Internal Policy of the CGE Business Continuity Management System

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1. Introduction

The need to ensure the electricity supply to our customers with the required quality and within the appropriate timeframe, immediate response to an operational interruption, and the subsequent recovery of essential distribution processes, leads us to integrate business continuity into our corporate culture.

2. Scope

This policy applies to processes defined as essential in the Business Continuity Management System (BCMS) in the field of electric power distribution, as well as to support processes and those companies or entities for which the group is responsible for their operation and/or management.

3. Guidelines

- Determine the SGCN managers responsible for comprehensive management and supervision of all its organizational, operational, technological, and communication components.
- Identify the risks of CGE's electricity supply.
- Mitigate these risks by implementing recovery strategies that allow for a continuous and stable power supply to customers as quickly as possible after an interruption.
- Continuously improve the System, increasing its levels of efficiency and effectiveness.

4. Commitments

To achieve the objectives of this Policy, it is necessary to provide the organization with an efficient response or resilience that safeguards the interests of its main clients and other stakeholders.

The BCMS offers solutions for continuity management, helping to reduce the likelihood and impact of an unexpected interruption affecting the organization, helping prepare for these types of contingencies that affect the organization's activities, and adapting to the specific circumstances of the activities CGE carries out.

To this end, CGE's Senior Management demonstrates its commitment to the Business Continuity Management System specifically, ensuring:

- That business continuity is appropriate to the Mission and Vision of the organization, ensuring the allocation of necessary resources so that it is managed transversally in the processes within scope, always considering the actual human and material resources available to the company.

- Provides a framework for establishing business continuity objectives and goals, ensuring that the BMS achieves its intended results.

- That the contractual, legal, regulatory, and service requirements applicable to business continuity are met.

- Leverage the continuous improvement of the SGCN by monitoring and recording the actions taken, with the goal of continually improving the system's suitability, adequacy, and effectiveness.

- That it be available as documented information to relevant stakeholders of the BCMS and be communicated within the organization.

- That people contribute to the effectiveness of the SGCN, exercising visible leadership in the direction and support of people.

5. Approval

The Business Continuity Management System Policy was approved by the Executive Committee of Compañía General de Electricidad SA on June 2, 2020.

6. Change Control

Edition	Date	Reasons for editing and/or summary of changes
1	02-06-2020	• Initial edition of the document
2	09-14-2022	• Document update to ISO 22301:2020 guidelines
3	14-07-2025	• Updating the document format and assigning a new encoding.