



# Community Relations



Grupo  
Energía  
Bogotá



# Stakeholder Identification

As part of GEB's commitment, its sustainability strategy approved by the Board of Directors 2022, determines that in the Materiality exercise, stakeholders, must be identified, in Adelante, GI

The process of identification and prioritization of Stakeholders has two main objectives:

- Map the relevant IGs for Grupo Energía Bogotá and its subsidiaries, industry peer companies, applicable ESG standards and guidelines and,
- Identify internal and external IG to be involved in the assessment process of potentially material issues from the impact materiality approach, including its consultation mechanism.



Mapping of relevant stakeholders: this step, was based on the list of stakeholders prioritized by the GEB in its 2021 update.



It is important to emphasize that the GEB seeks to consult all its stakeholders, including people in **vulnerable conditions**; these groups include Indigenous and ethnic communities; rural and peasant communities; children and youth; women and people living in poverty.

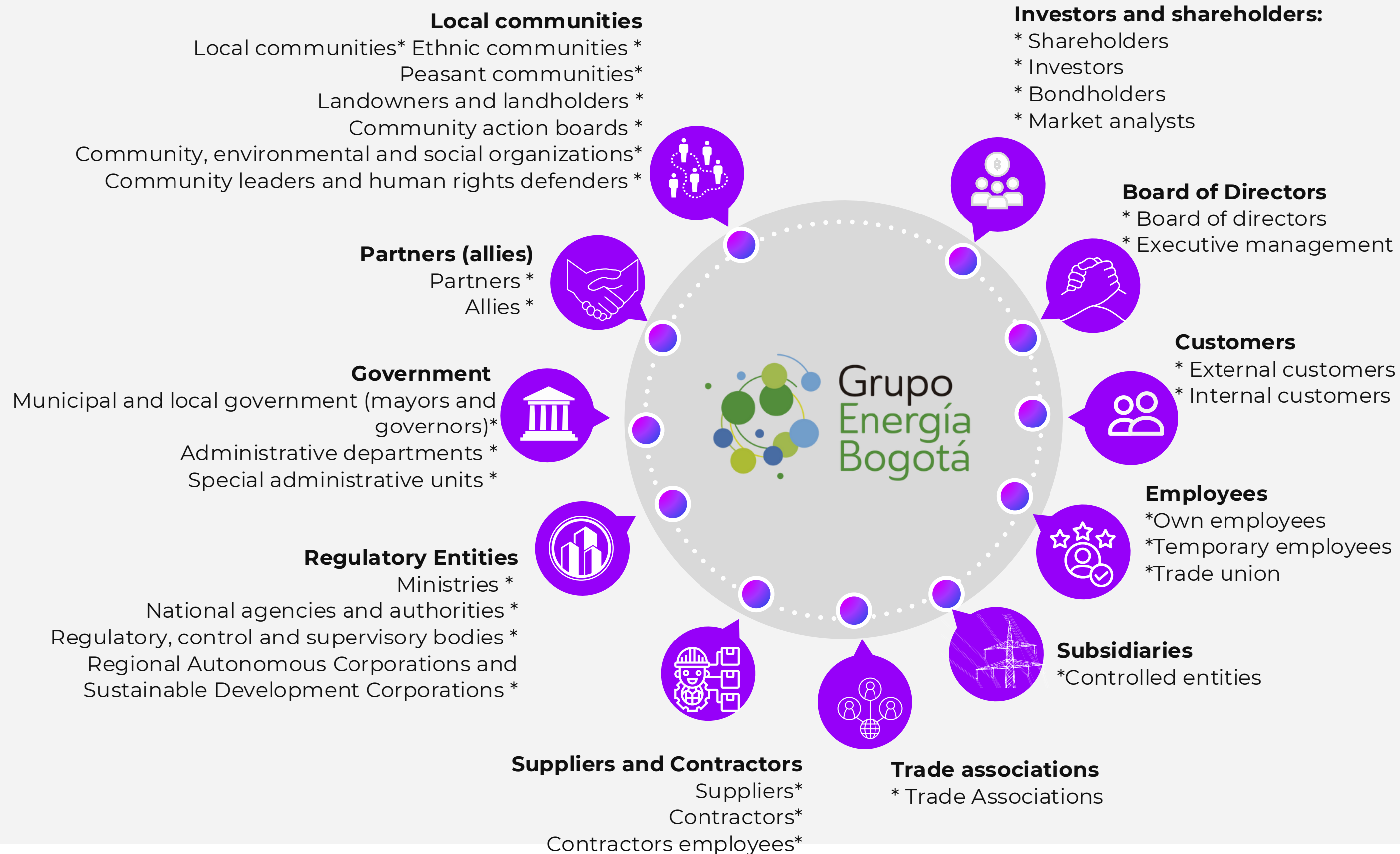


For more detailed stakeholder update, go to page 5 of the Double Materiality Executive Summary prepared in collaboration with external consultant PricewaterhouseCoopers.

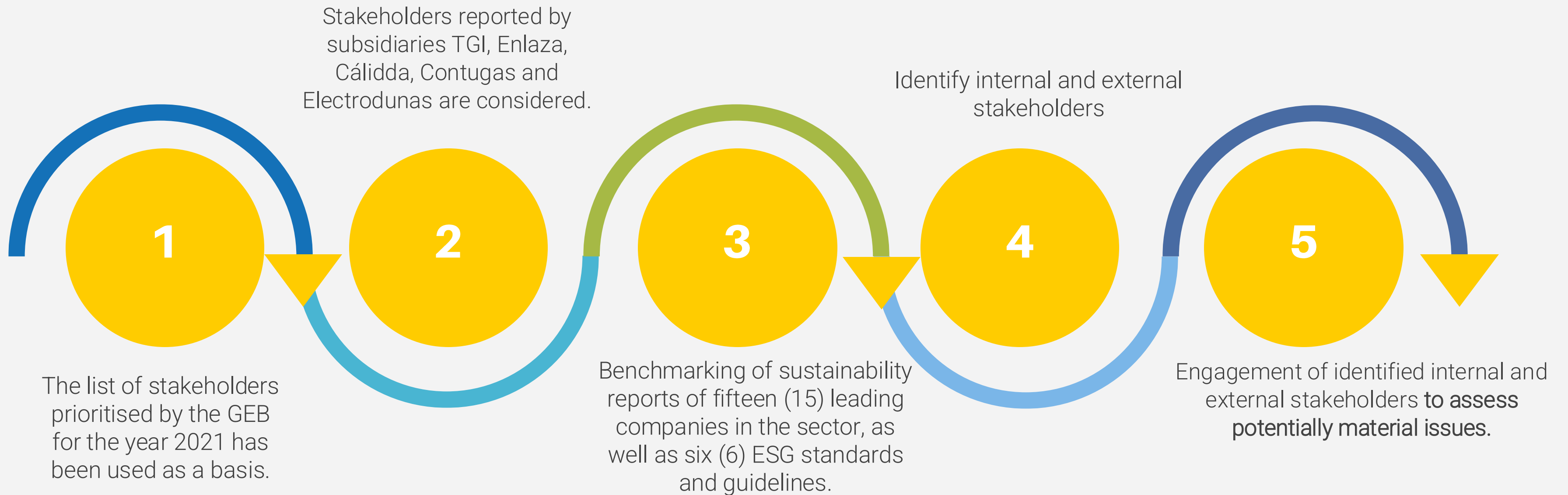
[\(Click here\)](#)

# Stakeholder identification

**Stakeholders identified, prioritized in 2023 in the double materiality exercise**



# Step-by-step mapping of relevant stakeholders





## Complaints / grievance mechanism for communities

To strengthen trust with stakeholders, the main mechanism implemented is the Ethics Channel, managed by Ethics Global, which allows employees and external stakeholders, such as suppliers and communities, to report ethical dilemmas or complaints, as well as to make human rights and compliance enquiries. In addition, a number of mechanisms are provided for reporting complaints, including:



Petition form available on the GEB web site  
[Click here](#)



Receipt of physical mail at: Carrera 9 No. 73-44, Bogotá, Colombia.  
Ethical line available: [Click Here to go to the ethical line](#)  
ABC of ethical line: [Click Here](#)



The GEB has physical and electronic mailboxes available at the administrative headquarters and at strategic locations in the areas of influence in Colombia to report various situations that may ultimately be classified as suspected fraud and/or corruption or unethical conduct.

# Follow-up to requests received

Each report or enquiry in the ethical line will have a case number, the GEB will inform the result in accordance with the preliminary reviews or investigations carried out or the response to the enquiry made by the same means, as well as the Request and the right of petition.

Follow-up to the case number



**In 2023, +140 events were reported in the Ethical Line.**

In different topics: Alleged conflicts of interest, Bad working environment, Contract management, Harassment work, Negative leadership, Unjustified dismissal, Improper or inappropriate use of Company assets, Non-compliance with contractual procedures. See Integrated Sustainability Report Page: 59 [Click Here](#)



**Request Handled**

In 2023, a total of 312,467 Request were processed within the GEB deadline.

- Enlaza and TGI processed 285 and 105 request respectively.

[Click Here](#) supplements: GRI 2-26 Page: 65  
Own 3 - Page 33: Answered PQRs



# Stakeholders participation

The development of the projects and operations of GEB and its subsidiaries depends largely on our ability to build trust through transparency.

It is therefore important for GEB to maintain transparent communications and relationships at all stages of projects and operations.

Prior consultation (one of our engagement programs) is a mechanism for community participation, in addition to fostering dialogue between the community and the organization. In 2023 Enlaza, various interactions were carried out as an integral part of the social management strategies, a total of 18 consultations, reaching 100% of the prior consultation protocols, completing the largest prior consultation in the history of Colombia, with a total of 236 communities.

**This measurement does not apply to Electrodunas, Cálidda or Contugas, given that there are no native or indigenous communities in the respective areas of operation. Conecta does not carry out prior consultations either, because there is no State regulation for the methodology..**

88%

GEB has implemented community involvement programmes in 88% of its operations.

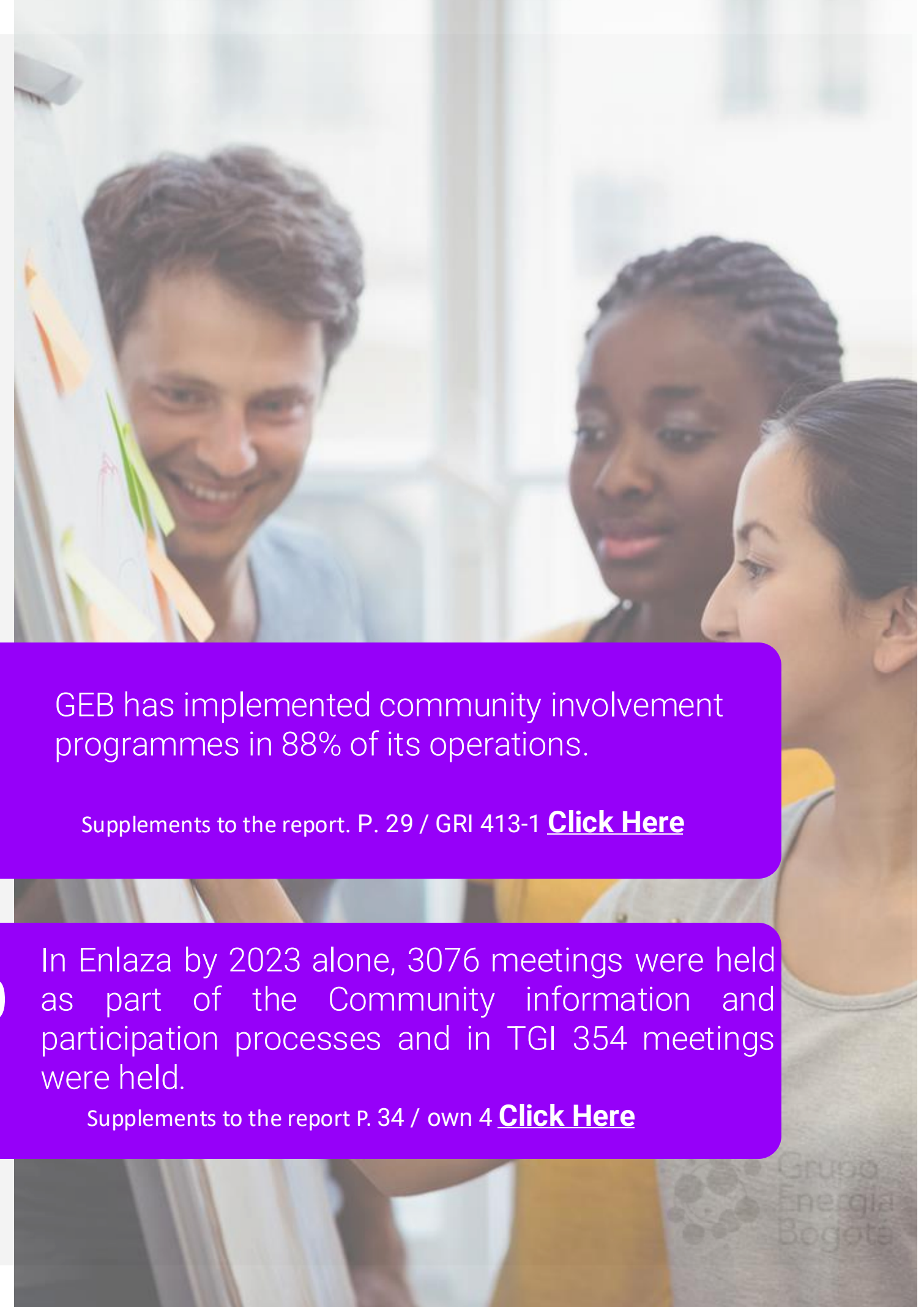
Supplements to the report. P. 29 / GRI 413-1 [Click Here](#)

+3400

Meetings

In Enlaza by 2023 alone, 3076 meetings were held as part of the Community information and participation processes and in TGI 354 meetings were held.

Supplements to the report P. 34 / own 4 [Click Here](#)





# Training in participation mechanisms: Prior Consultation

Training on Prior Consultation processes is crucial to ensure that these processes are carried out properly, respecting the rights and effective participation of indigenous peoples, in Grupo Energía de Bogotá, this training is implemented for the communities.

In 2022, training in Prior Consultation was provided to 129 people belonging to indigenous communities. In 2023, no training was provided because it was not necessary for the community to go deeper into Prior Consultation; however, it is a process that is carried out to ensure that their voices and concerns are considered in decisions that may affect them.

It should be noted that as part of the community information and participation processes, face-to-face meetings are held by the branches to discuss all relevant issues with the community, including the mechanisms for participation and communication with the GEB.

Supplements to the report. P. 44: Own 3, Training on prior consultation processes [Click Here](#)  
P. 34 : Own 4





# Stakeholders perception

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Every two years, Grupo Energía de Bogotá carries out a review and updating process of its stakeholders.

This includes the identification of risks and opportunities, and the identification of key environmental, social and governance areas of work so that management, monitoring and reporting strategies and measures can be adapted to changing environmental and market dynamics. This ensures stakeholder participation and verification of perceptions.

Through this review, the issues and concerns of the different stakeholder groups are identified.

See supplements: [Click Here](#) Pages. 9,10,11

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[See survey](#)



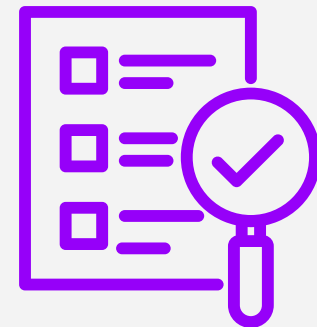
# Local community impact assessment

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## Stakeholder impact assessments

They seek to involve the community in the development process, assess the impact of projects and ensure that benefits are equitable and sustainable.



## These assessments include

Social impact assessment, including gender impact in participatory processes, environmental and social impact assessment, public disclosure of impacts.



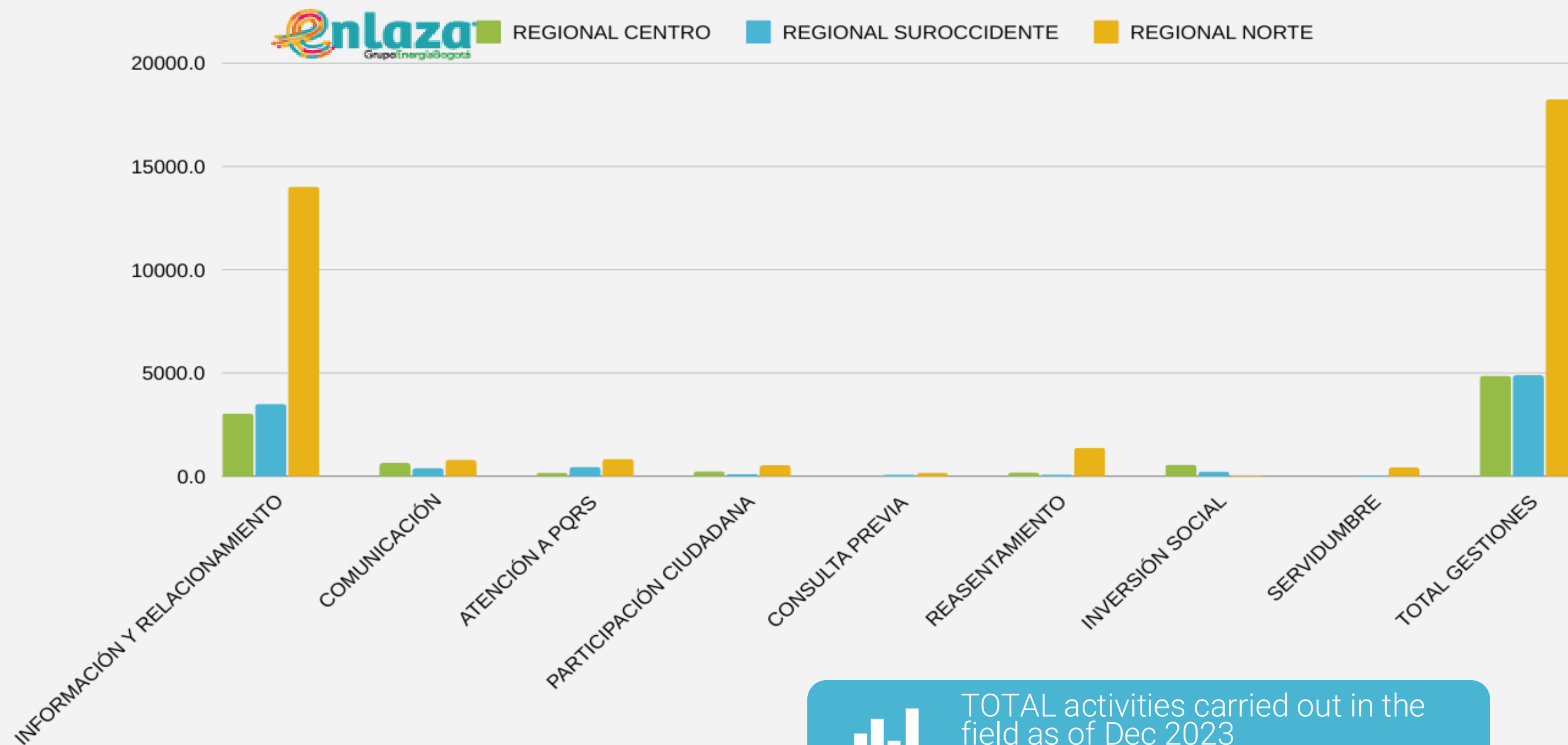
## In 2023, 9 operations were estimated

With significant negative impacts, equivalent to 21% of operations on local GEB communities.



# Meetings with local stakeholders to identify emerging concerns

The objective is to validate social management in the field, through the control of information and relationship activities, communication, attention to request, citizen participation, prior consultation, social investment initiatives and the socialization of easement processes.



TOTAL activities carried out in the field as of Dec 2023

**28.007**



# Sustainability Committee

Under the leadership of the Board of Directors, a Comprehensive Sustainability Corporate Governance System was adopted, the purpose of which is to manage and promote the Sustainability Strategy throughout the Business Group, developing tools to monitor the goals set in the Corporate Strategic Plan and to identify risks and opportunities in the face of the challenges faced by the different businesses.

In addition, the Sustainability and Communications Direction of the GEB corporate is responsible for leading the coordinated adoption of the principles and criteria of action of this strategy, so that the Group builds and adopts homogeneous positions and coherent actions in the face of the various challenges of the environment. This direction must interact with the various departments of the Group and its subsidiaries to ensure their effective contribution to sustainability and the generation of shared prosperity in the regions.

**See: Annual  
Corporate  
Governance Report  
2023**

Page. 1.

**See: Internal  
regulations of the  
Corporate Governance  
and Sustainability  
Committee**

Article 1. Page 2.





# Grupo Energía Bogotá



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