channels for its sale. In addition, we seek to continue positioning the products as the best option for our homes, and two additional products will be launched to complement the current portfolio, which will contribute to the growth of the program.



Commitment to society



6.8. Archaeology

WHY IS IT IMPORTANT?

Cultural Heritage is a very important part in the construction process of the natural gas distribution network. From the beginning of our operations, we have worked with responsibility towards the cultural and archaeological heritage that subsists in the subsoil of the city of Lima and Callao. That is why, for three years now it is one of our pillars in Cálidda's Sustainability strategy.

The work executed inside the Cultural Heritage of Lima and Callao is necessary and important at different levels:

- **Regulatory:** we comply with the applicable local regulatory framework in favor of the protection of the Cultural Heritage in order to be able to operate.
- **Commitment:** we have the commitment of protecting the Cultural Heritage of the city where we operate, and introducing it to the community is one of our main responsibilities as a company.
- **Service:** we not only distribute energy, we go beyond; we educate and raise awareness in the neighbors of Lima and Callao regarding their Cultural Heritage; in addition, we reinforce their identity and pride as *limeños* and *chalcacos*. Thus, we collaborate for the fulfillment of the Sustainable Development Goals towards 2030 and the National Policy on Culture towards 2030.

- **Innovation:** in 2022 we carried out two archaeological exhibitions in the districts of Chorrillos, Puente Piedra, and we created the Interpretation Center of Huaca La Merced in Surquillo and the District Museum of Puente Piedra, to educate about the history of Lima and Callao.
- **Dissemination:** one of our main tools is our *Gran Museo Cálidda* website and the augmented reality application that accompanies this website (*Gran Museo Cálidda AR*).

HOW DO WE MANAGE IT?

CULTURAL HERITAGE SUSTAINABLE MANAGEMENT PROGRAM

We manage the archaeological work through the Cultural Heritage Comprehensive Sustainable Program engaged in educating about the pre-hispanic history of Lima and Callao. The PGS is comprised by three large processes:

- **Execution of archaeological interventions,** needed for the operation of our company.
- **Research and conservation of archaeological material** recovered by the company.
- **Dissemination of the history of Lima and Callao** and of the archaeological findings of the company.

This program allows us to safeguard the archaeological heritage according to the General Law of the Cultural Heritage of the Nation, making it possible the operation of the company through Archaeological Monitoring Plans.

In addition, under the program we have been able to present the results of our work of analysis, restoration, conservation and research, on a sustainable basis, to the civil society, through innovative activities and publicity formats (website, applications, exhibitions in public spaces, etc.) in collaboration with strategic allies, such as the Central Government, local government and the organized civil society.

To date we have recovered more than 1,759 findings in the Monitoring Plans in the districts of Metropolitan Lima, Constitutional Province of Callao, and in the districts of Chilca and Imperial and San Vicente de Cañete in the province of Cañete.

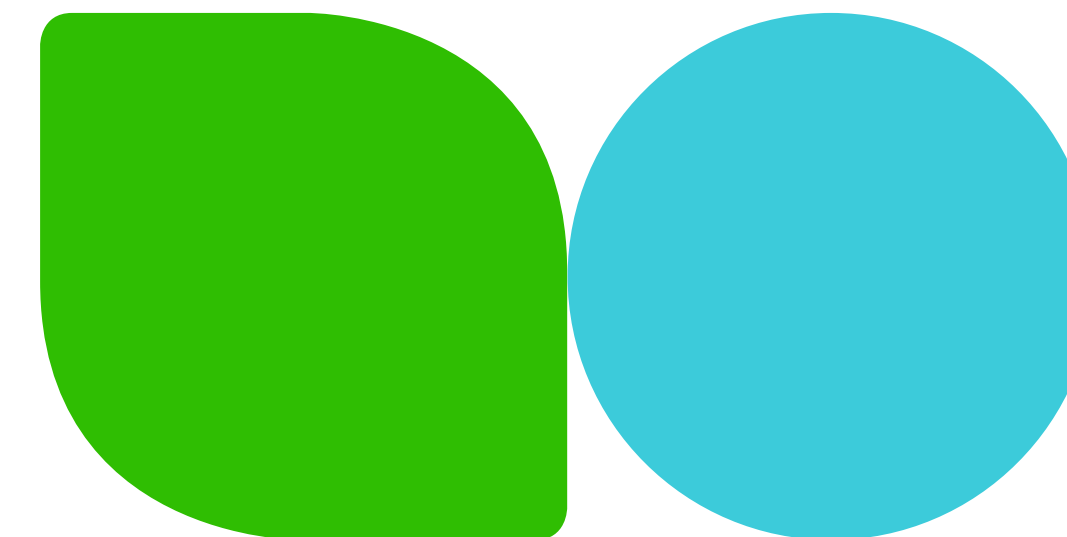
In addition, we have four Inter-Institutional Cooperation agreements effective with the Ministry of Culture, the District Government of Chorrillos, the District Government of Surquillo and the District Government of Puente Piedra, which have been executing different actions of promotion and dissemination of the archaeological heritage recovered by our company.

2022 Performance

During 2022, we carried out various activities of cultural dissemination under the inter-institutional cooperation agreements between the company and the local government of Puente Piedra, Surquillo and Chorrillos. In addition, we publicized the findings through the press and television with national and international coverage, recovering this year 280 archaeological findings in coordination with the Ministry of Culture.

In addition, we participated in conferences, congresses, colloquia and web seminars on cultural topics in coordination with the local governments and student organizations and the Ministry of Culture. We also opened the first Municipal Museum of Puente Piedra, which was incorporated to the National Museum System of the Peruvian State of the Ministry of Culture.

Finally, we applied innovative technologies in the exhibitions, such as virtual reality (RV) and augmented reality (AR).



Commitment to society



2022 Achievements

Our archaeological management allowed us to obtain the following achievements during year 2022:

ARCHAEOLOGICAL FINDINGS

We have recovered 317 findings in the Archaeological Monitoring Plans in the department of Lima and the Constitutional Province of Callao. These discoveries correspond to different cultural developments that have more than 2,000 years of history of the central coast of Peru. This material is being analyzed and preserved in our laboratories to subsequently show them through different platforms.

CULTURAL HERITAGE SUSTAINABLE MANAGEMENT PROGRAM

Thanks to the different activities and exhibitions carried out under cooperation agreements, we have had 19,998 direct beneficiaries. Many neighbors of Lima and Callao have been able to know more about the history of their city and connect with the past through experiences in exhibitions in the public road, archaeological exhibitions, workshops in schools and virtual roundtables, among others.

PUBLICITY IN SOCIAL MEDIA

We achieved more than 197,704 reproductions in social media (Facebook and YouTube) about the archaeological discoveries that we made during the year. Through these media, the population of Lima and Callao has indirectly known a little more about their past, their city and their town.

GRAN MUSEO CÁLIDDA

Our website has received more than 95 thousand visits. This makes it consolidate as one of the main benchmarks of information about archaeology of Lima and Callao.

COOPERATION AGREEMENTS

During 2022, we signed four cultural cooperation agreements with the Ministry of Culture, Local Government of Puente Piedra, Local Government of Chorrillos and Local Government of Surquillo; and, at the same time, we have carried out activities in alliance with three cultural associations of Lima.

ACERCA PROGRAM

We participated in the training of 68 cultural organizations in 15 regions of the country with **Acerca program: a space of dialogue, articulation and innovation for cultural heritage management**, organized by the Ministry of Culture. In addition, we executed the winner project of 2021 Acerca program "Proposal of heritage dissemination in Las Lomas del Paraíso", of the Comando Ecológico cultural organization.

MUSEUM IN YOUR STREET: THE MILLENARY HISTORY OF PUENTE PIEDRA

We technically supported the creation of the District Museum of Puente Piedra and its incorporation in the National Museum System of the State, through Directorial Resolution N.º 0053-2022- DGM/MC, becoming the first Municipal Museum of Northern Lima.

Together with the Local Government of Puente Piedra, we prepared the technical file for the incorporation of the Municipal Museum of Puente Piedra in the National Museum System of the State, which was granted through RD 0053-2022- DGM/MC, thus, we contributed to the creation of cultural spaces that benefit millions of neighbors of Northern Lima who cannot have a quality museum of free access today.



Commitment to society



THE HIGHLIGHTS OF THE YEAR

In addition to our achievements of the year, we highlight other relevant points of our archaeological management in Cálidda:

- ✓ **One of the archaeological findings that stood out** was the remains of a pre-hispanic cemetery that is between 800 to 600 years old, close to Cerro Cañón Archaeological Site in the district of Carabayllo. This finding is comprised by more than 15 burials, and it drew our attention for its good conservation condition. The news was shared in many local and international media, such as the New York Times. Thanks to this, **we have an aggregate of 1,759 archaeological findings.**
- ✓ **The exhibition “Puente Piedra, our history” (“*Puente Piedra, nuestra historia*”)** received more than 5,348 visits, which boosted the creation of the Municipal Museum of Puente Piedra through Municipal Ordinance N.º 416-MDPP.
- ✓ **Together with the Local Government of Surquillo**, we opened the new Interpretation Center of Huaca La Merced, which has an exhibition that focuses on giving more information about the **Ychsma** culture and its main characteristics, contributing thereby to preserve and enrich history in the district of Surquillo.
- ✓ **We continued supporting the Cultural Volunteering Program**, training 209 young people to provide them guided tour services in the District Museum of Puente Piedra and in Tambo Inga Archaeological Site. In addition, since October the **Museo en tu Cole** program is being executed, benefiting 2,386 students of primary and secondary of seven educational institutions of Puente Piedra and Carabayllo.
- ✓ **We executed together with Agrupación Cultural Comando Ecológico** the project **Proposal of heritage dissemination in Lomas del Paraíso**, winner of 2021 Acerca Training Program of the Ministry of Culture. Its central focus was the archaeological and natural richness of Lomas del Paraíso. We carried out there a specialized guided tour for school students, the use of tools such as the **Kamishibai**, as well as playful and educational activities that were executed at the different stops.
- ✓ **We published the academic books:** **Under the asphalt – Urban archaeology in the district of Carabayllo** (*Bajo el asfalto - Arqueología urbana en el distrito de Carabayllo*) and **Detectives of the past: Discovering the history of Carabayllo** (*Detectives del pasado: Descubriendo la historia de Carabayllo*), aimed at school public of the district of Carabayllo, which playfully disclose the results of the Archaeological Rescue Project carried out in the surroundings of km 19 of Av. Túpac Amaru. **Guarnec or Pueblo Viejo Archaeological Site** was in this space, a pre-hispanic settlement that disappeared in the eighties.



2023 Challenges

We have highlighted some of the challenges that as a company we want to continue during 2023:

- Maintain the current agreements and sign more agreements with public and private organizations.
- Apply digital tools in the experiences of dissemination of the history of the city at school level.
- Develop more academic publications and free mass dissemination as part of the contribution of our company to the knowledge of the history of Lima and Callao.



Commitment to society



6.9. Strategic alliances

[GRI 2-28]

With the objective of boosting the economic growth and sustainable development of our country, we generate synergies and strategic alliances with our stakeholders and public and private organizations. In 2022 we generated 14 alliances for our sustainability programs, and thereby a larger positive impact on our stakeholders.

For 2023, we seek to generate strategic alliances with public-private and non-governmental entities for the purpose of continuing contributing to sustainable development.

Our Allies

NGO



STATE



PRIVATE ENTITIES



ACADEMY



ORGANIZATION



Our Accessions



Commitment to society





7

Economic performance



Economic performance



Economic performance

[GRI 3-3] [GRI 201-1] [GRI 201-2]

7.1. Customers

We place customers at the center of our decisions, that is why we design solutions that meet their needs and expectations, and we are committed to guaranteeing a continuous, inexpensive and safe service.

HOW DO WE MANAGE IT?

We focus on strengthening the culture of service in the company, that is why we define and deploy our Customer Service Model **ESENCXIA Cálidda**, which describes the vision, pillars, roles and behaviors that we expect that our employees and contractors can transmit to our customers.

We monitor our customer experience management through measurements of relational NPS to the 4 segments of customers: Household, Businesses, Industries and Service Stations, and Satisfaction and transactional NPS to customers that had contact with any service process or channel.



2022 Performance

In 2022, we opened our new Customer Service Center of Villa María del Triunfo, to offer more comfortable and large facilities, more customer service executives, new digital self-service modules, more modules in Aló Cálidda zone, and new exhibition hall and sales zone.



**Economic
performance**



2022 Achievements

MORE CUSTOMER DIGITALIZATION

We achieved to increase in 109% the digital transactions of our customers improving and facilitating the interaction of users with their requirements related to the service. In addition, we implemented campaigns that boosted the different functionalities available in our digital channels:

- **Free Bill Campaign.** The campaign encouraged customers to update their data, affiliate to the digital bill and/or accept the data privacy and commercial purposes policy to participate in the lottery of free natural gas bill for one year.
- **Self-reading campaign.** The campaign sought that customers do the reading of their meter to be part of the lottery of consumption coupons for the amount of S/ 100.
- **Afiliación campaign.** The campaign sought to promote the affiliation to the digital bill to be part of the lottery of consumption coupons for the amount of S/ 100.

The advertising of these campaigns was focused on using the self-service options of our Chatbot WhatsApp and website.

RESULT OF CAMPAIGNS

- More than 354,000 customers with updated data, which allows us to maintain a better communication of relevant facts about your service.
- More than 38,000 self-readings sent by the users for a more accurate billing of their monthly consumptions. Self-reading is a technological tool designed for our customers, that avoids consumption estimates.
- More than 650,000 customers affiliated to the digital bill, who receive it in advance and securely in their email every month, contributing to the protection of the environment through the lesser use of paper.

EDUCATIONAL CAMPAIGN FOR CUSTOMERS

We prepared four educational videos for users for the purpose of answering to their doubts and questions on the recurrent topics, and which are subject to questions in the different channels:

- Explanation of consumption estimates and how to avoid them.
- Explanation on how to record the reading of the meter.
- Explanation on how to affiliate to the digital bill.
- Chatbot WhatsApp functionality.

The campaign included publicity through digital media (Facebook, Twitter, LinkedIn, YouTube and Instagram), TVs of the Customer Service Centers, monthly bill of customers, Cálidda's website, among other digital media. As a result of the launch of the educational campaign, the following stands out:

- We increased 15 percentage points of the NPS of the household segment, which ratifies the positive effect of keeping the users informed and say things clearly.
- We improved 7 percentage points of the perception of our customers about the WhatsApp channel, as well as the reduction of 6 percentage points of customers who indicate that they don't know this channel.

CÁLIDDA'S CUSTOMER SERVICE MODEL

We have defined our Customer Service Model with the objective of transmitting it to our internal employees and contractors, and homologate the service through the specific conducts and behaviors that they are expected to transmit to our customers.

This project is the result of co-creation with our leaders, with the objective of defining the vision and pillars of Cálidda's Customer Experience. We included all the definitions that were established in the ABC of the WOW Experience and, currently, we are in the deployment to the entire company.

- Under the project we trained 286 employees in our service model.
- We re-designed two interactions and 11 service protocols.
- We raised awareness in our directors through eight visits to processes and service channels, identifying 23 improvement opportunities.

2022 CX INDEX AWARD- PUBLIC SERVICES

We obtained the first place in the public services category in the ranking of the customer's experience of Centrum PUCP, Datum and XCustomer Group. This indicator is based on two digital methodologies: listening and surveys in the four dimensions (Brand, Product, Service and Emotional Experience).



**Economic
performance**



7.1.1. BUSINESSES AND LARGE CUSTOMERS

[GRI 3-3]



2022 Performance

During year 2022, we implemented various actions focused on providing innovative solutions to our business customers:

- We implemented the identification and georeferencing project of our potential customers to expand the massive use of natural gas in the business segment, and establish the next strategies at medium and long-term.
- We broke the record in sales margin in businesses, growing in more than 70% compared to 2021.
- We continued with the massive use of natural gas by public institutions, being the most emblematic ones: San Bartolomé Hospital, FAP Hospital and Hipólito Unanue Hospital.
- We incorporated the KAM-massive segment, aimed at entrepreneurs who need our specialized service by a key account manager (KAM).

2022 Achievements

GEOREFERENCING OF POTENTIAL COMMERCIAL CUSTOMERS

For the purpose of identifying massive businesses that do not have yet access to the natural gas distribution service, through survey takers, we made a post-COVID19 diagnosis. This was made with the objective of taking a timely action with new potential customers and continue with the massification of the commercial segment.

Currently, the project still continues and it has allowed us to develop a heat map of the main zones with a greater opportunity for natural gas connection, and a guide for the next network extensions that would be needed to continue with the massification of natural gas in businesses.

NEW CONNECTION MAINTENANCE SERVICE FOR COMMERCIAL CUSTOMERS

In coordination with the team of internal networks, we made the massive deployment of technical teams to visit our customers with consumptions above 300 Sm³-month³, in order to ensure the correct operation of their meters.

The objective of the project was to explain them about the importance of the post-sale service

“Connection maintenance” for their safety and the correct measurement of their service. We will execute this project annually, benefiting more than 2 thousand commercial customers, with which we will contribute to the safety of their natural gas installations.

SFS DIGITAL FOR COMMERCIAL CUSTOMERS

Through the project “Digital Supply Feasibility (SFS) Application” we seek to collaborate with a new digital service channel for our users without the need of papers, or service centers and with more rapid answers.

For that purpose, we prepared the first pilot of this new portal that will help new businesses to quickly evaluate whether it is feasible to connect to natural gas or not.

The project will help reduce the times of attention, reduce the queues of our service centers, and will allow the user to quickly evaluate the feasibility of natural gas connection. We estimate that it will benefit more than 20 thousand new businesses in the next years.

³ Monthly consumption of customer. As a rule, the connection maintenance service is provided to customers with consumptions above 300 cubic meters per month.



Economic performance



7.1.2. HOME AND MOBILITY

Homes

FISE CONNECTIONS

Since August 2020, the homes of Lima and Callao of strata C, D and E have been benefited by the expansion of the scope of the financing for second connection points, which are part of the subsidy granted by the Social Inclusion Fund (FISE). This has allowed us, in 2022, to connect more than 230,000 users, of which 50,000 correspond to connections of two or more points.

GAS HOME APPLIANCES

Since the beginning of the gas home appliances program in 2017, it has benefited more than 216,000 families with a total financing amount of up to US\$ 62 million, of which 6,867 credits were used for cloth dryers.

For the purpose of continuing financing the acquisition of gas home appliances, during this year we launched the financing of natural gas heaters as a new product in our portfolio. As of the closing of 2022, we have placed 18 heaters, financing the amount of US\$ 10,000.

Light mobility

This is a financial inclusion program for drivers who have NGV in their vehicle, which allows them to have access, under credit evaluation, to a line of credit of S/ 2,500, for loyalty purposes so that they continue consuming NGV. The program also generates a new non-regulated financial business for the company.

Heavy mobility

Currently, 123,000 trucks and 23,000 urban transportation buses circulate in Lima, which are, in average, 25 and 15 years old, respectively. It is estimated that less than 3% of the vehicles work with NGV, and that the saving of carriers for migrating from diesel to NGV would be approximately 50%.

The Camisea NGV Bonus is an effort between Cálidda and Camisea Consortium which purpose is to promote the use of NGV and contribute to the State in the natural gas massification plans, to give the carriers the benefits of a cheaper fuel, and the society the advantages of a cleaner energy.

The Camisea NGV Bonus projects to incorporate more than 3,000 new units working with natural gas for vehicles in the next three years.

HOW DO WE MANAGE IT?

The access to the bonus of up to 15 thousand dollars will be given to individuals or companies of Lima and Callao that wish to renew their vehicle or fleet with an ecofriendly and cheaper fuel such as NGV, and that meet the requirements established. These requirements can be consulted in the website: <https://camiseaesenergia.pe/bonocamiseagngv/>.

2022 Performance

As of the closing of 2022, we maintain a commercial relationship with 23 of the 140 conversion shops, located in Lima and Callao, which finance annual inspection works, five-year inspection and maintenance of the NGV kit.

In addition, we have managed alliances with three commercial allies that, through their sales force, contribute to the placement of financing in 28 service stations connected to our distribution network.

2022 Achievements

- ✓ We have achieved the placement of more than US\$ 1,350 million of financial products.
- ✓ We implemented the sales channel of Auto Shops, with which it is sought to finance the body work, painting and spare parts of vehicles.
- ✓ We increased the FISE Fund for conversions of light vehicles to NGV for 50,000 additional vehicles.
- ✓ In July 2022, we achieved to convert to NGV 7,872 light vehicles, breaking a record.

2022 Performance

As of December 2022, we have disbursed more than US\$ 1 million to several cargo transportation and public transportation companies recognized in Lima and Callao that adhered to the "Camisea NGV Bonus", closing year 2022 with more than 200 units benefited with the NGV Bonus.



Economic performance

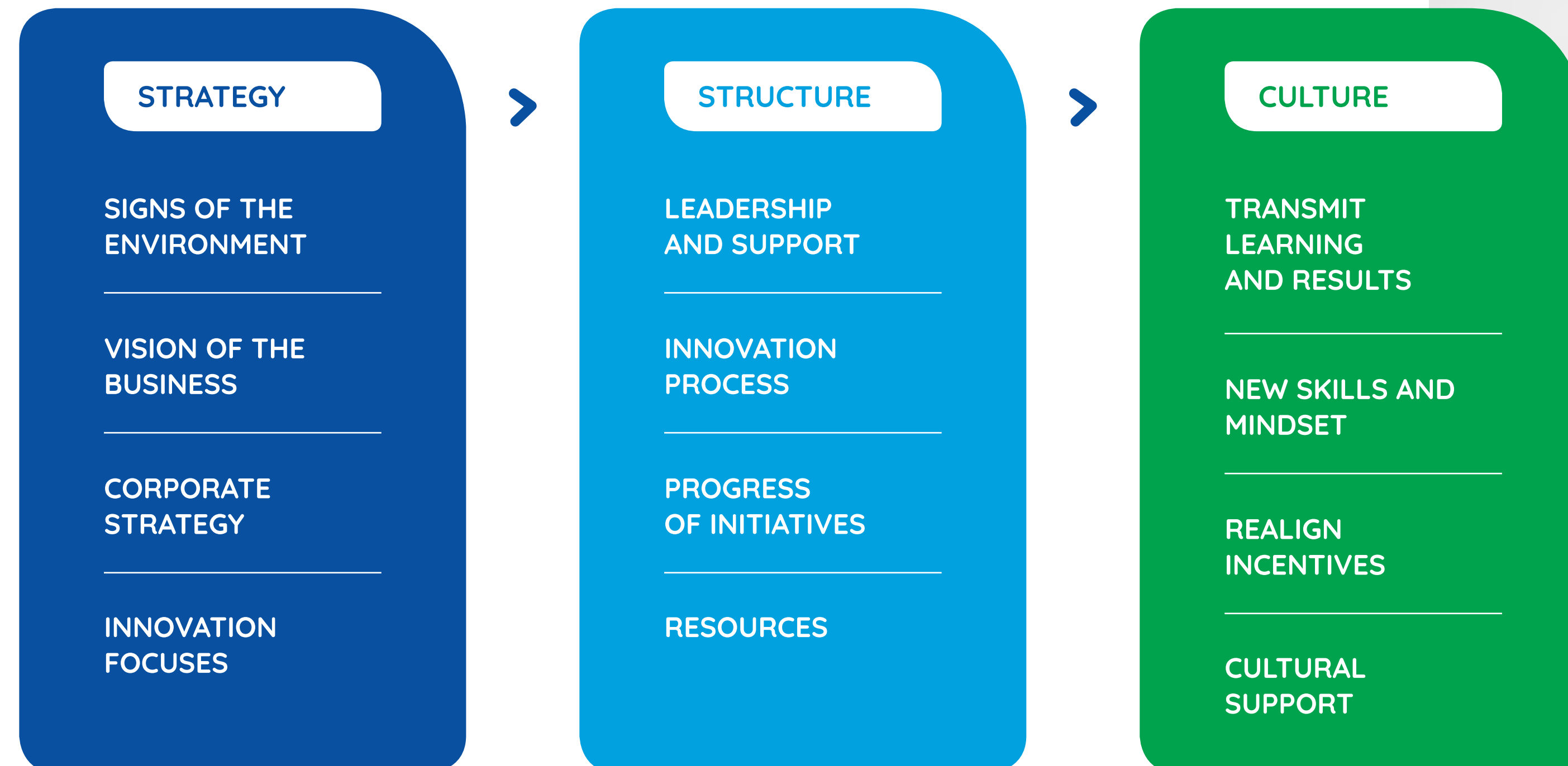


Innovation

[GRI 2-6] [GRI 3-3]

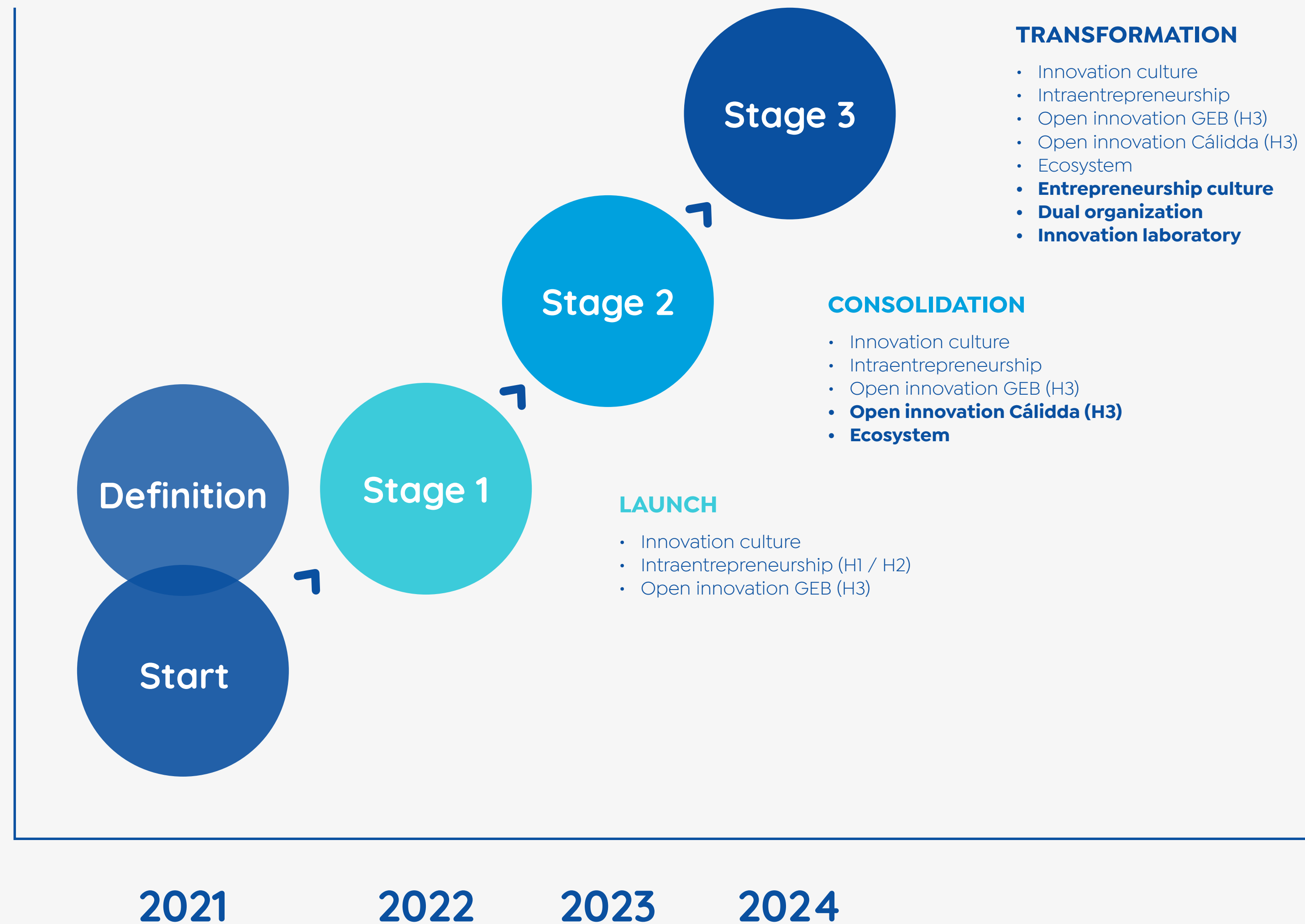
Fostering a culture of innovation and learning is fundamental to fulfill the purpose of our organization in a sustainable manner. The ability to innovate is a fundamental piece for the generation of value through the design of increasingly better products and services, remaining active in competitive and increasingly volatile environments.

In this sense, in December 2021, we redefined our innovation strategy as part of our cultural evolution process. This new strategy has three fundamental aspects: Strategy, Structure and Culture; based on these aspects we work in specific actions plans, as well as in a roadmap towards 2024.



Economic performance



**2021 DEFINITION**

- Review of methodologies
- Scouting and selection of partners
- Strategy Workshop with UTEC
- Definition of Strategy 2022-2024
- Internal structure

2022 LAUNCH

- Innovation Culture with GDP
- Intraentrepreneurship with UTEC
 - 15-25 participants per cut
 - Training in methodologies
 - Design of solutions
 - Prototype - MVP
 - Financing of next stage
- Participation in open innovation GEB - H3 -> lessons learned and election of vehicles

2023 CONSOLIDATION

- Start of open innovation Cálidda H3
- Immersion in local ecosystem of open innovation (academy, Gov., companies, hubs)

2024 TRANSFORMATION

- Entrepreneurship culture
- Transition to dual / ambidextrous organization
- (Cálidda Energia? New Co.?)
- Innovation Laboratory dedicated to exploration and experimentation



**Economic
performance**



2022 Performance

During 2022, we have invested US\$ 1,064,415 aimed at R+D+I (research + development + innovation). In addition, we deployed the new innovation plan, carrying out various actions based on the three aspects defined:

STRATEGY

We approved the Innovation Strategic Plan and defined our focuses of innovation per horizon. As of the closing of 2022, we have an innovation portfolio with 10 initiatives, and for next year we expect to increase the portfolio to 20 projects.

STRUCTURE

Regarding the structure, we have created the Strategy and Innovation team, which directly reports to the CEO. In addition, we have launched the innovation sharepoint, application that allows

to share and manage documents, information, contents and collaboration between users through a web platform. This tool will allow us to increase the productivity and cooperation to manage the knowledge generated in all the projects.

CULTURE

This year we developed a brand identity, a communication plan and a cultural road map associated to 2022 work plan. In addition, we launched Innovatalks: an open space for conversation about innovation topics with all the employees of the organization and a workshop with leaders together with Universidad de Ingeniería y Tecnología (UTEC).

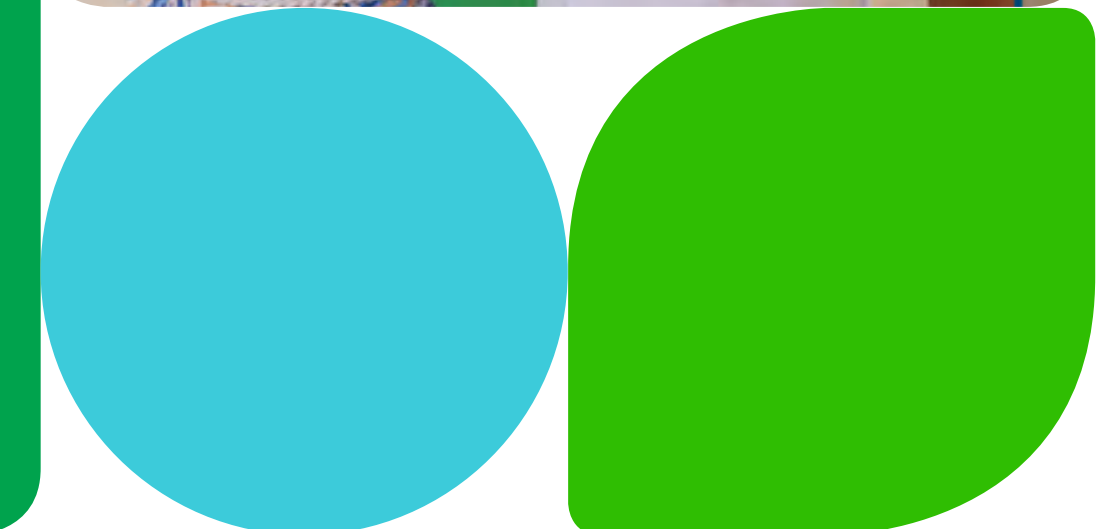
2022 Achievements

OPEN INNOVATION

- This year we participated in three corporate programs with Grupo Energía Bogotá (External Venture Client with EPRI, Corporate Venture Client with Estrategik and Innovation Challenges with Hubgog), which have allowed us to generate two projects in incubation phase.
- For next year, we expect to expand our scope to LATAM's innovation ecosystem and to three corporate projects.

INTERNAL INNOVATION

- We launched our first Intraentrepreneurship Program: Renergy, together with the UTEC. In addition, we developed four projects with 19 employees of our organization, and for 2023, it is sought to continue expanding the program.
- We also deepened the innovation in the development of RPA, in the application of data analysis to optimize the credits of the non-banking financing program and in optimization of teams for emergency response with data analysis.



Economic performance





7.2. Economic results

[GRI 201-1] [GRI 201-2] [GRI 2-2]

Year 2022 was important in the consolidation of recovery, since it marked a clear growth trend; as well as the improvement of the results of year 2021, and a historical record of results for our shareholders and stakeholders.

Our operational income for 2022 added up to US\$ 815.1 million, a 10% increase compared to the results of the previous year. Likewise, the EBITDA and Net Profit amounted to US\$ 225 million and US\$ 102.3 million, a 13% and 7% growth, respectively.

2022 Achievements

- ✓ 2022 was the first year in our history in which we obtained a financial result above US\$ 200 million of EBITDA and US\$ 100 million of net profit.
- ✓ We satisfactorily completed a revision process of the distribution rate for 2022–2026 period, and obtained the approval of approximately US\$ 180 million of investments intended for the expansion of the distribution system.
- ✓ We had a significant improvement of the rating granted by Moody's ESG consulting firm; we passed from 58 to 66 points, which allowed to reduce in 5 basis points the cost of sustainable financing for a total of US\$ 280 million.
- ✓ We had access to US\$ 30 million of financing under the Syndicated Loan agreement for a total of US\$ 350 million.
- ✓ We obtained the approval of a line of credit of up to US\$ 150 million from the Development Bank of Latin America (CAF).
- ✓ We achieved the ratification of the international risk rating of investment grade of BBB and local risk rating of AAA, the highest one in the country.



Economic performance





8

Annexes



Annexes

Annexes

8.1. Communication channels with our stakeholders

[GRI 2-29] [GRI 3-1]

At Cálidda we strive to maintain and strengthen the relationship with our stakeholders. For that purpose, we implement various action plans that prioritize new ways of communicating. That allows us to establish their priorities and provide them with transparent and timely information.

We detail below the topics of interest and the way in which we interact with each of our stakeholders:

TABLE 1: COMMUNICATION CHANNELS WITH OUR STAKEHOLDERS

Stakeholder	Topics of interest	Relationship mechanisms	Periodicity
Suppliers and contractors	• Efficiency and productivity • Occupational health and safety • Ethics and compliance	• Awareness-raising sessions and periodic follow-up meetings on social and environmental guidelines • Supplier evaluation • Sustainability report	• Ongoing • Annual
Employees	• Occupational health and safety • Ethics and compliance • Talent management • Efficiency and productivity	• In-person communication spaces (we continue connected) • Internal means of communication (Leader's WhatsApp and Mailing) • Social media (LinkedIn)	• Ongoing
Other companies and unions	• Industry positioning • Climate change • Adaptation to market dynamics • Regulatory agenda	• Joint working meetings • Website • Sustainability report	• Annual
Customers	• Ethics and compliance • Adaptation of market dynamics • Efficiency and productivity	• Advice and monitoring • Customer service hotlines • Sustainability report • Satisfaction surveys and indicator monitoring • Customer service centers (Aló Cálidda) • Customer service hotlines • Chatbot and WhatsApp • Online and self-service channels • Sustainability report	• Ongoing • Annual



Stakeholder	Topics of interest	Relationship mechanisms	Periodicity
Media and specialists	• Ethics and compliance • Climate change • Industry positioning • Community relations • Efficiency and productivity	• Ongoing communication • Phone calls • Press releases and other resources • Mail • Website • Social media	• Ongoing
Community of Lima and Callao	• Community relations actions • Environmental management • Human rights • Climate change • Social actions • Volunteering	• Community relations plan • Sustainability report • Digital media • Social media	• Ongoing
State	• Ethics and compliance • Regulatory agenda • Community relations actions • Environmental management	• Website • Sustainability report	• Ongoing • Annual
Shareholders and investors	• Efficiency and productivity • Ethics and compliance • Climate change • Environmental management	• Personal meetings • General shareholders' meetings • Sustainability report • Annual report • Website • Direct communication via email, direct phone number, among others	• Ongoing • Annual
Competitors	• Industry positioning • Regulatory agenda	• Website • Joint working meetings • Sustainability report	• Ongoing • Annual



8.2. Environmental metrics

8.2.1. ENERGY CONSUMPTION WITHIN THE ORGANIZATION

[GRI 302-1]

TABLE 2

Type of fuel from a non-renewable source	Consumption of fuel from a non-renewable source by					Unit (in Joules or multiples)
	2018	2019	2020	2021	2022	
ACPM consumption	729.60	1,325.39	834.09	1,097.71	1,140.60	GJ
Gasoline consumption	2,703.34	2,293.77	1,530.08	1,496.18	1,108.71	GJ
Natural gas consumption	196,474.04	256,997.15	191,486.04	242,379.83	254,992.84	GJ
Total consumption of fuels from non-renewable sources within the organization	199,906.98	260,616.31	193,850.21	244,973.72	257,775.34	GJ
Consumption of energy bought from the network	5,203.42	11,350.00	9,935.68	10,469.13	10,654.32	GJ
Source of the conversion factors used for the calculation of energy consumption within the organization	FECOC UPME, 2016					
Calculation standards, methodologies, assumptions and tools used	It corresponds to the summation of the total fuels from non-renewable sources, in GJ, consumed by the company, in the period comprised between January 1 and December 31, 2022.					



8.2.2. WATER CONSUMPTION

[GRI 303-1] [GRI 303-3] [GRI 303-5]

TABLE 3

	2019	2020	2021	2022
Water consumption (megaliters)	6.850	3.504	1.447	0.080

8.2.3. DIRECT GHG EMISSIONS (SCOPE 1)

[GRI 305-1]

TABLE 4

	2019	2020	2021	2022
Gross value of direct GHG emissions (scope 1) in tCO ₂ eq.	16,289.89	14,046.91	18,381.78	18,741.29
Biogenic emissions of CO ₂ in metric tons of CO ₂ equivalent	No calculation is made	No calculation is made	10.44	9.41
The consolidation approach for emissions	The approach of inventory of GHG emissions of Cálidda is made considering the operational and organizational limits.			
Gases included in the calculation	CO ₂ , CH ₄ , N ₂ O, HFC			
Base year for the calculation	2019		2021	

Note: It should be indicated that since year 2021 a recalculation of the emissions has been made under ISO 14064:2018 standard, reflecting a variation in the data of that year.

8.2.4. INDIRECT GHG EMISSIONS (SCOPE 2)

[GRI 305-2]

TABLE 5

	2019	2020	2021	2022
The gross value –based on the location– of indirect GHG emissions when generating energy (scope 2) in tCO ₂ eq	536.60	469.74	505.62	593.52
The consolidation approach for emissions	The approach of inventory of GHG emissions of Cálidda is made considering the operational and organizational limits.			
Gases included in the calculation	CO ₂ , CH ₄ , N ₂ O, HFC			
Base year for the calculation	2019		2021	

Note: It should be indicated that since year 2021 a recalculation of the emissions has been made under ISO 14064:2018 standard, reflecting a variation in the data of that year.

The gross value –based on the market–of indirect GHG emissions when generating energy (scope 2) in tCO₂eq is not available.

8.2.5. OTHER INDIRECT GHG EMISSIONS (SCOPE 3)

[GRI 305-3]

TABLE 6

	2019	2020	2021	2022
The gross value of other indirect GHG emissions (scope 3) in tCO ₂ eq	1,289.44	178.73	3,348.48	3,803.51
Gases included in the calculation	CO ₂ , CH ₄ , N ₂ O, HFC			
Base year for the calculation	2019		2021	

Note: It should be indicated that since year 2021 a recalculation of the emissions has been made under ISO 14064:2018 standard, reflecting a variation in the data of that year.

In addition, on an informative basis, the following emissions of scope 3 have been quantified (categories 4 and 5): Purchase of natural gas (495,194.65 tCO₂eq), sale of natural gas (3,637,942.26 tCO₂eq) and goods acquired for construction (14,150.78 tCO₂eq), which total value equals 34,147,287.69 tCO₂eq.



8.2.6. OPERATIONS INSIDE,
OR NEXT TO, PROTECTED
AREAS OR AREAS OF GREAT
VALUE FOR BIODIVERSITY

[GRI 304-1] [GRI 304-2] [GRI 304-3]

TABLE 7

Owned, leased or managed operation centers located inside, or next to, protected areas or areas of great value for biodiversity outside protected areas	Our operations have no significant impacts on biodiversity.
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8.2.7. WASTE GENERATED

[GRI 306-1] [GRI 306-3]

TABLE 8

	Value (metric tons)				
	2018	2019*	2020*	2021*	2022
Weight of waste generated by the company	80.47	290.66	320.19	747.26	697.29
Weight of waste generated in the projects	117,455.44	340,199.23	471,758.19	1'467,735.81	966,455.76
Total weight of waste generated in metric tons	117,535.91	340,489.89	472,078.38	1'468,483.07	967,153.05

Note: Of the total waste, 1,263.78 tons were generated during the operation and correspond to non-hazardous and hazardous waste that was directed to disposal.

*[GRI 102-48] We updated the information reported in years 2019, 2020 and 2021 according to the annual declarations of solid waste. The data included in this report correspond to the updated value.



8.3. Social metrics

8.3.1. NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT (PERMANENT AND TEMPORARY) BY GENDER

[GRI 2-8] [GRI 405-1]

TABLE 9

General labor indicators	2022	2021	2020	2019	2018
Women	101	107	107	98	109
Men	287	297	289	279	298
Total number of employees	388	404	396	377	407
Percentage of women	26.03%	26.49%	27.02%	25.99%	26.78%
Percentage of men	73.97%	73.51%	72.98%	74.01%	73.22%

Employees by type of contract	2022	2021	2020	2019	2018
Number of employees with open-ended employment contract (women)	97	98	99	75	89
Number of employees with open-ended employment contract (men)	280	279	277	238	268
Number of employees with fixed-term employment contract (women)	4	9	8	23	20
Number of employees with fixed-term employment contract (men)	7	18	12	41	30



Employees in the organization by job category	2022	2021	2020	2019	2018
Senior Management (women)	2	3	3	3	2
Senior Management (men)	7	7	7	5	7
Senior Management (total)	9	10	10	8	9
Middle Management (women)	12	11	11	10	11
Middle Management (men)	20	20	21	20	18
Middle Management (total)	32	31	32	30	29
Advisors (women)	15	14	14	16	17
Advisors (men)	44	43	43	40	44
Advisors (total)	59	57	57	56	61
Professionals (women)	64	67	67	53	37
Professionals (men)	207	217	206	192	121
Professionals (total)	271	284	273	245	158
Support/assistants (women)	8	12	12	16	42
Support/assistants (men)	9	10	12	22	108
Support/assistants (total)	17	22	24	38	150
Total	388	404	396	377	407



Employees in the organization by job category	2022	2021	2020	2019	2018
Percentage of Senior Management (women)	0.5%	0.7%	0.8%	0.8%	0.5%
Percentage of Senior Management (men)	1.8%	1.7%	1.8%	1.3%	1.7%
Percentage of Senior Management (total)	2.3%	2.5%	2.5%	2.0%	2.2%
Percentage of Middle Management (women)	3.1%	2.7%	2.8%	2.7%	2.7%
Percentage of Middle Management (men)	5.2%	5.0%	5.3%	5.3%	4.4%
Percentage of Middle Management (total)	8.2%	7.7%	8.1%	8.0%	7.1%
Percentage of Advisors (women)	3.9%	3.5%	3.5%	4.2%	4.2%
Percentage of Advisors (men)	11.3%	10.6%	10.9%	10.6%	10.8%
Percentage of Advisors (total)	15.2%	14.1%	14.4%	14.9%	15.0%
Percentage of Professionals (women)	16.5%	16.6%	16.9%	14.1%	9.1%
Percentage of Professionals (men)	53.4%	53.7%	52.0%	50.9%	29.7%
Percentage of Professionals (total)	69.8%	70.3%	68.9%	65.0%	38.8%
Percentage of Support/assistants (women)	2.1%	3.0%	3.0%	4.2%	10.3%
Percentage of Support/assistants (men)	2.3%	2.5%	3.0%	5.8%	26.5%
Percentage of Support/assistants (total)	4.4%	5.4%	6.1%	10.1%	36.9%
Total	100%	100%	100%	100%	100%



Employees in the organization by age	2022	2021	2020	2019	2018
Under 30 years old (women)	18	23	28	25	23
Under 30 years old (men)	23	39	42	45	39
Under 30 years old (total)	41	62	70	70	62
Between 31 and 40 years old (women)	44	49	48	42	49
Between 31 and 40 years old (men)	140	149	144	140	153
Between 31 and 40 years old (total)	184	198	192	182	202
Between 41 and 50 years old (women)	36	31	27	26	32
Between 41 and 50 years old (men)	104	90	84	77	80
Between 41 and 50 years old (total)	140	121	111	103	112
Between 51 and 60 years old (women)	3	4	4	4	4
Between 51 and 60 years old (men)	15	18	17	14	23
Between 51 and 60 years old (total)	18	22	21	18	27
Over 61 years old (women)	0	0	0	1	1
Over 61 years old (men)	5	1	2	3	3
Over 61 years old (total)	5	1	2	4	4
Total	388	404	396	377	407



Employees in the organization by age	2022	2021	2020	2019	2018
Percentage under 30 years old (women)	5%	5.7%	7.1%	6.6%	5.7%
Percentage under 30 years old (men)	6%	9.7%	10.6%	11.9%	9.6%
Percentage under 30 years old (total)	11%	15.3%	17.7%	18.6%	15.2%
Percentage between 31 and 40 years old (women)	11%	12.1%	12.1%	11.1%	12.0%
Percentage between 31 and 40 years old (men)	36%	36.9%	36.4%	37.1%	37.6%
Percentage between 31 and 40 years old (total)	47%	49.0%	48.5%	48.3%	49.6%
Percentage between 41 and 50 years old (women)	9%	7.7%	6.8%	6.9%	7.9%
Percentage between 41 and 50 years old (men)	27%	22.3%	21.2%	20.4%	19.7%
Percentage between 41 and 50 years old (total)	36%	30.0%	28.0%	27.3%	27.5%
Percentage between 51 and 60 years old (women)	1%	1.0%	1.0%	1.1%	1.0%
Percentage between 51 and 60 years old (men)	4%	4.5%	4.3%	3.7%	5.7%
Percentage between 51 and 60 years old (total)	5%	5.4%	5.3%	4.8%	6.6%
Percentage over 61 years old (women)	0%	0.0%	0.0%	0.3%	0.2%
Percentage over 61 years old (men)	1%	0.2%	0.5%	0.8%	0.7%
Percentage over 61 years old (total)	1%	0.2%	0.5%	1.1%	1.0%
Total	100%	100%	100%	100%	100%



8.3.2. OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

GRI 403-1] [GRI 403-8]

TABLE 10

Implementation of the Occupational Health and Safety System

What are the legal requirements that are complied with through the implementation of the Occupational Health and Safety System?

- Law N.º 29783: Law on Occupational Health and Safety.
- Law N.º 26790: Law on the Modernization of Social Security in Health.
- Law N.º 26842: General Health Law.
- NTP-INDECOPI 350.043-1998: It establishes the procedures for the Selection, Distribution, Signaling, Inspection, Maintenance, Recharge and Hydrostatic Test of portable extinguishers, except for those of halogenated agents.
- NTP-INDECOPI 350.021-2004: Standard that classifies fires according to the combustible material, and establishes its pictographic symbols, so that the extinguisher indicates its permitted use and non-permitted use.
- Law N.º 28551: Law that establishes the obligation to prepare and submit contingency plans.
- Supreme Decree N.º 043-2007-EM: Safety Regulations for Hydrocarbon Activities.
- Ministerial Resolution N.º 375-2008-TR: Basic rule on ergonomics and disergonomic risk assessment procedure.
- Board of Directors' Resolution 240-2010-OS-CD: Procedure of Evaluation and Approval of Safety Management Instruments for Hydrocarbon Activities.
- Supreme Decree N.º 005-2012-TR: Regulations of Law 29783, Law on Occupational Health and Safety.
- Ministerial Resolution 050-2013-TR: Approval of Reference Minimum Information Forms for the mandatory records of the Occupational Health and Safety Management System, quoted in article 34 of the Occupational Health and Safety Regulations.
- Law N.º 30102: Law that establishes preventive measures against harmful effects to health due to prolonged exposure to sunlight.

Implementation of the Occupational Health and Safety System

- Supreme Decree N.º 014-2013-TR: Approval of the Regulations of Register of Auditors authorized for the periodic assessment of the Occupational Health and Safety Management System.
- Ministerial Resolution 004-2014-MINSA: Modification of the Technical Document "Occupational Medical Exam Protocols and Diagnostic Guides for Mandatory Medical Exams by activity".
- Ministerial Resolution 004-2014/MINSA.
- Law N.º 30222: Law that modifies Law 29783, Law on Occupational Health and Safety.
- Supreme Decree N.º 006-2014-TR: Modification of the Regulations of Law 29783, Law on Occupational Health and Safety, approved by Supreme Decree 005-2012-TR.
- Supreme Decree N.º 010-2014-TR: Supplemental rules for the adequate application of the Single Transitory Supplemental Provision of Law 30222, Law that modifies the Law on Occupational Health and Safety.
- Supreme Decree N.º 012-2014-TR: Supreme Decree that approves the Single Register of Information on work accidents, hazardous incidents and occupational diseases, and modifies article 110 of the Regulations of the Law on Occupational Health and Safety.
- Ministerial Resolution N.º 021-2016-MINSA: Approval of the profile of competences of the occupational physician.
- Directorial Resolution N.º 048-2017-INACAL/DN: Approval of Peruvian Technical Standards 2017 version, referred to Portable Extinguishers and others.
- Ministerial Resolution N.º 023-2019-PCM: Approval of the execution of drills and simulations to be carried out during years 2019 to 2021; for the purpose of facing large disasters, in safeguard of the life and safety of the population and their estate.



Implementation of the Occupational Health and Safety System

- Supreme Decree N.º 011-2019-TR: Supreme Decree that approves the Occupational Health and Safety Regulations for the Construction Sector.
- Supreme Decree N.º 011-2019-TR: Supreme Decree that approves the Occupational Health and Safety Regulations for the Construction Sector.
- Supreme Decree N.º 020-2019-TR: Modification of the Regulations of the Law on Occupational Health and Safety and the General Inspections Law.
- Supreme Decree N.º 002-2020-TR: Approval of measures for the promotion of employment formalization and protection of fundamental labor rights in the agrarian sector.
- Directorial Resolution N.º 02-2020-JUS/DGTAIPD: Directive N.º 01-2020-JUS/DGTAIPD, Personal data processing through video surveillance systems.
- Supreme Decree N.º 008-2020-TR: Supreme Decree that modifies the Regulations of the General Labor Inspections Law, approved by Supreme Decree N.º 019-2006-TR.
- Ministerial Resolution N.º 297-2020-IN: Suspension of the granting of guarantees inherent to public order for any public concentration that gathers more than 300 people, while the sanitary emergency declared through Supreme Decree N.º 008-2020-SA remains effective.
- Ministerial Resolution N.º 129-2020-MINEM/DM: Approval of "Territorial focalization criteria" to be applied in the "Resumption of Activities" of exploitation, beneficiation, storage, transportation and closure of mines of the large mining stratum, construction projects of national interest and hydrocarbons, and construction of projects contained in the National Infrastructure Plan for Competitiveness (PNIC), which are within the scope of the Energy and Mines Sector.
- Supreme Decree N.º 001-2021-TR: Supreme Decree that modifies various articles of the Regulations of Law N.º 29783, Law on Occupational Health and Safety, approved by Supreme Decree No. 005-2012-TR, as amended.

Implementation of the Occupational Health and Safety System

- Directorial Resolution N.º 129-2020-MINEM-DGH: Approval of the "Technical guidelines and provisions required for the preparation of Safety Risk Assessments and Emergency Response Plans".
- Legislative Decree N.º 1499, which establishes various measures to guarantee and supervise the protection of the social and labor rights of employees under the sanitary emergency for COVID-19.
- Ministerial Resolution N.º 055-2020-TR, which approves the *Guide for the prevention of Coronavirus in the workplace*.
- Supreme Decree N.º 179-2021-PCM, which modifies Supreme Decree N.º 184-2020-PCM.
- Ministerial Resolution N.º 1302-2021-MINSA, establishing that exceptionally the service providers of the private activity who have not completed the full immunization scheme, whose work is not compatible to remote work, may continue working in person, and establishment of other provisions.
- Ministerial Resolution N.º 1275-2021/MINSA, which approves Administrative Directive N.º 321-MINSA/DGIESP-2021, Administrative Directive that establishes the provisions for the surveillance, prevention and control of the health of workers with risk of exposure to SARS-CoV-2, and repeals Ministerial Resolution N.º 972-2020/MINSA.
- Supreme Decree N.º 076-2022-PCM, which extends the National State of Emergency due to the serious circumstances that affect people's life as a consequence of COVID-19.
- Law N.º 29783: Law on Occupational Health and Safety.
- Law N.º 26790: Law on the Modernization of Social Security in Health.
- Law N.º 26842: General Health Law.





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- Ministerial Resolution N.º 375-2008-TR: Basic rule on ergonomics and disergonomic risk assessment procedure.
- Board of Directors’ Resolution 240-2010-OS-CD: Procedure of Evaluation and Approval of Safety Management Instruments for Hydrocarbon Activities
- Supreme Decree N.º 005-2012-TR: Regulations of Law 29783, Law on Occupational Health and Safety.
- Ministerial Resolution 050-2013-TR: Approval of Reference Minimum Information Forms for the mandatory records of the Occupational Health and Safety Management System, quoted in article 34 of the Occupational Health and Safety Regulations.
- Law N.º 30102: Law that establishes preventive measures against harmful effects to health due to prolonged exposure to sunlight.
- Supreme Decree N.º 014-2013-TR: Approval of the Regulations of Register of Auditors authorized for the periodic assessment of the Occupational Health and Safety Management System.
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- Supreme Decree N.º 002-2020-TR: Approval of measures for the promotion of employment formalization and protection of fundamental labor rights in the agrarian sector.
- Directorial Resolution N.º 02-2020-JUS/DGTAIPD: Directive N.º 01-2020-JUS/DGTAIPD, Personal data processing through video surveillance systems.
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- Directorial Resolution N.º 129-2020-MINEM-DGH: Approval of the “Technical guidelines and provisions required for the preparation of Safety Risk Assessments and Emergency Response Plans”.
- Legislative Decree N.º 1499, which establishes various measures to guarantee and supervise the protection of the social and labor rights of employees under the sanitary emergency for COVID-19.
- Ministerial Resolution N.º 055-2020-TR, which approves the *Guide for the prevention of Coronavirus in the workplace*.
- Supreme Decree N.º 179-2021-PCM, which modifies Supreme Decree No. 184-2020-PCM.
- Ministerial Resolution N.º 1302-2021-MINSA, establishing that exceptionally the service providers of the private activity who have not completed the full immunization scheme, whose work is not compatible to remote work, may continue working in person, and establishment of other provisions.

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- Supreme Decree N.º 076-2022-PCM, which extends the National State of Emergency due to the serious circumstances that affect people’s life as a consequence of COVID-19.
- OSHAS 29 CFR 1926 Standard.
- OSHA Standards.
- ISO 45001 Standard: Occupational health and safety management systems.

Describe the scope of workers, the activities and workplaces covered by the occupational health and safety management system and an explanation if any worker, activity or workplace is not covered by said system and the reason.

The scope of the Occupational Health and Safety Management System applies to all Cálidda’s processes that are executed in the administrative offices (main office of San Borja and customer service centers), operational centers of the Natural Gas Distribution System (valve chamber, City Gates and stations), new projects and to the services performed by contractors and suppliers, such as the construction of networks, maintenance, general services, etc.

8.3.3. COVERAGE OF THE OCCUPATIONAL HEALTH AND SAFETY SYSTEM (SSST)

[GRI 403-8]

TABLE 11

	Number (of year 2021 only)	Percentage of the total employees and workers who are not employees	Number (of year 2022 only)	Percentage of the total employees and workers who are not employees
a. i. Employees and workers who are not employees that are covered by said system.	9,883.00	100%	7,148	100%
a. ii. Employees and workers who are not employees that are covered by said system, subject to internal audit.	9,883.00	100%	7,148	100%
a. iii. Employees and workers who are not employees that are covered by said system, subject to audit or certification by a third party.	9,883.00	100%	7,148	100%

8.3.4. INVESTMENTS IN INFRASTRUCTURE AND SUPPORTED SERVICES

[GRI 203-1]

TABLE 12

Program	Resources invested 2022 (US\$)
Cálidda Kitchens	15,400
Biodiversity Program	5,710.56
Investments in energy transition	138'138,767



8.3.5. AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

[GRI 404-1]

TABLE 13

Job category	Total training hours in 2022 - Men	Total training hours in 2022 - Women	Average training hours in 2022 - Men	Average training hours in 2022 - Women
Senior Management	108	50	15	25
Middle Management	819	417	39	35
Advisors	1,747	415	38	26
Professionals	7,700	1,652	35	24
Support/assistants	325	363	11	12

8.3.6. PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS

[GRI 404-3]

TABLE 14

Job category	Total number of employees (Men)	Total number of employees (Women)	Percentage of total employees (Men)	Percentage of total employees (Women)
Senior Management	7	2	78%	22%
Middle Management	20	12	63%	38%
Advisors	43	15	74%	26%
Professionals	203	65	76%	24%
Support/assistants	9	9	50%	50%



8.3.7. NEW HIRES OF EMPLOYEES
AND PERSONNEL TURNOVER

[GRI 401-1]

a. Total number and rate of new hires of employees during the reporting period, by age group, gender and region.

TABLE 15

Age range	Total number of new hires in 2022 - Men	Total number of new hires in 2022 - Women	New hire rate in 2022 - Men	New hire rate in 2022 - Women
Under 30 years old	4	2	26.67%	33.33%
Between 30 and 50 years old	11	4	73.33%	66.67%
Over 50 years old	0	0	0%	0%

b. Total number and personnel turnover rate during the reporting period, by age group, gender and region.

TABLE 16

Age range	Number of withdrawals in 2022 - Men	Number of withdrawals in 2022 - Women	Turnover rate in 2022 - Men	Turnover rate in 2022 - Women
Under 30 years old	6	3	16.22%	5.11%
Between 30 and 50 years old	18	9	48.65%	24.32%
Over 50 years old	1	1	2.7%	2.7%



8.3.8. NEW SUPPLIERS THAT WERE SCREENED USING ENVIRONMENTAL CRITERIA

[GRI 3-3] [GRI 308-1]

TABLE 17

	2018	2019	2020	2021	2022
Total number of new suppliers	176	211	124	141	110
Number of new suppliers that have been evaluated and selected according to environmental criteria.	176	211	124	141	110
a. Percentage of new suppliers evaluated and selected according to environmental criteria.	100%	100%	100%	100%	100%

8.3.9. NEW SUPPLIERS THAT WERE SCREENED USING SOCIAL CRITERIA

[GRI 3-3] [GRI 414-1]

TABLE 18

	2018	2019	2020	2021	2022
Total number of new suppliers	176	211	124	141	110
Number of new suppliers that have been evaluated and selected according to social criteria.	176	211	124	141	110
a. Percentage of new suppliers evaluated and selected according to social criteria.	100%	100%	100%	100%	100%



8.3.10. AVERAGE SALARY BY GENDER

[GRI 2-21] [GRI 405-2]

TABLE 19

Job category	Average Salaries 2022 – Men (US\$)	Average Salaries 2022 – Women (US\$)
Senior Management	11,510	8,479
Middle Management	4,930	4,669
Advisors	2,390	2,303
Professionals	1,482	1,382
Support/assistants	1,073	1,178

8.4. Economic metrics

[GRI 3-3]

8.4.1. STATEMENT OF FINANCIAL POSITION

- Assets: We closed 2022 with an asset level of US\$ 1,414,470.
- Liabilities: We closed 2022 with a liability level of US\$ 1,011,231.
- Equity: During the year, it added up to US\$ 403,239.

TABLE 20

Assets	2020	2021	2022	Liabilities and equity	2020	2021	2022
Current assets	169,893	276,309	280,297	Current liabilities	157,902	181,219	570,562
Non-current assets	913,145	1'027,884	1'126,168	Non-current liabilities	589,833	764,535	433,003
				Equity	335,303	358,439	402,900
Total assets	1'083,038	1'304,193	1'406,465	Total liabilities and equity	1'083,038	1'304,193	1'406,465



8.4.2. DIRECT ECONOMIC GENERATED AND DISTRIBUTED VALUE

[GRI 201-1]

TABLE 21

Economic value (US\$)		2019	2020	2021	2022
Generated value (A)	Operating income	717,861	570,979	743,786	815,107
Distributed value (B)		694,654	575,474	714,342	1'449,926
	Operating costs	523,708	399,061	529,226	572,601
	Personnel costs and expenses	54,378	49,965	52,472	24,786
	Taxes	35,898	29,010	42,958	48,262
	Net financial costs	20,875	23,045	23,236	22,830
	Dividends to shareholders	59,795	74,393	66,450	95,695
	Social investment	-	-	-	685,752
Retained value (A-B)		23,207	-4,495	29,444	-634,819

Note: the amount is with a Representative Market Exchange Rate (TRM) 2022 of: S/ 3.84, which is the one also used by GEB.

8.4.3. DISTRIBUTION CAPACITY

TABLE 22

	2018	2019	2020	2021	2022
Distribution capacity (million cubic feet per day)	420	420	420	420	540
Natural gas sold (million cubic feet)	779	784	707	767	786



8.4.4. ECONOMIC RESULTS

[GRI 201-1]

TABLE 23

Economic value (in million US\$)	2019	2020	2021	2022
Generated (net sales)	717.86	571.1	746.8	815.1
Retained	22.86	4.9	39.7	50.9
Distributed	695.00	566.1	707	764.2

8.4.5. PROPORTION
OF SPENDING ON
LOCAL SUPPLIERS

[GRI 204-1]

TABLE 24

		Response in local currency				
Required information	Local currency	2018	2019	2020	2021	2022
Total amount spent on purchases of products and services in the reporting period	SOL	119'859,250	78'000,000	5'368,166.44	116'912,493	334'771,845
Amount spent in local purchases of products and services	SOL	103'549,915	75'005,988	524'542,156	110'895,777	319'691,088
a. Percentage of the procurement budget of locations with significant operations that is spent on suppliers in the location of operation		86%	96%	98%	95%	95%



> GRI CONTENT INDEX

For the Content Index – Essentials Service, GRI Services has ensured that the GRI content index is presented clearly, consistently with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 correspond to the indicated sections of the report.



Statement of Use	Cálidda has prepared the report according to GRI Standards for the period comprised between January 1, 2022 and December 31, 2022			
GRI 1 used	GRI 1: Foundation 2021			
Applicable GRI sectorial standards	GRI 11: Oil and Gas Sector 2021			
GRI Standard	DISCLOSURES	Page number and direct answers	OMISSION	Oil &Gas Standard
FOUNDATION				
GRI 1: Foundation 2021	-	-	-	-
GENERAL DISCLOSURES				
GRI 2: General disclosures 2021	Organization and its reporting practices			
	2-1 Organizational details	3, 8 La Rambla Shopping Center – Tower 2 Calle Morelli 150, San Borja, Lima, Peru, Corporation (Sociedad Anónima)		-
	2-2 Entities included in the organization’s sustainability reporting	3, 23, 110		
	2-3 Reporting period, frequency and contact point	3		
	2-4 Restatements of information	We have not made any changes in the reporting process -except for the inclusion of a new analysis of material topics – and we have not submitted the document to external		
	2-5 External assurance	We have not submitted the document to external assurance		

GENERAL DISCLOSURES		
GRI 2: General disclosures 2021	Activities and workers	
	2-6 Activities, value chain and other business relationships	8, 57, 107
	2-7 Employees	65
	2-8 Workers who are not employees	65, 118
	Governance	
	2-9 Governance structure and composition	24
	2-10 Nomination and selection of the highest governance body	24
	2-11 Chair of the highest governance body	4, 24
	2-12 Role of the highest governance body in overseeing the management of impacts	24
	2-13 Delegation of responsibility for managing impacts	24
	2-14 Role of the highest governance body in sustainability reporting	24
	2-15 Conflicts of interest	23, 30
	2-16 Communication of critical concerns	36
	2-17 Collective knowledge of the highest governance body	24



GENERAL DISCLOSURES		
GRI 2: General disclosures 2021	2-18 Evaluation of the performance of the highest governance body	28
	2-19 Remuneration policies	Senior executives do not have long-term incentives, only short-term incentives called Performance Bonus, which applies to all personnel. The only difference is that Senior Executives receive a higher number of remunerations for goals achieved at 100%. Performance Bonus. The target is equal to 3.2. remunerations. They may receive also up to 4 remunerations as profits. Severance indemnities are according to Peruvian labor law, and it is equal to 1.5 remunerations per year worked.
	2-20 Process to determine remuneration	We are supported by MERCER consulting firm.
	2-21 Annual total compensation ratio	131
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	2 – April 4, 13
	2-23 Policy commitments	29, 30
	2-24 Embedding policy commitments	19, 39, 78
	2-25 Processes to remediate negative impacts	18, 38, 42, 48, 81
	2-26 Mechanisms for seeking advice and raising concerns	30



GENERAL DISCLOSURES		
GRI 2: General disclosures 2021	2-27 Compliance with laws and regulations	32, 56 During year 2022, there were no significant environmental fines or sanctions
	2-28 Membership associations	98
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	15, 112
	2-30 Collective bargaining agreements	76
PROCESS TO DETERMINE MATERIAL TOPICS		
GRI 3: Material topics 2021	3-1 Process to determine material topics	3, 15, 18, 112
	3-2 List of material topics	18
	3-3 Management of material topics	18-19



MATERIAL TOPICS			
FINANCIAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 81-86, 103-109, 131	11.14.1 and 11.21.1
GRI 201: Economic performance 2016	GRI 201-1 Direct economic value generated and distributed	103, 110, 132, 133	11.14.1 and 11.21.1
	GRI 201-2 financial implications and other risks and opportunities due to climate change	44, 103, 110	11.2.2
	GRI 201-4 Financial assistance received from the government	Cálidda has not received financial assistance from the government during 2022.	11.21.3
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 72-75	11.11.1 and 11.14.1
GRI 202: Presencia in the market 2016	GRI 202-2 Proportion of senior management hired from the local community	89% of Cálidda's executives are from the local community. Calidda considers the people from the country (Peru) as local.	11.11.2 and 11.14.3
FINANCIAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 103-109	11.14.1
GRI 203: Indirect economic impacts 2016	GRI 203-1 Infrastructure investments and services supported	83, 87, 127	11.14.4
	GRI 203-2 Significant indirect economic impacts	83, 87, 93	11.14.5



MATERIAL TOPICS			
FINANCIAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 103-109	11.14.1
GRI 204: Procurement practices 2016	GRI 204-1 Proportion of spending on local suppliers	133	11.14.6
INTEGRITY			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 30-33, 62	11.20.1
GRI 205: Anti-corruption 2016	GRI 205-1 Operations assessed for risks related to corruption	30, 57-60 During year 2022, 1 operation has been assessed for risks related to corruption	11.20.2
	GRI 205-2 Communication and training about anti-corruption policies and procedures	29-30	11.20.3
	GRI 205-3 Confirmed incidents of corruption and actions taken	In the last year, no incidents of corruption have been reported	11.20.4
INTEGRITY			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 30-33	11.19.1
GRI 206: Anti-competitive behavior 2016	GRI 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During last year, Cálidda filed a complaint against a company for the improper use of Cálidda's logo. It is pending Final Ruling.	11.19.2



MATERIAL TOPICS			
INTEGRITY			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19	11.21.1
GRI 207: Tax 2019	GRI 207-1 Approach to tax	24	11.21.4
	GRI 207-2 Tax governance, control and risk assessment	Cálidda has implemented a self-regulation program aligned to its ethics, integrity, and equity and respect policies. This program establishes the principles and values for the prevention of financial risks	11.21.5
	GRI 207-3 Stakeholder engagement and management of concerns related to tax	Calidda provides training on compliance to suppliers of the components of the prevention system, Code of Ethics for suppliers and contractors, our ethical values and principles, guidelines on the relationship with public officers, gift and courtesy policy, Ethics Channel, among others.	11.21.6
	GRI 207-4 Country-by-country reporting	8	11.21.7



MATERIAL TOPICS			
ENVIRONMENTAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 39-44	11.1.1
GRI 302: Energy 2016	GRI 302-1 Energy consumption within the organization	44, 114 Given the nature of the business, the disclosure of energy consumption by electricity, heating, refrigeration and/or steam sold does not apply.	11.1.2
	GRI 302-2 Energy consumption outside the organization		Calidda does not measure energy consumption outside its organization, therefore, this point is omitted. 11.1.3
	GRI 302-3 Energy intensity		Calidda does not measure energy intensity 11.1.4
ENVIRONMENTAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 39, 44-45	11.6.1
GRI 303: Water and effluents 2018	GRI 303-1 Interactions with water as a shared resource	45, 115	11.6.2
	GRI 303-2 Management of water discharge-related impacts	The company uses the water and sewage service, reason why it does not have water discharge-related impacts	11.6.3
	GRI 303-3 Water withdrawal	45, 115	11.6.4
	GRI 303-4 Water discharge	The company uses the water and sewage service, reason why the discharge goes to the sewage	11.6.5
	GRI 303-5 Water consumption	45, 115	11.6.6



MATERIAL TOPICS				
ENVIRONMENTAL PERFORMANCE				
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 48-52		11.4.1
	GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas or areas of high biodiversity value outside protected areas	48, 117		11.4.2
	GRI 304-2 Significant impacts of activities, products and services on biodiversity	48, 117		11.4.3
	GRI 304-3 Habitats protected or restored	48, 117		11.4.4
	GRI 304-4 IUCN red List species and national conservation list species with habitats in areas affected by operations		Cáldida's operations do not affect IUCN Red List species	11.4.5



MATERIAL TOPICS			
ENVIRONMENTAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 39-43	11.1.1
GRI 305: Emissions 2016	GRI 305-1 Direct (Scope 1) GHG emissions	40, 115	11.1.5
	GRI 305-2 Energy indirect (Scope 2) GHG emissions	40, 116	11.1.6
	GRI 305-3 Other indirect (Scope 3) GHG emissions	40, 116	11.1.7
	GRI 305-4 GHG emissions intensity	Cálidda reports its GHG emissions intensity which is 0.0152 tCO ₂ eq /# of customers as a calculation	11.1.8
	GRI 305-5 Reduction of GHG emissions	39, 44	11.2.3
	GRI 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions		In our case, it is not applicable to quantify air emissions; we conduct specific monitoring of contaminating gases, being all the results within the maximum permissible limits; but there is no legal obligation for their quantification in total emissions, and therefore, they are not reported.



MATERIAL TOPICS			
ENVIRONMENTAL PERFORMANCE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 44-47	11.5.1
GRI 306: Waste 2020	GRI 306-1 Waste generation and significant waste-related impacts	46, 117	11.5.2
	GRI 306-2 Management of significant waste-related impacts	46	11.5.3
	GRI 306-3 Waste generated	46, 117	11.5.4
	GRI 306-4 Waste diverted from disposal	Cáldida reports its waste diverted from disposal, which is of 52.48 Ton	11.5.5
	GRI 306-5 Waste directed to disposal	Cáldida reports its waste directed to disposal, which is of 1,263.79 Ton	11.5.6
ENVIRONMENTAL COMPLIANCE [ENVIRONMENTAL PERFORMANCE]			
GRI 3: Material topics 2021	3-3 Management of material topics	8-19, 55	
SUSTAINABLE SUPPLY CHAIN			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 57-59, 130	
GRI 308: Supplier environmental assessment 2016	GRI 308-1 New suppliers that were screened using environmental criteria	130	



MATERIAL TOPICS				
PERSONNEL MANAGEMENT				
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 67, 73		11.10.1 and 11.11.1
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	129		11.10.2
	GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Calidda offers its employees social security, pension fund, life insurance, medical insurance and flexible working schedules.		11.10.3
	GRI 401-3 Parental leave	Calidda offers maternity and parental leaves, being 15 men and 5 women during 2022 who used the leave.		11.10.4 and 11.11.3
CLOSURE AND REHABILITATION [BUSINESS CONTINUITY]				
GRI 3: Material topics 2021	3-3 Management of material topics		No closure of operations is planned	11.7.1 and 11.10.1
GRI 402: Labor/management relations 2016	GRI 402-1 Minimum notice periods regarding operational changes		No minimum notice periods regarding operational changes are established	11.7.2 and 11.10.5



MATERIAL TOPICS			
PERSONNEL MANAGEMENT / HEALTH AND SAFETY			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 77	11.9.1
GRI 403: Occupational health and safety 2018	GRI 403-1 Occupational health and safety management system	77, 123	11.9.2
	GRI 403-2 Hazard identification, risk assessment and incident investigation	77	11.9.3
	GRI 403-3 Occupational health services	77	11.9.4
	GRI 403-4 Worker participation, consultation and communication on occupational health and safety	77	11.9.5
		77	11.9.6
	GRI 403-5 Worker training on occupational health and safety	77	11.9.7
	GRI 403-6 Promotion of worker health	77	11.9.8
	GRI 403-8 Workers covered by an occupational health and safety management system	77, 123, 127	11.9.9
	GRI 403-9 Work-related injuries	77	11.9.10
	GRI 403-10 Work-related ill health	77	11.9.11



MATERIAL TOPICS			
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 72-73	11.10.1 and 11.11.1
GRI 404: Training and education 2016	GRI 404-1 Average hours of training per year per employee	72, 128	11.10.6 and 11.11.4
	GRI 404-2 Programs for upgrading employee skills and transition assistance programs	72	11.7.3 and 11.10.7
	GRI 404-3 Percentage of employees receiving regular performance and career development reviews	128	
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 74-75	11.11.1
GRI 405: Diversity and equal opportunity 2016	GRI 405-1 Diversity of governance bodies and employees	118	11.11.5
	GRI 405-2 Ratio of basic salary and remuneration	131	11.11.6
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 74-75	11.11.1
GRI 406: Non-discrimination 2016	GRI 406-1 Incidents of discrimination and corrective actions taken	During 2022, no incidents of discrimination have been reported	11.11.7



MATERIAL TOPICS			
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 76	11.13.1
GRI 407: Freedom of association and collective bargaining 2016	GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The company's statement of commitment covers the topics of freedom of association. In addition, the contracts contain a clause that warrants the compliance with labor rights and respect of human rights.	11.13.2
PERSONNEL MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 67-68, 78-79	11.12.1
GRI 409: Forced or compulsory labor 2016	GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	The company's statement of commitment covers the topic of forced labor. In addition, the contracts contain a clause that warrants the compliance with labor rights and respect of human rights.	11.12.2
PERSONNEL AMANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 78-79	11.18.1
GRI 410: Security practices 2016	GRI 410-1 Security personnel trained in human rights policies or procedures	No member of the Public Force, surveillance companies or private security has been trained in Human Rights	11.18.2



MATERIAL TOPICS			
PERSONNEL AMANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 78-79	11.17.1
GRI 411: Right of indigenous peoples 2016	GRI 411-1 Incidents of violations involving rights of indigenous peoples	Cáldida has no impact on indigenous peoples along its value chain	11.17.2
PERSONNEL MANAGEMENT / SHARED VALUE			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 81, 90	11.15.1
GRI 413: Local communities 2016	GRI 413-1 Operations with local community engagement, impact assessments, and development programs	81, 82, 83, 87	11.15.2
	GRI 413-2 Operations with significant actual and potential negative impacts on local communities	The operations are developed in 50 districts of Lima and Callao; therefore, the corresponding assessments are made. As a potential negative impact, the interruption and/or affectation of the distribution system could be considered, as a result of a leak. For that purpose, we have a damage prevention plan and the emergency response team. The emergency process does not generate leaks, in fact, they are caused by third parties, reason why our process has the positive impact of controlling them in the shortest time possible, if they occur.	11.15.3



MATERIAL TOPICS				
SUSTAINABLE SUPPLY CHAIN				
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 57-59, 130		11.10.1
GRI 414: Supplier Social Assessment 2016	GRI 414-1 New suppliers that were screened using social criteria	130		11.10.8 and 11.12.3
	GRI 414-2 Negative social impacts in the supply chain and actions taken	Calidda reports that 0.01% of the suppliers identified have significant, potential/actual, social/environmental impacts, with which improvements were agreed. No termination of the relationship with any of them is reported.		11.10.9
INTEGRITY				
GRI 3: Material topics 2021	3-3 Management of material topics	18-19		11.22.1
GRI 415: Public Policy 2016	GRI 415-1 Political contributions		Calidda is not related to any kind of political contribution	11.22.2



MATERIAL TOPICS				
ENVIRONMENTAL PERFORMANCE / SERVICE QUALITY, CUSTOMER SERVICE AND SATISFACTION				
GRI 3: Material topics 2021	3-3 Management of material topics		In our case, it is not applicable to quantify air emissions, we carry out specific monitoring of contaminating gases, being all the results within the maximum permissible limits; but there is no legal obligation for their quantification in total emissions, and therefore, they are not reported.	11.3.1
GRI 416: Customer health and safety 2016	GRI 416-1 Assessment of the health and safety impacts of product and service categories	Our products do not generate negative impacts, rather positive impacts due to the distribution of NG to households. We have manuals and informative campaigns on the correct use of NG in households to prevent accidents.		11.3.3
INTEGRITY OF ASSETS AND MANAGEMENT OF CRITICAL INCIDENTS [BUSINESS CONTINUITY/ ENVIRONMENTAL PERFORMANCE/ HEALTH AND SAFETY]				
GRI 3: Material topics 2021	3-3 Management of material topics	18-19 Calidda does not have a Process Security area, and it does not have a critical incident management system either. In addition, it should be indicated that the national laws of the sector do not require it for the process of Natural Gas Distribution. However, on pages 42-43 we indicate the existence of our control for fugitive emissions in case of any leak of the Natural Gas distribution systems.		11.8.1



MATERIAL TOPICS			
GRI 306: Effluents and waste 2016	GRI 306-3 Significant spills		Since Calidda's business is the distribution of Natural Gas, there is no hazard of spills of hazardous substances or waste. 11.8.2
SOCIOECONOMIC COMPLIANCE [FINANCIAL PERFORMANCE AND SHARED VALUE]			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 81-90	
CUSTOMER SERVICE QUALITY [CUSTOMER SERVICE QUALITY AND SATISFACTION]			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 103-109	
CUSTOMER SATISFACTION [CUSTOMER SERVICE QUALITY AND SATISFACTION]			
GRI 3: Material topics 2021	3-3 Management of material topics	7, 18-19	
NETWORK EXPANSION [NETWORK EXPANSION, NEW BUSINESSES AND SOLUTIONS FOR CUSTOMERS]			
GRI 3: Material topics 2021	3-3 Management of material topics	8, 18-19	



MATERIAL TOPICS		
UNREGULATED BUSINESSES AND INNOVATION [INNOVATION]		
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 53-54, 105-109
INNOVATIVE SOLUTIONS FOR CUSTOMERS [INNOVATION]		
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 53-54, 105-109
PARTICIPATION IN THE REGULATORY AGENDA		
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 33
BENEFITS OF NATURAL GAS [CUSTOMER SERVICE QUALITY AND SATISFACTION]		
GRI 3: Material topics 2021	3-3 Management of material topics	9-11, 18-19
NATURAL GAS INCIDENT AND LEAK PREVENTION [ENVIRONMENTAL PERFORMANCE]		
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 42-43
AWARDS AND ACKNOWLEDGEMENTS [REPUTATION AND INSTITUTIONAL RELATIONSHIP]		
GRI 3: Material topics 2021	3-3 Management of material topics	18, 19-20



MATERIAL TOPICS			
INNOVATION			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 53-54, 105-109	
WORKPLACE CLIMATE [PERSONNEL MANAGEMENT]			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 67-68	
ADAPTATION, RESILIENCE AND CLIMATIC TRANSITION [ENVIRONMENTAL PERFORMANCE]			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 39-43	11.2.1
RIGHTS OVER THE LAND AND RESOURCES [ENVIRONMENTAL PERFORMANCE]			
GRI 3: Material topics 2021	3-3 Management of material topics	18-19, 40-41	11.16.1





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