



# Communication Mechanisms and Dialog Topics



Below are the mechanisms for communication with stakeholders, their frequency, the Company teams responsible for facilitating relations and the main dialog topics in 2017 with each stakeholder:

Stakeholder	Teams Responsible for Relations	Communication Mechanisms	Frequency	Dialog Topics in 2017
<b>Employees</b>	Human Resource Management	› Intranet	Permanent	› Labor relations › Self-care › Payroll › Organizational review › Business ethics › Anti-bribery, Anti-corruption, and Anti-fraud Policy › Sarbanes Oxley Act (SOX) › <i>Human Resource Management</i> with Management
		› ENISAGEN Magazine	Quarterly	
		› Telerrevista	Quarterly	
		› Internal communication inbox	Permanent	
		› Corporate Meeting	Semi-annual	
		› Management Meeting	Monthly	
		› Ethics discussion sessions	Whenever required	
		› Email	15 per month	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
		› System to address Petitions, Claims, Complaints and Requests (PRQS, for the Spanish original)	Permanent	
<b>Investors</b>	Investor relations	› Meetings of Shareholders	Annual	› Corporate financial statements
		› Personalized, telephone (Call Center) and email service	Permanent	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
		› System to Address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	

Stakeholder	Teams Responsible for Relations	Communication Mechanisms	Frequency	Dialog Topics in 2017
<b>Clients</b>	Marketing	› Línea Viva Magazine	Bi-monthly	› Service quality and reliability › Technical services and projects › Comprehensive Energy Management › Co-generation and self-generation › Innovation › Energy market › Alternative energy
		› Annual convention	Annual	
		› Regular visits	As per the sales plan	
		› Service hotline	Permanent	
		› Línea Directa Mailbox	Permanent	
		› Línea Productiva newsletter	Bi-monthly	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
		› System to Address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	
<b>Suppliers</b>	Enabling supply	› Aliados newsletter	Three times per year	› Business activity › Legal and administrative obligations in SMEs › Formalization of business, taxes and accounting › Occupational Safety and Health › Human rights
		› One-on-one meetings	Whenever required	
		› Email	Whenever required	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
		› System to address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	

Stakeholder	Teams Responsible for Relations	Communication Mechanisms	Frequency	Dialog Topics in 2017
<b>Civil society organizations</b>	Environmental - Energy Production	› Meetings	Whenever required	› Institutional strengthening and coordination › Biodiversity › Water management › Peace and Human Rights › Sustainability practices
		› Email	Whenever required	
	Environmental - Projects	› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
	Corporate Relations			
	Human Resource Management	› System to address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	
Compliance Group				
<b>Communities in the area of influence</b>	Environmental - Energy Production	› Encomunidad Newsletter	Bi-monthly	› Impacts of the power plants and projects › Planned and sustainable territories › Use of Legal Transfers › Environmental Education › Self-management training › Generation of local and regional employment › Peace and human rights initiatives › Management of river basins and natural resources › Institutional strengthening and coordination
		› Encomunidad Mural	Bi-monthly	
		› Encomunidad Radio program	Weekly	
		› Encomunidad TV program (area of influence of the Sogamoso and Termocentro Hydroelectric Power Plants)	Weekly	
		› Informative, consultation and consensus meetings	Whenever required	
		› Round tables and public hearings	Whenever required	
		› Surveys	Whenever required	
		› Guided visits	Whenever required	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
› System to address Petitions, Claims, Complaints and Requests (PRQS)	Permanent			
Environmental - Projects				

Stakeholder	Teams Responsible for Relations	Communication Mechanisms	Frequency	Dialog Topics in 2017
<b>Guilds and industry institutions</b>	Commercial Risk Management	› Association meetings	Whenever required	<ul style="list-style-type: none"> <li>› Energy market</li> <li>› Industry regulations</li> <li>› Accessibility, availability and acceptability of energy</li> <li>› Building generation projects</li> <li>› Renewable energy</li> <li>› Energy efficiency</li> <li>› Ethics and transparency</li> <li>› Sustainability practices</li> </ul>
		› Addressing requirements	Permanent	
		› Website	Permanent	
	Energy Production Management	› Social media (YouTube and Facebook)	Permanent	
		› System to address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	
<b>Regional and local government entities</b>	Environmental - Energy Production	› Meetings	Whenever required	<ul style="list-style-type: none"> <li>› Territorial partnerships</li> <li>› Impacts of the power plants and projects</li> <li>› Planned and sustainable territories</li> <li>› Management of river basins and natural resources</li> <li>› Use of Legal Transfers</li> <li>› Generation of local and regional employment</li> <li>› Institutional strengthening and coordination</li> </ul>
		› Email	Whenever required	
		› Round tables and public hearings	Whenever required	
		› Encomunidad Media	Whenever required	
	Environmental-Projects Power plants	› Guided visits	Whenever required	
		› Website	Permanent	
		› Social media (YouTube and Facebook)	Permanent	
		› System to address Petitions, Claims, Complaints and Requests (PRQS)	Permanent	

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