STAKEHOLDERS RELATIONSHIPS PROTOCOL: COMMUNITIES AND ACTORS OF THE TERRITORY

1. PURPOSE

To promote proper integration into the local and regional community environment through proactive and permanent relationships with a positive impact on the lives of people in the area of influence of operations, providing adequate management to the impacts that may be generated in the development of its social object, responding in a timely manner to the concerns, suggestions and improvement opportunities that may occur and promoting local and regional economy revitalization through strategic alliances.

2. SCOPE

This document applies to all TGI areas, partners, contractors, and suppliers who perform work and field activities in the territories where the Company has a presence, adapting strategies for relationships, taking into account actual or potential risks and impacts that will be involved in projects and operational activity.

The scope of this procedure is part of the statement of commitments and guidelines defined in the Sustainability Policy, the Human Rights Policy, the HSEQ and Social Handbook for Contractors and Suppliers, and the Stakeholders Relationship Guide. As a complement to the above, the Materiality Analysis process and the exercise of dialog with stakeholders, including Community and local authorities, are integrated.

On the other hand, and as part of the relationship strategy, it is necessary to promote and boost regional and local economies in TGI S.A. E.S.P. areas of influence of operation, and projects in the Colombian territory, on the basis of genuine interest in knowing and articulating the social and economic dynamics in the local and regional environments of operation that will contribute to the improvement of the quality of life of the inhabitants and the positive transformation of the territories.

DECLARATION OF COMMITMENTS

TGI S.A. E.S.P., has defined the following commitments within the Sustainability and Human Rights Policy framework for all its current and future projects, which will be applicable to its operations, as well as to the projects and activities developed by contractors, subcontractors and associates:

I. To generate a genuine, timely and permanent relationship that strengthens trust with our stakeholders by promoting dialog and participation in an environment of respect for diversity and multiculturalism of the regions and countries where we are present.

II. To manage strategic alliances with public, private and civil society actors, who share goals of progress and well-being for communities, intending to have allies committed to competitiveness, equity, building public values such as democracy, peace building, Human Rights, the fight against corruption, and respect for the environment.

III. To build and maintain an integral knowledge and understanding of the environmental, social, economic, political and cultural environment where their activities are performed. Implementation of stakeholder maps and formulation of strategies tailored to each region. Please note:
   • Biannual baseline update.
   • Update of the political configuration map according to the electoral timetable.
   • Annual monitoring of the local and regional economy to measure the effectiveness and impact of programs and projects involving TGI S.A. E.S.P.
   • Biannual monitoring of Oil & gas, mining, agricultural, industrial, livestock and commercial territorial management activities as indicators of presence in territory, growth and contribution to the regional economy.

IV. To strengthen existing channels and attention to citizen participation mechanisms such as the PQRS system to improve their efficiency and use as an effective tool for managing public interest.

V. We recognize the importance of the rights of communities to enjoy a healthy environment; to dispose of and enjoy their lands, assets and resources; and to bring their lives free of fears concerning their safety, health and integrity. That is why we adopt a preventive management approach to avoid as much as possible the adverse impacts that our activities can cause.

VI. We value and respect the cultural diversity of communities. We promote knowledge and mutual understanding through inter-cultural dialog, with special attention to the rights of ethnic communities.

VII. We respect the rights to free expression, to participation and to petition from the communities and our stakeholders in general. We establish strategies and mechanisms for the exercise of these rights concerning our activities and foster mutual respect, trust and dialog to manage differences. We will not tolerate any threat, intimidation, or any other retaliation against the peaceful expression of views or concerns about our activities.

This protocol does not intend to be self-sufficient for all processes of relationships with communities and actors in the territory, and should be updated every (3) three years considering the territorial dynamics, the material issues resulting from the process of dialog with stakeholders, and the priority themes for the same business activity in the territory.

This guideline shall apply for all operations performed by TGI S.A. E.S.P., in the country, and it shall be binding on its collaborators, contractors and subcontractors, suppliers and associates.

3. SPECIFIC OBJECTIVES

- To facilitate and boost TGI relationships with its communities and different actors in the territory.
- To ensure the social environment through tangible actions of Social Awareness that lead to genuine, permanent and transparent relationships that guarantee feasibility for TGI operation and project development.
- To establish the guidelines for boosting regional and local economies, aiming to generate a positive territory transformation aimed at improving the life quality of its inhabitants, as well as a healthy and thriving social and economic environment.
- To strengthen the development of abilities and self-management of communities, promoting alliances and mobilizing tangible and intangible resources.
- To promote the development and quality of life of the territories where we have presence, through participation in social projects.
- To manage strategic alliances with actors in the territory who share progress and well-being goals for the communities.
- To position TGI as a relevant actor for the development of society and the well-being of people.
- To strengthen long-term and mutually beneficial relationships based on recognition and respect.

4. STAKEHOLDERS: *COMMUNITIES AND ACTORS OF THE TERRITORY*

This group will be composed of the following subgroups and actors:

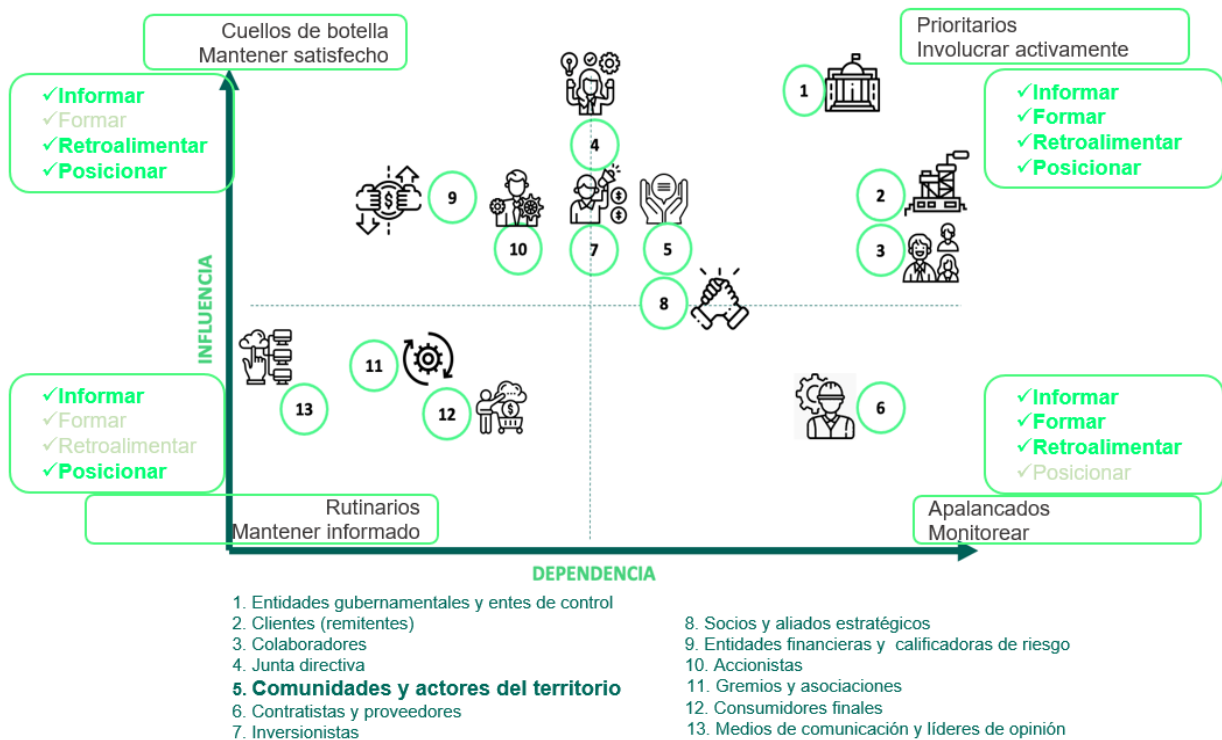| Group	Sub-groups	Actors/Allies
		Governorates

Communities and actors of the territory	National and Departmental	Sector Guilds
	Municipalities and Authorities of the Territory	Mayors, Government Secretaries, Municipal Councils and Attorneys
		Regional Environmental Authorities (Regional Autonomous Corporations)
		Relief agencies (fire departments, civil defense, CMGRD)
		Municipal Educational Institutions
		Associations, Foundations, SMEs, MySMEs
		Citizen Auditing
	Territorial Units, Villages and/or Counties	Community Action Boards, Community Leaders
		Community living in territorial units
		Schools - Educational Institutions
	Property Owners	Housing close to the right of way
	Ethnic Communities	Indigenous Communities, Traditional Authorities
		Black Communities, Community Councils
	Civil Society Organizations	Foundations, G&O Sector Companies, Others
		Academy (University, Centers for Thought and Research)

5. STAKEHOLDER PRIORITIZATION MATRIX AND RELATIONSHIP AXES[1]

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[1] *For stakeholder prioritization, we take the AA1000 Stakeholder Engagement Standard (2011) as our framework. Managing a Sustainable Business. Exercise developed by ContTREEbute for materiality analysis and stakeholder prioritization of TGI S.A. ESP - 2021.*

1. Entidades gubernamentales y entes de control
2. Clientes (remitentes)
3. Colaboradores
4. Junta directiva
5. **Comunidades y actores del territorio**
6. Contratistas y proveedores
7. Inversionistas

8. Socios y aliados estratégicos
9. Entidades financieras y calificadoras de riesgo
10. Accionistas
11. Gremios y asociaciones
12. Consumidores finales
13. Medios de comunicación y líderes de opinión

- **Inform:** Provide more and better information about what we are and what we do.
- **Educate / Train:** Build knowledge and strengthen two-way training processes.
- **Feedback / consulting:** Generate dialog spaces that allow feedback on the Company and stakeholder management, in the perspective of continuous improvement.
- **Position:** Position the Company based on the institutional presence in key moments and scenarios.

According to the results established in the prioritization matrix for the Stakeholders Relationship Guide, for the case of group *5. Communities and actors in the territory* The following additional axes should be taken into account in addition to those initially identified in the matrix in order to ensure the intervention and relationship strategy and the different channels of communication needed:

5.1. TABLE 1 INTEREST GROUP RELATIONSHIP AXES: *COMMUNITIES AND ACTORS OF THE TERRITORY[2].*

Level:	Goal:	Communication	Relationship Nature	Mechanisms of relationship

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[2] *For the definition of relationship axes, we take the Manual as a frame of reference for the practice of relationships with stakeholders. Accountability 2006, which were adapted to the Communities and Territory Actors Interest Group.*

Report	Inform or communicate	Unilateral: from the company with the community and actors in the territories, without invitation to respond.	Long or short-term relationship with the community and actors in the territories. *"We'll keep you informed."*	Newsletters and letters. Brochures, reports and Internet sites. Public lectures and presentations. Radio or press communications. Emails. Meetings (face-to-face or virtual) led by the Social Team and the Social Sub-direction.
Refer to	Obtain information and feedback from communities and actors in the territories to inform internal decisions.	Limited Bilateral: The company asks questions and the communities and actors in the territories respond.	Short or long-term relationship. *"We will keep you informed, listen to your concerns, consider your opinions, and provide feedback on our decisions."*	Surveys, group meetings, performance reviews, individual meetings, public meetings and workshops, online feedback, opinion polls.
Call	Work directly with communities and actors in the territories to ensure that their concerns are well understood and considered in decisions.	Bilateral or multiple direction between the company and the communities and actors in the territories. Learning is mutual. Communities and actors in the territories and the company take action individually.	One-time or long-term relationship. *"We will work with you to ensure that your concerns are understood, to develop alternative proposals, and to provide feedback on the influence of the opinions from communities and actors in the territories on the decision-making process."*	Invitations, Callings, Participatory Workshops for Socialization and Sharing of Activities and/or Processes, Consensus Building. Meetings (face-to-face or virtual) led by the Social Team and the Social Sub-direction. Phone calls and chats
Collaborate	Partner up or establish a network with communities and actors in the territories to develop solutions and action plans agreed.	Bilateral or multi-direction between the company(s) and stakeholders. Both parties are involved in learning, negotiation and decision-making. Stakeholders work to take action.	In the long term. *"We will come to you for advice and direct involvement in finding and implementing solutions to common challenges."*	Joint projects, initiatives, voluntary two-party or multi-stakeholder partnerships. Participatory workshops led by the Social Team and Social Sub-direction.

6. RELEVANT ISSUES AND/OR MATTERS OF INTEREST

1. Environmental impacts and management measures generated by the company's activity
2. Social investment for the communities quality of life and socio-economic conditions development and improvement.
3. Generation of direct employment for trained and untrained labor based on the work and activities that TGI S.A. E.S.P. Has to perform, either directly or through its contractors, subcontractors and associates.
4. Priority acquisition of goods and services in the area of influence (Supplier).

5. Boost productive initiatives and undertakings that generate employment and are aligned with the productive vocations of the region.
6. Environmental, social and regulatory management
7. Risk management for the prevention and reduction of disaster risk-generating activities
8. Information and communication facing regulation compliance and issues of interest
9. Strengthening spaces and strategies for participatory dialog and the generation of agreements, socialization of information and accountability.
10. Joint construction of initiatives for environmental protection and natural resources exploitation.
11. Joint construction of territorial development initiatives
12. Research and development.
13. Manage strategic alliances with public private and/or civil society actors who share progress and well-being goals for communities.
14. Real-estate, legal management, including the procedure for entrance to property.
15. Invasions and/or disturbances
16. Training and capacity strengthening in communities for business/community relations
17. Strengthening community participation.
18. Strengthening pedagogical processes with leaders for the transfer of knowledge to communities.

7. RELATIONSHIP INDICATORS

- Percentage of satisfaction/perception of the relationship of the Company (collaborators) with the communities and actors of the territory.
- Percentage of satisfaction/perception of the relationship of suppliers and/or contractors with the communities and actors of the territory.
- Percentage of satisfaction of social investment programs developed according to a survey of communities and actors in the territory.
- Percentage of satisfaction of employment and/or goods and services developed according to survey of communities and actors in the territory.

8. GENERAL RISKS AND CONTROLS OF THE RELATIONSHIP WITH COMMUNITIES AND ACTORS OF THE TERRITORY

RISKS	CONTROLS
Distrust of communities and actors in the territory of the Company	Ensure the delivery of clear and transparent information, indicate that information, for example, from the Sustainability Report, is provided by an independent third party
Address to expectations and commitments that cannot be met	Know and make known limitations, negotiation, management of expectations

Logistics failures, weak attendance, lack of clarity in intentional relationship spaces	Event logistics planning, clear and accurate information, sharing objectives and results
Lack of control of the relationship, little or no planning and follow-up, insufficient information in two ways	Monitoring and follow-up, assignment of responsibilities, clear, timely and accurate information, documentation of the relationship
Delivery of information by a third party and not by the area in charge of delivering the information to the community	Provide information through formal TGI channels on a permanent basis and raise awareness among the different TGI areas about the management of information given to communities.

9. STAGES FOR THE RELATIONSHIP WITH COMMUNITIES AND ACTORS OF THE TERRITORY

The dynamics of relations with communities and other actors of the territory are guided by the following stages and tools, ranging from the first contact of identification of actors, to the evaluation of the actions of relationship, which intend to build trust relationships based on corporate principles and values.

9.1. Area of Influence Identification

This stage has as objective the determination of the territories through which the company's infrastructure crosses, according to the environmental records, which allows listing the territorial units of interest, considering their condition as an area of direct influence.

The existing list of Municipalities and villages in the area of influence of the Company must be taken into account for the identification of the areas of influence.

Annex 1 Municipalities and villages in TGI S.A. E.S.P. area of influence

9.2. Sociodemographic Characterization

This stage has the objective of determining the environment in the infrastructure area of influence, that is, those who live there, how they live, if there are conflicts, company operation impacts, relevant organizations and authorities, background of relationships with the industry.

Sociodemographic characterization covers the following aspects:

- Geographical Description
- Population Description
- Productive Economic Base
- Social Indicators
- Political-Administrative Organization

These actions must be performed considering the F-ASI-230 Environment Mapping Format.

Annex 2 F-ASI-230 Environment Mapping Format.

9.3. Interest Group Mapping (Communities and Territory Actors)

This stage is focused on the identification and characterization of those key actors and the relationships that are established between them and the company, intending to strengthen the relationship and reduce existing tensions. Their interests, importance and influence on the activities that the company develops, are also intended to be analyzed, as input for decision-making.

These actions should be performed taking into account the prominence methodology or another defined by the Social Management Sub-direction for stakeholder mapping established by the company.

Annex 3 Prominence Methodology Document for TGI S.A. E.S.P. stakeholder mapping.
Annex 4 Information capture Instrument for TGI S.A. E.S.P. stakeholder mapping
Annex 5 Matrix of TGI S.A. E.S.P. interested parties

9.4. Social Risk Analysis

At this stage, the identification, analysis and evaluation of the risks present in the social environment in the area of influence of the company are performed, evaluating the negative events, both internal and external, that may affect or impede the continuity of the business, as well as enhancing the positive factors that expand opportunities for better relationship and development of activities.

This analysis should be performed in accordance with the risk and impact matrix model implemented by the company, which will be an integral part of this protocol.

Annex 6 Social Risk Matrix

9.5. Implementation of the Relationship Plan

This stage comes after the diagnosis of the social environment of the areas of influence is made, and it focuses on the definition of the tools / strategies that the company has to relate with the communities and authorities, including planning actions for authorities,

influential/relevant communities, and leaders from the local, regional and national levels in the areas of influence.

About implementation, it ensures fulfillment of the planned and the scope of the relationship objectives proposed. Likewise, in this phase, and understanding that the environments are increasingly dynamic, the plan is revised, ensuring that it is consistent with the social realities of the areas of influence.

The construction of the relationship plan is performed using the instrument established by the company.

Concerning the specific issues associated with the generation of local employment, the priority acquisition of goods and services in the area of influence (Supplier), and the boost to productive initiatives and undertakings that generate employment and are aligned with the productive vocations of the region, these principles, definitions and details of their application are developed in session 7 of the HSEQ and Social Handbook for Contractors, which is an integral part of the contracts to be signed, and clearly establishes the specific conditions for the employment, goods and services, reports and deliverables matters.

Annex 7 Relationship plan for communities and actors of the territory Format.

9.6. Monitoring and evaluation

At this stage, the evaluation of the company social performance in relation to the relationship objectives proposed takes place, using the measurement of indicators defined in the relationship plan.

Three main tools are implemented during this stage:

- Update of the indicators proposed in the construction of the Relationship Plan
- Stakeholder perception survey (community and actors in the territory)
- Feedback space for analysis and decision-making

Annex 8 Relationship Validation Survey Format.

10. AUTHORITIES

The Sustainable Development Management - Social Management Sub-direction will be in charge of leading the implementation, monitoring, follow-up, control, and continuous improvement management of this protocol at TGI S.A. E.S.P.

The scope of its management includes the periodic evaluation of this guidelines, in order to establish its relevance and practicality, making the necessary adjustments if required.

The TGI S.A. E.S.P. collaborators and auditors are responsible for the disclosure and fulfillment of these guidelines, as well as for binding agreements with third parties related to the commitments stated herein.

11. GLOSSARY

MATERIALITY ANALYSIS: It is a process used to identify the economic, environmental, and social impacts of companies and their value chains, which are critical for designing their strategy, decision making, and communicating.

COMMUNITIES AND ACTORS OF THE TERRITORY: They are the different actors in the areas in which TGI operates, such as communities in the area of influence, social leaders, presidents of community action boards, and NGOs, among others.

STAKEHOLDERS: We recognize the people or the group of people who generate impacts on the organization or are impacted by the different decisions, activities, products or services that the Company provides, as stakeholders.

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