

1. OBJECT

Establish a procedure for the adequate attention, management and response of the petition rights that are presented to Transportadora de Gas Internacional S.A. ESP. (hereinafter TGI SA ESP.), in order to preserve the trust of Stakeholders and implement inclusive dialogue through good relations and adequate communication channels, within the framework of respect for the guarantee and protection of human rights, which contributes to the sustainability and development of TGI SA ESP., As well as mitigating corporate, legal, reputational and patrimonial risks, associated with the non-timely response of petition rights, through the use of good practices.

2. SCOPE

It begins with the receipt, addressing and monitoring of the petition rights by the Administrative Services Directorate, and goes until the assurance of the delivery of the response to the petitioners by the agencies responsible for the attention of petition rights to the interior of TGI SA ESP. according to the type of requirement, request or claim that has been submitted.

The procedure adopts proactive measures to prevent and mitigate the negative consequences of a possible impact on human rights that may lead to irreparable damage and ends with the analysis of the behavior of the Company in the attention of petition rights, in order to generate effective actions in internal processes and propose improvement actions in their care. It is the obligation of every worker to comply with this Procedure and its non-observance will have the consequences set forth in the Internal Labor Regulations, Labor Contract and Substantive Labor Code, as the case may be.

The procedure of the right of petition will not be applicable to the following:

- Requests related to the execution of current contracts when the applicant is the contractor.
- Internal procedures between the different areas of TGI S.A. ESP.
- Procedures derived from the employment relationship of TGI S.A. ESP. with your employees.
- Requirements of judicial, legislative, administrative authorities and control bodies.
- Requests that refer to possible disciplinary offenses.

3. PRINCIPLES

For the processing and management of the Petition Rights, TGI S.A. ESP is governed by the following principles:

- **Transparency:** This procedure operates in an open, public and verifiable manner, within the applicable legal framework for those who have a legitimate interest, and will be available for the knowledge of the company's stakeholders.
- **Based on constructive dialogue:** The mechanism integrates and prioritizes dialogue processes as a preferential mechanism.
- **Fairness:** all petitions and / or requests will be processed equally, following the established procedure and guaranteeing that a substantive and respectful response is given at the legally established opportunity.

DEFINITION OF TERMS

3.1. COMPETENT AREA: It is the area of TGI S.A. ESP., To which the right of petition is assigned and which is competent to deal with the same in depth.

3.2. PRIORITY ATTENTIONS TO PETITIONS: In accordance with Law 1755 of 2015, priority attention will be given to petition rights that seek the recognition of a fundamental right and those presented by journalists in the exercise of their functions.

3.3. CHANNELS OF ATTENTION OF RIGHTS OF PETITION. They are the different means arranged by TGI S.A. ESP., For petitioners to present petition rights.

3.4. CONSULTATION: It is the request made by a natural or legal person, to express an opinion, a concept or a criterion on a certain matter, related to their functions or their competence.

3.5. PERSONAL DATA: Any information linked or that may be associated with one or more specific or determinable natural persons. This information must be handled in accordance with the provisions of Statutory Law 1581 of 2012, the regulation that modifies or repeals it, in accordance with the Personal Data Treatment Policy provided for its application in TGI S.A. ESP.

DUE DILIGENCE: corresponds to an intrinsic element of the organization, where TGI SA ESP must develop an internal analysis to independently and self-critically know the gaps in the management and compliance of human rights, focused on the identification, prevention, mitigation and remediation of adverse impacts that may result from the activities of the company and its business relationships.

3.6. RIGHT OF PETITION: It is the right to submit respectful petitions by all natural or legal persons to TGI S.A. ESP, in accordance with the provisions of article 23 of the National Constitution and Law 1755 of 2015.

3.7. IMPLIED WITHDRAWAL. It is the consequence of the petitioner's failure to rectify an incomplete petition within a month, as established in Article 17 of Law 1755 of 2015.

3.8. COMPETENT ENTITY: It is the entity or competent authority to provide a substantive response to the petition submitted by the petitioner.

3.9. STAKEHOLDERS. They are the third parties, internal and external clients that have some kind of relationship with TGI S.A. ESP .. because of the activities that it develops. They can be made up of any group, individual or organization.

3.10. REQUEST FOR DOCUMENTS AND INFORMATION: It is the request made by a natural or legal person, in order to be provided with information or copies of documents about the Procedures and / or Services of TGI S.A. ESP.

3.11. REQUEST. It is the respectful request or requirement made by a natural or legal person, in writing or verbally, for reasons of general and particular interest to TGI S.A. ESP through the petition rights service channels.

3.12. PETITIONER. It is the natural or legal person who presents a petition. Any natural or legal person, regardless of their gender, age, nationality, marital status, may file petition rights, directly or through a duly empowered person. Legal persons will do so through their legal representatives or proxies with explicit powers.

3.13. PETICIONES INCOMPLETAS. They are petition rights that lack sufficient information or documentation to provide a substantive response.

3.14. REITERATIVE PETITIONS: These are the rights of petitions that are substantially identical to one or others previously presented, to which a substantive response was given.

3.15 PODER O AUTORIZACIÓN. It is the document that accredits the powers of a proxy or authorized to present petition rights on behalf of another.

RESERVA LEGAL: It is a restriction that the Document has given its nature, which prevents it from being exhibited, in accordance with the provisions of Article 24 of Law 1755 of 2015, Articles 19 and 20 of Law 1712 of 2014, and other related regulations that they modify or repeal them, except for the exceptions established in article 61 of the Commercial Code and other concordant norms.

RESPUESTA. It is the pronouncement of TGI S.A. ESP that resolves the petition rights in a concrete, clear, precise, timely and substantive way. This does not imply that the petitioner's requests are granted.

COMPANY INFORMATION SOFTWARE. It is the technological platform of TGI S.A. ESP through which request rights are handled, assigned, managed and closed (hereinafter the System).

4. DEVELOPMENT

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATION
<p>4.1. Receive petition rights</p>	<p>All requests must be received in the request rights service channels provided by TGI S.A. ESP.</p> <p>Document management of TGI S.A. ESP., Proceeds to load the right to request in the Company's Information Software, which assigns a unique entry number (registered). Subsequently, it is assigned a consecutive one and classifies it as: Request for information and documents, general request or consultation.</p> <p>The means provided by TGI S.A. ESP., For the receipt of petition rights, are the following:</p> <p>1. VIRTUAL</p> <p>1.1. The right to petition can be submitted by email: participacion.ciudadana@tgi.com.co.</p> <p>1.2. You can present the right to petition through the website https://www.tgi.com.co - "contact us". You go directly to the option "Petitions".</p> <p>2. PRESENTIAL</p> <p>2.1. By physical correspondence.</p> <p>You can present the right to petition directly at the offices of TGI S.A. ESP, located at:</p> <p>Bogotá - Cundinamarca. Address: Carrera 9 # 73-44 Floor 1- Correspondence window Hours of Operation: 7:30 am - 5:30 pm</p> <p>Buga District - Valle del Cauca Address: Km 2 Vía Buga - Media canoa, Callejón Bizerta, Vereda Guadalajara. Hours of Operation: 7:30 am - 5:30 pm</p> <p>Valledupar District - Cesar. Address: Calle 18 # 15-24 Hours of Operation: 7:30 am - 5:30 pm</p> <p>Barrancabermeja District - Santander Address: Located at Km. 1 via Galán. Hours of Operation: 7:30 am - 5:30 pm</p> <p>Cogua District - Cundinamarca.</p>	<p>Administrative Services Directorate - Document Management</p> <p>Exceptionally authorized collaborators of the Sustainable Development Management</p>	<p>The right to petition will not be processed for:</p> <ul style="list-style-type: none"> - Internal procedures between the different areas of TGI S.A. ESP. - Procedures derived from the employment relationship of TGI S.A. ESP .. with your employees. - Requests related to the execution of current contracts when the applicant is the contractor. - Requirements of judicial, legislative, administrative authorities and control bodies. - Requests that refer to possible disciplinary offenses. <p>Likewise, the petition rights presented outside the channels provided by TGI S.A. ESP .. they will not be processed.</p>	<p>Number assigned to the Right of Petition through the Company Information Software.</p>

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATI ON
	<p>Address: Km 4 Vía Zipaquirá - Ubaté, Los Cerros Sector, Right Side. Hours of Operation: 7:30 am - 5:30 pm</p> <p>Note: The addresses and related hours are indicative, they are subject to change by the Company.</p> <p>1.1. VERBAL</p> <p>If a right to petition is presented verbally, it must be made at the physical facilities of TGI S.A. ESP., Listed in point 2.1.</p> <p>In order to record the presentation of a right to petition verbally, the petitions will be received, providing the petitioner with evidence of the submission of the request with the respective date and time. TGI S.A. ESP., Will record all verbal requests in the F-ADI-022 format for digitization and registration in the Company's information software.</p> <p>At the time of receipt of the petition rights, it must be verified that the petitioner indicates in his letter a physical or electronic address to send him the response. Anonymous petition rights will be processed.</p> <p>No collaborator of TGI S.A. ESP., Different from those responsible for this activity, is authorized to receive petition rights, outside the channels provided by the company.</p> <p>In the exceptional cases in which the collaborators of the Sustainable Development Management receive petition rights, they must, immediately and no later than 2 business days later, send the request to the channels provided by TGI S.A. ESP.</p> <p>If a petitioner intends to physically deliver or send a petition right to a TGI S.A. employee via email. ESP., The petitioner must be informed of the channels provided by TGI S.A. ESP., For the reception of requests.</p>			
<p>4.2. Direct the petition rights to the competent area</p>	<p>The responsible area will assign the petition rights to TGI S.A. ESP. competent for its processing.</p> <p>Requests submitted by journalists will have a priority process, and will be redirected and addressed in accordance with the TGI S.A. Communications Manual. ESP.</p>	<p>Administrative Services Directorate - Document Management</p>	<p>N/A</p>	<p>Number assigned to the Right of Petition through the Company Information Software.</p>

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATION
4.3. Check if TGI S.A. ESP., Is competent to answer the request	<p>If TGI S.A. ESP., Is not competent to respond to the request, the area that is assigned the right to request will inform the interested party within five (5) business days following the receipt of the right to request at the Company. Within the indicated term, TGI S.A. ESP., Will forward the petition to the competent person and will send a copy of the official letter to the petitioner or, in the absence of a competent official, it will notify the petitioner. The transfer of the petition must be duly argued.</p> <p>The communication must always refer to the entry number of the request.</p> <p>The transfer of the communication must be registered through the Company's Information Software and have an assigned exit registration number. Next, the assigned area will proceed to fill step 4.10. and close the request in the System.</p> <p>If, on the contrary, the collaborator identifies that TGI S.A. ESP., Is competent go to step 4.4.</p>	<p>The area assigned by Document Management to respond to the right of petition</p>	N/A	<p>Number assigned to communication through Company Information Software.</p>
4.4. Verify competence of the area (s) assigned to process the response	<p>If the area to which the petition right was assigned considers that it is not competent, it must send and assign it to the competent area in a maximum of two (2) business days through the Company Information Software.</p> <p>If the new assigned area does not consider it to be competent either, it must inform its Vice President or Manager, as the case may be, so that it can be assigned to whoever it considers competent within a maximum of one (1) business day, informing the Administrative Services Directorate.</p> <p>If the review shows that there are concurrent competencies, that is, it involves information from different areas of the Company, the response must be coordinated by the first area that receives it.</p>	<p>All areas of the company to which the right of petition is redirected.</p>	<p>The review by the assigned area, Vice President or Manager.</p>	N/A
4.5. Verify the term to resolve the right to petition	<p>Finding the request assigned to the TGI S.A. area ESP., Competent to resolve it, the area must verify that its classification is correct. If it is not correct, you must request the change in the System to Document Management.</p> <p>The classification of petition rights can be: request for information and documents, consultation or general request.</p>	<p>The competent area to respond to the right of petition</p>	N/A	N/A

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATION
	<p>General request: Except for special legal norm and under penalty of sanction, all right to request must be resolved within the following fifteen (15) business days, counted from the day following its receipt (not its assignment through the System).</p> <p>Requests for documents and information: They must be resolved within the following ten (10) business days from the day after they are received (not after their assignment through the System).</p> <p>In cases where the reproduction of the document is required, when applicable, the competent area to respond to the right of petition shall issue a communication within the response term of the right of petition, consisting of informing the petitioner of the value of the copies and the procedures in his charge to make the payment, said communication must be filed in document management, listing as a reference the entry file of the right of petition.</p> <p>Clarifying that the documents will be delivered three (3) business days after the filing of the cancellation of the value of the copies.</p> <p>Consultation: When it is a question of a consultation, it must be resolved within thirty (30) following business days counted from the day after it is received.</p> <p>The Company's information software will send the worker in charge of term expiration alarms five (5) days before the case reaches its expiration date, with a copy to the head of the area in charge.</p>			

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATION
<p>4.6. Verify if the legal term is sufficient to attend the request in depth.</p>	<p>When, exceptionally, it is not possible to resolve the request within the legal deadlines, the competent area to respond to the right of request must inform the interested party of this circumstance, before the expiration of the term, stating the reasons for the delay and indicating at the same time the reasonable period in that will be resolved or given an answer, which may not exceed twice the amount initially foreseen.</p> <p>The communication must always refer to the entry number of the request. When the communication is filed, the Company Information software will assign an exit file number.</p> <p>Report of situations with potential Human Rights violations:</p> <p>In accordance with the declaration of commitment established by TGI's Human Rights Policy related to the promotion and respect of Human Rights and within the framework of its due diligence process on the matter, when the Company receives a Right to Petition that involves, directly or indirectly, a violation or possible violation of Human Rights, which impacts one and / or several of the interest groups identified by the company or by third parties, the official in charge of the management of Citizen Participation will have the duty to inform to the areas on the subject as appropriate.</p> <p>The assigned area will be responsible for contributing and managing to provide attention and response to the request, working jointly with the competent areas according to the technical or specific characteristics of the case. If it is necessary to follow up on the request after having responded, the areas involved will be responsible for carrying out the respective follow-up management.</p> <p>In order to identify and determine whether or not it is a petition, complaint or claim related to social, environmental, operational, land, supplier, contractor issues or that are part of the business operation and that are associated with human rights, the following criteria were established, which are set out in table 1; it is to clarify that they are not exhaustive.</p>	<p>The competent area to respond to the right of petition</p>	<p>N/A</p>	<p>Number assigned to communication through Company Information Software.</p>

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<p>4.7. Verify that the petition is complete</p>	<p>Si la petición es incompleta, deberá solicitársele al petitioner to provide the documents or additional information necessary to give the answer on the merits. This communication must be filed and sent to the petitioner, within 10 business days following receipt of the request at TGI S.A. ESP.</p> <p>The communication must always refer to the entry number of the request.</p> <p>The petitioner will have a term of one (1) month to submit the requested information or documentation, under penalty of applying the tacit withdrawal and proceeding with step 4.10, corresponding to the closing of the petition.</p> <p>If the petitioner sends the information or documents within one (1) month, continue with step 4.8.</p> <p>When the information or documentation is not sent, it rests in the TGI S.A. file. ESP., It will not be requested from the petitioner and will be processed.</p>	<p>The competent area to respond to the right of petition.</p>	<p>N/A</p>	<p>Number assigned to communication through Company Information Software.</p>
<p>4.8. Project response to the right of petition</p>	<p>The answer must be clear, complete, precise, consistent and substantive, within the term established in this Procedure and in the Law.</p> <p>The communication must always refer to the entry number of the request.</p> <p>Responding in substance does not imply granting the petitioners' requests.</p> <p>In any case, the area must review its functions and powers to access or not what is requested by the petitioner.</p> <p>In the event of requests for information and documents, it must be verified whether it is reserved information and if delivery is denied because it is information or documents with legal reserve, the adduced rule will be cited.</p> <p>Personal data must be processed in accordance with Law 1581 of 2012, in accordance with the provisions of the TGI S.A. Personal Data Treatment Policy. ESP for this purpose from the Corporate Affairs Department.</p> <p>Regarding repetitive petition rights, the competent area may refer to previous answers.</p>	<p>The competent area to respond to the right of petition</p>	<p>N/A</p>	<p>N/A</p>
	<p>The answer must indicate who prepared it, who reviewed it and who approved it, and also must have the respective good views.</p>			

EXERCISE	HOW / WHERE	RESPONS.	CONTROL POINTS	REGISTRATION
<p>4.9. Send the response to the petitioner</p>	<p>The duly signed response to the right to petition will be sent to the notification address provided by the petitioner, and must be recorded through the Company's information software.</p> <p>The follow-up to the response provided by the Company goes until the delivery of the response to the recipient. If delivery to the registered notification address is not possible, the follow-up will continue until another type of notification is provided.</p> <p>In the event that the response cannot be delivered to the notification address indicated by the petitioner, document management will notify the collaborator in charge of the right of petition of said situation so that in the shortest possible time they obtain the notification address.</p> <p>If the location of the petitioner is not possible, this situation will be recorded. Under no circumstances will TGI S.A. ESP., May refrain from sending the response to the petitioner</p> <p>The competent area to respond to the right to petition, must copy the response to the right to petition to the sending Entity in cases where an Entity or control entity has transferred by competence a right to petition from a Petitioner to TGI S.A. ESP.</p>	<p>The competent area to respond to the right of petition</p> <p>Administrative Services Directorate - Document Management</p>	<p>N/A</p>	<p>Number assigned to communication through Company Information Software.</p>
<p>4.10 Close the process of petition rights in the Software</p>	<p>The processing of the petition rights will be considered closed, when: i) it is answered in the background, the worker responsible for said response includes the consecutive number of the response in the Company's information software and closes it; ii) a tacit withdrawal was configured in the terms of point 4.7., or the petitioner expressly waived it, and the System was closed and iii) it was transferred by jurisdiction, the transfer was copied to the petitioner, and closure was given. in the system.</p>	<p>The competent area to respond to the right of petition</p>	<p>N/A</p>	<p>Through the Company Information Software.</p>
<p>4.11. Keep the right to petition documents and your response</p>	<p>The petition rights and the documents generated with your response will be kept in accordance with the Company's Documentary Retention Tables.</p>	<p>Administrative Services Directorate - Document Management</p>	<p>N/A</p>	<p>N/A</p>

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<p>4.12. Make follow-up reports</p>	<p>On a monthly basis, the Document Management office will generate a petition rights report that reflects the date of receipt, the competent area for the response and the status of the same, which will be socialized with the immediate heads of the areas involved.</p> <p>The report must disaggregate the requests, complaints or claims that were received and that were responded to, associated with human rights.</p> <p>The Head of the area responsible for the attention of the right of petition must review the fulfillment of the obligations assigned to its workers, establish attention measures within the terms established in this Procedure, generate action plans for the timely attention of the rights of request and if applicable, inform the Talent Management Department or whoever takes its place, the possible breach in which it has been incurred, in order that the corresponding actions are deployed.</p> <p>The Directorate of Administrative Services - Document Management will prepare and consolidate the quarterly report of attention to petition rights, which will be sent to the Directorate of Administrative Services, and will be presented to the Presidency Committee.</p> <p>Any breach of this procedure will be processed in accordance with the Internal Work Regulations, Work Contract and Substantive Labor Code, as the case may be.</p>	<p>Heads of the areas that serve petition rights</p> <p>Administrative Services Directorate - Document Management</p> <p>Talent Management</p>	<p>N/A</p>	<p>Through the Company Information Software</p>
<p>4.13 Claim mechanisms effectiveness</p>	<p>The effectiveness of the complaint mechanisms must be evaluated annually in the exercise of annual due diligence and every three years by an external party in accordance with the provisions of "Annex 3 - External Due Diligence in Human Rights" established in the Manual of the Rights Management System. Human and must be adjusted to the particular circumstances of the communities that make the claims in order to address each case under the principles of interculturality and differential approach, with the understanding that there are certain population groups:</p> <p>Children population Women People with physical or cognitive disabilities Elderly Population or ethnic groups</p>	<p>Dirección de Procesos judiciales y Dirección de Servicios Administrativos – Gestión documental</p>		<p>Por definir</p>

Tabla 1.

CRITERIA FOR IDENTIFYING THE INCIDENCE OF PETITIONS, COMPLAINTS OR CLAIMS IN THE MATTER OF HUMAN RIGHTS			
Human Right impacted or at risk of impact	Aspect	Description	Responsible area (s)
<ul style="list-style-type: none"> - Right to free and dignified work - Right to work - Right to life and physical integrity - Right to a healthy environment 	General	<p>Effects on life, liberty, security, physical or mental integrity, health, social security and a healthy environment.</p> <p>Petitions that are presented by several persons (natural or legal) about the same factual situation.</p>	<ul style="list-style-type: none"> - Talent management - Sub-Directorate of Safety and Health at Work - Environmental Subdirecatorate - Directorate of Judicial Processes - Social Subdirecatorate
<ul style="list-style-type: none"> - Right to a healthy environment 	Environment	<p>When the operation, maintenance and / or projects impact or affect a certain population in terms of violating their access to natural resources or threatening their subsistence.</p>	<ul style="list-style-type: none"> - Operations management - Maintenance Management - Project Management - Environmental Subdirecatorate - Directorate of Judicial Processes
<ul style="list-style-type: none"> - Right to autonomy and self-determination of peoples - Right to non-discrimination - Right to prior, free and informed consultation 	Constitutionally protected communities	<p>When they come from ethnic communities, LBGTI and / or with disabilities, or subjects of special constitutional protection.</p>	<ul style="list-style-type: none"> - Dirección Procesos Judiciales - Subdirección Social
<ul style="list-style-type: none"> - Territorial rights 	Safety	<p>Those related to complaints of occupation or dispossession of territories, affectation to homes, crops or civilian fruits of a property, affectation to the minimum vital, affectation to the patrimony of vulnerable people or with special constitutional protection.</p> <p>Those who denounce abuses by the public and private security forces in the infrastructure of TGI S.A. ESP</p>	<ul style="list-style-type: none"> - Dirección Procesos Judiciales - Dirección de Tierras - Dirección de Servicios Administrativos
<ul style="list-style-type: none"> -- Right to disclosure of information and tax issues 	Reputational	<p>Related to the issuance or partial issuance to all interest groups in relation to: payment of taxes; monitoring reports on the environmental license; budget and destination of social investment</p>	<ul style="list-style-type: none"> - Dirección Procesos Judiciales - Dirección de tesorería - Subdirección Ambiental

Claim Mechanism

			- Subdirección Social
<ul style="list-style-type: none"> - Right to work - Right to favorable working conditions 	Supply Chain	What is related to the hiring of trained and non-trained workforce and the hiring of goods and services.	<ul style="list-style-type: none"> - Dirección de Servicios Administrativos - Abastecimiento - Vicepresidencia de Proyectos - Vicepresidencia de Operaciones - Subdirección de Gestión Social