

# POLICY OF RELATIONSHIP WITH THE COMMUNITY AND THE ENVIRONMENT

## PRINCIPLES

The corporate principles that frame this policy are the following:

### **Sustainability**

Responsible management of renewable and non-renewable resources, which allow us to ensure that productivity, competitiveness and profitability do not go against respect for the environment and the development of the communities surrounding our area of influence.

### **Respect**

Operations performed under the strictest compliance with standards and procedures in an atmosphere of cordiality and solidarity with our stakeholders and the environment.

### **Integrity**

Responsibility for results, acting with consistency and honesty in search of excellence.

### **Safety**

Strengthening of timely risk analysis, generating a culture of self-care and assurance of our operation and the well-being of our people and communities.

### **Sense of Belonging**

Characterized by our commitment, diligence and opportunity in decision making and meeting objectives.

In FENOCO we work every day to contribute to the progress of the country through a railway operation respectful and friendly of the environment and society. Therefore, we encourage the construction of lasting and trusting relationships with the communities in the area of influence and with other stakeholders, we ensure the management of environmental impacts, promote human rights, we are a source of decent and safe employment, respect cultural diversity, as well as the customs of the communities settled along the railway corridor.



We recognize that we are an integral part of the territory and a key regional player. Our relationship model is based on an open and bidirectional communication, responsibility, respect, integrity and contribution to the development of the neighboring communities under a vision of generation of shared value.

We aim to work in close coordination with local, regional and state authorities, as well as with community leaders and other stakeholders, under a good neighbor policy, seeking to achieve synergies and participation.

We value the opinion and consider the interests of the community and other stakeholders. We have a mechanism for attention of petitions, complaints and claims; we provide spaces for participation and provide clear, pertinent and timely information:

In case of violation of this policy you can communicate to the following channels:

- Sending an email to [comunidadymedioambiente@fenoco.com.co](mailto:comunidadymedioambiente@fenoco.com.co)
- Delivering the "Reception of Concerns" format available at the Human Management Offices.
- Entering the web page: [www.fenoco.com.co](http://www.fenoco.com.co).
- Calling toll-free 01 8000

We manage the efficient use of the natural resources required for our operation. We promote programs for the correct use of water, the efficient use of energy and the integral management of solid waste.

We are committed to complying with the Law. We know the current environmental and social regulations, plan our projects and activities in compliance with what it dictates, and we ensure that all our actions and that of our contractors are carried out in strict compliance with it.

We identify and evaluate potential social and environmental risks in the environment where FENOCO develops its projects and activities. We design and implement controls aimed at continuous improvement in the company's socio-environmental performance.

All employees and contractors are FENOCO ambassadors. That is why each person from his role is a leader and is responsible for the protection of the environment, the respectful interaction with the communities and therefore for the environmental and social performance of the company.

In compliance with the above, the present Policy is signed, entering into effect as of November 28, 2017 and supersedes all previous provisions and will remain in force until a new policy modifies or supersedes the present.

**ANDRES SOTO VELASCO**  
**PRESIDENT**