

Copec ESG Supporting Document 2025

The information disclosed in this document pertains to the 2025 period and is published as a supplementary document to Copec's Integrated Report 2025, 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

1.1. Transparency & Reporting

Copec S.A.'s sustainability disclosure in the Integrated Report 2025 is based on the Operational Control approach, focusing on its core operations and subsidiaries in Chile, which represent approximately 55% of the total consolidated revenue.

The reporting scope for Organización Terpel S.A. (representing approximately 45% of revenue) is strategically defined based on its operational and jurisdictional independence. Terpel is managed as an independent regional platform with its own autonomous management structure and headquarters in Colombia.

To ensure technical accuracy and transparency, Terpel maintains its own independent sustainability reporting and external assurance processes in accordance with Colombian regulatory requirements. Terpel's ESG performance is independently validated by S&P Global, as evidenced by its inclusion in the 2025 Sustainability Yearbook with a score of 77/100 and its recognition as an Industry Mover.

Consequently, the reporting boundary for this submission is defined by the operations under Copec's direct control, with all disclosed data being externally verified, providing stakeholders with a reliable picture of the Group's primary environmental and social impacts and its managerial reality.

1.6 Policy Influence

1.6.2 Largest Contributions & Expenditures

Organization	Type of organization	Total amount paid in FY 2025
Asociación de Empresas de la V Región (ASIVA)	Asociación de Empresas de la V Región (ASIVA) is a multisectoral trade association representing over 135 companies and institutions in the Valparaíso region. As a primary industrial reference since 1954, ASIVA influences the public and private agenda through specialized	\$80.409.241

	committees, such as the Bahía Quintero Puchuncaví Committee, which coordinates the country's main energy hub. Copec's contribution supports strategic collaboration with authorities and communities to shape public policy and regulatory frameworks regarding employability and environmental standards, ensuring an aligned and sustainable development approach for the region's strategic energy operations.	
Cámara de Comercio de Santiago (CCS)	Cámara de Comercio de Santiago (CCS) is a non-profit trade association and a primary industrial reference representing over 2,400 member companies in Chile. CCS acts as a strategic link between the private sector and national authorities, actively participating in legislative activities and transmitting business concerns to shape public policy. Copec's contribution supports the association's efforts to influence the public-private agenda, fostering modernization, economic competitiveness, and the development of digital commerce frameworks. By promoting a stable and future-oriented regulatory environment, CCS strengthens the national business landscape, which is material to Copec's long-term growth and sustainability strategy.	\$47.660.386
Asociación de Industriales Mejillones (AIM)	The Asociación de Industriales de Mejillones (AIM) is a multisector trade association, established in 2007, that brings together prominent companies and industries from the commune of Mejillones, in the Antofagasta Region, belonging to strategic sectors such as port facilities, mining, energy, logistics, and chemicals. AIM coordinates the local and regional agenda through three specialized working groups focused on Human Capital, Communities, and the Environment, as well as strategic alliances. Additionally, it executes social value initiatives centered on areas such as healthcare, tourism, and education, promoting the Bay of Mejillones as a key productive and logistical development hub for the country. Copec's contribution to this association fosters strategic collaboration among member companies, authorities, and the community to strengthen environmental standards, social investment, and local supplier development, ensuring a sustainable and harmonious growth approach for the region's industrial operations.	\$39.689.534

1.7 Supply Chain Management

1.7.2 Supplier ESG Programs

Copec S.A. has mechanisms in place to ensure the effective implementation of its environmental, social and governance (ESG) supplier programs, supported by a three-level governance structure.

The Board of Directors is the highest accountable decision-making body responsible for the approval and maintenance of the Supplier Code of Conduct, in effect since 2025, and supports its periodic review and update. The Sustainability Committee reviews the progress of the sustainable supplier program on a semi-annual basis and adjusts targets, while also receiving the results of the Supplier Sustainability Survey and the Capacity Building Work Plan. At the executive level, the Sustainability Department coordinates the implementation of the program; the Procurement Department executes the related processes, including tenders, requests for quotations and supplier performance assessments; while the Ethics and Compliance System oversees compliance with applicable policies and regulations and also administers the Crime Prevention Model and the Ethics Reporting Channel.

The company has operational mechanisms in place to verify, at each stage of the purchasing cycle, the alignment of its purchasing practices with the Supplier Code of Conduct. At the invitation-to-tender stage, the Buyer verifies that each invited supplier has the documentation required under the Crime Prevention Model, such as the Relationship Declaration, the Crime Prevention Model Compliance Declaration, and adherence to the Code of Conduct, before participating in the process. At the contract award stage, the Award Committee reviews, for every relevant process, the financial capacity report, the commercial report (Dicom) and the supplier's Compliance analysis, with this analysis documented in the Award Minutes.

During contract execution, the Pronexo platform monitors compliance with the pension and social security obligations applicable to the supplier's personnel, ensuring that the supplier meets the minimum legal requirements in this regard, while the Handle platform, administered by the Compliance Department, generates automatic risk alerts, including potential situations involving money laundering or terrorist financing, which may result in purchase orders being blocked or the supplier being suspended. Where gaps are identified, or in the event of any non-compliance with safety, labor or other relevant ESG obligations, contract administrators may apply different corrective measures, suspend services or terminate the corresponding contracts.

Suppliers have access to the company's Ethics Reporting Channel to confidentially submit inquiries or report potential breaches of the Supplier Code of Conduct or other situations that may be contrary to its principles. Copec guarantees the confidentiality of reports and protection from retaliation for those who submit them in good faith.

This alignment is further reinforced contractually through the General Contracting Conditions, in effect since 2022 and applicable on a supplementary basis to all supply relationships with Copec. These conditions establish that suppliers must be familiar with and comply with Copec's Code of Conduct and other Compliance Regulations, as well as promote these principles among their own subcontractors. They also commit suppliers to conducting their activities in accordance with the principles and values established in the Company's Purpose, Sustainability Policy and Territorial Management Policy.

Suppliers' ESG performance is incorporated into the Supplier Performance Assessment Procedure, which assigns weights to six dimensions, including the "Social and Environmental Responsibility Management" criterion (7% of the total score). Suppliers must achieve a minimum score of 60 out of 100; those that do not meet this standard enter a review and

improvement process and, if the insufficient result is repeated in two consecutive assessments, they are disqualified from participating in future contracting processes. In this way, ESG performance constitutes a relevant criterion for supplier assessment and continued eligibility.

The Procurement team receives training within the framework of Copec's Ethics and Compliance System, given its responsibility for verifying, in each tender process, that suppliers have the documentation required under the Crime Prevention Model and for applying the Supplier Performance Assessment Procedure, which incorporates the Social and Environmental Responsibility criterion.

1.7.3 Supplier Screening

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

A supplier is considered significant when it meets at least one of the following criteria, as defined in the Supplier Performance Assessment Procedure:

- It falls within the group of suppliers accounting for 80% of the total purchases managed by a buyer during the year.
- It is the sole supplier in the market for a specific good or service.
- It supplies materials considered critical to Copec's operational continuity.

The screening process considers multiple dimensions related to governance, compliance, sustainability and business criticality. From a governance perspective, suppliers must complete the Relationship Declaration for Legal Entity Suppliers, a form that collects relevant information to identify potential integrity, compliance and conflict-of-interest risks. Among other aspects, the declaration considers the existence of Politically Exposed Persons (PEPs), relationships with public officials, family relationships with Copec directors or employees, relevant business relationships, and other information associated with the Crime Prevention Model, in accordance with Law No. 20,393. This information serves as an input to the supplier assessment process.

In the social and environmental areas, the assessment considers available information related to compliance with environmental, labor, and occupational health and safety regulations, complemented by commercial information and reviews conducted by the Compliance Department during the contract award process.

The screening process also considers the supplier's strategic relevance to the business, the criticality of the goods or services supplied, and other information that contributes to a comprehensive risk assessment and decision-making in contracting processes.

The methodology also considers:

- Country-specific risks: exposure to jurisdictions with higher levels of corruption or regulatory instability.

- Sector-specific risks: suppliers operating in industries with known social or environmental challenges.
- Commodity-specific risks: particularly where the commodities involved may have sustainability impacts or specific compliance requirements.

When the screening process identifies potential risks or aspects requiring further analysis, the case is reviewed by the Ethics and Compliance Department, which conducts a more in-depth assessment and determines the most appropriate actions to address the identified aspects. These may include mitigation measures, additional controls, or specific contractual safeguards, with the aim of supporting appropriate risk management and compliance with the Company's standards in its relationships with suppliers.

1.7.4 Supplier Assessment and Development

Copec has a supplier assessment and development approach that combines performance assessment processes, monitoring and improvement mechanisms, management tools, and capacity-building programs.

Supplier Assessment

Copec conducts the Supplier Performance Assessment Procedure annually, covering its significant suppliers. At the close of the 2025 cycle, 112 significant suppliers were assessed out of a total base of 4,197 active suppliers. This coverage represents the entire population defined as significant according to the criteria established in the procedure.

The assessment assigns weights to six dimensions:

- Organization (10%, which includes the Social and Environmental Responsibility Management criterion, weighted at 7%)
- Technical Criteria (26%)
- Logistics Criteria (25%)
- Service (20%)
- Quality Management (10%)
- Commercial and Financial Criteria (9%)

These assessments are conducted in accordance with Copec's Supplier Code of Conduct, whose reference framework incorporates international principles and conventions on human rights, labor, ethics, and sustainability. The evidence used in the process is complemented by documentary sources and control tools that enable the verification of commercial, compliance, and social security information, as well as the identification of risk alerts.

Copec's Supplier Code of Conduct also reserves the company's right to audit and review, at its own expense and at any time, the processes and services provided by the supplier, including the possibility of conducting on-site visits when deemed appropriate, to verify compliance with contractual, ethics, and compliance obligations. To date, this mechanism has been applied selectively to critical or higher-risk suppliers.

Evidence supporting this assessment is verified through documentary sources, including the commercial report (Dicom) and the Compliance analysis reviewed by the Award Committee, as well as through the Pronexo and Handle platforms, which respectively monitor suppliers' compliance with social security obligations for their personnel and generate automatic risk alerts.

Suppliers that score below 60 out of 100 participate in a review and improvement process aimed at identifying opportunities for improvement and supporting their progress ahead of the next assessment. In the 2025 cycle, 30 suppliers were recognized for their outstanding performance, while 18 were classified as Insufficient and participated in this improvement and support process.

Additionally, in 2025, Copec implemented the SAP Ariba SLP (Supplier Lifecycle and Performance) platform for supplier lifecycle management, centralizing supplier qualification, assessment, and development processes within a single system and eliminating the need for manual reconciliation at the end of each period.

The platform enables:

- Supplier self-service, through the Supplier Self-Service Portal, where suppliers directly upload their certifications, insurance policies, labor documentation, and ESG questionnaires, reducing the operational workload of the internal team.
- Risk-based segmentation, applying a streamlined, automated self-assessment questionnaire to the entire supplier base, while reserving desk and/or on-site assessments for critical or significant suppliers.
- Configurable assessment templates by category, replicating within a single system the criteria already used by Procurement and Engineering, with traceability and comparability across areas.
- Automated requalification workflows and alerts, replacing the manual periodic closing process and keeping each supplier's qualification continuously up to date.
- Integration with external risk sources (financial, sanctions, ESG), complementing the controls currently managed by Compliance.
- Traceability and auditability, facilitating external verification of indicators in line with the ISAE 3000 standard applied to the Integrated Report.

Supplier Development

In December 2025, Copec conducted its Supplier Sustainability Survey for the second time, with the objective of assessing the status of environmental, social, and governance practices across its value chain. The survey covered a supplier base of 4,197 suppliers and obtained 925 valid responses (19.8% response rate; 2.9% sampling error), covering the following dimensions:

- Ethics and Compliance: Code of Conduct, crime prevention, free competition, reporting channel, data protection
- Social: human rights, occupational health and safety, living wage, freedom of association, diversity and inclusion
- Environmental: climate change, carbon footprint, energy, water, waste, biodiversity

A cluster analysis across 20 sustainability dimensions classified 882 of the 925 suppliers that responded into three maturity profiles: Early Stage (57.4%, n=531), In Transition (17.8%, n=165), and Advanced (20.1%, n=186).

The main findings show differences across the ESG dimensions between the three clusters.

- In governance, the Advanced cluster has five times more suppliers with their own Code of Conduct than the Laggards cluster.
- In the environmental dimension, there is a gap of approximately 40 percentage points in carbon footprint measurement.
- In the social dimension, Advanced suppliers have 20 times more diversity and inclusion policies, while average female representation in senior management reaches 2.2 in this group, compared with 0.6 among Laggards and 0.9 for the supplier base overall.

This segmentation forms the basis of the Supplier Capacity Building Work Plan, approved for 2026, which includes awareness and communication initiatives, institutional strengthening, environmental and social capacity building, verification, certification, recognition, metrics, and governance. The plan has a 36-month horizon and targets through 2028 aimed at progressively improving the ESG maturity level of the supplier base.

For any supplier that does not meet the expected standards, regardless of its size or criticality, Copec defines improvement plans tailored to its specific gaps. Corrective action plans arising from the Supplier Performance Assessment are systematically monitored through scheduled follow-up meetings between the Buyer, the Internal Client, and the supplier, with the objective of verifying their implementation and assessing their effectiveness prior to the following period's reassessment.

As part of this approach, the Compromiso PyME / Mi Compromiso Pyme Program seeks to strengthen the capabilities of smaller suppliers through training, structured mentoring, and personalized support. Its first edition (2022–2024) was carried out over three years and combined remote support through the Chile Converge platform with in-person mentoring and coaching sessions delivered by Copec employee volunteers.

A new edition, conducted between September 2025 and January 2026, continued this approach through mentoring focused on strengthening management, operational, and financial capabilities. The program formed 10 mentor-SME pairs and incorporated mechanisms for monitoring and evaluating results. Among the SMEs that completed the process, perceived confidence increased by 22%, three out of four maintained or increased their sales and profits, and 50% hired new employees.

Beyond initiatives focused on capacity building, Copec has also developed specific experiences of collaboration with suppliers aimed at improving the ESG performance of its products. In 2025, Copec worked with Wenco to redesign its 5-, 10-, and 20-liter fuel containers, which now incorporate between 20% and 25% post-consumer recycled plastic (PCR). This initiative reduced the use of virgin material and incorporated circularity criteria into the product while maintaining the required safety standards through SEC certification. This case demonstrates the potential of supplier collaboration to incorporate ESG criteria into

product development, combining environmental improvements with Copec's technical and safety requirements.

Technical Assessment of Engineering Suppliers and Contractors

Complementing the assessment process managed by Procurement, the Engineering Division has a specific on-site assessment system designed to address the characteristics and technical complexity of services associated with construction projects. While the Procurement process addresses cross-cutting aspects of supplier management, this assessment provides a more in-depth review of variables specific to project execution and enables the direct observation of supplier and contractor performance on site.

The system applies to construction companies and Technical Inspection (ITO) companies participating in Service Station and Industrial projects. Assessments are conducted at the end of each project using specialized instruments according to the type of supplier and consider both technical and operational aspects as well as ESG matters relevant to project execution. For construction companies in particular, safety and social responsibility dimensions are assessed alongside quality, deadlines, and costs. The social dimension considers aspects related to compliance with labor and social security obligations, payments to subcontractors and suppliers, and engagement with neighboring communities. For ITO companies, the assessment includes, among other dimensions, occupational health and safety, including risk identification and preventive incident management.

During 2025, 298 assessments were conducted for 67 construction companies and 220 assessments for 21 ITO companies, with average scores of 6.5 and 6.6 out of 7.0, respectively. These results demonstrate the systematic application of this assessment mechanism to the suppliers and contractors within its scope.

Implemented in 2025, the system focused in its first stage on supplier and contractor assessment. During 2026, the Engineering Division is expanding its scope to supplier development, incorporating feedback mechanisms, action plans, and continuous improvement based on the results obtained.

1.8 Tax Strategy

1.8.2 Tax Reporting

Chile	
Resident Entity	Copec S.A. and its resident subsidiaries
Primary Activities	Distribution of fuels, electric charging services, and exports
Number of Employees	13,152
Revenue *	11,152,224,463

Profit (loss) before tax	438,315,001
Income tax accrued (current year)	116,568,161
Income Tax Paid	78,463,718

* All monetary amounts are expressed in thousands of Chilean pesos (M\$ or CLP thousands).

Colombia	
Resident Entity	Organización Terpel S.A.
Primary Activities	Purchase, sale, import, export, refining, storage, packaging, and distribution of gasoline and other petroleum products.
Number of Employees	1,653
Revenue *	8,965,968,270
Profit (loss) before tax	234,882,595
Income tax accrued (current year)	87,478,753
Income Tax Paid	103,811,089

* All monetary amounts are expressed in thousands of Chilean pesos (M\$ or CLP thousands).

1.10 Responsible Artificial Intelligence

1.10.2 Responsible Artificial Intelligence Program

AI-Powered Customer Service (Copec Virtual Assistant)

As part of the implementation of its Responsible Artificial Intelligence Policy, Copec S.A. deployed the Copec Virtual Assistant, an AI-powered chatbot integrated into its WhatsApp customer service channel and serving as the flagship implementation of its Responsible Artificial Intelligence Program. Artificial Intelligence has become a central enabler for improving customer experience and operational efficiency, with the solution achieving high levels of customer adoption and satisfaction by accelerating response times, improving information consistency, supporting operational decision-making in real time, and enabling the efficient resolution of frequent B2C customer inquiries. The chatbot complements Copec's centralized customer service team, which manages customer requests through telephone, WhatsApp, social media, and web forms.

To promote transparency, the chatbot explicitly identifies itself from the first interaction ("Soy el Asistente Virtual Copec"), ensuring customers are aware they are interacting with an AI-

powered virtual assistant rather than a human representative. Human oversight is embedded into the service model through a predefined knowledge base organized by topic. Each knowledge article specifies the appropriate action for a particular customer inquiry, including whether the interaction should be transferred to a customer service executive. Rather than relying on a generic escalation rule, escalation decisions are determined according to the service protocol associated with each topic. For example, requests related to product returns are automatically transferred to a human executive following the corresponding operational process.

Copec continuously monitors chatbot performance through complementary mechanisms designed to maintain service quality and support ongoing improvements. The Net Satisfaction Index (NSI) serves as the primary customer outcome indicator by measuring customer satisfaction across brands and case types. In parallel, a dedicated human team regularly reviews conversation transcripts to identify emerging topics or customer needs not yet incorporated into the chatbot's knowledge base, allowing proactive updates before service quality is affected. Additionally, a separate Evaluator AI assesses both chatbot and human-agent interactions using the same standardized quality assessment criteria, enabling the company to identify potential deterioration in response quality over time independently of whether customers explicitly report dissatisfaction. Chatbot performance is further monitored through First Contact Resolution (FCR), Executive Escalation Rate, Support Escalation Rate, and Quality Assurance (QA) indicators, providing a comprehensive view of customer experience, chatbot autonomy, escalation effectiveness, and technical quality.

The implementation of the AI-powered customer service channel has generated measurable operational and customer experience improvements. Monthly interactions increased from 5,888 in October 2025 to 14,541 in June 2026, reaching a peak of 29,349 interactions in March 2026, with an accumulated 120,715 interactions during the assessment period. This growth coincided with the incorporation of BlueExpress inquiries between December 2025 and March 2026, introducing new interaction types that were not previously covered by Copec's knowledge base. Following updates to the knowledge base and resolution of these issues, the Net Satisfaction Index (NSI) improved from 49.4% in March 2026 to 59.6% in June 2026, representing an increase of 10.2 percentage points. Overall, the AI-powered customer service solution enabled Copec to increase customer service capacity by more than four times while maintaining high levels of customer satisfaction and continuously improving service quality through ongoing monitoring, human oversight, and iterative updates to the knowledge base.

In addition, Copec reinforces the implementation of its Responsible Artificial Intelligence Policy through Academia Digital, its company-wide employee development program. The program provides employees with training on the responsible, collaborative, and productive use of Artificial Intelligence and Google digital tools, strengthening employees' capabilities to adopt and use AI responsibly across the organization.

II. Environmental Dimension

2.3. Packaging

2.3.2 Packaging materials

Packaging material	Amount (metric tonnes)	Percentage of materials used that is certified	Information
Wood & Paper fiber packaging	1,384.23	57.26%	These include paper, wood, cardboard, and cardstock, among others. The materials are certified by PEFC, APL, SGS, and ISO 9001.
Metal packaging	3,126.95		

The reported figures correspond to the operations of Copec S.A. and Arcoprime. The data differs from that reported in the 2024 ESG Supporting Document due to improvements in the coverage and traceability of data recording.

2.3.3 Plastic packaging

Plastic packaging	2022	2023	2024	2025
A. Total weight (tonnes) of all plastic packaging	1,572.31	1,576.93	1,878.38	1,988.07
B. Percentage of recyclable plastic packaging	2.09%	1.39%	7.85%	3.61%
C. Percentage of compostable plastic packaging	-	-	0.66%	0.55%
D. Percentage of recycled content within the company's plastic packaging	-	-	2.34%	1.62%

The reported figures correspond to the operations of Copec S.A. and Arcoprime, representing 95.5% of revenues from direct operations in Chile. The data differs from that reported in the 2024 ESG Supporting Document because improvements were made to the coverage and traceability of data recording.

2.4. Waste & Pollutants

2.4.3 Food Loss & Waste Commitment - Complementary section

The following information is supplementary to the Food Loss & Waste disclosures included in the Integrated Report and is intended to provide additional context.

Arcoprime continues to strengthen its Food Loss & Waste management through initiatives focused on food waste prevention, food recovery, and the valorization of organic waste. During the reporting period, a pilot project was implemented in stores as part of the adhesion process

to the Food Waste Voluntary Agreement (Acuerdo de Producción Limpia – APL) promoted by AB Chile.

To enhance circular waste management, organic waste collection services were available in 73 Pronto Copec stores, enabling the recovery of organic waste through its conversion into high-nutritional-value animal feed or its treatment at composting facilities.

In addition, Arcoprime maintained a strategic partnership with Red de Alimentos, expanding food recovery efforts to 103 Pronto Copec stores nationwide. Through the implementation of the Red Virtual digital platform, food products approaching their expiration date are donated to nearby social organizations, ensuring full traceability of beneficiary organizations and enabling the quantification of rescued food and the corresponding waste diverted from landfill.

As part of its internal management objectives, Arcoprime has established an annual target of ensuring that 80% of food loss suitable for donation is effectively donated. While the partnership with Red de Alimentos does not have a specific quantitative target, it is monitored through the traceability of donated products, beneficiary organizations, and the volume of food recovered.

Additionally, Arcoprime carried out a breakdown of Food Loss & Waste volumes by treatment pathway. The destination assigned to each volume is determined according to predefined criteria, including the food category and its stage within the product life cycle. The table below presents the volumes associated with food donations and organic waste managed through the different treatment alternatives:

Alternative for treatment (end of life phase of the life cycle)	% of total food loss and waste for alternative purposes
Red de Alimentos	6%
F4F	82%
Compostaje	11%

2.6. Climate Strategy

2.6.6 Climate-Related Management Incentives

Arcoprime has implemented climate-related management incentives across different levels of the organization, including both monetary and non-monetary recognition mechanisms. These incentives are primarily linked to waste management performance and are tailored to the responsibilities of each organizational level, as outlined below.

Employee group eligible for this incentive	Type of incentive	Incentivized KPIs
Business Unit Manager	Monetary	Achievement of waste management-related targets, including budget execution and operational performance goals. These targets form part of the annual

		performance bonus criteria for eligible positions.
Employees	On-site recognition	Employees at operational sites who demonstrate responsible waste management practices are recognized for their performance, distinguishing them from their peers.

2.6.7 Climate Risk Management

In 2024, we conducted an assessment of climate risks, evaluating both transition risks and physical risks over the medium term (2030) and long term (2050). This analysis considered the potential impacts both in our direct operations and across the different stages of the extended value chain, from sourcing to distribution. This year, the company will further deepen its assessment by conducting a climate-related risk analysis aligned with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

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.

To further strengthen its sustainability and climate risk management framework, Copec is implementing a comprehensive roadmap to align with leading international sustainability standards. This includes the adoption of IFRS S1 and S2 (TCFD-based) requirements through a 2026–2028 implementation plan (short-term) focused on financial materiality, climate governance, financial quantification of climate risks, resilience analysis, periodic assessment of transition and physical risks, and the development of climate-related metrics and targets. In parallel, Copec is advancing the integration of nature-related considerations in line with the TNFD LEAP approach. As part of the Locate (L1) phase, the company is conducting a spatial assessment of 719 operational sites against nine geospatial datasets to identify operations in environmentally sensitive areas and prioritize sites with greater ecological vulnerability for future dependency and impact assessments.

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.

Copéc 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).

2.6.13 Carbon Neutrality Transition Plan

Our Carbon Neutrality Transition Plan is complemented by climate-related information presented throughout the Integrated Report. This section provides publicly available information that complements the Report and should be read alongside it. In addition, the Company has an internal transition plan with specific targets and initiatives to guide the implementation of its decarbonization strategy. The Plan reflects our commitment to advancing the energy transition by developing clean energy businesses and innovative solutions, as established in our Climate Change Statement and reinforced by our Environmental Policy adopted in 2025.

We allocate funding to support its execution through technical studies, advisory services, data collection, and the identification and evaluation of decarbonization opportunities. Potential initiatives are subsequently developed into business cases and, where approved, receive implementation funding through the Company's investment and governance processes. In parallel, we continue investing in research, development, and innovation (R&D&I) to advance low-carbon products, services, and technologies that support our long-term transition strategy.

Our decarbonization roadmap includes actions across all emission scopes. For Scope 1, we continue improving operational efficiency through fleet optimization, energy efficiency measures, lower-emission logistics solutions, and digital technologies that enhance emissions monitoring while promoting more efficient driving practices. For Scope 2, we achieved 100% renewable electricity consumption in 2025 through renewable electricity procurement, complemented by energy efficiency and self-generation initiatives. For Scope 3, our efforts focus on reducing emissions across the value chain by promoting circular economy initiatives, advancing our Zero Waste by 2029 ambition, and diversifying our mobility and energy solutions portfolio to help customers and partners reduce their own emissions. Through Voltex, we continue expanding electric charging points, building an increasingly robust national charging network that enables our customers' transition to electromobility. Through Flux, we provide solar self-generation and storage solutions that directly reduce customers' carbon footprint, while Emoac's renewable energy commercialization supports greater renewable energy adoption across our client base.

Our transition is supported by collaboration with key stakeholders and the continuous implementation of initiatives across our operations. During 2025, we expanded energy management technologies throughout our operations, piloted innovative transport solutions to improve logistics efficiency, and strengthened circular economy initiatives, including reverse logistics and material recovery. We also continued collaborating with public institutions on

climate-related initiatives, including the recognition of our Lubricants Plant in Peru as a carbon-neutral operation by the Peruvian Ministry of the Environment.

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 currently evolving toward the TNFD LEAP approach, integrated with Nature-based Solutions (NbS) principles and local ecosystem studies. This framework enables the company to conduct precise spatial analyses and prioritize natural capital actions. In its most recent physical risk screening (based on the 2020-2022 assessment), Copec identified key operational dependencies and socio-natural risks. The most significant arises from tsunami exposure along the national coastline, which, at the time of the last assessment, encompassed approximately 50.6 hectares across service stations and industrial assets. Additionally, two sites were identified near the Villarrica volcano as exposed to volcanic hazards. As part of the full TNFD implementation scheduled for 2026, these figures, including the specific count of exposed facilities and surface area, are being updated to reflect new localized biodiversity data.

Impact-related biodiversity risks considered in risk assessment In its biodiversity risk assessment

As part of its biodiversity risk assessment and transition toward the TNFD framework, Copec identifies land use as a primary impact driver. Based on the 2024-2025 operational footprint analysis, the company has identified a total operational area of 574.96 hectares. Within this footprint, Copec is implementing high-value conservation actions, such as the biodiversity management plan for the 2.28-hectare El Bato Urban Wetland. Currently, the company is working to align its business segments—including Service Stations and New Energies, with the mitigation hierarchy to achieve a net positive impact by 2039. These quantitative indicators are subject to update as Copec completes its full TNFD implementation scheduled for 2026, which will provide deeper spatial granularity on land cover categories and specific ecosystem dependencies

2.8. Product Stewardship

2.8.4 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 Copec Flux, 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 Copec Flux. 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 for four hours, one of the first of its kind in Chile, allowing renewable energy to be stored and injected into the national grid. In parallel, Copec Flux has over 12 years of expertise in solar photovoltaic generation and storage solutions, serving residential, commercial, and industrial clients.

By 2025, Copec Flux had developed 21 Small Means of Distributed Generation (PMGD) projects (142 MWp, 21 of which are in operation), installed more than 80 ESCO plants under long-term energy supply contracts, and executed more than 2,700 residential and 280 industrial solar projects, totaling more than 65 MWp of capacity.

Together, Copec Renovables and Copec Flux 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”.

2.8.5 Sustainable Products Program

Copec has established a sustainable products and services program as part of its long-term strategy to diversify its business portfolio and accelerate the transition towards more sustainable sources of value creation. The program incorporates a classification approach for sustainable products and services, a long-term quantified target, capital and operating expenditure, innovation resources, infrastructure improvements, internal training, and commercial incentives aimed at supporting the development and growth of sustainable products and services.

Classification system and target for sustainable products and services

Our definition of sustainable products and services is closely aligned with the growth of our non-fuel businesses, reflecting our long-term strategy to diversify our business portfolio and accelerate the transition towards more sustainable sources of value creation. As an energy company, fuels continue to represent a significant share of our business; however, we are actively expanding businesses such as renewable energy, convenience retail, mobility solutions, and other non-fuel services.

This approach supports our strategic ambition of achieving, by 2050, an EBITDA contribution from non-fuel businesses that is as significant as that of our fuel businesses, strengthening the resilience and sustainability of our business model over the long term. This provides a specific, time-bound and quantified target for increasing the contribution of the businesses associated with Copec's sustainable products and services approach.

The classification of sustainable products and services under this approach is defined internally and is not subject to external verification.

Investments made (CAPEX and OPEX) to increase the sustainable products and services portfolio

Copec supports the expansion of its sustainable products and services portfolio through the decentralized allocation of capital (CAPEX) and operating (OPEX) budgets at each subsidiary to develop, scale, and strengthen the portfolio of sustainable products and services.

These resources enable subsidiaries to support the development and growth of their respective sustainable products and services according to their business activities and strategic priorities.

R&D resources to develop sustainable products and services

Copec allocates resources to innovation initiatives aimed at developing and scaling non fuel products and services. Through Copec Wind, its innovation hub in Chile and the United

States, the Company combines strategic investments and the development of innovative solutions.

Copec Wind Ventures, its Strategic Venture Capital arm based in San Francisco, invests in high-potential startups. In parallel, Copec Wind Garage, its New Venture Studio in Santiago, develops, incubates, and scales innovative solutions. Examples for sustainable products and services include Gogoro, a battery-swapping solution for electric motorcycles; SOURCE, solar hydropanels that produce drinking water from water vapor in the air; and EFILabs, a hardware and software solution aimed at improving the energy efficiency of trucks.

In addition, R&D resources are allocated at Dhemax, a Copec subsidiary focused on electromobility solutions, supporting the development of solutions in this area.

Infrastructure improvements to ensure products and services are produced, manufactured, and maintained sustainably

As part of the program, Copec undertakes infrastructure improvements to enhance the sustainability of its operations and the delivery of products and services. This includes the implementation of modernization and efficiency projects at the facilities of the Non-Fuel subsidiaries, aimed at reducing the environmental footprint and optimizing operational sustainability.

Internal training on sustainable design principles for functions developing products and services

Copec provides internal training to employees involved in innovation, business development, and the design and development of products and services to strengthen the capabilities required to create sustainable solutions aligned with the Company's long-term strategy. As Copec continues to expand its non-fuel businesses, including renewable energy, electric mobility, convenience retail, and other energy solutions, these training programs ensure that employees integrate sustainability considerations, regulatory requirements, and innovation principles into the development of new products and services.

Training programs cover areas such as electric mobility, energy transition, environmental regulation, circular economy and Extended Producer Responsibility (EPR), environmental risk assessment and remediation, sustainable energy markets, and design thinking for innovation. In addition, employees receive training in digital capabilities, including artificial intelligence and data analytics, to support the development of innovative, efficient, and sustainable solutions. Several of these programs are delivered in collaboration with external experts and academic institutions, reinforcing technical knowledge and fostering innovation across the organization.

Incentives for sales staff on sustainable products and services

Finally, the program incorporates incentives for sales staff related to sustainable products and services through the design and implementation of specific incentive and sales commission schemes at non-fuel subsidiaries. These mechanisms are intended to boost the placement and demand for sustainable products and support the growth of the Company's sustainable products and services portfolio.

III. Social Dimension

3.1 Labor Practices

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.

3.1.4 Workforce Breakdown: Gender

As part of our commitment to equal opportunities and gender equity, we continue to promote women's participation across the organization. In this context, we have set a target for women to represent 40% of our total workforce by 2026, compared with 33.39% in 2025.

To support progress toward this target and strengthen gender diversity across the organization, we have also established the following goals for 2026: achieve a 40% share of women among new hires, maintain a 100% retention rate for female leaders, as achieved in 2025, and ensure that 80% of candidate shortlists are gender-diverse.

3.1.7 Employees covered by collective bargaining agreements

	2022	2023	2024	2025
% of employees covered by collective bargaining agreements	96	92.1	95.5	94.4

3.2 Human Rights

3.2.2 Human Rights Due Diligence Process

Human Rights Due Diligence Process at Copec S.A.

Copec S.A. launched a strategic and progressive Human Rights Due Diligence (HRDD) process in July 2026. This initiative aims to strengthen Copec's long-term commitment to respecting internationally recognized human rights throughout its operations while aligning its governance framework with leading international standards, including the UN Guiding

Principles on Business and Human Rights, the OECD Guidelines for Responsible Business Conduct, relevant European Union ESG directives, and Chile's CMF General Rule No. 461.

The process has been structured around two complementary workstreams.

1. Human Rights Impact Assessment (HRIA)

The first workstream consists of a Human Rights Impact Assessment (HRIA), initially focused on Copec's Mejillones Plant. The assessment follows three sequential phases:

- **Risk identification and contextual assessment:** identification of potential human rights risks through document review, contextual analysis, and interviews with key management personnel.
- **Meaningful stakeholder engagement:** implementation of an inclusive stakeholder engagement process through semi-structured interviews, surveys, and focus groups involving employees, labor unions, contractors, suppliers, local communities, public authorities, and other relevant stakeholders.
- **Impact assessment and risk prioritization:** qualitative analysis of findings to determine whether Copec may cause, contribute to, or be directly linked to identified human rights impacts, culminating in a prioritized human rights risk assessment.

2. Human Rights Governance and Management Framework

The second workstream focuses on establishing a long-term Human Rights Due Diligence management framework tailored to Copec's governance structure and organizational culture. This workstream is intended to embed human rights into corporate governance and enable the company to demonstrate its commitment to investors and other stakeholders over the long term.

The framework is being developed through three phases:

1. **Diagnostic and gap assessment:** comprehensive review of existing internal policies, procedures, and governance documents against applicable international human rights standards.
2. **Development of Copec's Human Rights Program:** design of a practical corporate framework covering ongoing human rights risk management, stakeholder engagement protocols, operational grievance mechanisms, training programs, updates to the corporate risk matrix, and the revision of the Company's Human Rights Policy.
3. **Awareness and capacity building:** executive and management workshops designed to communicate the outcomes of the process and strengthen internal alignment regarding the company's responsibility to respect human rights.

Through this dual approach, Copec S.A. seeks not only to identify and mitigate operational human rights risks but also to establish a mature, measurable, scalable, and sustainable Human Rights Due Diligence system aligned with internationally recognized standards.

Human Rights Diagnostic across Empresas Copec and its Subsidiaries

Since June 2026, Empresas Copec has been conducting a high-level Human Rights Diagnostic to assess the implementation of the UN Guiding Principles on Business and Human Rights (UNGPs) across both the parent company and its subsidiaries.

The primary objective of this exercise is to identify corporate-level priority human rights issues while establishing a baseline for the future development of a comprehensive Human Rights Due Diligence (HRDD) framework. Rather than assessing site-specific operational impacts at this stage, the diagnostic maps the existing mechanisms available across the parent company and its subsidiaries to identify and manage human rights risks, including employee climate surveys, psychosocial risk assessments, community engagement mechanisms, and other existing management tools.

The assessment also reviews the organization's risk management architecture, including risk severity methodologies and supply chain risk management processes. It involves cross-functional engagement with key corporate functions, including Sustainability, Compliance, Risk Management, Procurement, Human Resources, and Corporate Affairs, with the objective of developing strategic recommendations aligned with the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, while also identifying good practices within subsidiaries that may be replicated across the Group.

3.3 Human Capital Management

3.3.1 Training & Development Inputs

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Average hours per FTE of training and development	22.81	15.45	17.3	21.4
Average amount spent per FTE on training and development (CLP)	684,600	837,744	627,549	453,701

3.3.2 Employee Development Programs

Digital Academy: Employee support program for responsible AI adoption

Copec S.A. has implemented Academia Digital (Digital Academy) as a company-wide employee development program that supports the implementation of the company's Responsible Artificial Intelligence Policy. Aligned with the Policy's principles, the Academy equips employees with the knowledge, skills, and practical support required to promote the safe, effective, and responsible adoption of Artificial Intelligence and Google digital tools

across the organization. The initiative forms part of Copec's digital transformation strategy and prepares employees to integrate AI into their daily work in a responsible, collaborative, and productive manner.

The program follows a structured adoption framework built around three strategic pillars: Inform, Sensitize, and Usage, which combine awareness, capability building, and practical application. Training focuses on helping employees understand and apply Google digital tools and Artificial Intelligence responsibly and effectively in their day-to-day activities. To support employees throughout the adoption process, the Academy offers multiple learning formats, including webinars, Google-led masterclasses, self-paced e-learning learning paths, and gamification initiatives that encourage continuous participation.

Beyond formal training, Copec established a Digital Ambassadors Network, an internal employee development initiative through which trained representatives from different business areas facilitate AI adoption across the organization. Digital Ambassadors identify department-specific digital needs, organize voluntary Digital Cafés to share practical use cases and best practices, provide peer support, coordinate tailored training with Google specialists, and participate in monthly meetings to exchange experiences and monitor implementation progress. The program is available to all employees, including workers under part-time or other contractual arrangements within Copec's own workforce, ensuring broad access to digital capability development.

Copec monitors employee engagement and learning effectiveness through quantitative indicators. The introductory AI learning path achieved 76% Net Promoter Score (NPS), 93% Employee Satisfaction (ESAT), and 93% applicability, while the specialized AI learning path achieved 92% NPS, 97% ESAT, and 97% applicability. In addition, the company monitors the monthly evolution of Google license adoption and intensive usage across the workforce, establishing year-end targets of 70% overall adoption and 20% intensive usage to support continuous improvement in digital capability development.

The effectiveness of the program is further demonstrated through measurable productivity improvements generated by employees applying AI capabilities acquired through the Academy to real business challenges. Employee-developed Google Gems have automated repetitive tasks and improved operational efficiency across multiple business areas, including:

- **Finance & Administration:** The "Minutin" GEM analyzes complex Excel reports and generates customs filing instructions, reducing processing time from 3 hours to 2 minutes. The "Pepe" GEM automates the review and cross-checking of import documentation (DIN and TGR), reducing execution time from 15–30 minutes to less than one minute. The "Comparativo FFWW" GEM automates freight forwarder price comparisons, saving approximately 85 minutes per week.
- **Commercial Planning:** AI-enabled analysis of operational and commercial data reduced manual analysis from 3 hours to 5 minutes, while logistics research for freight model development decreased from 6 hours to 15 minutes.
- **Engineering:** The "Meridian Consultant" GEM supports employees in using the new document management system, generating approximately 30 minutes of time savings per user per day.

- **People:** AI-enabled interactive reports, visual mind maps, podcasts related to the collective bargaining agreement, and behavioral change tools reduced preparation times from 3–4 hours to approximately 10–20 minutes.
- **Operations & Logistics:** Shared Gems were implemented to optimize the creation and updating of operational protocols, facilitate compliance reviews, and identify opportunities for process improvement.
- **Digital Innovation:** Teams developed shared AI solutions to consolidate workflow diagrams and standardize process documentation following Digital Academy training.

Overall, the Digital Academy has translated AI capability building into measurable business outcomes. Employees have applied the knowledge acquired through the program to automate workflows, reduce processing times from hours to minutes, and improve productivity across multiple business functions, demonstrating the program's tangible contribution to workforce development and responsible AI adoption.

3.3.4 Hiring

Metric	FY 2022	FY 2023	FY 2024	FY 2025
Total number of new employee hires	216	209	237	264
Percentage of open positions filled by internal candidates (internal hires)	44	50	48.4	47.5

3.3.5 Employee Turnover Rate

Turnover rate	FY 2022	FY 2023	FY 2024	FY 2025
Total employee turnover rate	8	11.6	11.7	13.3
Voluntary employee turnover rate	7	9	9	9.6

3.3.9 Trend of Employee Wellbeing

	FY 2022	FY 2023	FY 2024	FY 2025
Employee Satisfaction	85.2%	85%	82%	81%

Coverage as %	89	97.5	97.2	97.6
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Workplace Climate Survey: Methodology and Validation

Copec S.A. utilizes the People First Model for its annual workplace climate assessment. To ensure the highest technical standards and data integrity, the survey implementation follows these criteria:

- **Academic Validation:** The underlying model is validated by the Pontifical Catholic University of Chile, utilizing advanced statistical validation methods, including Correlation Analysis, Principal Component Analysis, Logistic Modeling, Multinomial Modeling, and Structural Equation Modeling (SEM).
- **Measurement Scale:** The assessment is administered through a 1 to 5 Likert scale, providing a standardized and quantitative approach to measuring employee perceptions.
- **Confidentiality and Anonymity:** To ensure psychological safety and transparency, the survey is processed by an independent external firm (Talana). Strict anonymity protocols are enforced, where results are only reported for teams with five or more respondents (N≥5).
- **Benchmarking and Improvement:** The methodology incorporates an External Industry Benchmark (Expected Value) provided by the consultant. This allows Copec to prioritize specific aspects of the action plans by comparing internal performance against industry standards.

This methodological framework supports the results disclosed in the Integrated Report 2025 (pages 87 and 243), ensuring that the 97.6% participation rate and the 81% satisfaction rate are derived from a scientifically verified process.

Workplace Stress and Mental Health Monitoring

Copec S.A. monitors the comprehensive wellbeing of its workforce through an annual Workplace Climate Survey, administered by an independent external consultant to ensure anonymity and confidentiality, that tracks four key dimensions: Job Satisfaction, Purpose, Happiness and Stress.

To measure the stress dimension and the impact of work-related pressure, Copec utilizes a specific favorability metric based on the following survey statement: "I feel comfortable with the level of pressure and demand in my work". This indicator measures the degree to which employees perceive workplace demands as manageable, serving as a proxy for the prevention of work-related stress and burnout. Over the past two fiscal years, employee favorability regarding stress management and comfort with work pressure declined slightly, from 80.9% in 2024 to 77.2% in 2025.

These quantitative findings are used as an input for Copec's psychosocial risk management protocols and the mental health support services provided by the corporate Health Center. This stress dimension complements the wellbeing indices (Overall Satisfaction 81%,

Happiness 86%, and Purpose 85%) disclosed in the Integrated Report 2025 (pages 87 and 243).

3.4 Occupational Health & Safety

3.4.4 Lost-Time Injury Frequency Rate (LTIFR) - Employees

	FY 2022	FY 2023	FY 2024	FY 2025
LTIFR for Employees	2.13	0.66	2.69	1.30
Coverage % (as of employees)	100	100	100	100

3.4.5 Lost-Time Injury Frequency Rate (LTIFR) - Contractors

	FY 2022	FY 2023	FY 2024	FY 2025
LTIFR for Contractors	3.09	2.38	1.60	3.06
Coverage % (as of contractors)	100	100	100	100

3.5 Customer Relations

3.5.1 Online Strategies & Customers Online

	FY 2022	FY 2023	FY 2024	FY 2025	Target for 2025
% of total customers using company's online services solutions/sales platform	66.2	71.1	73.8	74.3	78
% of revenues generated online (e.g.	20.7	24.4	24.8	25.1	30

through direct sales, advertising, etc.)					
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3.5.2 Customer Management Relations

Copec S.A. implements a comprehensive program to manage and improve customer relations, focusing on accessibility, continuous improvement, and technical resolution standards. The program is structured around the following core elements:

1. **Omni-channel Support and Feedback Ecosystem:** To ensure high accessibility and responsiveness, Copec provides a multi-channel framework for customer interaction:
 - AI-Based Chatbot: The "Copec Virtual Assistant" is integrated into the B2C WhatsApp channel to provide real-time, consistent information and speed up response times.
 - Dedicated Phone Line: The "Llámanos" hotline serves as a primary hub for inquiries and grievances, managing a volume of 744,157 cases in 2025.
 - Online/Email: Digital forms and social media platforms ensure a traceable digital entry point for customer feedback.
 - In-person: Direct support is available across the nationwide network of service stations and convenience stores.
2. **Inclusive Customer Experience and Accessibility:** Copec is committed to ensuring that its services are accessible to diverse customer groups through specific programmatic initiatives:
 - Inclusive Digital Content: Through the Viva Leer Copec program, the company provides an inclusive digital catalog that offers free-to-download e-books featuring stories in Chilean Sign Language (LSCh), specifically designed to bridge the gap for customers with hearing disabilities.
 - Universal Infrastructure: As part of the company's "New Convenience" strategy, service station modernizations incorporate barrier-free physical infrastructure. This design ensures an inclusive shopping and service experience for elderly customers and people with reduced mobility.
3. **Integration of Feedback into Product and Service Development:** Through the "Quiebres de Servicio" (Service Breaks) initiative, Copec executives systematically analyze significant complaints to identify root causes. This process ensures that customer insights are "actively incorporated into continuous improvement and the development of products and services," driving innovation based on real user needs.
4. **Systematic Complaint Handling and Resolution Standards:** The company maintains a formal "Management of External Complaints and Claims" program where inquiries are recorded and classified in a centralized database managed by the Contact Center.

- **Transparency on Timelines:** Copec monitors resolution efficiency through specific KPIs. In 2025, the organization achieved an average resolution time of 3 days for customer cases
 - **Operational Performance:** The program achieved a 72% online resolution rate for general cases and a 20% online resolution rate specifically for complex complaints, with an average solution score of 6.6 out of 7
5. **External Verification and Quality Assurance:** To ensure the robustness of the process, Copec's Quality Management System (QMS), which encompasses the complaint handling and resolution procedures, is subject to annual independent external audits. During the reporting period, these assessments verified compliance with the ISO 9001 standard, ensuring that customer relation processes align with international best practices for quality management.

3.5.3 Customer Satisfaction Measurement

	FY 2022	FY 2023	FY 2024	FY 2025	Target for 2025
Satisfaction measurement (ISN)	70	74	77	79.3	79
Data coverage (% of customers)	77	82	75	81	

Copec measures customer satisfaction annually among customers enrolled in Full Copec, its customer loyalty program. Each customer is identified through a unique Tax ID (RUT) to avoid duplication in the survey. Customer satisfaction is assessed using the Net Satisfaction Index (ISN) methodology, providing a consistent annual measure of satisfaction among surveyed Full Copec customers.