



CORPORATE COMMUNICATION POLICY

PURPOSE

To ensure transparent, timely, clear and coherent communication at ISA and its companies, which helps meet the established strategy, strengthens relations with the target audience and preserves the healthy reputation of companies.

PRINCIPLES

- We comply with and respect the laws, conventions, agreements, treaties and commitments voluntarily undertaken in the countries where we operate.
- We manage reputation to create a favorable public opinion based on trust and credibility of the target audience of ISA and its companies.
- We create and promote efficient communication channels and flows that facilitate our relations with the target audience.
- We build and maintain a consistent, unique corporate identity that is aligned with the corporate strategy, which brings us market recognition.
- We help to align and strengthen the corporate culture through consistent communication.
- We have a clear communication process with official spokespersons and promote the individual responsibility of our employees with regard to the disclosure of information.
- We favor a dynamic and innovative communication process that follows the evolution of communications.