

Engagement with local communities

Local community engagement programs in all our operations

ISA carries out stakeholder engagement programs in **100% of the countries** where it operates

Stakeholder engagement programs are implemented across ISA's local operations in all countries where the company operates, with coverage prioritized and tracked for critical communities

COUNTRY	# Stakeholder programs in 2026*	Beneficiaries	% of critical communities with Programs
Brasil	16	13,816	100%
Bolivia	3	3,000	100%
Chile	8	55,942	97%
Colombia	39	209,856	98%
Peru	18	39,099	87%
Panama	4	1,200	85%

* Does not include meetings, workshops, focus groups or interviews

Impact assessments

COUNTRY	Projects with Social Impact Assessments 2026	Metodologies	Free, Prior and Informed Consent/ Consultation (FPIC) 169 - ILO
Brasil	Fernao Dias Serra Dourada Substation Buritirama Substation Juazeiro Riacho Grande	SROI EIA Social programs baselines	3
Bolivia		SROI Social programs baselines	0
Chile	Kimal Lo Aguirre	SROI EIA Social programs baselines	3
Colombia	Carrieles Substation Magangué	SROI EIA Social programs baselines	1 (49 meetings)
Peru	Project 23 and 24 Nueva Yanango Huánuco Belaunde Terry Piura Colán Huanuco – Trujillo Substation Nueva Viru.	SROI EIA Social programs baselines	4
Panama	Ruta del Este	SROI EIA	0

SROI: Social Return on Investment

EIA: Social/Environmental Impact Assessment

Impact assessments methodology

1. Scoping	2. Social Baseline	3. Impact Identification	4. Impact Evaluation	5. Stakeholder Engagement	6. Social Management Plan	7. Monitoring & Follow-up
Define social area of influence (direct & indirect) Identify key stakeholder, and sensitive issues	Characterize population, economy, land use, and culture Identify vulnerable groups and indigenous peoples Fieldwork (surveys, interviews) and secondary data	Analyze project–community interactions Identify potential positive and negative social impacts Use risk-based approaches	Assess significance based on: Duration, reversibility and Magnitude	Public participation throughout the process Workshops, consultations, and public hearings Inputs inform impact assessment	• Measures to: Avoid, minimize, restore, or compensate impacts Programs definition	Track implementation of social measures Adjust actions based on performance and feedback

ISA's SEIA includes guidelines from: ILO, IFC, World Bank, GRI, Escazú, AA 1.000, CSRD, and particular regulations in each country.

Meetings, workshops, consultations, public hearings, interviews and fieldwork with local stakeholders are used to identify emerging concerns, expectations and potential social impacts throughout the assessment process.

Capacity building for local stakeholders to ensure they can communicate with company

Local stakeholders can communicate with ISA through the Ethics Line, mobile community service offices, public address systems, stands in strategic locations, direct points of contact and other local communication mechanisms.

Strategy	Description	Beneficiaries
Booklet on strengthening Community Action Boards	In partnership with UNDP, ISA printed booklets that seek to inform and train community organizations in Colombia on various topics, including effective communication.	9 Community leaders in Atlántico. Colombia.
Let’s Learn with “Eloisa La Torre”	Eloisa Latorre is a program aimed at providing school supplies to primary school children and educating them on environmental topics and safe coexistence with our infrastructure. It also trains students on the various mechanisms through which they can communicate with the company and report any unusual situation.	28.300 children in 350 Schools
Awareness-raising sessions on the ethics line and points of contact.	Through public address systems or stands in strategic locations that function as mobile community service offices, we ensure that communities are aware of the various contact mechanisms and how to use them.	+30 mobile offices service points at strategic locations.

These initiatives strengthen local stakeholders’ capacity to understand available communication channels, raise concerns, report unusual situations and engage effectively with the company.

Regular surveys/reviews of perceptions for local stakeholders on engagement strategy

ISA uses an independently developed and administered tool by KPMG to measure communities' perceptions of the company and its management, including its relationship with them. The tool is applied every two years and assesses relationship management on a scale from 1 to 5. It is complemented by qualitative insights that provide context and help explain the results



Tracking of grievances

During 2025, we received 1,231 Grievances.

To strengthen management and prevent risks of non-compliance with response times, we optimized the monitoring dashboard and improved evidence reporting, ensuring traceability and proper documentation for each case handled

Category	# Received 2025
Requests	1.031
Complaints	116
Claims	45
Information request	32
Informatives	4
Congratulations	3
TOTAL	1231

Tracked in 2025: 100%
Resolved in 2025: 92%
Resolved in 2026: 8%

ISA tracks all grievances received through its monitoring dashboard, including evidence reporting, traceability, documentation and resolution status.

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isa
CONEXIONES QUE INSPIRAN



CONEXIÓN
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