

## INSTRUCTIONS FOR PARTICIPATING IN ISA'S ORDINARY GENERAL SHAREHOLDERS' MEETING AND DELIVERING PROXIES

Dear Shareholders:

To continue with our contributions to the prevention and protection our stakeholders' health, facing the circumstances that we continue experiencing because of COVID-19, here in ISA we have defined the following actions to develop the Ordinary General Shareholders' Meeting, scheduled for 9:00 am of Friday March 26, 2021:

1. The Meeting shall be held through suggested attorneys-in-fact at ISA's offices, applying the corresponding health and safety measures to guarantee the best conditions for the meeting broadcast, which **may be followed live in our website [www.isa.co](http://www.isa.co)**. We invite our shareholders to connect through the website, where they will find access instructions.
2. **To exercise the voting rights**, we have enabled an exceptional procedure, approved by the corresponding authorities, through which **a proxy with voting instructions can be granted, to one of the attorneys-in-fact** available for such purpose, who will be present during the whole meeting for quorum purposes and will follow the express indications regarding how to cast the vote given by each shareholder.

### PROCEDURE TO GRANT PROXIES

A. In the following link <https://www.isa.co/es/grupo-isa/asamblea-general-de-accionistas/> shareholders will find the **template of the proxies to be used, which require express indications regarding how to cast the vote** for each of the proposals of the Shareholders' Meeting.

- Proxy template for natural person
- Proxy template for legal person

Proxies shall be granted to a limited number of attorneys-in-fact, who will attend in representation of those shareholders wishing to adopt this procedure and give voting instructions in writing.

Each shareholder shall choose between the following external lawyers to designate one of them as his/her attorney-in-fact:

- Daniel Posada Patiño, Colombian I.D. Card No. 1.037.638.323
- Agustín Londoño Arango, Colombian I.D. Card 71.263.873
- Esteban Pérez Arango, Colombian I.D. Card No. 1.040.182.244

\*It is important to clarify that none of the names correspond to ISA'S administrators or employees.

B. Once the proxy is downloaded, filled out, and signed, with precise instructions of voting for each item in the agenda, **said proxy shall be sent to the email [accionesISA@isa.com.co](mailto:accionesISA@isa.com.co), together with the annexes** that certify the identity and/or powers to represent the shareholder.

- **Annexes for natural person:**

- If the shareholder is **of legal age**, a copy of both sides of his/her I.D. Card shall be sent together with the proxy.
- If the shareholder is a **minor**, a copy of the document that certifies the authority and identity of the person representing him/her (e.g. copy of the minor's birth certificate) shall be sent together with the proxy granted by said representative.

- **Annexes for legal person:** Together with the proxy granted by the representative of the legal person, a copy of the incorporation and legal representation certificate of the legal person that is a shareholder or equivalent document, where the incorporation and legal representation of the legal person can be verified, with a validity not exceeding three (3) months.

C. In the section General Shareholders' Meeting in the website [www.isa.co](http://www.isa.co), it has been enabled the **option to grant an electronic proxy**. In this case, the proxy shall be filled out directly on the website, following the instructions indicated therein, considering the provisions of the previous paragraph regarding selecting the attorney-in-fact and the voting instructions. It shall be considered that the shareholder needs to fill out one form per proxy he/she is going to grant. Additionally, after filling out the proxies, the annexes that certify the identity and/or authority to represent the shareholder, mentioned in the above paragraph shall be sent to [accionesISA@isa.com.co](mailto:accionesISA@isa.com.co).

From ISA'S Shareholder Attention Office we will contact you to the email recorded in the proxy, only in the event that the information is not complete or that there are quality issues in the information (incomplete documents, partial images, unreadable documents, among others). **Proxies will be received in the email provided until 5:00 p. m. of March 25, 2021**, one day before holding the General Shareholders' Meeting. This procedure is approved by the Financial Superintendence of Colombia.

3. To send your questions during the development of the Shareholders' Meeting, you can do so through the enabled mechanisms that will be provided in the access page to the live broadcast of the meeting.

4. We want to remind you that the proposals to be considered in the Meeting are available to shareholders in the following link <https://www.isa.co/es/grupo-isa/asamblea-general-de-accionistas/>
5. The gift usually offered will be sent to the address indicated in the proxy.

**FOR MORE INFORMATION, REMEMBER THAT YOU CAN CONTACT US THROUGH THE SHAREHOLDERS TOLL-FREE LINE 01 8000 11 5000 OR BY EMAIL [ACCIONESISA@ISA.COM.CO](mailto:ACCIONESISA@ISA.COM.CO)**