

POLICY OF IT RESOURCES

1st Version – March 2015



|

INDEX

1. OBJECTIVE	3
2. SCOPE	3
3. BASIC PRINCIPLES	3
4. ROLES AND RESPONSIBILITIES	4
4.1. MANAGEMENT OF SHARED SERVICES	4
4.2. FINANCE AND ADMINISTRATION DIVISION MANAGEMENT	4
4.3. GENERAL MANAGEMENT	4
4.4. DIRECTORY	4
5. EXCEPTIONS	4
6. NON-COMPLIANCE	5

The terms referred to in the present policy are defined in the Corporate Glossary.

1. OBJECTIVE

Establish general principles and guidelines so that the management of IT resources in Colbún S.A. and its subsidiaries (hereinafter referred to as "Colbún" or "Company"), facilitates compliance with corporate objectives.

2. SCOPE

Applies to all workers of Colbún that use IT resources of the company. Likewise, it must be enforceable to people that are external to Colbún that use these resources.

3. BASIC PRINCIPLES

- Have an IT service that **meets the standards of reliability, accessibility, availability and response time** defined by the Company for its different processes.
- Properly use the IT elements and resources of the Company for the requirements of the business.
- Permanently assess the **incorporation of technological advances** while keeping **compatibility** with Colbún's existing technological infrastructure.
- Have a **plan to resume the operation** when facing with contingencies that interrupt it, damage the facilities, mass storage and/or processing equipment, according to the required criticality.

4. ROLES AND RESPONSIBILITIES

4.1 MANAGEMENT OF SHARED SERVICES

- Develop and implement the procedures and tools referred to the IT resources that are necessary for applying the policy.

4.2 FINANCE AND ADMINISTRATION DIVISIONS MANAGEMENT

- Define, design, implement and spread the practices and service standards that are appropriate to comply with the policy.

4.3 GENERAL MANAGEMENT

- Assign the necessary resources for the proper management of this policy, in order to have the appropriate infrastructure, methodology and personnel.

4.4 BOARD OF DIRECTORS

- Approve the present policy.

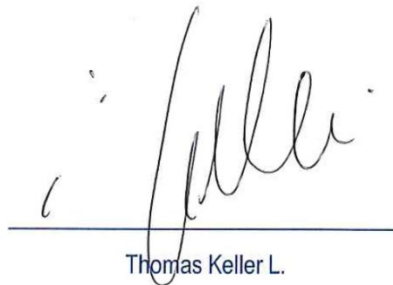
5. EXCEPTIONS

Exceptions must be documented, approved by the General Manager and informed to the Board of Directors.

6. NON-COMPLIANCE

In case of non-compliance with this Policy, the sanctions set forth in Colbún's Internal Regulations of Health and Safety may be applied.

This policy has been approved by the Board of Directors of Colbún in a session dated 31 March 2015.



Thomas Keller L.

Gerente General Colbún

General Manager Colbún