

SERVICE POLICY

Approved at ISA Board of Directors Meeting number 831

May 29, 2020

OBJECTIVE

State the guiding corporate decisions for the provision of quality services, with opportunity, reliability and at competitive prices, aimed at satisfying customers and building long-term relationships.

STATEMENTS

- We abide by and respect the legislation established in each of the countries where we operate, as well as the relevant covenants, agreements and treaties and the voluntary commitments that ISA and its companies have contracted and are currently in force.
- We are committed to complying with national and international norms and standards.
- We offer products and services with quality, opportunity, and reliability at competitive costs.
- We actively promote the construction of a customer-oriented service culture.
- We listen to our clients to identify and understand their expectations.
- We implement strategies aimed at strengthening long-term relationships with our clients, supported by mutual trust and respect.
- We are committed to continuous improvement of service, based on feedback and performance measurement.
- We manage assets throughout their life cycle maintaining a balance between costs, risks and performance.
- In the provision of services, we verify the coherence and articulation with sustainable value.

ROLES AND RESPONSIBILITIES

The specific roles and responsibilities related to the application of this policy are those stated in each of the group companies' management system.

CARLOS HUMBERTO DELGADO GALEANO

CHIEF TALENT OFFICER