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## GRIEVANCE MECHANISM (MAC) PROCEDURE

### 1. Purpose and Scope

The general purpose of the MAC is to implement a tool for the correct management of external communications in IEnova projects. The specific objectives of the MAC are:

- 1.- To establish a communication instrument with stakeholders based on a request, suggestions and complaints resolution mechanism to resolve social interest issues in a systematic, transparent and monitored manner;
- 2.- To permit stakeholders to submit requests, suggestions or complaints via free and easily accessible mechanism, and,
- 3.- To keep a record of the external communications in the different IEnova business units that provide elements to identify areas of opportunity in how to manage community relations.

### 2. Definitions and Terminology

**Stakeholders:** persons, communities, organizations, institutions, authorities or any other that may have an influence on the design, implementation and sustainability of the project (Sener, 2016).

**Analysis of Stakeholders:** method used to: i) identify the stakeholders affected or involved in a project; ii) evaluate their interests; and iii) analyze the effect of these interests on the implementation and viability of the project.

**Area of influence:** physical area that will most likely be affected by the development of all the phases of the energy project, including in the medium and long terms (Sener, 2016).

**Direct Area of Influence:** the physical area surrounding or adjacent to the core area inhabited by people and house the socio-economic and socio-cultural elements that may be affected directly by the works or activities performed during the different stages of the energy project (Sener, 2016).


**Indirect Area of Influence:** the physical area surrounding or adjacent to the core area inhabited by people and house the socio-economic and socio-cultural elements that may be affected indirectly by the works or activities performed during the different stages of the energy project (Sener, 2016).

**Core Area:** the physical area in which the infrastructure of the project is intended to be built and where the component activities and processes will be performed. This area includes a buffer zone in which the activities may have a different impact on the people who live in existing settlements.

**External Communication:** any communication received by IEnova, whether verbal or written, of any external stakeholder (member of the community, contractors, OSC/NGO, authorities and investors, etc.), as well as requests, suggestions or complaints related to project activities.

**Community:** a group of people who inhabit a specific place and share a sense of identity, interests and daily interactions and have common political and/or social institutions.

**Indigenous Community:** members of an indigenous people who form a social, economic and cultural unit settled in a territory and that recognizes its own authorities based on its uses and customs, in the terms established in Article Two of the Political Constitution of the United Mexican States (Sener, 2016).

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**External Consultants:** individuals and/or companies engaged by IEnova to prepare specific studies for its projects, such as the Social Impact Assessment, the Environmental Impact Statement, the Environmental Risk Study, the Technical Justification Study, among others.

**Contractor:** the individual or company engaged by IEnova to perform a work, construction or service.

**General Administrative Provisions for the Social Impact Assessment in the Energy Sector (DACGs):** elements for the preparation and presentation of the Social Impact Assessment, as well as the procedure to be followed by the Sener through the General Social Impact and Land Use Department for the issue of the respective resolution and if applicable, the admissible recommendations and their follow-up. This definition also covers the methodology to establish the area of influence and for the identification, characterization, prediction and evaluation of the social impact of energy sector projects (Sener, 2018).

**Company:** Infraestructura Energética Nova, Variable Capital Public Limited Company, engaged in the development, construction and operation of energy infrastructure.

**Participation and Engagement with Stakeholders Strategy:** actions proposed based on the analysis of stakeholders conducted to establish productive and respectful relations with different stakeholders based on their levels of power/influence, interest and risk.

**Construction Phase:** the phase of the project in which IEnova or the contractor performs the activities necessary for the preparation of the site, the construction and installation of the energy infrastructure in question.


**Permit Obtainment Phase:** phase in which all the permits necessary (Environmental Impact Authorization, Change of Forest Land Use Authorization, Social Impact Resolution, among others) are obtained to be able to develop a project once its viability is confirmed in the prospecting phase.

**Operation and Maintenance Phase:** the phase in which the preservation activities of the functioning of the installation or equipment, measurement and evaluation of the installation or equipment are performed to avoid or mitigate possible malfunctions and if applicable, replace and/or correct any element during its useful life.

**Prospecting Phase:** the initial phase of any project, which represents the first approach to the physical space in which the works will be performed to install any type of energy infrastructure.

**Social Impact Assessment (SIA):** the document that states the identification of the communities and peoples located in the area of influence of the energy sector project, as well as the identification, characterization, prediction and evaluation of the consequences that may arise therefrom and the respective mitigation measures and social management plans (Sener, 2015).

**Trust:** contract through which the Contract transmits its own assets, money or rights, either present or future, to a third party for it to manage or invest said assets for own or third-party benefit, always in compliance with the objectives defined from the outset in the same contract.

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**IEnova Foundation.** second floor organization that holds economic support and assistance activity permits granted by the Tax Administration Service (SAT). The Foundation focuses on streamlining the activities performed by the Company in the communities to which it belongs and contributes to mitigating the negative effects that the construction and operation may generate in the environment.

**Social Impact** all the changes and consequences, either positive or negative, that result from the development of a project. They may be experienced perceptually or physically, individual and collectively and may have an effect on the ways of life of male and female members of the community, on their culture, cohesion, stability, fears and aspirations, services and installations, decision-making systems, their physical surroundings, health and well-being, as well as on their rights (Sener, 2016).

**Social Investment:** funds allocated by the Company to strengthen the social aspects of a community and foster its short- and long-term development.

**Community Service Helpline:** telephone number to be used by the different stakeholders to communicate with the Company.

**Grievance Mechanism (MAC):** a set of procedures, functions and guidelines to receive, record, evaluate and deal with any external communication methodically, whether a request, suggestion or complaint.

**Extension Measures:** steps taken to maximize the positive social impacts generated by the development of the project (Sener, 2016).

**Prevention and Mitigation Measures:** steps taken to avoid or reduce the negative social impacts generated by the development of the project (Sener, 2016).


**Key Messages:** the main component of the Communication Plan that refers to the ordered and integral information provided to stakeholders about a project (development, health and safety measures, social and environmental impacts, benefits, among others). They are based on the Company's principles and values.

**Social Work:** construction, improvement and maintenance activities undertaken generally by public entities for common benefit and are focused on facilitating access to different services by the population.

**Non-Profit Organizations:** entities with social, altruistic, humanitarian and/or community objective that work for the benefit for stakeholders. These organizations receive support from the Company generally through the IEnova Foundation.

**Communication Plan:** strategy that forms part of the Social Management Plan and that proposes the information circulation mechanism (timely, impartial and accurate) that applies to the project, its associated risks, as well as the social management measures being or to be taken by the Company.

**Social Management Plan:** the system, strategy or program that includes steps to be followed by the Company to promote the participation and Engagement with stakeholders, communicate the main aspects of the project, present the social investment guidelines and manage the social impact and other actions that guarantee the sustainability of the project correctly.

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**Project:** denomination given by the sponsor of new works or activities to be developed in relation to task to be permitted and based on which the Social Impact Assessment will be submitted (Ministry of Energy, 2016).

**Indigenous Peoples:** the communities that descend from populations inhabitants of the current territory of the country beginning from the colonization and who preserve their own social, economic, cultural and political institutions or a part, in the terms established in Article Two of the Political Constitution of the United Mexican States (Sener, 2016).

**Complaint:** a concern, claim or worry raised by a stakeholder in with regard to the development of the project.

**Party Responsible for Case:** the person entrusted to follow-up on the external communication, record it on the Reception Form, monitor and close and issue the resolution on the external communication.

**Applicant:** any stakeholder that submits an external communication to the Company, such as requests, suggestions or complaints related to the development of the project.

**Social Support Request:** an external communication addressed to the Company signed by a recognized representative of the community (authority, stakeholder, or stakeholder group) to request support for the benefit of the inhabitants of the area of influence or its surrounding area related to the project.

**Information Request:** an external communication addressed to the Company and signed a recognized representative of the community (authority, stakeholder or stakeholder group) to request information on the development of the project.

**Subcontractor:** individual or company engaged by the contractor to perform an activity related to the work, construction or service for which the contractor was engaged by IEnova.

**Suggestion:** a recommendation submitted by the stakeholders to IEnova via Community Service Mechanism.

### 3. Parties Responsible

This procedure applies to all IEnova employees who are in direct or indirect contact with the communities.

This section outlines the responsibilities of the IEnova staff involved in the main development and implementation activities of the Grievance Mechanism.

Responsible Party	Functions and Responsibilities
Environmental and Social Regulation Manager/Regulation and Industry Department Project Director/Manager (construction and/or operations)	Supervise development of the Social Impact Assessment and ensure that the MAC is adapted to the context of the area of influence, check that it is culturally sensitive and take the particular characteristics of the communities that inhabit the areas surrounding the project into consideration.

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	Report the Social Impact Assessment to the Project Director/Manager and the External Affairs Manager for implementation.
External Affairs Manager / Director	Provide the conditions and coordinate with the External Affairs Manager to present the MAC to the project employees, contractors, and subcontractors.
	Request the employees to implement the MAC and channel the communications received through the official channels.
	Inform the respective Regional External Affairs Manager or the person responsible for community relations of the external communications received, when applicable.
External Affairs Manager	Collaborate with the Project Director/Manager to present the MAC to the project employees, contractors and subcontractors.
	Record the external communications received in the AE-01-P03-F01 External Communication Reception, Follow-Up and Close Form.
	Evaluate and channel the external communications of their respective business units.
	Evaluate, follow-up on and inform the entities (community civil association, public authority) of the approval or rejection of their requests for support.
	Follow-up on the external communication through to their close.
	Keep the external communications matrix updated.
Institutional Relations and Sustainability Department	Follow-up on the implementation of the MAC and review its operation periodically based on the indicators defined.
	Evaluate the operation of the MAC annually (or at the interval deemed suitable).

**4. References**

**AE-01-P02. Community Relations and Stakeholder Engagement Procedure**

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**AE-01-P04. Social Impact Assessment Preparation Procedure.**

**AE-01-P05. Social Investment Procedure.**

**AE-01-P06. Indigenous Communities and Peoples Procedure.**

**LG-11-P01. Land Management Procedure.**

### 5. Procedure

#### 5.1 Adaptation of MAC Based on the Social Context of the Area of influence of the Project


5.1.1. The Environmental and Social Regulation Manager, assisted by the external consultants, shall conduct an analysis of the population located in the area of influence and of the main stakeholders in order to learn about the zone in which the project will be developed. The purpose of the analysis is to establish the particular characteristics to be considered to adapt the MAC to the local context.

The information may be taken from the Social Impact Assessment (SIA) or other internal analyses. The following table shall be completed based on this information:

**Table 1. Socio-economic Context of Target Population**

Issue	General Description	Implications for MAC
Presence of vulnerable groups		
Presence of indigenous language speakers		
Level of education and illiteracy rate of the population of the area of influence		
Main meeting places		
Access to telecommunications		
Land ownership		

5.1.2. Once the social context has been analyzed, the External Affairs Manager or the person responsible for community relations, shall review the Communication Plan and the SIA

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Stakeholder Participation and Engagement Strategy, which will provide the following information:

- Presence of indigenous people in the area of influence and the main indigenous languages, if any, on the site.
- Leaders in the area of influence.
- Main stakeholders to whom presenting the MAC is recommended.
- Main issues to be communicated and the media recommended.

5.1.3. The External Affairs Manager, or the person responsible for community relations, prior to commencing the project, shall give a presentation on the social context in which the project is to be developed to the IEnova employees involved in it. The training shall include the information on the main stakeholders who are present in the area of influence of the project.

5.1.4. The External Affairs Manager or the person responsible for community relations, assisted by the Project Director/Manager, shall communicate and inform the project employees of the MAC (its objectives and operation).

The training must clearly indicate that in the event that any person or group tries to deliver any external communication, the applicant must be informed of the official channels to submit said communication.


In exceptional cases (very isolated zones where communication is impossible), the applicant will be informed of the communication channels; however, the IEnova employee will receive the document and will pass it on the External Affairs Manager or the person responsible for community relations.

5.1.5. Once all employees are aware of the operation of the MAC and based on the Communication Plan and the analysis of the social context, the Institutional Relations and Sustainability Director, together with the External Affairs Manager or the person responsible for community relations, shall define which official communication channel shall be used to inform the stakeholders of MAC (leaflets, informative meetings, posters, among others).

If the area of influence has an indigenous presence, the main language must be identified and the most relevant communication materials of the MAC must be translated to said language. In the same manner, a mechanism must be established to ensure that a translator is available in the event that external communications are received in indigenous languages.

Some of the official channels that may be used are:

**Table 2. Communication Channels**

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Channels	Description
Free telephone help line	IEnova shall set up a free and exclusive telephone help line to receive requests, suggestions and complaints.
On-site post box	A post box may be installed on project sites not on-line or in the offices of on-line projects in order to receive written requests, suggestions or complaints.
On-line (web page or e-mail)	A link will be set up on the project web page and an e-mail address will be created to receive requests, suggestions and complaints.

The channel selected shall be suitable to the context of the zone, in such a manner so as effectively be a communication tool between the Company and the community.

- 5.1.6. Then the External Affairs Manager or the person responsible for community relations, shall inform the target population of the MAC prior to the commencement of any activity related to the project and inform that the mechanism will be active during the entire useful life of the project.

This phase of the MAC is very important because it depends of the community being aware of the mechanism, using it and creating an open line of communication that allows complaints and requests to be resolved; thus avoiding problems throughout the construction and operation of the project.

### 5.2 Reception of External Communications

- 5.2.1. Once the communities have been informed about the MAC, it will be activated and external communications may begin to be received.
- 5.2.2. The person responsible for receiving the external communications (by telephone, e-mail, or by hand in exceptional cases) must have a positive and emphatic attitude. The use of the following script is suggested:

*“Thank you very much for contacting IEnova. We have received your communication and will review it carefully. We will be in touch with you very soon”. Cordially, Community Services.*

If further information is required:

*“Thank you very much for contacting IEnova. We have received your communication and will review it carefully. We would be very grateful if you would provide us with the following information (list) to be able to help you further. We thank you for your attention and we will await your kind response”. Cordially, Community Services.*

It is important that the person who receives the request does not generate expectations and informs the applicant that the reception of the external communication does not imply any commitment by the Company.



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5.2.3. The person responsible for receiving the external communications shall ensure that they contain the following information:


- Place of issue and reception.
- Date of issue and acknowledgment of receipt.
- Project Name.
- Applicant's information.
  - Name and surnames.
  - Type and number of official identity document (if any): National Electoral Institute (INE), driver's license or passport and, if applicable, the appointments issued by the authorities.
  - Domicile, street, exterior number, interior number, neighborhood/block/estate, town, municipality, state (in the absence of an address, provide written instructions of how to arrive at domicile).
  - Fixed or cellular telephone number.
  - E-mail, in applicable cases.
- Information on social organization group represented by applicant (if any):
  - Name.
  - Address and telephone number.
  - E-mail, in applicable cases.
  - Web page (if any).
  - Activity of company, organization or group.
  - Applicant's position at company, organization or group.
  - Copy of articles of incorporation.
  - Official identification bearing applicant's position to confirm as being part of the company, organization or group.
- Reason for external communication
  - General theme
  - Date of occurrence
  - Detailed description

Finally, the person responsible for receiving the external communications (by telephone, e-mail, or by hand in exceptional cases) shall include:

- The name, position and contact details of the person who received the external communication.
- The means of presentation of the external communication (written, by telephone, personal, e-mail, other).

If an applicant wishes to submit an external communication anonymously, it is important to explain that the Company cannot deal with communications that lack the necessary information. It must be mentioned that all information will be kept strictly confidential. The web pages of all projects shall contain a data protection legend for reference by applicants.

**The receiver must never make agreements, commitments or try to give answers during the reception and registration of an external communication.**

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- 5.2.4. The person responsible for receiving the external communications shall record them in the AE-01-P03-F01 External Communication Reception, Follow-Up and Close Form. It is fundamental that reference numbers be assigned to communications as they will be main follow-up element throughout the process.
- 5.2.5. The External Affairs Manager or the person responsible for community relations shall contact their respective applicants within five business days to inform them that their external communication is being evaluated and that a response will be provided as soon as possible.
- 5.2.6. The External Affairs Manager or the person responsible for community relations shall review their respective project folders regularly.
- 5.2.7. The External Affairs Manager or the person responsible for community relations shall concentrate the external communications received via the official channels (free telephone help line, on-site post box, web page, e-mail and in exceptional cases, by hand).

### 5.3 Dealing with External Communications

- 5.3.1. In the first place, the External Affairs Manager or the person responsible for community relations shall review and categorize the external communication into one of the following sections:
- 1. Request for Information Related to Project, IEnova, Contractors or Subcontractors**
    - a. Technical questions related to the construction or operation of the project.
    - b. Questions about employment and services.
    - c. Questions about acquisition of land (Rights of Way).
    - d. Questions about the environmental impact of the project and the Environmental Management Plan.
    - e. Questions about the social impact of the project and the Social Management Plan.
    - f. Questions about IEnova's contractors' and subcontractors' policies.
  - 2. Requests for Support:**
    - a. Requests for donations and/or social work contributions.
    - b. Requests for support via trusts (if project has a trust).
    - c. Requests for support through the IEnova Foundation.
    - d. Other types of requests for support.
  - 3. Suggestions:**
    - a. Suggestions on environmental issues of project.
    - b. Suggestions on social issues of project.
    - c. General suggestions for IEnova, contractors and subcontractors.
  - 4. Complaints:**
    - a. Social complaints related to the project/opposition to the development of the project.
    - b. Complaints related to the environment (use of land, flora, fauna, other types of traces, sound and/or visual concerns, etc.).

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- c. Complaints related to health and safety issues (breathing, hearing or other health issues in the surrounding population).
- d. Complaints related to the acquisition and management of land and/or the effects on ownership or infrastructure.
- e. Complaints related to the conduct of IEnova's, the contractors' or subcontractors' employees.
- f. Complaints about the implementation of the project's Social Management Plan.

5.3.2. Once the external communication has been categorized, the External Affairs Manager or the person responsible shall appoint the staff member who will deal with it. In most cases, the External Affairs Manager or the person responsible for community relations shall deal with the communication directly. However, there will be cases in which the communication must be channeled to another department of the Company (person responsible) or inform the applicant that another institution is responsible for resolving the matter.

5.3.3. Once the communication has been categorized, the External Affairs Manager or the person responsible for the matter shall determine whether or not the communication is admissible. If the external communication is a request for support, the External Affairs Manager shall review it in accordance with Procedure 5: Social Investment.

If the external communication is inadmissible, the applicant must be informed of the specific reasons why. Some of the reasons why request is inadmissible are:


- The communication is not related to the project, its activities or impacts.
- The request refers to personal support.
- The information provided is incomplete.
- The communication is a complaint or a request for support on issues that fall under the Local or Federal Government remit. For example, the security of the zone, access to basic services, etc.

Once the applicant has been informed that the external communication is inadmissible and the reasons why, the External Affairs Manager or the person responsible for community relations shall close said communication in the respective matrix.

5.3.4. If further information is required about the communication, the External Affairs Manager or the person appointed as responsible for the matter shall contact the applicant to ask which information is required.

In the same manner and if necessary, the External Affairs Manager or the person appointed as responsible for the matter shall ask the applicant for the documents that support the communication. For example, in the case of requests for support, the applicant must attach the documentation detailed in Procedure 5: Social Investment, depending on the type support: requested.

Finally, in the case of a complaint, the External Affairs Manager or the person appointed as responsible for the matter shall have to interview the individuals involved or have been witnesses of the facts on which the complaint is based. These testimonies (minutes,

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photographs, recordings, agreements, etc.) shall be attached to the external communication registration.

5.3.5. Once all the information necessary about the communication is available, the External Affairs Manager or the person appointed as responsible for the matter shall prioritize it considering the following aspects, as well as the social context in which the project is being developed:

**High priority:** when the external communication is a group complaint, involves third parties, refers to direct effects on the well-being of the population as a result of the project activities, blockades, extortion, among others.

**Medium priority:** if the external communication is from a group, refers to a requests for information and/or a requests for support that requires short- or medium-term attention or, if it is an individual complaint that requires short- or medium-term attention, among others.

**Low priority:** when the external communication is a suggestion or recommendation, when it lacks information, refers to requests that require long-term attention or is a communication that has already been dealt with or acknowledged as received.

The categorization of the priority of external communications shall determine the response time to the applicant and the action to be taken. Efforts will be made to respond to all communications within 45 business days from the date on which the External Affairs Manager or the person responsible for the matter inform the applicant that the communication is under review. The periods to close the external communication shall vary depending on the type of request and the resolution proposed.

No communication shall be reinstated more than three times. If the communication is recurring, is submitted by the same person or stakeholder and no satisfactory solution is found, the case will be reviewed by the respective Executive Vice Presidents of IEnova, in which case, the ordinary resolution system may change.

5.3.6. The External Affairs Manager or the person responsible for community relations shall encourage the participation of the applicant (and the other parties involved, if a group communication) to the extent possible, particularly in the following circumstances:

- In the interest of maintaining a long-term relationship with the applicant.
- The case is complex and involves different stakeholders.
- Talks are required to ensure a more accurate communication, share information or develop mutually acceptable solutions.

5.3.7. The solution proposed by the applicant to resolve the external communication must be reviewed first. Depending in its feasibility, the External Affairs Manager or the person responsible for the matter, shall define whether or not to accept the solution proposed.

If IEnova, through the External Affairs Manager or the person responsible for the matter, does not accept the resolution proposed by the applicant, it will make a counter-proposal to the applicant.

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A guide is provided as follows of how to respond to the different types of external communication received:

**Table 3. Types of External Communication**

Type of Communication	Issue	Possible Resolution
Information request	Technical questions related to the construction or operation of the project	A meeting will be held to explain the technical issues of the project.
	Project health and safety	Provide an overview (verbal or written) of IEnova's health and safety policies and procedures and how these issues are being managed in the project.
	Employment and acquisition of goods and services	Explain that the greater part of the employment and goods and services are contracted out to contractors and/or subcontractors; therefore, they should be contacted directly. In the case of requests for information about employment at IEnova, direct the applicant to the Human Capital Department web page or e-mail for follow-up on the request. In the case of requests for information about goods and services, direct the applicant to the Purchasing Department.
	Environmental Impact	In the case of requests for general information about the groups affected, a copy of the summary published in the local media (either printed or digital) about the main impacts and the prevention, mitigation and extension measures will be provided. If the request is more specific, the applicant must be directed to the Ministry of the Environment and Natural Resources (SEMARNAT) web page, where the EIA resolution is published. The applicant will be informed that the details of the environmental impact of the project can be consulted on said page.
	IEnova Policies	Depending on the request, the overview of the IEnova policies to guarantee that the project will be implemented responsibly will be provided.


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Request for support (For full details on how to deal with requests for support, please consult <b>Procedure 5: Social Investment</b> ).	Donations/support through the trust	The person responsible shall inform the criteria under which a request shall be reviewed and the requirements to be submitted before the trust.
	Support through the IEnova Foundation	The request shall be addressed to the IEnova Foundation and adhere to its times, requirements and lines.
	Supports without trust or intervention of the Foundation	The request shall be reviewed and addressed to the respective department: <ul style="list-style-type: none"> <li>•If the project has an amount allocated to social investment, the Executive Vice Presidency of Development and the Executive Vice Presidency of Corporate Affairs, together with the Institutional Relations and Sustainability Department shall jointly review the viability of support.</li> <li>•If the support is the result of a consultation agreement, it must be submitted to the Institutional Relations and Sustainability Department to follow the Indigenous Communities Support Procedure.</li> <li>•If it is a sponsorship, it must be submitted to the Project Director/Manager.</li> </ul>
Suggestions	About environmental issues	Thanks must be offered for the communication and the applicant informed what the Company is doing in the issue under consideration and placing special emphasis on that: <i>IEnova has a guiding principle the compliance with the respective standards and adheres to the best national and international practices.</i>  If the suggestion is admissible, the applicant shall be informed of how it will be dealt with.
	On social issues	
	General	
Complaints	About the development of the project	In the complaint is grounded, an apology shall be offered to the applicant and a line of action proposed to resolve the matter. The resolution shall consider, to the extent possible, the proposal offered by the applicant, if any. The resolution shall also include the term in which the complaint in question will be dealt with.  In the complaint is groundless, the stakeholder or stakeholders shall be contacted to inform them of the reason it cannot be admitted.
	About the environment	
	About health and safety	
	About social issues	
	About the implementation of the Social Management Plan.	

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	About the ownership of land and rights of way	In the event that the complaint is grounded, it must be addressed to IEnova's Real Estate Legal Manager, who shall resolve and follow-up on the matter.
	About the conduct of any employee	In the complaint is grounded, an apology shall be offered to the applicant and the action recommended by the Human Capital Department informed. If the complaint involves a breach of the Code of Ethics, it shall be referred to the respective Department for the due investigation.

5.3.8. In cases in which no agreement can be reached on the solution between IEnova and the applicant due to a demand by the latter, IEnova shall analyze the possible scenarios in order to settle the existing dispute.

5.3.9. In cases in which the applicant's resolution is rejected, the External Affairs Manager or the person appointed as responsible for the matter, shall explain the reasons why it is not viable. No negative responses shall be given without the elements to support them.

If the applicant does not accept the resolution, the external communication shall be closed and the External Affairs Manager or the person appointed as responsible for the matter shall raise an informative note with the documentation (minutes, logs, circulars, photographs, etc.) to detail the process that was followed to try and reach a favorable agreement for both parties and send it to the Institutional Relations and Sustainability Department.


For all other cases in which the resolution is admissible, the External Affairs Manager or the person appointed as responsible for the matter, shall define the person responsible for completing the tasks assigned in order to deal with the external communication. The persons responsible for completing the tasks to resolve the external communication shall record the progress in the AE-01-P03-F01 External Communication Reception, Follow-Up and Close Form, as well as all the evidence related to the actions taken.

A minute shall be raised for all meetings held with the applicant, which shall be signed by an IEnova representative and the applicant (or its representative).

If no meetings are held, the persons responsible shall fill out the AE-01-P03-F01 External Communication Reception, Follow-Up and Close Form.

If the communication is a request for support, the persons responsible shall follow Procedure 5: Social Investment to resolve the request. In the same manner, the social support files must be raised.

5.3.10. The External Affairs Manager or the person responsible for community relations shall follow-up on the progress of the resolution when it is not under their responsibility (For example, contracting, land management and other issues, etc.).

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5.3.11. Once all the tasks related to the resolution of the external communication are completed, the External Affairs Manager or the person appointed as responsible for the matter, shall raise the closure certificate that details the actions performed to resolve the external communication. This certificate shall be signed by the External Affairs Manager or the person appointed as responsible for the matter and the applicant in order to document that both parties recognize the communication as closed.

5.3.12. Then, the External Affairs Manager or the person appointed as responsible for the matter shall complete the External Communication Conclusion Report.

In cases in which the external communication has generated a controversy in the community or in the media, the Institutional Relations and Sustainability Department shall request a notarial certification to corroborate the performance of the agreement.

### 5.4 Evaluation and On-going Improvement of the MAC

5.4.1. The feedback and on-going improvement processes are an essential component of the MAC. The Institutional Relations and Sustainability Department shall hold an annual meeting (or at the interval deemed suitable) with the External Affairs Manager and/or the persons entrusted to review the main trends in the external communications (what they address and how they were resolved), as well as to identify the best practices and areas of opportunity that can be made official.

5.4.2. To attend this meeting, the External Affairs Managers or the person responsible for community relations shall present the most-frequent external communications and the most effective resolutions, based on the experience obtained. It must be borne in mind that the social contexts are not similar all of the time; therefore, standard responses will not be generated in all cases.

## 6. Diagram and/or Narrative

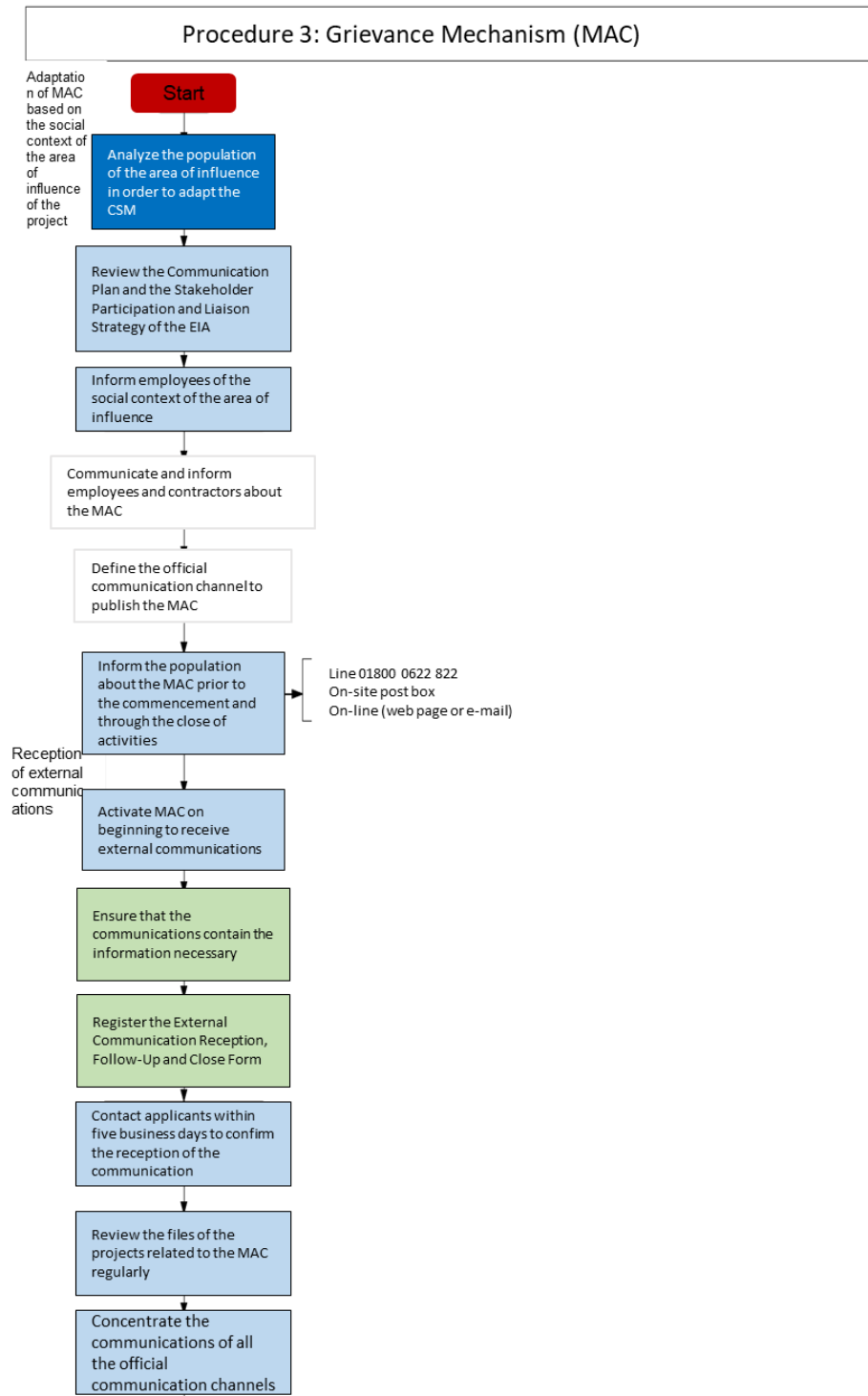


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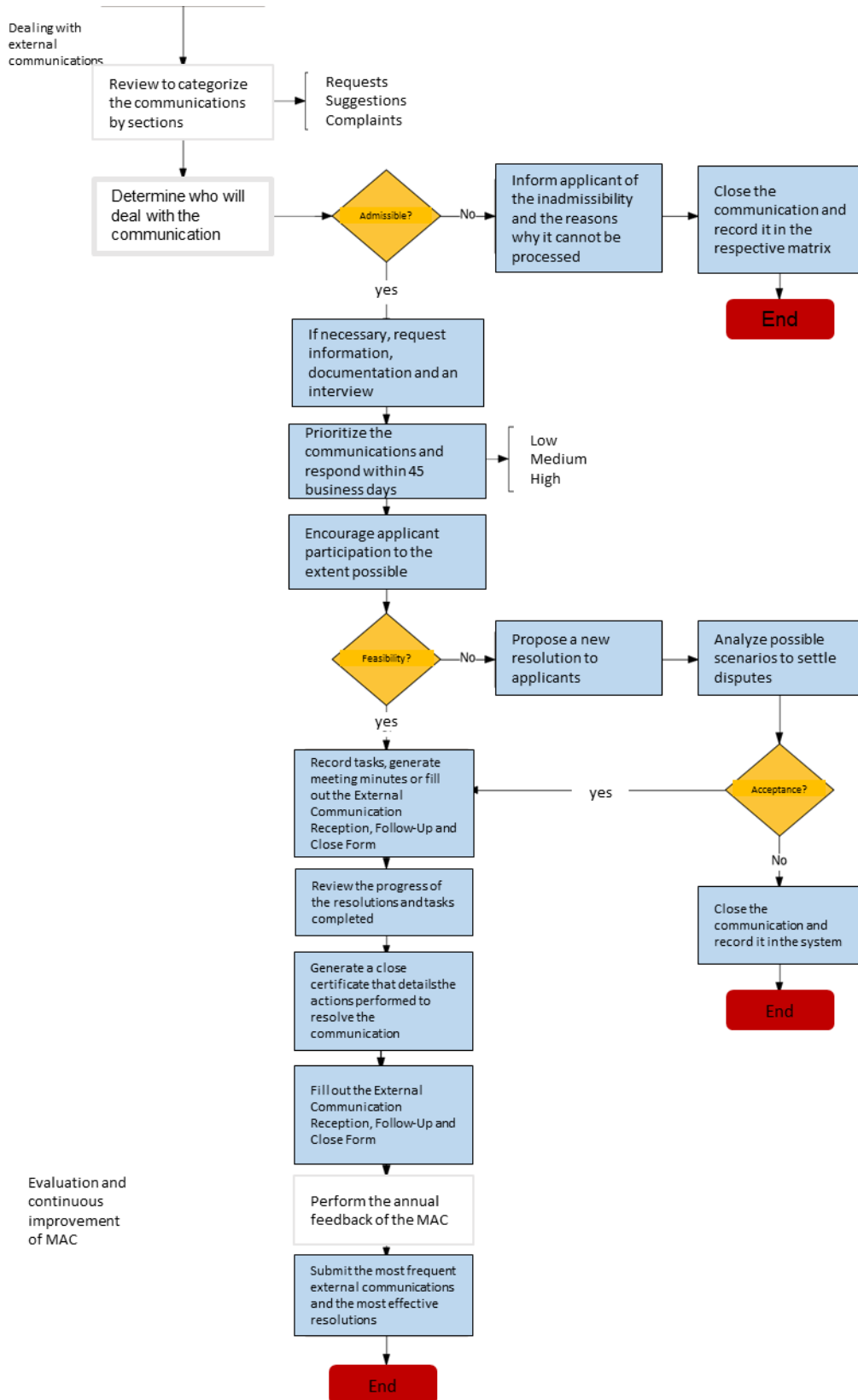


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**GRIEVANCE MECHANISM (MAC) PROCEDURE**



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## GRIEVANCE MECHANISM (MAC) PROCEDURE

### 7. Exhibits (Forms, documents and/or standards)

AE-01-P03-F01	External Communication Reception, Follow-Up and Close Form			
AE-01-P03-F02	External Communication Reception Form (exceptional cases)			

### 8. Follow-up and Measurement (Performance Indicators)

There are different indicators to be considered for the correct evaluation of the MAC (in all project phases):

- Implementation of the communication strategy;
- Number of complaints registered (per week, month, etc.), resolved and in the resolution process;
- Number of requests for information registered (per week, month, etc.), resolved and in the resolution process;
- Number of requests for support received via the Foundation (per week, month, etc.), resolved and in the resolution process;
- Number of suggestions registered (per week, month, etc.), resolved and in the resolution process;
- Complaint resolution time;
- Information request resolution time;
- Request for support resolution time;
- Number of external communications submitted to other Departments (identify if there is a trend);
- Levels of repetition in request or complaint issues after having been dealt with initially.

### 9. Authorization

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**Cristina Kessel**  
 Institutional Relations and Sustainability  
 Director

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**Ramiro Fernández**  
 Compliance Manager

EXTERNAL AFFAIRS

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Authorized by: Cristina Kessel

**GRIEVANCE MECHANISM (MAC) PROCEDURE**

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**Roberto Rubio**  
 Comptroller Vice-President

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**Gerardo Higareda**  
 Internal Audit Manager

**10. Contacts (Doubts and/or Clarifications)**

Questions related to the implementation of or compliance with this Policy must be discussed with your immediate supervisor. The contact designated as responsible is this Policy will be the Compliance Manager or you can contact the Ethics Helpline on 01 (800) 062 2107. The Ethics Helpline is available 24 hours a day, 7 days a week. All calls received by the Ethics Helpline will be treated as confidential.

Contact	E-mail	Telephone Number
Georgina Colin	<a href="mailto:gcolin@ienova.com.mx">gcolin@ienova.com.mx</a>	91380485

**11. Change Control**

No.	Description	Date	Observations
01	Definitions	August 21, 2018	<b>General Administrative Procedures (DACG)</b>