

Copec ESG Supporting Document 2024

The information disclosed in this document pertains to the 2024 period and is published as a supplementary document to [Copec's Integrated Report 2024](#), following the recommendations and indicators proposed by S&P Global in its Corporate Sustainability Assessment (CSA) 2025.

This supporting document includes all activities consolidated for financial reporting purposes. If there are any discrepancies in the coverage of information, we will provide an explicit explanatory note.

I. Governance & Economic dimension

1.2 Corporate Governance

1.2.6 Board Accountability

Under Chilean Law No. 21.595, which establishes corporate criminal liability, there is no limitation of liability for members of the board. On the contrary, the law reinforces their responsibility by requiring effective oversight and implementation of compliance programs.

Shareholders' Meeting and Bylaw Amendments – Legal Framework under Chilean Corporate Law

In accordance with Article 57 of Law No. 18.046 (Chilean Corporations Law), amendments to the corporate bylaws of a company must be addressed and approved through an Extraordinary Shareholders' Meeting. Should COPEC S.A. decide to amend its bylaws, the corresponding shareholders' meeting must be convened and the proposed changes must be formally approved.

These meetings are constituted on the first call with the absolute majority of issued voting shares. If quorum is not met, a second call may be held, where the meeting is validly constituted with the absolute majority of the shares present or represented, regardless of their number (i.e., more than half of those present or represented). Resolutions are adopted by the absolute majority of voting shares present or represented in the meeting.

According to the company's bylaws, amendments to the bylaws must be approved by the absolute majority of voting shares present or represented. However, certain bylaw amendments require a higher threshold: the affirmative vote of two-thirds of the issued voting shares. These include:

- Transformation, division, or merger of the company with another entity;
- Modification of the company's duration (when applicable);
- Early dissolution of the company;
- Change of the corporate domicile;
- Reduction of the company's capital;
- Approval of matters reserved to the shareholders' meeting or limitations to the powers of the Board of Directors;
- Reduction in the number of Board members;
- Changes to the distribution of profits.

CEO Succession Plan

The Board of Directors holds ultimate responsibility for CEO succession planning, ensuring that a clear and effective process is in place to identify, develop, and appoint future leadership. This oversight helps safeguard business continuity, stability, and long-term strategic success.

Sustainability Governance

The Corporate Affairs Manager is responsible for overseeing sustainability matters at Copec. Among his responsibilities is embedding sustainability into the company's culture, structure, and decision-making processes, both in current operations and future activities.

Copec has an Executive Sustainability Committee, led by the CEO, on which the Corporate Affairs Manager serves alongside other C-suite executives. This committee establishes guidelines and priorities, and reviews progress in implementing the corporate strategy and the annual sustainability plan. The committee reports directly to the CEO.

Once a year, the Corporate Affairs Manager presents sustainability matters to the Board for approval.

1.3 Materiality Analysis

1.3.1 Materiality Analysis Approach

Copec conducted a comprehensive Double Materiality Assessment between October 2023 and February 2024, aligned with the growing expectations of regulators, investors, and stakeholders. This process involved active participation from internal leaders and 375 external stakeholders—including employees, customers, suppliers, community members, media representatives, and shareholders—through an online consultation. The outcome was a Double Materiality Matrix that was reviewed and approved by Copec's CEO.

This in-depth assessment is carried out every 2 to 3 years, and the results are reviewed annually to ensure alignment with the company's sustainability reporting cycle. In 2024, Copec conducted a methodological update of the material issues identified, based on desk research conducted between October and December. This included a gap analysis, benchmarking of 15 peer companies, and alignment with leading international frameworks such as SASB, GRI, the Sustainable Development Goals (SDGs), the European Sustainability Reporting Standards (ESRS), and the Dow Jones Sustainability Index (DJSI). As this was an update and not a full assessment, no new stakeholder consultation or matrix development took place. The results were reviewed by the Sustainability Committee and approved by the Corporate Affairs Management.

Further details of the materiality process are publicly disclosed in the 2023 Integrated Report (page 177) and the 2024 Integrated Report (pages 240–241).

1.3.2 Material Issues for Enterprise Value Creation

1. Energy transition and climate change: Copec operates in a sector highly exposed to the global energy transition and the increasing urgency of climate action. While the company is not involved in fossil fuel extraction, its core business relies heavily on the import, distribution, and sale of fossil-based fuels. This positioning presents a significant long-term risk, as climate change policies, market expectations, regulations, and technological advancements accelerate the shift toward low-emission energy sources.

- **Business case:** Copec recognizes that continuing to operate under a traditional fossil fuel-based model would compromise the sustainability and relevance of its business. Instead, the company sees a strategic opportunity in adapting to new energy paradigms by leading the shift towards cleaner and more efficient alternatives. The transition to low-carbon energy is therefore both a material risk and a strategic pathway for value creation.

Copec has made a strategic decision to diversify its energy offering and enable the mass use of renewable energy sources. The company is investing in electric mobility infrastructure, distributed solar solutions, and energy storage technologies. Through subsidiaries such as Copec Voltex, Copec Emoac, Copec Flux and Copec Renovables, Copec is enhancing access to clean energy and building capabilities to meet the growing demand for low-carbon alternatives. These initiatives are not only critical to mitigating transition risks but also central to capturing emerging market opportunities in the context of decarbonization.

- **Business impact:** It represents a risk to the organization if mismanaged, as climate change policies, market expectations, regulations, and technological advancements accelerate the shift toward low-emission energy sources.
- **Business strategies:** Copec's business strategy about energy transition and climate change is embedded at the highest level of corporate decision-making and reflects a profound and ongoing transformation of its business model. In 2021, Copec made a symbolic and strategic shift by removing the word "Petróleos" from its corporate name, reaffirming its long-term vision to evolve beyond fossil fuels. This decision was accompanied by the publication of the company's Climate Change Declaration, which outlines three key environmental pillars—climate change, circular economy, and nature—and sets measurable, time-bound targets supported by executive leadership.

Copec has committed to net-zero emissions in scopes 1 and 2 by 2030. Climate strategy is led by a dedicated team within the Sustainability area, reporting to the CEO via Corporate Affairs. A cross-functional Sustainability Committee, chaired by the CEO, meets quarterly to track progress.

To support this shift, Copec is scaling clean energy and mobility solutions through subsidiaries like Copec Voltex, Copec Emoac, Copec Flux and Copec Renovables, and invests in innovation and startups via Wind Ventures and Wind Garage. These efforts allow the company to decarbonize its operations and help customers transition to low-carbon energy sources.

- Metrics and targets:
 - Achieve carbon neutrality in Scope 1 and 2 emissions by 2030.
- Progress on metrics and targets FY 2024:

Copec continues advancing toward its goal of achieving carbon neutrality in Scope 1 and 2 emissions by 2030. In 2024, total emissions under these scopes reached 169,801 tCO₂e, showing a slight increase compared to 2023, mainly due to updated emission factors and operational variations. Nonetheless, the company made progress through a series of mitigation actions. These include: expanding the use of renewable electricity via a contract with Cerro Dominador (powering over 65 stations); launching Chile's first hybrid lubricant transport truck; adopting efficient air conditioning systems in convenience stores (reducing 130 tCO₂e); and offsetting 47,826 tCO₂e through its *Offset Your Footprint* program. Additionally, Copec reports ISO 14064:2018-based GHG inventories annually, and monitors emissions intensity, which improved from 0.203 to 0.181 tCO₂e/EBITDA MM\$ between 2023 and 2024. The company also implemented projects using renewable diesel (HVO), achieving up to 95% emission reductions in pilot tests.

2. Client satisfaction: Delivering a superior and consistent customer experience across channels is central to Copec's long-term differentiation strategy. In a highly competitive fuel and energy market, customer satisfaction and loyalty directly impact revenue, market share, and brand strength. Failure to meet evolving expectations could result in reduced customer retention and reputational risks.

- Business case: Customer experience is at the heart of Copec's value proposition, encompassing more than one million customers served and over 62,000 industrial clients annually. A strong customer focus drives loyalty, enables differentiation in a commoditized market, and reinforces the company's brand as "Primera en servicio." Enhancing customer experience represents a strategic opportunity to strengthen long-term relationships, expand value-added services, and capture new revenue streams. It also enables operational efficiency through digital channels and personalized solutions, contributing directly to business growth and sustained market leadership.
- Business impact: Customer experience strengthens Copec's brand, drives customer loyalty, and enables revenue growth, service innovation, and operational efficiency. It is a key differentiator in a highly competitive market and reinforces the company's reputation as a strongly positioned brand in Chile.
- Business strategies: Customer experience is a core pillar of Copec's business model and long-term strategy. Guided by its purpose of enabling the mobility and development of people, companies, and the country, Copec seeks to deliver consistent, high-quality service across all segments and channels. The company strengthens its value proposition through a combination of infrastructure investments, service innovation, digital tools, and personalized support, both in its retail network and in B2B operations. Internally, it promotes a service-oriented culture through training, leadership engagement, and customer journey immersion initiatives. At a corporate level, Copec reinforces this focus through subsidiaries and

ventures that expand convenience, delivery, and digital solutions, ensuring that customer experience remains central to its evolution as a group.

- Metrics and targets:

Copec evaluates customer satisfaction through the Net Satisfaction Index (NSI), calculated as the percentage of satisfied customers (ratings 6–7) minus the percentage of dissatisfied customers (ratings 1–4), based on annual surveys. For industrial (B2B) clients, Copec also monitors the Net Promoter Score (NPS) to assess loyalty and referral likelihood.

2024 targets:

- Final Fuel Customers (B2C): Achieve 78% Net Satisfaction Index (NSI)
- Industrial Customers (B2B): Achieve 91% Net Satisfaction Index (NSI)

Note: Annual satisfaction targets are defined and monitored by customer segment to drive continuous improvement.

- Progress on metrics and targets FY 2024:

- **B2B segment:** In 2024, Copec achieved its annual target for the Final Fuel Customer (COMB) segment, reaching a Net Satisfaction Index (NSI) of 78%, in line with the established goal.
- **B2C segment:** Copec met its 2024 target for Industrial Customers, achieving a Net Satisfaction Index (NSI) of 91%. Additionally, Net Promoter Score (NPS) indicators for this segment remained high, reaching 91 for fuel services and 89 for lubricant services.

3. Ethics and compliance: Operating with integrity offers Copec a strategic advantage to strengthen stakeholder relationships and reinforce its credibility in increasingly demanding legal and social environments. A solid ethics and compliance culture allows the company to lead with transparency, contribute to fairer markets, and support long-term, sustainable growth across its operations.

- Business case: As Copec continues to expand and integrate new subsidiaries, strengthening its Ethics and Compliance System becomes a key opportunity to build a unified corporate culture based on integrity. This common framework allows the company to align internal practices, ensure consistent standards across operations, and foster a strong sense of corporate identity and purpose. Promoting ethical conduct across all levels of the organization also enhances Copec's ability to build trust with regulators, customers, partners, and communities. Beyond legal alignment, ethics becomes a tool for value creation, reinforcing the company's credibility, supporting access to new markets, and enabling long-term sustainable growth.
- Business impact: A strong ethics and compliance framework helps Copec prevent legal violations, protect its reputation, and maintain stakeholder trust. It supports long-term

business continuity, reduces exposure to regulatory sanctions, and reinforces the company's credibility in the markets where it operates.

- **Business strategies:** Copec has developed a comprehensive Corporate Ethics and Compliance System, structured around four pillars: Corporate Ethics Program, Offense Prevention Model, Antitrust Compliance, and Data Protection. This system is overseen by the Board of Directors and supported by dedicated committees and procedures. Since 2023, Copec has led a systematic update of the Offense Prevention Models (OPM) across all subsidiaries, including risk assessments, matrix updates, and third-party evaluations aligned with the new Economic and Environmental Crimes Law. In parallel, the company has implemented extensive training programs and dissemination efforts for employees and third parties, and all suppliers are required to adhere to the Code of Ethics and related policies.
- **Metrics and Targets:**

Implement and operationalize 100% of the Ethics and Compliance System across all subsidiaries by 2030. This includes the full rollout of updated Offense Prevention Models (MPD), compliance policies, training, and periodic evaluations.

- **Progress on metrics and targets FY 2024:**

As of 2024, Copec has completed risk assessments and updated risk matrices for all subsidiaries. Implementation of updated MPDs is underway, and policy rollout has begun. Third-party evaluations will be introduced in late 2024 as part of the system's full deployment.

1.3.4 Material Issues for External Stakeholders

1. **Relationship with the community:** Copec's nationwide operations bring both opportunities and challenges to surrounding communities. While the company contributes to local development through employment, infrastructure, and community programs, its activities—such as fuel logistics or infrastructure projects—may raise concerns around environmental or social impacts, such as noise, emissions, or land use. Recognizing this dual effect, Copec implements preventive measures and maintains an active engagement strategy to address risks early and foster long-term, trust-based relationships.
- Copec implements a wide range of community engagement initiatives across Chile, aimed at fostering long-term relationships and contributing to local development in areas such as education, employability, social inclusion, and well-being. Among these, the flagship program “Mueve tus Sueños” stands out for its support to social entrepreneurs and grassroots projects with transformative potential. Leveraging its internally developed MULTISROI methodology, Copec evaluates each initiative's external impact in social, economic, and environmental terms. This enables the company to prioritize high-impact investments and to monitor and enhance the societal value generated.
 - **Metrics:**

Output Metric:

Number of beneficiaries supported through “Mueve tus Sueños”

Between 2022 and 2024 5,570 micro-entrepreneurs were impacted through training sessions.

Impact Valuation:

Income generation among early-stage entrepreneurs

Impact Metric:

79% increase in entrepreneurs' sales across the three editions of the program.

2. **Protection of nature and biodiversity:** Coppec's conservation efforts positively impact ecosystems and communities near its operations by restoring habitats, monitoring species, and enabling long-term biodiversity protection.
 - Coppec's ecosystem restoration initiatives are implemented across multiple regions in Chile, all located near its operational footprint and selected for their high ecological value. These efforts include the recovery of native vegetation and ecological zoning in degraded areas, such as La Chimba, restoring over 20 hectares. Across sites, the projects have mitigated up to 75% of identified environmental threats—such as soil degradation, invasive species, and vegetation loss—and significantly increased local biodiversity, as reflected in La Chimba's rise in native species from 47 to 164 between 2021 and 2024. These outcomes represent a measurable positive environmental impact by enhancing ecosystem resilience and protecting biodiversity near Coppec's operations.
 - Metrics:

Output Metric:

20 hectares of degraded land restored in La Chimba (Antofagasta), through native vegetation recovery and ecological zoning.

Impact Valuation:

Environmental value gained: restoration enabled recovery of ecological function and habitat quality by mitigating 75% of identified environmental threats, including invasive species, soil degradation, and vegetation loss.

Impact Metric:

The number of native species increased from 47 to 164 between 2021 and 2024.

1.4 Risk & Crisis Management

1.4.2 Risk Management Processes

Risk Review

Name	Probability	Magnitude
Reputational risk	Moderate	High
Mitigating actions: • Presence monitoring in media and risk indicators. • Crisis management model that considers scenarios, procedures, drills, and a Crisis Committee.		

Name	Probability	Magnitude
Business Interruption Risk	Moderate	High
Mitigating actions: • Risk matrices covering the Company's main operational processes. • Risk management model including methodology, training, and an Audit and Risk Committee. • Crisis management model that includes scenario planning, defined procedures, drills, and a Crisis Committee.		

Risk culture

- **Risk management education for all non-executive directors:**

In 2024, Coppec conducted four training sessions focused on risk management, aimed at strengthening the organization's ability to anticipate and respond to emerging challenges. These sessions were designed for members of the Board of Directors, as well as key executives and strategic leaders across the company.

The training program covered a range of topics aligned with current and emerging risks, including the implications of artificial intelligence (AI), updates on new labor regulations and their potential impact on companies, the importance of fostering a flexible corporate culture in the face of change, and the risks associated with greenwashing. These sessions reflect Coppec's commitment to continuous learning and proactive governance in a dynamic regulatory and market environment.

- **Risk criteria for the development of products and services**

In April 2024, Copec S.A. carried out a dedicated risk advisory engagement for its subsidiary ChileTour Copec, aimed at identifying and assessing the main strategic risks associated with the development of its business model. ChileTour Copec is a tourism-focused digital platform (marketplace) created to enable users to book, plan and enjoy travel experiences across Chile, while promoting responsible tourism and local entrepreneurship.

The results of this assessment were formally presented to the Board of Directors, providing strategic input for decision-making and enabling proactive risk management within the subsidiary.

1.6 Policy Influence

Below are two of the largest monetary contributions for 2024 for trade associations, and other tax-exempt groups.

Name of organization, candidate or topic	Type of organization	Total amount paid in FY 2024
MIT Energy Initiative	Academic institution / Research center: The MIT Energy Initiative (MITEI) is an interdisciplinary research hub at the Massachusetts Institute of Technology focused on advancing energy technologies and informing policy to drive the global energy transition. Copec contributed to supporting collaborative research and access to global energy knowledge, as part of its strategy to integrate international innovation and sustainability into its long-term development.	CLP\$81,776,540
Instituto Cerdà (SECRo Program) / (Servicio de Gestión de Crisis y Resiliencia de las Organizaciones, SECRO)	Think tank: Instituto Cerdà is a Spanish non-profit organization that supports companies and institutions in managing crisis situations, risk resilience, and continuity planning. Through its SECRo program (Organizational Crisis and Resilience Management Service), Copec receives advisory services, participates in scenario analysis, and accesses benchmarking on crisis preparedness and response. This aligns with the company's ESG strategy and commitment to responsible business continuity and stakeholder trust.	CLP\$77,721,615

Copec fosters strategic partnerships and funds associations that work across multiple areas of interest, aligning with the company's broader priorities and values rather than focusing on a single issue or topic. Examples:

Copec supports the MIT Energy Initiative (MITEI), knowing the research is world-class, interdisciplinary, and geared toward real-world impact. The company does not focus on a single issue or topic within MITEI, but rather supports an array of research areas that align with its strategic

goals—such as the development of low-carbon fuels, advancements in carbon capture technologies, and energy systems modeling. This broad engagement allows Copec to contribute to multiple fronts of innovation, strengthening its role in the energy transition and advancing its long-term sustainability objectives.

Copec does not engage with SeCRO for a single issue or topic; rather, it supports the program to gain access to a broad set of benefits and contribute to its wider mission. Through SeCRO, Copec not only receives specialized advisory services, but also participates in scenario analysis, benefits from benchmarking on crisis preparedness and response, and supports the important research and development of crisis management tools and processes. This engagement strengthens Copec's own resilience capabilities while advancing best practices across industries. It also aligns with the company's ESG strategy and its commitment to responsible business continuity and maintaining stakeholder trust.

Governance Framework for Trade Association Memberships and Public Policy Engagement

Copec has implemented a governance framework and management system to oversee its participation in trade associations and interactions related to public policy advocacy. This framework is designed to ensure alignment with the Company's values and sustainability commitments, including climate-related matters.

Each topic is addressed based on its individual merit. Among other responsibilities, the Institutional Affairs team manages relationships with regulatory bodies, authorities, and industry associations. Roles and responsibilities are clearly defined, including at the executive level, to ensure appropriate oversight and accountability.

All meetings with public officials or industry groups are logged in a centralized digital platform, which records key details such as requests submitted, attendees, topics discussed, and follow-up actions. In addition, Copec maintains a defined protocol regarding which executives may participate in meetings depending on the sensitivity or strategic relevance of the issue.

This system ensures transparency, traceability, and alignment of the Company's external engagements with its broader ESG strategy.

1.7 Supply Chain Management

1.7.1 Supplier Code of Conduct

At Copec S.A., ethical conduct and sustainability commitments extend across our supply chain. All suppliers and contractors providing goods or services are required to adhere to defined principles of business conduct. This is primarily governed by the company's **Code of Ethics**, publicly available and applicable to all employees and strategic partners, and to which suppliers are formally bound upon contracting.

Integration into Procurement Processes

During the supplier onboarding process, each supplier must:

- **Sign a Declaration of Conflict of Interest Form**, ensuring transparency and integrity.
- **Sign a Commitment to Compliance, that acknowledges and formally accepts Copec's Code of Ethics**, which covers expectations on ethics, compliance with laws, environmental protection, human rights, fair labor practices, anti-bribery, and anti-corruption standards.

For contracts exceeding 500 UF in value, a **Sustainability Annex** is incorporated. This annex forms part of the *General Contracting Terms and Conditions*, which detail Copec's environmental, social and governance (ESG) requirements. These documents are shared with all bidding participants and must be accepted in writing by the awarded supplier as part of the contractual documentation.

Scope of Application

At this stage, these requirements apply to Copec S.A. and its direct contractors operating in Chile.

Publication or the new Supplier Code of Conduct

The current Code of Ethics is published on the company's website and is communicated to all suppliers. As of 2025, Copec expects to launch a dedicated **Supplier Code of Conduct**, which will further specify ESG standards for suppliers and contractors. This document is currently under validation by senior management and will be made public during the second half of 2025.

1.7.2 Supplier ESG Programs

Copec S.A. has implemented multiple measures to ensure the effective implementation of supplier ESG programs, combining contractual obligations, monitoring platforms, and performance evaluation mechanisms.

All suppliers are required to comply with defined contractual clauses related to ESG topics such as occupational health and safety, labor obligations, and ethical conduct. As part of this commitment, Copec utilizes **Pronexo**, a centralized platform where suppliers must register all personnel involved in the execution of contracts. This system enables verification of compliance with social security contributions, and payment approvals are conditional on fulfilling these obligations.

To reinforce compliance, contract administrators have a clear mandate to monitor adherence to contractual and ESG requirements throughout the lifecycle of supplier relationships. In cases of non-compliance—such as failure to meet safety standards, repeated labor irregularities, or other breaches—Copec reserves the right to apply penalties, suspend services, or terminate contracts. Additionally, administrators can cancel services or freeze agreements if necessary to protect workers' rights and ensure ESG alignment.

Complementing this oversight, Copec has implemented **Handle**, a compliance platform managed by the Compliance Department. Handle issues automated alerts when a supplier is flagged for high-risk concerns, including potential money laundering or terrorism financing. Upon receiving such alerts, the Compliance team and contract administrators can take immediate action, such as blocking purchase orders or suspending the supplier.

Copec also conducts an **annual supplier evaluation process**, aiming to assess approximately 5% of active suppliers each year. This evaluation reviews factors including contractual compliance, financial health, occupational health and safety performance, and other ESG dimensions. Suppliers must achieve a minimum score of 60 out of 100 points. Those who fail to meet this standard are required to attend corrective meetings and demonstrate improvements. If a supplier repeatedly underperforms in two consecutive evaluations, they are blocked from future engagements.

While the company's procurement is largely driven by technical and commercial criteria, Copec proactively encourages suppliers to improve their ESG performance. In certain categories—such as disposable cups for convenience stores or uniforms—suppliers have been supported in transitioning towards more sustainable alternatives. For example, Copec has worked with suppliers to replace disposable cups with recyclable materials, and these improved products have been favored in ongoing purchasing decisions. This demonstrates a preference for suppliers willing to enhance their environmental performance, even when they are incumbent providers rather than new bidders.

Oversight of this program rests with executive management, which defines policy and ensures alignment across procurement, compliance, and operational functions.

1.7.3 Supplier screening

Copec S.A. applies a structured supplier screening process to systematically identify and assess significant suppliers prior to their approval. This process is coordinated by the Procurement Department, which is responsible for reviewing and validating all supplier proposals submitted by different business units.

Scope and Aspects of Screening

The supplier screening process includes due diligence across multiple dimensions, covering legal, ethical, financial, and ESG-related factors. Specifically, the screening process considers:

- **Governance aspects**, through checks of politically exposed persons (PEPs) associated with the supplier and their immediate family members, in order to identify potential integrity and compliance risks, as well as situations involving possible conflicts of interest.
- **Social and environmental aspects**, by reviewing any records of penalties or sanctions imposed on the supplier for environmental violations, labor infractions, occupational health and safety (SSO) risks, or related matters.
- **Business relevance**, by assessing the supplier's strategic importance, the criticality of the products or services provided, and reviewing their status regarding outstanding debts with public entities such as the Chilean Treasury (Tesorería General de la República).

Methodology for Supplier Screening

During this process, the Procurement team maps and assesses specific risks that may affect the supplier relationship, including:

- **Country-specific risks**, such as exposure to jurisdictions with higher risk of corruption or regulatory instability.
- **Sector-specific risks**, for example where suppliers operate in industries with known social or environmental challenges.
- **Commodity-specific risks**, particularly for materials with potential impacts on sustainability or compliance requirements.

If any of these screenings reveal concerns, the case is escalated to the **Ethics and Compliance Department**, which conducts a further assessment to evaluate the potential severity and to define whether additional mitigation measures or restrictions are necessary. In some cases, this may result in a decision not to approve a supplier or to establish specific contractual safeguards.

This proactive and multidisciplinary approach enables Copec to ensure that significant suppliers are systematically identified, that potential sustainability risks are assessed in advance, and that the company can maintain high standards of integrity and ESG compliance throughout its supply chain.

1.7.4 Supplier assessment and development

Supplier Assessment:

Copec S.A. has established a structured process to assess supplier performance and compliance, which is adapted to the type of contract and the criticality of the supplier's activities. This assessment process combines desk-based reviews and on-site inspections to ensure that products and services comply with safety, quality, and sustainability standards.

For suppliers classified as critical—such as construction companies responsible for building service stations—**on-site assessments** are conducted to verify facilities, processes, and practices against defined criteria. This includes, for example:

- Construction contractors are subject to operational reviews of their worksites to ensure compliance with occupational safety, environmental protection, and quality requirements. Suppliers of personal protective equipment (PPE), such as clothing and footwear used in service stations, must demonstrate certifications issued by the **Dictuc**, confirming that products are antistatic and flame-retardant.
- Suppliers of underground storage tanks are required to provide validation and certification by the **Superintendencia de Electricidad y Combustibles (SEC)** to ensure conformity with technical standards.
- For flexible submarine hoses, pressure testing is performed before installation to verify compliance with safety and operational criteria.
- There are other types of specific technical validations, but they depend on the type of material—for example, certifications for pumps, certifications for materials used in underwater work, certifications for materials used in specific categories such as aviation materials, etc.

In parallel, Copec carries out **desk-based evaluations** for other suppliers, including the review of documents and records related to financial standing, occupational health and safety performance, ESG commitments, and legal compliance. These assessments are supported by platforms such as Pronexo and Handle, which monitor ongoing compliance and alert contract administrators to any issues.

Supplier assessments—whether on-site or desk-based—are conducted using internal protocols and recognized standards applicable to each product or service category.

When performance gaps or non-conformities are identified, suppliers are required to implement **corrective action plans**. The process is accompanied by follow-up meetings to provide feedback and monitor progress. Repeated non-compliance can result in suspension or exclusion from Copec's approved supplier list.

Supplier Development:

In addition to assessment and corrective measures, Copec operates a range of development initiatives to build supplier capacity and support continuous improvement:

- **Corrective Action and Improvement Plans:** For any supplier—regardless of size or criticality—who fails to meet the expected standards, Copec defines tailored improvement plans. These plans are systematically monitored through scheduled follow-up meetings to track implementation and verify effectiveness.
- **SME Commitment Program:** Launched in 2022, this three-year initiative specifically targets small and medium-sized enterprises (SMEs) with high technical performance and development potential. The program provides:
 - Tailored training and mentoring in areas such as safety, operational excellence, sustainability, and management.
 - Continuous accompaniment and support to help suppliers professionalize their operations.
 - Coaching and advisory sessions provided by trained volunteer employees of Copec, in collaboration with **Chile Converge**, who accompany suppliers in addressing their operational challenges.
 - An evaluation at the end of the three-year cycle to assess progress. Suppliers that demonstrate substantial improvements are eligible for increased purchasing allocations and preferential consideration in future contracts.

In 2024, 25 SME suppliers participated in this program, benefitting from targeted development plans and capacity-building support.

1.7.6 KPIs for Supplier Assessment

KPIs for Supplier Assessment	2024	Target for FY 2024
Total number of suppliers assessed via desk assessments/on-site assessments	138	100
Number of suppliers assessed with substantial actual/potential negative impacts	6	
% of suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	<1%	
Number of suppliers with substantial actual/potential negative impacts that were terminated	1	

KPIs for Corrective action plan support	2024	Target for FY 2024
Total number of suppliers supported in corrective action plan implementation	0	0%
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	0%	

KPIs for Capacity Building Programs	2024
Total number of suppliers supported in corrective action plan implementation	25
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	0%

1.8 Tax Strategy

1.8.3 Effective tax rate

	FY 2023	FY 2024
Earnings before tax	434,029,920,000	547,288,666,000
Reported Taxes	108,211,823,000	161,968,785,000
Effective tax rate	24.9	29.5
Cash taxes paid	137,886,483,282	245,618,424,131
Cash tax rate	31.7	44.8

1.9 Information Security

1.9.1 IT Security Governance

At Copec, cybersecurity is reviewed quarterly by the Internal Control Committee, which is chaired by the CEO and includes all first-level executives. This ensures that key issues, risks and progress are regularly monitored by senior leadership.

When cybersecurity topics require a higher level of approval—such as the General Information Security Policy—they are presented to the Board of Directors during regular sessions, without the need for a dedicated meeting.

Incident response:

Business Continuity Plans Related to Information Security:

The cybersecurity team maintains plans to ensure operational continuity, and starting in 2025 we will begin involving our subsidiaries in aligning strategies for cyber incident management, business continuity, and disaster recovery.

Information Security Vulnerability Analysis:

The cybersecurity area has a specialized team for vulnerability analysis and management, both in endpoints and corporate platforms (websites and applications). They perform preventive work by getting involved in projects from their conception, as well as corrective work through reviews of systems already in operation. The cybersecurity area conducts ethical hacking exercises on corporate platforms. In 2024 we incorporated a first external review of our NIST-CSF self-assessment methodology. In 2025, this exercise has been fully outsourced, so that a partner will carry out the updated assessment according to the NIST-CSF 2.0 version, understanding that we have already reached a level of maturity where self-assessment is no longer sufficient.

Escalation Process for Employees to Report Incidents or Suspicious Activities:

There is an official reporting channel (Service Desk) where users can report cybersecurity incidents or activities that raise suspicion. Additionally, users can contact the cybersecurity area directly via the cybersecurity team's email address.

Information Security Awareness Training:

In 2024, Copec defined a User Awareness Program, implemented through in-person activities such as talks, awareness initiatives for employees' children (Winter Kids Week), and the Cybersecurity Fair (October, Cybersecurity Month) at the corporate building and selected plants. All of this is complemented by the Smartfense platform, through which training capsules are distributed and Ethical Phishing exercises are carried out.

Information security breaches:

- In 2024, there were no information security breaches.
- There were also no breaches affecting clients, customers, or employees.

1.10 Product Quality & Recall Management

1.10.1 Product Quality Programs

Processes to Prevent or Manage Defective Products Before Reaching the Customer:

There are various food control processes in place, from the moment raw materials arrive (truck delivery) until prepared or displayed food is delivered to customers. These processes are standardized (*Standard Operating Procedures – SOP*). There are also processes that describe cleaning and sanitization tasks at a standardized level to prevent cross-contamination during the different preparation stages and in store standards (*Sanitation Standard Operating Procedures – SSOP*).

At the organizational level, and for safeguarding the store network, there is a supplier selection and control process in the food area. Its purpose is to standardize the basic food safety parameters across our supplier network and to map the food safety risks that can be controlled depending on the nature of the product.

Upon Arrival of Raw Materials at the Stores:

- There is a record of raw material reception. Based on the quantity of products, a sample is selected for random control.
- There are standardized storage processes for the store network based on expiration date control and storage temperatures, with the aim of safeguarding the quality and safety of the product's nature.
- There are also cooking and holding processes for foods prepared in-store (with defined safe temperature limits that the food must reach).

There are control processes at each stage. For example, cooking of high-risk foods is also checked randomly. These are recorded controls, meaning they include associated records to ensure traceability.

Random controls are carried out for each work shift, as it must be considered that hamburgers are being prepared 24/7, and there is not yet the capacity to keep records for everything.

As we prepare food, control of food handlers is also considered a critical process. Therefore, personal hygiene is also a key process across the network, with clear definitions and records for monitoring personal hygiene.

Internal Audits of the Quality Management System:

The quality program to ensure food safety in Pronto Copec stores is called *BPM* and is verified through an audit conducted by an external party, Diversey Consulting.

The checklist is designed by the Arcoprime quality area, and external auditors carry it out. The program includes audits every three months at a minimum for each store. There is also a dashboard of indicators to report to management and to monitor action plans.

Independent External Verification of the Quality Management System:

There is a microbiological control program for food, kitchen surfaces, and handlers, conducted quarterly in each store. This program monitors the most critical pathogenic bacteria on the surfaces considered.

Internal Training on Roles in the Quality Management System:

There are periodic training sessions for store staff starting from their onboarding, as well as ongoing improvement training. A specific area is dedicated to this task, with a store training schedule in place.

Mechanisms for External Parties to Report Defective Products:

Company Response:

We have two key processes for investigating defective products:

1. **Customer Reports:** Customers can file complaints through the “Llámenos” (Customer Service) channel, via QR code, website, or other methods, which are consolidated through this mechanism.
2. **Store Reports:** Stores report complaints from suppliers or customers that arise in-store through the “Non-Conforming Product” process (e.g., food with flavor defects, the presence of a foreign object, or another defect).

For both processes, the Quality area initiates an investigation to identify the root cause and implement action plans. Corrective actions are requested from suppliers to ensure compliance and safety. A database is maintained with all findings and the status of the closure of each investigation.

II. Environmental Dimension

2.1 Environmental Policy & Management

2.1.2 Environmental Management Systems Verification (Verification of Environmental Programs)

Coppec is certified under ISO 14001 for Environmental Management Systems, ISO 9001 for Quality Management Systems, and ISO 45001 for Occupational Health and Safety Management Systems. These certifications apply to its fuel transportation processes—from loading at the San Vicente and Concón plants to delivery at Arauco plants located in Horcones, Valdivia, Nueva Aldea, Constitución, and Licancel.

Additionally, the certifications cover the storage and distribution of fuels and lubricants at mining facilities, with application to each mining depot. They also apply to the sale, purchase, and delivery of marine fuels to vessels requiring them at ports along the national coastline, whether by tanker ships, pipelines, or trucks.

The coverage of these certifications are 52% of revenues.

These certifications are shown below:



Fecha de Emisión Actual: 6 Septiembre 2023
Fecha de Caducidad: 23 Julio 2026
Número de Certificado: 10549757

Aprobaciones Originales:
ISO 9001 - 24 Julio 2020
ISO 14001 - 24 Julio 2020
ISO 45001 - 24 Julio 2020

Certificado de Aprobación

Certificamos que el Sistema de Gestión de :

COPEC S.A.

Arturo Prat 199, Torre B Concepción, Chile

ha sido aprobado por LRQA de acuerdo con las siguientes normas:

ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

Números de Aprobación: ISO 9001 – 00026322, ISO 14001 – 00026320, ISO 45001 – 00026321

Este certificado es válido sólo cuando va acompañado del anexo al certificado con el mismo número, en el que se detallan las delegaciones a las que se aplica esta aprobación.

El alcance de esta aprobación es aplicable a:

Transporte de Combustible, desde la Carga, en las Plantas de San Vicente y Concón, Hasta su Entrega en Plantas de Arauco Localizadas en Horcones, MAPA, Valdivia, Nueva Aldea, Constitución y Licancel.

Marta Escudero

Regional Director, United Kingdom and Americas (UKAM)

Emitido por: LRQA Limited



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Fecha de Emisión Actual:
Fecha de Caducidad:
Número de Certificado:

17 Diciembre 2024
16 Diciembre 2027
10659311

Aprobaciones Originales:
ISO 14001 - 17 Diciembre 2012
ISO 9001 - 17 Diciembre 2012
ISO 45001 - 16 Diciembre 2020

Certificado de Aprobación

Certificamos que el Sistema de Gestión de :

COPEC S.A.

Avda. Pedro Aguirre Cerda 12968, 1286979 Antofagasta, Chile

ha sido aprobado por LRQA de acuerdo con las siguientes normas:

ISO 14001:2015, ISO 9001:2015, ISO 45001:2018

Números de Aprobación: ISO 14001 – 00007016, ISO 9001 – 00007017, ISO 45001 – 00007018

Este certificado es válido sólo cuando va acompañado del anexo al certificado con el mismo número, en el que se detallan las delegaciones a las que se aplica esta aprobación.

El alcance de esta aprobación es aplicable a:

Almacenamiento y Distribución de Combustibles y Lubricantes en Establecimientos Mineros. Esto Aplica a Cada Depósito Minero Según Anexo a este Certificado y a Oficina Zona Norte.

David Derrick

Regional Director, UKAM

Emitido por: LRQA Limited



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ABS Quality Evaluations

Certificate Of Conformance

This is to certify that the Environmental Management System of:

COMPAÑIA PETROLEOS DE CHILE S.A. - DIVISION MARINE FUELS

Av. Jorge Montt 2300

Viña del Mar

Chile

has been assessed by ABS Quality Evaluations, Inc. and found to be in conformance with the requirements set forth by:

ISO 14001:2015

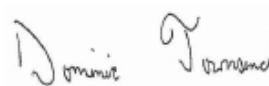
The Environmental Management System is applicable to:

**SALE, PURCHASE AND DELIVERY OF MARINE FUELS TO SHIPS IN THE PORTS OF THE NATIONAL COAST,
THROUGH TANK, PIPELINES OR TRUCKS**

**VENTA, COMPRA Y ENTREGA DE COMBUSTIBLES MARINOS A NAVES QUE LO REQUIERAN EN LOS PUERTOS
DEL LITORAL NACIONAL, MEDIANTE BUQUES TANQUE, OLEODUCTOS O CAMIONES**

This certificate may be found on the ABS QE Website (www.abs-qe.com). For certificates issued in the People's Republic of China information may also be verified on the CNCA website (www.cnca.gov.cn).

Certificate No:	49703
Last Expiry Date:	10 January 2023
Original Approval Date:	09 October 2014
Effective Date:	06 February 2023
Expiration Date:	10 January 2026
Revision Date:	06 February 2023



Dominic Townsend, President



Validity of this certificate is based on the successful completion of the periodic surveillance audits of the management system defined by the above scope and is contingent upon prompt written notification to ABS Quality Evaluations, Inc. of significant changes to the management system or components thereof.

ABS Quality Evaluations, Inc. 1701 City Plaza Drive, Spring, TX 77389, U.S.A.

Validity of this certificate may be confirmed at www.abs-qe.com/cert_validation.

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2.2 Energy

2.2.1 Energy management programs

The following section provides a summary of Copec's energy management efforts, based on the information available in the company's Integrated Report, Energy Policy, and relevant certifications. It highlights the programs, initiatives, and commitments that guide the efficient use of energy across Copec's operations, aligned with its broader sustainability and climate goals.

Energy audits to identify opportunities for improving energy performance:

As part of its commitment to sustainability and operational excellence, Copec has implemented a structured approach to energy management based on continuous improvement in energy efficiency. In alignment with its Energy Policy, the company regularly evaluates its Energy Management System to ensure optimal performance. This includes systematic monitoring of energy indicators and operations, with the aim of meeting established goals and driving improvements across all efficiency-related initiatives, products, and services.

To reinforce this commitment, Copec holds ISO 50001 certification for its Energy Management System, covering operations and activities at the Maipú, TPI Quintero, and Lubricants Quintero plants, as well as its corporate offices in Santiago. Regular energy audits are conducted as a key tool to identify opportunities for improvement, optimize consumption, and support the broader energy transition through responsible resource use.

Actions to reduce the amount of energy use

To improve energy efficiency and reduce overall consumption, Copec has implemented targeted operational and technological measures across various facilities. Through Copec Flux, the company has deployed over 70 on-site solar energy systems for industrial clients under the ESCO model, allowing them to reduce grid dependency and energy use during peak hours. In total, more than 230 industrial solar installations are now in place, each optimized to match consumption profiles and reduce base energy loads. In partnership with Copec Emoac, Copec has also installed over 600 Turntide ultra-efficient electric motors in refrigeration and air conditioning systems across Walmart stores in the Metropolitan Region. These motors consume up to 30% less electricity than traditional models, significantly lowering HVAC energy demand. At its Lubricants Plant in Quintero, Copec introduced robotic arms and automated machinery to reduce idle energy use and optimize electricity consumption during packaging processes. Additionally, real-time monitoring systems are used to analyze energy patterns and identify savings opportunities, especially in critical infrastructure like electro-terminals and fuel dispatch plants. Across its operations, Copec also prioritizes energy-efficient equipment procurement and ongoing training for operational teams to promote low-consumption practices and reduce non-essential energy use during off-peak hours.

Evaluation of progress in reducing energy consumption

The progress in reducing energy consumption is monitored through the systematic evaluation of the Energy Management System and the performance against the objectives outlined in Copec's Energy Policy. This includes regular tracking of key energy indicators, audits, and operational reviews aimed at ensuring continuous improvement. As part of this monitoring process, Copec maintains a

comprehensive record of energy usage across its facilities. A summary table of total energy consumption is presented below. For a detailed breakdown by source and operation type, please refer to the Energy Consumption Table in the Integrated Report 2024.

2.2.2 Energy Consumption

Energy consumption	2021	2022	2023	2024	Variation 23-24
Total energy consumption (GJ)	1'949'492	1'957'479	1'945'867	1'934'897	-0.47

Use of clean or green energy

Copec has significantly expanded the use of clean and renewable energy as part of its transition strategy toward a more sustainable energy matrix. Since 2021, all service stations have operated using 100% renewable electricity, supporting the company's carbon neutrality goals. Through its subsidiary Copec Flux, the company has developed 21 small-scale distributed generation plants (PMGDs) with a combined capacity of 143 MWp, of which 15 are currently operational. Additionally, over 2,000 residential and 230 industrial solar projects have been installed, contributing to the decarbonization of energy consumption across customer segments. The acquisition of the 123 MWp "Granja Solar" photovoltaic plant in Tarapacá further strengthens Copec's position in large-scale renewable generation. Complementing these efforts, Copec Emoac supplies industrial clients with renewable electricity and intelligent energy management systems, while the company also continues to purchase renewable energy from sources such as Cerro Dominador. These initiatives have enabled Copec and its clients to significantly increase the share of clean energy in their operations and reduce reliance on fossil sources.

Investments in innovation or research and development to decrease energy consumption

Copec is committed to innovation and research to meet its climate goals and improve energy efficiency. In 2024, the company made key investments in clean energy and sustainable mobility, including the expansion of Copec Voltex's electric vehicle charging network and the installation of solar panels through Copec Flux. A climate efficiency pilot was also launched in convenience stores with Arcoprime, alongside the development of more energy-efficient equipment and research to transition the lubricant plant to cleaner energy sources. These initiatives reflect Copec's broader strategy to adopt low-consumption, low-emission technologies across its value chain. Further information on these initiatives can be found in the "Environmental Investment," "Climate Change," and "Energy Management" sections of our 2024 Integrated Report

Energy efficiency training provided to employees to raise awareness of energy consumption reduction

As part of its commitment to continuous improvement and responsible energy use, Copec promotes the training of employees whose roles are directly linked to the organization's energy performance. In line with its Energy Policy, the company has committed to developing energy efficiency training

programs for both internal staff and external collaborators. These initiatives aim to raise awareness about the importance of reducing energy consumption, promote best practices in operational settings, and build technical knowledge on efficient equipment usage and energy-saving behaviors.

Total energy consumption	Unit	FY 2023	FY 2024
Total non-renewable energy consumption	GJ	1'806'726.52	1'750'104.72
Total renewable energy consumption	GJ	139'139.66	186'613.55
Coverage	% revenue	65%	60%

The coverage of energy data is the same as that of GHG emissions, since the same facilities and subsidiaries were considered in both cases.

2.3 Packaging

2.3.1 Packaging Commitment - Complementary section

The commitments presented in this section are complementary to those already explicitly stated in Copec's Integrated Report, reinforcing the Company's roadmap towards circularity. This commitment has been further strengthened and formalized through Copec's incorporation into the Clean Production Agreement (APL) for Packaging, which sets out concrete goals and action plans for the redesign, reduction, and recovery of packaging.

Pronto, part of Arcoprime, a Copec subsidiary, has continued to strengthen its commitment to transitioning towards more sustainable packaging. In 2023 and 2024, we eliminated all non-sustainable packaging ("single-use waste packaging") from our operations, achieving a 100% transition to recyclable and/or compostable materials, while also reducing packaging weight (grammage).

Programs for reusable packaging

Pronto, part of Arcoprime (a Copec subsidiary), has developed initiatives to encourage reuse across its operations. These include programs to promote refillable cups in stores, pilot projects with reusable chinaware, and the replacement of single-use trays with durable alternatives in its food outlets. Together, these initiatives aim to embed reuse as part of the customer experience and reduce dependence on disposable materials.

Programs for recyclable packaging

At the same time, Pronto has advanced programs to ensure all packaging is recyclable or compostable, eliminating non-sustainable options and reducing packaging weight. These efforts are complemented by partnerships with specialized recycling companies to manage materials responsibly, supporting a circular economy approach across Copec's retail operations.

Programs to phase out single-use plastic packaging

In line with Chile's Law No. 21,368 on single-use plastics, Copec has advanced initiatives such as promoting reusable cups across its stores, piloting reusable chinaware, and transitioning to recoverable packaging beyond plastic. Further details are available in the Integrated Report.

Programs to increase the use of recycled material as packaging solutions

Copec, through Arcoprime's Pronto stores, has advanced programs to increase the use of

sustainable packaging solutions. This includes the full transition of single-use packaging to recyclable and compostable materials, eliminating non-sustainable options across its operations.

Programs to ensure that recyclable packaging is actually recycled

Through Arcoprime, Copec has implemented programs to ensure that recyclable packaging is actually recycled. In Pronto stores, this includes partnerships with specialized waste management companies to collect and process packaging waste generated on site, supported by Zero Waste store initiatives that secure high recovery and recycling rates.

Allocation of R&D resources to sustainable packaging and alternative solutions

Copec has begun allocating resources to the development of sustainable packaging and alternative solutions through its participation in the Clean Production Agreement (APL) for Packaging. This collaborative initiative promotes innovation, circular design, and the reduction of packaging impacts, serving as a platform for research and the testing of new sustainable alternatives.

2.3.2 Packaging Materials

Packaging materials	Coverage (% of cost of goods sold)	Total weight (metric tonnes)	Recycled and/or Certified Material (% of total weight)
Wood/Paper fiber packaging	55%	936.6	80,74%

2.3.3 Plastic Packaging

	FY 2023	FY 2024	Target FY 2024
A. Total weight (tonnes) of all plastic packaging	97.74	100.63	83.49
B. Percentage of recyclable plastic packaging (as a % of the total weight of all plastic packaging)	66.34%	56.83%	100%
C. Percentage of compostable plastic packaging (as a % of the total weight of all plastic packaging)	16.14%	11.76%	11.37%
D. Percentage of recycled content within the company's plastic packaging (as a % of the total weight of all plastic packaging)	34.99%	30.44%	35%
Coverage (% of revenues)	54%	55%	NAP

2.4 Waste and Pollutants

2.4.1 Waste Management Programs

Waste audits to identify opportunities for improving waste performance

As part of our commitment to become a Zero Waste company by 2029, we have implemented an integrated waste management strategy across all operations. This includes the identification of waste sources, segregation, recovery, and traceability.

To support this strategy, we use a real-time data platform that monitors operations in our storage plants, distribution centers, and production facilities. This system allows us to identify opportunities for improvement, with the objective of minimizing the amount of waste sent to landfills and enhancing overall waste performance.

These initiatives are part of our continuous improvement approach and align with circular economy principles.

Action plans to reduce waste generation

To advance toward our Zero Waste 2029 goal, Copec has implemented multiple initiatives aimed at reducing waste generation across operations. These include the implementation of a high-efficiency composting system at the Lubricants Plant, capable of processing organic waste in just 24 hours; the opening of our first Zero Waste convenience store with over 90% diversion from landfill; and the replacement of disposable items with reusable alternatives, such as metal trays at Streat Burger food trucks and reusable cups in 118 stores.

In addition, Blue Express Copec joined a Clean Production Agreement to reduce packaging waste in e-commerce, promoting circular economy practices. We also strengthened food waste reduction by donating over 94 tons of food and converting organic waste into animal feed through insect protein.

These actions reflect our integrated approach to circularity and innovation. For further details, see the Circular Economy section of the 2024 Integrated Report.

Quantified targets to minimize waste

At Copec, we are committed to circular economy as a key pillar of our sustainability strategy. Through the reduction, reuse, recycling, recovery and efficient waste management, we optimize our operations in order to minimize our environmental impact, moving forward in our commitment to be Zero Waste by 2029.

Investment in innovation or R&D to minimize waste

Copec invests in innovation and R&D to minimize waste across its operations. This includes the installation of **state-of-the-art composting systems** in industrial facilities, partnerships to transform organic waste into new resources (such as animal feed and “circular eggs”), and long-standing programs to recycle **used cooking oil**. In retail, Copec has piloted its first **Zero Waste store**, achieving diversion rates above 90%, with the goal of scaling these practices across its network.

Waste reduction training provided to employees

As part of our Zero Waste strategy, Copec provides awareness, education, and training to employees on sustainable practices that incorporate circular economy principles such as redesign, reduce, repair, reuse, compost, and recycle. These training efforts aim to embed waste reduction actions across all stages of our operations and ensure alignment with our Zero Waste commitment.

Integration of recycling programs to reduce the waste sent to landfill

Copec has implemented a range of recycling programs to reduce the volume of waste sent to landfill. In 2024, we installed a state-of-the-art composting system at the Lubricants Plant, which processes organic waste from the cafeteria and converts it into compost within 24 hours, diverting over 7,500 kg from landfill. Additionally, through partnerships with suppliers such as Rembre and Ecofibra/Ambipar, we implemented recycling programs in 93 company-owned stores, managing 998 tons of recyclable waste in 2024 alone. We also advanced organic waste recovery with partners like Food for the Future (F4F) and Armony Sustentable, and expanded initiatives such as used frying oil recycling.

For more details, refer to the Circular Economy section of the 2024 Integrated Report.

Waste diversion from landfill is certified by an independent accredited body

In 2024, Copec **began the implementation of its first Zero Waste store** in Pedro Fontova, achieving a diversion rate above 90% and setting a precedent to expand these practices across its convenience store network. Arcoprime also advanced in waste reduction, reaching an average diversion rate of 36.5% across 93 stores, with 14 stores surpassing 50%. These initiatives reinforce the Company's path toward its **Zero Waste 2029 goal**. More information is available in the Integrated Report.

2.4.3 Food Loss & Waste Commitment - Complementary section

This section complements Copec's explicit commitments set out in both its Integrated Report and the Zero Waste Policy, which aim to achieve zero waste across operations by 2029 through integrated management, prevention, and circular economy practices.

In alignment with these commitments, Arcoprime has developed a food donation strategy focused on reducing food waste while promoting social support. Through a strategic alliance with the non-profit organization *Red de Alimentos*, Arcoprime rescues edible products that remain suitable for human consumption but could not be commercialized in Pronto Copec stores, mainly due to their proximity to expiration dates.

These products are distributed to more than 100 social organizations nationwide via a digital platform that ensures efficient allocation and traceability of donations. With this initiative, Arcoprime seeks not only to prevent food waste but also to generate a positive social impact and strengthen responsible resource management.

As part of its continuous improvement, Arcoprime has set an internal target to reach, by 2025, an **80% donation rate** of all surplus food suitable for redistribution within its network.

Programs established to measure food loss & waste

To measure and monitor food donations, Arcoprime relies on a reporting system provided by Red de Alimentos on a weekly and monthly basis.

Weekly Report: This report details the number of donations made and the stores actively participating. Its purpose is to provide visibility into the level of engagement and frequency of donations across the network.

Monthly Report: This report provides a consolidated balance by store, including the average weight of donations. By tracking the total volume of food rescued, it enables the estimation of both waste reduction and the social impact generated through the partnership.

Programs to reduce the total volume of food loss & waste

To reduce the volume of food loss and waste, Arcoprime has implemented a food rescue and donation program in partnership with *Red de Alimentos*.

The program is guided by the following principles:

-Surplus identification: Edible products that are no longer suitable for sale—mainly due to their proximity to the expiration date or minor packaging defects—are rescued. Donation criteria are clearly defined, requiring a minimum of 54 hours before expiration.

-Management and distribution: Rescued products are grouped into boxes and assigned to social organizations, ensuring their proper use and preventing waste.

-Product categories: The program covers a wide range of items, from packaged foods (such as cafeteria products, snacks, and beverages) to hygiene products. In accordance with *Red de Alimentos* policies, certain categories—including alcohol, energy drinks, cigarettes, and candies—are strictly prohibited and automatically restricted from being included in donations.

Measurable group-wide targets to reduce the total weight of food loss & waste

An internal target has been set for 2025 to achieve an **80% donation rate** of all surplus food eligible for donation, in line with the criteria outlined above. This goal is also embedded within Copec's broader **Zero Waste commitment for 2029**, reinforcing the company's transition toward a circular economy and responsible resource management.

2.4.4 Food Loss & Waste Impact

Food loss & waste	FY 2023	FY 2024	Target for 2024
a) Total weight of all food loss & waste	943,6	585,8	
b) Total weight of food loss & waste volumes used for alternative purposes (ton)	195	140	201
Coverage (% revenue)	54	55	

2.5 Water

2.5.2 Water Consumption

	Unit	FY 2021	FY 2022	FY 2023	FY 2024
A. Water withdrawal (excluding saltwater)	Million cubic meters	1.5899	2.1899	2.3488	2.1702
B. Water discharge (excluding saltwater)	Million cubic meters	-	-	0.1084	0.0759
Total net fresh water consumption (A-B)	Million cubic meters	-	-	2.2404	2.0943
Data coverage	Percentage of revenues	49%	49%	52%	53%

2.6 Climate Strategy

2.6.1 Greenhouse Gas Emissions

The coverage of GHG emissions for Scopes 1, 2, and 3, as presented in the Integrated Report, is as follows:

	Unit	FY 2021	FY 2022	FY 2023	FY 2024
Data coverage	Percentage of revenues	65%	64%	65%	60%

Our Scope 3 emissions were 14'719 tCO₂e for the year 2024, broken down as follows:

Scope 3 Category	Emissions in the reporting year (metric tons CO ₂ e)	Methodology
3. Fuel-and-energy-related-activities (not included in Scope 1 or 2)	1.199	GHG Protocol and ISO 14064:2018
4. Upstream transportation and distribution	5.979	GHG Protocol and ISO 14064:2018
5. Waste generated in operations	3.399	GHG Protocol and ISO 14064:2018
6. Business travel	1.654	GHG Protocol and ISO 14064:2018
10. Processing of sold products	2.488	GHG Protocol and ISO 14064:2018

In the Integrated Report, Scope 3 emissions were reported as 15,847 tCO₂e. However, following the verification process carried out for the HuellaChile Program, adjustments were made, and the verified figure for Scope 3 is 14,719 tCO₂e, representing a difference of approximately 7%.

2.6.7 Climate Risk Management

Since 2020, Copec has been working on identifying climate-related risks relevant to its operations and value chain. In 2023, the company formally defined its strategic risks, aligning them with Copec's broader strategic objectives. Building on this foundation, in 2024 Copec undertook a comprehensive economic quantification of climate transition risks.

Throughout this process, risk identification and management were assessed across medium-term (2030) and long-term (2050) horizons, considering potential impacts on both Copec's own operations and its extended value chain. The analysis included both transition and physical risks, with a particular focus on regulatory, market and environmental changes likely to affect the company's business model:

- **Current Regulation - Carbon tax exposure:** Assessment of the financial impact of Chile's existing carbon tax (USD 5/ton CO₂), which currently applies to emissions from boilers and turbines.
- **Emerging Regulation - Future regulatory pressure:** Evaluation of upcoming national and international climate policies, including increased carbon pricing scenarios and mandatory climate-related disclosures (e.g., CMF NCG 461 in Chile).
- **Market Risk - Decline in fossil fuel demand:** Analysis of market contraction risks due to changing customer preferences, decarbonization goals of industrial clients, and macroeconomic shifts in fuel consumption patterns.
- **Reputational Risk - Stigmatization of fossil fuel sectors:** Recognition of the potential for public and investor scrutiny, particularly related to the environmental impact of operations and associations with high-carbon industries.
- **Acute Physical Risk - Extreme weather events:** Risks associated with floods, landslides, heatwaves, and storm surges disrupting fuel delivery, damaging infrastructure, or impacting employee safety.
- **Chronic Physical Risk - Long-term climate shifts:** Risks linked to droughts and water scarcity, sea-level rise, coastal erosion, and increased cooling demand, all affecting operational costs and site viability.

Copec assessed climate transition risks primarily using Chile's Nationally Determined Contributions (NDCs) and NGFS scenarios, including the 2°C Scenario (2DS), which represents an orderly global transition consistent with the Paris Agreement. These scenarios were applied to evaluate potential impacts on the company's operations and value chain toward 2030 and 2050. On the other hand, the analysis of physical climate risks is based on the pessimistic RCP 8.5 scenario, as used by ARCLIM (Chile's Climate Risk Atlas).

2.7 Biodiversity

2.7.1 Biodiversity Risk Assessment

Copec is currently developing a **Biodiversity Strategy** to systematically integrate nature-related considerations into corporate decision-making. This includes the **identification of risks and opportunities**, as well as the assessment of the company's **impacts and dependencies** on ecosystems and the services they provide.

Preliminary work has already been undertaken through **technical studies** and the preparation of **draft biodiversity and natural capital roadmaps**. To date, these studies have focused on **Copec's own operations and adjacent areas**.

Although the **final strategy is still pending approval**, these advances represent an important step towards embedding biodiversity conservation and sustainable use into the company's management approach. The following section presents **complementary content and related studies**, as well as the **steps of Copec's biodiversity risk assessment process**.

Use of a site-based approach

Copec applies a **site-based approach** to its biodiversity risk assessment, focusing on the specific locations where the company operates. This methodology begins with the identification of the **perimeter and surface area of its terrestrial and marine operations**, followed by the application of defined influence buffers to each site. These buffers are then overlaid with multiple layers of environmental and social information — such as biodiversity features, protected areas, species presence, water resources, physical risks, land use, and nearby communities — to evaluate risks and opportunities in direct relation to the site's surroundings.

As part of this territorial perimeter analysis, Copec engaged with different internal areas to confirm the legal status of each property, identifying the company's rights and obligations for the land and marine areas where it operates. This process, combined with **technical feasibility criteria and stakeholder input**, supports the prioritization of ecosystems within proximity to Copec's facilities and guides the design of targeted conservation and natural capital actions.

This location-specific methodology ensures that biodiversity management measures are tailored to the **real conditions and interactions** at each site, aligning with the company's broader sustainability commitments and long-term Biodiversity Strategy.

References to methodologies or frameworks used for assessment

Copec's biodiversity risk assessment is based on the TNFD LEAP approach (*Locate, Evaluate, Assess, Prepare*), complemented by the principles of Nature-based Solutions (NbS) from Chile's Ministry of Science and by biodiversity studies specific to the country's ecosystems. This combination provides a robust framework for conducting spatial analyses, prioritizing risks, and designing targeted conservation and natural capital actions.

Dependency-related biodiversity risks considered in risk assessment

As part of its biodiversity risk assessment, Copec considers nature-related risks linked to its operational dependencies. The most significant socio-natural risk arises from the **exposure to tsunamis** due to the geographic location of its assets, with an exposed surface area of 50.6 hectares encompassing 38 service stations, 18 industrial plants, and 3 land plots located along the national coastline. In addition, based on data from the National Geology and Mining Service (SERNAGEOMIN), two Copec sites were identified as being exposed to **volcanic hazards** from the Villarrica volcano: a 0.3-hectare service station in Pucón and a 1-hectare land plot in Villarrica, both at risk of potential eruptions and volcanic activity.

Impact-related biodiversity risks considered in risk assessment

In its biodiversity risk assessment, Copec identifies land use as the primary impact driver. Analysis shows that the Non-Conventional Renewable Energy (NCRE) service category occupies the largest area among the company's business segments, totaling approximately 431 hectares. Most of this area consists of bare soil (around 210 ha), croplands (120 ha), and grasslands/pastures (95 ha), making NCRE the industry type with the largest footprint in these land cover categories. By contrast, Copec's land plots have the greatest extent of forest cover, with approximately 38 hectares, and are the only sites containing water bodies, covering around 2 hectares. Service stations represent the industry type with the largest area of built-up land, totaling 189 hectares.

Overall, Copec's operational footprint covers 1,143 hectares, of which 575 hectares are built-up areas.

2.8 Product Stewardship

2.8.1 Sustainable Revenues

The following section has been prepared in alignment with the EU Taxonomy framework. Although Chile is not among the jurisdictions required to comply with this regulation, Copec has identified one commercial activity that generates sustainable revenues in accordance with the European methodology. This activity meets the principles of Do No Significant Harm (DNSH) and Substantial Contribution, under the category of "Electricity generation using solar photovoltaic technology."

The economic activities in this category may be associated with several NACE codes, in particular D35.11 and F42.22, in line with the statistical classification of economic activities established by Regulation (EC) No 1893/2006.

This represents Copec's first exercise in identifying sustainable revenues under the EU Taxonomy. While other activities may also align with the taxonomy's criteria, this initial assessment focuses on the businesses of Copec Renovables and Flux Solar, both dedicated to the generation and storage of renewable energy for subsequent sale.

Description of the service:

Copec has incorporated renewable energy generation as a clearly identifiable source of sustainable revenues through its subsidiaries Copec Renovables and Flux Solar. In 2024, Copec created *Copec Renovables* with the acquisition of the Granja Solar photovoltaic plant, a large-scale facility located in Pozo Almonte, Tarapacá Region. This park spans 322 hectares, includes 336,000 solar panels, and has an installed capacity of 123 MWp, along with an electrical substation and a 23.4 km transmission line. Beyond generation, Copec Renovables has expanded into energy storage by developing a BESS system with 105 MW injection power and 420 MWh storage capacity, one of the first of its kind in Chile, allowing renewable energy to be stored and injected into the national grid.

In parallel, Flux Solar (Copec Flux) has over 12 years of expertise in solar photovoltaic generation and storage solutions, serving residential, commercial, and industrial clients. By 2024, Flux had developed 21 Small Means of Distributed Generation (PMGD) projects (143 MWp, 15 of which are in operation), installed more than 70 ESCO plants under long-term energy supply contracts, and executed over 2,000 residential and 230 industrial solar projects, totaling more than 40 MWp of

capacity. These activities directly contribute to avoided emissions, with Flux reducing more than 35,900 tons of CO₂e since 2019.

Together, Copec Renovables and Flux Solar represent a dedicated operating segment within Copec focused on the generation and storage of renewable energy for subsequent sale, constituting a clear example of sustainable revenues aligned with the EU Taxonomy criteria for *“Electricity generation using solar photovoltaic technology.”*

III. Social Dimension

3.1 Labor Practices

3.1.1 Labor Practices Commitment

At Copec, we are committed to maintaining fair, safe, and equitable working conditions for all individuals who are part of our own operations. This commitment is supported by our Compensation Policy, Human Rights Policy, Diversity and Inclusion Policy, Alcohol and Drugs Policy, and our Internal Rules on Order, Hygiene, and Safety.

We ensure the payment of a living wage, defined through market studies, and comply with the maximum legal working hours established by law, between 42.5 and 44 hours per week, respecting rest periods, holidays, and vacation, with the option of compensating for any excess over the legal minimum. We have management mechanisms in place to prevent excessive working hours and to ensure proper payment for overtime.

We promote pay equity through the gender bias-free HAY methodology and foster an inclusive work environment free from harassment, discrimination, and bullying. We also strengthen occupational health and safety through preventive measures and wellness programs, including the prevention of alcohol and drug consumption.

In the event of collective dismissals, we comply with the procedures and deadlines established in Chilean labor law, ensuring respect for workers' rights.

This commitment applies exclusively to our own operations and seeks to promote an inclusive, safe, and respectful workplace centered on people.

3.1.2 Labor Practices Programs

Ensure adequate wages at or above cost of living estimates or benchmarks

At Copec, the compensation policy is based on the HAY methodology and supported by annual market studies to ensure that salaries are competitive and fair. This approach defines transparent and bias-free salary bands, ensuring that pay reflects the responsibilities and market value of each position. According to the 2024 Integrated Report (p.113), Copec's starting monthly salary in 2024 was CLP 916,616 for both men and women, which represents 83% above the national minimum wage, reinforcing the company's commitment to pay above national benchmarks.

Monitor working hours including overtime management

Copec monitors working hours through electronic time control systems (*clock-in systems*) that

record attendance and each employee's actual working hours. Time management is centralized within the People Management Department, which has a dedicated team focused on optimizing work schedule allocation, controlling overtime, and continuously improving processes. This approach ensures compliance with labor legislation on maximum working hours and rest periods, as well as the timely detection of deviations.

Ensure employees are paid for overtime work

Copec ensures the legal payment of overtime for all employees subject to working hour control. Additionally, collective bargaining agreements signed with workers' unions clearly define the conditions for compensating overtime work and special shifts. This framework guarantees fair and transparent compensation, as stipulated in both individual contracts and collective agreements.

Regularly engage with workers' representatives on working conditions

Copec has three active labor unions with which it maintains constant communication through formal channels such as email and telephone. In addition, monthly meetings are held where company representatives meet with all union delegates to address questions, share business information, and discuss various topics related to working conditions. These meetings foster ongoing dialogue, strengthen the employer–employee relationship, and enable the early identification and resolution of concerns. The 2024 Integrated Report (p.10) highlights the high employee participation rate (97%) in the Work Climate Survey and the company's commitment to trust and well-being, which reinforces the practice of regular interaction with labor representatives.

Routinely monitor the gender pay gap to achieve equal remuneration for men and women

Copec applies the HAY methodology to define salary bands, ensuring that pay allocation is based on an objective evaluation of job roles and preventing gender-related bias. The company also participates in sector-level forums where best practices for promoting pay equity are shared and discussed. In 2025, Copec launched a formal internal gender pay gap measurement process with the support of specialized consulting firms to identify potential differences and define corrective actions. The 2024 Integrated Report (p.113) states that the starting monthly salary for men and women is the same, reinforcing the absence of discrimination at the entry level.

Expand social protection coverage for workers beyond public programs

Copec's welfare and benefits system provides coverage that goes beyond Chilean labor law requirements. This includes paying for the first three days of medical leave, additional benefits for marriage, birth, and bereavement, as well as recognizing all years of service for severance purposes, exceeding statutory provisions. In addition, the 2024 Integrated Report (p.115) outlines that employees have access to supplementary health and life insurance, educational benefits for children, housing support, and physical and mental wellness programs, reinforcing the company's commitment to extended and comprehensive social protection.

Ensure employees are taking their paid annual leave entitlements

Copec actively encourages employees to take their annual paid leave by providing a special bonus when at least 10 consecutive days of vacation are taken. This measure aims to promote physical and mental well-being, encourage disconnection, and prevent the excessive accumulation of unused vacation days, thereby ensuring full exercise of the legal entitlement.

Provide training or reskilling to mitigate negative effects of industrial or climate transition changes

As part of its corporate training program Coppec Aprende, the company promotes various initiatives aimed at strengthening employee capabilities in response to evolving environmental and industrial challenges. One such initiative is Coppec Talks, a learning series within Coppec Aprende that fosters ongoing reflection and development on topics relevant to the future of work.

Among the sessions delivered, one in particular stood out: “How to Build a Customer-Centered Culture”, presented by Denisse Goldfarb, an expert in people management and workforce trends. This talk directly addressed the workforce transformations driven by the climate transition, technological change, and the shifting economic landscape. It referenced the *World Economic Forum’s Future of Jobs Report*, highlighting the structural impact these forces will have on employment and the need to adapt to new market demands.

The session introduced the concept of green skills and outlined emerging sustainability-related roles such as sustainability managers and energy auditors. It also explored upskilling, reskilling, and outskilling strategies as key tools to face these evolving challenges.

The talk was open to all Coppec employees, held in person at corporate headquarters with approximately 100 attendees, and was broadcasted via internal livestream. Follow-up materials were made available through various internal channels:

- Emails with links to replay the session, hosted on the company intranet.
- A dedicated article in the internal newsletter, featuring video excerpts, event photos and links to the presentation and talk.
- Internal statistics showing opening rates for the invitation and follow-up emails.

This initiative is part of Coppec’s ongoing learning strategy and contributes directly to the development of skills required to navigate climate and industrial transitions, aligning with the CSA’s expectations for employee training and reskilling programs.

3.1.5 Workforce Breakdown: Race/ Ethnicity & Nationality

Employee Level	Share in all management positions, including junior, middle and senior management (as % of total management workforce)
Chilean	96.49%
Venezuelan	2.92 %
Colombian	0.29 %
Peruvian	0.29 %
Other	2.05 %

3.3. Human Capital Management

3.3.1 Training & Development Inputs

	FY 2024
Average hours per FTE of training and development	23

3.3.2 Employee Development Programs

Learning methods

In 2024, Copec strengthened its employee development programs by expanding both coaching and mentoring initiatives and collaborative learning networks.

On the one hand, the company launched an inclusive leadership program for plant leaders, designed to embed diversity, equity, and inclusion (DEI) practices into daily operations and organizational culture. In parallel, Copec implemented its first women's mentoring program, connecting company leaders with female role models from the industry, thereby fostering leadership skills and accelerating women's professional growth within the organization. These initiatives complement the programs reported in the Integrated Report, adding further value by integrating equity and diversity into talent development.

On the other hand, the Integrated Report highlights the Copec Aprende and Copec Talks programs, which foster self-learning and provide open courses on strategic trends and topics. Building on this, in 2024 Copec consolidated collaborative internal learning spaces, where teams from different areas designed and delivered training sessions for their peers, strengthening cross-functional and network-based learning. One example was the electrical knowledge training, developed by professionals from the Engineering Management area, which benefited employees from several departments. This model demonstrates how Copec promotes internal learning communities where knowledge is shared horizontally and applied in practice, reinforcing both technical and adaptive skills across the workforce.

Leadership development program

In 2024, Copec launched the Líderes PRO Program, aimed at strengthening leadership capabilities across different levels of the organization and preparing the company to address adaptive challenges in its operating environment. The program is structured in three stages: Preparation, including organizational adaptive capacity assessments; Definition, where the Executive Committee works on strategic narratives, identifies barriers, and sets priority initiatives; and Deployment, which enables managerial and second-line teams to implement pilot change projects. This approach ensures that Copec leaders develop not only management skills, but also the ability to mobilize teams in the face of strategic transformations.

Cultural education

In 2024, Copec continued to advance its Diversity and Inclusion Policy, which is grounded in respect for diversity, equity, rejection of arbitrary discrimination, and fostering a workplace free from harassment. Based on this framework, the company implemented a DEI program aimed at raising awareness and embedding inclusive practices, structured around three pillars: accessibility and employee experience, inclusive workplace culture, and equity-focused processes.

As part of this program, training capsules were delivered in partnership with BCN, covering topics such as generational diversity, sexual diversity, gender equity, inclusion of people with disabilities, migration and interculturality, unconscious bias, and inclusive language, engaging more than 1,400 employees.

In addition, Copec promoted practical cultural education spaces, including:

- Cultural Breakfasts, where employees of different nationalities shared their experiences at Copec through the lens of multiculturalism. In 2024, two sessions were held with 14 and 15 participants, respectively.

- Celebrations of national independence days from different countries, held in corporate cafeterias to foster inclusion and cultural appreciation.

Transition program for retiring and terminated employees

Currently, Copec does not have a formal, company-wide outplacement program for all terminated employees. Nevertheless, the company has carried out specific outplacement processes in certain mutually agreed cases. In addition, Copec works with Lab Lab to provide support to employees transitioning into retirement, offering tools to better accompany them in this stage. While these practices are not yet institutionalized as a comprehensive program, they represent initial steps in addressing the needs of employees during retirement or termination transitions.

Digital transition program

In 2024, Copec enhanced its digital transition programs, with initiatives aimed at equipping employees for new tools and future-ready skills:

- Executive Assistants Reskilling Program: An upskilling initiative to transition the secretary role into an executive assistant role, with a comprehensive focus on digital and management competencies. The program achieved 99% satisfaction, with 100% applicability and recommendation, demonstrating its effectiveness in preparing employees for more technology-driven contexts.

- “Diversity of Thought to Innovate and Create” Course (Copec Aprende 2024): Delivered by the NeuroLeadership Institute, this neuroscience-based workshop was designed to foster innovation, adaptability, and diversity of thought as drivers of creativity. Participants engaged in six modules covering unconscious bias mitigation, growth mindset development, and the generation of *insights* for innovative solutions.

- Digital Academy: A company-wide program to raise awareness and train employees on Google and Artificial Intelligence tools, promoting their responsible, collaborative, and productive use. The adoption plan includes a powerful change narrative, diverse learning experiences (webinars, master

classes, e-learning), and a network of internal change agents who support implementation throughout the organization.

The program also covers contractual or part time employees in company's own workforce

Copec's development programs also extend to employees of its Service Station Network (EDS), many of whom work under contractual schemes different from the company's central workforce. Through Academia Copec, a wide range of initiatives are implemented to enhance their quality of life and integral development, while reinforcing their sense of belonging to the Copec network.

Key initiatives include:

- Education Advancement Program, offering opportunities to complete secondary education, access preparatory courses for university, and receive school support for employees, their families, and nearby communities.
- Life Skills Development Program, providing practical training in areas such as basic mechanics, computing, sustainable gardening, recycling, and first aid.
- Entrepreneurship Skills Program, fostering autonomy and innovation among workers and their families through workshops in gastronomy, event management, social media, and more.
- Comprehensive Wellbeing Program, which standardizes and expands benefits across the network, addressing physical, emotional, social, and financial wellbeing while reinforcing team commitment and satisfaction.

In this way, Copec ensures that capacity-building and development opportunities are accessible not only to core employees but also to contractual and service station workers, their families, and local communities, promoting an inclusive model of development.

3.3.3 Human Capital Return on Investment

	FY 2021	FY 2022	FY 2023	FY 2024
Total Operating Expenses	1.313.589.551	1.837.094.061	1.804.989.887	2.078.603.693
Total employee-related expenses	309.303.736	408.062.058	478.181.712	538.594.691

*The calculation of **Total Operating Expenses** and **Administrative Expenses** was performed using consolidated data from **Copec and all subsidiaries**, summing revenues minus cost of sales (TOE) and reported administrative expenses across the group. This approach ensures a comprehensive view of the company's operations, rather than Copec alone.

3.3.5 Employee Turnover Rate by gender

	Men	Women
Total employee turnover rate by gender	11.1%	12.8%

3.3.7 Employee Support Programs

Paid family or care leave beyond parental leave: care for a child, spouse, partner, dependent, parent, sibling, or other designated relation with a physical or mental health condition.

3.3.8 Type of Performance Appraisal

Copec implements multiple types of performance evaluations to ensure a holistic and consistent assessment of its workforce:

-Evaluation based on competencies: Conducted annually for all employees across the organization. This process includes both self-assessment and evaluation by the direct supervisor.

This process is described in Copec's Integrated Report 2024, page 123.

-360-degree evaluation: Implemented annually in parallel with the competency evaluation. It includes structured feedback from peers, supervisors, direct reports, and internal clients, offering a comprehensive view of performance and collaboration.

Also referenced in the 2024 Integrated Report, page 123.

-Upward (reverse) feedback: Introduced in 2025, this annual process applies to managers who report to a senior executive (gerente or subgerente) and have at least three direct reports. It incorporates ratings from team members alongside the supervisor's evaluation to provide a broader leadership perspective.

-Evaluation based on business objectives (goal-based): Conducted once a year for all managerial roles. Each year, managers define measurable business goals (KPIs), which are assessed at the end of the cycle, followed by formal feedback and next-year goal setting.

-Performance plans for low performers: These plans involve more frequent conversations throughout the year, allowing for close monitoring and continuous feedback to support performance improvement.

-Agile feedback conversations: While not mandatory, Copec strongly promotes mid-year and on-demand feedback sessions. These are encouraged through internal campaigns and supported by practical tools (e.g., conversation guides and templates) to foster ongoing, development-oriented dialogue between employees and leaders.

Scope and coverage

The competency-based performance evaluation process covers all employees within the organization. The business objectives (goal-based) evaluation applies specifically to managerial positions across all business units. The 360-degree and upward feedback evaluations are integrated annually across applicable roles, while agile conversations and performance development plans are promoted organization-wide. Together, these mechanisms ensure that performance management at Copec is both inclusive and aligned with strategic goals.

3.3.9 Trend of Employee Wellbeing

To measure employee wellbeing and work climate, Copec conducts an annual survey in partnership with the external consultancy People First, assessing 21 dimensions grouped into three categories: Indicators (trust, happiness, commitment), Management Pillars (recognition, competence, development and training, support, integrity, fairness, innovation, participation, teamwork, communication, among others), and Lock-in Pillars (emotional aspects such as freedom, friendship, appreciation, inspiration). Each question is also linked to a specific relationship dimension (direct manager, department leaders, management group, peers, organization), allowing for targeted improvement actions. Results are consolidated into a Global Index, using a 1 (strongly disagree) to 5 (strongly agree) scale, validated for reliability and consistency through academic studies by the Pontifical Catholic University of Chile.

3.4 Occupational Health & Safety

3.4.2 OHS Programs

In occupational health and safety (OHS), Copec complements the disclosures in its Integrated Report with management programs and mechanisms that ensure a preventive and systematic approach to risk control:

-Prevention programs with concrete targets: The company operates the Occupational Accident Prevention Program (with over 2,370 activities carried out in 2024, achieving 99.7% compliance) and the Occupational Disease Prevention Program, aligned with national protocols (PREXOR, MMC, TMERT-EESS, RUVS, psychosocial risk, and hypobaric work). Both have explicit goals of reaching zero workplace accidents and zero occupational diseases.

-Drills and corporate campaigns: In 2024, Copec conducted 25 emergency drills at plants and offices, along with seasonal prevention campaigns (winter, Independence Day, and year-end celebrations).

-Visible leadership and preventive culture: Copec enforces a Visible Leadership Plan, whereby managers and leaders carry out on-site visits and safety talks with formal records. Additionally, the company organizes the Safety Week, combining field leadership, emergency simulations, and engaging activities to strengthen a culture of self-care.

-Transport safety: A robust road safety program includes driver standards, fatigue management, vehicle inspections, and advanced technologies such as DSM, ADAS, Cognus, Gauss Control, and Guardian, all aimed at preventing fatigue, distractions, and collisions in fuel transport. In 2024, over 2,400 drivers were trained and 17,977 external inspections of equipment were performed.

-Monitoring and continuous improvement: Performance is continuously reviewed by the General Management through POAs and Safety Committees, ensuring traceability of results and updating of plans to address emerging risks.

Together with its ISO 45001 certification and independent external inspections, these actions strengthen Copec's OHS management system by embedding prevention, control, and safety culture, supported by quantifiable targets and verification mechanisms.

3.5 Customer Relations

3.5.1 Online Strategies & Customers Online

Online Customers

	FY 2021	FY 2022	FY 2023	FY 2024	Target for 2024
% of total customers using company's online services solutions/sales platform	36.2%	51%	57.7%	52.2%	64.1%

Online Revenues

	FY 2021	FY 2022	FY 2023	FY 2024	Target for 2024
% of revenues generated online (e.g. through direct sales, advertising, etc.)	13,1%	20.7%	24.4%	24.8%	27.1%

3.5.2 Customer Satisfaction Measurement

Satisfaction measurement	FY 2021	FY 2022	FY 2023	FY 2024	Target for 2024
Satisfaction measurement	83%	88%	91%	91%	91%
Data coverage:	10	14	10	6	

Copec applies a structured methodology to measure customer satisfaction at service stations, combining the Net Promoter Score (NPS) with the Net Satisfaction Index (SN). The latter is calculated as the percentage of satisfied customers (ratings of 6 or 7 on a 1-to-7 scale) minus the percentage of dissatisfied customers (ratings of 1 to 4). The survey includes both closed and open-ended questions addressing different aspects of the customer experience, such as service friendliness, waiting times, and overall perception, while also enabling customers to formally submit complaints in cases of negative evaluations. Through this methodology, the results accurately and quantifiably reflect the customer experience, supporting continuous improvement in service and processes.

3.5.3 Ethical Marketing & Advertising

Commitment to Ethical Marketing and Responsible Advertising – Copec S.A.

At Copec, we act with ethics, responsibility, and transparency in all our communications, understanding that marketing and advertising must faithfully reflect our corporate values and our commitment to people, the environment, and sustainability.

We adopt high standards in our communication practices, considering current regulations, industry best practices, and our role as active members of the National Association of Advertisers (ANDA), a social entity of the Self-Regulation and Advertising Ethics Council (CONAR).

This commitment is based on the provisions of the Chilean Code of Advertising Ethics, which promotes truthfulness, the protection of vulnerable audiences, and healthy competition. These principles guide our actions and reflect our respect for the people and communities we serve.

Scope:

This commitment applies to all operations, brands, communication channels, and platforms of Copec S.A., both physical and digital, within the framework of our commercial and corporate communication strategies.

Principles of Action:

In our communications and campaigns, we commit to:

- Provide truthful, clear, and balanced information about our products and services.-Reject any exaggerated or misleading claims regarding the social or environmental impacts of our offerings.
- Maintain special consideration for vulnerable audiences, such as children, ensuring a respectful, inclusive, and appropriate approach in our marketing materials.
- Refrain from issuing messages that could misinform about the work, products, or services of third parties.
- Align our communications with the provisions of the Chilean Code of Advertising Ethics and with our own policies on sustainability, diversity, human rights, and data protection.

3.5.4 Brand Management Metrics

Copec regularly measures brand perception through independent reputation and experience surveys conducted by third parties, such as Procalidad, Citizen Brands, Merco and Better Brands rankings. These studies include metrics directly linked to sustainability dimensions, such as:

- Customer service quality and trust (measured in the Procalidad Index and Citizen Brands).
- Sustainability and environmental contribution (evaluated in Citizen Brands and Merco ESG Responsibility).
- Corporate reputation and innovation (evaluated in Merco Corporate Reputation and Innova Awards).

These metrics allow the Company to track consumer perceptions of Coppec's contribution to the environment, to the country, and to people's wellbeing, beyond product and service attributes. (Integrated Report 2024, sección "Brand and customer experience awards" Pgs. 18 and 19)

Description of the quantified target set on the sustainability metric(s)

Coppec's quantified target is to maintain leadership in national perception and reputation rankings, particularly in sustainability-related categories. In 2024, Coppec achieved:

- 1st place in Energy & Distribution sector in Citizen Brands and Merco.
- Top 5 overall ranking in Citizen Brands 2024.
- 1st place in Merco ESG Responsibility 2023.

The Company's target is to remain in the top positions of these rankings annually, ensuring continuous improvement in consumer perception of its environmental and social contribution.

3.6 Privacy Protection

3.6.1 Privacy Policy: Systems/ Procedures

Coppec has a Privacy Policy approved by the General Management, applicable to all companies of the group and its subsidiaries, which establishes the commitment to safeguard the confidentiality and proper handling of clients' and users' personal data. The policy formally designates Coppec S.A. as the Data Controller, with a legal representative and defined contact channels for inquiries or requests related to privacy.

Beyond the policy, the company has management mechanisms that reinforce its implementation. Within the Ethics and Compliance Sub-Management, there is a data protection specialist who works together with the appointed Privacy Officer (Patricio Vera, designated by the Board), ensuring that data protection is embedded into the corporate compliance and risk management system. In addition, Coppec's Internal Regulations include disciplinary actions in case of breaches in the handling of personal information.

In terms of oversight, the company carried out an external audit in June 2024 through a legal gap analysis on data protection issues, and it maintains a Data Protection Compliance Model that includes periodic internal reviews. These processes allow Coppec to verify compliance with applicable regulations, identify improvement opportunities, and ensure continuous and preventive management of personal data protection.