

EXTERNAL COMMUNICATIONS MANAGEMENT POLICY

Colbun is a leading energy company committed to transforming energy in balance with the planet to boost your projects and dreams. We are dedicated to ensuring that our external communication remains consistent, accurate, and aligned with Colbun's core purpose, values, and strategy. To this end, we have developed guidelines and standards to effectively manage our interactions with the media, on social media, and with the general public..

This policy is communicated to directors, executives, employees, and subsidiaries (collectively referred to as 'Colbun Employees'), as well as to contractors. Therefore, everyone is responsible for adhering to the principles outlined below.

1. GENERAL COMMUNICATION PRINCIPLES

- **Accuracy:** Colbun ensures that all communications are truthful and precise, upholding the values of honesty, clarity, and trust. Misleading or false information will not be transmitted.
- **Purpose:** Colbun strives to ensure that all communication is consistent with the Company's Purpose: "We transform energy in balance with the planet to boost your projects and dreams". Additionally, communications should align with the values derived from this Purpose, which are detailed on our website (<https://www.colbun.cl/en/corporate/about-us/purpose-and-values>).
- **Transparency:** Colbun recognizes transparency as a core value to be promoted. Therefore, we strive to communicate our purpose, values, and daily activities, as well as the economic, social, and environmental impacts that may affect our stakeholders. At the same time, we ensure that commercially sensitive, financial, or strategic information that must remain confidential is appropriately protected.
- **Dialogue:** Colbun provides accessible, two-way communication channels (such as our contact and reporting channels available on our website, as well as our social media platforms) that facilitate transparent and empathetic interaction with the media and the general public.
- **Diversity:** Colbun respects the opinions of diverse individuals and organizations, treating everyone with respect and without discrimination.
- **Timely:** Colbun responds to media inquiries and public requests in a prompt and timely manner.

- **Collaboration:** Colbun firmly believes that effective communication with its stakeholders is the foundation of a collaborative relationship.
- **Confidentiality:** Colbun ensures that all internal or confidential information is communicated only with the prior approval of the Executive Management and the responsible executives.

2. AUTHORIZED SPOKESPERSONS

- The Company's official corporate spokespersons to the media shall be the Chairman of the Board of Directors, the Vice Chairman, and the Chief Executive Officer (CEO). However, other managers, based on their roles and responsibilities, may address specific topics. This must be done in coordination with the Communications Department to ensure message alignment.
- The local spokespersons for projects and power plants will be the Project/Power Plant Manager or the Head of Public Affairs for the corresponding area, in coordination with the Communications Department
- All designated spokespersons will receive training in communication skills, including crisis management and the Company's key messaging.
- In crisis situations, the Communications Department will implement actions in accordance with the current protocols.

3. MEDIA

- Any request or contact from a media outlet must be reported to the immediate supervisor and the Communications Department, which will provide the necessary guidelines based on the communication strategy.
- All information shared with the media and/or the general public must be coordinated in advance with the Communications Department. No employee is authorized to provide information to a media outlet without prior coordination and/or approval from the Communications Department.
- Any information or material that—due to its relevance, timing, or strategic nature—could have a significant communicational or reputational impact on the Company, its senior executives, or major shareholders must be reviewed by the designated committee (prior to its release) for analysis and consideration. This includes information with political or economic implications, significant company investments, and public policy matters, among others, that could have substantial communicational or reputational effects.

4. SOCIAL MEDIA MANAGEMENT

- All content disseminated through Colbun's corporate social media accounts must align with the principles outlined in this Policy.
- All opinions expressed by Colbun employees on their personal social media accounts are the sole responsibility of the individual who posts them and do not necessarily reflect the views of the Company.
- Nevertheless, all Colbun employees are expected to use their personal social media accounts responsibly and prudently, especially regarding political and current affairs topics. This is based on the principle that any opinion expressed through these channels may be associated with the Company's activities.
- Therefore, when employees make personal communications on their social media accounts, they should take precautions to avoid contradicting Colbun's values and, when appropriate, clarify that these are personal opinions and do not represent the Company.

5. SEMINARS, PUBLIC PRESENTATIONS, AND USE OF CORPORATE BRANDING

- Presentations made by any employee at conferences, seminars, and other public events on behalf of the Company must be coordinated in advance with the Communications Department and any other relevant departments, and must be consistent with the Brand Manual.
- For any external communication actions of the Company that require the use of corporate branding elements (such as advertisements, sponsorships, public events, booths, invitations, and others), the use and application of the logo must be approved in advance by the Communications Department.

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