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## DIALOGUES WITH STAKEHOLDERS



*isa*

# WELCOME

**V.I.D.A**

GREEN | INNOVATION | DEVELOPMENT | ARTICULATION

# Dialogues with Stakeholders: purpose



The management of good practices in all areas of a company allows building **constructive relationships** with all stakeholders, to **create value through a win-win equation** that **validates co-responsibility agreements**, thus enhancing **contributions to the sustainability** of the environments where the Company is present.

*Dialogues with Stakeholders* are a space for building relationships, accountability, validation of materiality, and leveling out expectations with collaborators, suppliers, shareholders, the society, and the nation.

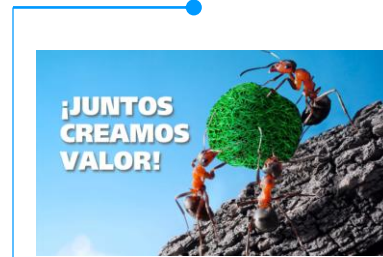
This practice has been consolidated as a core pillar of management, thus **generating value for the company and its stakeholders.**



# Our trajectory



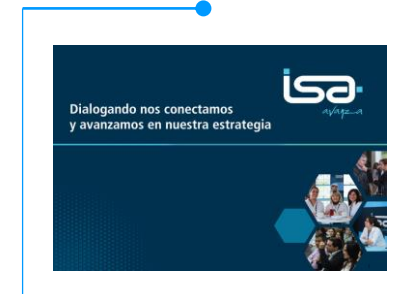
2012



2013



2014



2015



2016



2017



2018-2019

# Dialogues with Stakeholders Event Survey



## The Society

**Average rating: 99%**

Fulfillment of expectations: 97%

### Comments:

- Congratulations for listening to other stakeholders and sharing the strategy
- Request to submit a summary of results and their relationship with management

## The Nation

**Average rating: 96%**

Fulfillment of expectations: 91%

### Comments:

- Congratulations
- Excellent space for articulation

## Suppliers

**Average rating: 97%**

Fulfillment of expectations: 96%

### Comments:

- Congratulations
- They appreciated learning the strategy
- "I want to look like a partner for new businesses"
- ISA may not have experience in new businesses, but is recognized for its transparency and ethics

# Main conclusions of the meeting



Pursue new businesses: storage, distributed generation, microgrids, subtransmission.

Mitigate and offset environmental impacts in the different stages of the projects.

Promote the production chain.

Create alliances with entrepreneurship projects.

Promote sustainable mobility actions.

Be a reference for other companies regarding our contribution to the fulfillment of the Sustainable Development Goals (SDGs) of the country.

Generate inter-institutional spaces that promote innovation.

Contribute to the development of the regions through social and energy projects.

Disclose positive impacts of ISA projects.

Participate actively in the fourth Industrial Revolution scenarios.

Assess the creation of clusters around energy.

Leverage management with trade associations by their convening power, institutional capacity, and regulatory intervention.

# In pictures: That's how we experienced it!



Community



Government



Suppliers



Trade associations



# Society



- Develop "Connections for Development", a strategic initiative to benefit communities through high-impact social programs.
  - Create a joint work route with different allies in the corporate sustainability programs.
  - Materialize synergies through the different agreements of ISA to strengthen the territories where the company is present.
  - Transfer knowledge and abilities to territories.
- Strengthen the Academia-Company relationship through agreements and cross-involvement in university and Company spaces.
- Keep promoting processes for the effective involvement of the community in projects, and explore new ways of approaching the territory.
- Keep communicating with our stakeholders throughout the year.
- Promote dialogue so that communities are involved.

# Suppliers



- Involve suppliers in projects of the Conexión Jaguar Program, where there is an opportunity for joint work (allies, feline-human coexistence).
- Connect requirements with sustainability during contracting processes (GEI, SST)
- Bring new technologies into processes as well as the use of new materials that are more environmentally-friendly.
  - Promote innovation and knowledge campaigns.
- Improve digitalization topics.
- Promote a scenario of lessons learned from suppliers at an international level and identify possible synergies for ISA's new businesses.



# The Nation

- Join the state development policy, be part of innovation challenges, and contribute to accelerate entrepreneurship and knowledge transfer.
  - Detect synergies with the National Government's entrepreneurship ecosystem.
- Be a key stakeholder in the country's energy transformation process, within the framework of the ISA 2030 Strategy.
- The Nation wants to know the social management of companies in the regions so that it has an inventory of projects that will allow it to identify high-impact actions in the territories.
- Help the government reach its goal of covering 1,5 million hectares with biodiversity, which is associated with the corridors of the ISA projects.
- Bring the successful experiences from energy transmission-related environmental issues to the infrastructure sector (ANI).
- Consider the possibility of working together in the recovery of abandoned mining areas (DNP), through the Conexión Jaguar Program.
- Detect synergies with the Ministry of Agriculture and the Conexión Jaguar Program.

# Joint work opportunities



**Verde**

Identify opportunities related to the Conexión Jaguar Program in suppliers, society projects, and State entities.

Be a proactive stakeholder in biodiversity matters by being involved in State and business projects.



**Innovación**

Detect synergies with the entrepreneurship ecosystem.



**Desarrollo**

Strengthen alliances with entrepreneurship projects and contribute to business and social development.

Get involved in initiatives for the development of regions through social projects, energization, and Sustainable Development Goals (SDGs).



**Articulación**

Strengthen the Academia-Company relationship through agreements and cross-involvement in university and Company spaces.

Strengthen State-Company-University alliances.

Disclose benefits of ISA projects