

Relevant Information
Medellín (04/16/2020)

RESPONSE TO SUMMONS OF THE FINANCIAL SUPERINTENDENCE

1. Inform the market about "the details of the risks identified on the occasion of the aforementioned declared state of emergency"

The risks identified at EPM on the occasion of the emergency caused by the presence of COVID-19 are:

Risk code	Risk name	Possible causes	Possible effects
R1	Deterioration in business performance and business sustainability resulting from the health emergency (COVID-19)	<ul style="list-style-type: none"> * Decree 441/2020 President of the Republic "Order the immediate reinstallation and reconnection of the public utilities of water and sewage services in the homes where they were suspended. * Resolution 911/2020 issued by the Potable Water and Basic Sanitation Regulation Commission (CRA). "By which transitional regulatory measures were established for the drinking water and basic sanitation sector, arising from the emergency declared by the National Government due to COVID-19" * Unemployment (decrease of purchasing power) * Decrease in demand due to quarantine 	<ul style="list-style-type: none"> * Increase in non-performing loans to homes and SMEs * Reduction in cash flow in the organization * Reduction in demand and reduction in collection * Increase in contract amounts * Increase in the company's operations * Impact on the payment culture * Decrease in EBITDA (loss of revenue and increase in operating costs)
R2	Interruptions in service provision due to the health emergency (COVID-19)	<ul style="list-style-type: none"> * Coronavirus infection of employees and contractors * Shortages of critical inputs for operation and maintenance processes * Cessation or reduction of critical activities as a preventive measure * Scarcity in primary sources for water service due to a clear increase in consumption 	<ul style="list-style-type: none"> * Impact on reputation * Effect on the activities associated with the commercial operation * Decrease in revenue * Reductions in maintenance activities * Possible sanctions by regulatory bodies

Risk code	Risk name	Possible causes	Possible effects
R3	Impact on the physical and mental health of EPM Group employees and contractors	<p>As operational work continues, employees:</p> <p>Field or operational work:</p> <ul style="list-style-type: none"> * Are more exposed to sources that transmit the virus (infection) * Are subject to penalties for not complying with safety protocols * Wages are reduced for not working overtime <p>Teleworking</p> <ul style="list-style-type: none"> * Exposure to sub-optimal working conditions * Difficulties in living together * Variations in living conditions that have an economic impact (loss of income of a family member) 	<ul style="list-style-type: none"> * More occupational diseases * Longer sick leaves * Increased stress levels * Inefficient service provision * Untimely service to customers

2. Inform the market about "the measures that are being implemented within the company to mitigate them".

2.1. R1 mitigation measures.

The measures for the mitigation of the R1 risk described above that have been implemented are as follows:

Review of the investment plan, in order to identify what can be optimized, prioritize costs and expenses without jeopardizing the operation, and postpone expenditures that do not generate income in the short term.

In addition, in order to ensure liquidity, EPM currently has approved credit lines and quotas, which would be managed for disbursement, if necessary.

2.2. R2 and R3 mitigation measures.

The measures being implemented to mitigate risks R2 and R3 described above associated with COVID-19 in the different businesses and in the company in general are as follows:

POWER TRANSMISSION AND DISTRIBUTION BUSINESS

- Measures being taken:
 - The frequency of cleaning of the operating consoles and within the control center is being increased, leaving one janitor exclusively for this area. Anti-bacterial gels, alcohol and face masks are also being provided.
 - A thermometer is available for the area engineer to take operators' temperature; in case of temperatures higher than 37.9 degrees Celsius, the person would be quarantined. Also, if one of the operators has any symptom, he/she must report it by phone and must not report to work.
 - The area engineer has a survey for operators entering the shift, with questions pointing to the person's state of health and contact with other possibly exposed people.
 - Access to the control center is restricted (without affecting the operation), so that rotation through this space is minimal. To do so, workers were divided into two groups and their shifts and regular turnover were changed. This ensures there is a team at the Control Center (Group 1) at all times and another team that is teleworking (Group 2), which would serve as a backup in case of any development, thus avoiding contact between both teams.
 - Communication with operators is increased in order to raise their awareness of the situation we are going through and the steps they must take, emphasizing their importance to the process and the organization.
 - Transportation is authorized for getting operators to and from work, in order to avoid their exposure in public transport systems.
 - The teleworking arrangement was implemented for administrative and supporting personnel at headquarters, in order to have only operational personnel in the control center.
 - All meetings are encouraged to be held virtually.

- People who do not work at the control center building are prohibited from entering it, as are delivery persons. People are asked to bring their food from home.
- Work is being done with EPM's medical department to set up a direct line to deal with developments that may arise with the operational personnel. In addition, efforts are being made through them to arrange a meeting with the department's Secretary of Health in order to have a direct line of contact.

Contingency measures to be implemented would be as follows:

- Contingency 1: By having two separate work groups in the Transmission and Distribution operation, there is the convenience that, in the event of an infection in the room that requires several people to go into quarantine (Group 1), the backup group that is teleworking (Group 2) can be immediately available to operate from the alternate Control Center.
- Work is underway to set up a backup through the new SCADA platform at another EPM site, to have a suitable location in case we have to vacate the current Control Center.
- Contingency 2: In the event that contingency 1 occurs, a group of people who already have experience in the operation, but who are carrying out other types of activities in the organization at the moment, will be trained (Group 3). This way, these people would be the contingency for the group of operators (Group 2).

The preventive measures that we are adopting in terms of dealing with corrective maintenance are as follows:

- In an agreement with EPM's external relations department, arrangements are being made so that in municipalities that are declaring a curfew, related personnel and operational contractors can be excluded, so that they can continue to do their job for the continuity of the energy service.
- For the personnel working on maintenance in distribution damages, there are plans to have available eight live-line crews and five crews to work on underground networks, apart from the crews that are normally scheduled to deal with energy damages.
- Only a certain number of people will be allowed to enter to pick up tools; the rest of the personnel will be picked up at an off-site location, restricting the entry of personnel to headquarters. In view of the above, drivers should leave their vehicles close to their homes.

- Maintenance activities are being scheduled for substations and priority lines for the provision of energy service.
- Office personnel are teleworking.
- Continuity in the provision of the service is ensured, with priority given to meeting the necessary requirements.
- Employees over the age of 60 or with significant pre-existing conditions are teleworking as a matter of priority.
- Recomposition of crews to be able to attend to the system, including the use of contractor personnel to deal with urgent cases (damages).
- Request for temporary personnel on mission, for operational positions and essential to the provision of the service.

The preventive measures we are adopting in terms of dealing with maintenance related to SCADA, Automation and Telecommunications operating technologies, are the following:

- It was defined that most of the personnel can perform the tasks remotely: Teleworking.
- Critical personnel performing the same tasks are being separated to avoid concentration in the same location.
- The vehicle is scheduled to pick up and drop off the personnel required to carry out maintenance out of town at their homes.
- It is guaranteed that there will always be the minimum number of personnel required at the Control Center headquarters to deal with any contingency with SCADA.
- The backup control center at the smart building is being enabled with the new SCADA system (SP 7), to serve as a contingency headquarters in case of a problem at the current control center.

POWER GENERATION BUSINESS

As for the power generation activity, actions have been taken to ensure service provision, which were also replicated to the contractors; the actions below have been implemented so far:

a. General Rules

- We have intensified the campaign: "La prevención está en tus manos (Prevention is in your hands)" with the Occupational Risk Administrator (ARL, for the Spanish original).
- The standard recommendations of the World Health Organization to reduce the risk of Coronavirus have been reported through different means.
- Avoid contact when greeting
- "Teleworking" is authorized for all employees whose functions can be carried out outside the workplace, following consultation with the immediate supervisor.
- The entry of suppliers, visitors and people from outside the organization, including EPM employees, is totally restricted to operational areas other than their own. Exceptions are made for visits that are absolutely necessary for the operation and business continuity of EPM.
- Travel: All business trips, including local ones, are suspended. If it is considered essential to the operation of the organization, the authorization of the respective vice president is required.
- Those returning from personal trips must follow the instructions of the airport and health authorities for the control of COVID-19.
- Institutional events: All institutional events are suspended until further notice:

b. Rules for the Generation Control Center (CCG, for the Spanish original)

The following preventive measures have been adopted at the energy control center:

- The Control Center and Control Room facilities can only be accessed by the area operators
- Provision of cleaning supplies to operators to clean their workstation when they arrive and at the end of their shift
- Reinforce hygiene and cleaning measures in the workplace. Keep phones, computers and other devices clean. Wet wipes will be available at work sites for cleaning such devices
- Change shifts by phone or keeping a distance of at least one meter
- Check operators' body temperature upon entering the facility (Plant)
- Temporary adjustment in shifts: Carry out 14-day shifts with 7 days off

- Operational personnel were identified in the regions who have carried out internships at the CCG; these people could eventually provide support for the operation.
- Suspend the internship plan at the plants until further notice.
- Communication with operators is increased in order to raise their awareness of the situation we are going through and the steps they must take, emphasizing their importance to the process and the organization.
- Exclusive transportation is authorized for getting operators to and from work, in order to avoid their exposure in public transport systems.
- People who do not work at the control center building are prohibited from entering it, as are delivery persons. People are asked to bring their food from home.
- Through the EPM's medical department, there is a direct line for developments that may arise with the operational personnel. In addition, efforts are being made through them to arrange a meeting with the department's Secretary of Health in order to have a direct line of contact.

c. Rules for the power plants and their Local Control Centers

- Any type of visit to the powerhouse and substations, other than for required operational issues, is restricted.
- At each of the plants, engineers, operation and maintenance leaders, and other critical personnel were assigned to stay at the camps for 30 days. Other personnel will be teleworking and serving as backups in case of a contingency.
-
- The plant will become an isolation zone; no one will be allowed to enter unless strictly necessary for operational purposes.
-
- Operating shifts are set to 14*7
-
- Operation and maintenance personnel are identified and trained to deal with operational contingencies.
-
- Maintenance and testing that do not affect or jeopardize the operation have been reviewed and rescheduled.
-
- Any maintenance that cannot be postponed has been reviewed in order to ensure that spare parts arrive from abroad, in order to avoid any delays.

NATURAL GAS NETWORK BUSINESS

Below are the protocols or actions implemented in the operation of EPM's Gas Business with its personnel and contractors.

Protocol or actions implemented with the personnel working in the gas control center

- Restricted access to the Gas Control Center area, where only shift personnel is allowed.
- A hygiene and prevention manual is established that defines actions to be taken within the Gas Control Center:
 - ✓ Keep protective gear, cleaning and disinfection supplies available and at hand such as: alcohol, disinfectant dispenser at the entrance, wet wipes for constant cleaning of the work stations, masks and gloves.
 - ✓ Have special clothing to change into during the shift
 - ✓ Cell phone cleaning, upon shift turnover and at least once during the shift
 - ✓ Telephone cleaning, upon shift turnover and at least once during the shift
 - ✓ Decrease in the shift turnover time, which must be done in less time and at a safe distance.
 - ✓ Employees must be aware of and report any developments in their health immediately, either at work or at home (in this case, they must not report to work)
 - ✓ Food deliveries and other deliveries are prohibited. Personnel must bring their foods prepared at home
 - ✓ Personnel must commute to the facilities in their own vehicles and, if not available, special transportation will be provided
 - ✓ Program for the continuous disinfection of the gas control center facilities and La Tasajera Compression Station facilities.
- Gas Control Center shifts at EPM facilities. Shifts are organized with only one employee per shift, for SCADA and logistics activities of Compressed Natural Gas-CNG and Liquefied Natural Gas-LNG, a team of employees will work 14 consecutive days, in shifts of 12 x 24, and then be replaced by another team for the following 14 days.
- Gas Control Center shifts teleworking. To follow up on events that are dealt with, it is defined that for regulatory reports and emergencies, work will be carried out from home and to do so, we are providing communications equipment, radio, corporate telephone and own cell phone, MiFi modem to improve Internet plans; corporate computers were also provided. There is software for remote gas operation through corporate applications. As a

backup plan, we have identified a group of people with skills to act as Control Center technologists, in case it is required due to the infection of personnel that is critical to the operation.

Protocol or actions implemented by contractors for the transport of compressed and/or liquefied natural gas (CNG and/or LNG)

Attached are the plans defined by each of the companies that provide us with the CNG and LNG transport service. In general terms, the actions and measures implemented with these companies include:

- Communication campaigns so that all personnel is aware of the preventive measures.
- Identification of personnel at higher risk from intermediate exposure
- Campaign on hand washing and use of personal protective gear. The recommendations of the Ministry of Health and Social Protection are implemented
- Suspension of any type of staff meetings
- Clean-up campaign in the workplace
- Specific plan for the disinfection of vehicles using chemical products with bactericidal capabilities.

Protocol or actions implemented at the Contact Center - EPM Gas Emergency Hotline

- Have personnel available to deal with emergencies from home and to this end, computers and communications equipment (radio and telephone) have been provided
- Communication protocols
- Implementation of the recommendations of the Ministry of Health and Social Protection
- The script for dealing with events was complemented by including questions to users, such as: Are you in Preventive or Voluntary Quarantine? Have you been abroad (Europe/Asia) in the last 14 days? Have you been with people from (Europe/Asia/USA) in the last 14 days? Do you have symptoms of the flu, mainly fever and a cough?

Protocol or actions implemented with the gas business personnel who is working at or whose operation center is at the offices.

- In the Gas Business, staff was divided so that one group of people could telework. Another group has been rotating to report to work at the operation office, who are standing by to deal with any emergencies and contingencies. In any case, all operational and administrative personnel who

are on EPM premises or teleworking must follow the safety protocols issued by the national government.

- Employees must complete the mental and physical health survey on a daily basis and report any health developments before the start of the workday or as soon as the schedule for reporting to work at the operation office is known.
- Supply of antibacterial gel and soap for constant disinfection and hand washing during the day.
- Disinfection of field personnel vehicles (motorcycles and cars).
- Prohibited access of external personnel to the facilities or operation office of the Gas Business.
- The offices are continuously disinfected.
- Travel to the municipalities and different gas stations is only allowed for emergency work or activities strictly necessary for the proper operation of the business.
- As for EPM personnel, when they are required to leave to deal with an event, they will be picked up at the operation headquarters or at their homes, as the case may be. In addition, they must have protective gear such as: antibacterial gel, soap, masks and rubber gloves to perform their activities.
- People working in contractors' offices must comply with the following guidelines:
 - ✓ Adequate and permanent hand washing and disinfection of work stations is promoted as one of the most effective measures to prevent infection.
 - ✓ Provide all employees with clear and timely information on symptoms and the measures to prevent and contain COVID-19.
 - ✓ Inform employees that they are required to report to the OHS area any suspected symptoms or contact with a person diagnosed with the disease.
 - ✓ Provide all personnel with training on preventing COVID-19.
 - ✓ Inform personnel that they must temporarily avoid kissing, hugging or shaking hands as a greeting.
 - ✓ Decrease the number of face-to-face meetings or concentrations of people in confined work spaces with little ventilation in order to reduce the risk of infection with respiratory diseases and COVID-19 by close contact.
 - ✓ Provide each work unit with 75% concentrated disinfectant for hand disinfection and alcohol for surface disinfection.

Protocol or actions implemented for gas business crews working in the field, either their own or those of contractors, in dealing with emergencies and carrying out corrective maintenance on gas equipment and infrastructure.

- For all operations, the use of face mask, gloves and antibacterial soap is required and the areas where any work was done must be left clean and disinfected.
- When arriving at the site of the emergency or field visit, do not shake hands or hug users, contractors or employees of external entities.
- Maintain a distance of at least two meters and avoid contact when greeting
- To the extent possible, avoid entering the user's facilities.
- If it is absolutely necessary to enter a facility, the following additional actions will be taken for safety reasons:
 - ✓ Review additional notes on the information of the request entered by the Contact Center during the call (questions about the health condition of the occupants of the premises).
 - ✓ Before entering the premises, put on the required protective gear, face mask, safety goggles, long sleeves and buttoned collar; in the case of residential units or buildings, do so at the main entrance.
 - ✓ Ask the occupants of the premise to have only one person attend to the visit; everyone else should go to another area of the premise.
 - ✓ Clean the surface of the items that need to be touched during the service.
 - ✓ At the end of the service, if it is not absolutely necessary, the service document will not be signed; if it is necessary, the user will sign with his/her own pen.
 - ✓ When leaving the premise, disinfect the items as required (goggles, helmet if applicable, shoes), discard those that are not reusable and wash your hands with soap and water.
 - ✓ In case of suspicion or certainty that someone at the premises is infected, the employee will try to change into a spare uniform. If this is not possible on site, he/she will go to his work site to change clothes, which will be placed in a plastic bag.
- Avoid touching your face. Hand hygiene is the main measure to prevent and control infection
- Avoid touching surfaces or items that may have been touched with by others (hand washing is very important)
- Adequate ventilation of spaces and work sites is recommended during emergency control
- If a document must be signed as proof of the visit, this will be done with your own pen; avoid lending it to anyone.
- The paperwork to be provided by the contractor regarding the service of the events and requests will be received at the end of the quarantine.

WATER BUSINESS

WASTEWATER AND WATER SUPPLY MEASURES AND GUIDELINES

Administrative measures and guidelines.

- Order for teleworking for 100% of the administrative personnel with records of the activities carried out.
- Virtual meeting at the management level, two or three times a week, with the contingency as the exclusive topic.
- Daily reporting of developments and monitoring of financial, commercial and operational indicators, with emphasis on the analysis of the evolution of water production in the system.
- Referencing of national and international providers.
- Shared space in the cloud as a repository for all corresponding information.
- Entry to the office subject to authorization from the supervisor and mail to the Security Room of the building, headquarters or office.
- Empowerment of managers, leaders, supervisors, directors, and managers to monitor the health condition and state of stress of their staff and suggest virtual counseling, if needed.
- Timely communication via email to the vice president's primary group of corporate measures taken at the Unified Command Post (PMU, for the Spanish original) and follow-up of commitments.

Measures and guidelines in the control center and the centralized operation.

- Identification of critical personnel with specific knowledge and list of people who, based on their knowledge and experience, can replace this critical personnel, if required.
- Office simulation exercise with two infection percentage scenarios.
- Centralized reprogramming of water service suspensions for maintenance, repair or intervention of the infrastructure in order to minimize the impact of service discontinuity on the population.
- Respiratory etiquette, cleaning and hygiene campaigns.
- Increase in cleaning routines with emphasis on shift turnover, supply of protective gear, concentrated antibacterial gel and ordering alcohol, gel and napkin supplies.
- Increased frequency of cleaning the operating consoles.
- Relocation of the coordination and signal monitoring consoles to minimize contact between operators.
- Immediately reporting, via telephone, to the Unit supervisor the identification of any symptom by the operators.

- Restricted access to the control center for anyone who does not belong to the group of operators. If someone from outside the group requires access to the room, they must complete a registration form.
- Authorization of transportation for getting operators to and from work, in order to avoid their exposure in public transport systems.
- Personnel must bring their food from home to avoid exposure from contact with other people or products in deliveries.

General guidelines and measures for dispatch and management of crews, common to both services (Wastewater and Water Supply)

- Teleworking for employees over-the age of 60, nursing or pregnant employees, diabetics, hypertension, apprentices and student trainees. This also goes for people with flu-like symptoms.
- Daily disinfection of the facilities of the different offices, by the Buildings Unit. Disinfection with alcohol by personnel of their facilities, computers, desktop items, etc.
- Reminders every morning, before the beginning of the day, on the precautionary measures such as frequent hand washing, use of protective gear, discarding disposable elements at the end of the day, etc.
- Centralized washing of uniforms so that no uniforms are taken home.
- EPM transportation for those who do not have a vehicle or motorcycle; taxi vouchers in exceptional cases for transportation from home.
- Supply of kits consisting of face masks, latex gloves, antibacterial gel, alcohol and liquid soap, for 100% of the people working in the field.
- Drivers must wear a face mask, gloves and goggles, disinfect their vehicle with soap and alcohol on the doors and inside the cabin.
- As for the operational personnel teleworking, the activity report must be completed using the app by leaders considering that not all personnel have access to the platforms or technologies implemented for that purpose.
- Invitation to attend virtual courses for operational personnel who must stay at home and do not normally have office activities.
- List of critical facilities and critical personnel, as well as possible replacement personnel who may replace operational personnel.
- Communication, verbally, by mail and bulletin boards, about corporate information of interest to operational personnel, including topics such as proper posture for teleworking, tool washing and virtual psychological care.
- Updating of contingency plans for the processes of the water and sewage system, before possible scenarios of employees on sick leave (These plans are being prepared by the supervisor responsible for each of the processes).
- Access is restricted to personnel from the same headquarters. The entry of personnel other than administrative or operational personnel is

prohibited. In general, contractor personnel must not enter the headquarters.

- Stock hand soap and paper towels in the bathrooms more often.
- Equip crew vehicles with water storage tanks to facilitate hand washing during the work day.
- Authorization to store EPM motorcycles in homes or EPM facilities near homes.
- Direct monitoring by the office leader or technologist of the health condition of each employee working in the field.
- Authorization of purchases by petty cash until operational purchases are made.
- Permanent invitation for people to maintain a distance of at least one meter from each other.
- Verification of contractor compliance with national and municipal protocols.
- Permanent validation of the availability of maintenance supplies.
- Flexible entry hours for personnel in offices.
- Notification of the guidelines recommended by the company, the Ministry of Health and Social Protection and the Ministry of Transport via mail.
- Personnel who serve users for inspections at their homes must maintain a minimum distance of one meter, clean the intervention areas and wear a face mask.

Specific measures and guidelines for water supply

- Permanent validation of the availability of chemical inputs.
- Minimization of preventive maintenance and tank washing.
- Corrective maintenance during non-effective hours.
- Restricted access of personnel to the EPM headquarters; only eight people are allowed to enter, in staggered schedules and complying with entrance protocols, so that they are not at the work site at the same time.
- Breakfast and group meetings in the offices are prohibited.
- Contract management:
 - Total suspension of five contracts: two audit contracts and three work contracts for urban development and engagement.
 - Continuation of 14 contracts, including: network operation and maintenance zones, tank washing, primary networks, supply of chemical inputs and management and connections.

Specific measures and guidelines for wastewater

Wastewater Treatment Plant.

- Using special equipment, the maintenance team takes workers' temperatures when they enter the WWTP and in the afternoon when they leave.
- Daily cleaning of tools that may come into contact with wastewater.
- Weekly shifts on the "Equipment Maintenance" team to ensure the corrective maintenance of the equipment and minimize the risk for the entire group; this personnel works from Monday to Sunday (1 engineer, 2 technologists, 4 mechanics, 2 electricians). People who stay home in shifts must have tasks assigned, such as reviewing maintenance plans.
- Provision of gloves, face masks and goggles to all personnel remaining at the plants, especially for use in places near the wastewater tanks.
- Disinfection of computers, telephones, radios and mobile phones used on a revolving basis at shift turnover.
- Cleaning of the operations room and the operations building twice a day.

Dispatches and user service in the field

- Disinfection of lightweight vehicles, *Vactor*, and motorcycles, with recommendations provided by the Department of Transportation and Workshops
- Daily cleaning of tools that may come into contact with wastewater.
- Contract management:
 - Partial suspension of the two contracts for the diagnosis and design of the Brecha project
 - Partial suspension of the two construction contracts of the Brecha project
 - Continued execution of the four contracts for Maintenance of Sewage Networks and Construction of Minor Projects, reducing the number of work fronts in the field.
 - Continuation of the EMVARIAS contract for drain cleaning with the reduction of work pairs.