



GRI (2-29) Engagement matrix with stakeholders for 2023

Stakeholders	Subgroups	Objective	Topics of Interest	Communication channels and frequency	Report section
Customers	Homes Businesses	To build transparent and lasting relationships, delivering a quick, effective and pleasant experience that allows us to turn our customers into true fans. Our vision is to provide memorable experiences, offering comprehensive and efficient solutions to promote the productivity, quality of life, well-being and sustainability of our customers while leveraging our strategic objectives.	<ul style="list-style-type: none"> -Customer service through in-person, telephone and virtual channels -Participation in Municipal Councils and Celsia commitment management -Engagement and management with Municipal Offices -Training community leaders, control members and electrical technicians -Events, forums and discussions with businesspeople regarding energy efficiency products -Communicating new products and services through social networks -Advertising and selling retail products by telephone and door-to-door channels -Media attention on issues associated with service quality, billing, rates and the El Niño Phenomenon -Community care through the Good Energy Troops -Measuring customer experience through different channels and customer contacts -The continuity and reliability of the service's provision -Virtual services. -Billing information, rates. -Payment conditions. 	<p>Annual: Celsia ESG Report Celsia Integrated Report</p> <p>Continuous: Dialogs, focus groups and consultations Online chatbot. Social networks Email marketing Video calls from kiosks and customer areas. Customer service app Website Transparency hotline Newsletters Invoices 24/7 customer service hotline and service centers Orange Directory Good Energy Troops Measuring the Net Promote Score indicator. Celsia IECC Customer Experience Index Measurement Engagement events with companies Sales team Escuela Naranja Phone calls Email Media (radio, TV, press).</p>	We enrich the lives of our customers
Shareholders, Investors and the Financial Sector	Shareholders Investors Financiers Economic related parties Insurance companies Risk Rating Agencies	To create economic value, growing profitably, focused on paying dividends and generating trust with the best corporate governance practices, implementing sustainability practices that promote creating social value and adequately managing risks.	<ul style="list-style-type: none"> -Corporate strategy -Liquidity of shares. -Annual dividend. -Solid corporate governance. -Growth and expansion. -Sectoral issues and regulatory affairs. -Performance in terms of ESG criteria. -Evolution of operational and financial indicators. -Evolution of debt and liquidity. -Evolution of other metrics, such as return on invested capital, free cash flow, multiples. -Growth in business and strategy with non-conventional renewables (auctions, projects, etc.) -Alternatives in terms of mergers and acquisitions -Issuance of green shares and bonds -How votes are leveraged at meetings -Mission of the capital market -Funding strategy for wind projects -Regulatory changes 	<p>Annual: Shareholders' Meeting Financial statements Shareholders Report Integrated Report Meeting with credit rating agencies Investor Day Event</p> <p>Quarterly: Quarterly reports Results conference with shareholders and investors Press releases</p> <p>Ongoing: Dialogs and consultations Investor and shareholder hotline Board meetings Website Face-to-face meetings Relevant information posted on the Financial Superintendence's website.</p>	This is How We Lead Conscious Growth

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Employees	<p>Direct employees Pensioners Collectives Families of employees</p>	<p>To promote the comprehensive development of employees in a conducive work environment, providing a unique experience and promoting a sense of belonging and pride that facilitates generating value for the company.</p>	<ul style="list-style-type: none"> -Pillars of Celsia Culture -Talent development. -Occupational Health and Safety -Organizational culture. Self-care -Performance management. -Business results. -Work environment. -Resource protection. -Well-being and benefits. -Good ESG practices -Collective bargaining agreements -Work-life balance. -Salary and labor issues. -Digital transformation and 4.0 technologies -Social inclusion and gender equality -Promotion and development of ventures associated with the energy cluster -Inspirational leadership. -Engagement with groups in negotiation processes. -Develop your energy -Thiago -Employing Brand: Working at Celsia is Great -Celsian breathing: under the umbrella of "I choose to take care of myself" 	<p>Annual Integrated Report Mercer and Merco Talento Surveys. Dialogs and consultations</p> <p>Quarterly: Senior Management Committee and collective leaders Diversity, Equality and Inclusion Committee Coexistence Committee. Celsia magazine.</p> <p>Monthly: "I Choose to Take Care of Myself" committees "Develop your energy" dialogue space with each director Committees with collectives. Joint Committee of Occupational Health and Safety (COPASST, for the Spanish original) Chats with Ricardo, Celsia CEO</p> <p>Continuous: Dialogs and consultations Transparency hotline Intranet Internal communications by email Celsia TV (virtual billboards). Celsia Radio Corporate WhatsApp Internal News Bulletin E-mail Solutions for employees: solucionescalcolaborador@celsia.com Human Talent Requirements through the EMMA and Sforyou platforms</p>	<p>Partners of Development - Celsia Culture We promote social development - Labor Practices. We enhance the talent and experience of teams, We develop our employees, We prioritize the health and safety of our teams and contractors</p>
Community	<p>Communities in the area of influence Community Action Boards Community Councils of Black Communities Reservations, councils and indigenous groups Aqueduct Management Boards Schools Local relief agencies Members of the general community Non-governmental organizations (NGOs) Productive organizations</p>	<p>To build and maintain genuine long-term relationships, based on joint understanding and mutual interests, respect and trust, providing transparent and timely information, managing the particularities of each environment and creating social value.</p>	<ul style="list-style-type: none"> -Mandatory and voluntary social and environmental investments. -Local job creation. -Communications management (attention to requests and complaints), where more than 66% correspond to requests for support or investments. -Emergency management. -Spaces for information, participation and prior consultation. -Benefits from transfers from the electricity sector. -Managing socio-environmental impacts and risks derived from our operations and new projects. -Expectations of support in productive chaining, training and management before organizations to coordinate investments in the territory -Dialogue with government entities. -Expectations of growth and socioeconomic and cultural development. -Management with other social actors in the territory to coordinate investments. -Prior consultations: Developing feasible projects and complying with agreements in the communities in which they already have been formalized -Request for inclusion in initiatives, such as Works for Taxes and free internet for schools. -Energy services (quality vs. cost complaints): In populations that are part of the two stakeholders (communities and customers) and where the team from which the engagement occurs is indistinct to them, since we are all Celsia. 	<p>Annual: ESG Report Integrated Report.</p> <p>Quarterly: Murals and newsletters, such as the Avanza Bulletin. Institutional videos</p> <p>Monthly: Radio spots (where required)</p> <p>Continuous: Dialogs and consultations Social managers Meetings Field visits Email Website Transparency hotline Community service offices Spaces for citizen participation. Social networks Word of mouth. Spaces for citizen participation in socio-environmental issues.</p>	<p>We promote social development We create social value; Value Added to Society - VAS</p>

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Suppliers	Suppliers Contractors Joint Ventures	To develop and strengthen the supply chain quickly and effectively, increasing satisfaction and joint work, from the perspective of a strategic partner, incorporating ESG criteria that promote sustainability throughout all our operations	<ul style="list-style-type: none"> -Supply chain strategy. -Billing and payments. -Bidding and purchasing processes. -Supplier registration. -Socio-environmental management. -Occupational health and safety. -Supplier development. -Engagement with suppliers. -Prequalification of suppliers (due diligence processes). -Supplier segmentation (purchasing levels, categories and subcategories, criticality). -Supply chain risk management. -Training for suppliers. -Security of suppliers and contractors in conflict areas -Strengthening and updating contact channels -Supplier Satisfaction Survey -Celsia Experience Day - view of the company's facilities 	<p>Annual: ESG Report Integrated Report.</p> <p>Biannual: Performance assessment and monitoring of action plans Integrated Report Supplier management reports Annual satisfaction survey</p> <p>Semi-annual: Supplier meetings</p> <p>Quarterly: Electronic newsletters Committees with contractors</p> <p>Continuous: Dialogs and consultations Electronic portal for potential suppliers Worktables Attention to and management of the Supplier Mailbox: proveedores@celsia.com. Inspection visits to suppliers Business meetings, inquiries and calls Committee to monitor and inspect contracts Website and Network Training. Transparency hotline SABE Table and Shappy Table Chats from home with suppliers Chatbox Attention to and management of the supplier mailbox: Contractor Management gestiondecontratista@celsia.com</p>	We develop our value chain
Government and Control Authorities	National, regional and local government entities National, regional and local control authorities National, regional and local Environmental and Social Authorities International organizations of global initiatives	To promote and contribute to building a favorable regulatory framework for the sector and our customers, establishing mutually beneficial relationships that promote the feasibility of projects and businesses through purposeful and reliable management, guaranteeing accountability and compliance with social, environmental and economic regulations at all times.	<p>Energy rates.</p> <ul style="list-style-type: none"> - New regulation. - Promoting non-conventional renewable energy sources. - Energy transition. - Verifying and complying with regulations and standards for the sector. - Complying with legislation regarding inspection, oversight and control functions. - Support for government initiatives proposed and led by unions. - Participation mechanisms in regulatory development. - In conjunction with the government (Ministry of Mines and Energy) and other associations and unions, tax benefits were managed for smart meters. - Regulatory sandbox. -Progress in service coverage in areas that do not have electricity yet, developing energy communities and achieving greater growth in new renewable generation, as well as increased competition in the market. These are common objectives between the government and companies. 	<p>Annual: Financial statements ESG Report Integrated Report.</p> <p>Quarterly: Statement of income Newsletters</p> <p>Ongoing: Dialogs and consultations Written communications (administrative acts, official letters, resolutions, other related documents) Electronic communications and sending sector information. Environmental and social Compliance reports Website Email Meetings Relevant information posted on the Financial Superintendence's website. Forums, congresses, technical committees Official channels of the authorities</p>	This is how we lead We adapt to our social and political environment

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Scientific and Academic Community	Research Centers Universities and schools	To facilitate exchanging knowledge that allows creating value and developing research and innovation in two ways.	<ul style="list-style-type: none"> -Developing environmental, social and economic research projects related to the core of the business. - Continuous partnership management. - Partnerships for access to government funds. - Actions to manage climate change. - Innovation. - Training and scholarships for young people. - Research applied to industry - Open innovation. - Energy storage. - Microgrids. - New transmission and distribution technologies. - Hydrogen. - Electric mobility - Training on topics identified as key topics in Analytics and Cybersecurity - Identifying existing capabilities in universities 	<p>Annual: Discussions ESG Report Integrated Report.</p> <p>Ongoing: Dialogs and consultations Cooperation agreements with scientific and academic institutions Research projects Committees Website Electronic communications and sending information on the sector</p>	Not applicable
Media	National, regional and local media Opinion makers	To provide truthful, clear and timely information for the media to adequately inform the public opinion of the relevant facts regarding the organization and, therefore, strengthen mutual trust and be an important source for the sector.	<ul style="list-style-type: none"> -Innovation. -Economic results. -Sectoral issues. -New business. -Expansion of the organization. -Organizational results. -Renewable energy. -Social and environmental management and investments. -Customer experience. -Relationship with communities. -Corporate: partnerships, auctions. -Employing brand. -Investments in service quality. -Strengthening Capacities -Engagement Visits -Media/management rounds and interviews -Informative content: 	<p>Annual: Financial statements Integrated Report Meetings and training Dialogues and consultations.</p> <p>Quarterly: Statement of income Press releases.</p> <p>Ongoing: Interviews Website Social networks Telephone contact and instant messaging Email</p>	Not applicable
Business Sector	Sectoral associations Business associations Business Group Companies Business community	To provide knowledge, exchange experiences and promote initiatives to foster the appropriate conditions for the successful development of businesses and their environment.	<ul style="list-style-type: none"> - Wholesale market regulation. - Tax and environmental issues. - Support for government initiatives. - Continuous partnership management. - Actions to manage climate change. - Monitoring legislative, administrative and regulatory projects or procedures. - Promoting non-conventional renewable energy sources. - Energy situation. - Smart meters (AMI). - Electric mobility. - Small-scale self-generation. - Analyzing the current context of sustainability (local, national and international). - Identifying the main challenges and opportunities in terms of sustainability. - Developing joint strategies and actions to address challenges and take advantage of opportunities. - Monitoring and evaluating the progress of the implemented strategies and actions. - Exchanging experiences and good practices between companies. 	<p>Annual: Dialogues and consultations ESG Report Integrated Report. Sector events and others Boards and technical committees</p> <p>Continuous: Website Email Electricity sector meetings Participation in electricity sector committees Electronic communications and sending sectoral information. Sustainability Table of Grupo Empresarial Argos</p>	Not applicable